

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



please ask for Jonathon Partridge
direct line 0300 300 4634
date 01 December 2011

NOTICE OF MEETING

SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date & Time

Monday, 12 December 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 24 October 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><i>This item is scheduled for 5 minutes.</i></p>	* Verbal Report
10	<p>LINK Update To receive an update from Bedfordshire LINK on local health matters affecting LINK activity as defined by the Health and Social Care Act 2001.</p> <p>Please note – this item will be dealt with by exception. Any questions by Members will be answered at the meeting.</p>	* 15 - 18
11	<p>The Care Quality Commission The Committee will receive a presentation regarding the role of the Care Quality Commission (CQC) and how information sharing could be enhanced between the Committee and the CQC</p> <p><i>Members are requested to bring to the meeting their copies of the Guide for Overview & Scrutiny Committees for Health & Social Care and Guide for Local Councillors produced by the Care Quality Commission and sent out separately with this agenda.</i></p> <p><i>This item is scheduled for 30 minutes.</i></p>	* Verbal Report
12	<p>Acute Services Review To inform members of the Acute Services review and timetable for consultation.</p> <p><i>This item is scheduled for 30 minutes</i></p>	* 19 - 26
13	<p>Transition of Bedfordshire Community Health Services to the South Essex Partnership University NHS Foundation Trust (SEPT) To receive a report outlining the progress on the transition of Bedfordshire Community Health Services to the South Essex Partnership University NHS Foundation Trust (SEPT).</p> <p><i>This item is scheduled for 30 minutes</i></p>	* 27 - 32

- 14 **2012/13 Draft Budget** * 33 - 34
To consider the Social Care, Health and Housing draft Budget for 2012/13
- Members are requested to bring the budget papers issued for the meeting of the Executive on 6 December 2011 to the Committee meeting.**
- This item is scheduled for 10 minutes.*
- 15 **Draft Fees and Charges 2012/13** * 35 - 80
To consider the Social Care, Health and Housing draft Budget for 2012/13
- This item is scheduled for 10 minutes.*
- 16 **Implementing Self-Financing of Council Housing** * 81 - 96
To receive a report explaining the implications of self-financing of council housing and the options available.
- This item is scheduled for 10 minutes.*
- 17 **Harmonisation of Housing Needs** * 97 - 102
To receive a report explaining how the harmonisation of housing needs will affect Central Bedfordshire.
- This item is scheduled for 10 minutes.*
- 18 **Review of Fairer Charging: Phase 2 Telecare Charging** * 103 - 162
To consider a proposal to the Executive to introduce a charge for council-provided Telecare Services, following on from the review into all charges for non-residential social care services conducted in 2010.
- This item is scheduled for 10 minutes.*
- 19 **Revenue Budget Management Report for the period Ended 30 September 2011 for Social Care, Health and Housing** * 163 - 178
To receive the Quarter 2 revenue positions for the Social Care, Health and Housing Directorate.
- Please note – this item will be dealt with by exception. Any questions by Members will be answered at the meeting.**
- 20 **Capital Budget Management 2011/12** * 179 - 184
To receive information on the Directorate capital financial position as at the end of June 2011.
- Please note – this item will be dealt with by exception. Any questions by Members will be answered at the meeting.**

21 **Work Programme 2011/12 and Executive Forward Plan** * 185 - 210
To consider details of the currently draft Committee work programme and the Executive Forward Plan.

**Please note – this item will be dealt with by exception.
Any questions by Members will be answered at the meeting.**

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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, 24 October 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 K Janes
I A MacKilligan
M A Smith

Apologies for Absence: Cllrs Mrs D B Gurney

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

Officers in Attendance: Ms C Gurney – Private Sector Housing Team
Manager
Mr T Keaveney – Assistant Director, Housing
Services
Mr N Murley – Assistant Director, Business and
Performance
Mrs J Ogley – Director of Social Care, Health and
Housing
Ms C Rooker – Head of Housing Management
Mr P Storey – Committee Services Officer
Ms E White – Safeguarding Manager

Others in Attendance Mr M Coleman Chairman, Bedfordshire LINK
Mrs R Featherstone Chair, Older People's Reference
Group
Mr J Rooke Managing Director, Bedfordshire
Clinical Commissioning Group
Mrs C Shohet Assistant Director of Public Health,
NHS Bedfordshire

SCHH/11/33 **Minutes**

RESOLVED that the Minutes of the meeting of the Social Care, Health and Housing Overview and Scrutiny Committee held on 1 August 2011 be confirmed and signed by the Chairman as a correct record.

SCHH/11/34 **Members' Interests**

(a) **Personal Interests:-**

None.

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

None.

(c) **Any political whip in relation to any agenda item:-**

None.

SCHH/11/35 **Chairman's Announcements and Communications**

The Chairman informed the Committee that she hoped Members had enjoyed the sites visits held on 12 September 2011, which had been very informative. More visits could be arranged if Members wished.

The Chairman stated that it was highly probable that the Housing Briefing for Members would be held on 30 November 2011 at Priory House, probably at 6pm.

SCHH/11/36 **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/11/37 **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/11/38 **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/11/39 **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/11/40 **Executive Member Update**

Councillor Hegley, Executive Member for Social Care, Health and Housing informed the Committee of several issues, including:

- attending a recent national Children's and Adult Social Care conference and attending a discussion about Dillnot around the future funding of adult social care. She stated that many of the exhibitors at the conference were promoting products and services that would help deliver on efficiencies and savings;

- visits to a residential home and talking to residents there as part of Celebrating Older People's Activities;
- attending an elderly ladies' group later in the day (24 October 2011) with a particular focus on Telecare;
- the work underway on preparing the budget for 2012/13;
- attending a training day on the Health and Wellbeing Board, which required new ways of approaching issues;
- the proposed Housing Briefing, in light of the many developments taking place in the housing field.

SCHH/11/41 **LINK Update**

Mr Max Coleman, Chairman of Bedfordshire Local Involvement Network (LINK), circulated notes on the recent work of LINK in Central Bedfordshire. He drew particular attention to the need to progress the Autism Strategy for Bedfordshire and stated that LINK was concerned at the number of respite beds in Bedfordshire for people with mental health issues, which LINK understood to be two (which were in Luton). He also thanked the organisers of the LINK stakeholders' conference which had recently been held in Central Bedfordshire.

RECOMMENDATION: That the update be noted.

SCHH/11/42 **Implications of Health Reforms for Central Bedfordshire**

Celia Shohet, Assistant Director Public Health and John Rooke, Managing Director, Bedfordshire Clinical Commissioning Group gave a presentation on the implications for Central Bedfordshire of the health reforms proposed under the Health and Social Care Bill, which were expected to be in place by April 2013. This would give local authorities responsibilities across all three domains of public health (health improvement, health protection and population healthcare) and they would be expected to:

- Deliver certain public health services, likely to include tobacco control, substance misuse, obesity and several others set out in the report); and
- Commission local healthwatch organisations which would replace the current Local Involvement Networks (LINKs) by April 2012.

The whole system would be brought together through the Health and Wellbeing Boards, which would be critical in making the new system work.

Member's questions and the answers received on those issues are summarised below:

- The reforms would bring new responsibilities for local authorities but also new opportunities;
- The NHS was undertaking a study of its expenditure which would help to formulate the budget for local authorities to take on their new public health responsibilities. The budget would be ring-fenced and would be the responsibility of the local authority Chief Executives;

- It was envisaged that the new Health and Wellbeing Boards would be committees of councils and operate in a similar way to local authority executives. They would be scrutinised in the same way by local authority Overview and Scrutiny Committees;
- The proposed membership of the Central Bedfordshire Board was indicated in the report. The Board would be Chaired by Councillor Mrs Turner and the Executive Members for Social Care, Health and Housing and Children's Services would also be members of the Board;
- Officers were asked to request the Director of Public Health to submit this report to the Children's Services Overview and Scrutiny Committee as it also affected that area.

Members asked that this item be kept on the Committee's agenda and that progress reports be made as appropriate. Mr John Rooke, Managing Director, Bedfordshire Clinical Commissioning Group undertook to provide Members with off-agenda briefings as required.

RECOMMENDATION:

- 1. That the responsibilities of the Council with regards to public health, the health and wellbeing board and the establishment of local healthwatch be noted.**
- 2. That the proposed configuration and arrangements for the Bedfordshire Clinical Commissioning Group be noted.**

SCHH/11/43 Private Sector Housing Renewal Policy

The Private Sector Housing Team Manager presented a report on the Renewals Policy, which was required under The Regulatory Reform (Housing Assistance)(England and Wales) Order 2002. The existing Renewals Policy had not been extensively tested due to a delay in funding allocation in 2010/11. Financial pressures in particular now required that the Renewals Policy be reviewed and changed in 2011/12, largely in relation to a move away from grants and towards loan assistance.

Members were concerned at the effects of fuel poverty and the vulnerability of people in park homes and welcomed the information that the draft policy would be revised to show an increase to available grant amount for mobile homes and houseboats to £2,500 in line with current policy. Efforts were being made to help people move to more suitable property and potential relocation assistance was available. Officers encouraged people to move to different types and sizes of accommodation where it would be more appropriate for them to do so and to be independent in their own homes.

There would be further consultation on the policy and officers undertook to consult the Disability Resources Centre at the suggestion of Members.

RECOMMENDATION:

1. **That the contents of the report be noted and the contents of the attached draft Renewals Policy, in particular the proposed forms of assistance in section 4.**
2. **That it be agreed that the draft Renewals Policy should proceed to consultation, subject to any amendments required.**

SCHH/11/44 **Introductory Tenancies**

The Head of Housing Management presented a report proposing that the Council commenced the use of introductory tenancies for all new tenants, as an effective preventative tool for dealing with potential nuisance and anti social behaviour from new tenants. Following a successful twelve month period the introductory tenancy would automatically become a secure tenancy, unless it had been extended or an application for possession through the courts had already been made. In addition it was proposed that the current conditions of tenancy for secure tenants also be revised at the same time, to ensure that the Council could effectively deal with nuisance and anti social behaviour

In answer to a Member's question regarding access to tenants' properties to check gas supplies the Head of Housing Management stated that there was an annual rolling programme for checking supplies. The majority of tenants supported the programme on grounds of safety. A small minority of tenants objected and the Council could require access if necessary. An item would be included in the tenants' newsletter to inform tenants of the need for access to check gas supplies in their homes.

RECOMMENDATION: That the adoption of introductory tenancies for all new tenants and the review of the existing conditions of tenancy for secure tenants be supported in principle.

SCHH/11/45 **Safeguarding Annual Report**

The Director of Social Care, Health and Housing introduced the fourth Annual Report of the Adult Safeguarding Board, covering the second year of operation of Bedford Borough and Central Bedfordshire as unitary authorities.

The report detailed the progress made between April 2010 and March 2011, when a comprehensive improvement programme initiated in 2009/10 had been pursued plus other learning from practice and audits undertaken throughout the year. The Council would continue to focus on the areas identified by the Care Quality Commission in November 2009, as set out in the report. Also, having focused closely on the safeguarding procedures, the focus in the twelve months to March 2012 would be on areas of prevention of abuse and significant harm, empowerment and proportionality to ensure improved outcomes for all vulnerable adults engaged in a safeguarding incident.

Legislation to be introduced in 2012 would establish a duty to promote co-operation with other relevant organisations.

The Director of Social Care, Health and Housing stated that safeguarding would remain high on the Council's agenda and that the Council had been particularly active in ensuring that the Luton and Dunstable Hospital had made staff more aware of the issues and had developed robust safeguarding procedures. It was agreed that hospital representatives be invited to a future meeting of the Committee to give a presentation on their safeguarding procedures.

It was noted that the Safeguarding Board met quarterly but that monitoring reports were received monthly by the Director of Social Care, Health and Housing and shared with the Executive Member for Social Care, Health and Housing

RECOMMENDATION: That the Annual Report of Bedford and Central Bedfordshire Adult Safeguarding Board as presented to the Committee be agreed.

SCHH/11/46 **2012/13 Base Budget Review**

The Assistant Director Business & Performance presented the proposed 2012/13 standstill budget for Social Care Health and Housing following a Base Budget Review of the 2011/12 budget. The Base Budget Review had been based on the August 2011/12 Corporate forecast position of an £0.509m overspend.

The main areas of pressure had been identified as demographic increases for Older People and Adults with Physical and Learning Disabilities. Combined with the projected under spend in Commissioning this means a combined total pressure of £1m will need to be included in the General Fund draft budget preparations for 2012/13.

A new "Self Financing" regime would be implemented for the Housing Revenue Account (HRA) from April 2012 which would considerably change the revenue and capital position of the HRA and a report would be made on this to the Committee in December 2011.

The results of the Base Budget Review would be fed into the 2012/13 Draft Budget, which would be considered by the Executive on 6 December and by the Committee on 12 December 2011.

RECOMMENDATION: That the proposed standstill budget for Social Care, Health and Housing for 2012/13 at £58.972m be noted.

SCHH/11/47 Revenue Budget Management Report for the Period Ended 30 June 2011 for Social Care, health and Housing

The Assistant Director Business & Performance presented the Revenue Budget Management report for Quarter 1 of 2011/12. The full year forecast outturn as at the end of Quarter 1 for the General Fund was £0.096m (0.17%) over budget, as set out in the report. As described at minute 46 above the main cause was due to pressures in Adult Social Care.

The Quarter 1 outturn for the Housing Revenue Account (HRA) requires a contribution from the HRA reserve of £0.272m and is a reduction of £0.123m from the budget set at the start of the financial year.

The Executive Member for Social Care, Health and Housing thanked the officers for their management of the budget. She stated that monthly meetings had been established between the Social Care, Health and Housing Assistant Directors and the Executive Member and Deputy Executive Members for Social Care, Health and Housing to discuss budget and performance issues.

RECOMMENDATION:

- 1. That the General Fund outturn of £57.381m and £0.096m over spend be noted.**
- 2. That the Housing Revenue Account financial position be noted.**

SCHH/11/48 Capital Budget Management 2011/12

The Assistant Director Business & Performance presented the Capital Budget management report for the period ended 30 June 2011, showing a full year forecast variance of £0.909m. The latest positions for both the General Fund programme and the Housing Revenue Account programme were detailed in the report.

It was noted that there was potential demand within the Disabled Facilities Grant (DFG) programme for an overspend of between £0.7m and £1m due to the increasing pressure there. This would be considered as part of the Capital Programme Review by the Executive on 15 November 2011.

In answer to a member's question the Assistant Director, Housing Services stated it usually took less than twenty weeks from application for a disabled adaption to approval, which included drawing up the requested scheme. Installation of an item depended on the timescales which the contractor could provide.

RECOMMENDATION:

- 1. That the capital position at 30 June 2011 be noted.**
- 2. That the Committee supported an application for additional Disabled Fund grant in 2012/13.**

SCHH/11/49 **Quarter 1 Performance Report**

The Assistant Director Business & Performance presented the performance report for Quarter 1 2011/12, stating that the position had remained static for the quarter. There were two performance indicators within the Social Care, Health and Housing directorate with a “red status, but improving”. These were:

- The percentage of self-directed support – progress was being made through setting a demanding target for 2011/12 to be on track to meet the national target of 100% by 2013; and
- The percentage of Safeguarding of Vulnerable Adults investigations completed within 35 days. Performance in the quarter was 67.2%, up from the 2010/11 outturn figure of 59%. Overall performance had been reduced by the time needed to deal with a number of complex cases.

Good progress was being made in the Housing area and it was expected targets would be met by the end of 2011/12.

RECOMMENDATION: That the report be noted.

SCHH/11/50 **Work Programme 2011-12 and Executive Forward Plan**

Members considered the Committee’s draft work programme for 2011/12 and the Executive Forward Plan. The Chairman said she would liaise with the Director of Social Care, Health and Housing on the following issues:

- A date for a presentation by representatives from Luton and Dunstable Hospital on their safeguarding arrangements (minute 45 above refers);
- Final items for the December 2011 Committee meeting;
- Arranging a briefing on the role of the NHS and the Council in the forthcoming health reforms; and
- Arranging a members’ briefing on personalisation.

RESOLVED: That the draft work programme be approved, subject to the issues above.

(Note: The meeting commenced at 10.00 a.m. and concluded at 12.22 p.m.)

Chairman:
Date:

Meeting: Social Care Health and Housing Overview & Scrutiny Committee

Date: 13 December 2011

Subject: Bedfordshire Local Involvement Network (LINK) update

Report of Max Coleman, Chairman of Bedfordshire LINK

Summary: This update will inform Members of local health matters affecting LINK activity.

RECOMMENDATION:

1. That the Social Care, Health and Housing Overview and Scrutiny Committee note the update.

Appendices:

Appendix – LINK Update

Background Papers: (open to public inspection)
None

Location of papers: Priory House, Chicksands

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Appendix

**BEDFORDSHIRE LINK (covering Central Bedfordshire)
Involvement/ Key pieces of work - November 2011**

WORK ITEM	DATE	INVOLVEMENT
LINK Mental Health & Learning Disabilities working group	1 November 2011	Speaker : Helen Robinson, Head of Occupational Therapy, SEPT. Invited Helen following concerns about activities for MH service users in recovery.
New Member Induction	4 November 2011	Individual induction carried out. New member's interest is in social care.
Shadow Health & Well Being Board	10 November 2011	LINK Chairman in attendance to feedback to the LINK.
LINK Board meet to discuss moving towards HealthWatch	11 November 2011	This was a closed LINK Board meeting to discuss a proposal for moving towards HealthWatch.
L&D Patient Experience Seminar	16 November 2011	The host manager attended on behalf of the LINK. Useful seminar, which showed the challenges faced by staff trying to meet the needs of patients. Highlighted L&D's Patient First Initiative.
New Member Induction	17 November 2011	Individual induction carried out. Member interested in L&D Hospital issues and mental health.
LINK Board meeting	18 November 2011	Closed Board meeting. Concerns about one Trust's lack of response to questions/concerns raised by the LINK. <i>LINK has a statutory right to a response for information within 20 days.</i> In this

		situation Bedford Hospital has failed to respond to questions raised in July 2010 despite a series of e-mailed reminders and reminders to BH staff attending LINK meetings.
LINK visit to Barford Avenue & Day Resource Centre – mental health bases. <i>(Two trained enter & view members attended with another LINK member observing.)</i>	23 November 2011	A continuation of LINK workplan to visit MH bases. This was to observe activities organised for service users and to speak to service users.
LINK Social Care Working Group	25 November 2011 (am)	The focus is now on independent visits to care/nursing homes. Group also considered report by LINK representative attending SOVA Committee meetings.
LINK Enter & View Project Task Group	25 November 2011 (pm)	First meeting of the E&V PTG formed to plan visits to care/nursing homes. <ul style="list-style-type: none"> • Discussed Project Plan and Terms of Reference. • Group have also considered delivering enter & view training to other members themselves as many of the group are very experienced.

CJB/Nov11

Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 12 December 2012
Subject: South East Midlands Acute Services Review: Health Scrutiny
Report of: Cllr Carole Hegley, Executive Member for Social Care, Health and Housing
Summary: The report invites the Committee to consider whether a formal Joint Health Overview and Scrutiny Committee is required in relation to the proposed consultation regarding the South East Midlands Acute Services Review

Advising Officer: Julie Ogley, Director of Social Care, Health and Housing
Contact Officer: Bernard Carter, Corporate Scrutiny and Research Manager
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

1. The Review of Acute Services by NHS Bedfordshire will have an impact on the following Council Priorities:
 - Supporting and caring for an ageing population
 - Promoting healthier lifestyles.

The Committee is invited to consider how best to scrutinise the Review.

Financial:

2. Costs for the establishment and running of a Joint Health Overview and Scrutiny Committee can be met from existing budgets.

Legal:

3. The Local Authority (Overview and Scrutiny of Health Function) Regulations 2001 require that NHS bodies consult the relevant Overview and Scrutiny Committee where there is a proposed substantial variation or development of health services in the area. Overview and Scrutiny Committees are statutory consultees. An Overview and Scrutiny Committee can decide whether or not it wishes to respond to the consultation.

4. Under Section 7 of the Health and Social Care Act 2001, Social Services authorities are required to appoint an Overview and Scrutiny Committee to review health services within the local authority area. In Central Bedfordshire Council, this function is carried out by the Social Care Health & Housing Overview and Scrutiny Committee.
5. Further to this, the Secretary of State issued a Direction in 2003 with regard to NHS consultations that cover several local authorities. Where this is the case, those authorities' Overview and Scrutiny committees that wish to be involved in the consultation must form a Joint Committee. Councils' Overview and Scrutiny Committees cannot choose to be consulted separately. Under current legislation, a joint committee of this nature is required to be politically proportionate unless the Councils involved agree to waive that requirement.

Risk Management:

6. There are no direct risk implications arising from this report.

Staffing (including Trades Unions):

7. Not applicable.

Equalities/Human Rights:

9. There are no direct equalities implications arising from this report

Community Safety:

10. Not applicable.

Sustainability:

11. Not applicable.

Procurement:

12. Not applicable.

RECOMMENDATION(S):

The Committee is asked to:

1. **Agree that this is a substantial variation or development of services and therefore a formal public consultation is required, and;**
2. **Subject to recommendation 1 above, to agree in principle that a Joint Health Overview and Scrutiny Committee be established.**

Background

13. The South East Midlands Acute Services Review (SEM ASR) Programme Board and NHS Bedfordshire and Luton have provided the attached report at **Appendix A** which outlines the detail of the work to be done.
14. Representatives from the Acute Services Review Programme Board will be at the Committee's meeting to present the report attached at **Appendix A** and to answer the Committee's questions.

15. As the Acute Services Review covers a number of local authorities, it is likely that a joint Health Overview and Scrutiny Committee (HOSC) will be formed. Bedford Borough Council's Adult Services and Health Overview and Scrutiny Committee was the first in the affected area to receive a presentation from the SEM ASR team. Other affected local authorities include Central Bedfordshire Council, Luton Borough Council, Northamptonshire County Council and Milton Keynes Council.
16. Bedford Borough Council at its meeting on 15 November 2011 resolved to agree that the Acute Services Review was a substantial variation and development of services, and agreed in principle that a Joint Health Overview and Scrutiny Committee (Joint HOSC) was required. The decisions of the other local authorities' Overview and Scrutiny Committees will be reported verbally at the meeting.
17. It is proposed that, once all the Councils have considered the matter and decided individually whether a joint HOSC is required, formal appointment processes will be undertaken including more detail on the composition of the Joint HOSC. It should also be noted that the NHS 'duty to involve' requires consultation with all local authorities where patients of the services under consideration reside, and therefore it may be possible that a Joint HOSC will include additional local authorities from the borders of the area.
21. The current proposed timetable for the formal consultation begins next Spring. The role of the Joint HOSC would be to consider both the adequacy of the consultation process as well as the proposals themselves. It would therefore be likely that the Joint HOSC would need to begin work prior to the start of the formal consultation in order to advise NHS colleagues of its views of the proposals for consultation.

Appendices:

Appendix A: Briefing Paper from the Acute Services Review Programme Board and NHS Bedfordshire and Luton.

Background papers and their location: (open to public inspection)

None.

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Appendix

Central Bedfordshire Council Social Care, Health and Housing Overview and Scrutiny meeting on 12 December 2011

South East Midlands Acute Services Review Update

What is the Acute Service Review and why are we doing it?

The aim of the Acute Services Review (ASR) is to deliver excellent quality and outcomes for the population and ensure clinical and financial sustainability of the health economy through a review of the acute services provided in Northamptonshire, Bedfordshire and Milton Keynes. The review is being driven by a Programme Board made up of representatives from thirteen partner organisations.

There is a shared understanding that the current pattern of hospital provision is unsustainable, particularly given the research regarding the affect of critical mass on patient outcomes for complex procedures. This research has shown that there is more likely to be a positive outcome for a patient undergoing a complex procedure if it is completed in a hospital whose staff team have undertaken the procedure repeatedly and regularly.

With an increasing and ageing population, due to rise from 1.6m to 2.2m by 2031, and finances becoming more constrained the five hospitals wish to work collaboratively to improve efficiency and effectiveness as well as increasing quality of care and improved clinical outcomes for patients.

Who is involved in the review?

There are thirteen NHS partner organisations leading this review, with another twelve key stakeholders engaged in the programme.

The PCT clusters involved are Milton Keynes & Northamptonshire and Bedfordshire & Luton. Between them they spend £2.3billion a year, £1billion being spent on acute services of which £870million is currently spent on the five local hospitals.

Six Clinical Commissioning Groups	Population coverage
Nene Commissioning (covering most of Northamptonshire except Corby)	653,000
Corby Healthcare	67,000
Bedfordshire Clinical Commissioning Group	431,000
Premier MK	140,000
GP Healthcare MK	112,000
Luton Health Consortium Shadow Clinical Commissioning Group	215,000

Five Acute Trust	Beds	Staff	Turnover
Northampton General Hospital	822	4,000	£236m
Luton & Dunstable Foundation Trust	600	3,500	£200m
Kettering Foundation Trust	550	3,000	£170m
Milton Keynes Foundation Trust	540	2,600	£152m
Bedford General Hospital	410	2,100	£147m
Totals	2,700	14,800	£879m

The key stake holders include:

Local Authority	Community Service Provider	Ambulance Trust
Northamptonshire County Council	Northamptonshire Healthcare Foundation Trust	East Midlands Ambulance Trust
Milton Keynes Unitary Council	Milton Keynes Community Service	South Central Ambulance Trust
Bedford Borough Unitary Council	South East Essex Partnership Trust Community Services (Bedfordshire)	East of England Ambulance Trust
Central Bedfordshire Unitary Council	South East Essex Partnership Trust Community Services (Bedfordshire)	East of England Ambulance Trust
Luton Borough Unitary Council	Cambridgeshire Community Services Trust (Luton)	East of England Ambulance Trust

What will the review cover?

The review will consider all of the acute services currently commissioned from or provided within an acute hospital setting for the population of the two PCT clusters. This includes routine acute and specialist care currently provided outside of the area that could be repatriated and services that are currently provided in acute settings that could be provided in primary care, community or social care. The fundamental design principles that underpin the review are:

- The process will be **clinically led and evidence based**
- Health **interests of the population will take precedence** over interests of institutions
- An **open and transparent** process with the public and their representatives and staff involved from the beginning
- Recognition that decisions and changes will need to ensure **safe, sustainable, affordable services** for the population for the foreseeable future

- Intention is **to retain acute hospitals** on all existing DGH sites

The deliverables of the review will be:

- A clinically led and agreed clinical strategy based on national and international best practice that takes into account existing QIPP plans and GP commissioner aspirations
- A set of recommendations and a full business case for future configuration of acute services across South East Midlands agreed by the thirteen partner organisations and consulted on with the wider stakeholders and the public
- An implementation plan, process and necessary support to deliver the agreed recommendations over the agreed timeframe
- High quality and sustainable acute services for the population

How is the review going to be carried out?

This is a draft timetable to be discussed at the next ASR Programme Board later in November and formally signed off by all partners.

Phase One	
June - November 2011	Work with ASR partners and patient representatives to set up and agree the scope of the review
Phase Two	
December – April 2012	Clinical Working Groups commence in January 2012 – clinicians and patient representatives discuss range of proposals for new ways of working Engage widely with clinicians, staff, stakeholders, patients and the public to raise awareness of aims of review and formulate patient principles to test against draft proposals Independent report summarising engagement activity
Phase Three	
May - November 2012	Formal Public Consultation and feedback Development of the Full Business Case for the agreed scenario and Board sign off from each partner organisation and Programme Board
Phase Four	
March 2014	Majority of service changes complete
March 2015	All service changes and reconfiguration completed during 2014/15

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Meeting: Social Care Health and Housing Overview & Scrutiny Committee

Date: 12 December 2011

Subject: Transition of Bedfordshire Community Health Services to the South Essex Partnership University NHS Foundation Trust (SEPT)

Report of Richard Winter, Executive Director of SEPT Community Health Services, Bedfordshire

Summary: The report provides the Committee with an update on the transition of Bedfordshire Community Health Services to the South Essex Partnership University NHS Foundation Trust (SEPT).

RECOMMENDATION:

1. That the Social Care, Health and Housing Overview and Scrutiny Committee consider and comment on the report.

Appendices:

Appendix - SEPT report into the transition of Bedfordshire Community Health Services Bedfordshire LINK's survey into the views of care and nursing home managers on hospital discharge procedures (January 2011)

Background Papers: (open to public inspection)

None

Location of papers: Priory House, Chicksands

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Providing Partnership Services in Bedfordshire, Essex and Luton

SEPT

TRANSITION of BEDFORDSHIRE COMMUNITY HEALTH SERVICES

1.0 INTRODUCTION

The purpose of this report is to provide the Social Care, Health & Housing Overview and Scrutiny Committee with an update on the transition of Bedfordshire Community Health Services to the South Essex Partnership University NHS Foundation Trust (SEPT). The areas included in this report are:

- Organisational Changes
- Performance
- Financial
- Assurance
 - NHS Constitution
 - CQC
 - Quality Initiatives; Customer Reputation, Back to basics, Building on Success, Safety Express (this is not an exhaustive list)
- Integration/Partnership

2.0 BACKGROUND

Responsibility for Bedfordshire Community Health Services transferred from NHS Bedfordshire to SEPT with effect from the 1st of September 2011.

The preparedness work which had been undertaken ensured a seamless transfer to SEPT as the new responsible organisation on 1st September 2011.

3.0 ORGANISATIONAL CHANGES

The values and vision of SEPT resonated with the existing values in community services but has strengthened the intent further.

SEPTs vision is:

The patient at the centre
Integrated community team around the patient

The strategic aim of SEPT is to ensure:

- Care closer to home
 - Reducing emergency admissions
 - Reducing new and follow up out-patients
- Integration of children's services and adults services
- Improving Health and reducing Health Inequalities
- Improving Patient satisfaction through personalisation and choice
- Maximising value of the public purse with emphasis on acute and community productivity

SEPT Community Services in Bedfordshire (SEPT CSB) has already begun restructuring to ensure the organisation moves towards integration. This will be undertaken through a phased approach and presently is consulting on the first phase of this restructure which aims to enable community services to move to a locality based model.

The remit of the integrated team will be to:-

- Meet the needs of the population
- Develop stronger relationships with GPS
- Maximise value for the public purse

4.0 PERFORMANCE

Performance monitoring and management arrangements have continued through transition and are now being reported through the new corporate arrangements.

SEPT Community Services in Bedfordshire has and continues to have an excellent performance delivery record. All 18 week targets are being delivered and there are no outstanding issues or performance exceptions.

5.0 FINANCIAL

There are no financial implications on presenting this update report. Any financial implications arising through the period of integration will be addressed through normal governance channels within SEPT.

6.0 ASSURANCE

- **NHS Constitution**
SEPT Community Health Services in Bedford is fully compliant with the requirements of the NHS Constitution. All services have met 18 week compliance with recognition from the Strategic Health Authority and with a special mention for Wheelchair Services who were the only wheelchair service to achieve 18 weeks across the East of England.
- **CQC Registration Standards & Commissioning Contracts**
Work in relation to the transition and integration of SEPT Community Services Bedfordshire included ensuring robust approaches to compliance with Care Quality Commission requirements and standards, monitoring of contract delivery and performance against action plans. There are no outstanding CQC issues.
- **Quality Initiatives**
 - **First Class Care**
Community Services launched a campaign about valuing the fundamentals of care. It focuses energy and attention on the skills, attitude and practices we expect of nurses, allied health professionals and health care assistants. It covers code of behaviour, record keeping, dignity, safeguarding, falls, skin care, hydration and nutrition, medicines management and infection control. SEPT BCHS will continue to focus staff on these areas to ensure they are part of the holistic care given.

- **Customers/Reputation**
Relationships with GPs and other key stakeholders are on the whole very good and continue to be 'built upon'. A visiting schedule to all 56 GP practices has been discussed and agreed with the Chief Executive. There are many other work streams in place to continue enhancing organisational reputation. The organisation will continue to ensure that service development and transformational work is aligned to commissioning intentions and priorities.
- **Involvement of Service Users/LINKS**
LINKs have been kept fully informed and involved in relation to the transition to SEPT. LINKs senior members are involved and are committee/group members for the transformation and QIPP agenda. The Executive Director of SEPT CHSB and members of his senior team have regularly supported and presented at LINKs events.
- **Building on Success**
The acquisition of community services in Bedfordshire is already facilitating patient focused benefits an example of this being the dietetic team providing nutrition and hydration advice to elderly mental health patients.

SEPT CHSB has been nominated and received several awards for innovation and best practice in areas such as the prison. Telehealth, best practice etc, it will continue to identify and ensure delivery of best practice.

- **Safety Express**
Safety Express was the title of the National Project, Quality, Improvement, Preventative, Productivity (QIPP) safe care work stream within the NHS and was seen as a 'call to action' for all NHS staff. The purpose was and is to ensure safer more reliable NHS care with improved outcomes at significantly lower cost. Safety Express is one of a series of patient driven projects.

SEPT Community Health Services Bedfordshire was nominated as 1 of 10 host organisations within East of England Strategic Health Authority (EoE SHA) to work across the health economy. From this work CHS received two shortlisted nominations and were 'highly commended' for both areas for whole health economy engagement and inspirational individual by the Department of Health. Whilst the initial programme of work was for a 9 month period, this is now being taken forward as part of DoH 'Harm Free Care' and the plan is to continue working with colleagues from health and social care in increasing patient safety across Bedfordshire.

7.0 INTEGRATION/PARTNERSHIP WORKING

There is a national drive to "realise administrative cost savings, and achieve greater alignment with local government responsibilities for local health and wellbeing". SEPT although focusing on internal integration is also in discussions with Local Authorities to explore natural synergies across services which will reduce duplication, contribute to the cost saving agenda and improve patient outcomes.

SEPT Community Health Services in Bedfordshire have already commenced an integration pilot with Central Bedfordshire Local Authority across the rehabilitation and re-enablement teams. The focus of this pilot is outlined below:-

- Continue developing the integration of re-enablement and rehabilitation services across health and social care, building upon key relationships already built and lessons learnt.
- Alignment of process and staffing for localities.
- The final vision would be the production of a single pathway and single point of accesses with one management team across health and social care.
- A two stage project over two year plan to develop both stages:
 - Stage 1: aligning and centralising the single point of access and end handover assessment. Bring in integration at the start and end of the pathway, with communication throughout.
 - Stage 2: full integration throughout the pathway with one management structure.

8.0 CONCLUSION

There is recognition that the current National Health & Social Care agenda is both complex and challenging however SEPT is determined to grasp this opportunity to work with partners to drive improvements in service delivery which will benefit the population we serve.

Richard Winter
Executive Director of SEPT Community Health Services, Bedfordshire

Meeting: Social Care, Health and Housing Overview & Scrutiny Committee
Date: 12 December 2011
Subject: Draft Budget 2012/13, Medium Term Financial Plan 2012-2016 and Capital Programme 2012/13 to 2015/16
Report of: Cllr Maurice Jones, Deputy Leader and Executive Member for Corporate Resources
Summary: The report allows Members the opportunity to review the Council's draft Budget for 2012/13, Medium Term Financial Plan and Capital Programme, which was presented to Executive on 6 December 2011.

Advising Officer: John Unsworth, Assistant Chief Executive Resources
Contact Officer: Charles Warboys, Chief Finance Officer
Public/Exempt: Public
Wards Affected: All
Function of: Executive

CORPORATE IMPLICATIONS

Council Priorities:

1. Please See Executive report (circulated separately).

Financial:

2. Please See Executive report (circulated separately).

Legal:

4. Please See Executive report (circulated separately).

Risk Management:

5. Please See Executive report (circulated separately).

Staffing (including Trades Unions):
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6. Please See Executive report (circulated separately).

Equalities/Human Rights:

7. Please See Executive report (circulated separately).

Community Safety:

8. Please See Executive report (circulated separately).

Sustainability:

9. Please See Executive report (circulated separately).

Procurement:

10. Please See Executive report (circulated separately).

RECOMMENDATION(S):

The Committee is asked to:-

1. **consider the Council's Draft Budget for 2012/13, Medium Term Financial Plan for 2012-2016 and Capital Programme 2012/13 to 2015/16; and**
2. **submit its comments, observations and recommendations in respect of the Executive's proposals with particular reference to the Customer and Central Services proposals, to the meeting of the Executive on 14 February 2012.**

11. **Members are requested to bring the following papers issued for the meeting of the Executive on 6 December 2011 to this Committee meeting:-**

1. **Draft Budget 2012/13 and Medium Term Financial Plan 2012-2016 (Executive Item 8); and**
2. **Capital Programme 2012/13 to 2015/16 (Executive Item 9)**

Appendices – None

Background papers and their location: (open to public inspection)

None

Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 12 December 2011
Subject: Fees and Charges 2012/13
Report of: Cllr Maurice Jones , Deputy Leader and Executive Member for Corporate Resources
Summary: The report proposes the revised fees and charges rates to be effective from 1 April 2012 and identifies those charges where increases are different from the 2% advisory increase as per the 2012/13 Budget Strategy.

Advising Officer: John Unsworth, Assistant Chief Executive - Resources.
Contact Officer: Charles Warboys, Chief Finance Officer
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

1. The annual review and setting of the Council's Fees and Charges are integral to the Council's Budget Strategy and the legal requirement to deliver a balanced budget. The review ensures a rigorous, responsible and realistic approach is taken to determine the appropriateness and relevance of the Council's schedule of fees and charges. Setting a balanced budget ensures the Council allocates its resources to deliver the priorities. These are:
 - Supporting and caring for an ageing population
 - Educating, protecting and providing opportunities for children and young people
 - Managing growth effectively
 - Creating safer communities
 - Promoting healthier lifestyles.

Financial:

2. The financial implications are set out in the report.

Legal:

3. The Council has various powers to charge for aspects of the services it provides. The general rule is that when it is carrying out a statutory duty the Council can only make a charge where there is specific power to do so.

Section 93 of the Local government Act 2003 provides that when the Council is providing a discretionary service, it may charge for the service, provided the person receiving the service has agreed to its provision. Overall the income from such charges must not exceed the cost of the provision.

Risk Management:

4. Risks relating to service take-up and organisational reputation can be associated with increases to fees and charges that are perceived to be 'comparatively' high. The key risks are:

- Subject to the level of increase (and in view of the current financial climate), services might become unaffordable to some members of the community, which may impact take-up and therefore overall income levels. This may also impact on the Council's reputation.
- Those paying fees and charges may perceive that a higher than expected increase on any given area will be used to cross-subsidise increased costs of other service areas arising from government budget cuts, and not to cover the direct cost of the service they receive. This again may present a reputational risk.
- Services subject to significant increases in fees might attract unfavourable media attention, which again could result in reputational damage to the Council.

Staffing (including Trades Unions):

5. Not applicable.

Equalities/Human Rights:

6. In developing the budget the Council must ensure that decisions were made in such a way as to minimise unfairness, and that there was not a disproportionately negative effect on people from different ethnic groups, disabled people, and men and women.

7. The statutory equality duties must be exercised in substance, with rigour and an open mind. To ensure that the Council have complied with the equality duties and that any decision made does not unfairly discriminate, they should:

- carry out robust equality impact assessments and consult and involve relevant stakeholders as part of the decision-making process
- Consider all relevant, available information in order to anticipate any likely negative impact and to seek to avoid that negative impact by taking alternative courses of action wherever possible.
- Keep an adequate record showing that they had actually considered their equality duties and pondered relevant questions.
- Be rigorous in both inquiring and reporting to Members the outcome of the assessment and the legal duties. When decisions are made, decision makers must have the relevant data, including the results of equality impact assessment, and of consultation and involvement, to ensure they reach an informed decision.

Any changes to the Council's Budget as a result of this report will result in further equality impact assessments being undertaken as necessary.

Community Safety:

8. Not applicable.

Sustainability:

9. Not applicable.

Procurement:

10. Not applicable.

RECOMMENDATION(S):

The Committee is asked to:-

- 1. Consider the report and schedule of proposed fees and charges and comment as necessary to the Executive**

Background

11. The Council's Charging Policy states that '*All fees and charges will be reviewed annually and adjusted as necessary in line with [the Council's charging] policy. The Chief Finance Officer will provide services with guidance each year as to the maximum inflation rate that may be applied.*'

12. Additionally, it also states that '*All fees and charges should be reviewed on a more fundamental basis at least every 3 years, where it will be necessary to examine all the factors set out below in accordance with good practice guidance i.e. the CIPFA Practical Guide for Local Authorities on Income Generation (Fully revised 2008).*' This was undertaken in 2011/12 with the Revenue Income Optimisation Project where successful business cases were integrated into the fees and charges as agreed by Council in February 2011 and published thereafter.

13. In accordance with the policy, the Chief Finance Officer has advised that the minimum inflation rate to be applied in line with the Corporate Budget Strategy is 2% which is below the latest reported Retail Price Index. Where there have been variations from this advisory level these have been identified separately in this report.

General 2% increase

14. For the majority of services there will be a 2% increase for 2011/12. There are instances where this is not practically possible and these are highlighted in the following paragraphs.

15. Social Care Health and Housing

Adult Social Care charges have been increased by 2% in line with the Council's budget strategy. It is usual practice to increase these charges in line with the DWP statutory increase in benefits and pensions. The DWP inflator will not be known until January/February and the charges will be reviewed again at that time.

16. In Housing services, the charges in respect of Bed and Breakfast Accommodation have not been fully recouping the Bed and Breakfast rental cost which is equivalent to the Local Housing Allowance minus 10%. It is therefore proposed to change this charge accordingly.
17. In accordance with the HRA Budget Report Traveller site pitch fees are proposed to be increased in line with the average increase in tenants' rents.
- New charges introduced for 2012/13 include:
- 18.
- Bed and Breakfast Management Fee which is limited by Housing Benefit payments;
 - TV, communal and window cleaning in homeless hostels;
 - Telecare as per the report to Adult Services Overview and Scrutiny in December and Executive in January; and
 - The fee for issue of blue badges following a new national scheme to produce the badges.

19. Sustainable Communities

Key Changes include:

Parking

Off street parking charges, permit charges, dispensations and visitor tickets – it is proposed that these remain the same as last year as further consideration will be given to charges with the development of the Parking Strategy.

20. Rights of Way

Charge for a 'Certified True Copy of a Definitive Map' – this is where a 'certified' copy of a legal map showing rights of way is requested. Significant increases are proposed which is a move towards full cost recovery and the level of charging made by adjacent authorities.

21. Libraries

- Room Hire Charges – it is proposed that the room hire charges at Houghton Regis library should be the same as the (lower) hourly rate for 'other libraries' as there is less space available than at Leighton Buzzard and Flitwick libraries where the higher rate is applied.
- Standard, Concessions and Children's Fines: These have all been revised to take into account feedback from the library consultation. A formula has been applied to obtain the maximum charge (after 5 weeks) which is the daily rate based on 6 opening days per week x 30 days. A maximum is set to ensure the books are returned.

22. Planning

- Section 38 Agreements (technical audit, administration and supervision – percentage based on estimated cost of works after agreement) – it is proposed for the charge to remain the same as last year. These fees are a percentage of highway works costs and as such increase with the construction price index. These percentages were increased substantially in 2010/11, from 7.5% to 8.5% i.e. a 13% increase in our charge to developers.
- Planning pre-application advice - charges have been agreed and will be introduced from 1st February 2012. The same charges will apply in 2012/13.

23. Leighton Buzzard Theatre

- Room & Auditorium Hire - The current Fees and Charges at Leighton Buzzard Theatre have been rationalised to make them much easier for hirers to understand and for staff to apply. They have also been benchmarked against similar venues to ensure competitiveness in the market place.
- Technical Support – The charges for Technical support have been stripped out of auditorium hire and will be charged for separately for every booking and applied on a hirers / venue needs basis.

24. Corporate Resources

There are a number of services where it is proposed not to increase the fees for 2012/13. These include the Registrar's Service, the Coroners Service, Local Land Charges and advertising in News Central.

25. The Registrar's Service is provided via a joint Service Level Agreement with Bedford Borough Council and fees were reviewed and raised in 2011/12 based on full cost recovery. The reduction in overheads since then makes an increase inappropriate. Full cost recovery will be maintained and there will be no impact on the budget.

26. Local Land Charges are required by a statutory instrument to be non profit making and the current set fees are at an appropriate level to comply with this.

27. Charges for Freedom of Information (FOI) requests that require more than 18 hours to complete are subject to the FOI Act Fees Regulations where the charge can be no more than £25 per hour.

28. Legal services charges have been re-assessed to be more in line with the true costs of the service.

Fees and Charges Schedule

29. The full revised schedule is shown at Appendix A.

Appendices:

Appendix A – Fees and Charges Schedule

Background papers and their location: (open to public inspection)

None

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All Directorates	2011/12 Rate	2012/13 Rate
	£	£
Photocopying and Printing of Documents - all services unless specified		rounded to nearest 0.10p where applicable
A4 Single request up to 50 sheets	No charge	No charge
A4 every additional sheet over 50	10p per sheet	10p per sheet
A3 per copy	0.25	0.30
Colour Photocopies		
A4 Per copy	1.10	1.10
A3 per copy	1.60	1.60

Except where indicated, all figures include VAT which will be levied at the prevailing rate where applicable

Colour Key: Statutory Charge

Directorate: Social Care Health and Housing	2011/12 Rate		2012/13 Rate	
	£		£	
			rounded to nearest 0.10p where applicable	
Housing				
Service Charges (VAT n/a) - per week (48 week basis)				
Door Entry Systems	0.19	0.20		
District Heating	10.08 - 16.36	10.30 - 16.70		
Communal Heating	0.11 - 4.04	0.10 - 4.10		
Communal Cleaning	0.38 - 5.86	0.40 - 6.00		
Communal Electric	0.08 - 6.70	0.10 - 6.80		
Window Cleaning	0.29	0.30		
General Management for sheltered and mini schemes	0.11 - 3.36	0.10 - 3.40		
Staircase Lighting - General Dwellings	0.12 - 1.41	0.10 - 1.40		
Supporting People Charges (VAT n/a) - per week (48 week basis)				
Red House Court	18.76	19.10		
Other sheltered accommodation	18.63	19.00		
Designated elderly person dwellings	6.65	6.80		
Community Alarm System				
persons in council sheltered accommodation or disabled not in council sheltered accommodation (includes VAT)	3.59	3.70		
	4.31	4.40		
Guest Rooms				
Per night				
	9.07	9.30		
	14.21	14.50		
Laundry - per let or week whichever is the shorter	6.43	6.60		

		2011/12 Rate	2012/13 Rate
		£	£
Directorate: Social Care Health and Housing			
Garages VAT n/a			
Per week exclusive of rates (48 week basis)			
	Council Tenant	9.38	9.60
	Not Council Tenant (includes VAT)	11.25	11.50
Quarterly charge		15.20	15.50
Cesspit Charges (VAT n/a) - per week (48 week basis)			
		3.95	4.00
Bed & Breakfast Accommodation (VAT n/a) - per week (52 weeks)			
Bed & Breakfast Management Fee (VAT n/a) - one off charge		147.80	Local Housing Allowance minus 10%
Breakfast per person (any age) per week		n/a	60.00
		3.21	3.30
Short Term Leased Properties (VAT n/a) - per week (52 weeks)			
		143.51	146.40
Homeless Hostel (VAT n/a) - per week (52 weeks)			
Scheme Manager		35.83	36.50
Communal Heating		1.51	1.50
Communal Electric		2.97	3.00
Communal Heating & Domestic Hot Water		3.73 - 5.57	3.80-5.70
TV		0.30	0.30
Communal Cleaning		n/a	2.30
Window Cleaning		n/a	0.30
Communal Television (VAT n/a) - per week (48 week basis)			
		0.30	0.30

	2011/12 Rate		2012/13 Rate	
	£		£	
Directorate: Social Care Health and Housing				
Careline Emergency Response (VAT n/a) - per week (48 week basis)				
		2.63		2.70
Sealing on Redemption Fee (+ registry search fee)				
Sealing on Redemption Fee (VAT n/a) - one off fee		105.00		107.10
Land Registry Search Fee (VAT n/a) - one off fee		4.00		4.00
Charges for reference to banks & building societies (VAT n/a)				
		27.31		27.90
Retrospective Consent Applications (RTB) (VAT n/a)				
		40.44		41.20
Consent for Cable Installations (VAT n/a)				
		118.88		121.30
Housing Act 2004 Enforcement (VAT n/a)				
Recipient of Housing Act Enforcement Notice (per person)		200.00		204.00
Admin charge for undertaking Works in Default in relation to enforcement activity - per Enforcement Notice		20% of cost		20% of cost
Houses of Multiple Occupation				
Licensing Scheme (per property) - license granted for 5 years		382.06		389.70
Traveller site pitch fees (VAT n/a) - per week (52 weeks)				
Single pitch		89.00		95.20
Double pitch		97.00		103.80
Service charges		15.00		15.30
Sheltered Housing				
Sheltered Communal Lounge hire (per hour)		12.60		12.90
Careline Response Charge (VAT n/a - per response)		20.00		20.40
Big Button Telephone (VAT n/a) - supply and fit		13.99		14.30

Directorate: Social Care Health and Housing	2011/12 Rate	2012/13 Rate
	£	£
Adult Social Care		
Charges to Customers and Individuals <i>Maximum Applicable charge following Financial Assessment</i>		
Residential Care (VAT n/a) Linsell House (Home for Adults with Multiple Disabilities) (per week)	1,826.66	1,863.20
Day Opportunities and Day Care (VAT n/a) Day Centres for Adults with Learning Disabilities (per day) Day and Social Centres for Older People (per day) Travel to Day Centre (per journey)	50.52 28.35 1.50	51.50 28.90 1.50
Domiciliary Care Home Care (per hour) (VAT n/a) Care provided in Supported Living units (per hour) (VAT n/a) Care provided in Extra Care Sheltered Housing (per hour) (VAT n/a) Telecare Service	17.45 17.45 17.45 TBA	17.80 17.80 17.80 TBA
Flat rate charge to all customers Meals: (VAT n/a) Frozen meal (per meal) Hot meal (per meal)* Meals at day centres (per meal)*	3.15 3.50 3.50	3.20 3.60 3.60
Fee Issue of a Blue Badge	n/a	10.00

Directorate: Social Care Health and Housing	2011/12 Rate		2012/13 Rate	
	£		£	
Charges to Organisations and Other Local Authorities				
Social Care Services				
Linsell House (Home for Adults with Multiple Disabilities) (per week)			1,826.66	1,863.20
Day Centres for Adults with Learning Disabilities incl. transport (per day) (VAT n/a)		62.05		63.30
Day Centres for Adults with Learning Disabilities excl. transport (per day) (VAT n/a)		50.48		51.50
Day Centres for Older People - per day incl. transport (per day) (VAT n/a)		42.06		42.90
Day Centres for Older People excl. Transport (per day) (VAT n/a)		28.39		29.00
Lettings: (VAT n/a)				
Side Room / Small Room	up to 4 hours additional hour	20.35 5.15		20.80 5.20
Main Hall	up to 4 hours additional hour	40.37 10.28		41.20 10.50
Kitchen	up to 4 hours	13.49		13.80

Directorate: Children's Services		2011/12 Rate		2012/13 Rate	
		Revised 1 Sept £		£	
		rounded to nearest 0.10p where applicable			
Music Service VAT (n/a)					
Lesson Setting (Per Term)					
Lower Schools	Group Individual	85.20 by DD 127.90 by DD	86.90 by DD 130.50 by DD		
Middle, Upper and Community	Group Individual 20 mins	85.20 by DD 127.90 by DD	86.90 by DD 130.50 by DD		
Middle and Upper	Individual 30 mins Individual 40 mins	191.80 by DD 255.70 by DD	195.60 by DD 260.80 by DD		
Out of County and non-LEA schools	Group Individual 20 mins Individual 30 mins	180.80 by DD 169.70 by DD 254.50 by DD	184.40 by DD 173.10 by DD 259.60 by DD		
School Transport					
Concessions & Post 16 bus pass	per term half term year	144.00 72.00 391.00	146.90 73.40 398.80		
Replacement Bus Pass		tour operators charge plus a handling fee of £5	tour operators charge plus a handling fee of £10		

Directorate: Sustainable Communities		2011/12 Rate		2012/13 Rate	
		£		£	
		rounded to nearest 0.10p where applicable			
Public Protection					
Licences					
Riding Establishments					
	Full Licence	252.00	257.00		
	Provisional Licence	25% of full	25% of full		
Dangerous Wild Animals		577.00	588.50		
Pet Shops		231.00	235.60		
Dog Breeders		218.00	222.40		
Animal Boarding Establishments		263.00	268.30		
Zoos					
	Grant / New	1,025.00	1,045.50		
	Renewal	640.00	652.80		
	Zoos with dispensation status from DEFRA - Grant/New	50% of Grant / New	50% of Grant / New		
	Zoos with dispensation status from DEFRA - Renewal	50% of Renewal	50% of Renewal		
Licensing of Hackney Cabs and Private Hire Vehicles					
Licence Fee (12 months or less)					
Private Hire - New		240.00	240.00		
Private Hire - Renew		162.00	162.00		
Hackney Carriage - New		290.00	290.00		
Hackney Carriage - Renew		220.00	220.00		
Replacement Plate		25.00	25.00		
Variation / withdrawal / application administration fee		25.00	25.00		
Private Hire Vehicle and Taxi Driver Licence					
New or renewal combined 3 year driver's licence		150.00	150.00		
New or renewal combined 1 year driver's licence		90.00	90.00		
Driver Knowledge Test		25.00	25.00		
Replacement badge		20.00	20.00		
CRB Check - Standard		26.00 (at cost)	26.00 (at cost)		
CRB Check - Enhanced		44.00 (at cost)	44.00 (at cost)		
CRB check administration fee		15.00	15.00		

2011/12 Rate		2012/13 Rate	
£		£	
Directorate: Sustainable Communities			
Private Hire Operators Licence			
New Private Hire Operators Licence	195.00		195.00
Renewal Private Hire Operators Licence	72.00		72.00
Transfer of Ownership of Vehicles			
Where the ownership of a vehicle already licensed by Central Bedfordshire Council is transferred to another person the following fees will be due by the new owner upon receipt of a successful application			
Where the vehicle licence is transferred and is to remain in force until its expiry date	110.00		110.00
Other Licensing			
Duplicate Petroleum Licence	27.00		27.50
Performing Animals (per licence)	32.00		32.60
Skin Piercing, including Tattooing, Acupuncture, Electrolysis and Ear Piercing			
One-off registration fees:			
Premises	146.00		148.90
Person	140.00		142.80
Lottery Cert			
Grant (statutory fee / charge)	40.00		40.00
Renewal (statutory fee / charge)	20.00		20.00
Gambling Act 2005 Premises Licence Fees:			
New Premises Licence	577.00		588.50
Vary a Premises Licence	577.00		588.50
Transfer a Premises Licence	148.00		151.00
Re-instatement of a Premises Licence	263.00		268.30
Provisional Statement	577.00		588.50
Premises Licence with a Provisional Statement	103.00		105.10
Copy of Licence	20.00		20.00
Notification of Change of Address	32.00		32.60
Annual Premises Licence Fee	263.00		268.30
Sex Shop/Cinema			
Grant	570.00		581.40
Renewal	400.00		408.00
Transfer or Variation	400.00		408.00

		2011/12 Rate	2012/13 Rate
		£	£
Directorate: Sustainable Communities			
Sexual Entertainment Venues	Grant Renewal Transfer or Variation	1,340.00 960.00 960.00	1,366.80 979.20 979.20
Motor Salvage Operator (3 Years)		90.00	91.80
Poisons Act 1972:			
	New entry or change of name on list	32.67	33.30
	Subsequent renewal of name on list	17.22	17.60
	Alteration to premises (where listed person is entitled to sell)	8.80	9.00
Explosives Manufacture and Storage of Explosives Regulations 2005 (VAT N/A)			
Storage:			
	New - one year licence	178.00	178.00
	New - two year licence	234.00	234.00
	Renew - one year licence	83.00	83.00
	Renew - two year licence	141.00	141.00
Registration:			
	New - one year licence	105.00	105.00
	New - two year licence	136.00	136.00
	Renew - one year licence	52.00	52.00
	Renew - two year licence	83.00	83.00
	Variations/Replacements/Transfers	35.00	35.00
Fireworks Act 2003-Fireworks Regulations 2004 (licence for all year sale)		500.00	500.00
Contaminated Land			
Contaminated Land Enquiries	To provide additional information to solicitors, developers etc.	87.00	88.70
Food			
Food Export Certificate		51.00	52.00
Food Hygiene Course Lecturing		63.00	64.30
Food Premises Register			
	Full	970.00	989.40
	Single Entry	19.00	19.40
Other - Public Protection			
Water Sampling			
Voluntary Surrender Certificate			
Preparation of report for accident investigation			
Street Trading - annual			
Street Trading - One off event			
	Cost Recovery	Cost Recovery	Cost Recovery
	101.00	103.00	103.00
	67.00	68.30	68.30
	375.00	382.50	382.50
	84.00	85.70	85.70

Directorate: Sustainable Communities		2011/12 Rate	2012/13 Rate
		£	£
Trading Standards			
Annual Membership Fee		182.00	185.60
Renewal Fee for Existing Member		137.00	139.70
UKTC Membership Fee		153.00	156.10
UKTC Renewal Fee		153.00	156.10
Trading Standards Approved Stickers			
	per 100	13.00	13.30
	per 500	18.00	18.40
	per 1000	24.00	24.50
Consumer Guide Leaflet			
	per 100	29.00	29.60
	per 500	73.00	74.50
	per 1000	149.00	152.00
Trading Standards Approved Plaque			
Replacement/Additional Membership Certificate			
		37.00	37.70
		13.00	13.30
Milton Keynes Scales			
Pass per item		27.00	27.00
Fail per item		27.00	27.00
Concessionary Fares			
Replacement concessionary travel permits		5.50	5.60
Community Safety			
Community Safety - Fixed Penalty Notices (VAT n/a) - charging the maximum allowed by law			
Nuisance parking - cars for sale and repair		100 / 60	100 / 60
Abandoning a vehicle		200 / 140	200 / 140
Litter		80 / 50	80 / 50
Street litter control notices and litter clearing notices		100 / 60	100 / 60
Unauthorised distribution of free literature		80 / 50	80 / 50
Graffiti and fly posting		80 / 50	80 / 50
Failure to produce authority (Waste Transfer Notes)		300 / 200	300 / 200
Failure to possess a Waste Carriers Licence		300 / 200	300 / 200
Offence in relation to waste receptacles		100 / 60	100 / 60
Offences under Dog Control Orders		80 / 50	80 / 50
Failure to nominate key holder and inform Local Authority		80 / 50	80 / 50
Noise from licensed premises under Noise Act 1996		Not adopted	Not adopted
Allowing a dog to foul under Dog Fouling of Land Act 1979/EPA 1990		50.00 / no discount	50.00 / no discount

Directorate: Sustainable Communities		2011/12 Rate	2012/13 Rate
		£	£
Pest Control			
Rats (First infestation treated in a twelve month period)		0.00	0.00
Rats (Subsequent infestation treated in a twelve month period)		55.00	56.10
Rats Concession		27.50	28.10
Mice (First infestation treated in a twelve month period)		0.00	0.00
Mice (Subsequent infestation treated in a twelve month period)		55.00	56.10
Mice Concession		27.50	28.10
Bedbugs (First infestation treated in a twelve month period)		0.00	0.00
Bed Bugs (Subsequent infestation treated in a twelve month period)		55.00	56.10
Bedbugs Concession		27.50	28.10
Cockroach (First infestation treated in a twelve month period)		0.00	0.00
Cockroaches (Subsequent infestation treated in a twelve month period)		55.00	56.10
Cockroach Concession		27.50	28.10
Wasps (First nest)		60.00	61.20
Wasps (Concession)		30.00	30.60
Ants		65.00	66.30
Ant (Concession)		32.50	33.20
Fleas		65.00	66.30
Flea (Concession)		32.50	33.20
Dog Control - No VAT			
Veterinary fee		Cost Recovery	Cost Recovery
Direct return to owner where dogs are chipped / tagged		26.50	27.00
Owner collects from kennels		52.50	53.60
	Kennelling (per night)	10.50	10.70
Warden collects dog from kennels and returns to owner		105.00	107.10
	Kennelling (per night)	10.50	10.70

Directorate: Sustainable Communities		2011/12 Rate £	2012/13 Rate £
Waste			
Bulky Waste			
To collect bulky waste from domestic premises (per load or part thereof) Concession		48.00 50% reduction on above	49.00 50% reduction on above
Fridges & Freezers			
To collect fridges and freezers from domestic premises Persons in receipt of means tested benefit		37.50 50% of above	38.30 50% of above
Cement Bound Asbestos			
To collect cement-bound asbestos from domestic premises: Persons in receipt of means tested benefit	Assessed on individual case basis - contact the Service Assessed on individual case basis - contact the Service		Assessed on individual case basis - contact the Service Assessed on individual case basis - contact the Service
Abandoned / End-of-life Vehicles			
To collect and dispose of end-of-life vehicles from domestic premises To collect and dispose of end-of-life vehicle or abandoned vehicles from non-domestic premises	Free (except caravans - contact the service)	27.00	27.50
Planning			
High Hedges			
High Hedges Legislation - Administer a complaint brought under Part 8 of Anti-Social Behaviour Act 2003 Concession for applicants on means tested benefit		491.00 50% reduction	500.80 50% reduction
Street Naming (VAT n/a)			
Existing Property - House Name Change New Property - Naming / Numbering		59.00	60.20
1-5 Plots 6-25 Plots 26-75 Plots 76+ Plots		177.00 296.00 711.00 978.00 237.00	180.50 301.90 725.20 997.60 241.70
Additional charge where this includes naming a building (e.g. block of flats)		296.00	301.90
Existing Street - Rename		59.00	60.20
Existing Street - Rename - additional charge per property New Street - Additional charge to house numbering where this includes naming of a street		237.00	241.70

		2011/12 Rate	2012/13 Rate
		£	£
Directorate: Sustainable Communities			
Development Management & Building Control			
Section 106 Agreement - Larger Colour Documents		As A4 sheets + Plan Fee at cost	As A4 sheets + Plan Fee at cost
Tree Preservation Orders		As A4 sheets + Plan Fee at cost	As A4 sheets + Plan Fee at cost
Completion Certificates (VAT n/a)		Free	Free
	if not previously issued duplicate certificate	29.50	29.50
Letter of confirmation of satisfactory completion of works (Building Regs) (VAT n/a)		59.50	59.50
Sale of Plans	A2	9.00	9.20
	A1	11.50	11.70
	A0	14.50	14.80
S106 Town & Country Planning Act 1990 Agreement and Unilateral Undertakings: Compliance monitoring fee:			
	Unilateral Undertakings	300.00	306.00
	Agreements	450.00	459.00
S38 Agreements - Technical audit, administration and supervision - percentage based on estimated cost of works before Agreement		11%	11%
S38 Agreements - Technical audit, administration and supervision - percentage based on estimated cost of works after Agreement		8.50%	8.50%
S278 Agreements - Administration - percentage based on scheme value		7%	7%
Highway Enquiry and Search Letters: per standard enquiry (VAT N/A)		15.40	15.70
Highway Enquiry & Search Letters : per non standard enquiry including VAT		47.23	48.20
Minerals Letters: per enquiry		42.00	42.80
DSC Reports			
	Initial Search	40.00	40.80
	Per Application	0.05	0.05
GIS Maps			
	A4	3.50	3.60
	A3	7.00	7.10
	A2	14.50	14.80
	A1	18.50	18.90
	A0	47.50	48.50

		2011/12 Rate		2012/13 Rate	
		£		£	
Directorate: Sustainable Communities					
Scanner					
	Internal Annual Fee: unlimited use	423.00		431.50	
	One-off: per copy	35.00		35.70	
	External: unlimited use	423.00		431.50	
	External: per copy	35.00		35.70	
	Commons Searches (CR21)	18.00		18.40	
Mineral & Landfill Monitoring Fees - (nationally set fees)					
	Current Site			288.00	
	Dormant Site			96.00	
Heritage					
	Use of Historic Environmental Records (HER):				
	Per hour by visit	45.00		45.90	
	Per hour by remote enquiry	65.00		66.30	
Highways and Transportation					
Highways Maintenance (VAT N/A)					
	Temporary Traffic Regulation Orders	1,200.00		1224.00*	
* This rate also applies where the Countryside Access Team make such Orders for companies (the majority of cases). Where applications are made to the Countryside Access Team from individuals 60% of the fee is charged. There is an option to add 10% (in all cases) for every additional path involved in applications.					
	Temporary Traffic Regulation Orders for special events	1,200.00		1,224.00	
	Special Events Orders for charities and local authorities	150.00		153.00	
	Emergency Traffic Regulation Orders	600.00		612.00*	
* This rate also applies where the Countryside Access Team make such Orders for companies (the majority of cases). Where applications are made to the Countryside Access Team from individuals 60% of the fee is charged. There is an option to add 10% (in all cases) for every additional path involved in applications.					

	2011/12 Rate	2012/13 Rate
	£	£
Directorate: Sustainable Communities		
Scaffold Licences, excavation of carriageway and hoarding	100.00	102.00
Streetworks Licences	250.00	255.00
Road Opening Permit Fee (non refundable)	90.00	91.80
Road Opening Permits (Refundable Bond) - less £100 inspection fee	450.00	450.00
Additional charge for above, over 5m2 (Refundable Bond)	90.00 per m2	90.00 per m2
Additional charge for excavations of footway or verge (Refundable Bond)	30.00 per m2	30.00 per m2
Developer Directional Signage - per application (non refundable)	125.00	127.50
Developer Directional Signage (per sign) refundable deposit	60.00	60.00
Off Street Car Parking Charges		
Dunstable		
West Street (2hr time limit)	Free	Free
Westfield Road (3 hr time limit)	Free	Free
Houghton Regis		
Bedford Square (3 hr time limit)	Free	Free
Tithe Farm Road (3 hr time limit)	Free	Free
Leighton Buzzard		
Baker Street (2 hr time limit)	Free	Free
Linslade		
New Road (2 hr time limit)	Free	Free
Off Street Parking Charges		
1 Hour	0.50	0.50
2 Hour	1.00	1.00
3 Hour	1.50	1.50
5 Hour	3.50	3.50
All Day	6.00	6.00
Off Street Car Parking Charges Aston Square, St Mary's Gate, Eleanor's Cross		
1 Hour	0.50	0.50
2 Hour	0.50	0.50
3 Hour	1.50	1.50
5 Hour	3.50	3.50
All Day	6.00	6.00

Directorate: Sustainable Communities Penalty Charge Notices - No VAT Charges set by government as national standard and cannot be changed without the direction of the government	2011/12 Rate	2012/13 Rate
	£	£
Standard Rate	70.00 (high level) 50.00 (low level)	70.00 (high level) 50.00 (low level)
Discounted Rate- if paid within 14 days	35.00 (high level) 25.00 (low level)	35.00 (high level) 25.00 (low level)
Charge Certificate stage	105.00 (high level) 75.00 (low level)	105.00 (high level) 75.00 (low level)
Court and Bailiff Stage	110.00 (high level) plus costs 80.00 (low level) plus costs	110.00 (high level) plus costs 80.00 (low level) plus costs
Permits		
Resident Permit per annum	50.00	50.00
Resident Permit: Incremental increased fee - 2nd vehicle	70.00	70.00
Resident Permit: Incremental increased fee - 3rd vehicle	90.00	90.00
Commercial Permit (for town centre businesses) (for use in CBC car parks)		
12 months	386.00	386.00
Employee (for town centre workers) (for use in CBC car parks)		
12 months	386.00	386.00
3 months	129.00	129.00
1 month	52.00	52.00
Market Trader - per pitch per market day		
12 months	64.00	64.00
1 day	3.50	3.50
General Public Permit (for use in CBC car parks)		
1 week	12.80	12.80
Dispensation - per day	5.00	5.00
Dispensation: per week	20.00	20.00
Book 25 visitor's day tickets	50.00	50.00
Disabled badge holders	Free in designated bays only	Free in designated bays only

Directorate: Sustainable Communities	2011/12 Rate	2012/13 Rate
	£	£
Highway Licences (VAT N/A) Deposit for scaffolding on or over highway Deposit for hoarding/fences on highway Deposit for temporary crossovers Consent to deposit materials on the highway Oversailing of crane over the highway Permission to place skip on highway Provision of quotation for construction of crossover Construction of crossover Extension of cover	No charge No charge No charge 33.00 99.00 33.00 97.50 At cost No charge	No charge No charge No charge 33.70 101.00 33.70 99.50 At cost No charge
Permission - table/chairs on highway		£150 application fee £500 per annum - up to 10 sets of tables and chairs £1,000 per annum - over 10 sets of tables and chairs
Mobile catering, burger vans etc.		£50 application fee £500 per annum
Advertising Frames		£50 application fee £100 per annum per A Frame
Cultivation of verge licence Provision of H bar road markings Provision of written information enquiries Charges for damaged highway plant Renew concrete bollard	33.00 Cost No charge Cost Cost	33.70 Cost No charge Cost Cost
Highways Publications Highway General Specification Aid (VAT n/a) Highway Design Guide	7.00 Free	Free Free

Directorate: Sustainable Communities	2011/12 Rate	2012/13 Rate
	£	£
Rights of Way		
Public Path/Town & Country Planning Act Orders		
Processing where no objection received	Cost Recovery	Cost Recovery
Processing where an objection is received	Cost Recovery	Cost Recovery
Advertising costs	Cost Recovery	Cost Recovery
Public documents		
Definitive Statement	0.60	0.60
Confirmed Orders	3.50	3.60
Policy statements	11.00	11.20
Documents/requests relating to statutory procedures		
Completed user evidence forms	0.60	0.60
Witness interview write ups	0.60	0.60
Statutory declarations by Council officers [per hour]	34.00	34.70
Certified true copy of Definitive Statement	0.60	0.60
Certified true copy of Definitive Map		
	5.50	22.50
	11.00	30.00
	22.50	40.00
Documents not originating from CBC		
Inspectors' decision letters	4.30	4.40
Other		
One-off DM searches, planning enquiries etc	55.90	57.00
Produce plan	34.00	34.70
Administration associated with processing public path orders (per hour)	43.00	43.90

Directorate: Sustainable Communities		2011/12 Rate		2012/13 Rate	
		£		£	
Libraries					
Room Hire Charges (non VAT)					
i) Flitwick, Houghton Regis, Leighton Buzzard - Hourly charge:					
Within opening hours	Commercial	19.00	19.40 (Flitwick and Leighton Buzzard libraries only)		
	Community	9.50	9.70 (Flitwick and Leighton Buzzard libraries only)		
Outside opening hours					
	Commercial	32.00	32.60 (Flitwick and Leighton Buzzard libraries only)		
	Community	22.50	23.00 (Flitwick and Leighton Buzzard libraries only)		
ii) Other Libraries - Hourly charge					
Within opening hours	Commercial	13.00	13.30 (other libraries including Houghton Regis Library)		
	Community	6.50	6.60 (other libraries including Houghton Regis Library)		
Outside opening hours					
	Commercial	25.00	25.50 (other libraries including Houghton Regis Library)		
	Community	19.00	19.40 (other libraries including Houghton Regis Library)		

Directorate: Sustainable Communities		2011/12 Rate	2012/13 Rate
		£	£
Audio Visual (non VAT) (per item) CDs - per week	Standard rate Concessions Registered blind, partially sighted and hearing impaired people	1.00 0.50 Free	1.00 0.50 Free
Videos - per week	Standard rate Concessions & children's Videos Registered blind, partially sighted and hearing impaired people, people with dyslexia, people with dyspraxia	1.50 0.75 Free	1.50 0.80 Free
DVD's - per week	Standard rate Concessions and children's DVDs Registered blind, partially sighted and hearing impaired people, people with dyslexia, people with dyspraxia	2.25 1.15 Free	2.30 1.20 Free
Spoken Word CDs and Cassettes (3 week loan period)	Standard rate Concessions Registered blind, partially sighted and hearing impaired people; household service clients; children's spoken word; people with dyslexia, people with dyspraxia	1.25 0.65 Free	1.30 0.70 Free
Library Fines Standard	per day open Maximum (after 5 weeks)	0.25 7.50	0.26 7.80
Concessions	per day open Maximum (after 5 weeks)	0.12 3.60	0.13 3.90
Children's Tickets and Children's Books	per day open Maximum (after 5 weeks)	0.05 1.50	0.06 1.80
CD's, DVD's and Videos.		Further hire charge is made	Further hire charge is made

Directorate: Sustainable Communities		2011/12 Rate	2012/13 Rate
		£	£
Lost and Damaged items			
Magazines - charged at face value plus No charge for damaged books borrowed by or for children aged 0 – 5 years. Charges for lost children's books, adult books damaged by a child, or damaged audio visual items still apply.		0.55	0.60
British Library Lost Book Charge (50% remission if subsequently returned)			
Requests (viewpoint and staff assisted) charge per request			
Standard rate		1.00	1.20
Children's rate		No charge	No charge
Concessions		0.50	0.60
Additional charge for books borrowed from outside Bedfordshire		2.00	2.00
Vocal scores : per set of 5 - 30		6.00	6.10
Vocal scores per set of 31+		12.00	12.20
Request charges for 16 – 18 year olds are at the concessionary rate			
Lost Ticket Replacement			
Charge per lost ticket (Adult only)		1.00	1.00
Picture Hanging Service			
Display charge of £10.00 per week where items are for sale			
Libraries - Photocopies and Print Outs			
i) Black and white photocopies, fax, CD-ROM and internet prints			
	Per copy A4	0.10	0.10
	A3	0.15	0.15
ii) Black and white microform reader/printers			
	Per copy A4	0.25	0.30
iii) Colour CD-ROM and Internet prints containing photographs, artwork or charts			
		0.50	0.50
iv) Colour photocopies			
	Per copy A4	1.00	1.00
	A3	1.50	1.50
(Use discretion where library only has colour printers and print would have been b & w if available)			

		2011/12 Rate		2012/13 Rate	
		£		£	
Directorate: Sustainable Communities					
Libraries fax charges per copy sent					
UK	first sheet	1.50	1.50	1.50	
	subsequent sheets	0.70	0.70	0.70	
Europe & N America	first sheet	2.70	2.70	2.80	
	subsequent sheets	1.50	1.50	1.50	
Rest of world	first sheet	4.00	4.00	4.10	
	subsequent sheets	2.10	2.10	2.10	
	Receiving faxes (per sheet)	1.00	1.00	1.00	
	Receiving faxes from premium rate lines	3.20	3.20	3.30	
	standard charge plus price per sheet	1.00	1.00	1.00	
Occasional local publications (to be agreed with OPS Manager) at cost + commission					
Display of Commercial Posters					
All charges to be for a maximum display period of 4 weeks. Charge per week					
	A3	29.00	29.60	29.60	
	A4	17.50	17.90	17.90	
	A5	10.50	10.70	10.70	
	Postcard size	5.00	5.10	5.10	
Libraries Sales items					
Occasional local publications (to be agreed with OPS Manager) at cost + commission charge of 11%					
Charity and Commercial Group Sales					
Biggleswade Dunstable, Flitwick, Houghton Regis, Leighton Buzzard Other Libraries					
		18.00 per day	18.40 per day	18.40 per day	
		12.00 per day	12.20 per day	12.20 per day	

Directorate: Sustainable Communities		2011/12 Rate	2012/13 Rate
Archives - charges set by Bedford Borough as part of its responsibility under the SLA (published on their internet site)		£	£
LEIGHTON BUZZARD THEATRE			
A - CHARGES TO CHARITY AND VOLUNTARY ORGANISATIONS			
i) Hire Charges for SINGLE EVENT PERFORMANCES in the auditorium - Without Technician (No VAT on Room Hire)			
Mon/ Tuesday	0930 - 1620 1730 - 2300 0930 - 2300	196.88 259.38 451.06	
Wed/ Thursday	0930 - 1630 1730 - 2300 0930 - 2300	196.88 332.30 518.77	
Fri/ Saturday	0930 - 1630 1730 - 2300 09.30 - 2300	196.88 388.55 586.48	
	Monday / Wednesday 4 hour slot	125.00	
	0930-1730	208.34	
	1730-2300	310.95	
	0930-2300	477.62	
	Thursday/Sunday 4 hour slot	175.01	
	0930-1730	308.34	
	1730-2300	442.72	
	0930-2300	702.11	
	Extra Hours (per hour) Morn / Aft	26.04	
	Evening	41.67	
	Late Vacating	52.09	
	Sunday Get In / Get Out (per hour)	41.67	
		See new Leighton Buzzard Theatre Charges	

	2011/12 Rate		2012/13 Rate	
	£		£	
Directorate: Sustainable Communities ii) Hire Charges for SINGLE EVENT PERFORMANCES in the auditorium - With Technician (No VAT on Room Hire) Mon/ Tuesday	0930 - 1620	355.22		
	1730 - 2300	383.35		
	0930 - 2300	732.32		
Wed/ Thursday	0930 - 1630	355.22		
	1730 - 2300	451.06		
	0930 - 2300	800.03		
Fri/ Saturday	0930 - 1630	355.22		
	1730 - 2300	512.52		
	09.30 - 2300	867.74		
Monday / Wednesday	4 hour slot	166.67		
	0930-1730	333.34		
	1730-2300	383.87		
	0930-2300	717.21		
Thursday/Sunday	4 hour slot	216.67		
	0930-1730	433.35		
	1730-2300	515.64		
	0930-2300	942.22		
	Extra Hours (per hour) Morn / Aft	26.04		
	Evening	41.67		
	Late Vacating	52.09		
	Sunday Get In / Get Out (per hour)	41.67		

Directorate: Sustainable Communities		2011/12 Rate		2012/13 Rate	
		£		£	
Lounge	09.30 - 23.00 09.30-17.30 18.00-23.00	19.79 12.50 14.58			
Meeting Room	09.30 - 23.00 09.30-17.30 18.00-23.00	13.54 8.33 10.42			
Theatre	09.30 - 23.00 09.30-17.30 18.00-23.00	27.08 26.04 28.13			
B - CHARGES TO COMMERCIAL ORGANISATIONS					
i) Hire Charges for SINGLE EVENT PERFORMANCES in the auditorium - Without Tech (No VAT on Room Hire)					
Mon/ Tuesday	0930 - 1620 1730 - 2300 0930 - 2300	327.09 388.55 518.77			
Wed/ Thursday	0930 - 1630 1730 - 2300 0930 - 2300	327.09 388.55 586.48			
Fri/ Saturday	0930 -1630 1730 - 2300 09.30 - 2300	327.09 451.06 647.94			
Monday / Wednesday	4 hour slot 0930-1730 1730-2300 0930-2300	133.34 225.01 339.59 519.81			

Directorate: Sustainable Communities		2011/12 Rate	2012/13 Rate
		£	£
Thursday/Sunday 4 hour slot			
	4 hour slot	187.51	
	0930-1730	333.34	
	1730-2300	482.83	
	0930-2300		
	Extra Hours (per hour) Morn / Aft	28.65	
	Evening	45.83	
	Late Vacating	57.29	
	Sunday Get In / Get Out (per hour)	11.46	
ii) Hire Charges for SINGLE EVENT PERFORMANCES in the auditorium - With Tech (No VAT on Room Hire)			
Mon/ Tuesday			
	0930 - 1620	484.39	
	1730 - 2300	512.52	
	0930 - 2300	800.03	
Wed/ Thursday			
	0930 - 1630	484.39	
	1730 - 2300	512.52	
	0930 - 2300	867.74	
Fri/ Saturday			
	0930 - 1630	484.39	
	1730 - 2300	575.02	
	09.30 - 2300	930.24	
Monday / Wednesday			
	4 hour slot	175.01	
	0930-1730	350.01	
	1730-2300	412.51	
	0930-2300	759.40	
Thursday/Sunday			
	4 hour slot	229.17	
	0930-1730	458.35	
	1730-2300	555.75	
	0930-2300	1012.53	
	Extra Hours (per hour) Morn / Aft	28.65	
	Evening	45.83	
	Late Vacating	57.29	
	Sunday Get In / Get Out (per hour)	45.83	

2011/12 Rate		2012/13 Rate	
		£	
Directorate: Sustainable Communities			
iii) Hire Charges for NON PERFORMANCES EVENT in ALL AREAS (No VAT on Room Hire) Lounge	09.30 - 23.00 09.30-17.30 18.00-23.00	27.08 14.58 16.67	
Meeting Room	09.30 - 23.00 09.30-17.30 18.00-23.00	19.79 10.42 12.50	
Theatre	09.30 - 23.00 09.30-17.30 18.00-23.00	39.58 31.25 41.67	
New Leighton Buzzard Theatre Prices			
Lounge	Non Commercial per hour Commercial per hour		18.00 25.00
Meeting Room			
Non Commercial per hour Commercial per hour			13.00 20.00
Auditorium Non Performance			
Non Commercial per hour Commercial per hour			30.00 40.00
Auditorium Performance			
Mon-Wed per hour 4 hours min non commercial			40.00
Mon-Wed per hour 4 hours min commercial			45.00
Mon-Wed 9.30 to 23.00 non commercial			500.00
Mon-Wed 9.30 to 23.00 commercial			580.00
Thur-Sat per hour 4 hours min non-commercial			50.00
Thur-Sat per hour 4 hours min commercial			55.00
Thur-Sat 9.30 to 23.00 non commercial			550.00
Thur-Sat 9.30 to 23.00 commercial			650.00
Late Vacating per 1/2hr or portion thereof			30.00
Sunday per hour			50.00
Technician per hour			20.00
Block bookings of 5 days inclusive of 'get in and get out'	20% discount		

Directorate: Sustainable Communities Notes - All room hire - non VAT . Technical hire is a separate item.	2011/12 Rate £	2012/13 Rate £

Directorate: Sustainable Communities Building Regulation Charges 2011/12 & 2012/13 Rates				
Standard Charges for the creation or conversion to New Dwellings				
No of Dwellings	Full Plans		Building Notice Charge £	
	Plan Charge £	Inspection Charge £		
1	195.00	460.00	655.00	
2	255.00	515.00	770.00	
3	315.00	635.00	950.00	
4	375.00	690.00	1,065.00	
5	435.00	870.00	1,305.00	
6	495.00	930.00	1,425.00	
7	555.00	985.00	1,540.00	
8	615.00	1,110.00	1,725.00	
9	675.00	1,225.00	1,900.00	
10	725.00	1,350.00	2,075.00	
11	775.00	1,420.00	2,195.00	
12	825.00	1,490.00	2,315.00	
13	875.00	1,615.00	2,490.00	
14	925.00	1,685.00	2,610.00	
15	975.00	1,815.00	2,790.00	
16	1,025.00	1,880.00	2,905.00	
17	1,075.00	2,005.00	3,080.00	
18	1,125.00	2,075.00	3,200.00	
19	1,175.00	2,205.00	3,380.00	
20	1,225.00	2,335.00	3,560.00	

2011/12 and 2012/13 Rates						
Domestic Extensions to a Single Building						
SINGLE STOREY EXTENSIONS						
Category	Description	Plan Charge £	Inspection Charge £	Building Notice charge £	Additional Charge £	
1	Single Storey Extension floor area not exceeding 40m2	160.00	195.00	355.00	60.00	
2	Single Storey Extension exceeding 40m2 but not exceeding 60m2	160.00	285.00	445.00	60.00	
3	Single Storey Extension exceeding 60m2 but not exceeding 100m2	160.00	375.00	535.00	60.00	
TWO STOREY EXTENSIONS						
Category	Description	Plan Charge £	Inspection Charge £	Building Notice charge £	Additional Charge £	
4	Two Storey Extension floor area not exceeding 60m2	160.00	285.00	445.00	60.00	
5	Two Storey Extension exceeding 60m2 but not exceeding 100m2	160.00	375.00	535.00	60.00	
LOFT CONVERSIONS						
Category	Description	Plan Charge £	Inspection Charge £	Building Notice charge £	Additional Charge £	
6	Loft conversion not exceeding 40m2 floor area	160.00	255.00	415.00	60.00	
7	Loft conversion exceeding 40m2 floor area but not exceeding 100m2	160.00	375.00	535.00	60.00	

GARAGES AND CARPORTS					
Category	Description	Plan Charge £	Inspection Charge £	Building Notice charge £	Additional Charge £
8	Erection or extension of a non exempt attached or detached domestic garage or carport up to 100m ²	160.00	140.00	300.00	60.00
9	Conversion of a garage to a dwelling to a habitable room(s)	210.00	Nil	210.00	60.00
10	Alterations to extend or create a basement up to 100m ²	210.00	Nil	210.00	60.00

DOMESTIC ALTERATIONS TO A SINGLE BUILDING						
Category	Description	Basis of Charge £	Plan Charge £	Inspection Charge £	Building Notice Charge £	Reduction for work carried out at the same time as an extension
1	The installation of a controlled fitting or other building work ancillary to the building of an extension	Included in charge for extension	n/a	n/a	n/a	n/a
2	Traditional Underpinning	Up to 25m in length	265.00	Nil	265.00	50.00
3	Renovation of a thermal element	Fixed Price	200.00	Nil	200.00	50.00
4	Other Alterations, installations of fittings (not electrical) and/or structural alterations. (If ancillary to the building of an extension no additional charge)	Fixed Price Based on Estimated Cost Bands				
		Estimated Cost up to £5000	175.00	Nil	175.00	
		Estimated Cost exceeding £5000 up to £25,000	175.00	150.00	325.00	
		Estimated cost exceeding £25,000 up to £50,000	175.00	300.00	475.00	

Appendix A

		Estimated cost exceeding £50,000 up to £75,000	175.00	360.00	535.00	
5	Window Replacement (non competent persons scheme)	Fixed Price grouped by number of windows Per installation up to 20 Per Installation over 20	125.00 175.00	Nil Nil	125.00 175.00	50.00 50.00
6	Electrical Work (not competent persons scheme)	Fixed Price based on estimated cost bands Estimated cost up to £10,000 Estimated Cost exceeding £10,000	210.00 270.00	Nil Nil	210.00 270.00	50.00 50.00

Sustainable Communities Directorate
Planning Pre-Application Advice Charging 2011/12* and 2012/13
***Charges to be introduced from 1st February 2012**
VAT Not Included

No. of Residential Units	1	2	3	4	5	6	7	8	9	10-24	25-99	100-249	250 - 499	500-999	1000 - 1999
CFS		101 –	201 –	301 –	401 –	501 –	601 –	701 –	801 –	901 –	1001-	2001-	3001 –	5001 -	13001 -
(Commercial Floor Space)	<100 m2	200 m2	300 m2	400 m2	500 m2	600 m2	700 m2	800 m2	900 m2	1000m2	2000m2	3000m2	5000m2	13000m2	22000m2
Pre-application Advice Charge	£67	£134	£201	£268	£335	£402	£469	£536	£603	£670 – £1,608	£1,675 – £4,293	£4,313 – £7,293	£7,313 – £12,293	£12,913 – £22,293	£22,313 – £42,293
Meetings	1 hours worth of meetings with a Planning Officer/Senior Planning Officer										2 hours worth of meetings with a Senior Planning Officer	3 hours worth of meetings with a Senior/Principal Planning officer	3 hours worth of meetings with a Principal Planning officer		

Directorate: Coporate Resources	2011/12 Rate	2012/13 Rate
	£	£
		rounded to nearest 0.10p where applicable
Freedom of Information		
Requests that require 18 hours or less to compile	No charge	No charge
Requests that require 18 hours to compile	482.60	450.00
Additional cost per hour	27.00	25.00
Disbursement Costs		
Postage under £20	No charge	No charge
Postage £20 or over	Actual cost	Actual cost
E-mail Transmission	No charge	No charge
CD / DVD per disk	5.40	5.50
Registration (Fees jointly agreed with Beds Borough under a Service Level Agreement)		
Marriages - Approved Premises		
Local Authority Venue Monday - Thursday	115.00	115.00
Local Authority Venue Friday	120.00	120.00
Local Authority Venue Saturday	165.00	165.00
Outside Venue Monday - Friday	390.00	390.00
Outside Venue Saturday	465.00	465.00
Outside Venue Sunday and Bank Holidays	520.00	520.00
Civil Partnership Registrations - Approved Premises		
Local Authority Venue Monday - Thursday	115.00	115.00
Local Authority Venue Friday	120.00	120.00
Local Authority Venue Saturday	165.00	165.00
Outside Venue Monday - Friday	340.00	340.00
Outside Venue Saturday	395.00	395.00
Outside Venue Sunday and Bank Holidays	455.00	455.00

	2011/12 Rate	2012/13 Rate
	£	£
Directorate: Coporate Resources		
Celebratory Services - Approved Premises - Outside Venue		
weekdays	255.00	255.00
Saturdays	315.00	315.00
Sundays & Bank Holidays	370.00	370.00
Celebratory Services - Approved Premises - Local authority Venue		
weekdays	270.00	270.00
Saturdays	325.00	325.00
Sundays & Bank Holidays	380.00	380.00
Nationality Checking Service		
Adults who submit a single application pays one fee	60.00	60.00
Husband and wife living together who apply at the same time pay one fee	100.00	100.00
Childrens applications	30.00	30.00
Citizenship Ceremonies - Individual Ceremony (VAT n/a)	110.00	110.00
Approved Premises Licence Fee (Three year) First application (minimum fee for 2 rooms only - £100 to be added for each additional room to be licenced)	1,310.00	1,310.00
Approved Premises Licence Fee (Three year) Renewal (minimum fee for 2 rooms only - £100 to be added for each additional room to be licenced)	960.00	960.00
Civil Funerals	200.00	200.00
Express Certificates (includes statutory fee)	20.00	20.00
Postage for certificates	1.00	1.00

Directorate: Coporate Resources	2011/12 Rate	2012/13 Rate
	£	£
Fees set by General Register Office (per item)		
Notice of Marriage	33.50	33.50
Notice of Civil Partnership	33.50	33.50
Register Office Marriage	40.00	40.00
Register Office Civil Partnership Registration	40.00	40.00
Standard certificate of birth, death or marriage - form closed register	9.00	9.00
Short birth cert from closed register	9.00	9.00
Short birth cert issued at time of registration	Free	Free
Any other short birth cert issued at time of registration	3.50	3.50
Any other short birth cert issued after the time of registration	7.00	7.00
Standard certificate of birth, death or marriage - at the time of registration	3.50	3.50
Standard certificate of birth, death or marriage - after the time of registration	7.00	7.00
Civil Partnerships - certified copy or extract issued at the time of registration	3.50	3.50
Civil Partnerships - certified copy or extract issued after the time of registration	9.00	9.00
Attendance to take a notice - housebound or detained (e.g. prison)	49.00	49.00
Attendance of SR to conduct marriage or CP - housebound or detained	85.00	85.00
Register marriage at Church, housebound or detained - Registrar's fee	80.00	80.00
Certificate of worship (to licence a building for worship)	28.00	28.00
Licence a religious building for marriage	120.00	120.00
Coroners		
Supply of transcript of inquest on CD	32.20	32.20
Additional copies	10.80	10.80
Statutory charge for paper copies (per sheet)	1.10	1.10

Directorate: Coporate Resources		2011/12 Rate	2012/13 Rate
		£	£
Elections			
For each register per 1000 names or part thereof		1.50	1.50
Local Land Charges			
Full Residential Search (LLC1 and Con29)		133.00	133.00
Full Commercial Search (LLC1 and Con29)		201.00	201.00
LLC1 Certificate of Search		20.00	20.00
Con 29 Local Enquiries (Residential)		113.00	113.00
Con 29 Local Enquiries (Commercial)		181.00	181.00
Part II optional		15.00	15.00
Solicitors own question		25.00	25.00
Additional parcel of land		13.50	13.50
Personal Search		Free	Free
Copy documents		2.15	2.20
Human resources			
Criminal Records Bureau (CRB) Checks			
Cost Per CRB check		36.00	26.00
			44.00
Administrative Charge		19.30	20.00
Local Taxation			
Cost of Collection			
Administration charge on Court Costs		67.60	83.00
Council Tax		89.00	83.00
NDR			

Directorate: Corporate Resources		2011/12 Rate	2012/13 Rate
		£	£
Communications			
Advertising in News Central			
Full page		1798.80	1,798.80
Half page		1198.80	1,198.80
Quarter page		598.80	598.80
Eighth of page		322.80	322.80
Legal Services			
S38		121.00 per hour, minimum charge 975.00	152.40 per hour, minimum charge 1000.00
S278		121.00 per hour	198.00 per hour
Planning Agreements		158.00	198.00 per hour
Unilateral Undertaking (VAT n/a)		Minimum charge 310.00	Fixed Fee 400.00
Notice of Registration (VAT n/a)		Minimum charge 50.00	Fixed Fee 75.00
Consent to Postpone (VAT n/a)		Minimum charge 50.00	Fixed Fee 75.00
Deed of Covenant (VAT n/a)		Minimum charge 50.00	Fixed Fee 75.00
Consent to Sub-let (VAT n/a)		Minimum charge 50.00	Fixed Fee 75.00
Deferred Payment Charge		TBA	200.00
ANO Paying		121.00	152.40 per hour
Leashold enquiries			152.40 per hour, minimum charge 152.40
Photocopying (external solicitors and other parties)			0.30 per sheet plus £5 admin

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Meeting: Social Care, Health and Housing Overview and Scrutiny Committee

Date: 12 December 2011

Subject: Draft Budget report for the Housing Revenue Account (HRA) within the new Self Financing regime

Report of: Cllr Mrs C Hegley, Executive Member for Social Care, Health & Housing

Summary: The Committee is asked to consider the draft HRA budget for 2012-13, and in particular the implications arising from the new Self-Financing regime, introduced by the Localism Act 2011. Initially, the introduction of the new regime will result in the Council taking on a new debt of £165m and retaining its rental income to repay this.

Details of the changes to Council House finance are set out in the report to Executive on 6th December 2011 (attached at Appendix 1). Forecast income and expenditure streams are presented in the HRA Finance Plan (attached at Appendix 2).

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

Contact Officer: Tony Keaveney, Assistant Director Housing

Public/Exempt: Public

Wards Affected: Those in which council houses are situated, entirely in the south of Central Bedfordshire

Function of: Council

CORPORATE IMPLICATIONS	
Council Priorities:	
1.	The report relates directly to the Council's priority to manage Growth effectively, in terms of balancing regeneration and renewal, with Growth.
Financial:	
2.	Self-financing potentially releases additional resources to invest in the Council's Housing stock, which could include the opportunity for new build provision, for example Extra Care Housing. This could result in efficiency savings to the General Fund, as a result of reduced adult social care expenditure. This is detailed within the Executive report at Appendix 1.
3.	At the same time, the Landlord Service is actively embarking on its own efficiency programme, being developed as part of a Value for Money Strategy. The focus on efficiency could lead to a more rapid repayment of debt, thereby reducing interest costs, whilst offering potential for investment in the housing asset.

Legal:

4. Not applicable.

Risk Management:

5. The risks are set out within the Executive report (appendix 1)

Staffing (including Trades Unions):

6. Not applicable.

Equalities/Human Rights:

7. The re-provision and re-modelling of sheltered housing would be subject to Equalities Assessments in taking any specific proposals forward.

Community Safety:

8. Not applicable.

Sustainability:

9. Not applicable.

Procurement:

10. Not applicable.

RECOMMENDATION(S):

The Committee is asked to:-

- 1. Review and consider the draft HRA Budget report, which was presented to the Executive Committee on 6th December 2011, on the basis that all comments will be reported to Executive Committee as part of the budget setting process, during February 2012.**
- 2. Consider the future role to be undertaken by the Overview and Scrutiny Committee, to examine opportunities, issues and risks, related to the HRA under the Self-Financing regime.**

BACKGROUND

11. The background to the Self Financing regime, and reform of the Housing Subsidy System, can be found in the Budget Report in Appendix 1. The proposals for reform were considered by Overview and Scrutiny Committee during 2009/10
12. The Council is well placed to benefit from the Self financing regime. The housing stock has been independently assessed as being in good condition, whilst rental income is strong and is predicted to grow over the life of the Finance Plan relative to the costs of maintaining the stock.

13. It is proposed to earmark £2.75m in investment (per annum, over the life of the Finance Plan) to a special reserve, the purpose of which is to re-model sheltered housing and potentially to deliver new build extra care housing. However, this money could be used to repay debt. The options for how this Reserve should be used will be kept under Review over the life of the Finance Plan.

STRATEGY

14. The Financial Modelling carried out in recent months indicates that the borrowing required will incur cost around £6m per annum in debt payments, compared with around £10m per annum which would have been made as negative subsidy payments to the Government, had the subsidy system continued in its present form.
15. A Treasury Management group has been established, on an informal basis, to examine the options related to Self-Financing and the debt that will be assigned to Central Bedfordshire Council on 28 March 2012. Membership of this group includes the Council's Leader; and Deputy Leader; as well as the Executive Member and Deputy, for Social care, Health and Housing. This group is exploring options related to the loan portfolio and debt management approach, related to the Council's Treasury Management Strategy.
16. The HRA 30 year Finance Plan (Appendix 2) has been independently verified, as part of a due diligence exercise that included a stock condition survey undertaken during 2011, on the basis of a 40% sample of the stock. The Financial appraisal has also been examined within a Housing Finance model, that is approved by the Chartered Institute of Housing. This model is now being used within the Council for business planning purposes.
17. The Asset Management Strategy is being reviewed to take full account of the opportunities that are emerging under the Self-Financing regime. The development of the Strategy is set out in the Housing Service Plan, and is due to be completed in March 2012, for consultation with tenants during the spring.
18. A Value for Money (VFM) Strategy is currently being developed. An efficiency programme is proposed, as part of the Finance Plan that will deliver £400k in 2012/13 (see Appendix 2) and a similar amount going forward. This programme, once established and approved, will be tracked (monitored) in like manner to the General Fund efficiency programme that is well established within the Directorate.

CONCLUSION

19. The Council will engage with tenants to consider the draft HRA Budget and the changes introduced by the new Self Financing regime during December 2011. All comments made by tenants, as well as comments from the Overview and Scrutiny Committee, will be reported to Executive Committee in February 2012, as part of the Council's budget setting process.
20. The Council's approach, at this time, is essentially to make a successful transition to the new Self Financing regime, avoiding risk, so as to enable the Council to explore opportunities once the transition has been implemented. The new regime clearly offers greater scope for long term planning and to manage the asset more effectively in the future, than was possible under the old subsidy system.

21. There is opportunity for the Council's Overview and Scrutiny Committee to examine the opportunities afforded by the new Self Financing regime during 2012. In particular, there is opportunity to consider the emerging Value for Money Strategy, being developed by the Housing Service, aligned to the Directorate's Efficiency programme. The Committee should also consider the scope to examine opportunities, issues and risks, related to the HRA under the Self-Financing regime, as part of it's work programme.

Appendices:

Appendix 1 – Draft HRA Budget Report to Executive on 6th December 2011

Appendix 2 – HRA Finance Plan in summary form

Background papers and their location: (open to public inspection)

Implementing self-financing for council housing. Department for Communities and Local Government (DCLG), February 2011

Modelling business plans for council landlords. (DCLG) February 2011

Self financing: planning the transition. (DCLG) February 2011

All stated papers are located at Watling House, Dunstable, Rm 46, High Street North, LU6 1LF. Alternatively, they are available online at www.communities.gov.uk, or on request from Tony Keaveney, Assistant Director Housing.

Appendix 1

Meeting: Executive
Date: 6 December 2011
Subject: **Draft Budget report for the Housing Revenue Account (HRA) within the new Self Financing regime**

Report of: **Cllr Maurice Jones, Deputy Leader and Executive Member for Corporate Resources; and Cllr Mrs Carole Hegley, Executive Member for Social Care, Health and Housing.**

Summary: The Localism Act will enact fundamental reforms, which represent the dawning of a new era in council housing finance. The Act includes provisions that allow Councils a greater degree of local autonomy and influence over the financial management of their housing asset.

Under current arrangements, local authority landlords are required to make payments to central government from the rental income they generate from council housing. The government then assesses the costs that local authority landlords are likely to require to maintain and manage their housing stock and reallocates resource on a national basis, to those councils requiring more resources.

This process of annual assessment and resource re-distribution effectively means that some Councils, such as Central Bedfordshire, are making subsidy payments to central government. However, under the new self financing regime, authorities will be required to make a one off payment to government which enables them to secure the right to independently manage and maintain council housing locally.

The new regime will be brought in from the beginning of the next financial year. This investment, which can be repaid over a thirty year period, will allow the Council to manage and improve its housing stock of more than 5,000 properties, without making future payments to government. In Central Bedfordshire, the payment required is anticipated to be in the region of £165m, which will be funded from the Public Works Loans Board, which is a main source of local authority loan finance.

The report outlines the opportunities that the self financing regime would provide, including the potential for greater investment in new accommodation and improvements to existing housing. Tenant engagement will be a key element of the planning process which will commence immediately following Executive consideration of this report.

This report sets out the proposed model for the new 30 year HRA Finance Plan, under the self financing regime. This is set in the context of HRA reform and the new freedoms available to council landlords. Looking to the future, there is more flexibility to manage the asset, and plan for investment, so as to drive an improvement agenda related to Value for Money and productivity.

Advising Officer:	Julie Ogley, Director of Social Care, Health and Housing
Contact Officer:	Charles Warboys, Chief Finance Officer; and/or Tony Keaveney, Assistant Director Housing
Public/Exempt:	No
Wards Affected:	Those in which council houses are situated, entirely in the south of Central Bedfordshire.
Function of:	Council
Key Decision	Yes
Reason for urgency/ exemption from call-in	N/A

CORPORATE IMPLICATIONS

Council Priorities:

The report relates directly to the Council's priority to manage Growth effectively, in terms of balancing regeneration and renewal, with Growth.

Financial:

1. The financial implications are generally viewed as positive. Self-financing represents a fundamental change to the way the Council's HRA is financed and potentially releases additional resources to invest in the Council's Housing stock, which include new build provision, for example Extra Care Housing. This could result in efficiency savings to the General Fund, as a result of reduced adult social care expenditure. At the same time, the Landlord Service is actively embarking on its own efficiency programme which could lead to a more rapid repayment of debt, thereby reducing interest costs, whilst delivering additional stock investment.

Legal:

2. There are no direct legal implications arising from this report.

Risk Management:

3. There are no risk management issues arising directly from this report. However, the approach to financial risk management comes to the fore in terms of the Council's Treasury Management Strategy.

Staffing (including Trades Unions):

4. There are no direct staffing implications.

Equalities/Human Rights:

5. There are no Human rights or equality implications arising directly from this report, although the re-provision and re-modelling of sheltered housing, which this report could make possible through increased investment, would be subject to Equalities Assessment in taking any specific proposals forward.

Community Safety:

6. There are no issues to consider in this report.

Sustainability:

- 7 There are no direct implications arising from this report.

Procurement:

8. Not Applicable.

Summary of Overview and Scrutiny Comments:

9. The proposals related to the draft HRA budget, contained within this report, will be considered by the Social Care, Health and Housing Overview and Scrutiny Committee on the 12 December 2011.

RECOMMENDATIONS:

That the Executive Committee:

- (a) **note that the Housing Revenue Account (HRA) will have debt of approximately £165m as a result of legislation to implement the self-financing regime for council housing finance;**
- (b) **consider the proposal to create a reserve for the re-provision and re-modelling of sheltered housing, within the HRA Finance Plan model;**
- (c) **consider the draft HRA Revenue Budget for 2012/13, and the Finance Plan summary at Appendix 1, which includes the Landlord Service efficiency programme being developed as part of a Value for Money Strategy;**
- (d) **note that any feedback arising from tenant engagement and communication about the change will be reported to the Executive in February 2012; and**
- (e) **note the provisional level of average rent increase for 2012/13.**

Reason for

Recommendations: To facilitate effective financial management and planning.

BACKGROUND

10. The Landlord Service manages 5,211 properties in the south of Central Bedfordshire, as well as 330 former Council owned leasehold properties, which are homes (flats) purchased under the right to buy scheme.

11. The Council's Housing Revenue Account (HRA) is summarised in financial terms at Appendix 1. The total amount of HRA related income and expenditure, per annum, is £25m in 2012/13. The HRA maintains a £3m Reserve Balance.
The HRA is a relatively self contained operating business, although all relevant General Fund (GF) costs, related to corporate support services, including Legal, HR, Finance and accommodation costs; are re-charged to the HRA.
12. The Housing Revenue Account subsidy system has operated in its present form since 1989. Housing Revenue Accounts are ring-fenced to ensure that rents are not used to fund non-housing activity; and that in turn General Fund revenues are not used to fund the management and maintenance of council housing.

Central Government has used a system of grant allocations and subsidies to re-distribute rental income between Local Authorities and to the Treasury. Annual determinations are calculated by determining each Landlord's expected rental income and operating costs. Housing Revenue Accounts operating with notional surplus income are required to pay negative subsidy to Central Government, and this money is distributed between landlords with operating costs (including the cost of servicing HRA debt) in excess of the rental income they can generate from their stock (i.e. they receive subsidy).
13. Under the Self Financing regime, the yearly re-distribution of resources between landlords will cease. Instead, on 28 March 2012, landlords with a Housing Revenue Account which is deemed able to generate rental income in excess of costs will pay a one-off settlement to the Treasury. The sum payable is based on the amount of debt which each HRA is deemed able to service alongside the cost of managing and maintaining the stock, and will be funded by borrowing, typically from the Public Works Loans Board (PWLB).

Landlords with costs in excess of income will receive a one-off subsidy payment which will be used to redeem Housing Revenue Account Debt, leaving a landlord business which should be able to meet its costs
14. The new system incentivises landlords to manage their assets well and yield efficiency savings. There will be greater certainty about future income, enabling councils to develop long-term plans and to retain income for re-investment. Council landlords' will have greater flexibility to manage their stock in the way that best suits local priorities. However, it should be noted that the Housing Revenue Account will remain ring-fenced under the new regime, and should operate on the principle that 'who benefits pays'.

THE SETTLEMENT DETERMINATION

15. Under Self-financing, individual landlord businesses have been valued by calculating how much the service is worth over 30 years, based on the rental income it can generate in that time and the cost during that time of managing and maintaining the stock.

16. The ebb and flow of income, as a result of projected Right to Buy sales, and of demolitions proposed up to 31 March 2015, are accounted for in the valuations. The valuation assumes that the authority collects 100% of rent owed by tenants, and that properties are void 2% of the time. Standard accounting principles have been applied to these figures, in order to arrive at a capital sum which is the present-day value of the service.
17. The valuation method uses a more generous method for calculating management, maintenance and Major Repairs costs than that used in the HRA subsidy system, and includes additional funding for Aids and Adaptations, as all adaptations to council properties are funded by the HRA. Overall funding for management and maintenance, Aids and Adaptations, and Major Repairs is 14% higher under the self-financing system.
18. Central Government are still finalising the details upon which settlements will be based. Indicative settlement determinations were published in February 2011. Draft determinations are expected in November 2011; final determinations are due in January 2012. Time is limited within the Council's budget setting process.
19. The indicative determination suggests that Central Bedfordshire Council's debt-free HRA is worth between £158 and £165 million, all of which will be payable to the Treasury on 28 March 2012. The draft Finance Plan (see Appendix 1) indicates that the HRA will, for 2012, make interest/principal payments of around £6 million on its newly acquired housing debt, in contrast to £10 million per year paid in negative subsidy under the current system.

ASSET MANAGEMENT STRATEGY

20. A stock-condition survey was completed on a 40% sample of the housing stock, between March and July 2011. The remaining stock will be surveyed during 2012. The information gathered in this survey has been used to inform the development of a 30 year Asset Management Strategy, which forecasts repairs, maintenance and capital costs. These are reflected in the HRA Finance Plan summary, attached in Appendix 1.
21. There are a number of Asset Management priorities for investment in the medium term. Central Bedfordshire Council achieved the Decent Homes Standard across its stock in 2010. The aim going forward is to maintain 100% decent homes, which involves primarily identifying those kitchens and bathrooms which will fall below the standard required within the life of the plan and budgeting to refurbish them before this happens.
22. The Council have invested considerably over recent years to improve the warmth and energy efficiency of its homes. This includes loft and cavity wall insulation to virtually all homes; as well as a programme of boiler and heating replacements. All properties have double glazing. The result of these improvements is an average SAP energy rating of 68 (Stock Condition survey 2011), which is above average for all housing in Central Bedfordshire and compares well nationally, for a similar stock profile.

23. Fuel prices have increased by around 20% in the last year and are predicted to increase further. It is therefore a high priority to examine innovative, renewable energy solutions for homes in areas with no gas supply and are looking for external funding to implement a programme of solid wall insulation (for older, solid wall homes).
24. The Finance Plan contains a 30 year programme of investment in the Council's sheltered housing stock. This investment will transform properties, typically built during the 1960's and 1970's, which increasingly are becoming hard to let.
- Individual sheltered schemes have been prioritised for possible refurbishment or re-provision, depending on their current condition and fitness for purpose. Consultation has commenced at Crescent Court and Croft Green, as part of a review of Older Persons Housing in the south of Central Bedfordshire. Where re-provision is an option, the Council could examine opportunities to increase the provision of extra-care sheltered housing, where so doing would meet identified need.
25. There is a potential efficiency saving to the Council's General Fund. It is proposed to reduce the reliance on residential placements for older people by increasing the use of extra care housing, as an alternative to traditional sheltered housing. Thereby reducing cost. Draft efficiency targets have been included in the General Fund Medium Term Financial Strategy as a result.
26. It is proposed to create a specific reserve for Sheltered Housing Re-provision, which could be used to fund the capital programme in future; or alternatively, this Reserve could be used to repay debt. This will allow balances to build prior to cost being incurred.
27. However a provision of £2.75m has been made in the Finance Plan, and is included at this amount (plus inflation) in each future year. See appendix 1. A substantial reserve will materialise in the short to medium term, giving the Council flexibility in its decision making; either to repay debt or to fund the capital programme, when this reserve may be called upon to fund the re-modelling or re-provision of sheltered housing. Contributions to the reserve are shown in the Finance Plan as expenditure; whilst contributions to the capital programme are shown as a negative figure. At the same time, minimum levels of HRA reserve will be maintained to protect against unforeseen events.

INCOME

28. The policy of rent restructuring is due to continue under the self-financing regime. The aim of this policy is to achieve convergence between local authority rents and those charged by Housing Associations. The current target date for convergence to occur is April 2015.

29. The national Rent Convergence policy is distorted to some extent by the introduction of the new Affordable Rent regime, at rents of up to 80% of market rents. This new regime applies to some Housing Associations (but not to local authorities), as a means to fund new development of affordable housing. However, at this time, Council rents are typically in the range of 50% to 55% of market rents in Central Bedfordshire. Looking to the future, and on the basis of current national Policy, it is likely that council rents will remain within this range, relative to market rents, in the medium to long term.
30. The rental increase is based on the Retail Prices Index (RPI) for September, plus 0.5% and an incremental contribution to close the gap between average Local Authority rents and Housing Association rents. RPI stood at 5.6% for September, which is a 20 year high for that measure. The likely average increase for Council rents will be approximately 8%. However, the proposed increase will be set out in the Budget reports during February 2012.
31. The emergence of an Affordable Rent regime, at up to 80% of market rents, is significant for Social Housing, but does not have implications for the 2012/13 HRA Budget, because Affordable Rents do not apply to local authorities.

TREASURY MANAGEMENT

32. The Government is due to announce the final debt settlement figure during November 2011. The debt settlement figure will be reported to Executive on the 6 December 2011. Earlier in the year, the Government announced a provisional Debt figure for Central Bedfordshire of £158.8m. This figure is not yet confirmed, but is likely to rise, to approximately £165m, due to the RPI for September resulting in increased rental income to the Finance Plan.
33. In recent weeks, work has been undertaken to examine options for Treasury Management, in terms of the potential debt profile, related to over-arching objectives for stock investment and the HRA Business Plan. This work will be progressed during January 2012, once a final debt figure is known.
34. The legislation and regulations are still evolving prior to the commencement of the self-financing regime on 1 April. It is likely that the situation will continue to evolve prior to Executive and Council consideration in February 2012. All matters related to the Final determination, including the Debt figure and the proposed rent increase, will be reported to Executive and Council in February, within the Budget report for the HRA and related to the Council's Treasury Management Strategy.
35. On the 18 September, the Chief Secretary to the Treasury announced that PWLB will offer reduced rates of interest to Authorities due to make payments to the Department for Communities and Local Government as part of the HRA reforms. This applies to variable and fixed rate loans. The discounted rate will only be available for loans taken out as part of the self-financing settlement, and will cease to apply beyond the 28 March 2012. The loan portfolio, described in paragraphs 32 and 33 below, will be determined with reference to the Council's Treasury Management Strategy.

36. At this time, it is proposed to create a mixed portfolio of debt, with approximately £50m borrowed on a 10 year variable rate basis and the remainder spread between 10 and 20 year fixed rate debt. The variable rate debt is redeemable, as and when required, with no early redemption penalties and therefore affords an element of flexibility. It is proposed to take out all loans on a maturity (interest only) basis; however further work is being undertaken to evaluate interest rate risk, given that interest rates are likely to be higher when these loans are re-financed. This approach enables money to be released, to invest to save, in capital projects, in the early years of the Plan; but at the same time could enable the Council to repay the HRA debt by 2042.
37. Currently, variable rate debt is at a historic low and is likely to continue at a very low level in the short to medium term. This element of variable debt could significantly reduce interest payments in the early years of the HRA Finance Plan, enabling the Council to invest to save in the longer term, with efficiency savings to both the HRA and the General Fund, through investment in extra care housing.
38. A further proposal is to consider whether a separate debt pool will be required for the new HRA debt. Previously, the HRA was debt free so the only debts held have been GF debt. If the Council is allowed to add the new debt to the existing pool it could lead to a reduced overall rate of interest being payable, thereby benefitting the GF. However, further indicative feedback from the Department of Communities and Local Government (DCLG) and the Chartered Institute for Public Finance and Accounting (CIPFA) is that this approach may be blocked or prohibited. The position will be closely monitored.

VALUE FOR MONEY (VFM)

39. A Value for Money (VFM) strategy is being developed (relating to the Landlord Service), to be considered by Overview and Scrutiny prior to consultation with tenants and leaseholders during 2012. Executive approval will be sought during the summer of 2012.
40. The VFM Strategy will relate specifically to the Efficiency Programme that is set out within the Finance Plan summary (Appendix 1), which identifies a saving of £400k against the cost of the landlord service in 2012-13, and projects year on year savings over the life of the plan.
41. The Council participates in Housemark which is a national benchmarking scheme. The VFM benchmarking analysis, which is now undertaken on an annual basis, has provided activity-based comparisons with other providers on cost, quality and performance. This exercise has produced options for efficiency savings across the service. In addition, the VFM Strategy will include productivity measures, and specific efficiency targets related to income maximisation; procurement savings; process related savings and also efficiencies related to staffing and management costs. The VFM Strategy will also drive improvements in Performance, on the basis that the Council should aim to be 'high performing at low cost'.

42. The proposed Efficiency programme, set initially at £ 400k in 2012/13 is likely to include the following proposals, with each area being set a specific target that is related to benchmarked figures. These are set out below to illustrate the scope and purpose of the VFM Strategy –
- Income Maximisation – savings targets will be set, related to void rent loss; increased rent income collection; and proposals to increase Careline Sales, to grow the current service in Central Bedfordshire. Other business opportunities will be explored.
 - Business process related efficiency – implementation of the new QL Housing IT system, for example, enables a new target to be set to increase the level and functionality of web based Repairs reporting, so as to improve customer choice and achieve savings. There are other opportunities to achieve business process related efficiencies that will be examined within the VFM Strategy.
 - Contract related efficiency – the track record related to procurement efficiencies is monitored and is currently strong. This can be evidenced over several years, but there is potential to increase those savings, for re-investment to improve the stock; or to re-pay debt.
 - Staffing/Management efficiency – examine the cost effectiveness of the contract management function, in relation to Repairs and Maintenance. In addition, the Council is exploring opportunities for Apprenticeships.

CONCLUSION

- 43 Central Bedfordshire Council is well placed to benefit from the new Self Financing regime, being introduced as part of the Government's Localism agenda. The stock is in relatively good condition and the approach taken to rent setting during recent years has been prudent and business like. Yet Council rents remain affordable at typically 50% to 55% of market rents.
44. Looking to the future, there is more flexibility to manage the asset, and plan for investment, so as to drive an improvement agenda related to Value for Money and productivity. The Council has undertaken an independent due diligence exercise, which indicates that the Council will benefit from the introduction of the new Self-financing regime, with more money to invest over 30 years than would have been possible under the current subsidy system.
45. During the next year or so, it is imperative to create the Vision for the Landlord Service, more focused on its landlord role. The VFM Strategy will be an important milestone on that journey, as part of the Council's overall approach to the new Self Financing regime. The new regime, created by the Localism Act, offers tremendous opportunity to deliver additional investment and to improve the Council's offer to tenants and leaseholders, as well deliver estate improvement and regeneration.

46. To improve VFM, and to drive continuous service improvement, it will be necessary to re-shape the Housing Service, in a way that is more commercially focussed and business-minded. New models of housing management are emerging at this time, which merit further investigation. For example, a model has been proposed by Cheshire West and Chester Council, which has the support of tenants, to outsource the management of the Council's stock in the Ellesmere Port and Neston area.
47. There is opportunity to engage with council tenants and leaseholders in Central Bedfordshire, to consider alternative arrangements to manage the Landlord Service. In so doing, the Council will, during 2012/13, begin to shape its Vision for the Landlord Service with more focus on being a landlord, operating within the Self Financing regime.

Appendices:

Appendix 1 10 year forecast of Landlord Service capital and revenue expenditure; and also income, which is the summary of the HRA Finance plan model

Background/Briefing Papers (open to public inspection):

Implementing self-financing for council housing. Department for Communities and Local Government (DCLG), February 2011

Modelling business plans for council landlords. (DCLG) February 2011

Self financing: planning the transition. (DCLG) February 2011

All stated papers are located at Watling House, Dunstable, Room 46, High Street North, LU6 1LF. Alternatively, they are available online at www.communities.gov.uk, or on request from Tony Keaveney, Assistant Director Housing.

Appendix 2

HOUSING REVENUE ACCOUNT (HRA) 30 YEAR FINANCE PLAN

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022-42
	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s
Properties (estimated):	5,195	5,185	5,175	5,165	5,155	5,145	5,135	5,125	5,115	5,105	4,905
Rents net of voids	-23,240	-24,402	-25,622	-26,903	-27,845	-28,819	-29,828	-30,872	-31,953	-33,071	-967,968
Other income	-2,143	-2,218	-2,296	-2,376	-2,459	-2,545	-2,634	-2,726	-2,822	-2,921	-85,487
Gross income	-25,383	-26,620	-27,918	-29,279	-30,304	-31,365	-32,462	-33,599	-34,774	-35,992	-1,053,455
Housing Management	4,255	4,404	4,558	4,718	4,883	5,054	5,230	5,414	5,603	5,799	169,737
Asset Management	864	894	926	958	991	1,026	1,062	1,099	1,138	1,178	34,466
Corporate Services	1,272	1,317	1,363	1,410	1,460	1,511	1,564	1,618	1,675	1,734	50,742
Maintenance	4,681	4,876	5,046	5,223	5,406	5,595	5,791	5,993	6,203	6,420	187,916
Bad debt provision	119	123	127	132	137	141	146	151	157	162	4,747
Debt Management costs	50	52	54	55	57	59	61	64	66	68	1,995
Contribution to Capital programme	5,942	10,282	9,964	6,050	6,269	10,995	11,229	6,972	7,223	12,233	327,118
Sheltered Housing Reprovision (SHR)	2,750	2,846	2,946	3,049	3,156	3,266	3,380	3,499	3,621	3,748	109,701
Use of SHR in Capital Programme	0	-4,125	-4,125	0	0	-4,500	-4,500	0	0	-4,750	-106,250
Landlord Service Efficiency Programme	-400	-414	-428	-443	-459	-475	-492	-509	-527	-545	-15,957
Expenditure	19,533	20,254	20,429	21,151	21,899	22,672	23,473	24,301	25,159	26,046	764,215
Net Cost of Services	-5,850	-6,366	-7,488	-8,128	-8,405	-8,692	-8,990	-9,297	-9,616	-9,945	-289,240
Interest on cash balances	-19	-19	-19	-19	-19	-19	-19	-19	-19	-19	-802
Net Operating Expenditure	-5,869	-6,384	-7,507	-8,146	-8,424	-8,711	-9,008	-9,316	-9,634	-9,964	-290,042
Interest repayment	4,746	5,498	6,248	6,972	7,688	7,651	7,598	7,528	7,438	7,328	78,619
Principal repayment/set aside	1,123	886	1,259	1,174	736	1,060	1,410	1,788	2,196	2,635	143,934
Capital Financing Requirement b/fwd	158,202	157,079	156,193	154,934	153,759	153,024	151,964	150,554	148,766	146,570	143,934
Capital Financing Requirement c/fwd	157,079	156,193	154,934	153,759	153,024	151,964	150,554	148,766	146,570	143,934	0
HRA Reserve b/fwd	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702
Contribution (to)/from Reserve	0	0	0	0	0	0	0	0	0	0	-67,489
HRA Reserve c/fwd	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702	-3,702	-71,191
Capital programme	6,142	10,482	10,164	6,250	6,469	11,195	11,429	7,172	7,423	12,433	331,118
Receipts	200	200	200	200	200	200	200	200	200	200	4,000
Revenue Contribution to Capital Outlay (RCCO)	5,942	10,282	9,964	6,050	6,269	10,995	11,229	6,972	7,223	12,233	327,118
Total Financing	6,142	10,482	10,164	6,250	6,469	11,195	11,429	7,172	7,423	12,433	331,118

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Meeting: Social Care, Health and Housing Overview and Scrutiny Committee

Date: 12 December 2011

Subject: Harmonisation of Housing Needs Services in Central Bedfordshire

Report of: Cllr Mrs Carole Hegley, Executive Member for Social Care, Health and Housing

Summary: The report proposes to harmonise Housing Needs services across Central Bedfordshire, with the Council operating an in-house service from April 2012. This will allow for consistent and coherent service provision across Central Bedfordshire and will yield a £200k efficiency saving from 2012-13 onwards. This will enable the Council to remodel the Service, in response to the Government's emerging Housing policy agenda, set out in the Localism Act 2011 and taking account of other changes resulting from Welfare Reform.

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

Contact Officer: Tony Keaveney, Assistant Director, Housing

Public/Exempt: Public

Wards Affected: All

Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

- | |
|--|
| <p>1. The creation of a cohesive, high quality Housing Needs service for Central Bedfordshire supports the following Council priorities-:</p> <ul style="list-style-type: none"> • Supporting and caring for an ageing population – by enabling older people to access accommodation, advice and support. • Educating, protecting and providing opportunities for children and young people – by working with families to address housing and support needs. |
|--|

Financial:

- | |
|---|
| <p>2. Direct provision of the Housing Needs Service, by the Council, from April 2012, will realise an efficiency saving of £200k for 2012-13. The efficiency saving will result mainly from integration of business processes and the rationalisation of management costs. A saving of £ 90k was achieved during 2011/12, within the Council's Efficiency programme, mainly related to the Value for Money review, undertaken as part of the Audit Commission inspection of the Housing Service, during 2010.</p> |
|---|

- 3 The current total cost of the Needs Service amounts to £751 k, which includes £79 k of Housing Revenue Account funding that relates to Lettings by the Landlord Service, as an integrated service in the south of Central Bedfordshire. The HRA funding will continue once the service is harmonised. The total resource figure excludes operational budgets that are required, irrespective of how the Service is delivered. For example, the cost of providing Temporary Accommodation. The current spend in each area is committed to the north area (through a contract with Aragon Housing Association), in the amount of £309 k per annum; and in the south area, in the amount of £442 k (which includes £79k of HRA funding). It is proposed to reduce the total expenditure by £200 k, as an efficiency saving, by harmonising the Needs Service.
- 4 An informal market test was conducted during 2011, which suggested that an efficiency saving could not be achieved through externalisation of the service, at this time. Essentially, the approach that is proposed is for the Council to re-configure this service, aligned to a changing Policy agenda, including Welfare Reform, and then to test the market through a procurement exercise during 2014.

Legal:

- 5 The Council will continue to discharge its statutory duty with regard to the Housing Act 1996 and the Homelessness Act 2002.

Risk Management:

6. There are no specific risks identified, related directly to the proposal to bring the service "in-house". Indeed, risk is reduced as a result of harmonisation. In particular, the benefit of direct control by the Council to re-configure this service, aligned to the changing Policy agenda, is a mitigation of risk.
- 7 There are risks related to implementation and change management, which have been identified as a consequence of there being a decision to harmonise the Housing Needs service. Mitigating actions have been applied, within the Implementation Plan being developed at this time. In particular, the risks relate to accessibility of the Service in the north area, and promoting public and service user awareness of the changes that are proposed within this report.
8. Aragon Housing Association (HA) and the Council are committed to managing change well and achieving a successful transition. It is proposed to base a team in Priory House and also to offer an outreach, surgery type service on regular days each week. These are proposed to take place at Aragon HA's offices in Ampthill; as well as Biggleswade, at the Council's office, and also the existing surgery service in Leighton Buzzard.

Staffing (including Trades Unions):

9. There are TUPE (Transfer of Undertakings and Protection of Employment) implications relating to staff currently employed by Aragon Housing Association with up to 12 staff members FTE affected. However, vacancies have been managed during the last year, at the Council and Aragon HA, and it is expected that the efficiency saving can be achieved without redundancies being required.

Equalities/Human Rights:

10. Public Authorities must ensure that decisions are made in a way which minimises un-fairness, and without a disproportionately negative impact on people from different ethnic groups, disabled people, women and men.

11. There are no Equalities or Human Rights implications inherent in the principle of harmonising the Housing Needs Service, by providing the entire service in-house, and therefore there are no direct implications considered within this report.
12. However, there are Equalities and Human Rights implications related to implementation of service harmonisation. All aspects of implementation will be subject to rigorous impact assessment to ensure that there is no disproportionate impact on any group or protected characteristic arising from the design of the new services, from policy development, or from the way the services operate.

Community Safety:

13. Not applicable.

Sustainability:

14. Not applicable.

Procurement:

15. A procurement exercise will be undertaken during 2014, to test the market for these services, once harmonisation is complete. This will be undertaken once the Service is operationally stable; and the Needs Services are re-configured, aligned to the changing Policy agenda and the implications of Welfare Reform.

RECOMMENDATION(S):

The Committee is asked to:-

1. **Consider and comment on the proposal to harmonise the Housing Needs Service across Central Bedfordshire, as a single and coherent “in house” service from 1 April 2012.**

BACKGROUND

16. The proposal to harmonise Housing Needs Services across Central Bedfordshire encompasses all housing advice; operation of the housing register and Choice Based Lettings; housing options and homelessness prevention; homelessness assessment and support to homeless households, including the provision of Temporary Accommodation.
17. Housing Needs Services in the legacy authorities were provided in-house by the former South Bedfordshire District Council (aligned to the Landlord Service); and in Mid-Bedfordshire had been externalised to Aragon Housing Association, under contract. These arrangements continued at the inception of Central Bedfordshire Council, in order to maintain stability during the transition period. It was envisaged that service harmonisation would be a priority during the early years of the new unitary council.

18. A mock inspection was undertaken by the Audit Commission during 2010, in part to examine options for future delivery of the Service. The inspection highlighted the fact that the Service offer to customers varied across the District and that harmonisation was necessary. Subsequently, during early 2011, an informal market test was undertaken, which suggested that the proposed efficiency saving of £ 200k could not be achieved, at this time, through externalisation.
- 19 The efficiency saving can be achieved through an “in-house” service, mainly as a result of management rationalisation and integration of business processes. It is not proposed to reduce the level or quality of service, but instead to strengthen homelessness prevention and to develop the Housing Options approach, which is well established in the south of Central Bedfordshire.

RATIONALE FOR HARMONISATION OF THE SERVICE

20. The primary reason for harmonising Housing Needs Services is to achieve a coherent and consistent service across Central Bedfordshire. Since the inception of Central Bedfordshire Council, the two legacy Housing Needs Services have worked closely together and have aligned their practices and procedures. Both services are similar in their functions, which have a statutory basis, and the size of population they serve, but inevitably, there is duplication.
21. There are also differences in the culture and practice of the two services which were noted during the July 2010 mock service inspection. These differences are no reflection of service quality, or performance. Rather, the differences arise from the distinct operating contexts, and demands placed on the services, prevailing in the legacy authorities.
22. The service operated by Aragon Housing Association is strong, it's main aim being homelessness prevention. In terms of demands placed on the service, related to urgent/pressing Housing Need, Aragon are generally able to meet that Need through the supply of social housing within the north area. The service could be described as having a strong ‘lettings’ approach, in that the service responds to housing need by letting social rented property through Choice Based Lettings.
23. Whereas, the Council-run service in the south of the authority has been operating in an area of greater homelessness and housing needs pressure. Further, the supply of re-lets in the south is predominantly 2 bedroom accommodation, which is a constraint on meeting housing needs. The Council’s service is generally less able, in the south area, to meet Housing Need through a “lettings” approach. In the south area, a greater role is played by the private rented sector in meeting housing needs.
24. A strong driver for developing a coherent service is that the operating context for services across Central Bedfordshire is changing. The Localism Act, which received Royal Assent on the 15th November 2011, gives Local Authorities greater freedom to tailor the allocation of social housing to meet local priorities, and to discharge their statutory homelessness duty by enabling the take-up of a tenancy in the private rented sector.

25. The Government's policy intent is to focus scarce social housing resources on those in the greatest need. There is a significant change agenda, not least the proposed change to create five year tenancies, which will mean the end of a "[social] home for life". The Council is required to develop a Strategic Tenancy Policy by November 2012, so as to apply these changes at a local level.
26. The Government strongly endorses the 'options' approach, whereby households are supported to seek housing outside of the social sector, where appropriate, as a way of safeguarding access to social rented tenancies for the most vulnerable. In harmonising Needs Services, it is proposed to re-direct resources to strengthen homelessness prevention which will mean, over time, there will be less focus on managing the Housing Register.
27. Further policy change has been introduced by the Government's Affordable Rent Regime. This is expected to increase local housing need pressure, as newly built Housing Association lettings will be offered at 80% of market rent.
28. Service harmonisation, as an "in-house" Council Service is the most direct way to achieve a consistent model of service which combines and builds on the best elements of the existing services, and to create an approach which is tailored to local needs and priorities. In the context of the policy change agenda, including Welfare Reform, there is significant benefit in the Council in being able to re-configure the Service, aligned to the changing operating environment.
29. For the Council to effect change, whilst managing the Needs Service under contract, would be more difficult and potentially costly. It is for this reason that the proposal is to bring the Service "in-house", so as to harmonise and re-shape the model of service, with the advantage of direct control. Once the Service is operationally stable, the Council should seek to test the market, in terms of a Value for Money assessment.
30. If the Needs service is harmonised as an "in-house" model, the period 2012 to 2014 will allow the Council time to develop a Housing Needs service model which is fit-for-purpose and tailored to local needs and priorities. This period will afford opportunity to the Council to respond to economic pressures and welfare reform. It is intended to test the market in 2014, so as to examine Value for Money, for a service that is 'fit for purpose', aligned to the Policy position of the Council.

NEXT STEPS

31. A project group has been established, with representation by senior officers from the Council and Aragon Housing Association, chaired by the Assistant Director, Housing Services.
32. There is clear benefit in co-production and joint working, to establish a model of harmonised service aligned to common aims and objectives, between Aragon HA and the Council, with the outcome being a better service for customers and a smooth transition for staff. There is a detailed Implementation plan, designed to manage change in a planned way, to enable the Needs Service to be operational as a single service from 1st April 2012. However, it will take several months to re-model the service during 2012. Aragon HA and the Council are committed to partnership working, and a proactive approach in the design of the new Service, prior to the transfer to the Council.

33. There will be an emphasis on designing a service which is highly visible and accessible across all of Central Bedfordshire, working closely with Aragon Housing Association as the dominant landlord in the north area. It is also intended to maximise the use of web-based applications, in relation to Lettings of social housing, building on the success of Bedfordshire Homefinder, the Council's Choice Based Lettings scheme.
34. The Committee will have opportunity to consider, initially in March 2012, the changes introduced by the Localism Act 2011, related to the strategic housing agenda. There will be opportunity for the Overview and Scrutiny Committee to review progress with implementation and change management during 2012. There is also scope for the Committee to provide quality assurance and critical challenge, during the process of Service re-configuration, aligned to the Policy agenda.

SUMMARY

35. The proposal is to harmonise the housing needs service in Central Bedfordshire by transferring the service from Aragon to the Council and this will meet the requirements of a consistent service across the Council, achieving the efficiency saving and providing the opportunity to remodel the service within the context of a changing national agenda.
36. Aragon Housing Association is a partner to the Council across a range of services and initiatives. The Association has provided a high quality Housing Needs service, representing good value for money; first to Mid Bedfordshire District Council and more recently to Central Bedfordshire Council. This is recognised, appreciated and worthy of note.

Background papers and their location: (open to public inspection)

Local decisions: a fairer future for social housing. Department for Communities and Local Government, November 2010.

All stated papers are available at Watling House, Dunstable, Rm 46, High Street North, LU6 1LF. Alternatively they are available online at www.communities.gov.uk, or on request from Tony Keaveney, Assistant Director Housing.

Meeting: Social Care Health and Housing Overview & Scrutiny Committee
Date: 12 December 2011
Subject: Review of Fairer Charging: Phase 2 Telecare Charging
Report of: Councillor Carole Hegley, Portfolio Holder for Social Care, Health and Housing
Summary: This report concerns the proposals to introduce a charge for Telecare Services provided by the Council.

Advising Officer(s): Julie Ogley, Director Social Care, Health and Housing
Contact Officer: Tim Hoyle, Head of Business Systems
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The development of Telecare services is part of the council's priority to support and care for an ageing population.

Financial:

1. The introduction of charging for Telecare, it is estimated, would deliver an additional £192,000 of gross income to the council in a full year and was included in the 2011/12 efficiency proposals.

Legal:

2. No implications

Risk Management:

3. No implications

Staffing (including Trades Unions):

4. No implications.

Equalities/Human Rights:

5. The Equality Impact Assessment prepared during the development of these recommendations identified that these proposals will impact adversely on older and disabled people, particularly those on low incomes.
6. Proposals are set out in the body of the report that will go some way to mitigating these adverse impacts.

Community Safety:

7. No implications

Sustainability:

8. No implications

RECOMMENDATION(S):

- 1. that the Committee advises the Executive of its views on the proposals to introduce a charge for Telecare Services.**

Background

9. At its meeting on 28 September 2010 the council's Executive approved the revised Charging Policy for Non-residential Social Care Services.
10. This decision was made following the work of a Task Force which was set up by Social Care Health and Housing Overview & Scrutiny Committee in 2010 to conduct a review the council's policy in this area.
11. In addition the Executive made the following recommendations for further work as set out below:
- a) analysis of the options for charging for Telecare Services with the objective of introducing a charge from 1 April 2011.
 - b) analysis of the options for charging for equipment and adaptations in excess of £1000 with the objective of introducing a charge from 1 April 2011.
 - c) continue with work to integrate Financial Assessment with Reablement and to deliver other reductions in the costs of assessment and collection of charges.
 - d) identify process efficiencies in determining the customer's charge.
12. Work on items c) and d) are in progress and are being managed and monitored through the directorate's Balanced Scorecard approach and Efficiencies Programme. A summary of actions taken is set out in the following paragraphs. Work on item b) is ongoing and will be the subject of a further report.
13. The integration of Financial Assessment processes with Reablement has been established and arrangements are now in place to set up financial assessments during a customer's period of reablement. At the same time the Reablement service is growing and developing. The aim is that where a customer has a period of reablement and subsequently needs ongoing services then the financial assessment is completed prior to the commencement of those services.
14. Various process efficiencies have been examined and two significant changes have been made: firstly a role has been established from within the existing establishment to coordinate the arrangement of financial assessment appointments; secondly the process to undertake annual reassessment of customer finances has been modified so that annual increases in benefits are incorporated into a revised assessment, which is then sent to the customer along with a letter inviting them to advise us if any of the figures are incorrect.

15. The remainder of report focuses on recommendations for item a) – the options for the introduction of charges for Telecare Services. An initial estimate of income deliverable by charging for Telecare of £192k in a full year was included as an Efficiency item in the council's budget for 2011/12.

Telecare

16. Telecare is the provision of one or more detector devices in a customer's home which are linked to a control device. These devices can include fall detectors, temperature sensors and motion detectors. When one of the devices is triggered this sends an alert via the telephone system to a central monitoring centre. Staff in the monitoring centre respond to all alarm calls and have access to a list of people (normally relatives or other informal carers) who can be alerted.
17. Telecare uses similar technology to traditional 'community alarm' services, the difference being that community alarm systems are only activated by a pendant worn by the customer or by a pull cord, not the sensors available with Telecare.
18. Telecare is currently provided by Aragon Housing Association on behalf of the council. Monitoring is undertaken by North Hertfordshire District Council control centre. The council pays for all of the costs involved.
19. Although there is a weekly charge associated with the provision of community alarm systems, there is currently no charge associated with the provision of Telecare. The reason for this is that Telecare was originally introduced as a pilot programme and was grant-funded by central government. This funding has now ceased.
20. The budget for Telecare for 2011-12 is £230k. This pays for the cost of the staff to undertake Telecare assessments and installations, new and replacement Telecare equipment and the monitoring charge.
21. Telecare both locally and nationally is perceived as a very useful service that provides a degree of peace of mind to vulnerable people and their carers. At the time of preparation of this report there were over 900 Telecare installations in the Central Bedfordshire area and this number increases by approximately 20 per month.
22. The experience of the pilot period is that Telecare has a role both as a 'preventative' service (i.e. one that prevents or delays a person needing more intensive levels of support) and as part of the services provided to people as part of a personal budget or package of care services. The charging mechanism needs to address both of these roles.

Charging Options and Considerations

23. The introduction of a charge for Telecare Services was identified during the review of charging for non-residential social care services undertaken in 2010. It was also identified as an opportunity in the 'Revenue Income Optimisation' (RIO) programme which was also undertaken in 2010.
24. The review of charging for non-residential social care services undertaken in 2010 was an extensive process that involved a full stakeholder consultation and the consideration of the issues and options by a members' task group. The group's recommendations were, in turn, considered by the relevant Overview and Scrutiny Committee before being agreed by the council's Executive.

25. The consultation process undertaken as part of the 2010 review demonstrated a good deal of support for the introduction of a charge for Telecare Services. Of 14 areas of policy proposals consulted on the charging for Telecare was the 4th most popular with around 65% indicating agreement with the concept.
26. It was recognised that more work needed to be done before introducing a charge for Telecare Services and the result of this work appears in this report.
27. The gross income that could be delivered by the introduction of a charge was estimated to be £192k per annum and this was incorporated into the council's budget for 2011-12 as part of the Efficiencies programme.
28. The basis for the analysis of charging options was one of 'cost recovery' and the two broad options considered under this heading were:
 - A flat rate charge to all customers
 - A variable rate that was based on the amount or equipment used and/or the number of calls made to the control centre in a given period.

The option to charge a variable rate was not pursued in detail because of the potential complexity of such a scheme, so all analysis was based on the determination of an appropriate 'flat rate' charge.
29. A charge of £4.00 per installation per week (plus VAT) has been determined as a reasonable charge on a 'cost recovery' basis. The method of calculation is set out in Appendix A.
30. It is possible that the introduction of a charge will lead to some customers asking for the Telecare equipment to be removed to avoid the charge and it may also result in reduced demand for new installations. Extensive modelling of the financial effects of these factors has not been undertaken but it is considered that the charging model remains robust even with relatively large changes in demand.
31. The effect of the introduction of charging on the demand for Telecare will inform future procurement and contractual arrangements for these types of service.

Telecare in the context of other care services

32. It is proposed that Telecare is considered differently depending on whether it is being offered as a preventative service or as part of services to meet the assessed needs of a person who meets the council's eligibility criteria for social care services. The rationale for this is that the council has a greater duty to the latter group than the former.
33. Where Telecare is being provided as a preventative service the proposed 'flat rate' charge would be made and the service would be available 'on demand' (i.e. without assessment of whether an applicant had eligible needs).
34. Where Telecare is contributing to the meeting of the needs of a person who meets the council's eligibility criteria then the cost of Telecare would become part of the overall package of care services. In these circumstances the customer would be financially assessed (as they are currently) and the effect of introducing a charge for Telecare would be as follows:
 - a) Customers currently assessed to pay a nil charge would continue to pay a nil charge

- b) Customers who pay a contribution to the cost of their services based on their disposable income would not have an increase in their charge.
 - c) Customers who pay the 'full cost' of services would pay the additional charge for Telecare.
35. The arrangements set out above would apply both where a customer is council-commissioned services or a Direct Payment.
36. The effect of these arrangements would be that the council would subsidise services for people who were in the greatest need (as determined by a community needs assessment) and who also lacked the ability to pay (based on the assessment of their financial circumstances).

Findings from consultation responses

37. A consultation was undertaken with all current Telecare customers and stakeholder groups. Each received a consultation document and a response questionnaire. In total 888 customers and 128 stakeholder groups were contacted. As well as being asked about their attitude to the introduction of a charge, consultees were asked about the value they placed on the service and their use of it.
38. Responses were received from 425 (48%) of customers and 6 (5%) of stakeholder groups. The key findings from the survey of customers are below.
- a) 158 (40%) of respondents stated that they received Telecare in addition to other care services. The remainder 241 (60%) do not.
 - b) 280 (75%) of respondents reported using the system less than once a month. Only 11 (3%) reported using the system more than once a week.
 - c) 233 (57%) of respondents described that Telecare gave them 'peace of mind' rather than being 'really important' or 'vital' 118 (29%)
 - d) 130 (32%) were supportive of charging (agreed or agreed strongly), 246 (60%) were against charging (disagreed or disagreed strongly).
 - e) There was almost no correlation between the degree to which people valued Telecare and their support, or otherwise, for the introduction of charging.
 - f) 347 (86%) of respondents supported the idea of the council subsidising Telecare for those on very low incomes.
 - g) A significant proportion (84 – 20%) of respondents indicated that the imposition of a charge would cause them to seriously consider continuing with the service.
 - h) A number of respondents suggested that the council should attempt to reduce the cost of the service and pass this saving on to customers.
39. Responses from stakeholder groups were generally opposed to the introduction of a charge but there were no common themes (perhaps because of the relatively few responses from groups as opposed to individuals). Feedback and suggestions received included:
- a) Reviewing the costs of the Telecare Service so as to reduce the charge.
 - b) The service continuing to be free or to have a lower charge of £2.00.
 - c) High costs may result in a lower take up of this service

40. A detailed breakdown of the consultation responses appears in Appendix B.

Benchmarking information

41. Benchmarking work with other authorities was undertaken as part of the RIO programme and it has been updated and added to for this report. The information appears in full in Appendix C
42. The benchmarking data shows a wide range of charges for both Telecare and Community Alarm services. In this context the proposed charge of £4.00 for Telecare would not be unreasonable, although it must be pointed out that there is more data available for the cheaper Community Alarm schemes than for Telecare (which some councils may not offer).
43. In seeking benchmarking data questions were asked about the operation of any concessions for customers on low incomes. Two councils reported offering a formal concession scheme and another two indicated that the charge was 'dependent on income' or 'affordability' but provided no further information.

Equality Impact Assessment (EIA)

44. The full EIA appears in Appendix D. The most significant conclusions are that there would be an adverse financial impact on some customers and this would have a greater impact on those on low incomes.
45. However it should be noted that at present Telecare is not charged for but the similar service, Careline Community Alarm, is charged for. This is inequitable and the introduction of a charge for Telecare will address this.
46. The EIA recommends a series of actions to help to mitigate the impact on people with low incomes. These actions include:
- a) Consideration of a lower subsidised charge
 - b) Ensure that customers are given due notice of the introduction of a charge
 - c) Monitor the take up of service by new customers and exits from the service
 - d) Ensure that customers have information about the alternative services and associated costs.
47. Actions planned to incorporate these proposals are set out later in this report.
48. The EIA also notes that discouraging customers from having a Telecare Service where needed may ultimately have an adverse effect on customers in the form of increased hospital admissions and that Telecare can be used to support early discharge from hospital and avoid ort delay admission into residential care. Therefore the intent of the charging policy should be to avoid discouraging the take up of the services.

Alternatives services currently available

49. Telecare is a relatively recent development that has built on previous technology used to deliver community alarm services. These, in turn, have been developed from 'warden alarm' systems originally installed into sheltered accommodation. This evolution had lead to a variety of services being available in the Central Bedfordshire area from either the council or from the other public sector housing providers.

50. In addition, in recent years there have been several entrants to this sector, mainly in the area of Telecare, such as Age UK and Tunstall Telecom. They offer their services on a commercial basis and on a variety of terms.
51. This is an area which is evolving relatively rapidly. For example, during the time when this report was being prepared Aragon Housing Association introduced and enhanced community alarm service (with the option of additional Telecare equipment) and also withdrew its standard 'Lifeline' service to new customers.
52. A list of alternatives and their costs appears in Appendix E.

Conclusions

53. A number of conclusions can be drawn from the consultation responses:
 - a) The zero-cost aspect of Telecare has led to some customers retaining the equipment after it has ceased to be required (for example, after a previously dependent spouse has died or moved into residential care).
 - b) The number of customers reporting use of Telecare for 'peace of mind' and the low usage also suggests that some customers have made a decision to have Telecare installed on the basis of it being zero cost, a decision that they may reasonably wish to reconsider should they be required to pay a charge.
 - c) The number of customers who only have one or two sensors installed and who also have low usage of the system may indicate that for a proportion of current customers Telecare may offer little more to them than a Community Alarm service would.
54. Whilst there is some degree of support for the introduction of charging it is clear that there is also support for a lower charge for customers on very low incomes. Against this perspective it should also be borne in mind that the community alarm service does not have reduced charge for those on low incomes. The operation of a scheme of concessionary charges would require more administration than a flat rate scheme and it would also undermine the principle of cost recovery.
55. It would be inappropriate and counter-productive to channel customers who stated that they were unable to afford Telecare charges through the council's community needs assessment processes, unless there were other reasons why an assessment may be warranted.
56. However it is clear that the introduction of a charge for a service that has previously been free will have an impact on low income customers, some of whom may be placed at increased risk if they decided to terminate the Telecare Service.
57. It is proposed that the introduction of the charge would include a process whereby if a customer states that they are unable to afford the charge and/or wishes to terminate the service and have the equipment removed, then the risk to the customer is evaluated and the options explored with them (and their relatives if appropriate). These options would include:
 - a) The cost of the service being met by a third party (relative or charity).
 - b) The customer 'downgrading' to a 'Careline' level of service and being charged the current rate for Careline¹.

¹ In these circumstances officers would explore with the providers the possibility of avoiding the need to swap out equipment to convert from Telecare to Careline.

- c) The customer considering an alternative provision.
 - d) The customer being referred for a Community Needs Assessment, if appropriate
 - e) The customer being referred for a check of entitlement to welfare benefits, if appropriate
 - f) Termination of the service.
58. In the final analysis, if a customer is unable to afford the cost and there is no appropriate solution after exploring the options set out in paragraph 57 then it will be possible to consider such cases as policy exceptions and an individual decision made on the level of charge to be paid.

Next steps

59. The proposal to introduce a charge for Telecare is due to be discussed by the Executive on 10th January 2012. Subject to approval of the recommendations and any further comments by the Executive, the next steps will be to:
- a) The list of current Telecare customers will be compared with those currently receiving other care services and those customers who would not need to pay will be identified².
 - b) Following the Executive decision officers will write to all chargeable customers giving 28 days notice of the intent to charge and asking them to provide information to allow the commencement of billing and charging. At the same time customers will be sent a VAT exemption self-declaration form. Those customers who have been identified as not needing to pay will also be advised of this by letter.
 - c) Charging will commence from 13th February 2012.
 - d) Where customers indicate that they cannot afford the charge or are unwilling to pay then arrangement will be made to explore with them the options set out in paragraph 57.
 - e) The effect of the introduction of charging on the take up of Telecare will be monitored of the coming months.

Appendices:

- Appendix A: Calculation of the Charge for Telecare
- Appendix B: Summary of Consultation Responses
- Appendix C: Benchmarking of Telecare and Community Alarm Charges
- Appendix D: EIA – Charging for Telecare Services
- Appendix E: Telecare and Community Alarm Schemes in Central Bedfordshire

Background Papers: (open to public inspection)
Charging for Non-Residential Social Care Services
Telecare Consultation Document
Telecare Customer Questionnaire
Telecare Stakeholder Questionnaire

Location of papers: Priory House, Chicksands

² This activity can be undertaken ahead of the decision by the Executive.

Fairer Charging Phase 2: Telecare Charging: Appendix A

Calculation of the charge on a 'cost recovery' basis

- The charge is calculated by taking the total costs and dividing by the average number of installations in place during the year and then dividing again by 52 to produce the weekly charge per installation. These are set out in the table below:

	2011-12	2012-13	2013-14
Average number of Installations	964	1,188	1,387
Staff	£85,487	£85,487	£85,487
Monitoring charges	£50,128	£61,776	£72,124
Equipment	£94,218	£91,517	£ 88,973
Total Costs	£229,833	£238,780	£246,584

Annual cost per installation	£238.42	£200.99	£177.78
Weekly cost per installation	£4.58	£3.87	£3.42
Average over 3 years			£3.96

- These estimates assume that the number of installations continues to increase along with the monitoring charge but that the monitoring charge per customer remains the same. They also assume no increase in the number of staff required to deliver the service. The cost of equipment reduces as this only includes the cost of new and replacement equipment and it is assumed that a good deal of the equipment can be re-used when a customer no longer requires it.
- It is possible that the introduction of a charge will lead to some customers asking for the Telecare equipment to be removed to avoid the charge and it may also result in reduced demand for new installations. Extensive modelling of the financial effects of these factors has not been undertaken but it is considered that the charging model remains robust even with relatively large changes in demand.
- Whilst the commissioning of Telecare Services is beyond the scope of the work undertaken and this report, the effect of the introduction of charging on the demand for Telecare will be an important consideration in the determination of future contractual arrangements.

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Telecare Consultation (15th August to 4th November 2011)

Final Results

Customer Responses

- 888 Letters + questionnaire sent to current Telecare customers
- 4 Notifications of death received (where equipment not taken over by surviving spouse)
 - 2 Notifications received that customer has moved into permanent residential care
 - 3 Letters returned to sender as undeliverable by Royal Mail
- 425 Completed questionnaires received (47.9% return rate)

Following the mailing, 60 telephone/e-mail enquiries were received which mainly related to the following:

- Status regarding care assessment/financial assessment in connection with Telecare
- Telecare records requiring update
- Customers no longer requiring the service
- Uncertainty as to whether customer has Telecare or Careline/Lifeline
- Customers already paying for Lifeline service
- Expressing an opinion regarding the proposed charge prior to returning the survey

Where necessary, issues have been notified to Aragon Housing Association.

Fairer Charging Phase 2: Telecare Charging: Appendix B

Customer responses to survey questions. All percentages based on number of respondents to the relevant question:

Q1: Please indicate which of the following social care services you receive.
(Multiple answer)

399	Respondents	
107	26.8%	Home Care
36	9.0%	Day Care/Day Opportunities
17	4.3%	Respite Care
42	10.5%	Other
241	60.4%	None
	39.6%	Receive services

Q2: Before you had Telecare, did you have a community alarm system (for example 'Lifeline' or 'Careline')
(Single answer)

420	Respondents	
46	11.0%	Yes
366	87.1%	No
8	1.9%	Don't know

Q3: How long have you had Telecare?
(Single answer)

415	Respondents	
109	26.3%	Less than a year
192	46.3%	1- 2 years
100	24.1%	3 years or more
14	3.3%	Don't know

Q4: How many Telecare sensors do you have installed?
(Single answer)

414	Respondents	
252	60.9%	1 - 2
140	33.8%	3 - 5
9	2.2%	More than 5
13	3.1%	Don't know

Fairer Charging Phase 2: Telecare Charging: Appendix B

Q5: On average, how often do you use your Telecare system to alert the control centre?
(Single answer)

375 Respondents

3	0.8%	More than once or twice a day
2	0.5%	Once or twice a day
6	1.6%	Once or twice a week
38	10.1%	Once or twice a month
280	74.7%	Less than once a month
46	12.3%	Don't know

Q6: What is the most common reason for the control centre being alerted?
(Literal answer)

373 Respondents

The full list of responses is available in a [separate spreadsheet](#). However, the most common reasons for the call centre being alerted relate to falls and testing/checking the system. As an indication, below is a list of the number of responses containing specific text:

115	30.8%	"fall", "falling", "fell"
86	23.1%	"test", "testing", "check", "checking"
21	5.6%	"accidental", "by accident", "false alarm"
22	5.9%	"never used", "not used"

Q7: When the control centre is alerted, who do they contact on your behalf?
(Multiple answer)

402 Respondents

54	13.4%	Spouse
268	66.7%	Other Relative
34	8.5%	Carer
113	28.1%	Neighbour
58	14.4%	Friend
40	9.9%	Other (<i>paramedics, hospital</i>)

Q8: Which of the following best describes how you feel about your Telecare service?
(Single answer)

412 Respondents

32	7.8%	It's not important / I don't really use it
233	56.5%	It gives peace of mind but I don't actually use it very often
21	5.1%	It's quite important to me but I could get by without it
64	15.5%	It's really important to me and it would be difficult to manage without it
54	13.1%	It's vitally important to me – I wouldn't be able to stay in my home without it
8	1.9%	Other (see literal responses to "Other – please specify" in separate spreadsheet)

Q9: What do you consider to be the best aspect of Telecare?
(Literal answer)

347 Respondents

The full list of responses is available in a [separate spreadsheet](#). However, the most common themes relate to peace of mind, security and reassurance that help is at hand quickly, at all hours of the day, should it be needed. Some respondents also commented on the efficient/quick response. As an indication, below is a list of the number of responses containing specific text:

114	32.8%	"peace of mind", "reassurance", "security"
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Q10: What do you consider to be the worst aspect of Telecare?
(Literal answer)

215 Respondents

The full list of responses is available in a [separate spreadsheet](#). However, the most common answer is that there are no bad aspects. As an indication, the following number of responses contain the text shown:

141	65.6%	"none", "N/A", "no"
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Q11: To what extent do you agree or disagree with the Council's proposal to introduce a charge of £4 per household per week for most people who use Telecare?
(Single answer)

410 Respondents

14	3.4%	Strongly agree
116	28.3%	Agree
100	24.4%	Disagree
146	35.6%	Strongly disagree
34	8.3%	Don't know

Q12: How do you think the charge for Telecare would impact on you?
(Literal answer)

334 Respondents

The full list of responses is available in a [separate spreadsheet](#). However, the emerging theme is that the charge will have an impact because of being on a fixed income/pension. Whereas some respondents comment that they will have to budget and this could affect money available for food/fuel, others state that they cannot afford it and will consider having it removed. There are a few respondents who say it will have little impact or they will pay it because of the reassurance it gives. Some suggest that the figure of £4 is too high and suggest what they consider to be a more realistic figure.

Q13: Do you think the Council should subsidise Telecare for those people on very low incomes?
(Single answer)

406 Respondents

347	85.5%	Yes
19	4.7%	No
40	9.8%	Don't know

Fairer Charging Phase 2: Telecare Charging: Appendix B

Q14: Do you have any other comments about Telecare and the proposed charge or any other views that we should take into account?
(Literal answer)

193 Respondents

The full list of responses is available in a [separate spreadsheet](#). There is a variety of responses, some of which reiterate comments made under Q12. Some respondents believe the Council is hitting the most vulnerable with cuts, whereas others mention the preventative role of Telecare enabling people to stay safely in their own homes. Concern is also expressed about elderly and disabled residents having the system removed due to the cost and the potential problems this might cause.

Q15: What type of accommodation do you live in?

416 Respondents

232	55.8%	House
123	29.6%	Bungalow
37	8.9%	Flat/Maisonette
9	2.1%	Sheltered/Supported Housing
15	3.6%	Other (<i>park home, mobile home, annexe</i>)

Q16: Do you live alone?

409 Respondents

243	59.4%	Yes
166	40.6%	No

Q17: Are you male or female?

392 Respondents

151	38.5%	Male
241	61.5%	Female

Q18: What is your age?

410 Respondents

30	7.3%	Under 60 yrs
8	1.9%	60-64 yrs

Fairer Charging Phase 2: Telecare Charging: Appendix B

56	13.7%	65-74 yrs
316	77.1%	75+ yrs

Q19: Do you consider yourself to be disabled?

384 Respondents

281	73.2%	Yes
103	26.8%	No

Q20: Are you?

403 Respondents

384	95.3%	British
9	2.2%	Irish
6	1.5%	European
1	0.3%	Other White background
3	0.7%	Other ethnic group

Additional Information from literal responses to Q12 and Q14:

84 responses indicated that if Telecare was subject to a charge, they would consider having it removed as they would not be able to afford it.

Partner and Stakeholder Responses

Emails or letters were sent to 128 organisations and groups. These are listed below:

Advocacy Alliance	Carers Support Bureau
Age Concern Bedfordshire	Chalgrave Parish Council
Aldwyck Housing Association	Chalton Parish Council
Alzheimer's Society	Christian Family Care
Amphill and Biggleswade Citizens	Clifton Parish Council
Advice Bureau	Clophill Parish Council
Amphill Town Council	Community & Voluntary Service
Aragon Housing Association	Cranfield
Arlesey Town Council	Cranfield Parish Council
Aspley Guise Parish Council	DEGA Project Age Concern
Aspley Heath Parish Council	Disability Resource Centre
Astwick Parish Meeting	Down's Heart Group
Barton-le-Clay Parish Council	Dunstable Town Council
Battlesden Parish Meeting	Dunton Parish Council
Bedford African Community Support Project	East Beds Befrienders
Bedford Association of Senior Citizens	Eaton Bray Parish Council
Bedfordshire & Luton Community Foundation	Edworth Parish Meeting
Bedfordshire & Luton Mind	Eggington Parish Council
Bedfordshire Local Involvement Network (LINK)	Embrace
Bedfordshire Advice Forum	Eversholt Parish Council
Bedfordshire Advocacy Service for Older People	Eyeworth Parish Meeting
Bedfordshire and Luton MIND	Flitton & Greenfield Parish Council
Bedfordshire Down's Syndrome Support Group	Flitwick Town Council
Bedfordshire Primary Care Trust	Gravenhurst Parish Council
Bedfordshire Race Equalities Council (BREC)	Harlington
Bedfordshire Rural Affairs Forum	Harlington Parish Council
Charity	Haynes Parish Council
Bedfordshire Rural Communities Charity (BRCC)	Heath & Reach Parish Council
Beds and Luton Mental Health Trust - CAMHS	Henlow Parish Council
Biggleswade Town Council	Hockliffe Parish Council
Billington Parish Council	Home Start South Bedfordshire
Blunham Parish Council	Houghton Conquest Parish Council
Bosnian Community Group	Houghton Regis Town Council
Brogborough Parish Council	Hulcote & Salford Parish Council
Caddington Parish Council	Husborne Crawley Parish Council
Campton & Chicksands Parish Council	Hyde Parish Council
Carers in Bedfordshire	Kensworth Parish Council
	Langford Parish Council
	Leighton-Linslade Citizens Advice Bureau
	Leighton-Linslade Town Council
	Lidlington Parish Council
	Luton Rights
	Macmillan Welfare Rights Service
	Marston Moretaine Parish Council

Fairer Charging Phase 2: Telecare Charging: Appendix B

- | | |
|---|---|
| Maulden Parish Council | Sight Concern |
| Meppershall Parish Council | Silsoe Parish Council |
| Millbrook Parish Meeting | Slip End Parish Council |
| Milton Bryan Parish Meeting | South Beds Dial-A-Ride |
| Moggerhanger Parish Council | Southill Parish Council |
| Monday Club for the Blind, Houghton Regis | Stanbridge Parish Council |
| Multicultural Women's Coalition & Purbachal The Eastern Sky | Steppingley Parish Council |
| Multiple Sclerosis Therapy Centre | Stondon Parish Council |
| NHS Bedfordshire | Stotfold Town Council |
| Northill Parish Council | Streatley Parish Council |
| Old Warden Parish Council | Stroke Association |
| Older Peoples Reference Group | Studham Parish Council |
| Parkside Voice Stakeholder group | Sundon Parish Council |
| POhWER | Sutton Parish Council |
| Potton Town Council | Tempsford Parish Council |
| Pulloxhill Parish Council | Thai 3 Counties |
| Really Flexible Care Limited | Tilsworth Parish Council |
| Relate Bedfordshire & Luton | Tingrith Parish Meeting |
| Rethink Advocacy | Tingrith Parish Meeting |
| Ridgmont Parish Council | Toddington Parish Council |
| Sandy Town Council | Totternhoe Parish Council |
| Shefford Town Council | Westoning Parish Council |
| Sheltered Tenants Action Group (STAG) | Whipsnade Parish Council |
| Shillington Parish Council | Woburn Parish Council |
| | Wrestlingworth & Cockayne Hatley Parish Council |

- 6 Responses received to the Partner/Stakeholder Response Form
- 1 Detailed response received from [Bedfordshire LINK](#)

Responses to survey questions:

Q1: Are you:

- 6 Respondents
- 2 Responding on behalf of a voluntary organisation
- 4 Other (2 x Parish Council, Older People's Reference Group, Downside Ladies Lunch Club)

Q2: What is your view on the proposal to charge a 'flat rate' of £4.00 per household per week for the Telecare service:
--

- 4 Respondents
- 1 Too much
- 3 About right

Fairer Charging Phase 2: Telecare Charging: Appendix B

0 Too little

For comments, see [separate spreadsheet](#).

Q3: Do you think that any groups of people should pay less than the standard charge for Telecare?

4 Respondents

2 Yes

1 No

1 Not sure

For comments, see [separate spreadsheet](#).

Q4: Are there any issues you wish to raise about the proposal to charge for Telecare that you think the Council should consider?

2 Respondents

For comments, see [separate spreadsheet](#).

Q5: If you would like to receive feedback about this consultation, please provide your contact details.

4 Respondents

For details, see [separate spreadsheet](#).

Fairer Charging Phase 2: Telecare Charging: Appendix C

Telecare and Community Alarm System Charges

Benchmarking against other Local Authorities – November 2011

Details of weekly charges levied by other authorities for Telecare and/or Community Alarm Systems (website research). Most local authorities state that charges are for Telecare service (not equipment) and can be included within package of services for community care assessment and financial assessment. Although it's not made clear on many websites, the assumption has been made that all charges shown are excluding VAT.

Central Bedfordshire Comparator Group	
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West Cheshire	Charge dependent on financial circumstances
Bedford	Telecare - Free of charge Community Alarm £3.50 per week (basic service) £5.00 per week (includes mobile response service)
East Cheshire	£1.14 per week
Warrington	Website states "costs less than the cost of a daily newspaper" (community alarm) + initial installation charge
Stockport	Up to maximum of £5.19 per week (depending on services and affordability)
Wiltshire	No cost details
South Gloucestershire	£1.40 per week (community alarm)
Solihull	Charge subject to review (community alarm)
Bury	Up to maximum of £3.35 per week
Swindon	£4.12 per week
Bath & N. E. Somerset	£3.60 per week + one off installation charge of £30.00 (community alarm). If service user is on certain means tested benefits, charge per week is £2.55. Most telecare sensors can be supplied at no extra cost. Also provide stand alone sensors (not linked to community alarm) at hire charge of £1.56 per week per sensor.

Medway	£4.51 per week + one off installation charge of £37.77
West Berkshire	Signposting to external organisations only
Milton Keynes	£2.94 per week (Telecare), £3.23 per week (community alarm) + one off installation charge of £20.83 . Concession if receiving Housing Benefit
Calderdale	Free of charge

Neighbouring and Nearby Authorities
--

Bedford	Telecare - Free of charge Community Alarm £3.50 per week (basic service) £5.00 per week (includes mobile response service)
Luton	£2.73 per week
Milton Keynes	£2.94 per week (Telecare), £3.23 per week (community alarm) + one off installation charge of £20.83 . Concession if receiving Housing Benefit
Buckinghamshire CC	£4.00 per week
North Herts DC	£4.25 per week (community alarm system). Additional telecare monitors can be supplied free, "subject to Herts CC Adult Care Services Assessment"
Dacorum	Community Alarm £0.98 per week
Aylesbury	Community Alarm £2.98 per week
Stevenage	Community Alarm £3.33 per week (rental, monitoring and response) £1.82 per week (monitoring only)
Three Rivers	Community Alarm £2.71 per week
Watford	Community Alarm £3.52 per week
Welwyn & Hatfield	Community Alarm £2.08 per week (council tenants) £3.07 per week (other residents)

East Herts	Community Alarm £3.46 per week
Northampton BC	Community Alarm £4.25 per week + £48.27 installation (inside NBC border) £4.61 per week + £59.12 installation (outside NBC border)
Northamptonshire CC	Telecare equipment installed FOC but uses above monitoring service with relevant charges
South Northamptonshire	Community Alarm £4.64 per week (no visits) + £40.00 connection fee £6.33 per week (with visits) + £40.00 connection fee
South Cambridgeshire	Community Alarm £3.83 per week or £3.49 per week if on benefits

Other Local Authorities (using data from their websites)

Cumbria CC	Charge varies but is around £9.00 per week
Nottingham	£2.85 per week
North Warwicks	First 6 weeks – free of charge and then £4.50 per week
Worcestershire	£1.05 per week
Runnymede	£4.40 per week
Leeds	£5.05 per week
Coventry	£10.73 per week
Harrow	Up to maximum of £4.60 per week

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Appendix D

Central Bedfordshire Equality Impact Assessment

Title of the Assessment:	Charging for Telecare Service	Date of Assessment:	November 2011 V1.0
Responsible Officer	Name:	Gill White	Extension Number:
	Title:	Policy and Performance Officer	
	Email:	gill.white@centralbedfordshire.gov.uk	

Stage 1 - Setting out the nature of the proposal and potential outcomes.

Stage 1 – Aims and Objectives
<p>1.1 What are the objectives of the proposal under consideration?</p> <p>The proposal under consideration is to implement a charge for the Telecare service, which is currently provided free of charge throughout the Central Bedfordshire area for residents who are over the age of 65 or people who are under 65 and have disabilities. At present, the service is offered universally, as no needs-based criteria are used in the provision of Telecare.</p> <p>Telecare is the provision of one or more detector devices (e.g. fall detectors, temperature sensors, motion detectors, pendant/wrist alarms) in a customer’s home, which are linked to a control device. When one of the devices is triggered, then this device sends an alert via the telephone system to a central monitoring centre. Staff in the monitoring centre respond to all alarm calls using predetermined instructions.</p> <p>The Telecare service contributes towards maintaining the independence and safety of people who need support, such as older people, people with learning disabilities, people with cognitive impairment, people with physical or sensory disabilities, people with long term chronic conditions and victims of crime. It can also provide reassurance for relatives and carers. Innovations in technology enable Telecare sensors to activate automatically without requiring the user to press a button or independently summon assistance. This can help to meet the needs of service users who do not speak English or those that suffer from cognitive impairment or confusion.</p> <p>In August 2011, 888 Telecare customers were identified for consultation purposes in the Central Bedfordshire area, the majority of whom are over the age of 65. On average, customers increase by around 15 per month.</p> <p>The key proposals with regard to charging for the Telecare service are as follows:</p> <ol style="list-style-type: none"> 1) Telecare will be charged for at a flat rate of £4 per week (+ VAT where applicable) per household. The charge will be payable on a four-weekly basis. 2) The charge will be the same no matter how many sensors are installed in a household. 3) The charge will be the same no matter how many times the monitoring centre is alerted by the Telecare equipment. 4) If more than one person in the same household uses the Telecare service, there will only be a single charge. 5) The charge will cover the following aspects of the service: <ul style="list-style-type: none"> • Assessment of the equipment and sensors required • Installation of the equipment and sensors • Any maintenance visits undertaken • Monitoring at the monitoring centre • Removal of the equipment and sensors when no longer required 6) When an item of equipment is lost or damaged, the Council may charge to replace it if it is considered that the loss or damage was reasonably avoidable. 7) All equipment supplied remains the property of Central Bedfordshire Council. 8) The charge will be reviewed annually when the Council sets its budget and fees and charges.



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- 9) Current and future customers who do not receive other social care services or who fund themselves will be charged a flat fee of £4 + VAT.
- 10) If a person is assessed as requiring Telecare following a Community Needs Assessment, then the charge for Telecare will be incorporated into the calculation of their Personal Budget.
- 11) Current and future customers who receive Telecare as part of a package of care services will have the cost incorporated into the package. Their contribution to the cost of the whole care package will be calculated based on their means. The effect of this is that many people in receipt of care services will pay no more than they currently do.

1.2 Why is this being done?

Telecare is currently provided in the Central Bedfordshire area by Aragon Housing Association, who do this for the whole of the former Bedfordshire County Council area under a contract which pre-dates the formation of Central Bedfordshire Council. Originally identified as a pilot scheme, it has been in operation for three years. When the service was first established, the costs were met through grants from Central Government. However, this grant funding has now ceased and the Council currently pays the cost of equipment, monitoring and most staffing costs.

Overall, Central Bedfordshire Council will receive 28% less Government funding over this year and the following two years, with the effect that the Council has to consider charging for some services that were previously provided for free, where it is appropriate and lawful to do so. The proposed charge will be implemented on a cost recovery basis and the Council will not make a profit from the charge.

It is envisaged that charging for Telecare services will also help to ensure that the provision of Telecare is financially sustainable for the future, thereby enabling the Council to offer Telecare to a wider range of people, including those who fund their own care.

Furthermore, the Review of Charging for Non-Residential Services carried out in 2010 identified an anomaly in that although there is currently no charge for the Telecare service, the community alarm services (Careline in the former South Bedfordshire Council area and Lifeline in the former Mid Bedfordshire Council area) are both subject to a weekly charge of around £2.50 - £3.50 per week.

1.3 What will be the impact on staff or customers?

Current and future Telecare customers, who do not receive other social care services, will become liable to a charge of £4 per week. If they cannot claim VAT relief for disability related expenditure, the cost will be £4 + VAT per week. This will limit the amount of disposable income available to a household and is likely to have an impact on older and disabled service users in low/fixed income households.

The proposed charge equates to 3.92% of the current weekly basic state pension for a single person (£102.15) or 4.70% if they do not qualify for VAT relief. If claiming pension credit (guaranteed minimum of £137.35 for a single person), this impact reduces to 2.91% and 3.49% respectively, although it's acknowledged that around 33% of pensioner households entitled to pension credit are not claiming the benefit.

The Business Support service of Social Care, Health and Housing Directorate will become involved in additional work in connection with collection of charges for the Telecare service and financial assessment. However, additional resource to cover this work has been identified.



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1.4 How does this proposal contribute or relate to other Council initiatives?

Early Intervention and Prevention Strategy 2010
Fair Access to Care Eligibility Criteria
Policy on Fairer Charging for Adult Non Residential Care Services 2010
Carers' Strategy

Supporting and caring for an ageing population is a Council priority. Although the proposal to charge could impact financially on this group, it may also ensure that the service remains sustainable for the future, thereby widening the service to a larger number of residents in Central Bedfordshire. This, in turn could help realise the aspiration, of both service users and the Council, for people to remain living independently in their own homes for as long as possible, as well as providing reassurance for relatives and carers. This has the further advantage of delaying admissions to hospital or long term care which is not only beneficial to the Council, in terms of cost, but also to self-funding customers.

1.5 In which ways does the proposal support Central Bedfordshire's legal duty to:

- Eliminate unlawful discrimination harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it
- Foster good relations between people who share a protected characteristic and people who do not share it

The proposal to charge takes into account people receiving a package of care services on lower incomes through means testing by proposing to include the Telecare service as part of the care package for people who are eligible for social care services and financial assistance, following a community care assessment and financial assessment.

It also proposes to remove an identified inconsistency in that the current Council operated 'Careline' community alarm system serving the south of the area and the 'Lifeline' community alarm system operated by Aragon Housing Association in the north of the area already carry a charge, whereas the Telecare service is currently free of charge.

The charge will not penalise people with higher levels of need or living with other service users.

- The charge will be the same no matter how many sensors are installed in a household.
- The charge will be the same no matter how many times the monitoring centre is alerted by the Telecare equipment.
- If more than one person in the same household uses the Telecare service, there will only be a single charge.

1.6 Is it possible that this proposal could damage relations amongst groups of people with different protected characteristics or contribute to inequality by treating some members of the community less favourably such as people of different ages, men or women, people from black and minority ethnic communities, disabled people, carers, people with different religions or beliefs, new and expectant mothers, lesbian, gay, bisexual and transgender communities?

The Telecare service can be provided to anyone within the community with an identified need, following referral by e.g. GPs, Occupational Therapists, Social Care teams and also self-referral. The service is not restricted to, or directed at, any particular community groups. However, the main impact of the proposal to charge for the service will be in relation to the amount of disposable income retained by the service user. It will have a similar impact on both disabled and older people who do not qualify for social care services.



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Furthermore, evidence suggests that older and disabled people don't claim all the benefits to which they are entitled and therefore their disposable income can be lower than it should be. The proposal to charge for Telecare could exacerbate their financial problems.

The Council wants to promote and increase the uptake of the service to improve people's safety and allow them to remain independent, living in their own homes. However, it should be considered that the implementing of a charge could create a disincentive to use the service, with current customers relinquishing Telecare and potential new customers choosing alternative, possibly lower cost, systems. The proposed charge should therefore take into account current market forces in terms of potential customers, alternative suppliers and competitive price.

Local demographic data and the JSNA give a broad indication of potential users of Telecare in Central Bedfordshire as follows:

- In 2008 it was estimated that 12,700 people aged 65+ lived alone in Central Bedfordshire. Of these, roughly 70% were women.
- In 2008 it was estimated that 2,416 people aged 65+ were living with dementia with a further 1,056 developing dementia each year.
- In 2011 it is estimated that 10,410 adults aged 65+ will experience a fall with 810 being admitted to hospital as a result of falls.
- The projected population in 2011 of those aged 85+ is 1,600 males and 3,100 females. Figures for national prevalence of frail older people indicate that 36% of males and 54% of females aged 85+ are likely to be frail.

The service may also benefit from promotion to a wider audience in order to take advantage of any potential economies of scale which could ultimately result in a lower weekly charge.

The other side to Telecare is its ability for organisations to "invest to save. Many evaluations nationally are starting to show the potential benefit for local authorities and local NHS Trusts. For example, possible costs savings to both organisations could come from reducing hospital admissions, supporting early hospital discharge, reduction in ambulance call outs, less formal carer input, reduction in residential care admission or sheltered accommodation usage and a reduction in home care hours.

Stage 2 - Consideration of national and local research, data and consultation findings in order to understand the potential impacts of the proposal.

Stage 2 - Consideration of Relevant Data and Consultation

In completing this section it will be helpful to consider:

- **Publicity** – Do people know that the service exists?
- **Access** – Who is using the service? / Who should be using the service? Why aren't they?
- **Appropriateness** – Does the service meet people's needs and improve outcomes?
- **Service support needs** – Is further training and development required for employees?
- **Partnership working** – Are partners aware of and implementing equality requirements?
- **Contracts & monitoring** – Is equality built into the contract and are outcomes monitored?



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2.1. Examples of relevant evidence sources are listed below. Please tick which evidence sources are being used in this assessment and provide a summary for each protected characteristic in sections 2.2 and 2.3.

Internal desktop research		
	Place survey / Customer satisfaction data	X Demographic Profiles – Census & ONS
X	Local Needs Analysis	Service Monitoring / Performance Information
X	Other local research	
Third party guidance and examples		
X	National / Regional Research	Analysis of service outcomes for different groups
	Best Practice / Guidance	X Benchmarking with other organisations
	Inspection Reports	
Public consultation related activities		
X	Consultation with Service Users	X Consultation with Community / Voluntary Sector
	Consultation with Staff	Customer Feedback / Complaints
	Data about the physical environment e.g. housing market, employment, education and training provision, transport, spatial planning and public spaces	
Consulting Members, stakeholders and specialists		
	Elected Members	Expert views of stakeholders representing diverse groups
	Specialist staff / service expertise	

Please bear in mind that whilst sections of the community will have common interests and concerns, views and issues vary within groups. E.g. women have differing needs and concerns depending on age, ethnic origin, disability etc

Lack of local knowledge or data is not a justification for assuming there is not a negative impact on some groups of people. Further research may be required.

**2.2. Summary of Existing Data and Consultation Findings: - Service Delivery
Considering the impact on Customers/Residents**

- Age: e.g. Under 16 yrs / 16-19 yrs / 20-29 yrs / 30-44 yrs / 45-59 yrs / 60-64 yrs / 65-74 yrs / 75+

National data

Older people make up an increasing proportion of the population. In 2006, one sixth (16%) of the population of England was aged 65 or older which is forecast to rise to 22% by 2028. At the same time as people are living longer, from 1965 to 2001 there was a decline in the fertility rate which has the effect of slightly exaggerating the proportion of older people in the population. Further to this, the Office of National Statistics reports that the largest growth in the population was for those aged 85 and older, totalling 1.2 million in 2006.

Health and well-being is critical for this age group, to prevent or delay deterioration into ill-health and social isolation. Social isolation can lead to deterioration in health.

21% of men and 31% of women aged 65 to 74 lived alone in 2006 and 32% of men and 61% of women aged 75 and over lived alone. (Office for National Statistics (ONS)). 180,000 people over 65 report having gone for a whole week without speaking to friends, neighbours or family.



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The rural population is ageing faster than other areas of the country and this growth is particularly pronounced amongst those aged 85 and over (Cabinet Office).

There were 12,750 recorded distraction burglary crimes in 2006/07. The average age of a victim is 81 years.

Seven million people are estimated to be under-saving for retirement which means they may find themselves living in poverty in retirement. Around 33% of women reaching State Pension Age in 2005 were entitled to a full basic pension, compared to 85% of men. 2.1 million Pensioners live in poverty after housing costs are taken into account, while the figure rises to 2.5 million before housing costs (DWP).

- A fifth of pensioners are cutting back on essential items, while only 22% claim their full benefits entitlement (Age UK)
- One in five pensioners has had to cut back on everyday essentials such as food and heating because of the rising cost of living
- inflation and rising energy costs are causing significant hardship, with nearly half of pensioners (47%) saying they are "just getting by" and one in 10 admitting they are "really struggling".
- A fifth of pensioners say they are now going out less, while one in five of those questioned have had to cut back on their heating over the winter to make ends meet. Age UK estimates that 1.8 million pensioners are living in poverty and many more are living close to the breadline.
- The majority of pensioners on low and middle incomes say they spend the bulk of their budgets on food and have been hit hard by inflation. The cost of the average weekly shop rose by 6.4% last year, and more than a third of those surveyed said they now buy less food or cheaper brands to compensate.
- The charity claims a rise in energy costs of 4.2% in the past year, exacerbated by the government's decision to allow the £50-£100 winter fuel allowance top-up to expire, is "particularly worrying"
- Age UK also highlighted the fact that, despite increasing pressure on pensioners' household budgets, only 22% claim their full benefit entitlements, with about £5.4bn going unclaimed each year because people do not realise what help is available
- Slightly less than 2 million older people are also missing out on council tax subsidies, which could boost their annual incomes by around £728, and up to 350,000 older people are failing to claim housing benefit
- The charity also says debt is increasingly a problem for the over-60s, with one in 10 pensioners claiming they owe significant amounts of money – up from one in 12 in 2008

The Consumer Credit Counselling Service (CCCS) says that of the 500,000 calls it received last year, about 10% were from people aged over 60, and their average unsecured debt was £24,642.

A spokesperson from the CCCS said: "Older people are finding themselves in debt for a number of reasons – it may be that their pensions and investments are not performing as well as they had anticipated, they may have become ill, or they may have had to help their children.

"People in general are being squeezed, but older people have less leeway because they are on budgets based on a limited income. In many ways it is harder for people in their 80s because they cannot just go out and get a job"

The Poverty Site

- Around a third of all pensioner households entitled to Pension Credit are not claiming it (1.3 million households).
- Two-fifths of all pensioner households entitled to Council Tax Benefit are not claiming it (1.7 million households).
- Non-take-up for both Pension Credit and Council Tax Benefit has risen substantially over the last decade, up from 26% to 33% for Pension Credit and from 29% to 40% for Council Tax Benefit.



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- In both cases, these increases in non-take-up occurred in the period to 2003/04, with small decreases since then.
- Problems with take-up of Housing Benefit are much less severe.
- Of the estimated £4½ billion of unclaimed income-related benefits to which pensioners were entitled in 2008/09, Pension Credit accounted for half while Council Tax Benefit accounted for a third.
- Take-up of the Pension Credit is much lower for owner-occupiers than for social and private renters: half of all the households in owner-occupation who are entitled to the Pension Credit do not claim it compared to 'only' a fifth for renters. One of the reasons for this difference is likely to be that owner-occupiers are less likely to be in contact with their local authority than renters because Housing Benefit is not applicable to them.
- The proportion of pensioner households entitled to, but not claiming, Pension Credit is somewhat higher for pensioner couples than for single pensioners
- 25% of adults in England said they worry about having to sell their home to pay for social care in old age, 28% worried about having to spend their children's inheritance to pay for care in their old age, and 38% worried about being a burden when they got older;
- 64% of adults in the UK said they had no plans to put any money aside to fund their social care in older age.
- 47% of homeowners 18+ agree with the statement - "I expect support in my old age."
- 77% of adults 18+ in the UK expect to be living independently in their own homes into very old age.
- The things they thought would be important in helping them to remain independent at home in old age were (in order):
 1. Alarm
 2. Assistance round home (grab rails etc.)
 3. Someone to talk to regularly
 4. Transport
 5. Services to keep fit and active
 6. Someone to speak up for them
 7. Warden (7=)
 8. Info and advice housing, health and care (7=)
 9. Info and advice finances and benefits



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Local data

Central Bedfordshire mirrors the national picture of an ageing population, with projections indicating that the population will age at a faster rate than the national average.

In 2010 it was estimated that there are 39,100 people aged over 65 years in Central Bedfordshire.

The older population is expected to increase significantly, which is likely to lead to more people needing care and support. The number of people aged over 65 is projected to increase by over 41.4% by the year 2021. An even higher rate of increase is projected for those aged over 85.

On average older people are more likely to report lifestyle limiting illness (circa 17,000 in 2010), live alone (circa 14,000), live in poverty and rely on public services and informal carers for support.

Dementia is most common in older people, with prevalence rising sharply amongst people over 85 years. It is also one of the main causes of disability in later life. The number of people over 65 years of age with dementia is forecast to increase by circa 46% between 2010 and 2020 rising from 2,500 to 3,700.

The number of people aged 75+ being admitted to hospital with hip fractures is expected to increase from 600 in 2010 to 1,100 by 2025. (Information source: Bedfordshire Countywide Sustainable Community Strategy 2003 -13, Central Bedfordshire – Sustainable Community Strategy, Priorities from CAA, 2009).

Consultation with Customers and Stakeholders has highlighted the following

13.7% of current customers are aged 65-74 years

77.1% of current customers are aged over 75 years with some self reporting that that are over 90

47.3% of customers are over the age of 75 and live alone

27.2% of those aged over 75 mentioned that the reason for the monitoring centre being alerted can relate to falls.

Of those aged over 75:

30.1% agree with the proposal to charge for Telecare

57.6% disagree with the proposal to charge for Telecare

Current customers have highlighted the proposed charge will have an impact because of being on a fixed income/pension. Whereas some respondents comment that they will have to budget and this could affect money available for living expenses, others state that they cannot afford it and will consider having it removed. There are a few respondents who say it will have little impact or they will pay it because of the reassurance it gives. Some suggest that the figure of £4 is too high and suggest what they consider to be a more realistic figure.

- Disability: e.g. *Physical impairment / Sensory impairment / Mental health condition / Learning disability or difficulty / Long-standing illness or health condition / Severe disfigurement*

National data

Using the widest definition there are more than 11 million disabled people in the UK, which is more than one in five of the adult population and one in 20 children. 80% of people experience a year of being disabled at some point in their lives. Disability also covers people who may not recognise themselves as having a disability, such as those with long-term conditions (e.g. diabetes or cancer) or older people.

An investigation into the health inequalities experienced by people with mental health problems or



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learning disabilities found that many people reported problems with gaining access to services, with staff attitudes, and with getting the necessary treatment and support. (Equality Review).

The income of disabled people is on average less than half that of non-disabled people (EFD).

Local data

Bedfordshire PCT has calculated, using national estimates, that there are approximately 38,000 people in Bedfordshire with some form of disability. Bedfordshire has a lower level of limiting long-term illness compared to national averages but more effort is needed to increase the number of healthy years expectancy and quality of life for people with a disability or long-term condition. (Information Source: Bedfordshire PCT, Joint Strategic Needs Assessment).

Of the 6570 clients receiving social care services in Central Bedfordshire in 2009/10, 69% were physically disabled, 7.5% were learning disabled and 15% had mental health issues (RAP P1).

Adults with physical disabilities

The number of adults living with a moderate or serious physical disability in 2010 is circa 16,600. People aged 18-59 (females) and 18-64 (males) predicted to have a physical disability and/or limiting long term condition and permanently unable to work is estimated to be 7,800. Increases in the prevalence of diabetes and the incidence of heart disease are likely to increase as a consequence of obesity rates.

People with a learning disability

It is predicted that the population of people with a learning disabilities will grow by around 7% by 2020. Of further significance is that people with a learning disability are living longer. Adults with learning disabilities generally have poorer general health than the wider population and have more difficulties in accessing mainstream health services. During the past 10 years there has been a significant shift in the way services are delivered, to supporting more people in the community as an alternative to residential type services.

Consultation with Customers and Stakeholders has highlighted the following

73.2% of customers consider themselves to have some form of disability.

Of this group, 29.9% agree with the proposal to charge, whereas 60.1% disagree.

Current customers have highlighted the proposed charge will have an impact because of being on a fixed income/pension. Whereas some respondents comment that they will have to budget and this could affect money available for living expenses, others state that they cannot afford it and will consider having it removed. There are a few respondents who say it will have little impact or they will pay it because of the reassurance it gives. Some suggest that the figure of £4 is too high and suggest what they consider to be a more realistic figure.



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- **Carers:** *A person of any age who provides unpaid support to family or friends who could not manage without this help due to illness, disability, mental ill-health or a substance misuse problem*

National data

3 in 5 people will become a carer at some point in their lives.

Over 1 million people experience ill health, poverty and discrimination at work and in society because they are carers.

Among those of working age, 36% of carers were 'struggling to make ends meet'. 38% said they were 'managing on the money coming in', while 26% were 'reasonably comfortable financially'. Carers who are struggling financially are more likely to be: in poor health (34%); unqualified (21%); caring for 20+ hours per week (88%).

18% of carers have left a job or been unable to take one due to caring responsibilities.

Rural carers are very slightly more likely than urban carers to mention a lack of suitable services in their area, to say they do not know what is available locally, or to be held back in using services because they are too expensive (Carers UK).

Carers' contribute an extra £1 billion a year in helping to set up and run services in the community helping disabled and older people and in advising organizations and public authorities. They did this on top of the care they already provided as carers. The basic saving to the NHS, social services and other statutory bodies resulting from the work of carers starts at something in excess of £34 billion a year.

Ethnic minority carers were especially likely to say they felt restricted in using services because they lacked information, or because services were too expensive, lacked flexibility, or were not suitable for their individual needs.

Local findings

Carers provide a significant proportion of community care as services target provision on those with highest need. According to the last census there are circa 25,200 carers in Central Bedfordshire. Applying National indices:

- 6300 will be caring for someone with a mental health condition
- 2800 look after someone with dementia
- 17,700 care for someone aged 65 and over
- 3,025 will be caring for people with a learning disability
- Nearly 1800 will report that they are not in good health

There will be approximately 7,913 new carers each year in Central Bedfordshire, a total of 28,960 by 2021¹.

Quite often carers are more likely to be in poor health, and as the population ages there is predicted to be a steady increase in the number of older carers. All these factors indicate an increased demand for services to support carers.

The largest caring group (70%) in Central Bedfordshire care for people aged 65+.

¹ All statistics taken from Carers UK, *Review of Services For and Needs Of Bedfordshire Carers*, 2009



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Consultation with Customers and Stakeholders has highlighted the following

Comments from/about carers include:

“As the main carer for my mother, who is 85, lives alone and has Alzheimer’s, the Telecare service (especially the heat detector and the carbon monoxide alarm) provides me with the peace of mind that if there is a problem, these alarms will automatically be activated and alert the console, who will then contact me.”

“I am 42, my husband is 48, neither of us are able to work, due to ill health. Also we have a son and daughter at home. My husband is my carer, I have Alzheimer’s - life is hard. Think on - please!!”

“It allows carer to go out without worrying how I would call for help in case of a fall.”

- Gender Reassignment: *People who are proposing to undergo, are undergoing or have undergone a process (or part of a process) to reassign their sex by changing physiological or other attributes of sex*

National data

Research has identified that transgender people can sometimes feel reluctant to access services because they are concerned about how they will be treated.

Recent research estimates that 7% of the trans population are aged 61 or over (Equalities Review).

Upon revealing their gender issues people are at high risk of being shunned by family and friends.

Research recently published by the Equality and Human Rights Commission has shown that there is almost a complete absence of research on accessing social care services for trans people. Research on the family lives and relationships of trans people is extremely sparse. Research suggests that trans people are rarely portrayed in the media in a family setting, concentrating instead on isolated individuals in clinical settings (Whittle et al, 2007). Some research suggests that trans people may develop affirming ‘families of choice’ as complements or alternatives to their families of origin, similar o those found in the LGB community (Weeks et al, 2001).

No specific issues highlighted by consultation with customers and stakeholders

- Pregnancy and Maternity: *e.g. pregnant women / women who have given birth & women who are breastfeeding (26 week time limit then protected by sex discrimination provisions)*

No issues identified at this stage



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- Race: e.g. *Asian or Asian British / Black or Black British / Chinese / Gypsies and Travellers / Mixed Heritage / White British / White Irish / White Other*

National data

People from black and minority ethnic communities can often experience multiple inequalities. 70% live in the 88 most deprived neighbourhoods in the United Kingdom and they are more likely to be poor, with lower incomes spread across larger household sizes.

Minority ethnic communities are disproportionately affected by ill health and long-term illness and there is evidence of varying levels of awareness and take-up of statutory services.

Adults and older people from black and minority ethnic communities are less likely to be provided with social services following an assessment. (Commission for Social Care Inspection (CSCI)).

Only 33% of all social services users in England thought that matters of race, culture and religion were noted by local authority social services staff. (CSCI)

Local findings

Central Bedfordshire is less diverse than England as a whole and has a greater proportion of people who are White British (86.7% in 2009).

Ethnicity information has been collected by the Telecare provider for new customers each month. Figures for 2010 indicate that 6% of new customers were from minority ethnic communities.

Similar research in connection with the Council's Careline community alarm has indicated that 95% of existing clients are white British with Black and Asian groups less likely to take up this service as they are more likely to be supported by their families. On the other hand, it may be that they are less aware of the service, in which case, wider publicity/promotion of the service may help to address this.

Consultation with Customers and Stakeholders has highlighted the following

Response to the consultation has indicated that around 4.7% of Telecare customers are from minority ethnic communities.

Of this group 21% agree with the proposal to charge, whereas 79% disagree.

- Religion or Belief: e.g. *Buddhist / Christian / Hindu / Jewish / Muslim / Sikh / No religion / Other*

National data

Research evidence has demonstrated that some religious groups have lower levels of awareness and take-up of services e.g. the Muslim community.

A lack of awareness about a person's religious or other beliefs can lead to discrimination. This is because religion can play a very important part in the daily lives of people. Discrimination can occur if specific requirements are not taken into account for example Diet / fasting Religious observance / prayer and festivals and specific customs and practices.

No specific issues highlighted by consultation with customers and stakeholders



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- Sex: e.g. Women / Girls / Men / Boys

National data

Women currently live longer than men, but elderly women tend to have worse health than elderly males of the same age: fewer elderly men survive, but those who do tend to be fitter than their female counterparts. This means that elderly women have proportionally greater need for social care services than men. (Information source: Why women live longer than men, David Goldspink, Liverpool's John Moores University). The average life expectancy at birth of females born in 2007-2009 in England was 82.3 years compared with 78.3 years for males.

Many women bear the majority of the responsibility for childcare with the result that 44% of women work part time compared to 10% of men. Part-time work can limit career progression, lead to lower pay and reduced pensions in old age.

Age Concern estimates that at least 1.7 million single older men could be living in isolation in the UK. Nearly 400,000 of these are single older men aged 75 and over. Furthermore, it is estimated that 289,000 single older men are living in poverty.

There is some evidence that men may not be as good at accessing services as women, which we perhaps need to consider. Differences in service take up between men and women, therefore, appear to be related to differences in need and are not evidence of unequal treatment.

Local data

The average life expectancy at birth of females born in 2007-2009 in Central Bedfordshire was 82.5 years compared with 79.2 years for males.

Consultation with Customers and Stakeholders has highlighted the following

61.5% of customers are female
38.5% of customers are male

Of male customers, 29.8% agree with the proposal to charge, whereas 58.3% disagree.
Of female customers, 30.7% agree with the proposal to charge, whereas 58.1% disagree.

- Sexual Orientation: e.g. Lesbians / Gay men / Bisexuals / Heterosexuals

National data

From police stations to family courts and from housing to health services, gay people remain uncertain of fair treatment, an uncertainty which is often derived from personal experience. Contact with any LGB people needs to be carried out with sensitivity, they must feel assured that their privacy will not be breached and that their confidentiality will be guaranteed.

Older LGB people grew up at a time when homosexual acts were 'against the law' until 1967. This can impact upon older LGB people's sense of well-being and upon their feelings about their sexual orientation making them reluctant to discuss their private lives with strangers.

- Of the UK population over State Pension Age, it is estimated that between 500,000 to 800,000 people are lesbian, gay or bisexual. (Age Concern)
- Older LGB people are 2 ½ times more likely to live alone and 4 ½ times less likely to have no children to call upon in times of need be without informal care and support networks, making their need for appropriate social care services even more acute. (Stonewall)



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Within social care there is generally a low level of awareness of lesbian, gay and bisexual disabled people. Although there is no firm data on the number of Gay, Lesbian and Bisexual people, the Government estimates that it is between 5% and 7% of the UK population. Stonewall, www.stonewall.org.uk, confirms the accuracy of this estimate. Although there is very little research on the health of gay and lesbian and transgender people, there is research that suggests the LGB communities experience high rates of mental health problems than in general population.

No specific issues highlighted by consultation with customers and stakeholders

- Other: *e.g. Human Rights, Poverty / Social Class / Deprivation, Looked After Children, Offenders, Cohesion, Marriage and Civil Partnership*

Poverty

National data

The Equality and Human Rights Commission's report *Just Ageing? Fairness, equality and the life course* (December 2009) stated that 'the current social care system is inadequate for everyone, but older people from middle-income groups are worst off because of the effects of means testing'.

Many of the differences cumulate across the life cycle, especially those related to people's socio-economic background. This can be seen before children enter school, through the school years, through entry into the labour market, and on to retirement, wealth and resources for retirement, and mortality rates in later life. Economic advantage and disadvantage reinforce themselves across the life cycle, and often on to the next generation.

Local data

Consultation with Customers and Stakeholders has highlighted the following

Bedfordshire LINK have responded that there is a general feeling amongst the older people's groups, who are members of LINK in Central Bedfordshire, that this charge is not welcome. It comes at a time when vulnerable groups have seen cuts in many services and a suggestion made was that an alternative to charging for Telecare could be a small increase to Council Tax. LINK believe Telecare is an invaluable form of contact and reassurance for those older people living alone, who often also have disabilities.

LINK believe that charging for Telecare is contrary to healthcare policies which are becoming more community based rather than hospital based. They believe other options should be explored such as alternative providers at more competitive rates and advise that there is a view that if there must be a charge, this should be no more than £2.00 with the most vulnerable being exempt. LINK express the concern that if people stop using the service because of the charge, this could put them at risk and potentially lead to more expense, due to hospital admission.

**2.3. Summary of Existing Data and Consultation Findings – Employment
Considering the impact on Employees**

- Age: *e.g. 16-19 / 20-29 / 30-39 / 40-49 / 50-59 / 60+*

No employment issues identified at this stage



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<p>- Disability: e.g. <i>Physical impairment / Sensory impairment / Mental health condition / Learning disability or difficulty / Long-standing illness or health condition / Severe disfigurement</i></p> <p>No employment issues identified at this stage</p>
<p>- Carers: e.g. <i>parent / guardian / foster carer / person caring for an adult who is a spouse, partner, civil partner, relative or person who lives at the same address</i></p> <p>No employment issues identified at this stage</p>
<p>- Gender Reassignment: <i>People who are proposing to undergo, are undergoing or have undergone a process (or part of a process) to reassign their sex by changing physiological or other attributes of sex</i></p> <p>No employment issues identified at this stage</p>
<p>- Pregnancy and Maternity: e.g. <i>Pregnancy / Compulsory maternity leave / Ordinary maternity leave / Additional maternity leave</i></p> <p>No employment issues identified at this stage</p>
<p>- Race: e.g. <i>Asian or Asian British / Black or Black British / Chinese / Gypsies and Travellers / Mixed Heritage / White British / White Irish / White Other</i></p> <p>No employment issues identified at this stage</p>
<p>- Religion or Belief: e.g. <i>Buddhist / Christian / Hindu / Jewish / Muslim / Sikh / No religion / Other</i></p> <p>No employment issues identified at this stage</p>
<p>- Sex: <i>Women / Men</i></p> <p>No employment issues identified at this stage</p>
<p>- Sexual Orientation: e.g. <i>Lesbians / Gay men / Bisexuals / Heterosexuals</i></p> <p>No employment issues identified at this stage</p>
<p>- Other: e.g. <i>Human Rights, Poverty / Social Class / Deprivation, Looked After Children, Offenders, Cohesion, Marriage and Civil Partnership</i></p> <p>No employment issues identified at this stage</p>
<p>2.4. To what extent are vulnerable groups more affected by this proposal compared to the population or workforce as a whole?</p> <p>This proposal impacts more on older people, those with disabilities and women. These groups are at a</p>



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higher risk of social isolation, poverty and poor health. The more vulnerable, older people are also less likely to engage in the development of services and so are less likely to have their voice heard.

2.5. To what extent do current procedures and working practices address the above issues and help to promote equality of opportunity?

In order to try and gain the most comprehensive range of views regarding this proposal, consultation has involved writing to all current Telecare users, asking them to complete a survey, either by paper or online, as well as gaining the views of stakeholders and partners. The user consultation has yielded a 47.9% return rate.

The proposal to charge takes into account people receiving a package of care services on lower incomes through means testing by proposing to include the Telecare service as part of the care package for people who are eligible for social care services and financial assistance, following a community care assessment and financial assessment.

Benchmarking has been undertaken with neighbouring and comparator authorities for both Telecare and Community Alarm service charges and detailed results have been set out in a separate report.

In respect of Telecare, where the proposed charge for Central Bedfordshire is £4.00 per week, comparison with 12 authorities indicates the following:

- 2 authorities are currently Free of Charge (including Bedford)
- 3 authorities are less expensive than the proposed charge (including Luton at £2.73 per week)
- 1 authority is currently charging £4.00 per week (Buckinghamshire)
- 6 authorities are more expensive than the proposed charge (including Milton Keynes, who also levy a one-off installation fee)

In respect of the Community Alarm system where the current charge in Central Bedfordshire is in the range of £2.50 to £3.50 (Careline or Lifeline), comparison with 15 authorities indicates the following:

- 3 authorities are currently less expensive than Central Bedfordshire
- 7 authorities fall within the £2.50 to £3.50 cost range (including Bedford, Luton and Milton Keynes)
- 5 authorities are more expensive than the £2.50 to £3.50 cost range (including Northampton BB and South Northamptonshire who also levy a one-off installation fee)

2.6. Are there any gaps in data or consultation findings

The relatively high response rate to the user consultation has given a good indication of current users' views on the proposal to charge, as well as providing information on users' experience and perception of the Telecare service.

Prior to the consultation, user data including age and ethnicity has been collected and collated by Aragon Housing Association and passed to Central Bedfordshire Council.

2.7. What action will be taken to obtain this information?



Stage 3 - Providing an overview of impacts and potential discrimination.

Stage 3 – Assessing Positive & Negative Impacts					
Analysis of Impacts	Impact?		Discrimination?		Summary of impacts and reasons
	(+ve)	(- ve)	YES	NO	
3.1 Age	No	Yes		X	The majority of Telecare customers are over the age of 65 with a large proportion being 75+. The proposal to charge could have a negative impact on those older customers on fixed incomes, who may either choose to give up Telecare or retain the Telecare service and cut back on other expenditure. Either of these choices could be detrimental to their health and wellbeing.
3.2 Disability	No	Yes		X	The majority of Telecare customers identify themselves as being disabled. The proposal to charge could have a negative impact in that customers with disabilities may either choose to give up Telecare or retain the Telecare service and cut back on other expenditure. Either of these choices could be detrimental to their health and wellbeing.
3.3 Carers	Yes	Yes		X	Telecare can provide an additional support system for carers, giving them reassurance that the person they care for has an alternative means of summoning assistance. The proposal to charge for Telecare may impact on carers who wish to retain the Telecare service as a back-up system but feel that they or the cared-for person cannot afford the charge. On the other hand, if Telecare becomes self-funding and consequently financially sustainable, more carers will be able to take advantage of the service as a support system.
3.4 Gender Reassignment	No	No		X	Transgender people are more likely to be reliant on a range of services due to a lack of family contact/support.
3.5 Pregnancy & Maternity	No	No		X	
3.6 Race	No	No		X	
3.7 Religion / Belief	No	No		X	



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3.8 Sex	No	Yes		X	Women statistically make up a greater percentage of older people and a larger proportion of Telecare customers are women, whose income/pension may be less than that of their male counterparts. They may therefore decide to give up or do without Telecare equipment because of the proposed charge.
3.9 Sexual Orientation	No	No		X	LGB people are more likely to be reliant on a range of services due to a lack of family contact/support.
3.10 Other e.g. Human Rights, Poverty / Social Class / Deprivation, Looked After Children, Offenders, Cohesion Marriage and Civil Partnership	No	Yes		X	Poverty – Those current and potential Telecare customers on fixed incomes may choose to do without the service due to financial constraints.



Stage 4 - Identifying mitigating actions that can be taken to address adverse impacts.

Stage 4 – Conclusions, Recommendations and Action Planning

4.1 What are the main conclusions and recommendations from the assessment?

This is a specialist service for vulnerable people and the charging proposal is likely to have an adverse impact on older and disabled people and women as many will be on low fixed incomes.

The majority of respondents to the consultation (60.0%) disagreed with the proposal to charge £4 per week for the Telecare service and if they do not receive other social care services, the proposed charge will impact on their disposable income. However, there are already customers in Central Bedfordshire who pay for community alarm systems and the proposal to charge would address this inconsistency, as well as ensuring the sustainability of the Telecare service for current and future users.

Many customers state that they rarely use the service or have only contacted the control centre for testing purposes with 74.7% indicating they alert the control centre less than once a month. However, 56.6% declare the service provides them with peace of mind. Nevertheless, some have stated that they will return the equipment or give up the service if it becomes chargeable. Others have indicated that they will have to cut back on other expenditure in order to afford the Telecare charge. This will have an adverse impact on their health and wellbeing.

If the proposal to charge is implemented, the Council and its provider will need to carefully monitor customers who express the wish to give up the service to ensure that this will not have a detrimental effect on their health and safety.

Current and future customers who receive Telecare as part of a package of care services will have the cost incorporated into their package. Their contribution to the cost of the whole care package will be calculated based on their means. The effect of this is that many people with higher levels of need in receipt of care services will pay no more than they currently do.

For some customers, who do not have such high care needs the Telecare service may be inappropriate. In these cases, the community alarm system (Careline), which would be provided at a lower cost of £2.63 + VAT per week, may be more appropriate or the customer may benefit from being sign-posted to other organisations, such as Care Connect Me who offer a very basic one-call-a-day checking service costing £1 per week or Age UK who provide a monitoring service at a weekly cost of around £3.25.

It will be necessary to cross-refer the database of current Telecare customers (maintained by Aragon Housing Association) with the Council's records for social care clients to ensure that those who can have Telecare included as part of a package of social care services are correctly identified.

The Council will need to ensure that users who are eligible to have the Telecare service included as part of a package of social care services receive a financial assessment.

As some customers will be entitled to claim VAT relief against disability related expenditure, the Council will need to provide the necessary information and form to enable this concession to be processed.

4.2 What changes will be made to address or mitigate many adverse impacts that have been identified?

- Monitoring of the service to identify customer exits and the reasons
- Ongoing liaison with the service provider to ensure that customers identified as being potentially "at risk" do not give up the service due to a charge being implemented



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- Careful consideration of options for any customers identified as being potentially “at risk” but choosing to discontinue with the service to ensure they (and/or their carers/relatives) receive the relevant information and advice, including benefit entitlement details.
- Clear and easy to understand information for current and potential customers regarding
 - The cost of the service and eligibility for community care assessment/financial assessment
 - Potential benefits of the service
 - Eligibility for VAT relief for disability related expenditure
 - Information on benefit entitlements which could assist with the cost of the service
 - Sign-posting to alternative organisations providing a similar service
- Consideration of a lower subsidised charge

4.3 Are there any budgetary implications?

The proposal to charge for the Telecare service is part of the Council’s programme of efficiency savings in order to address a budget shortfall brought about by the reduction in Central Government funding. It is envisaged that charging for the Telecare service will realise an estimated annual income of around £192K.

Conversely, many evaluations nationally are starting to show the potential benefit of Telecare for local authorities and local NHS Trusts. For example, possible cost savings to both organisations could come from reducing hospital admissions, supporting early hospital discharge, reduction in ambulance call outs, less formal carer input, reduction in residential care admissions or sheltered accommodation usage and a reduction in home care hours.

4.4 Actions to be taken to mitigate against any adverse impacts:

Action	Lead Officer	Date	Priority
Publish results of consultation to residents, stakeholders and partners	Tim Hoyle	November 2011	Medium
Consideration of a lower subsidised charge	Tim Hoyle	November 2011	High
Ensure current customers are given relevant notice and information in writing if decision is taken to implement a charge	Tim Hoyle	December 2011	High
Monitoring of take-up of service by new customers, usage of service and exits from service/reasons	Tim Hoyle	January - June 2012	Medium
Consideration of options for any customers identified as being potentially “at risk” but choosing to discontinue with the service to ensure they (and/or their carers/relatives) receive the relevant information and advice, including benefit entitlement details	Tim Hoyle	January – June 2012	High
Ensure information (including details on the website) about the Telecare service and associated charge is up-to-date, together with details of alternative providers who offer a similar service and potential benefit entitlements	Tim Hoyle	January 2012	Medium

Stage 5 - Checking that all the relevant issues and mitigating actions have been identified



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**Stage 5 – Quality Assurance & Scrutiny:
Checking that all the relevant issues have been identified**

5.1 What methods have been used to gain feedback on the main issues raised in the assessment?

Step 1:

Has the Corporate Policy Advisor (Equality & Diversity) reviewed this assessment and provided feedback? Yes

Summary of CPA’s comments:

The CPA (E&D) has added current national data which highlights the extent to which older people are experiencing financial hardship and not claiming benefits. This data tallies with the local consultation findings.

The CPA (E&D) has suggested that consideration should be given to:

- Whether the level of charge creates a disincentive for take up and continued use of the service – which is contrary to the Council’s stated priorities.
- Whether a lower charge can be considered
- The charges levied by other authorities
- The numbers of potential services users
- The extent to which the service is unknown / underused at the moment. This could be relevant because if large numbers of customers could be generated, that might create economies of scale which might make a lower weekly charge more affordable?
- Consideration of the potential Telecare has to delivery “invest to save”
- Provision of more detail relating to alternative service providers

Following this feedback, further research has been undertaken into Telecare provision by other organisations, the level of charging by other local authorities, profiling of potential customers and possible “invest to save” benefits. Consideration of all these aspects has now been included within this assessment and related appendices.

Step 2:

5.2 Feedback from Central Bedfordshire Equality Forum



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Stage 6 - Ensuring that the actual impact of proposals are monitored over time.

Stage 6 – Monitoring Future Impact	
6.1 How will implementation of the actions be monitored?	All Social Care, Health and Housing Equality Impact Assessments will be monitored by the Policy and Performance Team.
6.2 What sort of data will be collected and how often will it be analysed?	The following should be reported quarterly: Age, gender, ethnicity and disability of customer Number of customers who receive Telecare as part of package of social care services Number of self-funding customers Number of customers who commence service Number of customers who exit service and reason
6.3 How often will the proposal be reviewed?	After 6 months of operation and thereafter on an annual basis.
6.4 Who will be responsible for this?	Head of Business Systems, Social Care Health and Housing
6.5 How have the actions from this assessment been incorporated into the proposal?	Contained in report to council's Executive

Stage 7 - Finalising the assessment.

Stage 7 – Accountability / Signing Off	
7.1 Has the lead Assistant Director/Head of Service been notified of the outcome of the assessment	
Name: _____	Date: _____
7.2 Has the Corporate Policy Adviser Equality & Diversity provided confirmation that the Assessment is complete?	
Date: _____	

Fairer Charging Phase 2: Telecare Charging: Appendix E

COMMUNITY ALARM AND TELECARE SCHEMES OPERATING IN CENTRAL BEDFORDSHIRE

Name of Scheme	Provider	Description	Cost (per week)	Concessions	Notes
Careline	Central Bedfordshire Council	Community alarm system – base unit and pendant/button. Connected to control centre currently operated by CBC at Furness Avenue site.	£2.63 + VAT	VAT exempt for disability related expenditure	
Lifeline	Aragon Housing Association	Community alarm system (Lifeline unit and pendant/button). Connected to control centre.	As this is no longer offered, Aragon unable to quote exact charge but believe current customer would be paying around £3.80. One respondent to consultation mentioned paying £43.68 per quarter for Lifeline = £3.36 p.w.	VAT exempt for disability related expenditure	No longer offered by Aragon following launch of Community Alarm and Support Service (CASS). Existing customers have option to upgrade to CASS or remain on Lifeline.
Community Alarm and Support Service	Aragon Housing Association	Community alarm system (Lifeline unit and sensors, if applicable) + visit(s) from home support office.	From £4.55 dependent on number of visits	VAT exempt for disability related expenditure	Recently launched by Aragon HA
CBC Telecare	Aragon Housing Association funded by Central Bedfordshire Council	Full range of telecare detectors and sensors, as well as pendant/wrist alarm + base unit. Connected to control centre operated by North Herts District Council (NHDC).	Free of charge with proposal to charge £4.00 + VAT currently under consideration.	N/A	

Fairer Charging Phase 2: Telecare Charging: Appendix E

Name of Scheme	Provider	Description	Cost (per week)	Concessions	Notes
Age UK Personal Alarm	Aid Call	Pendant alarm and base unit connected to emergency response centre, who will contact emergency key holders.	Different payment options but Easy-Connect option is initial fee of £49 + VAT then £42.31 + VAT per quarter (approx £3.25 + VAT p.w.)	VAT exempt for disability related expenditure	National service
Checking in at Home	Checking in at Home (London based organisation)	Telephone based service that calls in up to 3 times/day and requests each call be acknowledged. If not acknowledged, raises an alarm with nominated friends/family.	£2.99 + VAT	VAT exempt for disability related expenditure	National service
Call24	Call 24 (Plymouth based)	24 hour monitoring service using a base unit which combines with the customer's telephone to allow them to summon assistance at any time of day or night.	From £3.12 + VAT	VAT exempt for disability related expenditure	National service
Care Connect Me	Care Connect Me	Variety of services ranging from one telephone call a day to check on customer to medicine/insulin reminders and fall response service.	£1 p.w. for 1 call a day to landline or mobile £2 p.w. for 2-6 calls a day to landline £3 p.w. for 2-6 calls a day to mobile		National service



Policy

Charging for Non-Residential Social Care Services

Owner: Central Bedfordshire Council

Version Number: Released: Version 2 December 2011

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Fairer Charging Phase 2: Telecare Charging: Appendix F

1. Introduction

- 1.1. This policy set out how the Central Bedfordshire Council ('the Council') will charge customers for non-residential social care services accessed by people over 18 years of age.
- 1.2. This policy has been produced in accordance with Section 7 of the Local Authority Social Services Act 1970, often referred to as 'Fairer Charging'.
- 1.3. It does not apply to residential care services where charging is governed by the National Assistance Act 1948 Assessment of Resources Regulations 1992 which is reflected in the guidance provided by the Department of Health in 'Charging for Residential Accommodation Guide' (CRAG).
- 1.4. This policy will come into effect on 1 October 2010 and remain in force until such time as it is revised or until the legislative framework under which it operates is modified.
- 1.5. Rates, tariffs and thresholds applicable to this policy will be contained in an appendix to it and updated annually, or more often if necessary.

2. Principles

- 2.1. The principles under which this policy operates are:
 - 2.1.1. A charge will be made for services where it is legal and appropriate to do so.
 - 2.1.2. No customer should be unable to access services they need because they lack the financial means.
 - 2.1.3. Customers will be treated equitably in the determination of their ability to pay for services or contribute to their costs.
 - 2.1.4. Customers will be treated as equitably as possible no matter how they access services (see section 3)
- 2.2. Where appropriate this policy refers to the guidance in CRAG in order to achieve equity between the principles involved in charging for residential and non-residential care services.

3. Transformation of social care services

- 3.1. The provision of social care services is currently being transformed by the introduction of more personalised services designed to enable the customer to have greater control over the services they access.
- 3.2. This is being delivered through the mechanisms of Personal Budgets and Direct Payments but a significant number of customers will continue to access services via the traditional method whereby services are commissioned on their behalf by the Council.
- 3.3. It is the intent of this policy to ensure as far as is possible that customers are treated equitably, no matter what delivery arrangements are used for their services – Personal Budgets, Direct Payments or 'traditional' commissioned services. However it is acknowledged that the differences between these arrangements may mean that complete equity may not always be possible.
- 3.4. Personal Budgets and Direct Payments customers may choose to have their support needs met in ways not traditionally associated with formal social care. These will be set out in their agreed Support Plan. The customer will still be required to make the contribution to the cost of services if this is the case as they would have if they were accessing traditional services.

Fairer Charging Phase 2: Telecare Charging: Appendix F

4. Calculating customer's contribution or charge

- 4.1. The basis of the calculation of how much a customer should pay or contribute is to firstly assess the customer's Disposable Income.
- 4.2. The calculation to identify Disposable Income will be as follows:
[Disposable Income] = [Assessable Income] minus [Allowances and Disregards]
- 4.3. If the Full Cost of the services accessed exceeds the Disposable Income then the customer is charged or contributes their Disposable Income. If the Full Cost is less than the disposable income then the Full Cost is charged.
- 4.4. If a customer has zero disposable income then they will not be charged for the services they access.
- 4.5. The terms used above and the details of how they are defined are set out later in this document.

5. Social care services to which this policy applies

- 5.1. Social care services provided by the Council to people over 18 can be categorised into the following areas:
 - 5.1.1. Services which the Council is not permitted to charge for
 - 5.1.2. Services which the Council charges for at a flat rate and which are not covered by this policy
 - 5.1.3. Long and short term residential care services which are charged for under CRAG
 - 5.1.4. Services to which this policy applies
 - 5.1.5. Services which the council has determined will not be chargeable
- 5.2. Services which fall into each category are listed in the box on the next page.

6. Customers who are exempted from charging

- 6.1. The following groups of people are exempted from charging for non-residential care services:
 - 6.1.1. People whose care needs are being delivered as 'after care services' as defined in S117 for the Mental Health Act
 - 6.1.2. Social care services accessed by sufferers of Creutzfeldt Jacob Disease (CJD)
 - 6.1.3. People whose income is less than basic Income Support plus 25%.

7. Setting the rates for charges

- 7.1. The charges for services will reflect the full cost of providing them.
- 7.2. Charges will be set annually as part of the Council's budget-setting process but may also be revised more frequently if there is a need to do so. Any 'in-year' changes to rates will be approved by the Council's Executive.
- 7.3. Although the Council's intention is that rates charged for services will be harmonised so that those in receipt of Personal Budgets, Direct Payments or 'traditional' commissioned services will be treated entirely equitably, during the transitional period some differences may be unavoidable.
- 7.4. Current rates and charges are contained in the Appendix to this policy which will be updated when rates change.

Services for which the Council is not permitted to charge

- Assessment and Care Management
- Advice and Information
- Services delivered by the National Health Service such as Intermediate Care
- Provision of aids and equipment below the value of £1,000

Services for which the Council charges at a flat rate:

- Meals provided in Day Centres
- Meals on Wheels
- Telecare Services (where provided without a Community Needs Assessment)

Services which are charged for under CRAG rules:

- Long term care in a registered residential or nursing home
- Short term care in a registered residential or nursing home (often referred to as respite care)

Services to which the Fairer Charging policy applies:

- Care delivered in the customer's own home - such as home care or the services of a Personal Assistant
- Attendance at Day Care or Day Opportunities
- Transport to and from Day Centres or Day Opportunities
- Care delivered away from the customer's own home (except where it is provided in a registered residential or nursing home)
- Adult Placement Schemes
- Services provided under the Supporting People arrangements
- Telecare Services (where provided following a Community Needs Assessment)
- Any services not in one of the other categories that are accessed as part of a customer's support plan.

Services that the Council has determined it will not charge for:

- Reablement Services
- Carers' Services

8. Home care where more than one carer is in attendance

- 8.1. The charge for care delivered in the customer's home will take into consideration the number of carers required to provide the service at any one time and the charge will be based on the total number of carer hours delivered.

9. Reablement

- 9.1. Where a customer is in receipt of a reablement service then this will not be the subject of charging.
- 9.2. The customer will be required to co-operate with the Financial Assessment process during a period of reablement.

10. Telecare

- 10.1. There are standard weekly charges associated with the provision of Telecare services. These charges are updated annually and appear in the scale of charges set out in Appendix 1.

Fairer Charging Phase 2: Telecare Charging: Appendix F

- 10.2. The charges for Telecare relate to the cost of providing the equipment, maintaining it and of monitoring alerts. All equipment provided remains the property of the council at all times and must be returned when no longer required.
- 10.3. Where customers receive Telecare as a result of a Community Needs Assessment the charge for Telecare will be incorporated into the calculation of their Personal Budget, Direct Payment (if applicable) and Contribution (if applicable).
- 10.4. Where a customer was in receipt of Telecare prior to a Community Needs Assessment then they may wish to continue to pay for the service separately. In such circumstances the charge paid for Telecare shall be treated as Disability-Related Expenditure (DRE) for the purposes of calculating their contribution (see Section 21).
- 10.5. Where a customer receives Telecare outside of a Community Needs Assessment then the charge is a 'flat fee'. This will be calculated on a daily basis from the date that the service starts until it is ceased.

11. The financial assessment process

- 11.1. In order to determine if a customer will be charged or make a contribution to the cost of their services then an assessment of income and expenditure is required. This is known as a Financial Assessment and consists of three stages:
 - 11.1.1. The gathering of information and evidence using a standard form
 - 11.1.2. The calculation of the charge
 - 11.1.3. Advising the customer in writing of the charge.
- 11.2. The completion of the financial assessment form will be undertaken by the customer or their representative, or with the assistance of a Community Finance Adviser (CFA) from the Welfare Rights and Customers Finance Team.
- 11.3. Customers will be advised that, when visited by a CFA, they can be accompanied by a relative, friend or other representative.
- 11.4. All customers who are subject to a financial assessment will be offered a welfare benefits check. The CFA will identify any benefits to which they appear to be entitled and will signpost them to the relevant agency to claim.
- 11.5. The result of the financial assessment will be confirmed in writing as soon as possible following the completion of the financial assessment and any checks that may be required.
- 11.6. Central Bedfordshire Council is under a duty to protect the public funds it administers, and to this end may use the information the customer provides on the financial assessment form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.
- 11.7. Where the service provided to a person is through a Direct Payment the Council will deduct the amount of the individual's contribution before it pays the payment. The recipient will be required to pay their contribution into the same account where the Direct Payment is deposited.

12. Financial re-assessments

- 12.1. The customer is required to inform the Welfare Rights and Customers Finance Team as soon as their financial circumstances change as their assessed charge may be affected.
- 12.2. Disability related benefit will be taken into consideration from the date of the award. A re-assessment will be undertaken and any charges which are payable will be back dated to the date of the award.

Fairer Charging Phase 2: Telecare Charging: Appendix F

- 12.3. A re-assessment will be carried out each year to re-calculate charges. A percentage increase will be applied in line with Department of Work and Pensions percentage increase if actual amounts are unknown. If this is incorrect an adjustment will be made once evidence is provided.
- 12.4. A re-assessment will also be carried out if the care package has been significantly increased or decreased.
- 12.5. The customer will be provided in writing with a copy of any re-assessment conducted and will be required to either (a) confirm that their circumstances have been correctly estimated or (b) provide information and evidence about any changes to their circumstances.
- 12.6. Should a re-assessment reveal that a customer's circumstances have changed significantly since the previous assessment or re-assessment then their charge will be re-calculated based on the date(s) that the change(s) occurred, up to a limit of one year, and the customer charged or credited as appropriate.

13. Non disclosure of financial information

- 13.1. Customers have the right to choose not to disclose their financial details. If they do not disclose they will be required to pay the full cost of the service from the date it commences.
- 13.2. A customer who chooses not to disclose their financial details will be required to pay 100% contribution to any Direct Payment.

14. Failure to co-operate with a financial assessment

- 14.1. If a customer fails to co-operate with a financial assessment they will be required to pay the full cost of the service from the date it commenced. If the customer is a recipient of a Direct Payment then this will cease and the council will take steps to recover some or all of any payments already made.
- 14.2. A customer will be deemed as having failed to co-operate with a financial assessment if, without good cause, they do not adhere to the following timescales:
 - 14.2.1. Two attempts at telephone contact to arrange a visit will be made by the Council.
 - 14.2.2. If no contact is made a Financial Assessment Form will be sent to the customer with an explanatory letter.
 - 14.2.3. The customer must contact the Council within 14 days of the issue of the Financial Assessment Form.
 - 14.2.4. If a customer has contacted the Council or returned the financial assessment form within 14 days of issue, but further information or documentation is required, (such as proof of income and expenditure) this must be provided within 28 days of the original issue of the financial assessment form.
- 14.3. Where a customer is receiving a reablement service then the financial assessment process may commence at any time during the reablement period.
- 14.4. A financial assessment will not be delayed if sufficient information has been provided.
- 14.5. For the purpose of this policy 'contact' will mean the return of the Financial Assessment Form, or a telephone call, letter, email either to ask for assistance, to request and/or arrange a visit for the purpose of information gathering and completion of the Financial Assessment Form.
- 14.6. If the customer later chooses to co-operate, any reduction in charge will be from the Monday of the week that the details are fully disclosed.

Fairer Charging Phase 2: Telecare Charging: Appendix F

15. Date of commencement of charges

- 15.1. Charges will start from the date of commencement of service, or the date the customer was notified of the charge, whichever is the later. If a customer does not wish to disclose their financial information, fails to co-operate or requests a delay in the visit they will be charged the full cost of the service from the date it commences until a financial assessment has been completed.
- 15.2. If evidence of disability related expenditure is provided within 4 weeks of the assessment and as a result the charge is reduced, the reduction will be backdated to the commencement of charges. Where evidence is provided after the 4 weeks, the reduction will be effective from date received.

16. Capital taken into account

- 16.1. Any customer who has capital or savings in excess of the upper capital threshold (as defined in CRAG) will be charged the full cost of the service received.
- 16.2. The capital thresholds are reviewed annually.
- 16.3. Examples of capital and savings include:
 - 16.3.1. Cash
 - 16.3.2. Funds held in a Bank, Building Society and Post Office accounts
 - 16.3.3. Savings bonds, premium bonds
 - 16.3.4. Stocks and shares, ISA's, Peps
 - 16.3.5. The value of any land or property (other than the main residence where the customer lives)
 - 16.3.6. Compensation payments specifically identified by a court as being for cost of care, unless placed in a disregarded location such as personal injury trust or administered by a Court.
 - 16.3.7. Compensation payments not specifically identified as being for cost of care will be disregarded for 52 weeks from date of first payment unless placed in a disregarded location.
- 16.4. This list is not exhaustive.
- 16.5. Capital between the upper and lower capital thresholds will be included in the financial assessment. A £1 per week tariff for every £250 (or part thereof) will be counted as income.
- 16.6. If savings or capital are held in joint names, an equal proportion will be assumed unless there is evidence to prove otherwise. Savings/capital held solely by a customer's partner will be disregarded (unless the partner is receiving services which require a financial assessment in accordance with Fairer Charging).

17. Disregarded capital

- 17.1. Ex-gratia payments made to former Far Eastern Prisoners of War and payments made under the Vaccine Damage Payment scheme will be disregarded entirely.

18. Deprivation of capital

- 18.1. Where the Council believes that a customer has deliberately reduced their capital in an attempt to reduce their assessed charge this will be classed as deprivation of capital. The customer will be treated as still owning that capital which has been disposed of.

19. Income taken into account in the assessment

- 19.1. The following income is taken into account:
 - 19.1.1. All state benefits with the exception of DLA (Mobility) and Carers' Premium

Fairer Charging Phase 2: Telecare Charging: Appendix F

- 19.1.2. Income from occupational pensions
- 19.1.3. Tariff income from capital and savings based on £1 per week for every £250 or part thereof above the lower capital limit as defined in CRAG
- 19.1.4. Any personal injury compensation payments will be included 52 weeks after the date of first payment if they are not held in a disregarded location
- 19.1.5. Income from other sources excluding earnings.

20. Allowances and disregards

- 20.1. The following allowances will be made before charges are calculated on the remaining balance.
 - 20.1.1. For those entitled by age: a sum equal to basic Income Support Personal Allowance plus premiums for age, level of disability or family status (but not Severe Disability Premium) plus 25%
 - 20.1.2. For those entitled by age: a sum equal to Pension Credit
 - 20.1.3. Guaranteed Credit (but not Severe Disability Premium) plus 25%
 - 20.1.4. The savings credit award
 - 20.1.5. War Disability Pensions and War Widows Pension and all of War Widows supplementary pensions
 - 20.1.6. All earnings from paid employment
- 20.2. Housing costs will be treated in the following way:
 - 20.2.1. Any housing costs such as mortgage or rent (net of any housing benefit) for which the customer has a legal liability to pay will be allowable as an expense
 - 20.2.2. Payments of rent to close relatives will not be allowed as an expense when the person receiving care resides with that close relative
 - 20.2.3. Council tax (net of council tax benefit) for which the customer has a legal liability to pay will be allowable as an expense.

21. Disability-related expenses

- 21.1. Disability Related Expenses (DRE) are reasonable additional costs that the customer incurs because of illness or disability, where the customer has little or no choice other than to incur the expenditure in order to maintain independence of life.
- 21.2. Disability related expenditure will only be taken into consideration if disability related benefits are in payment.
- 21.3. DRE will be considered if the extra cost is needed to meet a customer's specific need arising out of illness or disability. It must also be identified in the customer's support plan. The cost must be reasonable, verified and not reasonable for a lower cost alternative item or service to be used.
- 21.4. Care or services provided by close relatives¹ will not be taken into account unless identified in the customer's support plan. The definition of a relative is as identified in CRAG.
- 21.5. After the DRE has been identified in the support plan:
 - 21.5.1. If customer has DRE of less than £15 per week, the amount (up to £15) will be allowed without receipts.
 - 21.5.2. If the customer has DRE of more than £15 per week, a maximum of £15 will be allowed in total unless receipts for all expenditure are provided.

¹ A close relative is: a parent; step-parent; father-in-law or mother-in-law; child; step-child; son-in-law or daughter-in-law; brother or sister; or brother-in-law or sister-in-law; or partner of any of the preceding people.

Fairer Charging Phase 2: Telecare Charging: Appendix F

21.6. The total amount of DRE allowed is decided on a case by case basis in line with the rules set out above. There is no set maximum allowable DRE.

22. Treatment of couples

22.1. For the purposes of assessment, a couple is either:

22.1.1. a couple who are legally married or in a civil partnership

22.1.2. two individuals who live together as a couple²

22.2. A customer who is one of a couple as defined above will be assessed both as an individual and as part of the couple.

22.3. The customer will pay the lower of the two assessments.

23. Minimum charges

23.1. A minimum assessed contribution of £1 per week will be necessary for charges to be payable.

24. Maximum charges

24.1. There is no ceiling on charges. The maximum payable is the full cost of services received.

25. Meals on wheels

25.1. There will be a fixed rate charged for each meal delivered for either lunch and / or tea which will include delivery.

26. Method of payment

26.1. For Meals on Wheels the usual method of payment will be by cash payment at the point of service delivery.

26.2. For other non-resident services the Council operates a 4 weekly billing system for commissioned care and a variety of payment methods.

26.3. Customers who receive a Direct Payment will have their contribution deducted from the payments made.

27. Debts

27.1. Failure to pay the assessed charge will result in the Council's debt procedures being instigated. Where appropriate, the Council will pursue debts through the Civil Courts.

28. Reviews

28.1. The customer has the right to ask for a review of their financial assessment and the charges at any time.

28.2. Changes made to charges as a result of a review will be applied from the date the new charge is calculated.

29. Information to customers on charging

29.1. An information leaflet will be provided to all customers required to pay charges explaining this charging policy.

29.2. A separate leaflet will be produced setting out appropriate rates of charging and allowances and this will be updated annually to reflect changes.

29.3. Similar information will be provided on the Council's website.

29.4. Information will be provided in accessible formats when requested.

² The 'couples' definition used by Department for Work and Pensions will be applied where this matter is in doubt.

Fairer Charging Phase 2: Telecare Charging: Appendix F

30. Complaints about assessed contribution or charge

- 30.1. When advised of their assessed charge, customers will be provided with the contact details of the person conducting the financial assessment. If the customer is unhappy with the charge then they should contact this person in the first instance. The calculation will then be reviewed and a revised assessment issued if necessary.
- 30.2. If the customer still remains dissatisfied with the assessed charge then they are able to complain using the Council's complaints procedure.
- 30.3. During the investigation of a complaint the assessed charge will remain payable and can be pursued according to the Council's debt recovery processes. If the outcome of a complaint is that a customer has over-paid then the overpayment will be refunded.
- 30.4. In considering a complaint about charges then the following issues may be considered:
 - 30.4.1. Whether this policy has been applied correctly
 - 30.4.2. Whether the customer will suffer exceptional hardship as a result of having to pay charges for services
 - 30.4.3. Whether the policy has impacted unfairly on the customer
- 30.5. The outcome of a complaint may be that none, some or all of a charge is waived.
- 30.6. The decision to waive charges will be made by the officer who has an appropriate level of authority under the Council's Scheme of Delegation³. This may not be the officer who investigates the complaint.

³ The authority level to write off debt specified in the Scheme of Delegation shall apply to any waiving of charges, whether or not an invoice has been issued.

Fairer Charging Phase 2: Telecare Charging: Appendix F

Appendix 1

Non-residential care services charge rates 2011 - 2012

Capital Threshold

Upper Capital Threshold	£23,250
Lower Capital Threshold	£14,250

Full cost charges for care provided via Central Bedfordshire Council

Care in own home	£17.45 (per hour)
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Telecare

*Where provided without a Community Needs Assessment	£4.00 (per week) + VAT where customer is not exempt
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Where provided following a Community Needs Assessment	£4.00 (per week) + VAT where customer is not exempt
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Meals on Wheels

*Hot meal	£3.50 (per meal)
*Frozen meal	£3.10 (per meal)

Day Centres

Attendance – Over 65	£28.35 (per day)
Attendance – Learning Disability	£50.52 (per day)

Transport to Day Centres

Per journey	£1.50 (per journey)
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Meals Provided at Day Centres

*Hot meal	£3.50 (per meal)
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*These services are charged at a flat rate to all customers and no means test is involved.

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Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 12 December 2011
Subject: Revenue Budget Management Report for period ended 30 September 2011 for Social Care, Health and Housing.
Report of: Cllr Carole Hegley, Executive Member for Social Care, Health & Housing.
Summary: The report sets out the financial position for the year 2011/12

Advising Officer: Julie Ogley, Director of Social Care, Health and Housing
Contact Officer: Nick Murley, Assistant Director Business & Performance
Public/Exempt: N/A
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

- | |
|---|
| <ol style="list-style-type: none">1. Sound financial management contributes to the delivery of the Council's value for money, enabling the Council to successfully deliver its priorities |
|---|

Financial:

- | |
|---|
| <ol style="list-style-type: none">2. The financial implications are set out in the report |
|---|

Legal:

- | |
|--|
| <ol style="list-style-type: none">3. Not applicable. |
|--|

Risk Management:

- | |
|--|
| <ol style="list-style-type: none">4. Not applicable. |
|--|

Staffing (including Trades Unions):
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- | |
|--|
| <ol style="list-style-type: none">5. Not applicable. |
|--|

Equalities/Human Rights:

- | |
|--|
| <ol style="list-style-type: none">6. Not applicable. |
|--|

Community Safety:

- | |
|--|
| <ol style="list-style-type: none">7. Not applicable. |
|--|

Sustainability:

- | |
|--|
| <ol style="list-style-type: none">8. Not applicable. |
|--|

Procurement:

- | |
|--|
| <ol style="list-style-type: none">9. Not applicable. |
|--|

RECOMMENDATION(S):

The Committee is asked:-

- a. That the **General Fund** outturn of £56.453m and £0.379m over spend is noted.
- b. That the **Housing Revenue Account** financial position is noted.

Introduction

10. The report sets out the financial position to the end of March 2012.

General Fund Executive Summary Revenue

- 11. The **General Fund** position for the directorate indicates a projected over spend of £0.379m or 0.67% (£0.096M for June).
- 12. The following table 'A' shows a summary position analysed by the Director and Assistant Director, with more detailed commentary in the following paragraphs. Appendix 'A' provides a more detailed analysis by Service.

Assistant Director	Approved Budget	Provisional Outturn Spend for Year	Full Year Forecast Variance (-under)/overspend	Full Year Forecast Variance after transfers to/from reserves (-under)/overspend
	£000	£000	£000	£000
Director	108	115	7	7
AD Housing (GF)	4,195	4,198	3	3
AD Adult Social Care	53,499	54,933	1,434	1,114
AD Commissioning	5,217	5,544	327	(332)
AD Business & Performance	(6,945)	(7,065)	(120)	(413)
Total General Fund	56,074	57,725	1,651	379

13. Table 'B' – Subjective Analysis for the General Fund is as follows:

Expenditure type	Forecast Outturn (Before use of Reserves) £000
Staffing Costs	17,453
Premises and Transport	732
Supplies and Services	4,568
Third Party Payments	67,126
Capital Financing	18
Total Expenditure	89,897
Income	(16,525)
Grants	(15,647)
Total Income	(32,172)
Net Expenditure	57,725

14. The **Adult Social Care** service is showing an over spend of £1.114m (£0.663M for June). The main pressure within this area is from Older People package costs which are showing an over spend of £1.128m. People are living longer and the costs of dementia are on the increase. In addition assumptions made in the budget setting process included an increase in demography of 4% but indications to date are suggesting there is already an increase in numbers of older people by 5%. This is a combination of increasing demography and self funders requiring local authority support.
15. To quantify the impact of self funders, 18 have required council support during the first two quarters of 2011/12 in residential care. Extrapolating these numbers to be 36 for a full year, this could amount to an additional £0.700m that the council would have to fund. Given the current financial climate this trend is unlikely to diminish and will continue to put pressure on the Councils budget.
16. Challenging efficiency targets were set against the Older People service area and whilst they are not being fully achieved good progress is being made. A positive example of this is the Reablement service which to date has achieved reductions in care hours during the period April to September of 1,811 which is equivalent to a full year saving of £0.340m. It is evident that whilst this activity is reducing costs to the Council it is not able to completely mitigate the costs of the above

17. It is also worth reporting that there has been a 50% increase over the last quarter in number of adult safeguarding alerts that have been made which has led to a 20% increase in those requiring investigation. This is beginning to impact on the resources within the social work teams and close monitoring is being undertaken to evaluate the impact of such increases and if they continue into the future.
18. Learning Disabilities package costs are showing an under spend of £0.303m which is partially offsetting a pressure of £0.436m in cross boundary charging that was identified in 2010/11. This is a positive position for this financial year however early indications are that the average care package cost of Transitions for next year, 2012/13, is increasing from £0.030m to £0.042m which will lead to increased pressure in the budget and Medium Term Financial Plan.
19. To offset the above the **Commissioning** service under spend of £0.332m (£0.511m for June) relates to the efficiencies made against the Learning Disability & Public Health Reform Grant and mental health contracts together with additional customer income of £0.517 within the **Business & Performance** service area.

Executive Summary Housing Revenue Account

20. The 2011/12 budget for the **Housing Revenue Account** (HRA) required a contribution from the HRA reserve of £0.195m. The September financial position indicates that a contribution from reserves of £0.295m is required which is £0.100m higher than anticipated when setting the budget. The forecast overspend is due to delays in outsourcing of the Console.

Detailed Commentaries

Director

21. A small overspend is projected as a result of the unachieved managed vacancy factor and additional administration support costs.

Assistant Director – Housing

- 22.0 Across Housing Operations, there is an adverse variance to date of £0.02m and a full year forecast indicating it will be on budget.
- 22.1 Within Prevention, Options, and Inclusion there is a year to date under spend of £0.115m (£0.097m in August) as a result of limited expenditure being incurred for Temporary Accommodation in the financial year so far. This under spend will be used to part fund the cost of remodelling a property in Leighton Buzzard. This property recently returned to the Council's stock, having been used as a Domestic refuge, and it is now intended for this property to provide temporary accommodation.

- 22.2 The under spend is offset by a year to date over spend of £0.142m relating to the Traveller Sites, with a predicted outturn on budget. The over spend to date is a result of building repair costs and costs associated with installing electricity and water meters at the Traveller sites, together with legal costs incurred at the Traveller sites.
- 22.3 The installation of meters, along with other works undertaken at the Traveller sites, has resulted in a reduction in staff time required. Since the start of the year there has been a reduction in Traveller Site Managers from 3 to 2, and a reduction in surveyor time required equivalent to 0.5 FTE.
- 22.4 There will also be a reduction in water and electricity bills for the Council, which will start to materialise in the second half of the year. In addition it is anticipated that rental and service charge income for the year will be greater than in the budget.

Assistant Director – Adult Social Care

- 23.0 The overall position is a projected overspend of £1.114m (£0.811m for August). The year-to-date position is an under spend of £0.595m. Expenditure tends to be higher in the latter part of the year particularly for those areas where there is a transfer of cases from Children's Services (after the summer term). The highest risk areas for external care packages are forecasting overspends of £1.128m for Older People, £0.212m for People with Physical Disabilities and an under spend of £0.308m for People with Learning Disabilities. Further details are provided below
- 23.1 **Older people**
The packages budget for older people includes demographic growth of £1.0m but also efficiencies of £1.4m relating to reductions in residential placements together with savings from the activity around reablement and personal budgets.
- 23.2 **Residential Care**
An over spend of £1.274m is forecast. The number of service users has increased by 4 since the end of March 2011. For the period April through to September, there have been 30 cases relating to a 12 week disregard period and 18 self funders requiring local authority support. At the end of September residential placements numbers stood at 564 of which 257 were in residential block beds (93% occupancy versus 87% at the end of March 2011) and 307 in spot purchased beds (318 at the of March 2011).
- 23.3 **Nursing care**
An over spend of £0.253m is forecast; there is a corresponding increase in service user numbers of 7 placements since March 2011. For the period April through to September there have been 3 cases relating to a 12 week disregard period but no self funders requiring local authority support.

- 23.4 **Home care**
An under spend on external home care packages of £0.128m is forecast; there has been an increase in home care service users of 29 since the end of March 2011. The average weekly package cost has decreased by £27/21% since 1 April 2011 reflecting a reduction in average weekly support hours and a very small reduction in the average hourly price. This includes service users receiving a home care service contracted on their behalf as part of a personal budget. The Reablement service has achieved reductions in hours for April to September of 1,811 which is equivalent to a saving of £0.251m with a full year projection of £0.340m.
- 23.5 **Physical Disabilities**
The overall position on care packages is a forecast over spend of £0.212m. The budget in this area has increased by £0.473m between years to reflect the potential loss of Independent Living Fund (ILF) funding and the full year effect of 2010/11 care packages. It also includes funded pressures of £0.075m for Transitions and an efficiency of £0.100m in relation to the renegotiation of high cost packages.
- 23.6
There are variances within this over spend as residential care is a projecting an over spend of £0.185m relating to an additional 5 customers since March 2011, nursing care a projected under spend of £0.014m with an associated reduction of 3 customers since March 2011 and Home Care a projected under spend of £0.017m with an associated reduction of 15 customers since March 2011. An over spend of £0.146m is forecast on direct payments with an increase in service users of 13 since the end of March 2011.
- 23.7 **Learning Disability**
An over spend of £0.158m is forecast reflecting an unachievable income target of £0.436m in relation to cross boundary charges to other authorities identified in 2010/11. This is mitigated by a projected under spend on packages of £0.308m. This budget area contains the risk of Ordinary Residence transfers, of which £0.575m is covered by reserve, and also the risk of higher than anticipated transitions from Children's service and carer breakdown. New Year transitions growth of £0.315m is included in this budget and also efficiencies of £0.400m from the renegotiation of high cost packages. There are significant variances within care package lines including a projected over spend of £0.181m on cross boundary placements reflecting increased bed prices advised by other local authorities and a projected over spend of £0.184m on direct payments reflecting an increase in client numbers of 37 since March 2011.
- 23.8
For Learning Disabilities direct services there is a projected over spend of £0.153m before the use of the Supporting People reserve. An under spend on pay of £0.205m is forecast.

23.9 **Other variances**

There are a number of other variances that are explained below:

- There are savings around our residential care contract and cross boundary placements budget which is forecast to under spend by £0.341m. In addition there is an under spend where the council pays for other local authority residential care beds and the service area is also projecting higher than budgeted income from other local authorities and self-funders of £0.190m.
- 23.10
- The Reablement Service forecast is an under spend on pay of £0.241m as a result of holding vacancies in line with the directorate efficiency proposals and due to phased recruitment to the new Support Planner/Broker teams
- 23.11
- Learning Disabilities and Mental Health Management is forecasting an over spend of £0.305m reflecting non achievement of efficiency targets within the in-house domiciliary care service.

Assistant Director – Commissioning

- 24.0 The forecast under spend of £0.332m (£0.376m for August) within Commissioning relates primarily to the projected under spend on the Learning Disabilities transfer of £0.446m and on contracts of £0.293m (see Para 24.3).
- 24.1 These under spends are offset by a significant over spend projected in relation to carers' direct payments of £0.276m.
- 24.2 The Campus Closure re-provision programme for people with learning disabilities is showing a forecast over spend of £0.659m but an earmarked reserve exists to support the costs of voids, one-off entry and exit costs associated with the new schemes opening during 2011/12. Further work is underway to model the financial impact of these schemes.
- 24.3 The forecast under spend on contracts of £0.293m relates mainly to Mental Health services. Work is on going to draw up an improvement plan with the provider as a means to increase the amount of investment made to mental health services within Central Bedfordshire. £0.200m of the under spend represents a compensatory efficiency saving.

Assistant Director – Business and Performance

25. The forecast under spend of £0.413m (£0.384m for August) predominately relates to the over-achievement of customer income of £0.517m. Two areas of customer income are forecasting an under achievement. These are Fairer Charging £0.086m and House Sales £0.051m.

Assistant Director – Housing (HRA)

- 26.0 The Housing Revenue Account (HRA) annual expenditure budget is £25.002m and income budget is £24.807m with a contribution of £0.195m from HRA reserves to present a net budget of zero. A subjective breakdown of this budget and forecast outturn is shown below:

2011/12	Budget	Annual Forecast
	£m	£m
TOTAL Income (Rents & Service Charges)	(24.807)	(24.780)
Staffing Costs	3.014	3.314
Repairs and Maintenance Costs	4.697	4.665
Stock Investment Programme	4.825	4.620
Corporate / Directorate Recharges	1.272	1.272
Supplies & Contracted Services	1.300	1.313
Housing Subsidy payment	9.894	9.891
TOTAL Expenditure	25.002	25.075
Contribution to / (from) reserve	(0.195)	(0.295)
Net Expenditure	0	0

- 26.1 There is a year to date adverse variance of £0.362m (£0.311m August). This variance is predominantly the result of payments totalling £0.274m made for the Stock Condition Survey. Whilst the budget exists for this expenditure, these costs have all occurred in the first 5 months and therefore appear as a variance against the profiled budget.
- 26.2 There is a further variance to profiled budget of £0.052m for Housing Systems. This relates to implementation of the new Housing ICT System, which is almost complete. These costs were front loaded in the year and the variance is dropping away and the outturn for this area should be close to the full year budget.
- 26.3 The 2011/12 budget for the Housing Revenue Account (HRA) requires a contribution from the HRA reserve of £0.195m. The forecast outturn for the year is an increase of £0.100m (£0.100m in August) from the budget. The forecast overspend is the result of costs relating to the Console due to the delay in outsourcing and unbudgeted salary costs for relief operators (£0.099m). The impact of this will mean that the HRA will draw down £0.295m from reserves.

Revenue Virement Requests

- 27.0 There are currently no proposed virements over £0.100m to report

Achieving Efficiencies

- 28.0 A number of efficiencies are built into the 2011/12 base budget.
- 28.1 For 2011/12 the efficiencies amount to £4.694m. Of this £4.511m is forecast to be achieved. Compensatory proposals to meet the £0.183m shortfall are in progress.
- 28.2 Within cross-cutting efficiencies, additional income from the Revenue Income Optimisation project is only forecast to achieve £0.048m of the £0.192m target. Compensatory savings are being sought to close this gap.
- 28.3 Within departmental efficiencies, there are two efficiencies that are showing significant shortfalls. The first relates to services in Learning Disabilities of £0.226m and the second around the reduction in demand for residential care due to reablement and efficiencies following the introduction of personal budgets of £0.262m.
- 28.4 Appendix B shows the Efficiency Tracker summary for the Directorate.

Reserves position

- 29.0 Appendix C shows the full list of reserves for the directorate. The total General Fund reserves available as at April 2011 are £2.617m.
- 29.1 The Campus Closure reserve will be called upon to fund transitional costs relating to the capital project and as such £0.659m has been included to fund some of this activity. Further work is underway to confirm the impact of these transitional costs across the whole programme.
- 29.2 The Social Care Reform reserve is being utilised to fund activity around the personalisation agenda and the recovery programme
- 29.3 The Supporting People Reserve will offset the loss of Supporting People income within Learning Disabilities Direct Services.
- 29.4 In respect of the Housing Revenue Account, the total reserves available as at April 2011 were £3.989m and the current forecast indicates that £0.341m of the HRA reserves will be used for 2011/12.

Debt Analysis

- 30.0 Housing Revenue Account
- 30.1 Total current and former tenant arrears were £0.981m at the end of September compared to £0.782m at the end of the last financial year. Current arrears are £0.661m or 2.65% of the annual rent debit of £24.94m (£0.532m or 2.28% at the end of the last financial year). The figure of 2.65% is a 0.50% adverse variance against a target of 2.15%. Performance on Former Tenant Arrears is 1.28% against a target of 1.0%, leaving a balance of £0.320m. (Last year was 1.07% with a balance of £0.250m).

30.2 General Fund

30.3 General Fund debt at the end of September 2011 stands at £5.4m (£4.6m for August) of which £1.9m is house sales debt, £1.5m Health Service debt and less than £0.2m of other Local Authorities. Of the remaining general debt of £1.8m, £0.7m (38%) is more than one year old. This includes legacy debt as well as Central Bedfordshire debt. Further analysis is being undertaken to establish the likelihood of payment.

Appendices:

- Appendix A** - Net Revenue Position Full Analysis
- Appendix B** - Efficiencies
- Appendix C** - Reserves
- Appendix D** - Debt Analysis

Background papers: None

Location of papers: Technology House

	Cumulative to Date				Year							RAG	Risk	Activity level Medium/High risk budgets (COMMENTARY)
	Budget	Actual	Use of reserves	Variance after reserves	Approved Budget	Forecast Outturn	Forecast Variance	Proposed use of Earmarked reserves	Forecast Variance after use of earmarked reserves.	Forecast % of Budget				
	£000	£000	£000	£000	£000	£000	£000	£000	£000					
Director of Social Care, Health, Housing	54	107	0	53	108	115	7	0	7	6%	amber			
Housing Management (GF)	2,098	2,118	0	21	4,195	4,198	3	0	3	0%	green			
Supporting People	1,236	1,202		-34	2,471	2,471	0		0	0%	green	Low	On budget	
Prevention, Options & Inclusion (GF)	470	355		-115	940	945	5		5	1%	green	High	On budget	
Private Sector Housing Options (GF)	325	352		27	650	648	-2		-2	0%	green	Medium	On budget	
Housing Management (GF)	67	209		142	134	134	0		0	0%	green	Low		
Adult Social Care	24,586	24,159	-168	-595	53,499	54,933	1,434	-320	1,114	2%	amber			
Asst Director Adult Social Care	-1,877	-1,858		19	573	635	62		62	11%	red	Low	Projected overspend on pay £31k, £20k corporate efficiency savings on transport forecast to not be achieved	
Older People and Physical Disability Mgt	258	166	-15	-107	515	421	-94	-15	-109	-21%	amber	Low	£56k underspend on pay partially offsetting overspend on Review Team (see below) and also balance of funding held for Homefinder/Residential Review officers.	
Older People - Day Care	300	309		9	600	613	13		13	2%	amber	Low	On budget	
Enablement	1,393	1,306		-87	2,785	2,544	-241		-241	-9%	green	Low	Forecast underspend on pay - including new Support Planner/Broker teams, courts' agency costs met from NHS grant, courts efficiency of £200k forecast to be achieved in full	
OPPD - Care Management Central	2,732	2,847		115	5,464	5,744	280		280	5%	amber	High	Forecast overspend on pay on the Review Team £56k, Phys Dis packages forecast overspend of £212k. OT team projected underspend of £54k due to vacancies	
OPPD - Care Management North	5,269	5,342		74	10,537	11,279	742		742	7%	amber	High	Pay broadly on line, projected overspend on packages of £808k	
OPPD - Care Management South	5,178	4,983		-195	10,356	10,696	340		340	3%	amber	High	Pay broadly on line, projected overspend on packages of £423k	
LD & MH Management	-6	118		124	-11	294	305		305	-2773%	amber	Low	Efficiency shortfall of £350k re direct services forecast here.	
Under 65 Mental Health Packages	234	163		-71	467	429	-38		-38	-8%	green		Under spend on packages	
Learning Disabilities - Assessment and Care Mgmt	5,572	5,329		-243	11,144	11,302	158		158	1%	amber	High	Projected shortfall of £436k OLA income (budget build error), projected underspend of £26k of pay due to vacancies and on packages of £308k	
Learning Disabilities - Direct Services	1,995	2,024	-153	-123	3,989	4,142	153	-305	-152	-4%	green	Low	Forecast underspend on pay of £205k. £310k pressure from withdrawal of Supporting People grant met from reserve	
Sheltered Employment	-14	21		35	-27	52	79		79	-293%	amber	Low	Full year efficiency on LuDun not achieved due to closure date being in year & one-off security costs	
Emergency Duty Team	67	79		13	133	149	16		16	12%	red	Medium		
BUPA	3,487	3,330		-157	6,974	6,633	-341		-341	-5%	green	Medium	Projected underspends on the block contract £151k and on cross boundary placements £190k	
Commissioning	2,609	2,861	-64	253	5,217	5,544	327	-659	-332	-6%	green			

	Cumulative to Date				Year							RAG	Risk	Activity level Medium/High risk budgets (COMMENTARY)
	Budget	Actual	Use of reserves	Variance after reserves	Approved Budget	Forecast Outturn	Forecast Variance	Proposed use of Earmarked reserves	Forecast Variance after use of earmarked reserves.	Forecast % of Budget				
	£000	£000	£000	£000	£000	£000	£000	£000	£000					
Asst Director Commissioning	-120	74		194	-240	-168	72		72	-30%	amber	Low	Overspend on pay due to use of interims £73k	
Contracts	2,063	1,914		-149	4,125	3,832	-293		-293	-7%	green	Low	Section 75 Mental Health with provider underspend of £200k, mental health contracts £96k under spend, IMC & Rapid Intervention projected under spend of £41k, projected over spends on equipment pool (£24k) and telecare (£27k)	
LD Transfer	-53	-8		45	-105	-485	-380		-380	362%	amber	Medium	Government grants exceeds expenditure commitments	
Bedfordshire Drug Action Team	41	3		-38	82	82	0		0	0%	green	Low	Substance Misuse packages forecast on budget	
Personalisation	403	484		82	805	1,110	305		305	38%	red	Low	Carers Direct Payment increased demand resulting in forecast over spend of £276k	
Commissioning	275	394	-64	55	550	1,173	623	-659	-36	-7%	green	Medium	Forecast over spend on Campus Closure revenue offset by reserve	
Business and Performance	-3,473	-3,286	-175	187	-6,945	-7,065	-120	-293	-413	6%	green			
Asst Director Business & Performance	97	258	-175	-14	194	488	294	-293	1	1%	green	Low		
Business Systems	479	513		34	958	1,008	50		50	5%	amber	Low	Forecast over spend on pay	
Business Infrastructure	340	295		-45	680	733	53		53	8%	amber	Low	Forecast over spend on pay, year-to-date under spend relates to training budget	
Customer Contributions	-4,389	-4,352		37	-8,777	-9,294	-517		-517	6%	green	Medium	Financially assessed income exceeding target for residential and nursing care placements	
Sub-total Social Care, Health and Housing General Fund	25,874	25,959	-407	86	56,074	57,725	1,651	-1,272	379	1%	green			
Housing Services (HRA)	-1	362	0	363	-2	0	2	-2	0	0%	green			
Head of Housing Services (HRA)	-3,256	-3,052		204	-6,511	-6,724	-213	213	0	0%	green	Low		
Housing Management (HRA)	768	906		139	1,535	1,596	61	-61	0	0%	green	Low		
Asset Management (HRA)	2,307	2,344		38	4,613	4,753	140	-140	0	0%	green	Medium		
Prevention, Options & Inclusion (HRA)	181	164		-17	361	375	14	-14	0	0%	green	Medium		
Total Social Care Health and Housing	25,873	26,321	-407	449	56,072	57,725	1,653	-1,274	379	0.68%	green			

Commentary for EIG Report - to explain latest forecast, key risks, any variances and compensatory savings to plug shortfall:

Social Care, Health & Housing - the SCHH efficiency target for 2011/12 is £4.694M (including Cross Cutting efficiencies – Procurement £0.019M, Income Review – Telecare £0.192M and Passenger Transport Review £0.020M).

All efficiency workstreams are being actively managed. The major risk areas are identified as follows:-

1. EA51 - The reduction in usage of residential and nursing care is now expected to deliver £1.138M vs target £1.4m.
2. EA38 - Closure of LuDun did not occur until the end of May; as such running costs of £30k have been experienced including pay in lieu of notice to employees.
3. Telecare income – the income target will not be achieved in the current year as charging will not be introduced until half way through the year and is forecasting £0.048M in 2011/12.

Further compensatory initiatives are now being considered to mitigate for the current shortfall.

Earmarked Reserves - September 2011/12

Description	Opening Balance 2011/12	Increase in reserves	Spend against reserves	Release of reserves	Proposed Closing Balance 2011/12
	£000	£000	£000	£000	£000
Social Care Health and Housing Reserves					
Social Care Reform Grant	415		308		107
Deregistration of Care Homes	583				583
LD Campus Closure	744		659		85
Supporting People	305		305		0
Reablement	222				222
Winter Pressure	348				348
	2,617	0	1,272	0	1,345
Housing Revenue Account Reserves					
HRA	3,743		295		3,448
Business Process Re-engineering	46		46		0
Major Repairs (HRA)	200				200
	3,989	0	341	0	3,648
GRAND TOTAL	6,606	0	1,613	0	4,993

Appendix D

	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 Debt	1,773,276	313,675	1,459,601	238,015	134,080	27,260	384,653	675,593
Charges on property - residential and nursing placements	1,878,286	4,327	1,873,958	76,439	94,597	57,649	487,841	1,157,431
Health Service	1,543,147	658,044	885,103	52,183	9,864	0	805,230	17,827
Other Local Authorities	193,467	127,224	66,243	48,959	17,420	0	-135	0
Total	5,388,176	1,103,270	4,284,906	415,596	255,960	84,909	1,677,590	1,850,851
		20.48%	79.52%	9.70%	5.97%	1.98%	39.15%	43.19%

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Meeting: Social Care, Health & Housing Overview and Scrutiny Committee
Date: 12 December 2011
Subject: Capital Budget Management 2011/12
Report of: Cllr Carole Hegley, Executive Member for Social Care, Health & Housing.
Summary: The report provides information on the Directorate capital financial position as at the end of September 2011

Advising Officer: Julie Ogley, Director of Social Care, Health & Housing.
Contact Officer: Nick Murley, Assistant Director Business & Performance
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

- | |
|--|
| 1. Sound financial management contributes to the delivery of the Council's value for money, enabling the Council to successfully deliver its priorities. |
|--|

Financial:

- | |
|--|
| 2. The financial implications are set out in the report. |
|--|

Legal:

- | |
|--------------------|
| 3. Not applicable. |
|--------------------|

Risk Management:

- | |
|--------------------|
| 4. Not applicable. |
|--------------------|

Staffing (including Trades Unions):
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- | |
|--------------------|
| 5. Not applicable. |
|--------------------|

Equalities/Human Rights:

- | |
|--------------------|
| 6. Not applicable. |
|--------------------|

Community Safety:

- | |
|--------------------|
| 9. Not applicable. |
|--------------------|

Sustainability:

- | |
|---------------------|
| 10. Not applicable. |
|---------------------|

Procurement:

- | |
|---------------------|
| 11. Not applicable. |
|---------------------|

RECOMMENDATION(S):

The Committee is asked to note the Capital position as at the end of September 2011.

Status of the Programme

12. The following table summarises the position as at the end of the quarter 2.

13. Table 1 Capital programme summary

	Full Year Forecast Variance						
	Gross Expend. Budget	Gross Income Budget	Net Total	Gross Expend. Budget	Gross Income Budget	Net Total	Variance
Directorate	£m	£m	£m	£m	£m	£m	£m
Disabled Facility Grants (DFG)	2.551	(0.880)	1.671	3.388	(0.584)	2.804	1.133
Renewal Assistance	0.395	(0.044)	0.351	0.244	(0.044)	0.200	(0.151)
NHS Campus Closure	6.994	(6.994)	0	3.876	(3.876)	0	0
Timberlands	0.931	(0.699)	0.232	0.931	(0.699)	0.232	0
Empty Homes	0.200	(0.040)	0.160	0.200	(0.040)	0.160	0
Adult Social Care ICT Projects	0.261	(0.261)	0	0.280	(0.280)	0	0
Houghton Lodge retention	0	0	0	0.002	(0.002)	0	0
Step Up/Step Down refurbishment	0	0	0	0.050	(0.050)	0	0
Sheltered Housing	0	0	0	0.020	(0.020)	0	0
Sub Total	11.332	(8.918)	2.414	8.991	(5.595)	3.396	0.982
HRA	4.713	0	4.713	4.856	0	4.856	0.143
Total	16.045	(8.918)	7.127	13.847	(5.595)	8.252	1.125

General Fund Programme

14. There is potential demand within the DFG programme to result in an over spend of in excess of £1.0m. It will be very difficult to suppress this demand, given the increases in demography that the council is facing, without entailing significant reputational damage to the Council.
15. As part of the Capital Programme Review a successful bid has been made to increase the resources allocated to this area of activity and this will be reflected in the quarter 3 report.
16. Expenditure on the Renewals is anticipated that of the £0.185m of slippage from 2010/11, £0.034m will be required for the current Renewals programme, whilst the remainder assisted with overspends on the Disabled Facilities Grants (DFG) programme.
17. On the Timberlands project, final proposals about the required number of pitches is in the process of being agreed before more accurate expenditure estimates can be ascertained. This is likely to lead to lead to slippage into 2012/13.
18. The Campus Closure Programme is projecting slippage of £3.413m into 2012/13 and 2013/14 although there will be no impact on the overall capital programme as it is fully grant funded.

Housing Revenue Account Programme

19. The Housing Revenue Account capital programme is currently behind budget profile by £0.113m but this amount relates to improvement costs originally posted to revenue that will be capitalised shortly.
20. There is a projected over spend of £0.143m on the programme for 2011/12 due to capitalising salary costs. This will mean that the revenue contribution to finance capital expenditure will be increased by this amount. There will therefore be no net effect on the capital programme or the revenue account.

Appendices:

Appendix A – General Fund position by Capital Project
Appendix B – HRA position by Capital Project

Background papers and their location: None

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APPENDIX B

CAPITAL PROGRAMME - CENTRAL BEDFORDSHIRE COUNCIL 2011/12

HOUSING REVENUE ACCOUNT

Title and Description of the Scheme	2011/12 Capital Programme. Approved at February 2011 Council.			REVISED CAPITAL PROGRAMME BUDGET (Feb 2011 Exec plus slippage)			Full Year Forecast			Full Year Variance			September 2011								
													PROFILED BUDGET YTD			ACTUAL			VARIANCE		
	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	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	£000s	£000s	£000s	£000s	£000s	£000s	£000s
<u>General Enhancements (formerly Minor Works)</u> Various one-off projects required on an ad hoc basis and not identified in a specific capital project, eg defective damp-proof.	250	0	250	250	0	250	200	200	(50)	0	(50)	100	100	106	0	106	6	0	6		
<u>Drainage & Water Supply</u> A programme of improvements to water supplies and water mains systems where these systems have deteriorated due to age	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>Stock Remodelling</u> Various projects that have been identified to enhance the stock: eg. improve insulation, convert bedsits to flats, convert flat to pitch roofs, construct lift shafts, etc.	200	0	200	200	0	200	20	20	(180)	0	(180)	0	0	0	0	0	0	0	0	0	0
<u>Garage Refurbishment</u> To ensure our garage block sites are in a safe and secure condition.	50	0	50	50	0	50	50	50	0	0	0	20	20	8	0	8	(12)	0	(12)		
<u>Paths & Fences siteworks</u> Identification of defects and design, plan and install improvements.	60	0	60	60	0	60	60	60	0	0	0	22	22	39	0	39	17	0	17		
<u>Estate Improvements</u> Improvement to the amenities and appearance of our neighbourhood.	250	0	250	250	0	250	150	150	(100)	0	(100)	145	145	146	0	146	1	0	1		
<u>Energy Conservation</u> Improve the energy efficiency of the housing stock	250	0	250	250	0	250	125	125	(125)	0	(125)	80	80	1	0	1	(79)	0	(79)		
<u>Roof Replacement</u> A programme of replacement where the roof covering is inadequate.	234	0	234	234	0	234	234	234	0	0	0	80	80	156	0	156	76	0	76		
<u>Central Heating Installation</u> Delivery of affordable warmth and improvement to thermal comfort while reducing harmful emissions.	1,100	0	1,100	1,100	0	1,100	1,100	1,100	0	0	0	358	358	473	0	473	115	0	115		
<u>Rewiring</u> Improvement to wiring for efficiency and safety reasons.	340	0	340	340	0	340	340	340	0	0	0	136	136	20	0	20	(116)	0	(116)		
<u>Kitchens and Bathrooms</u> Identify properties that will fail the Decent Home Standard and institute remedial action.	1,100	0	1,100	1,100	0	1,100	1,317	1,317	217	0	217	300	300	353	0	353	53	0	53		
<u>Central Heating communal</u> To deliver affordable warmth and improve thermal comfort while reducing harmful emissions.	172	0	172	172	0	172	172	172	0	0	0	0	0	13	0	13	13	0	13		
<u>Secure door entry</u> Replacement of front and rear doors with quality composite doors.	350	0	350	350	0	350	325	325	(25)	0	(25)	145	145	119	0	119	(26)	0	(26)		
<u>Structural repairs</u> Correction of structural defects arising from subsidence.	150	0	150	150	0	150	150	150	0	0	0	60	60	58	0	58	(2)	0	(2)		
<u>Aids and adaptations</u> Where it is not possible to relocate to adapted properties this resource enables us to adapt the clients current property.	150	0	150	150	0	150	150	150	0	0	0	60	60	69	0	69	9	0	9		
<u>Asbestos management</u> Identify, monitor, and dispose of asbestos correctly.	57	0	57	57	0	57	120	120	63	0	63	20	20	57	0	57	37	0	37		
<u>Capitalised Salaries</u> Capitalise salary costs within Asset Management for time spent on the capital.				0	0	0	343	343	343	0	343	0	0	0	0	0	0	0	0	0	0
<u>Window Replacement</u>				0	0	0		0	0	0	0	0	0	21	0	21	21	0	21		
Total	4,713	0	4,713	4,713	0	4,713	4,856	4,856	143	0	143	1,526	1,526	1,639	0	1,639	113	0	113		

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Meeting: Social Care Health and Housing Overview & Scrutiny Committee
Date: 12 December 2011
Subject: Work Programme 2011–2012 & Executive Forward Plan
Report of: Richard Carr, Chief Executive
Summary: The report provides Members with details of the current 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 current work programme for the Committee. The Committee is requested to consider the 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 – Social Care Health and Housing OSC Work Programme
Appendix B – The latest Executive Forward Plan.

Background Papers: (open to public inspection)
None

Location of papers: Priory House, Chicksands

Appendix A

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

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
1.	23 January 2012	Continuing Health Care Contact: Stuart Mitchelmore, Head of Service, Old People/Physical Disability	Summary of the findings of an independent review of NHS Continuing Healthcare in Central Bedfordshire and Quarter 2 performance.	For information
2.	23 January 2012	End of Life Strategy for Bedfordshire Contact: Paul Groom, Head of Commissioning	To receive a report on the End of Life Strategy for Bedfordshire	For information
3.	23 January 2012	Medium Term Objectives	To consider the Council's draft Medium Term Objectives relating to Social Care, Health and Housing	
4.	23 January 2012	Local Lettings Policy to allocate affordable housing to Rural Exception Sites in Central Bedfordshire Contact(s): Hamid Khan, Head of Housing Needs	This policy is subject to 12 weeks public consultation as a basis for all future allocations to rural exception sites.	For comment by the Committee

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: 28 November 2011

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
5.	23 January 2012	The Social Care Market in Central Bedfordshire Contact(s): Elizabeth Saunders	To receive a report outlining the current Adult Social Care market in Central Bedfordshire and plans for its development.	For information
6.	23 January 2012	Landlords' Property Accreditation Scheme Contact(s): Nick Costin, Head of Service, Private Sector Housing	To receive a report detailing the proposed Property Accreditation scheme, to improve the quality of rented accommodation in Central Bedfordshire, including the results of initial feedback from landlords.	For information and comment on the proposed scheme.
7.	23 January 2012	Improving the experience of people leaving hospital through more effective practice and partnerships Contact(s): Stuart Rees, Assistant Director, Adult Social Care/Pauline Phillips, Chief Executive, Luton and Dunstable Hospital	To receive a report highlighting feedback from the Care Quality Commission in hospital discharges and progress in relation to improving outcomes for cancer patients.	For information and to request approval for the formation of a Member Working Group to improve the quality of Hospital Discharges
8.	23 January 2012	Outcome of public consultation on proposals for Crescent Court, Toddington and Croft Green Contact(s): Sue Marsh, Housing Needs consultant	To receive a report detailing the outcome of the public consultation in Crescent Court, Toddington and Croft Green, Dunstable	Executive 14 February 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: 28 November 2011

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
9.	23 January 2012	Annual account of performance in Adult Social Care 2010/11 (Local Account) Contact(s): Althea Mitcham, Head of Service, Business Infrastructure	To receive a report on the annual account of performance in Adult Social Care for 2010/11.	For information
10.	23 January 2012	Q2 Performance Monitoring Report Contact(s): Nick Murley, Assistant Director Business and Performance	To receive the Q2 performance position for the Social Care Health and Housing Directorate.	Executive: 10 January 2012
11.	5 March 2012	Strategic and Change Agenda for Housing Contact(s): Tony Keaveney, Assistant Director of Housing Services	The Government proposes a new Affordable Rent for Housing Association new-build 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.

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: 28 November 2011

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
12.	5 March 2012	Local Lettings Policy to allocate affordable housing to Rural Exception Sites in Central Bedfordshire Contact(s): Hamid Khan, Head of Housing Needs	This policy is subject to 12 weeks public consultation as a basis for all future allocations to rural exception sites.	For comment by the Committee
13.	5 March 2012	Bedfordshire Community Health Services: medicine management Contact: Andy Cooke, Head of Medicine Management, NHS Beds	Arising from the quality account of BCHS the Committee requested an update at their meeting on 13 June 2011 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 Council's quarterly report and it should be discussed if this was a formal report or a briefing circulated separately.
14.	5 March 2012	Urgent Care - developments around Poplars and Greenacres Contact: Simon Wood, Director of Commissioning Support for NHS Bedfordshire and Luton and Julie Ogley, Director Social Care, Health and Housing	To advise Members of the work that has taken place to improve urgent care through the use of facilities at The Poplars and Greenacres.	For information.
15.	5 March 2012	111 Care Number	To explain the new care number arrangement to Members.	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: 28 November 2011

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
16.	12 April 2012	Map of NHS architecture Contact: Angela McNab, Chief Executive , NHS Luton and Bedfordshire	Update on the NHS restructure and what it means to our customers.	For information.
17.	12 April 2012	Joint Strategic Needs Assessment Contact: Celia Shohet, Assistant Director of Public Health, NHS Bedfordshire	To receive the updated Joint Strategic Needs Assessment to provide context about health and well-being priorities	For information
18.	12 April 2012	Q3 Budget Monitoring Report Contact(s): Nick Murley, Assistant Director, Business and Performance	To receive both the Q3 capital and revenue budget positions for the Social Care Health and Housing Directorate	Executive: 27 March 2012.
19.	12 April 2012	Q3 Performance Monitoring Report Contact(s): Nick Murley, Assistant Director, Business and Performance	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: 28 November 2011

Work Programme Items TO BE SCHEDULED			
Ref	Report Title	Report description	Comment
20.	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 2011.	This will not necessarily be a meeting agenda item but could be a briefing received outside the Committee meeting.

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: 28 November 2011

**Central Bedfordshire Council
Forward Plan of Key Decisions
1 December 2011 to 30 November 2012**

- 1) During the period from **1 December 2011 to 30 November 2012**, Central Bedfordshire Council plans to make key decisions on the issues set out below. “Key decisions” relate to those decisions of the Executive which are likely:
- to result in the incurring of expenditure which is, or the making of savings which are, significant (namely £200,000 or above per annum) having regard to the budget for the service or function to which the decision relates; or
 - to be significant in terms of their effects on communities living or working in an area comprising one or more wards in the area of Central Bedfordshire.
- 2) The Forward Plan is a general guide to the key decisions to be determined by the Executive and will be updated on a monthly basis. Key decisions will be taken by the Executive as a whole. The Members of the Executive are:

Cllr James Jamieson	Leader of the Council and Chairman of the Executive
Cllr Maurice Jones	Deputy Leader and Executive Member for Corporate Resources
Cllr Mark Versallion	Executive Member for Children’s Services
Cllr Mrs Carole Hegley	Executive Member for Social Care, Health and Housing
Cllr Ken Matthews	Executive Member for Sustainable Communities – Strategic Planning and Economic Development
Cllr Brian Spurr	Executive Member for Sustainable Communities - Services
Cllr Mrs Tricia Turner MBE	Executive Member for Economic Partnerships
Cllr Richard Stay	Executive Member for External Affairs

- 3) Those items identified for decision more than one month in advance may change in forthcoming Plans. Each new Plan supersedes the previous Plan. Any person who wishes to make representations to the Executive about the matter in respect of which the decision is to be made should do so to the officer whose telephone number and e-mail address are shown in the Forward Plan. Any correspondence should be sent to the contact officer at the relevant address as shown below. General questions about the Plan such as specific dates, should be addressed to the Committee Services Manager, Priory House, Monks Walk, Chicksands, Shefford SG17 5TQ.
- 4) The agendas for meetings of the Executive will be published as follows:

Meeting Date	Publication of Agenda
15 March 2011	03 March 2011
05 April 2011	24 March 2011
31 May 2011	19 May 2011
12 July 2011	30 June 2011
23 August 2011	11 August 2011
4 October 2011	22 September 2011
15 November 2011	3 November 2011
6 December 2011	24 November 2011
10 January 2012	22 December 2011
14 February 2012	2 February 2012
27 March 2012	15 March 2012
15 May 2012	3 May 2012

Central Bedfordshire Council

Forward Plan of Key Decisions for the period 1 December 2011 to 30 November 2012

Key Decisions

Date of Publication: 15 November 2011

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
1.	Draft Budget 2012/13 and Medium Term Financial Plan -	To consider the draft budget for 2012/13 and the Medium Term Financial Plan including fees and charges and the capital programme.	6 December 2011		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 05/11/2011 to Contact Officer: Charles Warboys, Chief Finance Officer & Section 151 Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147
2.	Quarter 2 Budget Monitoring -	To consider the quarter 2 budget monitoring report.	6 December 2011		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 05/11/11 to Contact Officer: Charles Warboys, Chief Finance Officer & Section 151 Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
3.	Draft Housing Revenue Account (HRA) Budget 2012/13 and Self-Financing HRA Business Plan -	To consider the draft Housing Revenue Account budget for 2012/13.	6 December 2011		Report	Executive Member for Social Care, Health and Housing, Deputy Leader and Executive Member for Corporate Resources Comments by 05/11/11 to Contact Officer: Tony Keaveney, Assistant Director Housing Services and/or Charles Warboys, Chief Finance Officer & Section 151 Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147 and/or tony.keaveney@centralbedfordshire.gov.uk Tel: 0300 300 5213
4.	Future of Special Schooling in the South of Central Bedfordshire -	To consider the alternative arrangement for Area Special Schools in light of the decision by the Department for Education to award Academy Status to Weatherfield Special School.	6 December 2011	Statutory Notices.	Report	Executive Member for Children's Services Comments by 05/11/2011 to Contact Officer: Pete Dudley, Assistant Director Learning and Strategic Commissioning Email: pete.dudley@centralbedfordshire.gov.uk Tel: 0300 300 4203

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
5.	2011 Annual Assessment of Children's Services -	Response to Ofsted Annual Assessment and agreement to the improvement strategy.	6 December 2011		Report	Executive Member for Children's Services Comments by 05/11/11 to Contact Officer: Sylvia Gibson, Head of Learning Email: sylvia.gibson@centralbedfordshire.gov.uk Tel: 0300 300 5522
6.	Extension of the Household Waste Recycling Centres Management Contract -	To consider the extension of the household waste recycling centres management contract with Viridor.	6 December 2011		Report	Executive Member for Sustainable Communities - Services Comments by 05/11/11 to Contact Officer: John Atkinson, Head of Legal and Democratic Services Email: Tracey Harris, Head of Waste Services tracey.harris2@centralbedfordshire.gov.uk Tel: 0300 300 6464 or john.atkinson@centralbedfordshire.gov.uk Tel: 0300 300 6255

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
7.	Harmonisation of the Housing Needs Service in Central Bedfordshire -	To approve the harmonisation of the Housing Needs Service in Central Bedfordshire.	10 January 2012		Report	Executive Member for Social Care, Health and Housing Comments by 09/12/11 to Contact Officer: Mary Goodson, Policy Advisor Email: mary.goodson@centralbedfordshire.gov.uk Tel: 0300 300 5515
8.	Fairer Charging - Phase 2 -	To receive an update on phase 2 fairer charging and to make a decision on the introduction of weekly charge for Telecare Services.	10 January 2012	Current Telecare users (individual letter and survey); Stakeholder Groups and Public (email and web-based survey) 15 August 2011 – 4 November 2011.	Report Consultation document containing proposals Analysis of consultation responses	Executive Member for Social Care, Health and Housing Comments by 09/12/11 to Contact Officer: Tim Hoyle, Head of Business Systems Email: tim.hoyle@centralbedfordshire.gov.uk Tel: 0300 300 6065
9.	ICT Framework Document -	To approve the ICT Framework document.	10 January 2012		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 09/12/2011 to Contact Officer: Clive Jones, Chief ICT Officer Email: clive.jones@centralbedfordshire.gov.uk Tel: 0300 300 4168

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
10.	Outcome of the Review of Children's Centres -	To consider the outcome of the review of children's centres.	10 January 2012		Report	Executive Member for Children's Services Comments by 09/12/2011 to Contact Officer: Catherine Parry, Assistant Director (Acting), Children's Services Operations Email: catherine.parry@centralbedfordshire.gov.uk Tel: 0300 300 6441
11.	Treasury Management Policy and the Treasury Management Strategy -	To recommend to Council the adoption of the Treasury Management Policy and Treasury Management Strategy.	10 January 2012		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 09/12/11 to Contact Officer: Charles Warboys, Chief Finance Officer & Section 151 Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147
12.	Local Sustainable Transport Fund bid for Central Bedfordshire -	To approve the Local Sustainable Transport Fund bid for Central Bedfordshire.	10 January 2012	Stakeholder consultees.	Report	Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 09/12/11 to Contact Officer: Paul Cook, Head of Transport Strategy Email: paul.cook@centralbedfordshire.gov.uk Tel: 0300 300 6999

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
13.	Review of Traded Services for Schools -	To consider the review of traded services for schools.	10 January 2012		Report	Executive Member for Children's Services, Deputy Leader and Executive Member for Corporate Resources Comments by 09/12/11 to Contact Officer: John Unsworth, Interim Assistant Chief Executive (Resources) Email: john.unsworth@centralbedfordshire.gov.uk Tel: 0300 300 5875
14.	Award of the Housing Responsive Maintenance and Void Repairs Contract -	To award the housing responsive maintenance and void repairs contract.	14 February 2012		Report	Executive Member for Social Care, Health and Housing Comments by 09/12/11 to Contact Officer: Basil Quinn, Housing Asset Manager Performance Email: basil.quinn@centralbedfordshire.gov.uk Tel: 0300 300 5118

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
15.	Budget 2012/13 -	To recommend to Council the proposed budget for 2012/13.	14 February 2012		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 13/01/12 to Contact Officer: Charles Warboys, Chief Finance Officer & Section 151 Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147
16.	Housing Revenue Account Budget 2012/13 -	To recommend to Council the Housing Revenue Account Budget 2012/13 for approval.	14 February 2012		Report	Deputy Leader and Executive Member for Corporate Resources, Executive Member for Social Care, Health and Housing Comments by 13/01/12 to Contact Officer: Charles Warboys, Chief Finance Officer & Section 151 Officer and/or Tony Keaveney, Assistant Director Housing Services Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147 and/or tony.keaveney@centralbedfordshire.gov.uk Tel: 0300 300 5213

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
17.	Localism Bill -	To consider the Localism Bill and the delivery through the Community Strategy.	14 February 2012		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 13/01/12 to Contact Officer: Peter Fraser, Head of Partnerships & Community Engagement Email: peter.fraser@centralbedfordshire.gov.uk Tel: 0300 300 6740
18.	Corporate Asset Management Plan -	To approve the Corporate Asset Management Plan.	14 February 2012		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 13/01/12 to Contact Officer: Ian Brown, Interim Chief Assets Officer Email: ian.brown@centralbedfordshire.gov.uk Tel: 0300 300 5711
19.	Review of Central Bedfordshire Council Library Service -	Approval is sought to: A: agree the Central Bedfordshire vision for the Libraries Service; and B: agree a sustainable model of future Library Service provision.	27 March 2012	Throughout May - July 2011 a series of focus groups and workshops with service users and partners and stakeholders. From October 2011 – January 2012 a formal consultation on the vision and potential service delivery models.	Emerging vision, core service offer and aspiration Libraries Service Review Report Outcomes from consultation process Equality Impact Assessment	Executive Member for Sustainable Communities - Services Comments by 26/02/12 to Contact Officer: Kate McFarlane, Head of Community Regeneration & Adult Skills Email: kate.mcfarlane@centralbedfordshire.gov.uk Tel: 0300 300 5858

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
20.	Community Safety Partnership Priorities and the Community Safety Partnership Plan for 2012-2013 -	To adopt the Community Safety Partnership Priorities and the Community Safety Partnership Plan for 2012-2013.	27 March 2012	Strategic Assessment & Partnership Plan will be considered at the Community Safety Partnership Executive meeting in November/December, Overview and Scrutiny Committee and the Local Strategic Partnership.	Strategic Assessment Priorities & Community Safety Partnership Plan 2012-2013	Executive Member for Sustainable Communities - Services Comments by 26/02/12 to Contact Officer: Jeanette Keyte, Community Safety Manager Email: jeanette.keyte@centralbedfordshire.gov.uk Tel: 0300 300 5232
21.	Food Law Enforcement Service Plan 2012-2013, Age Restricted Sales Plan 2012-2013 and the Health and Safety (as a Regulator) Service Plan 2012-2013 -	To approve the Food Law Enforcement Service Plan 2012-2013, Age Restricted Sales Plan 2012-2013 and the Health and Safety (as a Regulator) Service Plan 2012-2013.	27 March 2012		Central Bedfordshire Enforcement Policy; FSA Framework Agreement on Local Authority Food Law Enforcement; Food Law Code of Practice (England); HSE Section 18 Standard on Enforcement	Executive Member for Sustainable Communities - Services Comments by 26/02/12 to Contact Officer: Susan Childerhouse, Head of Public Protection (North) Email: susan.childerhouse@centralbedfordshire.gov.uk Tel: 0300 300 4394

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
22.	Leighton Buzzard Town Centre Planning and Development Briefs -	To endorse the planning document for two sites as Interim Technical Guidance for Development Management Purposes.	27 March 2012	Statutory consultation procedure to be carried out in Autumn 2011.	Leighton Buzzard Town Centre sites Planning and Development Briefs	Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 26/02/12 to Contact Officer: Liz Wade, Assistant Director Economic Growth and Regeneration Email: liz.wade@centralbedfordshire.gov.uk Tel: 0300 300 6288
23.	Brewers Hill Road Sites, Dunstable Regeneration -	To adopt the plans for the Brewers Hill Road sites as a Supplementary Planning Document or endorsement as Interim technical guidance for Development Management Purposes.	27 March 2012	Statutory consultation procedure to be carried out in November/December 2011 via exhibitions, meetings and questionnaires.	Brewers Hill Road sites, Dunstable Development Brief	Executive Member for Sustainable Communities - Strategic Planning and Economic Development, Deputy Leader and Executive Member for Corporate Resources Comments by 26/02/12 to Contact Officer: Peter Burt, MRICS, Head of Property Assets or Andy Lewis, Major Projects Officer Email: peter.burt@centralbedfordshire.gov.uk Tel: 0300 300 5281 or andy.lewis@centralbedfordshire.gov.uk Tel: 0300 300 5526

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
24.	Quarter 3 Budget Monitoring -	To consider quarter 3 budget monitoring report.	27 March 2012		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 26/02/12 to Contact Officer: Charles Warboys, Chief Finance Officer & Section 151 Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147
25.	Alternative Future Provision of the Pupil Referral Unit -	To consider an alternative provision free school - Pupil Referral Unit	27 March 2012		Report	Executive Member for Children's Services Comments by 26/02/12 to Contact Officer: Pete Dudley, Assistant Director Learning and Strategic Commissioning Email: pete.dudley@centralbedfordshire.gov.uk Tel: 0300 300 4203
26.	Local Lettings Policy to Rural Exception Sites in Central Bedfordshire -	To agree the Local Lettings Policy to allocate affordable housing to Rural Exception Sites in Central Bedfordshire.	27 March 2012		Report	Executive Member for Social Care, Health and Housing Comments by 26/02/12 to Contact Officer: Hamid Khan, Head of Housing Needs Email: hamid.khan@centralbedfordshire.gov.uk Tel: 0300 300 5369

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
27.	All Age Skills Strategy and the Skills Role of the Local Authority -	Approval is sought to agree the All Age Skills Strategy for Central Bedfordshire and to agree on the future role of the local authority in the skills agenda.	27 March 2012	<p>The draft All Age Skills Strategy was created following a series of workshops, focus groups and interviews with partners, stakeholders and individuals, during June and July 2011. From early August to late October 2011, a formal 13 week consultation on the draft strategy was held. A follow up stakeholder workshop was held in mid October.</p> <p>Across November and December 2011, a series of one to one meetings, structured interviews and workshops will be held internally to establish the existing skills role of the local authority and to seek views on the potential future role. In January 2012 external stakeholders will be consulted with, again through workshops and interviews to examine Central Bedfordshire wide skills governance arrangements.</p>	<p>All Age Skill Strategy All Age Skills Strategy Consultation Report Report on the future role of the local authority in the skills agenda, with options analysis and implementation plan for the preferred option Equality Impact Assessment</p>	<p>Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 26/02/11 to Contact Officer: Kate McFarlane, Head of Community Regeneration & Adult Skills Email: kate.mcfarlane@centralbedfordshire.gov.uk Tel: 0300 300 5858</p>

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
28.	Outcome of Statutory Consultation on Special Schools in the South of Central Bedfordshire -	To consider the outcome of the Statutory Consultation on the Special Schools in the south of Central Bedfordshire.	27 March 2012		Report	Executive Member for Children's Services Comments by 26/02/12 to Contact Officer: Catherine Parry, Assistant Director (Acting), Children's Services Operations Email: catherine.parry@centralbedfordshire.gov.uk Tel: 0300 300 6441
29.	Development Strategy -	The Development Strategy will set out the broad approach to new development across Central Bedfordshire to 2031, including new housing and employment targets and new large-scale development sites. The Executive will be requested to consider and agree the Central Bedfordshire Development Strategy for the purposes of Publication and subsequent Submission to the Secretary of State.)	13 November 2012	Consultation expected in May/June 2012, Member consideration through Development Strategy Task Force/Sustainable Communities Overview and Scrutiny Panel.	Draft Development Strategy (Pre-Submission version) Sustainability Appraisal Report of consultation and other technical/evidence reports	Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 12/10/12 to Contact Officer: Richard Fox, Head of Development Planning and Housing Strategy Email: richard.fox@centralbedfordshire.gov.uk Tel: 0300 300 4105

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
NON KEY DECISIONS						
30.	Outcome of the Disability Review Children's Services -	A review of the non schools provision for disabled children is on going during September to December 2011. There may be need for structural changes which would form the content of an Executive report.	10 January 2012		Report	Executive Member for Children's Services Comments by 09/12/11 to Contact Officer: Catherine Parry, Assistant Director (Acting), Children's Services Operations Email: catherine.parry@centralbedfordshire.gov.uk Tel: 0300 300 6441
31.	Quarter 2 Performance Report -	To receive quarter 2 performance report.	10 January 2012		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 09/12/11 to Contact Officer: Elaine Malarky, Head of Programmes & Performance Management Email: elaine.malarky@centralbedfordshire.gov.uk Tel: 0300 300 5517

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
32.	Quarter 3 Performance Report -	To receive quarter 3 performance report.	27 March 2012		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 26/02/12 to Contact Officer: Elaine Malarky, Head of Programmes & Performance Management Email: elaine.malarky@centralbedfordshire.gov.uk Tel: 0300 300 5517
33.	Quarter 4 Performance Report -	To receive quarter 4 performance report.	3 July 2012		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 02/06/12 to Contact Officer: Elaine Malarky, Head of Programmes & Performance Management Email: elaine.malarky@centralbedfordshire.gov.uk Tel: 0300 300 5517

Postal address for Contact Officers: Central Bedfordshire Council, Priory House, Monks Walk, Chicksands, Shefford SG17 5TQ

**Central Bedfordshire Council
Forward Plan of Decisions on Key Issues**

For the Municipal Year 2011/12 the Forward Plan will be published on the fifteenth day of each month or, where the fifteenth day is not a working day, the working day immediately proceeding the fifteenth day, or in February 2012 when the plan will be published on the fourteenth day:

Date of Publication	Period of Plan
15.04.11	1 May 2011 – 30 April 2012
13.05.11	1 June 2011 – 31 May 2012
15.06.11	1 July 2011 – 30 June 2012
15.07.11	1 August 2011 – 31 July 2012
15.08.11	1 September 2011 – 31 August 2012
15.09.11	1 October 2011 – 30 September 2012
14.10.11	1 November 2011 – 31 October 2012
15.11.11	1 December 2011 – 30 November 2012
15.12.11	1 January 2012 – 31 December 2012
13.01.12	1 February 2012 – 31 January 2013
14.02.12	1 March 2012 – 28 February 2013
15.03.12	1 April 2012 – 31 March 2013