

Central Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



**Central
Bedfordshire**

please ask for Peter Storey
direct line 0300 300 5089
date 20 July 2011

NOTICE OF MEETING

SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date & Time

Monday, 1 August 2011 10.00 a.m.

Venue at

Room 15, Priory House, Monks Walk, Shefford

Richard Carr
Chief Executive

To: The Chairman and Members of the SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE:

Cllrs Mrs R J Drinkwater (Chairman), N J Sheppard (Vice-Chairman),
A L Dodwell, Mrs R B Gammons, Mrs S A Goodchild, Mrs D B Gurney,
K Janes, I A MacKilligan and M A Smith

[Named Substitutes:

D Bowater, Dr R Egan, C C Gomm, P Hollick, J Murray and Miss A Sparrow]

All other Members of the Council - on request

***MEMBERS OF THE PRESS AND PUBLIC ARE WELCOME TO ATTEND THIS
MEETING***

AGENDA

1. **Apologies for Absence**

Apologies for absence and notification of substitute members

2. **Minutes**

To approve as a correct record the Minutes of the meeting of the Social Care, Health and Housing Overview and Scrutiny Committee held on 13 June 2011 and to note actions taken since that meeting.

3. **Members' Interests**

To receive from Members any declarations and the nature thereof in relation to:-

- (a) personal interests in any agenda item
- (b) personal and prejudicial interests in any agenda item
- (c) any political whip in relation to any agenda item.

4. **Chairman's Announcements and Communications**

To receive any announcements from the Chairman and any matters of communication.

5. **Petitions**

To receive petitions from members of the public in accordance with the Public Participation Procedure as set out in Annex 2 of Part A4 of the Constitution.

6. **Questions, Statements or Deputations**

To receive any questions, statements or deputations from members of the public in accordance with the Public Participation Procedure as set out in Annex 1 of part A4 of the Constitution.

7. **Call-In**

To consider any decision of the Executive referred to this Committee for review in accordance with Procedure Rule 10.10 of Part D2.

8. **Requested Items**

To consider any items referred to the Committee at the request of a Member under Procedure Rule 3.1 of Part D2 of the Constitution.

Reports

Item	Subject	Page Nos.
9	<p>Executive Member Update To receive a verbal update from the Executive Member for Social Care, Health and Housing.</p> <p>This item is scheduled for 5 minutes.</p>	*
10	<p>LINK Update To receive an update from Bedfordshire LINK on local health matters influencing LINK activity as defined by the Health and Social Care Act 2001.</p> <p>This item is scheduled for 5 minutes.</p>	*
11	<p>Quality, Innovation Productivity and Prevention (QIPP) To present to the Committee with an update from 22 November 2010 on the programme for QIPP.</p> <p>This item is scheduled for 20 minutes.</p>	*
12	<p>Adult Social Care: Customer Feedback - Complaints, Compliments Annual Report 2010/11 To receive a report relating to the number of complaints in adult social care.</p> <p>This item is scheduled for 15 minutes.</p>	* 19 - 34
13	<p>Health Watch Transition Plan The consider a report regarding the transition of the Bedfordshire Local Involvement Network (LINK) to a Healthwatch organisation.</p> <p>This item is scheduled for 10 minutes.</p>	* 35 - 42
14	<p>Tenant local offers and annual report To receive a report regarding the local offers with tenants and the annual report that is produced by tenants.</p> <p>This item is scheduled for 20 minutes.</p>	* 43 - 58
15	<p>Provision of Care Services to Extra Care Homes To update the Committee on the procurement of care for the Extra Care homes.</p> <p>This item is scheduled for 20 minutes.</p>	* Report to follow
16	<p>Older Persons Review of Sheltered Accommodation in the south of Central Bedfordshire To update the committee on the consultation undertaken in relation to the older persons review of sheltered</p>	* 59 - 82

accommodation in the south of Central Bedfordshire and the approach proposed to be taken.

This item is scheduled for 20 minutes.

- 17 **Q4 Performance Monitoring Report** * 83 - 88
To receive the quarter 4 performance position for the Social Care Health and Housing Directorate.

This item is scheduled for 10 minutes.

- 18 **Q4 Budget Monitoring Report** * 89 - 104
To receive the quarter 4 budget position for the Social Care Health and Housing Directorate.

This item is scheduled for 10 minutes.

- 19 **Work programme 2011 - 12 & Executive Forward Plan** * 105 - 112
To consider details of the currently draft Committee work programme and the Executive Forward Plan.

This item is scheduled for 10 minutes.

CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE** held in Room 15, Priory House, Monks Walk, Shefford on Monday, 13 June 2011.

PRESENT

Cllr Mrs R J Drinkwater (Chairman)
Cllr N J Sheppard (Vice-Chairman)

Cllrs A L Dodwell
Mrs R B Gammons
Mrs S A Goodchild

Cllrs Mrs D B Gurney
K Janes
M A Smith

Members in Attendance: Cllrs Mrs C Hegley
Executive Member for
Social Care, Health &
Housing

Officers in Attendance: Mr T Keaveney – Assistant Director Housing
Services
Mr D Levitt – Head of Public Engagement and
Communications, NHS
Bedfordshire
Mr N Murley – Assistant Director Business &
Performance
Mrs J Ogley – Director of Social Care, Health and
Housing
Ms V Parsons – Head of Quality Development
(Luton and Dunstable Hospital
NHS Foundation Trust)
Mr J Partridge – Overview & Scrutiny Officer
Ms H Smart – Deputy Chief Operating Officer,
Quality and Improvement (NHS
Bedfordshire Community Health
Services)
Mr E Thompson – Assistant Director, Adult Social
Care

Others in Attendance Mr M Coleman Chairman, Bedfordshire LINK
Mr G Dinn Bedfordshire LINK Chair/Lead Social
Care Working Group

SCHH/11/1 **Minutes**

RESOLVED that the Minutes of the meeting of the Social Care, Health and Housing Overview and Scrutiny Committee held on 28 March 2011 be confirmed and signed by the Chairman as a correct record.

SCHH/11/2 **Members' Interests**

(a) **Personal Interests:-**

Cllr Ms A Dodwell Son is a patient at Leighton Buzzard Health Centre
Cllr Mrs S Goodchild She is an ongoing service user

(b) **Personal and Prejudicial Interests:-**

Cllr K Janes His family runs care homes

SCHH/11/3 **Chairman's Announcements and Communications**

The Chairman informed the Committee that she had attended the East of England Health Scrutiny Chairs Forum on 10 June 2011. The issues discussed included GP commissioning and pathfinders. There was also discussion relating to the abolition of strategic health authorities in England and its impact on local authorities.

The Chairman proposed that site visits be arranged for 12 September 2011 to an Extra Care sheltered housing scheme, Silsoe Horticultural Centre and a sheltered housing scheme instead of a Committee meeting. The Chairman also reminded Members of the Committee that they could raise issues to be added to the work programme at any time.

RESOLVED that the Scrutiny Policy Adviser arrange site visits for Members of the Committee on 12 September 2011, in consultation with the Director of Social Care, Health and Housing and the Chairman, and that the meeting on 12 September 2011 be cancelled.

SCHH/11/4 **Petitions**

The Chairman announced that no petitions had been received from members of the public in accordance with the Public Participation Procedure as set out in Annex 2 of Part A4 of the Constitution.

SCHH/11/5 **Questions, Statements or Deputations**

The Chairman announced that no questions, statements or deputations from members of the public had been received in accordance with Public Participation Procedure as set out in Annex 1 of Part A4 of the Constitution.

SCHH/11/6 **Call-In**

No decisions from the Executive were referred to the Committee for review in accordance with Procedure Rule 10.10 of Part D2.

SCHH/11/7 **Requested Items**

No items were referred to the Committee for consideration at the request of a Member under Procedure Rule 3.1 of Part D2 of the Constitution.

SCHH/11/8 **Executive Member Update**

Cllr Mrs Carole Hegley, Executive Member for Social Care, Health and Housing commented to the Committee on several issues including the anticipated outcomes of the NHS listening exercise and an update on the current situation with Southern Cross Healthcare. Cllr Hegley also referred to a meeting of the East of England lead Member network that she had recently attended.

SCHH/11/9 **Social Care, Health and Housing Directorate**

The Director of Social Care, Health and Housing gave a presentation to the Committee, which provided an overview of Adult Social Care, Health and Housing. A full copy of the presentation is **attached**.

In addition to the presentation the Director commented that key issues for the Committee over the municipal year would include reablement services and a peer review of adult safeguarding arrangements.

The Director also informed the Committee that Ed Thompson, Assistant Director for Adult Social Care, was leaving the Council. The Committee thanked him for his support

RESOLVED that the presentation be noted.

SCHH/11/10 **Community Dental Services**

The Committee received a report from David Levitt, Deputy Director of Communications and Public Engagement (NHS Bedfordshire), on the outcomes of service user engagement and proposals to rationalise the number of community dental services (CDS) bases in Central Bedfordshire. In addition to the report David Levitt explained that the proposals had been amended and it was proposed to retain Leighton Buzzard Health Centre.

In response to the report and the outcomes of service user engagement the Committee raised and discussed the following issues in detail:

- There was no perceived lack of access to NHS dentists in Central Bedfordshire.
- The decision to retain Leighton Buzzard Health Centre was welcome.
- The length of time that some residents remained patients of specialist dental facilities was determined by their individual circumstances.
- Letters to service users detailing the changes in service provision should be personalised, detailing local transport schemes that were available, which could improve their access to local services.

RECOMMENDED to NHS Bedfordshire that the Social Care, Health and Housing Overview and Scrutiny Committee welcomes the decision to retain Leighton Buzzard Health Centre as a Community Dental Service base and subsequently support the proposals.

SCHH/11/11 Views of Care and Nursing Home Managers on Hospital Discharge Procedures

The Director of Social Care, Health and Housing and the Chairman of Bedfordshire Local Involvement Network (LINK) informed the Committee of the role of the Bedfordshire LINK and national proposals to abolish the LINK and establish Healthwatch.

Graham Dinn, the Chairman of the LINK Social Care Working Group, outlined the methodology, key findings and recommendations of the report and commented that further issues in relation to hospital discharge were proposed to be considered by the working group in the future.

In response to the report Members of the Committee raised and discussed the following issues in detail:

- The importance of reviewing best practice from elsewhere to consider how the process of hospital discharges could be improved. It was also important to enhance early involvement of families in order to improve patient support prior to discharge.
- The negative effect of discharging a vulnerable person from hospital early in the morning or late in the evening.
- Respecting the dignity of a patient was a major issue and needed to be reviewed in Central Bedfordshire in order to enhance standards.
- The views of the voluntary sector should be sought in future discussions relating to hospital discharge procedures in order consider how improvements could be achieved.
- The importance of effective planning by hospitals prior to discharge.

The Committee requested that a further report be provided in relation to hospital discharge to inform Members of current performance and how providers aimed to improve services.

NOTED the report.

RESOLVED that a further report on hospital discharge be provided to the Committee at an appropriate time.

SCHH/11/12 Bedfordshire Community Health Services Quality Account

The Committee received the 2010/11 Bedfordshire Community Health Services (BCHS) quality account. Helen Smart, Deputy Chief Operating Officer for Quality & Improvement, Bedfordshire Community Health Services, outlined the key priorities for BCHS for 2011/12 and performance for the previous 12 months.

In response to the quality account the Committee raised the following issues and comments to be included in the final quality account:

- The reduction of community acquired pressure ulcers and patient dignity were key priorities that needed to be retained in the quality account.
- Training and education for staff needed to be improved in order reduce the number of avoidable pressure ulcers suffered by patients.

- Improving performance in relation to medicine management was important and needed to be addressed by BCHS in order to deliver significant savings.
- Reducing the number of patients who come to harm following a fall was supported, it was important to ensure that appropriate information was available to patients and those that support them.

RECOMMENDED to Bedfordshire Community Health Services that the priorities contained in their quality account be adopted for 2011/12.

RESOLVED that a further report be provided to the Committee at a future date relating to medicine management.

SCHH/11/13 Luton and Dunstable Hospital NHS Foundation Trust Quality Account

The Committee received the 2010/11 Luton and Dunstable Hospital NHS Foundation Trust quality account. Victoria Parsons, Head of Quality Development, drew particular attention to performance in relation to clinical indicators of quality and national targets and regulatory requirements for 2010/11.

In response to the quality account the Committee raised the following issues and comments to be included in the quality account:-

- The Committee were concerned of the failure to meet targets for the maximum waiting times for cancer patients. The Committee stated that fast improvement in this area was crucial.
- It was important to ensure that staff were accountable for performance.
- There needed to be a greater awareness of risk on behalf of patients and carers in order to minimise the risk of issues such as pressure ulcers.

In addition to these comments the Head of Quality Development agreed to provide further information to the Committee in relation to the maximum waiting time of 62 days from all referrals to treatment for all cancers.

RECOMMENDED to Luton and Dunstable Hospital NHS Foundation Trust that the priorities contained in their quality account be adopted for 2011/12.

SCHH/11/14 Work Programme 2011 - 12 & Executive Forward Plan

Members considered the Committee's draft work programme for 2011/12 and the Executive Forward Plan.

RESOLVED that the draft work programme be approved.

(Note: The meeting commenced at 10.00 a.m. and concluded at 12.48 p.m.)

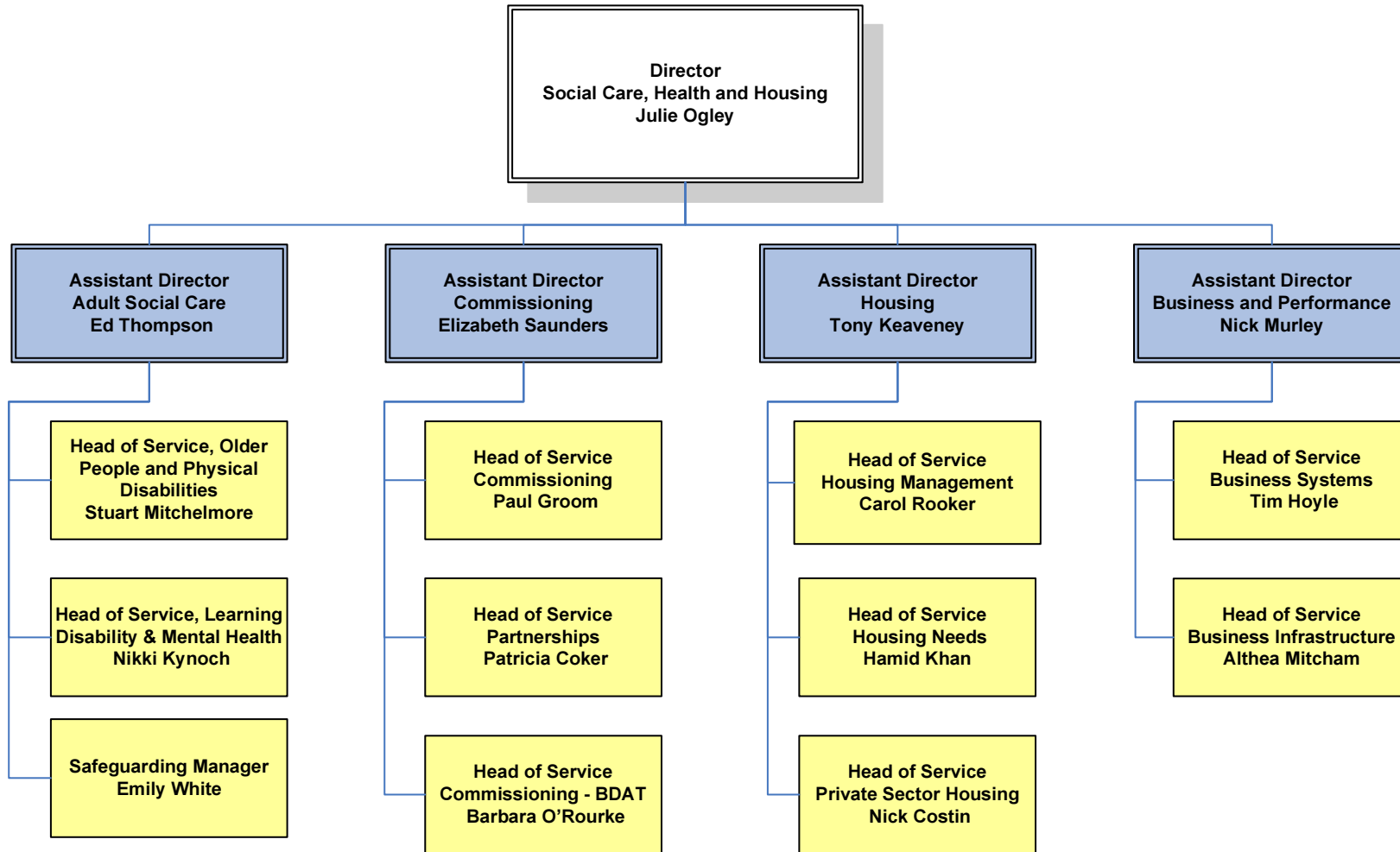
This page is intentionally left blank



Adult Social Care, Health and Housing Overview

Our Vision: We will help our residents live their own lives, enjoy good health, be safe, independent and play a full and active part in the life of the community

Structure



A new landscape

Time of transition for adult social care, with financial challenges - “Shrinking pool of resources” and opportunities in the years ahead.

A new agenda for adult social care based on a power shift from the professional to the customer by ‘Putting People First’ and changing the way we work.

A new approach

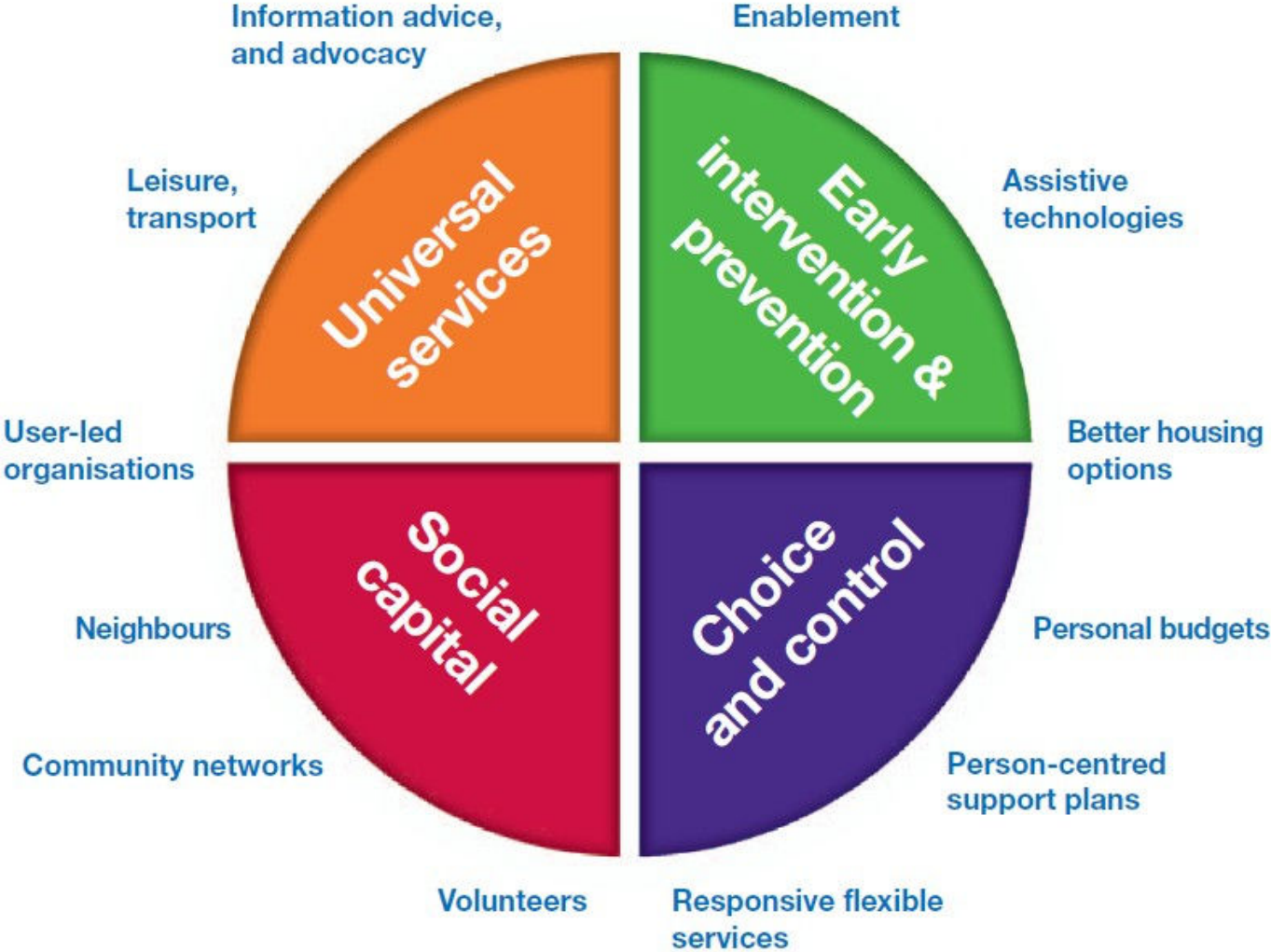
Demand for services from an increasing ageing population is not financially sustainable;

30% increase of those aged 75+

48% increase of those aged 85+

A shift from providing institutionalised services to personalised services

Putting People First - Personalisation



Safeguarding – Everybody’s Business, Our Responsibility

Improving basic safeguarding outcomes encompasses:

1. Effective preventative work (for example, awareness in the public, staff and people using services)
2. Good quality local services that work to prevent abuse and afford people dignity and respect
3. Personalised social care responses that enable people to weigh up the risks and benefits of their options
4. Effective response systems and services that enables the person to define the outcomes they want and address the cause of harm or abuse and the damage that it has done
5. Effective access to criminal and/or restorative justice and support services. People get extra support to challenge and change harmful or abusive situations, and arrange services and supports that meet the outcomes they want

Key Projects

- Adult Social Care Recovery
- Efficiencies
- Council House Financing
- BUPA Reprovision
- Housing Repairs Project
- Safeguarding of Vulnerable Adults Peer Review

Examples of Efficiencies include:

- More effective deployment of council staff across the reablement service and extra care sheltered housing:
 - To deploy existing care workers to the councils reablement service
 - A new external provider to deliver high quality care services to customer in Extra Care homes
- Streamline the in-house Domiciliary Care, and Assessment and Resettlement services for people with learning disabilities.
- Development of a joint approach with the Health Service.
- Harmonisation of Housing Needs Service.
- Reduction in usage of residential and nursing care services.
- Modernisation of day services for adults with learning disabilities to meet the personalisation agenda

Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 1 August 2011
Subject: Customer Feedback – Complaints, Compliments Annual Report
Report of: Cllr Carole Hegley, Executive Member for Social Care, Health & Housing
Summary: This report fulfills the statutory duty to produce an annual report for Adult Social Care. The report provides statistics on the number of complaints received; complaint outcomes (upheld/not upheld); performance; issues complained about; and learning and improvements resulting from complaints for 2010/11.

Advising Officer: Julie Ogley - Director of Social Care, Health & Housing
Contact Officer: Sonya Branagan – Customer Relations Manager
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The annual report for noting links to the priorities

- Creating safer communities
- Supporting and caring for an ageing population

Financial:

Effective management of complaint issues focuses resource on resolution and reduces the risks of financial remedies being paid. The complaints procedure provides for conciliation meetings which are used as an effective alternative to local manager investigations. The annual report details local settlements where payments have been made.

Legal:

The production of an annual report is a statutory requirement and should be made available to anyone on request. The report will be posted on the council's web site.

Risk Management:

Complaints are assessed at the point of receipt to ensure risks are managed for example; safeguarding of vulnerable adults issues, risks to reputation. Effective complaints management ensures service failings are identified and remedied, thereby reducing the risk of public reports from the Local Government Ombudsman. There were no public reports about adult social care complaints.

Staffing (including Trades Unions):

There are no staffing issues arising from the report

Equalities/Human Rights:

The report has been reviewed by the Corporate Policy Advisor (Equalities and Diversity) and the feedback taken into account in the final report. The report identified that improvements are to be made in the area of capture and monitoring of equalities and diversity data.

Community Safety:

To support vulnerable people to feel safe it is important that they know how to complain about services they receive; feel heard when they raise complaints; and that action is taken. The report evidences that service users have been able to complain, where complaints have been upheld failings are identified and improvements are put in place.

Sustainability:

There are no sustainability issues arising from the report

RECOMMENDATION:

- 1. That the Social Care, Health and Housing Overview and Scrutiny Committee note the content of the report.**

1. Introduction

- 1.1** The Council's Customer Relations Team, based in the Office of the Chief Executive, manages the council's customer feedback procedures. There are three procedures. Two of the procedures are statutory and are governed by Regulations, relating to Adult Social Care Services and Children's Services respectively. The third procedure covers all other council services.
- 1.2** The feedback procedures are the means by which customer compliments, comments and complaints are handled. Customer Relations provides a point of contact for customers wishing to complain via email, telephone or in writing. This provides confidence to those customers who may have lost faith in the services to respond to their issue.
- 1.3** The Council is required to monitor statutory complaints procedures and prepare an annual report. The Adult Social Care complaints report must be made available to any person on request.

2. Purpose of this report

- 2.1 This report provides an overview of the key issues in complaint handling for Adult Social Care for the period.

3. Adult Social Care customer feedback report

- 3.1 The Regulations require that the annual report should include:

The number of complaints received; the number that were well founded; the number referred to the Local Government Ombudsman; a summary of the subject matter of complaints received; matters of general importance arising or in the way complaints are handled; any matters where action is to be taken to improve services as a consequence of complaints.

- 3.2 The annual report addresses the requirements above and covers:

- The council's procedure for handling adult social care complaints.
- Equality and Diversity Monitoring.
- Summary Statistics including; number of complaints received; number referred to the Local Government Ombudsman; services most complained about; number well founded.
- Performance.
- Service improvements resulting from complaints.

- 3.3 To address the need to make the annual report available to anyone requesting it the report will be posted on the 'Feedback' pages of the council's website. The feedback pages contain information on how to provide compliments, comments and complaints

4. Complaints handling practice in 2010/11

- 4.1 The current approach to complaints requires each complaint to be assessed and a decision on the appropriate course of action. In addition all complaints made to the Council about commissioned services have to be considered under the Council's complaints procedure. This replaced the previous practice of sending all commissioned service complaints to the provider to respond to under their own procedure.
- 4.2 The Customer Relations Manager attended the Adult Social Care provider forums to brief providers on best practice in complaints and new powers of the Local Government Ombudsman to investigate self funded carers.
- 4.3 As well as the statutory annual report, weekly, monthly and quarterly reports on customer feedback have been provided based on the Director's requirements for performance reporting. This meant that senior managers had the opportunity to monitor customer feedback for their services. There was a focus on improving the capture of complaints during the period which resulted in 88 new complaints being recorded compared to 66 the previous year.

4.4 In the first half of the year action plans were not being put in place for complaints confirming; the method of handling; the timescale; or an offer to discuss the method of handling with the complainant. However, Customer Relations supported managers to better understand the need for action plans and in the second half of the year 84% of complaints were reported to have an action plan and 71% were completed in accordance with the plan.

5. Key themes from complaints

5.1 The main cause for complaint over the year was care management, including delays in assessments, communication and delays in delivering services. The Older People Service received the most complaints, 40 of the total 88 received. These complaints were about delays; customer care and poor communication; and handling of financial matters and the quality of services provided by external providers on behalf of social care.

5.2 Across the services there were complaints about the quality of services provided by care providers on behalf of the council i.e. day care and respite/residential. Complaints to the council were shared with the Adult Services Improvement Group and the Contracts Service. Whilst each individual complaint was actioned the Contracts Service ensured wider concerns about providers were monitored and managed to address contract and quality issues.

Appendices:

Annual Report 2010/11

Location of papers: Priory House, Chicksands

**CENTRAL BEDFORDSHIRE COUNCIL
ADULT SOCIAL CARE**

CUSTOMER FEEDBACK –

**COMPLAINTS
COMPLIMENTS**

**ANNUAL REPORT
2010/11**

Document Status – Not Protected

INTRODUCTION

This report fulfills the statutory duty to produce an annual report for Adult Social Care. The report provides statistics on the number of complaints received; complaint outcomes (upheld/not upheld); performance; issues complained about; and learning and improvements resulting from complaints for 2010/11.

Adults Social Care cases were inputted and managed in the 'Icasework' database system. 'Icasework' is a legacy system from Bedfordshire County Council. It is not configured to fully map the current council services or the procedures and does not reflect changes in Regulations that came into effect from 1 April 2009. As a result there is limited reporting functionality.

The Adult Social Care Service received weekly, monthly and quarterly reports on customer feedback based on their requirements for performance reporting.

EXECUTIVE SUMMARY

The Customer Relations Team managed the procedures for Adult Social Care complaints.

Adult Social Care Complaints Procedure

The procedure is governed by Regulations which provide a loose framework for handling complaints with the emphasis on fully understanding and addressing the complaint at the start; planning the method of handling the complaint to get it right first time; and focusing on improving services where there are failings.

The Council's procedure contains a number of different options to handle complaints. Each has a standard timescale for responding:

- Local resolution by Service Manager – 10 working days
- Mediation – 25 working days
- Conciliation – 10 working days
- Independent Investigation – 25 up to 65 working days

However, it should be noted that timescales can be flexible depending on the nature of the complaint. Extensions to timescales are permitted providing this is recorded in a complaint plan and communicated to the complainant.

There were 88 new complaints received for the Service for the period 1 April 2010 – 31 March 2011.

During the period 72 cases were closed. Of those, 51 were either upheld fully or in part. Whilst individual cases were actioned to remedy them specifically for complainants wider services improvements were also identified in a number of cases. These are detailed in Section 4.

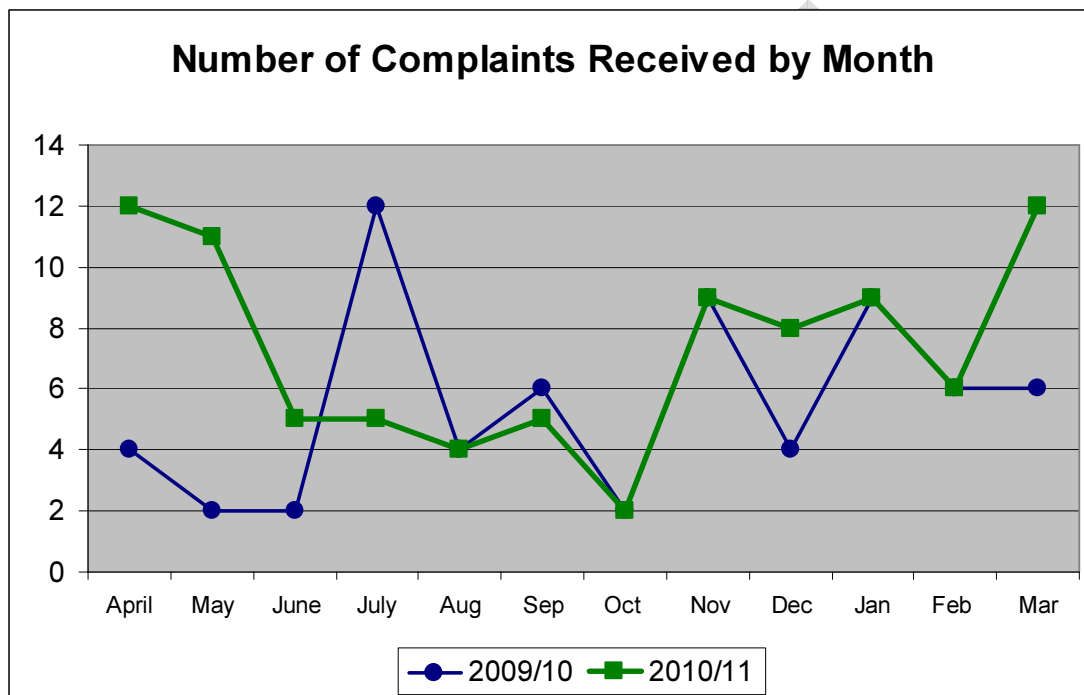
There were 52 compliments recorded where service users thanked or praised staff for the excellent service and support they had provided. This was a significant increase on the 16 reported last year.

1 SUMMARY STATISTICS

1.1 Headline Data for Customer Feedback

Feedback Received	Q1	Q2	Q3	Q4	Total
Complaints	28	14	19	27	88
Compliments	11	7	15	19	52

1.2 Spread of Complaints Received



1.2.1 There was a focus on improving the capture of complaints during the period which resulted in 88 new complaints being recorded compared to 66 the previous year.

1.2.2 The peaks for complaints were at the start and end of the period in April 2010 and March 2011. The peaks did not relate to complaints about any particular issue. The complaints for both months were spread across services.

The quieter months were August and October with 4 and 2 complaints respectively. Both months saw the same number of complaints the previous year and October was one of the quietest months in the previous year.

1.2.3 Health and Social Care Joint Complaints

There were no complaints received that related to both health and social care services delivered to an individual.

1.3 Local Government Ombudsman (LGO) Complaints

The council received 4 complaints from the LGO about its adult social care services:

- 1.3.1 A complainant alleged the Council had failed to consider a complaint about a private residential home appropriately. The Ombudsman found no fault on the part of the Council.
- 1.3.2 A complaint largely concerning Milton Keynes Council had an element for Central Bedfordshire Council that an allegation was not investigated or responded to appropriately using safeguarding procedures. The Ombudsman found no fault on the part of the Council.
- 1.3.3 One complaint related to an embargo being placed on a Service User being moved to the residential home of their choice. The complainant advised that the matter had been resolved with the Council and withdrew the complaint. The Ombudsman discontinued the investigation and closed the case.
- 1.3.4 A complaint detailed that a service user's care plan was out of date and did not take into account deteriorations of health; and the Council failed to put respite care into place. The Ombudsman concluded that the council had acted reasonably in initially setting up respite and carer's payments but some individual errors by workers caused some problems with service delivery and confusion. To remedy the complaint the Ombudsman recommended a payment of £150. This was agreed and actioned.
- 1.3.5 A case raised in the previous year was settled. The Ombudsman's view was that a service user had not been dealt with by the Council as someone funding her own care. As a result the family's course of action to fund care was misdirected which resulted in financial loss. The Council agreed to remedy the complaint by local settlement and agreed a reduction of the debt in relation to care home fees of £20,862.47.

1.4 Trends - Services Most Complained About

- 1.4.1 Some complaints crossed more than one service, and were recorded against the service to which the main issues related. The complaints issues varied and there were limited trends.

Complaints about the quality of services provided by care providers on behalf of the council i.e. home care and respite/residential were shared with the Adult Services Improvement Group and the Contracts Service. Whilst each individual complaint was actioned the Contracts Service ensured wider concerns about providers were monitored and managed to address contract and quality issues.

- 1.4.2 The service receiving the most complaints was the Older People Service receiving 40 of the 88 complaints. There were 10 cases that related to the quality of services provided by external providers on behalf of social care i.e. home care and respite/residential. Other complaints were about care management of cases including delays; customer care and poor communication; and handling of financial matters.

- 1.4.3 The Learning Disability Service received the second largest number of complaints with 17 new cases. The majority of the complaints related to the quality of service provided in residential, respite or supported living settings. The remainder related to employment schemes, referral, Direct Payments and assessment of need.
- 1.4.4 Disability Services received the third highest number of complaints with 12 cases. The quality of Home Care was the top reason for complaint, 4 out of the 12 cases. The other reasons were spread and related to Occupational Therapy, assessments, review, Direct Payments and equipment.

1.5 Outcomes from concluded Complaints

- 1.5.1 72 Social Care cases were concluded in the period. 43% (31) were upheld. A further 27% (20) were partly upheld. This meant a total of 70% were deemed to be well founded in full or in part.

Whilst case specific remedies were put in place for individuals Section 4 details wider actions and improvements resulting from complaints.

1.6 Compliments

- 1.6.1 52 compliments from customers were captured relating to the quality and timeliness of services and support. This was a significant increase on the 16 reported last year.

- 1.6.2 Extracts from compliments received:

'The care and help provided by Occupational Therapy Teamare to be complimented in the highest degree. The help they have given and the ongoing advice and support have helped me to copeI do not know where I would be without them.'

'May I say a very sincere 'Thank you' to all the carers who have looked after me for the last six weeks. It's been a pleasure to meet them when they call. I am sure it is because of their care and attention that I have improved so quickly. Again, thank you all.'

2 PERFORMANCE IN COMPLAINTS HANDLING

- 2.1 There is no statutory timescale in which to respond to complaints. Instead the emphasis is on assessing the complaint at the outset to fully understand the issues, and then agreeing a clear method of handling the complaint to a defined timescale. In response to this the Adult Social Care complaint procedure includes a range of options for resolving complaints, each with a standard timescale for response. Timescales can be re-negotiated with the complainant if appropriate.
- 2.2 The legacy database that is used for capturing complaints is not configured to reflect the process changes and options for handling complaints including relevant timescales.

During the period, reports to the Performance Board, Adults Social Care, Health and Housing, reflected that in the first half of the year action plans were not being put in place for complaints confirming; the method of handling; the timescale; or an offer to discuss the method of handling with the complainant.

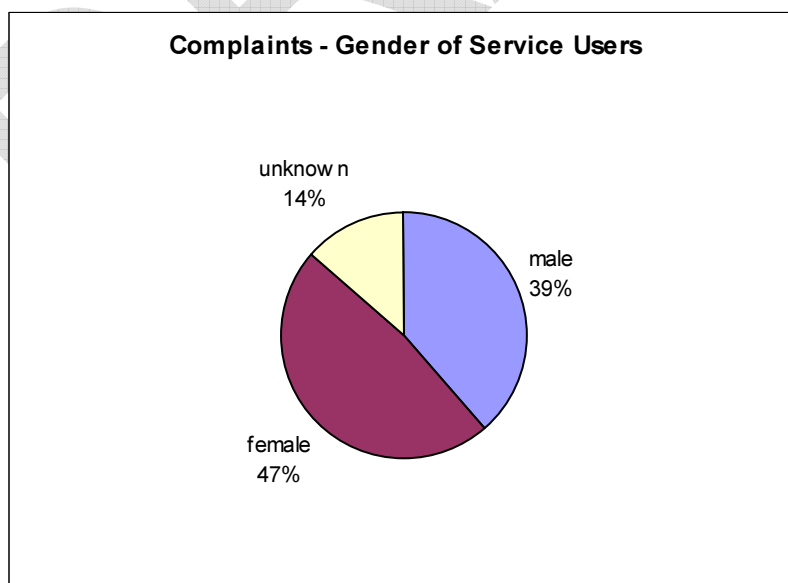
However, Customer Relations supported managers to better understand the need for action plans and in the second half of the year 84% of complaints were reported to have an action plan and 71% were completed in accordance with the plan.

Learning Sets will be put in place for staff later in 2011 to further improve the understanding of the complaints process and performance.

3 EQUALITY & DIVERSITY MONITORING

- 3.1.1 The purpose of capturing data is to monitor access to the complaints procedure and to ensure services are appropriate for all service user groups. Customer Relations record data about the **service user** for complaints.
- 3.1.2 The 'i-casework' system used for Adult Social Care complaints has the facility to capture the service user's gender, ethnicity and whether the service user describes themselves as having a disability or not. However, the system has limited reporting functionality for analysis in this area. The system is not adequate to meet the needs of equality and diversity monitoring. We can't easily analyse the detail of complaints and trends relating to discrimination / human rights such as degrading treatment. We are not able to analyse by age, and with age discrimination legislation coming in next year this is something we will need to address.
- 3.1.3 National research is highlighting feedback from service users on what is happening to them in terms of possible experiences of inequality when accessing social care services. It will be essential that systems and reporting on complaints going forward are developed to provide good information on customer experience to ensure inequalities can be monitored and addressed. There is a project planned for 2011/12 to implement a new complaints database. The requirements for capture and reporting on equality and diversity information will be taken into account when developing categories of complaint.
- 3.1.4 There were 5179 service users in receipt of a service during the period 2010/11. 88 new complaints were registered. 58 of the complaints were made on behalf of service users by a representative. The majority, 53, were made by relatives.

3.2 Social Care Complaints – Gender



- 3.2.1 47% of complaints affected female service users, 39% affected males. This evidences that service users of both genders are represented in the complaints procedure.

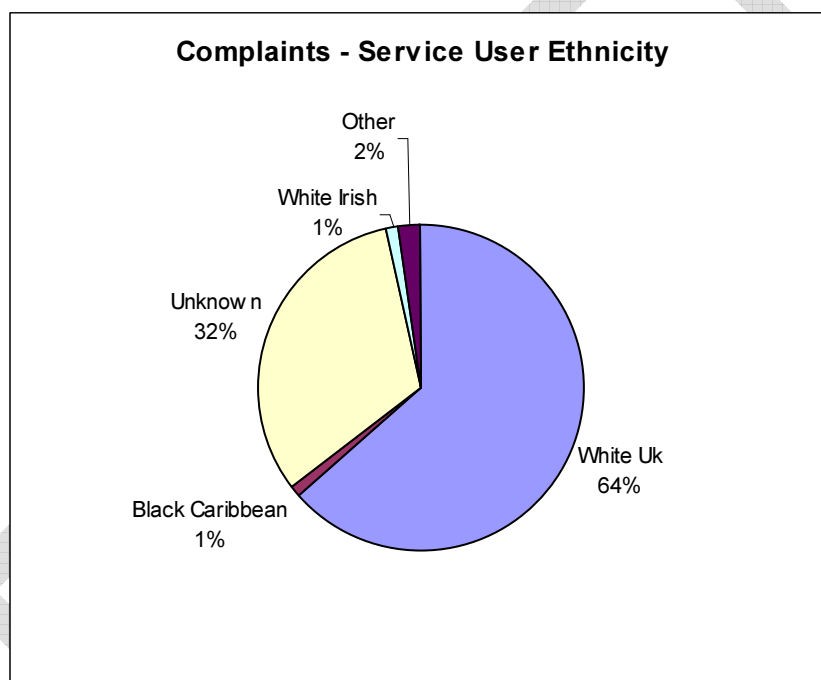
3.2.2 The trend is in line with the thinking that females are more likely to raise concerns than males. The proportion of service users accessing services for the year which was; female (63.1%); male (36.9%).

3.2.3 Totalling the complaints across all services the main cause for complaint was care management i.e. how cases were managed by the teams; 56% of these complaints were from males and 38% of these complaints from females.

The next main cause for complaint was home care provided by companies on behalf of social care, 53% of these complaints were from females and 23% from males.

Both male and females were represented in the main causes for complaint. However, males complained more than females about care management whereas females complained more about the quality of service provided by external companies.

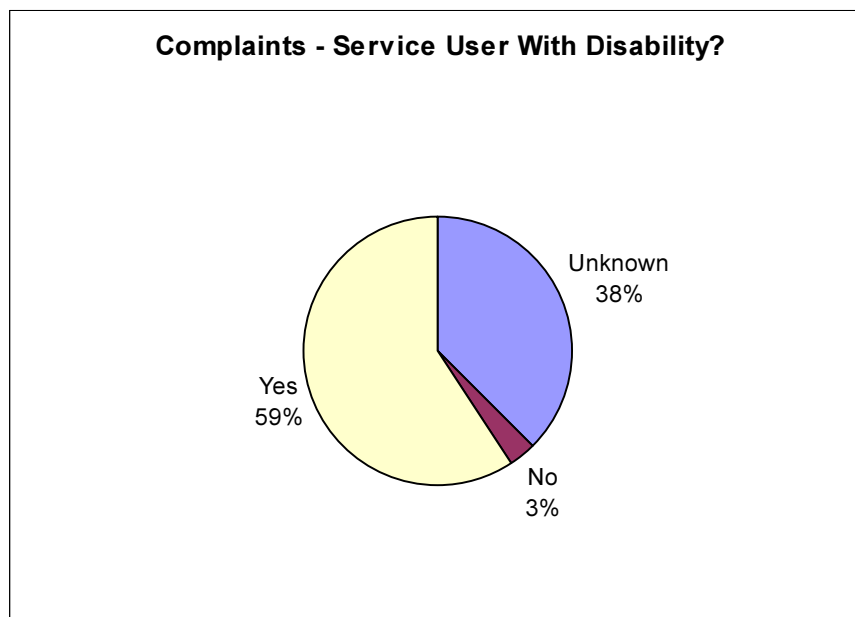
3.3 Social Care Complaints – Ethnicity



3.3.1 62% of complainants were recorded as 'White UK'. Other ethnic backgrounds were also represented in complaints. The 32% 'unknown' cases may mask representations from ethnic backgrounds not reflected here.

3.3.2 The issues for complainants in the minority categories for ethnicity were also raised by those in the majority category - care management and home care provided by companies on behalf of social care.

3.4 Social Care Complaints – Disability



3.4.1 In 59% of complaints service users described themselves as having a disability. The services covered included older people, disabilities and adults with learning disabilities. Therefore, it is anticipated that a significant proportion of complainants would describe themselves as having a disability.

3.4.2 The top two issues affecting people with disabilities were:

How their social work cases were managed (22 cases) including; delays to action direct payments and personal budgets; Occupational Therapy waiting list, customer care issues such as cancelling appointment without notice and attitude of social workers.

Externally provided Home Care (10 cases) largely around missed and late calls and the quality of care.

Issues affecting only those who described themselves as having a disability were both internally and externally provided residential and day care resources for people with disabilities. Complaints related to not meeting the needs of service users. Concerns were mostly raised by family members. Service users who raised their own complaints were concerned about privacy and failure to address other resident's unacceptable behaviour.

3.4.3 The figures demonstrate that people with disabilities are able to access the complaints procedure.

4 SERVICE IMPROVEMENTS RESULTING FROM CUSTOMER COMPLAINTS

4.1 The majority of the improvements identified were relevant to individual cases to remedy complaints. There is some evidence of learning from complaints, detailed below, but this is an area for development. The Customer Relations Manager and Policy and Performance Manager covering Adult Social Care will set up a process to regularly review complaints to ensure learning is captured and shared across the whole service.

4.2 Older People and Physical Disabilities Services

Where customer care fell short managers responded by engaging with staff on areas to improve:

- ✓ A complaint highlighted the need for extra support and training for a staff member who was not fully aware of the affects that MS may have on a person. All staff are having specific training on long term conditions, including multiple sclerosis
- ✓ staff reminded to respond promptly to messages and phone calls;
- ✓ staff to make use of system templates provided when communicating with service users and their families to ensure that the correct details and information is sent out.
- ✓ A family complained about the lack of choice of care home on discharge from hospital. The Council has now decommissioned the interim beds the customer used and has plans to commission specific beds which have a clear focus and purpose which may be appropriate for someone to access on a short term basis before they are considered for residential care.

4.3 Learning Disabilities Service

- ✓ Staff signing sheets were put in place for all staff, including agency staff, requiring confirmation they have read customer Care Plans and Alert Pages. This will ensure that staff on duty are clear about current needs of the service users in residential settings.
- ✓ To reduce the risk of delays in provision of services and to improve care management of cases staff had a refresh of the protocols for duty desk activities. Additional support was put in place via 'seniors' based within the team. This has provided an enhanced presence of support particularly within the duty office. A single model of caseload monitoring has been implemented across the team to ensure cases are allocated and managed with reference to staff experience.

4.4 Occupational Therapy

- ✓ A review of the structure for OT services across the Council to establish an improved service delivery for service users within the community and reduce the need for multiple assessments.

- ✓ Employment of additional staff, waiting times significantly reduced to 4 weeks by October 2010.
- ✓ Advice to all staff that any plans/designs received from an architect or technical officer should receive feedback within 5 working days. System put in place to allocate cases during staff absence. Service users will be advised of any delay along with the revised timescale for feedback

4.5 Finance, Business Support

- ✓ All enquiries are now logged and a target date recorded for response. This log is regularly monitored and a record is made once a response has been sent.
- ✓ Customers are to be informed in writing when their case has been transferred to the social work team. Social workers will also receive a copy of the letter.
- ✓ A change in the process to ensure that service users/families are notified of the increase in Residential/Nursing Home contributions prior to the Home raising the invoice.
- ✓ The Business Support Service Plan for 2011-12 includes an action in response to a recommendation for a written policy to be developed in relation to personal expenses allowance so that future requests can be determined transparently and without undue delay.
- ✓ Customers will be notified of the outcome of assessments regardless of whether they receive Direct Payments or a care package
- ✓ Following the case where a service user had not been dealt with by the Council as someone funding her own care all existing property cases were audited to ensure that the correct procedures had been applied. New cases are subject to oversight by a senior member of staff who signs off the actions of the person dealing with the case.

4.6 Externally Provided Care Services

The Commissioning Team monitored complaints about care services and took appropriate steps to manage any concerns. They did this by considering complaints data alongside other relevant information. This included liaising with operational staff, the safeguarding team, the Care Quality Commission and other local authorities to support their investigations. Where appropriate they worked with care providers on action plans and supported them in service improvement.

This page is intentionally left blank

Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 1 August 2011
Subject: Developing a Central Bedfordshire HealthWatch
Report of: Cllr Mrs Hegley, Portfolio Holder for Adult Social Care and Health
Summary: This paper sets out the Government's vision for HealthWatch as a mechanism for putting the public at the heart of everything health and social care does. Local authorities have a duty to commission a local HealthWatch Organisation. This reports highlights to the Committee the local challenges and key steps to meeting the statutory obligations by October 2012.

Contact Officer: James Robinson-Morley, Lead Commissioner for Carers & Service User Engagement, Partnerships Team.
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

- Supporting and caring for an ageing population.
- Promoting healthier lifestyles.

Financial:

Funding was made available to local authorities via the former Area Based Grant but was transferred to the Formula Grant for 2011/12.

The Council currently contracts a host organisation to enable LINKs activities to take place within Central Bedfordshire¹ and to support the development of a local HealthWatch in 2011/12. As this is no longer a dedicated funding stream, the Council could review how it wishes to resource a HealthWatch Organisation.

Legal:

Local Authorities have a responsibility to commission and fund an effective HealthWatch organisation. Local HealthWatch organisations will be accountable to local authorities for operating effectively and providing value for money.

Local authorities will have to ensure there is an effective and efficient local HealthWatch in their area² and will also have the responsibility for putting in place different arrangements if a local HealthWatch organisation is not operating effectively.

¹ The responsibility of local authorities to commission support to LINKs during 2011/12, as set out in the 2007 Act remains.

² Health and Social Care Bill - Legislation to establish HealthWatch is being introduced as part of the Health and Social Care Bill in 2011.

The Local HealthWatch, as with the current LINK, will have provision to enter and view premises which are publicly funded to provide health and social care services. Entering and viewing of premises by Local HealthWatch will be subject to controls such as those currently in place under the Local Involvement Networks Regulations 2008 in order to safeguard all parties.

As a statutory member of the Health and Wellbeing Board, the local HealthWatch will have a key role in maximising local engagement and ensuring that the views and feedback from people who use services, patients and carers are an integral part of local commissioning across health and social care.

Risk Management:

The Department of Health has produced guidance, the HealthWatch Transition Plan, which sets out information on the HealthWatch vision, preparing for HealthWatch and the Department's programme of support and further information on communication and branding for HealthWatch.³

The development of Local HealthWatch is supported by a regional network of LINKs and local authorities facilitated by Enable East.

At a local level, it is proposed that a Development Group comprising key stakeholders is established to oversee delivery of the Central Bedfordshire HealthWatch Project Plan.

The HealthWatch Development Group will be chaired by the Council with representation from the current LINK and host organisation, the local Clinical Commissioning Consortium, Public Health and current commissioning function of NHS Bedfordshire.

Under the Terms of Reference to be agreed for the Development Group, it is anticipated that this will report in the first instance to the Directorate Management Team but will provide the Health and Wellbeing Board with reports on progress.

Support to develop a Central Bedfordshire HealthWatch is being explored with the Strategic Health Authority (SHA).

Staffing (including Trades Unions):

There are no implications for staff employed by Central Bedfordshire Council.

Equalities/Human Rights:

The HealthWatch Transition Plan (Department of Health, 2011) sets out an expectation that local HealthWatch organisations will be representative of local communities and operate in a way that encourages and facilitates participation from all who want to be involved, including acting in a transparent way.

Local HealthWatch will actively engage and involve people that need help to be able to contribute, underpinned by principles of equality and diversity.

HealthWatch will be the independent consumer champion for the public - locally and nationally - to promote better outcomes in health for all and in social care for adults. HealthWatch will be representative of diverse communities. It will provide intelligence - including evidence from people's views and experiences - to influence the policy, planning, commissioning and delivery of health and social care.

³http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_126325.pdf

Community Safety:

No direct implications

Sustainability:

No direct implications

RECOMMENDATION(S):

1. **that the Social Care, Health and Housing Overview and Scrutiny Committee note the requirement upon the Council to commission a local HealthWatch organisation and the associated financial implications and that steps are underway to achieve this.**

Background

1. The White Paper 'Equity and excellence: Liberating the NHS'⁴ sets out the Government's vision for transforming health and social care. A key part of that vision is to give consumers a stronger voice. To help make this vision a reality, the Government has committed to strengthening the collective voice of patients, users of care services and the public and ensuring that 'voice' is no longer lost in the system.
2. The 'Vision for Adult Social Care' and the 'Update of the Carers Strategy' make clear that there should be 'no decision about me without me' and that citizens, not service providers or systems, should have choice and control over how their care and support are provided. In addition, both social care service users and carers should equally be supported to help shape and develop local services.
3. One of the main ways of achieving this vision will be through the HealthWatch arrangements. There will be two key elements to HealthWatch.
 - 3.1 **HealthWatch England:** A national body operating within the Care Quality Commission (CQC) providing leadership to local HealthWatch and advising the NHS Commissioning Board.
 - 3.2 **Local HealthWatch:** Acting as the consumer champion for local people regarding health and social care services. HealthWatch will take over the current role of the Local Involvement Network (LiNK) with some additional responsibilities, such as providing complaints advocacy services and supporting people to exercise choice.
4. Local HealthWatch will provide a source of intelligence for national HealthWatch and will report concerns about the quality of providers, independently of the local authority.
5. Figure 1 demonstrates the government's proposed infrastructure for strengthening the collective voice of patients and the public.

⁴ Equity and excellence: Liberating the NHS, and Liberating the NHS: Legislative framework and next steps.

(<http://www.dh.gov.uk/en/Healthcare/LiberatingtheNHS/index.htm>)

6. Local HealthWatch will provide information and advice to help people access and make choices about services as well as access independent complaints advocacy to support people if they need help to complain about NHS services. It will influence, inform and act as watchdog.
7. HealthWatch will have credibility and public trust through being responsive and acting on concerns when things go wrong, and operating effectively and efficiently.
8. The White paper emphasises the importance of continuity while recognising that local HealthWatch will have roles and responsibilities not currently available to LINKs. This means that while the current role of LINKs needs to evolve, a different model may be required to deliver successful local HealthWatch.
9. Local authorities will be able to commission local HealthWatch or HealthWatch England to provide advocacy and support, helping people access and make choices about services, and supporting individuals who want to make a complaint. In particular, they will support people who lack the means or capacity to make choices; for example, helping them to choose which General Practice to register with.
10. It will also be important for local HealthWatch to develop strong relationships with key partners such as Directors of Public Health to develop a shared understanding of the needs of the local population with the purpose of agreeing the best strategy to meet those needs within the collective resources available to the local community. Local HealthWatch needs to develop a good understanding of what 'good' looks like in the local public health arena.
11. Figure 2 summarises the differences between current LINKs and the Local HealthWatch and Figure 3 sets out the roles and responsibilities of the Local HealthWatch.
12. An effective local HealthWatch will operate at three levels:
 - i) **Supporting individuals**
 - Being highly visible and accountable in the local community, known about, understood and trusted by local people as a source of information and support;
 - Signposting people or help them to access information thus helping them exercise choice;

Empowering people to speak out, including through NHS complaints advocacy.
 - ii) **Presenting views, shaping and monitoring health and care services**
 - Providing strong, independent, local, consumer voice on views and experiences to the Health & Wellbeing Board in order to help bring about better health and social care outcomes;

- Monitoring local health and care services and make recommendations to commissioners and providers about things that could or should be improved;

Contributing information about local health, care and public health services to the Joint Strategic Needs Assessment process and the health and wellbeing strategy.

iii) **Organisational values and behaviour**

- Operating in a way that encourages and facilitates participation from all who want to be involved, including acting in a transparent way;
- Actively engaging and involving people that need help to be able to contribute, underpinned by principles of equality and diversity;
- Have a good understanding of local voluntary and community groups and how they complement each other in order to understand and present views of local people, and effectively signpost people to information and advice. This will include patient and public groups, like Patient Participation Groups, Older People's Reference Group, and Carers Forums;

Have excellent relationships with health and social care commissioners and providers, acting as a critical friend, informed about the experiences, needs and aspirations of local communities.

Progress to date

13. The local transition arrangements to move from LINKs to HealthWatch have already started. In response to a national invitation to become a HealthWatch Pathfinder, Bedfordshire LINK, supported by the Council, submitted a proposal, in order to maximise learning opportunities and support from early adopting Health and Wellbeing Boards and the GP Consortia Pathfinders
14. The HealthWatch Pathfinder vision is for a Central Bedfordshire HealthWatch to be an independent consumer champion and a powerful network to promote better outcomes in health and social care for adults and the community at large. It will work with community and voluntary organisations, as an 'Expert Information Broker', to ensure that the concept of HealthWatch is known and becomes an effective means of influencing health and social care provision.
15. As part of the local transition process, a workshop for the LINK Board and Working Groups was held on 6 June and facilitated by Enable East and the Local Government Improvement and Development Agency (LGID) to explore what a local HealthWatch will look like in Central Bedfordshire. These discussions helped to identify key areas for improvement:
 - i) The current LINK needs to be better known and representative of Central Bedfordshire residents.
 - ii) Increasing knowledge and participation in the wider social care agenda

- iii) Developing relationships within General Practice and the wider community and voluntary sector.
16. Local Authorities have a responsibility to commission an effective HealthWatch organisation. There are important challenges for the current LINK, as a voluntary entity, if it is to evolve into an effective HealthWatch organisation with appropriate capacity to deliver the foregoing functions. In response to these challenges, the LINK, with support from the Council, will:
- i) Organise an event for local residents and key stakeholders to gather views on the form and function of a Central Bedfordshire HealthWatch Organisation and how it can best engage with a wide range of people.
 - ii) Develop relationships with GP Consortium and Community Health Services providers.
 - iii) Increase knowledge around health and social care services to enable effective understanding of services in order influence and inform.
 - iv) Acquire skills and training to undertake the information giving and posting function.
 - v) Develop and understand roles and functions of local community and voluntary Organisations including advocacy and complaints in order to become a community hub for health and social care services.

Next steps

- 17. Establishing a HealthWatch Development Group, chaired by the Council, which includes representation from the current LINK and host organisation plus representation from the local Clinical Commissioning Consortium, Public Health and current commissioning function of NHS Bedfordshire..
- 18. Agreeing terms of reference for the HealthWatch Development Group. It is anticipated that this will report on progress to the shadow Health and Wellbeing Board.
- 19. Organise the wider stakeholder conference with the LINK to view to engaging the wider community on shaping a Central Bedfordshire HealthWatch
- 20. Deliver Project Plan for developing a Central Bedfordshire HealthWatch.

Appendices:

None

Background Papers: (open to public inspection)

HealthWatch Transition Plan, Department of Health, April 2011.

Location of papers: Houghton Lodge, Ampthill and

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_126325.pdf.

Figure 1 – Strengthening the collective voice of patients and the public

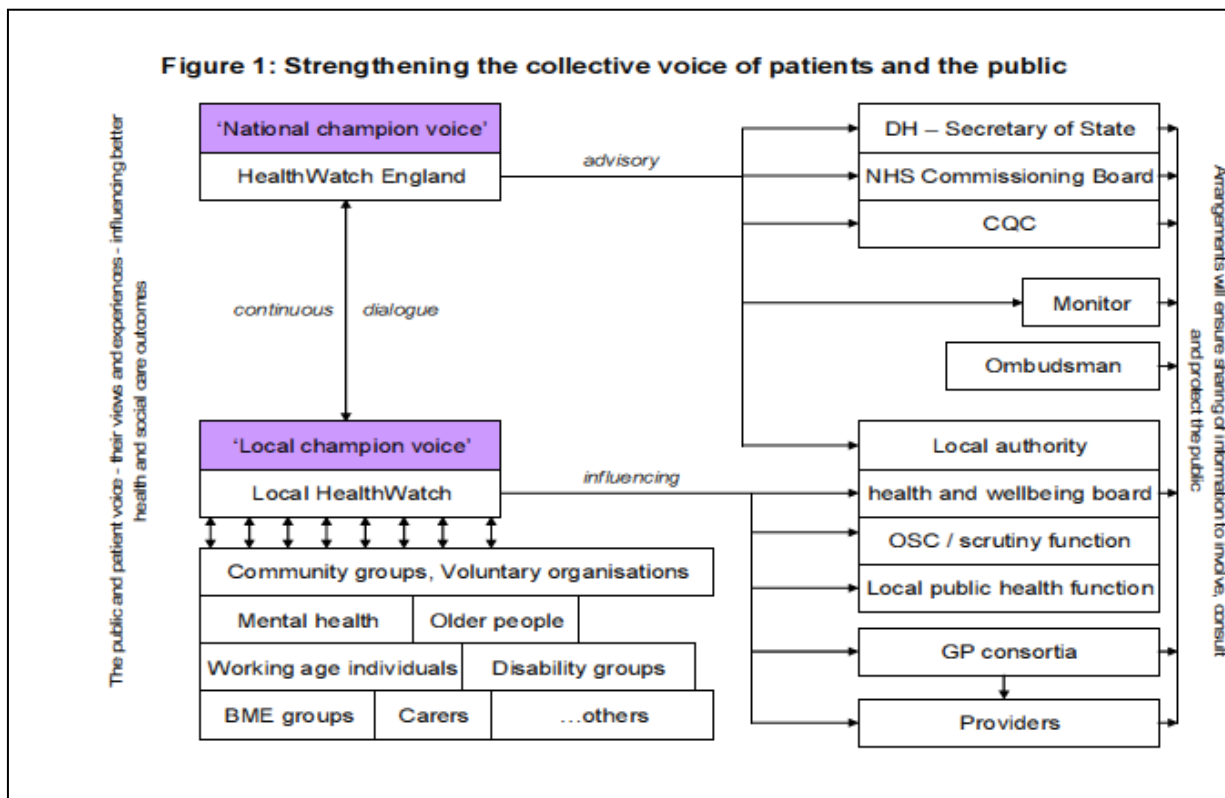


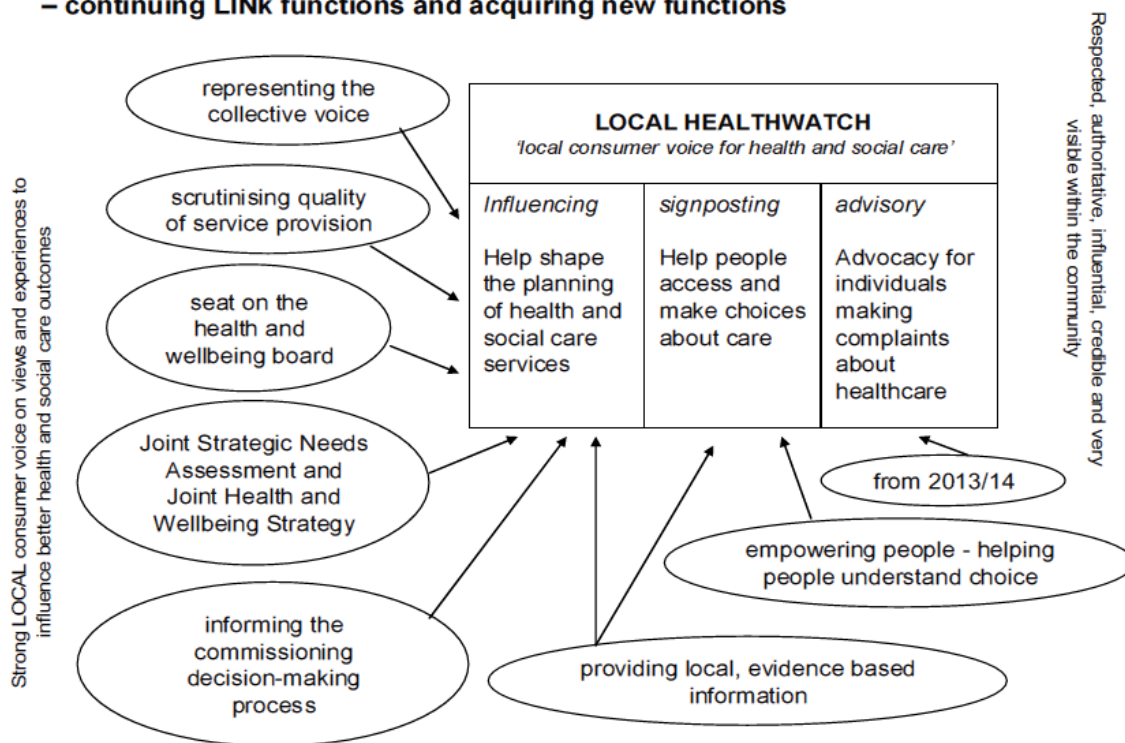
Figure 2 – Summary of key differences between local HealthWatch and LINKs

Summary of key differences between Local HealthWatch and LINKs

Key Differences At A Glance	
From	To
Influence local services	Participate in decision-making via local authority health and wellbeing board
Focus on community voice	Help and support for individuals as well
Local voice	Local and national voice through HealthWatch England

Figure 3 - Roles and responsibilities of Local HealthWatch

- continuing LINK functions and acquiring new functions



Meeting: Social Care Health and Housing Overview & Scrutiny Committee
Date: 1 August 2011
Subject: Tenant Service Authority – Local Offers and Annual Report
Report of: Julie Ogley, Director of Social Care, Health and Housing
Summary: The report provides Members with a briefing on the Housing Service's Local Offers and an update on the 2011 Annual Report. The Local Offers have been agreed with officers and tenants following months of meetings and consultations. The Local Offers follow four National Standards set out by the Tenant Services Authority (TSA). The aim of the Offers is to improve services provided by the Council as well as raising awareness of what is available.

Contact Officer: Zulf Awan, Tenant Involvement Manager
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

None identified as result of this report.

Financial:

None directly at present. The delivery of the Local Offers and production of the Annual report is budgeted for in existing budgets.

Legal:

It is a requirement that all local authorities with housing stock must produce an Annual Report and Local Offers in consultation with their tenants. This was originally an area that was monitored by the Tenant Services Authority (TSA). However the TSA is one of the many organisations that the Coalition Government has agreed to disband. Although many of the duties carried out by the TSA will be handed over to the Homes and Communities Agency (HCA), the TSA still want to see Local Offers and Annual Reports produced by all Registered Providers. The HCA has agreed to continue with this commitment.

Risk Management:

There is a reputational risk to the Council if we do not respond to the new regulations and requirements on all housing authorities.

Staffing (including Trades Unions):

None identified as a result of this report.

Equalities/Human Rights:

None identified as a result of this report.

Community Safety:

None identified as a result of this report.

Sustainability:

n/a

RECOMMENDATIONS:

1. **That the Social Care, Health and Housing Overview and Scrutiny Committee note the Local Offers and receive an update on the Annual Report for 2010/11.**

2. **Background to the Housing and Regeneration Act 2008 and the Tenant Services Authority**
 - 2.1 Members may recall the presentation and report on the Annual Report and Local Offers in October last year. The report included an update on the Housing and Regeneration Act 2008 and the development of the Tenant Services Authority (TSA).
 - 2.2 The full list of Local Offers is attached as **Appendix A** to this report. Some examples of Local Offers are:
 1. Tenant Involvement and Empowerment
 - The Council will involve tenants in more of a scrutiny role inviting them to inspect all parts of the service
 - The Council will hold at least two conferences/open days per year
 2. Home
 - The Council will provide laminated user guides with all new gas and electric installations
 - Appointments on repairs will be agreed at time of booking
 3. Tenancy
 - The Council will provide an in-house debt advice service
 - The Council will hold Open Days to promote Sheltered Housing
 4. Neighbourhood and Community
 - Abandoned properties will be investigated and made secure within 10 days from when the Council is notified/made aware
 - 2.3 All Councils and Housing Associations were required to implement new national standards, and consult with tenants in producing Local Offers which were to be agreed by April 2011. Local Offers are essentially agreed service standards

between the landlord and the tenant based on local consultation. These Local Offers are based on the National Standards which are the minimum level of service to be achieved. If both landlords and tenants want to provide and receive a higher level of service, then these form the Local Offer.

3. Requirements from the TSA

3.1 The TSA have stated that Local Authority Local Offers must include the following:

1. Be produced with full consultation of tenants
2. The Local Offers must fall in line with four of the National Standards including:
 - a. Tenant Involvement and Empowerment
 - b. Home
 - c. Tenancy
 - d. Neighbourhood and Community
3. The Offers must be measurable and have realistic targets.
4. Local Offers should look to improve services provided by the Council as well as raising awareness of what is available

4. Tenant Consultation

4.1 In the process of developing these Local Offers, the Housing Service carried out significant consultation from the very early stage. Members of the two main tenant forums, Way Forward Panel and Sheltered Tenants Action Group, assisted staff with writing the document and ensured tenants views and opinions were listened to, and taken in to consideration when producing them. In addition, a survey was sent to all tenants, and a number of meetings were held to allow tenants to give their views in person.

4.2 These were at the following locations:

- Tenants Conference, Central Bedfordshire Council, Watling House, Dunstable.
- Tenants Conference, Leighton Linlade Town Council, The White House, Leighton Buzzard.
- Tenants Conference, Customer Service Centre, Bedford Square, Houghton Regis.
- Sheltered Housing Open Day, Sheltered Housing Scheme, Furness Avenue, Dunstable.
- Sheltered Housing Open Day, Sheltered Housing Scheme, Manor Court, Caddington.
- Sheltered Housing Open Day, Sheltered Housing Scheme, Finch Crescent, Linlade.
- Kensworth Community Drop In, Kensworth Village Hall, Kensworth.
- Sheltered Tenants Action Group Meeting, Dunstable Community Fire Station
- Focus Panel Meetings, Dunstable Community Fire Station

- Way Forward Panel Meetings, Watling House, Dunstable.
- 4.3 These meetings were also used as an opportunity for tenants to discuss any aspect of housing, to discuss the proposed Local Offers and to let the Council know what tenants saw as their local priorities for the Housing Service. They also allowed staff to seek feedback on any additional information that tenants would like to see in an annual report.
- 4.4 Way Forward Panel members supported officers at all of these meetings, which allowed them to assist in the gathering of any necessary information. They could also see at first hand the issues raised by residents. Officers have also made specific visits to Resident Associations and forums in the area to ask them directly what their priorities are for the service in relation to the Standards
- 4.5 To supplement these meetings, articles were included in Housing Matters, and a further 400 questionnaires were sent out to members of the Housing Sounding Board to gather more information on both Local Offers and the Annual Report. Through all these methods of engaging with residents, the Housing Service has collected some very useful information to go in to the report and for the development of the Local Offers.
- 4.6 This whole process also demonstrates very strongly the significant efforts that housing staff are making to engage with the Council's tenants, and giving them the opportunity to shape the Housing Service going forward.
- 4.7 The Tenant Participation Team has also worked closely with other local housing providers to share ideas and forms of engagement. Tenants too, have been given the opportunity to meet other tenant groups and receive joint training.
- 4.8 To add to this an overview of all Local Offers provided by the six largest landlords in Bedfordshire was carried out by the Housing Partnership Team based at Luton Borough Council.
- 4.9 A summary of the findings is attached as Appendix B to this report. The *Profile of Local Offers* show that the Council have covered more service areas than any other landlord in producing its Local Offers

5. Progress to date

- 5.1 The Housing Service is able to demonstrate some early achievements and steps in the right direction in terms of meeting these Local Offers. These include:
- The implementation of new IT systems for use by residents in two Sheltered Housing Schemes, namely Manor Court in Caddington and Gale Court in Barton Le Clay.
 - Welcome packs for all new tenants
 - Tenant involvement in procuring contracts such as the new Cleaning Contract for communal areas
 - The first of the two Open Days will be going ahead in September.

- New Leaseholders Handbook has been written and agreed with the Leaseholders Panel and sent out to all leaseholders

6. Update on Annual Report 2009/10

6.1 Last year's Annual Report was sent out In October to all Council tenants. Tenants were invited to complete a feedback form to share their opinions on the report. This allowed staff to find out what worked and what could be improved in readiness for this year's report.

6.2 The figures below suggest that the majority of residents that read the report were very satisfied with it.

1. Overall satisfaction with the Annual Report

	%
Satisfied	87
Neither satisfied/dissatisfied	11
Dissatisfied	2

2. The design of the Annual Report

	%
Satisfied	87
Neither satisfied/dissatisfied	12
Dissatisfied	1

3. How easy was the Annual Report to read and understand?

	%
Easy	79
Neither easy nor difficult	20
Difficult	1

4. Do you think the Annual Report provided a balanced picture of the Housing Service's performance?

	%
Yes	85
No	4
Don't know	11

6.3 To add to this a national group of tenants, plus organisations such as Tenants Participatory Advisory Service and Confederation of Comparative Housing were brought together to look at many reports from all over the country. This overview was funded by the Tenant Services Authority's "Tenant Excellence Fund" with the purpose of identifying good and poor examples of Annual Reports.

6.4 The report from the TSA is called "*Good Start, but could do better*". Their findings stated that the Council's Annual Report was one of the best in the country in terms of Local Authority reports. It also noted a section of the Annual Report as a very good model of explaining how the Council measured tenant involvement and felt the explanation on Local Offers was clearly defined.

7.0 Progress on the Annual Report 2010/11

This year's Annual Report is underway in terms of meeting with a panel of tenants that are helping to produce it. Similar to the last report, staff are working

with colleagues in the Directorate's Business Transformation Team to assist with collating figures for the service and that of other Registered Providers in the area. At the Way Forward Panel meeting in July this year the Panel agreed that comparisons should be made with the Council's previous year's figures plus Luton Borough Council and the Eastern Region average. Housemark (benchmarking club) data will be used to ensure data entered is correct, up to date and the comparisons made are using the same measures. This will allow officers to make accurate comparisons on a much wider group of landlords than previously.

7.2 At this stage the figures are not yet available for comparison purposes but will become available late August. The time available will be used to write reports on what has been achieved against commitments made in last year's Annual Report. This will be through a series of meetings with the Panel to ensure they are satisfied with the content and finding.

7.3 The report will be available on line with all the up to date figures by 1 October this year. Tenants will be sent a copy of the Annual Report with their rent statements by the end of October, and all Members will be sent a copy at the same time.

8.0 Conclusion and Next Steps

8.1 The report will be available on line with all the up to date figures by 1 October this year. There is not a requirement to send it to the TSA or the HCA this year.

8.2 Copies will be sent to all tenants by the end of October, together with the rent statements as a cost saving exercise. They will also include a questionnaire asking tenants for feedback on the Annual Report. This will assist in the production of the next Annual Report.

8.3 Work will also continue in setting up a Scrutiny Panel of tenants who will take the lead on ensuring that the Local Offers are monitored and delivered on, over the course of this financial year. Local Offers will be reviewed and refined on an annual basis.

8.4 Members will also be sent a copy of the Annual Report in October.

Appendices:

Appendix A – List of Local Offers

Appendix B – Profile of Local Offers – Comparisons with other local Landlords

Background Papers: (open to public inspection)

- Report to Overview and Scrutiny Committee in October 2010, Tenant Services Authority – Annual Report.
- Tenant Services Authority report on Annual Reports – "*Good Start, but could do better*". See pages 22, 34, 36, 47 and 59. (link: http://www.tenantservicesauthority.org/upload/pdf/A_Good_Start_-_Could_do_Better_-_full_version.pdf)

Location of papers: Watling House, Dunstable

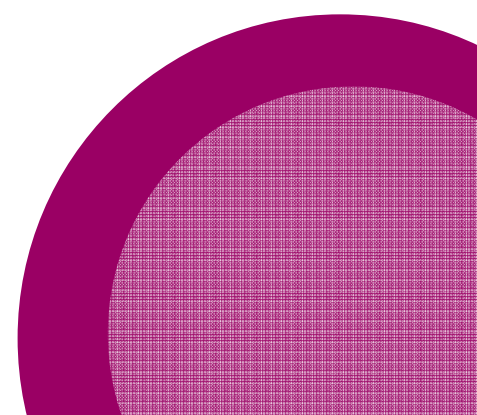
.....
Appendix

**Central
Bedfordshire
Council
Housing Services**

Local Offers 2011- 2012

Contents

Section	Page
Introduction	2
Tenant Involvement and Empowerment Standard	3
• Tenant Involvement and Empowerment	
Home Standard	4
• Repairs and Maintenance	
Tenancy Standard	5
• Rent and Rent Arrears	
• Sheltered Housing and Leaseholders	
• Housing Needs, Allocations and Lettings	
Neighbourhood and Community Standard	6
• Anti-Social Behaviour	
• Estate Management	



Housing Services Local Offers

Introduction

Following months of consultations, meetings with officers and tenants we produced our first set of Local Offers which have been requested and approved by tenants from across the area. Local Offers are locally agreed standards that follow four of the National Standards set out by the Tenant Services Authority (TSA).

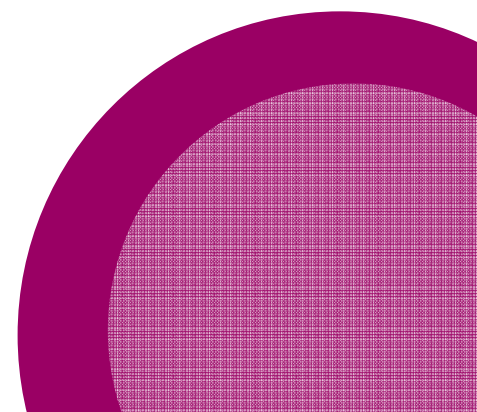
The four National Standards covered are:

1. Tenant Involvement and Empowerment Standard
2. Home Standard
3. Tenancy Standard
4. Neighbourhood and Community Standard

The aim of the Offers is to improve services by the council as well as raising awareness of what is available. The Offers will be closely monitored to ensure we meet our commitments and work towards the set targets. These Offers will run from April 2011 until March 2012.

One of the most important factors of setting the Local Offers is that they had to be produced in agreement with tenants. It is through priorities raised by tenants that these Offers have been agreed. This is one of the many examples of how the Council is strengthening the role of the tenant in shaping the services they receive.

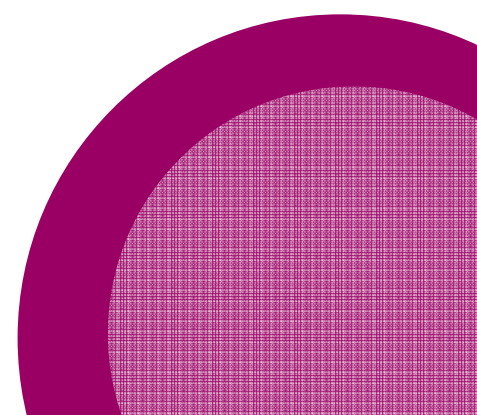
If you wish to find out more about these Offers or want to be part of setting new Offers or want to be involved in any part of shaping the Housing Service please call the Tenant Participation Team on 0300 300 5255.



Tenant Involvement and Empowerment Standard

This Standard covers Local Offers for tenant and leaseholder involvement and empowerment. It looks to promote choices for tenants and leaseholders that wish to get involved with shaping the Housing Service.

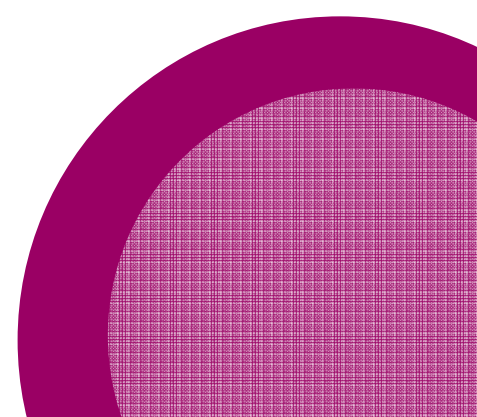
Tenant Involvement
We will involve tenants in more of a scrutiny role inviting them to inspect all parts of the service
We will provide more examples of how tenants have changed the service – ‘You Said, We Did’
We will re-write the Tenant Participation Agreement and Tenant Involvement Strategy
We will increase the number of tenant involvement activities using the various options for involvement
We will publicise the complaints procedure so tenants can access it and are aware of their rights
We will hold at least two conferences/ open days per year



Home Standard

This Standard includes Local Offers on repairs and maintenance and looks to improve the services provided as well as meeting health and safety requirements.

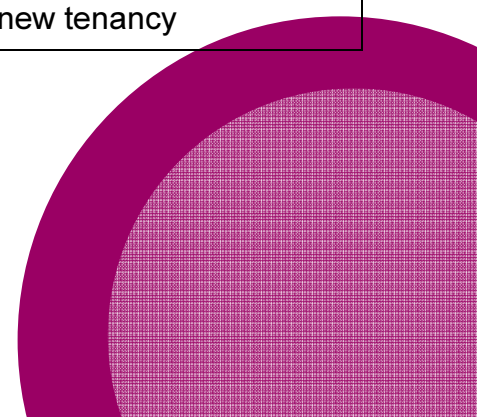
Repairs and Maintenance
We will increase gas services completed to 100%
We will provide a warranty on the repairs work e.g. it should not breakdown/need more work within 6 months (other than normal wear and tear)
We will publicise/promote the free phone number for reporting all repairs during office hours
We will involve our tenants in procuring and monitoring all major contracts
We will make sure that appointments on repairs will be agreed at time of booking
We will give your repair a priority rating and we will advise you of this at the time of reporting
We will let empty properties in accordance with the lettable void standard
We will consult with you prior to carrying out any major works
We will publish a 5 year works plan detailing what work is being carried out and where and include this in the sign up packs
We will provide a welcome pack for all new tenants.
We will ask for feedback on all works carried out



Tenancy Standard

This Standard includes Housing Needs and Allocations, Tenancy and Rent, Sheltered Housing and our work with Leaseholders.

Rent and Rent Arrears
We will provide an in-house debt advice service
We will increase the collection on Former Tenant Arrears by reducing arrears to 1% of the annual debit
We will introduce a pilot scheme for all new tenants to have introductory tenancies for the first 12 months
Sheltered Housing and Leaseholders
We will hold Open Days to promote Sheltered Housing
We will set up new IT equipment in two of our Sheltered Housing Schemes and offer support and training
We will increase the numbers of Careline users
We will provide leaseholders with the 5 year plan so they can see planned maintenance that may effect them
We will provide a new leaseholders handbook
We will provide a dedicated leaseholders newsletter
Housing Needs, Allocations and Lettings
We will provide welcome packs for tenants of Bedford Court (temporary accommodation)
We will reduce empty homes (void) times to 30 days for general needs housing
We will promote alternative accommodation and incentives to reduce the number of under occupied homes
We will promote the mutual exchange service in order to maximise opportunities for tenants to move to more suitable properties
We will advertise vacant properties through Bedfordshire HomeFinder improving access to properties that suit specific needs
We will provide a Housing Options pack with information on what is available
We will carry out visits on all new tenants within 6 weeks of taking a new tenancy



Neighbourhood and Community Standard

This Standard covers Local Offers around tackling anti-social behaviour and estate management.

Anti Social Behaviour
We will allocate a named officer to deal with your Anti-Social Behaviour case and visits will be held at a time/location of your choosing
We will publicise and promote response times for dealing with Anti-Social Behaviour
Racist/offensive graffiti will be removed within 24 hours by the Handy Van Team
We will work in partnership with residents and other agencies to resolve your complaint using a range of solutions e.g. advice, support, mediation, legal action etc.
Estate Management
Abandoned properties will be investigated and made secure within 10 days from when the council is notified/made aware
We will promote estate inspections to encourage tenants to accompany Estates Officers
Relevant items of rubbish/fly tipping reported to Handy Van Team will be removed within 5 days
We will involve tenants in monitoring the cleaning contract
We will set up three new Estate Officer Surgeries for general enquiries including rent and estate based issues

Contact us...

Për Informacion Per Informazione Za Informacije नगरवारी लसी | برای اطلاع
المعلومات معلومات کے لئی তথ্যের জন্য Za Informacja

by telephone: 0300 300 8000

by email: customer.services@centralbedfordshire.gov.uk

on the web: www.centralbedfordshire.gov.uk

Write to Central Bedfordshire Council, Watling House,
High Street North, Dunstable, Bedfordshire, LU6 1LF

This page is intentionally left blank

Appendix B - Profile of Local Offers

	Aragon	Aldwyck	BPHA	CBC	Jephson	LBC	Total
Areas Covered							
Resident Involvement/Tenant Participation/ Customer Consultation	√	√	√	√		√	5
Neighbourhood management/Estate services/Estate walkabouts	√		√	√	√	√	5
Anti-social behaviour	√	√	√	√		√	5
Responsive repairs	√	√		√	√	√	5
Planned repairs/cyclical maintenance/major works	√			√	√	√	4
Complaints	√	√	√	√			4
Retirement services - including communication and involvement	√		√	√		√	4
Letting Homes/Choice based lettings				√	√	√	3
Gas checks		√		√			2
Aids and Adaptations	√				√		2
Rent collection/arrears management				√		√	2
Provision of money/debt advice	√			√			2
Tenancy (eg accompanied viewings,				√		√	2
Co-operation with local partners	√						1
Leaseholder services				√			1
Support for vulnerable customers		√					1
Customer service standards					√		1

Key:

Aragon =	Aragon Housing Association
Aldwyck =	Aldwyck Housing Association
BPHA =	Bedfordshire Pilgrims Housing Association
CBC =	Central Bedfordshire Council
Jephsons =	Jephsons Housing Association
LBC =	Luton Borough Council

This page is intentionally left blank

Meeting: Social Care Health & Housing Overview & Scrutiny Committee

Date: 1 August 2011

Subject: Home Care Provision to 4 Extra Care Sheltered Housing schemes

Report of: Executive Member for Social Care, Health & Housing

Summary: This report updates the Committee on the progress made to change the provider who delivers home care to 4 extra care sheltered housing schemes across Central Bedfordshire.

Advising Officer: Julie Ogley, Director of Social Care, Health and Housing

Contact Officer: John King, Lead Commissioner

Public/Exempt: Public

Wards Affected: Amphill, Houghton Hall, Leighton Buzzard North, Sandy

CORPORATE IMPLICATIONS

Council Priorities:

The recommendations meet Council and Directorate priorities in the delivery of efficiencies and value for money and Council value of 'stewardship and efficiency'.

Financial:

The expansion of the reablement service will be funded mainly by a grant received from the health service. The Council seeks to expand this service through the redeployment of our existing resources, mainly with those staff currently working in the four Extra Care schemes (Appendix A). In addition, the Council is seeking to outsource the delivery of home care provision in the Schemes following a competitive tendering process.

Subject to a suitable tender sum being achieved through the procurement process, outsourcing would deliver savings to the Council on an ongoing basis. The current service costs around £1.4m per annum, and it is anticipated that the outsourced service will deliver an annual saving of £200k.

Legal:

Under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE), staff currently employed within the Extra Care schemes would have a right to TUPE transfer ("under measures") to any new provider. However, the Council wishes to retain its staff to work within the Reablement Service.

Risk Management:

The Council will need to ensure a smooth transition of who delivers home care within the 4 Extra Care Sheltered Housing Schemes. Plans including a handover period are in place to achieve this.

Staffing (including Trades Unions):

All staff and relevant Trade Unions have been fully consulted in accordance with Central Bedfordshire Council procedures.

Equalities/Human Rights:

An equalities impact assessment has been undertaken and updated throughout the process.

Community Safety:

None

Sustainability:

None

RECOMMENDATION(S):

- 1. That the Social Care, Health and Housing Overview and Scrutiny Committee note the outcomes of the consultation process and progress made.**

Reason for Recommendation(s): This will deliver budget efficiencies to meet target SCHH6 and enable greater capacity within the Council's reablement teams

Background

1. As part of the 2011/12 budget setting process, it was agreed to change the provider of care in the 4 courts to achieve an efficiency saving. A project group was set up to oversee the process of deploying the home care staff to the reablement team and tendering the home care support to the 4 extra care schemes. The Main project group was augmented by a commissioning group and a provider group which included the Housing Providers.
2. The proposal was to change the provider of care and it is clear that the 24/7 core care service would continue to be delivered to those tenants who need it.
3. The Council involved Housing Providers, tenants and their relatives throughout the process and they have been actively engaged in the procurement process developing the specification, in short listing, and recommending to Executive the new providers.

Commissioning Process

4. The commissioning process adopted has been supported by the corporate procurement team to ensure that the steps followed were rigorous, in accordance with CBC policies and procedures, were legal, and would ensure that at least 2 new providers are awarded the contracts.
5. The advertisement for the new providers was placed on 10th May and Expressions of interest received by 8th June.
6. The Council received a significant number of completed Pre Qualification Questionnaires by 14th June and issued Invitations to tender to 7 shortlisted providers on 16th June.
7. The closing date for tenders was 21st July and these were evaluated on 25th July. Shortlisted providers have been invited for interview on 2nd August.
8. Recommendation of providers will be made for the Executive to consider on 23 August.

Staffing

9. As part of the council's budget proposals for 2011/12, a 90 days Adult Social Care Workforce Consultation process commenced on the 3 Dec 2010 which included the home care staff working in the extra care schemes. See **appendix A**.
10. Following this period, 1-1 meetings have been held with all Home Care staff, who have had the right to be accompanied by a work colleague or trade union representatives. The future plans for the services have been discussed in depth, and individual discussions on alternative posts within the reablement teams and other areas of direct service provision have taken place.
11. Staff consultations are continuing and it is hoped that the majority of staff will decide to remain with the Council, rather than transfer to the new providers.
12. However, there are no comparable posts within the Council's services for those staff that are engaged in sleeping-in at the Extra Care schemes, and as such in March it was confirmed that these staff will be eligible for TUPE transfer to the new providers on existing terms and conditions, unless they wished to be considered for alternative posts.

Financial

13. The expansion of the reablement service has been funded by a health grant received to enable more rapid hospital discharges and to prevent hospital admissions through proactive periods of support to people in their own homes.
14. It is anticipated that the outsourcing of the home care service in the 4 schemes will result in savings with no diminution in service.
15. However, the TUPE implications potentially mean that if it is not possible to redeploy staff within the Council successfully, or if the tender prices received are too high, the anticipated financial savings may not be achieved, and the Executive will be advised accordingly.

Service user and relatives' engagement

16. The Council has involved service users and their relatives throughout this process. Initially, there was a high level of concern and anxiety about the change of care providers, along with local media interest. The Director and Executive Member held meetings with relatives to explain the proposal.
17. To inform service users and relatives and address their concerns the following steps have been taken:-
 - Letters were sent to all tenants and relatives followed by personal visits to all tenants across the 4 Courts to offer a 1-1 if needed, to address additional concerns.
 - There have been 4 initial discussion meetings held across central Bedfordshire in February with relatives of the tenants.
 - Tenants and relatives have received responses to all their communications, including letters, emails and phone calls, throughout this process.
 - Further meetings with relatives were held on 17th May and 9th June which included procurement training and to address queries raised after review of the draft service specification. Relatives elected two members from their group to represent their views and be part of the selection panel for the new providers.
 - Relatives have been fully involved in shaping the draft service specification and all issues and concerns have been addressed.
 - Two newsletters have been produced to date which have been distributed to all tenants and relatives across the four Courts. A copy has also been sent to the Managers of the Courts to display for visiting relatives and friends. Each newsletter has been well received and feed back complimentary.
 - Staff have confirmed with the relatives group that they will be part of the transition process as well as the ongoing monitoring of the new contracts.

Conclusion and Next Steps

18. The organisations recommended to provide the home care support in the 4 extra care schemes have undergone a competitive and rigorous tendering process in line with the Council Procurement Policy. Following agreement of the Executive contracts will be awarded to ensure a prompt and effective start to the delivery of provision.
19. There is a comprehensive implementation plan involving tenants and their relatives to ensure a smooth transition and handover process to the new care providers.
20. Quality assurance measures and performance management measures are in place to ensure effective delivery of care within the 4 Extra Care Sheltered Housing Schemes.

Appendices:

Appendix A – Consultation Document Restructuring of Extra Care Services

Background Papers: (open to public inspection)

None

Location of papers

None

Appendix A

**Consultation Document
Restructuring of Extra Care Services**

Purpose

This document sets out proposals to change the councils approach to the way it organises and manages the Extra Care services. It is designed to inform staff and unions about the business pressures to restructure the service in order to meet business needs. It should be considered in conjunction with the Adult Social Care Workforce Consultation that commenced on the 3 Dec 2010 and is part of the councils 90 days consultation on the budget proposals for 2011/12.

Introduction

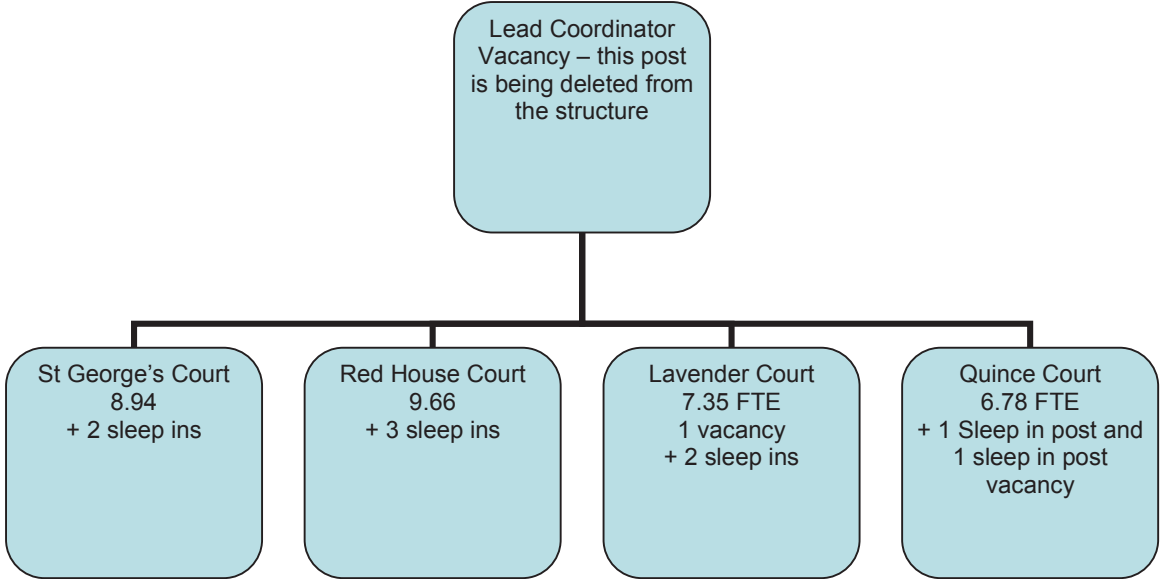
The Council's strategy to address the changing needs of the population requires wide-ranging changes to the ways in which the Council delivers services and the range of services offered to ensure they offer the truly vulnerable greater choice and control. The financial constraints placed on the Council by a reduced government grant and the need to make efficiencies mean that the services need to be cost effective providing value for money.

Extra Care Housing is designed with the needs of frailer older people and is a real alternative to entering a care home. Varying levels of care and support are available on site. People living in Extra Care Housing have their own self contained homes, their own front doors and a legal right to occupy the property.

There are four Extra Care Schemes ('the Courts') across Central Bedfordshire where the council works in partnership with Housing Providers and provides care and support delivered by the In-House Domiciliary Care Service. Customers (tenants) will be assessed through the care management process and will receive varying levels of care and support depending on their assessed needs. The service operates 24hrs a day throughout the year.

Lavender Court	Quince Court	Red House Court	St. Georges Court
Dunstable Street	Engayne Avenue	Clarks Way	St Georges Close
Amphill	Sandy	Houghton Regis	Leighton Buzzard
Beds. MK45 2BX	Beds. SG19 1BW	Beds. LU5 5BH	Beds. LU7 1BF

There are 32.73 FTE carers working 7am – 10pm plus 9 sleep in-staff who cover the building from 11pm to 7am who respond to emergency calls only during this time. In addition to this there are 5.05 FTE Team Co-ordinators.



The council intends to review how the extra care service is provided to ensure the most cost effective way of delivering the service. The current service level agreements with Housing Associations mean that the service is staffed 24 hours a day with a requirement of a minimum of two staff between the hours of 7.30am to 10.00pm.

Proposed Service Changes

The proposal is that all existing staff/posts are transferred in to the councils Re-ablement Service within the locality they are currently working so as to provide the additional capacity required to meet the growing demand. Reablement workers focus on enabling individuals to maximise their independence to their full potential and to achieve the desired outcomes for the individual. The aim of the Reablement Worker is to return individuals to self care where possible or to identify how ongoing services could be provided. Training will be provided to all staff to help them adjust to the role of a Reablement Worker. Consideration will need to be given to the future deployment of those staff who provide the sleep-in cover.

Consultation Process

Staff are able to comment on the proposed changes using the attached questionnaire to Pauline Sanderson, and verbally in staff meetings and if requested in one to one meetings. The consultation period will run until the 11th February. At the end of this period, having considered all input, a final proposal will be sent for approval with copies sent to staff. It is very important that staff take every opportunity to understand the proposal and to contribute to the consultation.

Implementation

The process will be managed using the Council's Managing Change Policy.

Meeting: Social Care Health and Housing Overview & Scrutiny Committee
Date: 1 August 2011
Subject: Review of housing for older people in the south of Central Bedfordshire
Report of: Julie Ogley, Director of Social Care, Health and Housing
Summary: The report provides Members with a briefing on the Housing Service's rationale for the review of housing for older people in the south of Central Bedfordshire.

The report also provides an update on the progress to date on the consultation plans for Crescent Court Sheltered Scheme, Toddington and Croft Green Sheltered Scheme, Dunstable, which are the first two schemes to be covered by the review.

Contact Officer: Carol Rooker, Head of Housing Management
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

None identified as a result of this report

Financial:

There are costs associated with the consultation process. These are largely related to the production and circulation of a Housing Needs Survey (to identify future demand), consultation documents and hire of local halls for public meetings. An Independent Tenant Advisor has also been appointed on an interim basis to support the residents through the consultation process relating to the future of Crescent Court and Croft Green sheltered schemes.

Legal:

None identified as a result of this report

Risk Management:

There is a reputation risk to the council if we do not undertake full consultation with residents and stakeholders on the options for Crescent Court and Croft Green sheltered schemes.

Staffing (including Trades Unions):

None identified as a result of this report

Equalities/Human Rights:

An Equalities Impact Assessment has been produced on the future of Crescent Court

Community Safety:

None identified as a result of this report

Sustainability:

N/A

RECOMMENDATION:

1. That the Social Care Health and Housing Overview and Scrutiny Committee note the progress of the Review and the Consultation Plans for Crescent Court and Croft Green Sheltered Schemes.

2. Background Information

2.1 A review of Council housing for older people in the south of Central Bedfordshire is now underway. The purpose of the review is to inform current and future provision so that it responds to customer expectations, emerging trends in this field and our financial constraints.

2.2 Over the last few decades the housing needs of older people have changed. People are living longer and remaining healthier. Many want to retain their independence and stay in their own home for as long as possible, which has contributed to the decrease in demand for sheltered housing. As the main provider of social housing in the south of Central Bedfordshire, the Council wants to make sure it is planning to meet future needs in the right way. It also wants to make sure its current housing for older people is safe, secure and meets modern standards.

2.3 An important part of this review will be the views of current residents of our sheltered housing schemes and potential future residents. We will also be seeking the views of the local community, our health colleagues and other professionals involved in the support of older people.

2.4 Currently, Council housing for older people is provided through Sheltered Housing and Extra Care schemes and older person's bungalows. These are designed to meet the needs of older people who may need a little extra support to remain living independently. The schemes benefit from having an alarm service and assistance from Sheltered Housing Officers who make contact with residents on a regular basis. There are also older people who live in standard Council accommodation that has been adapted to help with mobility issues.

2.5 There are over 600 units of sheltered accommodation throughout the south area of Central Bedfordshire, many of which were built over thirty years ago. Sheltered housing of the type we currently provide is generally becoming less in demand as people live longer and have changing expectations of the type of housing they will live in as they age. Some of our schemes are still popular and easy to let to new tenants who may wish to down-size, live nearer relatives, or have older neighbours. However, a growing number of our sheltered schemes have begun to 'show their age' and do not meet modern space standards or the expectations of future residents. For these reasons, we are looking at how our

existing sheltered schemes can adapt to continue meeting needs now and into the future. We are also looking at different ways of supporting people to stay longer in their own homes.

3. Where are we now in the review

- 3.1 The first two sheltered schemes to be reviewed are Crescent Court in Toddington and Croft Green in the Beecroft area of Dunstable. Both schemes were built over forty years ago and have heating systems that are nearing the end of their useful life. Properties at both schemes are let through the Choice Based Lettings scheme. Whilst there are no problems in letting the bungalows at Croft Green and the ground floor flats at Crescent Court, the bedsits in both schemes often remain empty for long periods of time and successful bids are often from people outside of the area in a low 'banding'.
- 3.2 The review of Crescent Court is in the first phase of consultation. A public meeting and a residents meeting with family and friends were held in May and a Friends of Crescent Court Group has been set up. Members of the Group include Crescent Court and Toddington village residents and Parish Councillors. A number of options for the future of Crescent Court are now being developed including an option for the modernisation and extension of the building to provide extra care accommodation.
- 3.3 The review of Croft Green is also in the first phase of consultation and a residents meeting with family and friends was held in June. At that meeting it was confirmed with residents that only the bedsit block part of the scheme will be included in the review. This is due to the bungalows which form the remainder of the scheme being of a solid build and having sufficient space standards. During the summer individual heating systems will be installed in each bungalow.
- 3.4 As stated earlier, an important part of this review will be the views of current residents of our sheltered housing schemes and potential future residents. To this end a Consultation Plan has been developed for each scheme and an Independent Tenant Adviser has been appointed to provide residents with unbiased support and a conduit for their views and concerns
- 3.5 The Consultation Plans are attached as an **Appendix** to this report. A well attended public meeting was held in Toddington in May and residents meetings have been held at both schemes to discuss the Consultation Plan with residents and their family and friends.

4. Financial and other options

The costs relating to the Consultation Plans are largely related to the production and circulation of a survey and consultation documents and the hire of local halls for public meetings. There are also costs associated with the interim appointment of an Independent Tenant Advisor to support tenants through the consultation process.

5. Next steps

As stated earlier, both consultation plans are at Phase One and work is underway on a number of options for the future of both schemes. This work is

being informed by a range of available research on the housing needs of older people, likely future demand for both sheltered and extra care schemes and methods for providing support for people remaining at home.

Appendices:

Appendix A - Consultation Plan for Crescent Court Sheltered Scheme
Appendix B - Consultation Plan for Croft Green Sheltered Scheme

Background Papers:

None

Location of papers:

Not applicable

Appendix A

**A Review of Housing for older
people in the south of
Central Bedfordshire
Consultation Plan for Toddington**



Foreword from Julie Ogley, Director of Social Care, Health and Housing

Central Bedfordshire Council would like to hear your views on housing for older people in Toddington. In this document you will find information on the reasons why the Council is undertaking a review on its current and future provision and how you can have your say.

Currently, Council housing for older people is provided through our Sheltered Housing and Extra Care schemes and older person's bungalows. These are designed to meet the needs of older people who may need a little extra support to remain living independently. The schemes benefit from having an alarm service and assistance from Sheltered Housing Officers who make contact with residents on a regular basis. There are also older people who live in standard Council accommodation that has been adapted to help with mobility issues.

There are over 600 units of sheltered accommodation throughout the south area of Central Bedfordshire, many of which were built over thirty years ago. A growing number have begun to 'show their age' and we have become increasingly concerned that they do not meet modern standards or the expectations of future residents. This is not the case for every scheme but for some we continue to experience great difficulty in attracting potential residents. As people are living longer and remaining healthier the demand for sheltered or extra care housing of the type we currently provide is decreasing. We are aware that people are looking for alternative solutions to support them staying longer in their own homes and we are looking at how this support is delivered.

For these reasons the Council has decided to undertake a review of its current provision and likely future demand. To inform this review a full consultation process has been developed. The views of existing residents and potential future residents will be sought and used to inform a range of options that will then be consulted on before a decision is taken by the Council.

The first area to be reviewed is the current provision in Toddington at Crescent Court. During this consultation process, which will take around eight months, no decision will be made on the future of Crescent Court.

I hope that you will take the opportunity to let us know your views.

Public meeting Wednesday, 18th May at 7.00pm in Toddington Village Hall.

Why is the Review taking place?

Over the last few decades the housing needs of older people have changed. People are living longer and remaining healthier. They want to retain their independence and stay in their own homes for as long as possible. As the main provider of social housing in the South Bedfordshire area the Council wants to make sure that it is planning to meet future needs in the right way. It also wants to make sure the housing that is provided now for older people is safe, secure and meets modern standards.

Over the coming months the Council will be undertaking a review of its current provision and giving consideration to how it meets the needs of older people now and in the future. An important part of this review will be the views of current residents of our sheltered housing schemes and potential future residents. We will also be seeking the views of the local community, our health colleagues and other professionals involved in the support of older people.

To begin the review we are looking at the provision of housing for older people in Toddington, Bedfordshire. Later in this document you will find information about Crescent Court, the sheltered housing scheme in Toddington. This information outlines some of the issues that had led the Council to look at the future of Crescent Court as part of the overall review.

At the end of the document you will find a set of questions and answers. Some of these are questions that have been raised by local residents over the last few weeks. We will be publishing these questions and answers on the Council's website and will add the questions and answers that are recorded at the public meeting on the 18th May 2011 and the meeting with Crescent Court residents on 19th May 2011. The details of how we plan to carry out the consultation to inform the Review are described over the page.

What do we know about the future housing needs of older people?

A major new report published in May 2011 by Henley Business School, '*Housing markets and independence in old age: expanding the opportunities*' highlights the growing challenge for Britain's ageing population. Research shows that by 2033, there will be an extra 3.5 million households aged over 65 years, a 60% increase on current figures

The Strategic Housing Market Assessment (SHMA) for Bedfordshire published in 2010 states that the number of single pensioner households will grow significantly between 2007 and 2021. In addition survey data in the document suggests that over 20% of older person's households in the county contain someone with a mobility problem and that rural areas and the urban fringe have the fastest growth of older people

The SHMA also reports that the housing requirements of older people differ from other household groups. Older people are mostly already housed. The issue for them is the suitability of their present housing. They move less frequently than other household groups and national policy is aimed at enabling them to live independently for as long as possible. Older people are not a homogenous group. They have different needs and requirements; it

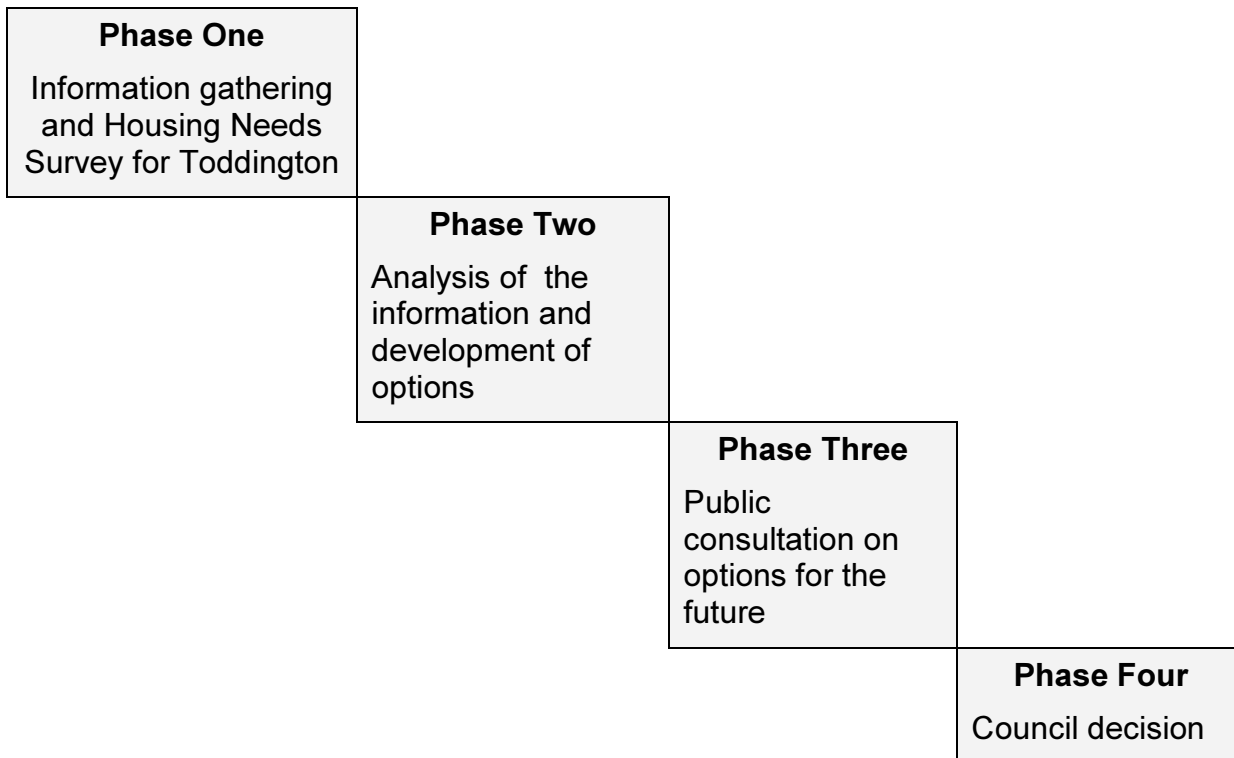
is those that are likely to be frail or suffer long term limiting illness that need additional consideration over and above other households.

Central Bedfordshire is expected to experience a significant growth in the numbers of older people over the next 10-20 years. The number of people aged 65 and over is projected to increase from 37,000 to 55,000 an increase of 53% by 2021. An even higher rate of increase, of almost 65%, is projected for those aged over 75. People aged 80 and over are expected to increase by 86%.

The Consultation Plan

How you can have your say

The consultation plan will have four key phases of activity



May to July 2011	Aug to Sept 2011	Oct to Nov 2011	Dec 2011 to Jan 2012
-------------------------	-------------------------	------------------------	-----------------------------

Phase One – Information gathering

- Public meeting to launch the Consultation Plan
- Independent survey of all Toddington households to assess current and future housing needs
- Review of the Joint Strategic Needs Assessment (JSNA) and population forecasts
- Meetings with stakeholders and partners
- Audit of existing accommodation, including a review of the lettings pattern
- Seek community led ideas and solutions
- Seek potential interest from housing associations on any redevelopment opportunities

An independent professional advisor, paid for by the Council and selected by the residents of Crescent Court will be appointed during this phase. Their role is to provide independent, impartial advice throughout the consultation process, making sure that residents' views and feelings inform decision making.

Phase Two – Developing Options

- The Council will analyse the information gathered from Phase One, including the feedback from the Housing Needs Survey. A range of options will then be developed that would meet current and likely future demand. Each option will be costed and the relative advantages and disadvantages identified. It is likely at this stage that the Council will identify their preferred option(s) and the rationale for that choice.

Phase Three – Consulting on the options

The Council will publish a consultation document and seek feedback. This document will provide information on the outcome of the review, views of existing and local residents, the outcome of stakeholder meetings and current and likely future demand. The document will then outline the options and the rationale used to assess each option. Those options that are considered by the Council to be feasible will be further developed within the consultation document. The Councils Overview and Scrutiny Committee will also be asked to consider the Options although no decision will be made by them at this stage.

The Council will undertake a full consultation at this stage. Feedback forms will be made available on the Council’s website and at appropriate locations around Toddington. We will communicate specifically with residents of Crescent Court and residents of Toddington at this point to ensure everyone has the opportunity to take part in this consultation. A meeting will also be held with the Parish Council to seek their views.

Phase Four – Council Decision

The Council’s Executive will consider the options and the public feedback and make a decision on the future provision of housing for older people in Toddington. The Council’s decision will be communicated in full to the whole community. Communication with residents of Crescent Court will be undertaken in a timely and sensitive manner.

For more information

Housing Needs Survey	John Goody Housing Strategy and Development Officer 0300 300 4449 john.goody@centralbedfordshire.gov.uk
Consultation Plan	Sue Marsh Housing Services Manager 0300 300 5662 sue.marsh@centralbedfordshire.gov.uk
Choice Based Lettings	Michael Jellow Housing Options Manager 0300 300 5666 michael.jellow@centralbedfordshire.gov.uk
On the web	www.centralbedfordshire.gov.uk
Write to us	Housing Service, Central Bedfordshire Council , Watling House, High Street North, Dunstable, Bedfordshire LU6 1LF

Appendix

Information about Crescent Court, Toddington

Key facts about Crescent Court

Crescent Court is a two storey sheltered scheme in Toddington, Bedfordshire. It was built in the mid 1960's and consists of 17 self contained flats and 4 bedsits. The property is situated on a large plot of land and includes extensive communal gardens to the front and rear with landscaped areas and a car park for residents.

Why are the Council considering the future of Crescent Court

The Council is committed to providing a good standard of accommodation for all of its residents. For its older residents the Council takes its responsibilities very seriously and wants to ensure that the accommodation it provides is fit for purpose and meets modern standards. With this in mind there are a number of issues relating to Crescent Court that has led the Council to consider the future of the building.

Accessibility issues

The Equality Act 2010 places a duty on the Council to make reasonable adjustments to buildings so that they are accessible to people with disabilities so that they are not disadvantaged. In Crescent Court the corridors are narrow, the fire exits do not allow easy access for wheelchair users and the width of the door openings to the flats and bedsits do not comply with current Building Regulations requirements.

The estimated costs of modernising the building is as follows

- £120k to meet minimum standards
- £660k to ensure the scheme is suitable and meets modern expectations for the next thirty years.

The estimated cost of replacing the communal heating system is £200,000 – see below.

The heating system

The communal heating system (boiler, pipes and radiators) has reached the end of its useful life and is becoming uneconomical to repair. Due to the age of the boiler replacement parts are becoming obsolete and are therefore increasingly hard to locate. It is possible that the heating system will not last another severe winter.

As stated above, the estimated cost of replacing the heating system (boiler, pipes and radiators) is £200,000. Residents should be assured that if the heating system were to break down at any time a temporary solution would be put in place immediately.

Current demand for in Crescent Court

Based on information from the Councils Choice Based Lettings system (Bedfordshire Homefinder) there has been very low demand for vacant first floor flats and bedsits in Crescent Court. Bidding activity is often quite low with Council officers seeking out potential residents in some cases. In addition, there are a number of residents who were successful in their bids whose level of housing need (their priority) is relatively low.

Between March 2009 and February 2010, five flats / bedsits in Crescent Court took between 90 – 280 days to let. This compares with an average period of 57 days for all sheltered housing schemes.

Questions and Answers

Q1. Who will undertake the Housing Needs Survey and what's in it?

A1. The survey will be carried out by the Bedfordshire Rural Communities Charity (BRCC) who are the leading independent community development agency working across Bedfordshire, with a proven track record over more than 50 years.

The survey will be used to identify if anyone living or working in Toddington has a housing need, including supported housing. It will be delivered to all households in Toddington. Anyone who previously lived in the parish who would like to move back may also want to complete a survey.

In rural communities affordable housing can be developed on "rural exception sites", where an exception can be made to district planning restrictions to allow affordable housing specifically to meet local parish need. Conditions are attached to planning permission for this to ensure these homes will remain affordable and for local people with a housing need into the future. Typically two types of housing are provided: shared ownership housing and social rented housing, which would be managed by a Housing Association. Exception site housing can only go ahead if backed up by evidence of actual need. The information supplied by the residents of Toddington will be treated in confidence and not seen by any other resident of the parish. Only summarised details of the survey will be published and it will not be possible to identify any individual(s) from this.

The report will be compiled by the Rural Housing Enabler, at Bedfordshire Rural Communities Charity, who works with local councils, housing associations and local people to increase the provision of affordable housing where needed in rural communities across Bedfordshire.

Q2. What is a Joint Strategic Needs Assessment?

A2. Local Authorities (Central Bedfordshire Council) and Primary Care Trusts (NHS Bedfordshire) are required by Government to produce a Joint Strategic Needs Assessment (JSNA). The purpose of a JSNA is to gather information about the needs of the local community in relation to their health and well being. This information is then used to shape commissioning and the provision and delivery of services in order to achieve the following:-

- better prevention and early intervention for improved health, independence and wellbeing
- more choice and a stronger voice for individuals and communities
- tackling health inequalities and improving access to services
- more support for people with long term needs

Q3. How will I be able to have my say?

A3. During the first phase of the consultation process you can have your say at the public meeting and through completion of the Housing Needs Survey which will be sent to every household in Toddington. During the third phase a public meeting will be held where the options for the provision of housing for older people in Toddington will be presented.

People will be able to complete a survey which will be available at the public meeting and online. Residents of Crescent Court will also be invited to a residents meeting to discuss the options and express their views. During the entire length of the consultation process residents of Crescent Court will be able to talk to the Council's Tenant Liaison Officers, Sheltered Housing Officer and the Independent Tenant Adviser.

Q4. What is the role of an Independent Tenant Adviser?

A4. The Independent Tenant Adviser (ITA) will be paid for by the Council and selected by the residents of Crescent Court.. Their role is to provide independent, impartial advice throughout the consultation process, making sure that Crescent Court residents' views and feelings inform decision making.

Q5. What is the difference between the Council's duty in relation to the Equalities Act 2010 and Building Regulations and its desire for the accommodation at Crescent Court to meet modern standards ?

A5. The Equalities Act 2010 places a duty on the Council to make reasonable adjustments to buildings. It states that 'where a physical feature puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled to take steps as it is reasonable to have to take to avoid the disadvantage'.

Building Regulations are statutory requirements that apply to new buildings and extensions to ensure that they meet industry recognised modern standards.

In relation to modern standards the Council wants to make sure that its accommodation for older people responds to an expectation for an independent lifestyle whilst at the same time ensuring that individuals' needs for safe, secure and supported accommodation are met.

Q6. If the scheme is modernised or the site redeveloped, what will happen to Crescent Court residents?

A6. A decision on the future of Crescent Court will not be made until the final phase of the Consultation Process at the end of this year.

If a decision is taken to modernise the existing building to an extent that it will not be habitable for a period of time, residents will be offered a number of options. These include staying with family or friends or in another Council property or sheltered scheme on a temporary basis and then returning to Crescent Court, or moving on a permanent basis to another property using the Choice Based Lettings process.

If a decision is taken to demolish the building and redevelopment of the site includes housing for older people the above process will again apply.

Q7. If a Housing Association develops the scheme would existing residents become tenants of the Housing Association ?

A7. Residents would become tenants of the Housing Association and retain the same tenancy rights they have now. We are aware that the experience of tenants in the north of Central Bedfordshire with a Housing Association landlord has been very positive.

Q8. Why did the Council start talking to Crescent Court residents before the launch of this Consultation Plan ?

A8. The Council held an initial meeting with Crescent Court residents to provide them with an early indication of the review of housing for older people and possible implications. The purpose of the meeting was to begin the dialogue with residents and to respond to any requests that they may have. A wider consultation process is now being launched where residents will be able to have their say on the possible options for the future provision on housing for older people in Toddington. Having the initial meeting at Crescent Court has given us some ideas and suggestions as the best way to approach this consultation.

Q9. Crescent Court was substantially modernised in the 1990's. Why was it not improved to meet modern standards then?

A9. The modernisation work that took place in 1997 was mainly focused on converting a number of the bedsits into self contained flats. After this date more bedsits were converted into flats and a lift shaft was constructed. These improvements were seen at the time as meeting modern standards. People's expectations for sheltered housing had changed and the demand for the bedsits was relatively low.

Q10. Does the Council have the resources to pay for the replacement heating and the modernisation works ?

A10. The Housing Service operates to a thirty year business plan. It has an annual budget which is used for the upkeep and modernisation of its entire housing stock. This is a separate budget which is ring fenced from all other Council budgets. The decision on how to spend the money is informed by a number of issues including legal requirements and building regulations, disrepair caused through age, the demand for properties and the desire to meet residents expectations for safe, secure and affordable accommodation that meets modern standards.

In the third phase of the consultation process the Council will seek residents' views on a number of options developed by the Council on the future provision of housing for older people in Toddington. These options will be informed by the issues outlined above. During the development of the options the Council will determine the costs of each one. If at the end of the consultation process a decision is taken by the Council to retain Crescent Court and undertake the necessary works, the costs will be met from the overall housing budget.

Q11 Does the Council want to sell the land ?

A11. The value of the land is not a consideration. In consulting on future options, the Council's main purpose is to meet the accommodation and support needs of older people, by providing or enabling Housing Association's to provide affordable housing for rent. The Council is open to any community led ideas which achieve that objective. The land is a valuable asset, used to meet local housing need. No consideration has been given to selling the land.

This page is intentionally left blank

Appendix B

**Review of Housing for older
people in the south of
Central Bedfordshire**

**Consultation Plan for Croft
Green Sheltered Scheme
Dunstable**

Dated July 2011

Foreword from Julie Ogley
Director of Social Care, Health and Housing

Central Bedfordshire Council is undertaking a review of its current provision of housing for older people and would like to hear your views. In this document you will find information on the reasons why the Council is undertaking the review and how you can have your say.

Currently, Council housing for older people is provided through our Sheltered Housing and Extra Care schemes and older person's bungalows. These are designed to meet the needs of older people who may need a little extra support to remain living independently. The schemes benefit from having an alarm service and assistance from Sheltered Housing Officers who make contact with residents on a regular basis. There are also older people who live in standard Council accommodation that has been adapted to help with mobility issues.

There are over 600 units of sheltered accommodation throughout the south area of Central Bedfordshire, many of which were built over thirty years ago. Sheltered housing of the type we currently provide is generally becoming less in demand as people live longer and have changing expectations of the type of housing they will live in as they age. Some of our schemes are still popular and easy to let to new tenants who may wish to down-size, live nearer relatives, or have older neighbours. However, a growing number of our sheltered schemes have begun to 'show their age' and do not meet modern space standards or the expectations of future residents. For these reasons, we are looking at how our existing sheltered schemes can adapt to continue meeting needs now and into the future. We are also looking at different ways of supporting people to stay longer in their own homes.

This document relates to the future of the bedsit block at Croft Green Sheltered Scheme in Dunstable. The bungalows at Croft Green are not under review as they are considered to be in good repair, of a satisfactory size for mobility purposes and easy to let.

I hope that you will take the opportunity to let us know your views.

Meeting the housing needs of older people

Over the last few decades the housing needs of older people have changed. People are living longer and remaining healthier. Many want to retain their independence and stay in their own home for as long as possible, which has contributed to the decrease in demand for sheltered housing. As the main provider of social housing in the south of Central Bedfordshire, the Council wants to make sure it is planning to meet future needs in the right way. It also wants to make sure its current housing for older people is safe, secure and meets modern standards.

The Council has begun a review of its current provision and is giving consideration to how it meets the needs of older people now and in the future. An important part of this review will be the views of current residents of our sheltered housing schemes and potential future residents. We will also be seeking the views of the local community, our health colleagues and other professionals involved in the support of older people.

Research on the housing needs of older people

A major new report published in May 2011 by Henley Business School, '*Housing markets and independence in old age: expanding the opportunities*' highlights the growing challenge for Britain's ageing population. Research shows that by 2033, there will be an extra 3.5 million households aged over 65 years, a 60% increase on current figures.

Research published in 2010 in the Strategic Housing Market Assessment (SHMA) for Bedfordshire states that the number of single pensioner households will grow significantly between 2007 and 2021, and that over 20% of older person's households in Bedfordshire contain someone with a mobility problem.

The SHMA also reports that the housing needs of older people differ from other household groups. They are less likely to be homeless but more likely to be living in accommodation which has become unsuitable for them due to mobility problems or care needs. They are less likely to move than other household groups. National policy is aimed at helping people to live independently in their own homes for as long as possible, and reducing the need for people to enter residential care homes. Older people are not a homogenous group. They have different needs and requirements; it is those that are likely to be frail or suffer long term limiting illness that need additional consideration over and above other households.

Central Bedfordshire is expected to experience a significant growth in the numbers of older people over the next 10-20 years. The number of people aged 65 and over is expected to increase by 53%. An even higher rate of increase, of almost 65%, is projected for those aged over 75. People aged 80 and over are expected to increase by 86%. This means an increasing population of people who are living with health problems which make them frail or reduce their mobility.

One of the ways in which housing services are trying to meet these changing needs is to look at providing more 'extra-care' sheltered housing. This is sheltered housing with on-site care and support, aimed at helping residents to stay-put if they grow frail, so that they can put-off, or avoid having to move into residential care.

Croft Green Sheltered Housing Scheme, Dunstable

Croft Green is a sheltered scheme, situated in the Beecroft area of Dunstable, which was built in the 1950's. The scheme has 24 one-bedroom bungalows arranged in two blocks overlooking a green. There is a further building that contains 7 bedsits, a two bedroom flat, warden's office, communal laundry and lounge.

The Croft Green bungalows are very popular, within easy reach of local shops and are known to attract residents who wish to down-size their accommodation but remain on Beecroft estate. There are no plans to review the future of the bungalows and over the summer individual heating systems are being installed. The communal laundry and lounge in the bedsit building are popular and are used on a regular basis by the residents.

The Croft Green bedsits are not as popular as the bungalows. There are often long delays in the re-letting of the bedsits and they have a poor internal lay-out and do not meet modern space standards. Their size is also a problem if a resident becomes frail or their mobility declines. It is harder to put in disabled adaptations and care for a frail person in a very small property.

In addition, the communal heating system (boiler, pipes and radiators) has reached the end of its useful life and is becoming uneconomical to repair. Due to the age of the boiler replacement parts are becoming obsolete.

As stated earlier, over the summer the Council will be installing gas boilers into each bungalow, which will allow residents more control over their own heating and hot water.

Croft Green Bedsit Block - Consultation Plan
How you can have your say

To fully inform the Council’s decision on the future of the Croft Green bedsit block the consultation plan will operate between July 2011 and February 2012 in four phases as outlined below.

During the four phases of the Consultation Plan no decision will be made on the future of the bedsit block and any bedsits that become vacant will be advertised on the Choice Based Lettings system – Bedfordshire Home Finder.

Phase One July to Aug 2011	Phase Two Sept to Oct 2011	Phase Three Nov to Dec 2011	Phase Four Jan 12 – Feb 12
Gathering information on local housing needs and residents’ ideas and preferences.	Analysis of information and development of options.	Public consultation on future options	Council decision

Phase One – Information gathering

During Phase One, regular meetings will be held with Croft Green residents and their family and friends to discuss their views, ideas and concerns. Meetings will also be held with stakeholders and partners – for example local health and social care professionals to better understand the needs in the area. In addition, information will be gathered on the types of housing being designed for older people to better inform the options that will be developed during Phase Two.

During this phase, residents will be offered the opportunity for individual as well as group meetings. They will also be offered the support of an independent tenant advisor to provide impartial advice to tenants and ensure that their views inform decision-making. Tenants will also be given the opportunity to tell us how they want to be consulted throughout this process, and how their views should be taken into account.

Phase Two – Developing Options

The council will analyse the information gathered from Phase One. A range of options will then be developed that would meet current and likely future demand. Each option will be costed and the relative advantages and disadvantages identified. It is possible that at this stage the Council may identify its preferred options(s) and the rationale for that choice.

Phase Three – Consulting on the options

The Council will publish a consultation document and seek feedback. This document will provide information on the outcome of the review, views of existing and local residents, the outcome of stakeholder meetings and current and likely future demand. The document will then outline the options and the rationale used to assess each option. Those options that are considered by the Council to be feasible will be further developed within the

consultation document. The Council's Overview and Scrutiny Committee will also be asked to consider the options although no decision will be made by them at this stage.

Phase Four – Council Decision

The Council's Executive will consider the options and the views of residents, and make a decision on the future of the Croft Green bedsit building.

For more information

Consultation Plan	Sue Marsh Housing Services Manager – 0300 300 5662 sue.marsh@centralbedfordshire.gov.uk
Choice Based Lettings	Michael Jellow Housing Options Manager – 0300 300 5666 michael.jellow@centralbedfordshire.gov.uk
On the web	www.centralbedfordshire.gov.uk
Write to us	Housing Service, Central Bedfordshire Council , Watling House, High Street North, Dunstable, Bedfordshire LU6 1LF

Croft Green Bedsit Block - Consultation Plan

Questions and Answers

Q1. How will I be able to have my say?

A1. You can give your views by writing to us, by attending resident's meetings, by telephoning the council offices and asking to speak to one of the officers named on page 6, by requesting a home visit, by speaking to your Sheltered Housing Officer and the Independent Tenant Adviser, or by speaking to your ward councillors – Councillor Mrs Denise Green and Councillor Julian Murray

We will write to Croft Green residents with notice of the dates and times of planned residents' meetings, and also advertise them on notice boards in the communal areas.

During Phase One, we will set up whatever activities are necessary so that everyone's views are gathered and taken into account when we start developing options for the Croft Green bedsit block.

We will make a written record of every suggestion and point of view which is put forward, and we will take account of these at every stage of decision making.

Q2. Might people have to move out of Croft Green as a result of this process?

Q2. As the review is focussed on the Bedsit Block we do not expect residents of the Bungalows to be affected.

It is too early to say whether any of the options that emerge will involve people needing to move out of the bedsits. However, if this was the case, those people who had been residents for a full 12 months, would be entitled to a Home-loss Payment, to compensate them for the loss of their home, and a Disturbance Payment to cover any costs associated with moving. They would be fully supported through the process by our Tenant Liaison Officers and an Independent Tenant Adviser.

Q3. What information have you got about the housing and support needs of older people?

A4. The information that we currently have about local housing and support needs is based on three important pieces of research. The first is the Strategic Housing Market Assessment for Bedfordshire which was published in 2010. This research was carried out on behalf of the Bedfordshire local authorities by an independent consultant. It draws on lots of different sets of available information to build a picture of the housing and support needs of older people in the area now and for the next 10-20 years.

The second piece of work is the Joint Strategic Needs Assessment for Central Bedfordshire, which we are required to carry out by Central Government jointly with NHS colleagues. The Joint Strategic Needs Assessment (JSNA) brings together information about the health and wellbeing needs of the local community, and is used to plan services which help to improve health and wellbeing.

Thirdly, a Supporting People Needs Assessment for Bedfordshire was carried out, which aims to understand the support needs of different groups within society. This research estimates that in the Bedfordshire area there is a need for around 150 more units of extra-care housing for older people.

Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 1 August 2011
Subject: Quarter Four Performance Report
Report of: Cllr Mrs Carole Hegley, Portfolio Holder Social Care and Health and Housing
Summary: The report highlights the quarter four performance for Social Care, Health and Housing.

Advising Officer: Julie Ogley , Director of Social Care, Health & Housing
Contact Officer Althea Mitcham, Head of Business Infrastructure
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The quarterly performance report underpins the delivery of the Council's priorities.

Financial:

No direct implications.

Legal:

No direct implications.

Risk Management:

Areas of ongoing underperformance are a risk to both service delivery and the reputation of the Council.

Staffing (including Trades Unions):

No direct implications.

Equalities/Human Rights:

This report highlights performance against performance indicators which seek to measure how the Council and its services impact across all communities within Central Bedfordshire, so that specific areas of underperformance can be highlighted for further analysis/drilling down as necessary.

As such it does not include detailed performance information relating to the Council's stated intention to tackle inequalities and deliver services so that people whose circumstances make them vulnerable are not disadvantaged. The interrogation of performance data across vulnerable groups is a legal requirement and is an integral part of the Council's equalities and performance culture which seeks to ensure that, through a programme of ongoing impact assessments, underlying patterns and trends for different sections of the community identify areas whether further action is required to improve outcomes for vulnerable groups.

Community Safety:

No direct implications.

Sustainability:

No direct implications.

RECOMMENDATION:

That the Social Care, Health and Housing Overview and Scrutiny Committee notes and considers this report.

Introduction.

1. The Council's framework for performance management supports the delivery of the Council's priorities.
2. Appendix A provides the detailed performance data.

Director's summary

3. The Council continues to enhance its support to vulnerable adults through the provision of decent housing, temporary accommodation, advice to carers and greater uptake of personalised budgets.
4. The planned review of the definition of community based services has been completed, with only those receiving regular support being recorded and, as previously reported, has had a positive impact on the percentage of clients receiving self directed support (NI 130) and Carers' Assessments (NI 135). As anticipated, this has resulted in the target for the number of people being supported by the Council to live independently (NI 136) not being achieved, but provides a more accurate picture of the number of people receiving support to live independently.
5. Whilst at present only provisional data is available, both the targets for NI 130 and NI135 have been met. There continues to be an increase in the number of people receiving a personal budget (an increase of over 300 since December 2010), which has helped achieve the national target and a review of the decline in carers' assessment identified a recording issue, which has since been rectified, resulting in the correct reporting of performance.
6. The performance in the number of SOVA cases completed within 35 days has decreased, but as reported previously, the completion of a number of complex SOVA investigations continues to have an effect on this measure. Long standing investigations continue to be reviewed on a regular basis, to ensure that the necessary actions are being taken and, where appropriate, cases are closed.
7. There has been some improvement from last quarter in the percentage of reviews being undertaken, performance is still below target. During the year, the resources available within the Review Team were redirected to other parts of the service, including developing support plans for service users and activity relating to serious concern cases, which has had an adverse affect on performance. Following the ASC Workforce Review, the reviewing capacity within the community teams will be strengthened, which will result in improvements in performance.

8. Performance in the number of households in temporary accommodation has been maintained due to the continuing successful homelessness prevention; however, there has been an increase in the number of households with children. There is an increasing demand on the Housing Options service as the number of properties available continues to decrease, coupled with tough economic conditions, more households have been inevitably forced into a situation of homelessness.

Conclusion and next steps

9. That Social Care, Health and Housing Overview and Scrutiny Committee notes and considers this report.

Appendices:

Appendix A – (Quarter 4 Performance Indicators)

Background Papers: (open to public inspection)

None

Location of papers:

Priory House, Chicksands, Bedfordshire

This page is intentionally left blank

Adult Social Care, Health & Housing

Director : Julie Ogley

Portfolio Holder Social Care and Health - Cllr Carole Hegley
Portfolio Holder for Housing - Cllr Rita Drinkwater

Social Care Indicators	CIPFA Comparator Group 08/09	Unit	Good is	Outturn 09/10	Quarter 1 Apr -Jun	Quarter 2 Jul - Sept	Quarter 3 Oct - Dec	Quarter 4 Jan - Mar	Trend Comparison	Year to Date	Performance Judgement (Q compared with Q)	Target 10/11	Comments
NI 136 - People supported to live independently (per 100,000 pop)	3,558	No.	High	3,435	3,668	3809.4	3,328.0	3,042.6	Qtr on Qtr	3,042.6	↓R	4,295	Provisional figure - final figure available end May 2011. The review of the definition of community based services is now complete, with only those receiving regular support being recorded. As anticipated, this has resulted in the target not being achieved, but provides a more accurate picture of the number of people receiving support to live independently.
NI 130 - Clients receiving self directed support	5.6%	%	High	14.40%	15.91%	15.80%	23.60%	30.42%	Qtr on Qtr	30.42%	↑G	30%	Provisional figure - final figure available end May 2011 This indicator reports the number of people receiving self directed support (personal budgets and direct payments) as a percentage of the total number of people supported to live independently and, as a result, the review of the definition of community based services has had a positive effect on this measure. The target has provisionally been achieved as a result of this review and the continuing increase in the number of people receiving a personal budget (an increase of over 300 since December 2010).
NI 135 - Carers receiving needs assessment or review & a specific carer's service, or advice and Information	18.3%	%	High	23.90%	22.21%	18.90%	21.40%	31.39%	Qtr on Qtr	31.39%	↑G	30%	Provisional figure - final figure available end May 2011 This indicator is also measured as a percentage of the total number of people supported to live independently and, as a result, the review has had a positive effect on this measure. Additional work was undertaken during the quarter to identify why the number of joint assessments/reviews were declining, which identified a recording issue. This has now been corrected and clear instructions issued to ensure the data quality of this measure. As a result of these actions the target has provisionally been achieved.
Average time taken for SOVA investigation (days)	NA	No. Days	Low	38	25	51	45	69	Qtr on Qtr	50	↑R	30	As reported previously, the completion of a number of complex investigations still continue to have an effect on this measure. Long standing investigations continue to be reviewed on a regular basis, to ensure that the necessary actions are being taken and, where appropriate cases, are closed.
NI 125 Achieving independence for older people through rehabilitation / intermediate care	80.0%	No.	High	50.30%	NA	NA	NA	NA	Qtr on Qtr	NA	-	-	Outturn not available until end May 2011.
D40 - Clients receiving a review	NA	%	High	76.20%	NA	73.40%	71.90%	73.80%	Qtr on Qtr	73.80%	↑R	80%	Whilst there has been an improvement in performance from the last quarter, performance is still below the target. However, the resources available within the Review Team have been redirected during the year, including developing support plans for service users and serious concern cases, which has had an adverse affect on performance. Following on from the Workforce Review, the reviewing capacity within the community teams will be strengthened, which will result in improvements in performance.

Housing Indicators	CIPFA Comparator Group 08/09	Unit	Good is	Outturn 09/10	Quarter 1 Apr -Jun	Quarter 2 Jul - Sept	Quarter 3 Oct - Dec	Quarter 4 Jan - Mar	Trend Comparison	Year to Date	Performance Judgement (Q compared with Q)	Target 10/11	Comments
NI 156a - Number of households living in temporary accommodation	107	No.	Low	32	26	39	37	37	Qtr on Qtr	37	● G	47	Continuing successful homelessness prevention has ensured that this figure has been managed well. However, demand for housing advice has increased throughout the year and this figure has come under increased pressure and is volatile. The number of council voids available to rent has continued to decrease and the supply of new homes is stagnant, coupled with tough economic conditions, more households have been inevitably forced into a situation of homelessness.
NI 156b - Number of households living in temporary accommodation (households with dependants / pregnant)	NA	No.	Low	22	18	32	26	32	Qtr on Qtr	32	↑ R	30	
NI 158 - Percentage of non decent homes (Council stock)	17.6%	%	Low	0.60%	4.70%	1.60%	0%	0%	Seasonal Quarter (Q4 2009/10 = 0.6%)	0%	↑ G	Profile Target Q1: 4.7% Q2: 2.3% Q3: 0.0% Q4: 0.0%	The national target for decent homes has been met.

Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 1 August 2011
Subject: Budget Management Report for period ended 31st March 2011 for Social Care, Health and Housing
Report of: Executive Member for Social Care, Health and Housing
Summary: The report sets out the financial position for the year 2010/11

Contact Officer: Nick Murley
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

Sound financial management contributes to the delivery of the Council's value for money, enabling the Council to successfully deliver its priorities

Financial:

The financial implications are set out in the report

Legal:

None

Risk Management:

None

Staffing (including Trades Unions):

None

Equalities/Human Rights:

None

Community Safety:

None

Sustainability:

None

RECOMMENDATION: That the outturn of £50.570m and £0.406m under spend is noted.

Introduction

- The report sets out the financial position to the end of March 2011.

Executive Summary Revenue

- The full year outturn position for the Social Care, Health & Housing directorate is £0.406m under budget (0.79%) compared to the forecast over spend position of £0.204m (0.4%) at the end of quarter 3.
- The following Table A shows a summary position analysed by the Director and Assistant Director, with more detailed commentary in the following paragraphs. **Appendix A1** provides a more detail analysis by Service.

Assistant Director	Approved Budget	Provision Outturn	Contributions to/from Earmarked Reserves	Forecast Outturn Variance
	£000	£000	£000	£000s
Director	187	206	0	19
AD Housing (HRA)	(84)	0	0	84
AD Housing (GF)	1,624	1,161	305	(158)
AD Adult Social Care	51,086	52,091	362	1,367
AD Commissioning	4,526	2,485	959	(1,082)
AD Business & Performance	(6,364)	(6,992)	(8)	(636)
TOTAL	50,976	48,951	1,618	(406)

- For **older people**, care package expenditure came in over budget by £1.230m compared to the forecast position of £1.647m for quarter 3. The main cause of the pressure was in dementia residential and home care due to the increase in volumes and the increased complexity of care required. The reduction in forecast was as a result of a higher percentage of service breaks taken in care packages than anticipated earlier in the year. A business process review in this area and the enhanced use of Swift to capture the actual level of temporary breaks is part of the Recovery Plan. It is important to note that during the 2010/11 budget setting process there was no budget made available to deal with the pressure around 65+ demographics which has given rise to the reported over spend.

For **people with learning disabilities**, care package expenditure came in over budget by £0.786m (£0.713m for quarter 3). Broadly aligned to the forecast position in quarter 3, this reflects higher than budgeted transitions costs plus costs arising from the emergency closure of an in-house respite unit and additional cross boundary charges.

Physical Disability package costs presented a over spend of £0.247m (£0.354m for quarter 3), the main pressure being that of residential care although the higher percentage in service breaks also accounted for the slight over forecast position in quarter 3.

The above over spends in Adult Social Care were off set by additional customer income received in the Business & Performance service area relating to care packages, savings made from learning disability contracts within Commissioning, additional income around Gypsy and Traveller sites and the close management of the homelessness budgets within the Housing General Fund services.

Further budget risk for 2011/12 will exist as a result of a national Care Provider deregistering its care homes for adults with a learning disability. Budget provision has been made for this in 2011/12 and 2012/13 but the Council is still unclear on the actual impact until a full assessment of need have been carried out on these people.

Funding allocations from the Health Service should present opportunities to increase investment around the Reablement service, discharges from hospital and to prevent avoidable hospital readmissions. The Council will sign off legal agreements with the health service identifying the areas for additional investment but resource allocation will be measured on the delivery of health related outcomes which is new territory for a local authority.

The final position for the **Housing Revenue Account** (HRA) requires a contribution from the HRA reserve of £0.482m and is a movement of £0.566m from the budget set at the start of the financial year.

The difference is as a result of increased contribution to cover the Corporate Overheads i.e. ICT, Legal, Property Services etc...of £0.132m, increased costs of day to day repairs of £0.448m and income budget not fully achieved, the main contributor of £0.070m being as a result of the refurbishment of the homeless hostel during the financial year.

The variance of £0.518m from the quarter 3 forecast position is as a result of the increased costs of day to day repairs.

6. **Director**

A small over spend occurred as a result of the unachieved managed vacancy factor and additional administration support costs.

7. **Assistant Director Housing**

Housing Revenue Account

The final position for the Housing Revenue Account (HRA) requires a contribution from the HRA reserve of £0.482m and is a movement of £0.566m from the budget set at the start of the financial year.

The difference is as a result of increased contribution to cover the Corporate Overheads i.e. ICT, Legal, Property Services etc...of £0.132m, increased costs of day to day repairs of £0.448m and income budgets not fully achieved, the main contributor of £0.070m being as a result of the refurbishment of the homeless hostel during the financial year.

The variance of £0.438m from the quarter 3 forecast position is as a result of the increased costs of day to day repairs.

Housing General Fund

The final position for the Housing General Fund delivered an under spend against budget of £0.158m.

The Housing Needs saving is a result of lower than expected demand for Temporary Accommodation, whilst extra income has been achieved at the Gypsy and Travellers' sites due to increased pitch fees and service charges.

The year end outturn is £0.078m different compared to a forecast under spend of £0.080m in quarter 3. It was anticipated that there would be greater demand on the Housing Needs service during the last quarter of the year, due to the economic climate, but this has been effectively managed and has resulted in a more favourable financial position.

8. **Assistant Director Adult Social Care**

The final outturn position for the Adult Social Care service presented a £1.366m over spend (2.67%) against the budget of £51.087m. This was an improved position against the quarter 3 forecast over spend of £1.942m. The reduction in forecast was as a result of a higher percentage of service breaks taken in care packages than anticipated earlier in the year. A business process review in this area and the enhanced use of Swift to capture the actual level of temporary breaks is part of the Recovery Plan. It has been recognised that there was no budget provision was made for the demographic increases with the 65+ and 85+ age group which was the main contributor, £1.622m, to the service over spend.

It is also important to recognise that efficiencies were realised through the Reablement service and so the effect of this pressure could have been far higher.

In addition to increasing demography and numbers of transitions, future pressures around the de-registration of care homes and self funders returning to the local authority will need to be managed over the short term.

Older People

One of the major pressures in this service area is external care package costs for Older People, which was over budget by £1.230m (£1.647m in quarter 3).

Nursing Care

For nursing placements there is an under spend of £0.119m (£0.142m in quarter 3). Customer numbers have reduced from 151 to 149 in quarter 4 but prior year costs have reduced the expected forecast under spend indicated at quarter 3.

Residential Care

For residential placements there was an over spend of £0.809m (£0.775m in quarter 3). Customer numbers were 560 at the end of quarter 4 compared to 539 at the end of quarter 3. Prior year costs have also resulted in a higher than expected increases in the over spend.

Home Care

The Home Care package over spending has reduced although is still over budget by £0.109m (£0.507m in quarter 3). This is a reflection of a reduction in customer numbers from 822 to 814 at quarter 4 but more significantly as a result of higher percentage of service breaks taken in care packages than anticipated earlier in the year. There is also a link to increases in the number of customers receiving self-directed support taken as direct payments (857 customers at the end of quarter 4 compared to 707 in quarter 3) for which an over spend of £0.202m is reported (£0.235m in quarter 3).

Additionally there are overspends for respite care £0.170m (£0.149m in quarter 3), day care £0.036m (£0.072m in quarter 3) and other customer costs £0.023m (£0.051m in quarter 3) mainly hospital discharge fines.

Physical Disability

The main cause of the over spend is increases in package costs and volumes together with loss of funding for the Independent Living Fund (ILF).

Physical Disability package costs presented an increase over budget of £0.247m (£0.354m for Quarter 3). For nursing care there was an under spend of £0.063m (£0.083m in Quarter 3), Residential Care an over spend of £0.149m (£0.155m quarter 3) consistent with volumes in quarter 3.

Respite care over spent by £0.101m (£0.128m in quarter 3) reflecting the loss of ILF funding. Home care ended the year with an under spend of £0.020m also reflecting the higher percentage of service breaks taken in care packages than anticipated earlier in the year (over spend of £0.070m in quarter 3). Direct payments continued to over spend against budget £0.159m (£0.124m for quarter 3) which is consistent with increases in customer numbers.

Learning Disabilities

Externally purchased care for people with Learning Disability is also presenting a pressure of £0.786m (£0.713m in quarter 3). This has been mitigated by a non-recurring saving of £0.274m in relation to a health funded case.

The major in-year pressures have been as a result of the emergency closure of an in-house respite unit, over forecasting of income, additional charges for cross-boundary services and the additional costs of transitions over and above the budget growth allocated for 2010/11.

For Learning Disabilities Direct Services, an under spend of £0.061m was reported at quarter 3. The year end position presented an under spend of £0.106m in line with quarter 2 projections as the responsibility for vacant property costs were clarified.

9. Assistant Director Commissioning

The full year position shows an under spend of £1.082m (£1.330m in quarter 3). After earmarking the Campus Closure grant of £0.744m and £0.215m of Social Care Reform Grant, the under spend is as a result of savings on the learning disability transfer and residential care contracts.

10. Assistant Director Business & Performance

The full year position shows an under spend of £0.636m (£0.348m in quarter 3). The main component of the under spend is in relation to an over recovery of income in respect of customer contributions of £0.614m (£0.397m in quarter 3). Some of the increase is from customer contributions from house sales and towards residential care which is to some extent contributing towards the over spend on care packages within the Adult Social Care service area. The remainder is as a result of the Fairer Charging review, removing the backlog on assessments as well as ensuring we are charging all groups who should pay for the services they receive.

Executive Summary Capital Position

11. The following Table B shows a summary of capital position as at March and **Appendix B1 and B2** provides more detailed breakdown by scheme.

12. Table B

Adult Social Care Health & Housing	Net Budget	Outturn	Variance
	£m	£m	£m
Social Care and Housing General Fund	2.562	1.842	(0.720)
Housing Revenue Account	6.174	6.171	(0.003)
Total	8.736	8.013	(0.723)

13. The year end variance of £0.720m is as a result of estimated slippage on the Timberlands project (£0.104m), Empty Homes (£0.160m) and Renewal Assistance (£0.191m) into 2011/12. Capital grants of £0.261m were not fully allocated to capital schemes and these will also need to be rolled forward into 2011/12.
14. For the Housing Revenue Account the capital programme came in on budget. Planned repairs were accelerated to ensure that the council housing retained their decency status.

Revenue Virement Requests

15. There are currently no proposed virements over £0.100m to report.

16. **Key Cost Drivers**

Area	Estimated Value/Impact £000s	Commentary
Demographic pressure in the 65+ age group and costs of care packages.	814 cost commitments for Domiciliary Care at March 2011 compared to 822 in December	7% increase in community based packages with an average increase of 4% in cost. High cost packages have seen up to a 12% increase in cost.
Performance of the block contracts is requiring the council to use spot contracts. Additionally the differential between spot rates for personal care within direct payments and personal budgets and traditional contracting are being examined.	Various	Comparison with block and spot contract average rates payable under traditional contracting arrangements. The rates under the Personal Support/Homes Care vary and harmonisation of these rates will present both risk and opportunity which are currently being worked through.
Occupational therapy waiting lists are being worked through, resulting in an increased pressure on Disabled Facilities Grants expenditure	606 referrals between April and March 2011, compared to 364 referrals in total for 2009/10.	An additional resource of £0.468m was approved at November 2010 Executive. Demand is being monitored closely and actions will be taken to manage demand, within the scope of the legislative requirements. This should reduce and possibly remove altogether the need to spend above the current approved budget.
Customer approaches for homelessness related enquiries	Walk ins rose from 65 (July) to 190 (August), and were 206 in March.	Currently demand has been met by use of the recently refurbished Homeless Hostel (Bedford Court). Although this has not been an issue to date, demand could spiral rapidly if conditions in the general economy worsen.

Achieving Efficiencies

17. A number of efficiency savings are built into the 2010/11 base budget. A full analysis of efficiencies is provided at **Appendix E**.

For 2010/11 efficiencies were budgeted at £2.753m. Of this £2.715m was achieved.

Appendix E shows the Efficiency Tracker Summary for the Directorate.

Reserves position

18. **Appendix D** shows the full list of proposed reserves for the directorate. The total General Fund reserves available as at April 2010 were £0.783m with proposals to be at £2.617m at the end of the financial year.
19. Four new reserves are proposed and include the revenue Campus Closure grant (£0.744m), Winter Pressures (£0.348m), Reablement (£0.222m) following the funding allocations made available from the health service and the final one for Supporting People (£0.305m) following the transfer from Bedford Borough Council.
20. In respect of the Social Care Reform Grant not all projects completed in 2010/11 and therefore a contribution of £0.215m is requested which will enable £0.415m to be carried forward to fund committed recovery and the transformation agenda projects.
21. In respect of the Housing Revenue Account, the total reserves available as at April 2010 were £4.482m and the current forecast indicates that £0.482m of the HRA reserve will be used for 2010/11.

Debt analysis

Housing Revenue Account

22. Total current and former tenant arrears were £0.782m at the end of March compared to £0.883m at the end of quarter 3. Current arrears are £0.532m or 2.28% of the annual rent debit of £23.34m (£0.626m or 2.68% at the end of quarter 3). The figure of 2.28% is a 0.28% adverse variance against a target of 2%. However, performance on Former Tenant Arrears is 1.07% against a target of 2.3%, which is exceptionally strong performance leaving a balance of £0.250m. (Quarter 3 was 1.10% with a balance of 0.257m).

Currently 57.30% of rental income is funded by Housing Benefits (57.40% at quarter 3).

General Fund

23. Total debt for the General Fund element of the directorate stands at £9.1m (£7.8m at quarter 3). House sales account for £2.2m (£1.9m at quarter 3), Health Service debt £3.7m (£2.3m at quarter 3) and Other Local Authorities £1.6m (£0.85m at quarter 3). Of the total debt, 32% is more than one year old and is predominantly house sales debt where it can take a significant amount of time to realise the cash from the house sale.

Appendices:

Appendix A1 – Net Revenue Position Full Analysis

Appendix A2 – Movement between latest expected forecast and Quarter 2 forecast

Appendix B1 & B2 – Capital Monitoring

Appendix C – Debt Analysis

Appendix D – Earmarked Reserves

Appendix E – Efficiencies

Background Papers: None

Location of papers: Technology House, Bedford.

TABLE A1 NET EXPENDITURE	A	B	C	D	E	F	G	H	I	J	K	L
SOCIAL CARE, HEALTH AND HOUSING REVENUE BUDGET 2010/11	Annual Budget	Profiled Budget	Actual spend	Year-to-date Variance	Adjusted Actual	Use Of Existing Earmarked Reserves	Revised Actual	Outturn Variance	Proposed Transfer To reserves	Variance After Tfrs (H)+(I)	Proposed Provisions	Variance After Proposed Provisions (J)+(K)
	£	£	£	(A) - (B) £	£	£	£	(E) - (A) £	£	£	£	£
<i>Net Expenditure</i>												
Director	187,092	187,092	205,746	18,654	205,746		205,746	18,654	0	18,654		18,654
Housing Services (HRA)												
Head of Housing Services (HRA)	-7,155,818	-7,155,818	-6,954,090	201,728	-6,954,090		-6,954,090	201,728		201,728		201,728
Housing Management (HRA)	1,686,723	1,686,723	1,640,123	-46,600	1,640,123		1,640,123	-46,600		-46,600		-46,600
Asset Management (HRA)	4,964,944	4,964,944	5,181,901	216,957	5,181,901		5,181,901	216,957		216,957		216,957
Prevention, Options & Inclusion (HRA)	420,125	420,125	514,355	94,230	514,355	-382,289	132,066	-288,059		-288,059		-288,059
Housing Services (HRA) Total	-84,026	-84,026	382,289	466,315	382,289	-382,289	0	84,026	0	84,026		84,026
Housing Management (GF)												
Supporting People	-325,001	-325,001	-629,692	-304,691	-629,692	0	-629,692	-304,691	305,000	309		309
Prevention, Options & Inclusion (GF)	1,023,210	1,023,210	925,039	-98,171	925,039		925,039	-98,171	0	-98,171		-98,171
Private Sector Housing Options (GF)	724,725	724,725	749,997	25,272	749,997		749,997	25,272	0	25,272		25,272
Housing Management (GF)	201,504	201,504	116,168	-85,336	116,168		116,168	-85,336	0	-85,336		-85,336
Housing Management (GF) Total	1,624,438	1,624,438	1,161,512	-462,926	1,161,512	0	1,161,512	-462,926	305,000	-157,926		-157,926
Adult Social Care												
Asst Director Adult Social Care	513,060	513,060	-289,735	-802,795	-289,735		-289,735	-802,795	570,000	-232,795		-232,795
Older People and Physical Disability Mgt	229,074	229,074	254,599	25,525	254,599		254,599	25,525		25,525		25,525
Rapid Intervention/Intermediate Care	659,156	659,156	485,483	-173,673	485,483		485,483	-173,673		-173,673		-173,673
Older People - Day Care	671,690	671,690	556,986	-114,704	556,986		556,986	-114,704		-114,704		-114,704
Enablement	2,476,307	2,476,307	2,492,122	15,815	2,492,122		2,492,122	15,815		15,815		15,815
OPPD - Assessment and Care Management	24,672,859	24,672,859	26,295,223	1,622,364	26,295,223		26,295,223	1,622,364		1,622,364		1,622,364
Physical & Sensory Impairment	101,814	101,814	11,542	-90,272	11,542		11,542	-90,272		-90,272		-90,272
LD & MH Management	821,135	821,135	702,403	-118,732	702,403	-18,947	683,456	-137,679		-137,679		-137,679
Learning Disabilities - A&C	9,595,611	9,595,611	10,238,785	643,174	10,238,785		10,238,785	643,174		643,174		643,174
Learning Disabilities - Direct Services	4,277,755	4,277,755	4,185,052	-92,703	4,185,052	-13,773	4,171,279	-106,476		-106,476		-106,476
Sheltered Employment	306,135	306,135	470,822	164,687	470,822	-174,940	295,882	-10,253		-10,253		-10,253
Bedfordshire Drug Action Team	0	0	0	0	0		0	0		0		0
Emergency Duty Team	90,601	90,601	151,320	60,719	151,320		151,320	60,719		60,719		60,719
BUPA	6,671,470	6,671,470	6,535,985	-135,485	6,535,985		6,535,985	-135,485		-135,485		-135,485
Adult Social Care Total	51,086,667	51,086,667	52,090,587	1,003,920	52,090,587	-207,660	51,882,927	796,260	570,000	1,366,260		1,366,260
Commissioning												
Asst Director Commissioning	-150,239	-150,239	-118,834	31,405	-118,834		-118,834	31,405	215,000	246,405		246,405
Contracts	3,501,569	3,501,569	3,524,690	23,121	3,524,690		3,524,690	23,121		23,121		23,121
LD Transfer	159,999	159,999	-1,436,075	-1,596,074	-1,436,075		-1,436,075	-1,596,074	744,000	-852,074		-852,074
Supporting People - see Housing General Fund	0	0	0	0	0		0	0		0		0
Bedfordshire Drug Action Team	155,384	155,384	-65,006	-220,390	-65,006		-65,006	-220,390		-220,390		-220,390
Personalisation	339,289	339,289	444,962	105,673	444,962		444,962	105,673		105,673		105,673
Commissioning	520,133	520,133	135,815	-384,318	135,815		135,815	-384,318		-384,318		-384,318
Commissioning Total	4,526,135	4,526,135	2,485,552	-2,040,583	2,485,552	0	2,485,552	-2,040,583	959,000	-1,081,583		-1,081,583
Business & Performance												
Asst Director Business & Performance	109,672	109,672	158,596	48,924	158,596		158,596	48,924		48,924		48,924
Business Systems	1,054,656	1,054,656	1,102,494	47,838	1,102,494	-8,106	1,094,388	39,732		39,732		39,732
Business Infrastructure	203,989	203,989	93,575	-110,414	93,575		93,575	-110,414		-110,414		-110,414
Customer Contributions	-7,732,347	-7,732,347	-8,346,606	-614,259	-8,346,606		-8,346,606	-614,259		-614,259		-614,259
Bus System & Mkt Strategy Total	-6,364,030	-6,364,030	-6,991,941	-627,911	-6,991,941	-8,106	-7,000,047	-636,017	0	-636,017		-636,017
GRAND TOTAL	50,976,276	50,976,276	49,333,745	-1,642,531	49,333,745	-598,055	48,735,690	-2,240,586	1,834,000	-406,586	0	-406,586

CENTRAL BEDFORDSHIRE CAPITAL REVIEW 2010/2011

Social Care Health & Housing

Title and Description of the Scheme	Revised 2010/11 Budget			Full Year Outturn			Full Year Variance			Over / under spend			Slippage to 2011/12		
	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure
Pre 2010/11 Starts:															
NHS Campus Closure The NHS Campus Closure Programme is a Government initiative backed with NHS Capital funding, to provide up to date and future proofed accommodation for people with severe Learning Disabilities who are currently living in substandard Car	7,198	(7,198)	0	204	(204)	0	(6,994)	6,994	0	0	0	0	(6,994)	6,994	0
Refurbishment of House 3 Houghton Lodge The last refurbishments elements of House 3, Houghton Lodge in Ampthill. The bid is slippage from the scheme approved in September 2009 and is for the instalation of CCTV and Fire Alarm equipment.	24	(24)	0	26	(26)	0	2	(2)	0	0	0	0	2	(2)	0
Timberlands and Chiltern View Gypsy and Traveller Sites Timberlands is in poor condition; there are public health issues and refurbishment is long overdue resulting in tensions relating to site management. Grant has been secured for 75% of proposed costs. Credible design proposals have been produced.	475	(356)	119	62	(47)	15	(413)	309	(104)	0	0	0	(413)	309	(104)
Empty Homes The project is the provision of funding to undertake capital works to long term empty properties that are subject to enforcement action by the Council. The enforcement action would be compulsory purchase or empty dwelling management orders. Th	200	(40)	160	0	0	0	(200)	40	(160)	0	0	0	(200)	40	(160)
Private Sector Renovation Grants - Renamed Disabled Facilities Grants Scheme The project is the provision of mandatory Disabled Facilities Grants (DFG's) funding, to adapt homes of people with disabilities to meet their specific needs. The provision of DFG's is prescribed in the Housing Grants, Construction and Regeneration Act 1996 and some funding is received from the Government	2,255	(584)	1,671	2,325	(658)	1,667	70	(74)	(4)	70	(74)	(4)			0
Housing Association Assistance; London Road Demolition and rebuild of London Road site in Dunstable. Council contribution to Aldwyck Housing Association.	447	0	447	447	0	447	0	0	0	0	0	0	0	0	0
Total pre 2010/11 starts	10,599	(8,202)	2,397	3,064	(935)	2,129	(7,535)	7,267	(268)	70	(74)	(4)	(7,605)	7,341	(264)
2010/11 Starts:															
Private Sector Renovation Grants Mandatory (Disabled Facilities) Now RENAMED Renewal Assistance The project is the provision of grant or loan assistance in accordance with Central Bedfordshire Council's Private Sector Housing Renewal Policy, to help the m	277	(112)	165	92	(118)	(26)	(185)	(6)	(191)	0	0	0	(185)	(6)	(191)
Total 2010/11 Starts:	277	(112)	165	92	(118)	(26)	(185)	(6)	(191)	0	0	0	(185)	(6)	(191)
Total Capital Programme 2010/11	10,876	(8,314)	2,562	3,156	(1,053)	2,103	(7,720)	7,261	(459)	70	(74)	(4)	(7,790)	7,335	(455)
Capital Grants - brought forward				0	(261)	(261)	0	(261)	(261)	0	0	0	0	(261)	(261)
Total Capital Programme 2010/11 including capital grants	10,876	(8,314)	2,562	3,156	(1,314)	1,842	(7,720)	7,000	(720)	70	(74)	(4)	(7,790)	7,074	(716)

CENTRAL BEDFORDSHIRE CAPITAL REVIEW 2010/2011

Housing Revenue Account

Title and Description of the Scheme	Revised 2010/11 Budget			Full Year Outturn			Full Year Variance			Over / under spend			Slippage to 2011/12		
	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure
	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s
Housing Revenue Account Schemes 2010.11															
<u>General Enhancements (formerly Minor Works)</u>															
The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property	345	0	345	209		209	(136)	0	(136)	(136)	0	(136)	0	0	0
<u>Parkside</u>															
The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of improvements to	0	0	0	0		0	0	0	0	0	0	0	0	0	0
<u>Downside</u>															
The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of improvements to	0	0	0	12		12	12	0	12	12	0	12	0	0	0
<u>Garage Refurbishment</u>															
The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of imp	47	0	47	6		6	(41)	0	(41)	(41)	0	(41)	0	0	0
<u>Paths & Fences siteworks</u>															
The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of	97	0	97	39		39	(58)	0	(58)	(58)	0	(58)	0	0	0
<u>Estate Improvements</u>															
The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of impr	245	0	245	178		178	(67)	0	(67)	(67)	0	(67)	0	0	0
<u>Energy Conservation</u>															
The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of impr	73	0	73	14		14	(59)	0	(59)	(59)	0	(59)	0	0	0
<u>Roof Replacement</u>															
The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of improve	207	0	207	255		255	48	0	48	48	0	48	0	0	0
<u>Window Replacement</u>															
The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of impro	95	0	95	199		199	104	0	104	104	0	104	0	0	0
<u>Central Heating Installation</u>															
The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery	1,457	0	1,457	1,415		1,415	(42)	0	(42)	(42)	0	(42)	0	0	0

CENTRAL BEDFORDSHIRE CAPITAL REVIEW 2010/2011

Housing Revenue Account

Title and Description of the Scheme	Revised 2010/11 Budget			Full Year Outturn			Full Year Variance			Over / under spend			Slippage to 2011/12		
	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure	Gross Expenditure	External Funding	Net Expenditure
	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s	£000s
<u>Rewiring</u> The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of improvements to	548	0	548	474		474	(74)	0	(74)	(74)	0	(74)	0	0	0
<u>Kitchens and Bathrooms</u> The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of i	1,676	0	1,676	1,982		1,982	306	0	306	306	0	306	0	0	0
<u>Central Heating communal</u> The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of	167	0	167	167		167	0	0	0	0	0	0	0	0	0
<u>Fire break doors</u> The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of improve	0	0	0	0		0	0	0	0	0	0	0	0	0	0
<u>Secure door entry</u> The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of improv	128	0	128	201		201	73	0	73	73	0	73	0	0	0
<u>Structural repairs</u> The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of impro	105	0	105	99		99	(6)	0	(6)	(6)	0	(6)	0	0	0
<u>Aids and adaptations</u> The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of imp	469	0	469	315		315	(154)	0	(154)	(154)	0	(154)	0	0	0
<u>Communal areas</u> The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of improveme	0	0	0	180		180	180	0	180	180	0	180	0	0	0
<u>Capitalised salaries</u> The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of imp	319	0	319	340		340	21	0	21	21	0	21	0	0	0
<u>Asbestos management</u> The HRA Capital Expenditure Programme is an annual programme delivering improvements to Council owned housing stock. These improvements range from the installation of a new kitchen or bathroom into a property to the delivery of impr	196	0	196	86		86	(110)	0	(110)	(110)	0	(110)	0	0	0
Total Capital 2010/11	6,174	0	6,174	6,171	0	6,171	(3)	0	(3)	(3)	0	(3)	0	0	0

TABLE C

Debt Analysis for March 2011

	Total Debt	Amt. Due	Amt. Overdue	From 1 to 30 Days	From 31 to 60 Days	From 61 to 90 Days	From 91 to 365 Days	From 366 Days
General Debts	1,165,402	335,214	830,188	182,662	64,501	38,084	381,772	163,169
Charges on property - residential and nursing placements	860,019	-7,862	867,880	8,996	46,556	81,426	506,538	224,365
NHS Bedfordshire - SCHH	3,638,733	731,094	2,907,639	2,717,324	190,315	0	0	0
Other Local Authorities	1,618,809	897,503	721,307	274,728	215	398,963	34,358	13,043
Total	7,282,963	1,955,949	5,327,014	3,183,710	301,588	518,472	922,668	400,576

Legacy Debt

Charges on property - residential and nursing placements	1,330,078	0	1,330,078	0	0	0	0	1,330,078
NHS Bedfordshire - SCHH	17,827	0	17,827	0	0	0	0	17,827
General Debts	275,269	0	275,269	(1,956)	(338)	(2,639)	(79,743)	359,944
Mid Beds	87,447	0	87,447	0	0	0	0	87,447
South Beds	79,261	0	79,261	(389)	(306)	(214)	(1,888)	82,059
Total	1,789,882	0	1,789,882	(2,345)	(644)	(2,853)	(81,630)	1,877,354

SUMMARY

Charges on property - residential and nursing placements	2,190,096	(7,862)	2,197,958	8,996	46,556	81,426	506,538	1,554,443
NHS Bedfordshire - SCHH	3,656,560	731,094	2,925,466	2,717,324	190,315	0	0	17,827
General	3,226,188	1,232,717	1,993,472	455,045	64,073	434,194	334,499	705,661
TOTAL	9,072,845	1,955,949	7,116,896	3,181,365	300,944	515,619	841,038	2,277,930
		21.56%	78.44%	44.70%	4.23%	7.25%	11.82%	32.01%

Earmarked Reserves

<u>Social Care Health and Housing Reserves</u>	Commentary on use/proposed transfer			
	Opening Balance 2010/11	Proposed use 2010/11	Proposed Transfers to Reserves	Closing Balance 2010/11
<u>General Fund</u>	£000s	£000s	£000s	£000s
Social Care Reform	200	0	215	415 Reserve applied to forecast expenditure on Transforming People's Lives project
LD Commissioning Transfer	583	0	0	583 Reserve will be used to fund the costs of the deregistration of care homes in 2011/12
Winter Pressures	0	0	348	348 Health Funding to improve hospital discharge activity
Reablement	0	0	222	222 Health Funding to improve the Reablement service
LD Campus Closure	0	0	744	744 Proposed transfer of of revenue grant to meet expected transitional costs during 2011/12 and 2012/12
Supporting People	0	(92)	397	305 Balance of Supporting People Reserve transferred from Bedford Borough
Sub-total General Fund	783	(92)	1,926	2,617
<u>Housing Revenue Account</u>				
Major Repairs	200	0	0	200
Business Process Re-engineering	46	0	0	46
HRA Reserve	4,236	(558)	0	3,678
Sub-total Housing Revenue Account	4,482	(558)	0	3,924
Grand Total	5,265	(650)	1,926	6,541

Targeted Efficiency Savings Monitoring - Summary

Month:

Mar 2011

Updated on : 31st March 2011

Service Area	2010/11 Budget £m	Comments (please include here explanations around the current status of the efficiency i.e why it is or is not on target and the full year implications)	Month				Year to date				Full Year		
			Budget £m	Actual £m	Variance £m		Budget £m	Actual £m	Variance £m		Budget £m	Forecast £m	Variance £m
Efficiencies													
Updated on : 08-Mar													
Business and Performance	0.872	EA22 £250k was subject to Executive approval of a revised Fairer Charging Policy - a shortfall of £187k is projected. A shortfall of £78k is forecast on EA27 Review of Welfare Rights Service and £11k on EA11 Review of Financial Assessment Business Process	0.098	0.090	(0.008)	0.872	0.584	(0.288)	0.872	0.584	(0.288)		
Adult Social Care	0.490		0.053	0.010	(0.042)	0.490	0.430	(0.060)	0.490	0.430	(0.060)		
Commisioning	0.760	EA25 £500k "Special and Specific Grants" is at risk - a shortfall of £130k is projected. EA16/17 Supporting People efficiencies are not forecast to be achieved £200k. Compensatory efficiencies of £200k from LD Transfer Funding is offsetting this.	0.063	0.072	0.009	0.760	0.628	(0.132)	0.760	0.628	(0.132)		
Housing	0.525	Additional Travellers' Sites Pitch Fee income of £34k is forecast for EA12	0.033	0.031	(0.002)	0.525	0.382	(0.143)	0.525	0.382	(0.143)		
Cross-cutting and Compensatory	0.106	Compensatory savings now total £570k	0.009	0.038	0.029	0.106	0.691	0.585	0.106	0.691	0.585		
TOTAL	2.753		0.256	0.241	(0.015)	2.753	2.715	(0.038)	2.753	2.715	(0.038)		

This page is intentionally left blank

Meeting: Social Care Health and Housing Overview & Scrutiny Committee
Date: 01 August 2011
Subject: Draft Work Programme 2011–2012 & Executive Forward Plan
Report of: Richard Carr, Chief Executive
Summary: The report provides Members with details of the currently drafted Committee work programme and the latest Executive Forward Plan.

Contact Officer: Jonathon Partridge, Scrutiny Policy Adviser (0300 300 4634)
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The work programme of the Social Care Health and Housing Overview & Scrutiny Committee will contribute indirectly to all 5 Council priorities.

Financial:

n/a

Legal:

n/a

Risk Management:

n/a

Staffing (including Trades Unions):

n/a

Equalities/Human Rights:

n/a

Community Safety:

n/a

Sustainability:

n/a

RECOMMENDATION(S):

1. that the Social Care Health and Housing Overview & Scrutiny Committee
 - (a) considers and approves the draft work programme attached, subject to any further amendments it may wish to make;
 - (b) considers the Executive Forward Plan; and
 - (c) considers whether it wishes to add any further items to the work programme and/or establish any Task Forces to assist it in reviewing specific items.

Work Programme

1. Attached at **Appendix A** is the currently draft work programme for the Committee. The Committee is requested to consider the draft programme and amend or add to it as necessary. This will allow officers to plan accordingly but will not preclude further items being added during the course of the year if Members so wish and capacity exists.
2. Also attached at **Appendix B** is the latest version of the Executive's Forward Plan so that Overview & Scrutiny Members are fully aware of the key issues Executive Members will be taking decisions upon in the coming months. Those items relating specifically to this Committee's terms of reference are shaded in grey.

Task Forces

3. In addition to consideration of the work programme, Members will also need to consider how each item will be reviewed i.e. by the Committee itself (over one or a number of Committee meetings) or by establishing a Member Task Force to review an item in greater depth and report back its findings.

Conclusion

4. Members are requested to consider and agree the attached work programme, subject to any further amendments/additions they may wish to make and highlight those items within it where they may wish to establish a Task Force to assist the Committee in its work.

Appendices:

- Appendix A – Draft Social Care Health and Housing Overview & Scrutiny Committee Work Programme
Appendix B – The current Executive Forward Plan

Background Papers: (open to public inspection)
None.

Location of papers: Priory House, Chicksands

Work Programme for Social Care, Health and Housing Overview & Scrutiny Committee 2011 - 2012

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
	12 September 2011 (<i>Site visits</i>)		The Committee to carry out site visits to facilities as appropriate including Silsoe Horticultural Centre, a sheltered housing scheme and an extra care scheme.	Site visits requested by the Committee at their meeting on 13 June 2011.
1.	24 October 2011	Directorate approach to the Corporate Web Strategy Contact(s): Liz Cray, Communications & Development Officer and Georgina Stanton, Assistant Director, Communications	The Committee will receive a presentation on the Council's Web Strategy in relation to customers accessing Adult Social Care Services via the Council's Website.	The Committee to consider and discuss what the Directorate can do to ensure customers are aware of and use the web to contact the Directorate. This is an opportunity for established and potential service users to contact and communicate with the Council, particularly the most vulnerable in the region.
2.	24 October 2011	Continuing Health Care Contact: Stuart Mitchelmore	Summary of the findings of an independent review of NHS Continuing Healthcare in Central Bedfordshire	For information
3.	24 October 2011	Annual report of Bedford and Central Bedfordshire Adult Safeguarding Board Contact(s): Stuart Rees, Assistant Director of Adult Social Care	To receive the annual report of Bedford and Central Bedfordshire Adult Safeguarding Board.	The board is an independent body and the consideration of this report is considered good practice. Executive: 23 August 2011

NOT PROTECTED

Note: an item on the Committee's work programme and updates from LINK and the Executive Member will be received at each meeting

Last Update: 20 July 2011

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
4.	24 October 2011	Health reform implications Contact(s): Celia Shohet, Assistant Director Public Health	To receive a report outlining the major implications of recent health reforms on Central Bedfordshire	
5.	24 October 2011	Acute Services Review Lead: Julie Ogley, Director of Social Care, Health and Housing directorate		This report may lead to the Council setting up a joint health overview and scrutiny committee.
6. **	24 October 2011	Housing Renewal Policy Contact(s): Nick Costin	To receive a report outlining the major changes in the housing renewal policy	Executive: TBC
7. **	24 October 2011	Introductory tenancies for council tenants Contact(s): Carol Rooker, Head of Housing Management	To receive a report on our ability to offer probationary tenancies.	Executive: TBC
8. **	24 October 2011	Public consultation on proposals for Crescent Court, Toddington and Croft Green, Dunstable Contact: Sue Marsh, Housing needs consultant	To receive an update on our proposals for public consultation in Crescent Court, Toddington and Croft Green, Dunstable.	For information
9.	24 October 2011	Q1 Budget Monitoring Report Contact(s): Nick Murley Assistant Director Audit & Reports / Althea Mitcham	To receive the both the Q1 capital and revenue budget positions for the Social Care Health and Housing Directorate	Executive: 4 October 2011

NOT PROTECTED

Note: an item on the Committee's work programme and updates from LINK and the Executive Member will be received at each meeting

Last Update: 20 July 2011

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
10.	24 October 2011	Q1 Performance Monitoring Report	To receive the Q1 performance position for the Social Care Health and Housing Directorate.	Executive: TBC
11.	12 December 2011	Strategic Tenancy Policy Contact(s): Tony Keaveney, Assistant Director of Housing Services	The Government proposes a new Affordable Rent, for Housing Association new-build accommodation and re-lets of existing accommodation, which will be at up to 80% of market rents. The Council is required to produce a Strategic Tenancy Policy, which will also set out a position on flexible tenancies.	The Council's Strategic Tenancy Policy will have implications for the affordability of accommodation in Central Bedfordshire and, depending on the Council's position, could adversely impact on the delivery of new affordable housing, and could result in major sites becoming stalled. In addition, the Policy will set out the Council's position on flexible tenancies and how they should be used. All Councillors were to be invited to attend this meeting. The date for this item is provisional and subject to confirmation closer to the meeting date.
12.	12 December 2011	Transition of Bedfordshire Community Health Services to the South Essex Partnership University NHS Foundation Trust (SEPT)	To receive a report outlining progress in relation to the transition of Bedfordshire Community Health Services to SEPT.	For information

NOT PROTECTED

Note: an item on the Committee's work programme and updates from LINK and the Executive Member will be received at each meeting

Last Update: 20 July 2011

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
13.	12 December 2011	Implementing self-financing of Council housing Contact(s): Tony Keaveney, Assistant Director of Housing Services	To receive a report explaining the implications of self-financing of council housing and the options available.	For information
14.**	23 January 2012	Lets rent Contact(s): Hamid Khan, head of Housing Needs		
15.**	23 January 2012	Landlord Accreditation Scheme Contact(s): Nick Costin		
16.	23 January 2012	Q2 Budget Monitoring Report Contact(s): Nick Murley, Assistant Director Audit & Reports / Althea Mitcham	To receive the both the Q2 capital and revenue budget positions for the Social Care Health and Housing Directorate	Executive: 10 January 2012
17.	23 January 2012	Q2 Performance Monitoring Report	To receive the Q1 performance position for the Social Care Health and Housing Directorate.	Executive: TBC
18.	5 March 2012	TBC		
19.	12 April 2012	Q3 Budget Monitoring Report Contact(s): Nick Murley, Assistant Director Audit & Reports / Althea Mitcham	To receive the both the Q3 capital and revenue budget positions for the Social Care Health and Housing Directorate	Executive: 27 March 2012

NOT PROTECTED

Note: an item on the Committee's work programme and updates from LINK and the Executive Member will be received at each meeting

Last Update: 20 July 2011

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
20.	12 April 2012	Q3 Performance Monitoring Report	To receive the Q3 performance position for the Social Care Health and Housing Directorate.	Executive: TBC

NOT PROTECTED

Note: an item on the Committee's work programme and updates from LINK and the Executive Member will be received at each meeting

Last Update: 20 July 2011

Work Programme Items TO BE SCHEDULED			
Ref	Report Title	Report description	Comment
21.	Briefing on re-ablement services	This briefing was proposed by the Director of Social Care, Health and Housing and agreed with Members at the meeting on 13 June.	This will not necessarily be a meeting agenda item but could a briefing received outside of the committee meeting.
22.	Hospital Discharge procedures	This report was proposed by the Director of Social Care, Health and Housing and agreed with Members at the meeting on 13 June.	The report will deal with hospital discharge in its widest sense, not a report focusing on one or two specifics.
23.	Bedfordshire Community Health Services: medicine management (Andy Cooke, Head of Medicine Management NHS Beds) <i>Item has been requested</i>	Arising from the quality account of BCHS the Committee requested an update at their meeting on 13 June on progress in relation to cost reduction and medicine management.	BCHS proposed that their pharmacist attend a future meeting of the OSC to update on medicine management, which was a major scheme already underway. It was proposed that this update be received in October. This could be tied into the Councils quarterly report and it should be discussed if this was a formal report or a briefing circulated separately.
24.	Waiting times for Cancer patients (Vicky Parsons)	Arising from the quality account of Luton and Dunstable Hospital NHS Foundation Trust the Committee requested an update at their meeting on 13 June on progress in relation to performance of reducing waiting times for Cancer patients.	A briefing note will be provided on this item to allow Members to consider if any further action is necessary.

NOT PROTECTED

Note: an item on the Committee's work programme and updates from LINK and the Executive Member will be received at each meeting

Last Update: 20 July 2011