

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



**please ask for** Jonathon Partridge

**direct line** 0300 300 4634

**date** 23 February 2012

## **NOTICE OF MEETING**

### **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE**

Date & Time

**Monday, 5 March 2012 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 23 January 2012 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.

<b>Reports</b>
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<b>Item</b>	<b>Subject</b>	<b>Page Nos.</b>
9	<b>Executive Member Update</b>  To receive a verbal update from the Executive Member for Social Care, Health and Housing.	*
10	<b>LINK Update</b>  To receive an update from Bedfordshire LINK on local health matters affecting LINK activity as defined by the Health and Social Care Act 2011.	* 13 - 16
11	<b>Bedfordshire Community Health Services: medicine management</b>  To receive a presentation on progress in relation to cost reduction and medicine management as requested by the Committee at a previous meeting.	Presentation
12	<b>NHS 11 Service</b>  To receive a presentation relating to new care number arrangements.	Presentation
13	<b>Local Account of Performance in Adult Social Care 2010/11</b>  To receive for information a report on the local account of performance in Adult Social Care for 2010/11 and to comment on the format and content of the brochure.	* 17 - 44
14	<b>Draft Work Programme 2011/12 and Executive Forward Plan</b>  To consider details of the currently drafted Committee work programme and Executive Forward Plan.	* 45 - 68

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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, 23 January 2012.

**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  
Mrs D B Gurney

Cllrs Mrs C Hegley  
K Janes  
I A MacKilligan  
M A Smith

Members in Attendance: Cllrs P N Aldis  
T Nicols  
P Williams

Officers in Attendance: Mr N Costin – Head of Private Sector Housing  
Mr T Keaveney – Assistant Director Housing Services  
Ms S Marsh – Housing Services Manager  
Mr S Mitchelmore – Head of Older Persons & Physical Disability Service  
Mr J Partridge – Scrutiny Policy Adviser

Others in Attendance Mr M Coleman Chairman, Bedfordshire LINK

**SCHH/11/71 Minutes**

Councillor Janes stated he had meant to declare a personal interest at the previous meeting (Minute SCHH/11/60 refers) as members of his family run care homes in Central Bedfordshire.

**RESOLVED**

**That the minutes of the meeting of the Social Care, Health and Housing Overview and Scrutiny Committee held on 12 December 2011 be confirmed and signed by the Chairman as a correct record subject to the addition of Cllr Janes' personal interest in Item 11 (Minute SCHH/11/60 refers).**

**SCHH/11/72 Members' Interests**

**(a) Personal Interests:-**

- Councillor Mrs S A Goodchild (Item 12) – a member of her family is a service user.

- Councillor K Janes – his family run care homes in Central Bedfordshire

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

None.

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

None.

**SCHH/11/73 Chairman's Announcements and Communications**

The Chairman stated that further to the previous meeting (Minute SCHH/11/60 refers) a session had been arranged on 7 February 2012 for the Chairman to meet with the Care Quality Commission. All Members of the Committee had been asked to submit an expression of interest to become a Member of the Joint Health Overview and Scrutiny Committee (JHOSC) (Minute SCHH/11/61 refers). Councillors Drinkwater, Sheppard and Smith had been appointed as Members. Councillors Goodchild and Gurney were appointed as substitutes.

In relation to Item 11 (Minute SCHH/11/78 refers) it was noted that the report would be received as the first item on the agenda due to public interest. It was also noted that the item did not relate to Croft Green, Dunstable as suggested in the title of the item.

**SCHH/11/74 Petitions**

No petitions were received from members of the public in accordance with the Public Participation Procedure as set out in Part D2 of the Constitution.

**SCHH/11/75 Questions, Statements or Deputations**

The Chairman informed the Committee that two speakers had registered to speak in accordance with the Public Participation Procedure set out in Annex 1 of Part A4 of the Constitution. Both speakers wished to raise issues in relation to Item 11 (Minutes SCHH/11/78 refers). Issues that were raised in detail including the following:-

- A preferred residents' option had been developed following the consultation process, this had not been included in the OSC report. Further analysis of the residents option should be undertaken before a decision was made by the Council.
- There was no strategic context contained in the OSC report or references to the Joint Strategic Needs Assessment, both of which promoted the importance of the local community in identifying service demand.
- Crescent Court was a good community resource.
- Option 1 provided better value for money than rebuilding the facility.

- Further recommendations should be provided to the Executive relating to the development of a community based approach, considering the feasibility of the residents' option and undertaking further consultation.
- Residents had been frustrated throughout the consultation process, which had started poorly. There was fear and uncertainty amongst residents regarding future proposals.

#### SCHH/11/76 **Call-In**

The Panel was advised that no decisions of the Executive had been referred to the Panel under the Call-in Procedures set out in Appendix "A" to Rule No. S18 of the Overview and Scrutiny Procedure Rules.

#### SCHH/11/77 **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/11/78 **Outcome of public consultation on proposals for Crescent Court, Toddington and Croft Green, Dunstable**

The Committee received a report from the Executive Member for Social Care, Health and Housing that summarised the outcomes of the consultation on the future options for Crescent Court. In addition to the report the Executive Member commented that various meetings had been held with residents and a dedicated officer had been appointed to liaise with a resident and the Friends of Crescent Court group.

The Committee also received a presentation from the Housing Services Manager that set out the consultation process and outcomes of that consultation, options that had been proposed, the new residents' option and an update on the current position. In addition the Housing Services Manager stated that Crescent Court was not currently considered to be fit for purpose. There were issues in the property that included the configuration of the bedsits; poor access; and heating. The Council recognised that the manner of consultation had not been sensitive at the outset but there had been four further phases of formal consultation and the Council had assisted with the appointment of an independent advisory to the residents of Crescent Court.

Councillor Tom Nicols stated he believed Crescent Court was not fit for purpose and could not easily be refurbished to a sufficient standard for it to be fit for purpose in the long-term. The scheme had to be appropriate for future residents as well as those currently living at Crescent Court. The development of a new Extra Care scheme was the best way to deliver this. Councillor Nicols also stated that provision for people with dementia was a very important aspect of the Extra Care scheme. This could be the only opportunity to develop an Extra Care scheme in the area and as such he felt we should grasp that opportunity.

In response to issues highlighted in the report and the officer presentation Members raised and discussed the following issues in detail:-

- It was important to engage and listen to residents of Crescent Court during the development of proposals. The deliverability of the residents' option needed to be considered.
- The deliverability of a phased redevelopment approach on the current crescent court site as proposed by residents.
- The need to ensure current residents were guaranteed a place in any new development. The Council also needed to ensure that residents could be rehoused in alternative accommodation in Toddington if a new Extra Care scheme was developed.
- It was important to deliver services that provided care and support as an alternative to residential care.
- Interest from land owners and Toddington Parish Council in relation to the possibility of a 'land-swap'.
- Residents had negative views towards other similar extra care schemes they had visited.
- Concerns of building on land identified as greenbelt and the possibility of this setting a precedent for further development on greenbelt.
- The difficulties associated with refurbishing Crescent Court. It was noted that current problems relating to heating needed to be resolved.
- The importance of enhancing capacity for provision of services for people with dementia in Central Bedfordshire. It was also important capacity of facilities met possible future demand.
- The importance of design standards and ensuring that residents were involved in planning any designs.
- Levels of stress may be increased for residents living in Crescent Court if a new development was to take place around them.

The Chairman thanked residents for attending the meeting and for raising views that informed the Committee's recommendations.

#### **RECOMMENDED TO EXECUTIVE**

- 1. That option one (refurbishment) not be progressed.**
- 2. That the feasibility of option three (development of an Extra Care Scheme on a site in Toddington being progressed through a Neighbourhood Plan) be explored. This option to be developed as a mixed tenure scheme in partnership with Toddington Parish Council.**
- 3. That the feasibility of aligning option two (development of an Extra Care Scheme on an existing site) and the resident's option, as a phased development be explored.**
- 4. That a feasibility report be produced by the end of May 2012 relating to recommendations (2) and (3) with a recommendation on a preferred option.**
- 5. That existing Crescent Court residents be guaranteed a place in any new development.**



6. That exploratory discussion continues relating to the viability of a housing association undertaking the development and operation of a new development.
7. That the essential health and safety works and installation of a new heating system at Crescent Court be progressed.
8. That it be ensured existing residents are fully involved in the design of any development, in particular to avoid any new building being 'institutional' in character.

(Note: The Committee adjourned at 11.30am for a short break and reconvened at 11.38am)

#### SCHH/11/79 **Executive Member Update**

Councillor Mrs Carole Hegley, Executive Member for Social Care, Health and Housing updated the Committee on the following:-

- The Step Up Step Down Unit at Greenacre residential home in Dunstable.
- An open letter that sought support from local councils to demand the Government to radically reform care and home help services as a result of the findings of the Dilnot Commission.
- A recent meeting with the Cabinet Member for Health and Wellbeing at Buckinghamshire County Council.
- A food bank scheme that had been arranged by Church representatives to operate from April 2012. It had been requested that social workers hand out vouchers to those in need.
- The Old Warden scheme was now completed and all units were occupied.

A Member of the Committee commented on the importance of effective promotion for the Houghton Regis Helpers scheme.

#### **NOTED the update**

#### SCHH/11/80 **LINK Update**

Charlotte Bonser, Bedfordshire LINK Operations Manager informed the Committee that Bedfordshire LINK continued to seek involvement in high level discussions regarding mental health provision. Concerns had been raised that the views of Central Bedfordshire service users were not being represented. There was also a need to provide clarity on a pathway for mental health provision.

In addition Max Coleman, Chairman of Bedfordshire LINK commented on the need to ensure appropriate provision of services for users in Central Bedfordshire to minimise the amount of travelling out of area. It was commented by officers that the Council was working with SEPT on this issue to promote the delivery of services locally.

A Member raised concerns in relation to telecare charges and the number of users that may cease to use the service as a result of increased charges. It was agreed that an update should be provided in relation to this.

## **RESOLVED**

**That an update be provided to Members of the Social Care, Health and Housing OSC at the end of quarter 1 outlining any changes in the use of telecare services.**

### SCHH/11/81 **Continuing Healthcare**

The Committee received a report produced that provided an update on progress in relation to NHS Continuing Healthcare (CHC). In addition to the report Jim Ledwidge, independent reviewer of CHC, commented that there was a good approach by NHS Bedfordshire and the Council in relation to the delivery of these services. Nationally the delivery of CHC had presented issues for all Primary Care Trusts (PCTs). It was also commented that progress in relation to the action plan had been positive and only two areas were not rated green.

In response to the issues highlighted in the report Members raised and discussed the following issues in detail:-

- Effective and consistent training for staff across agencies in relation to various aspects of CHC was crucial. This was particularly important during the period of transition before PCTs were abolished.
- The need to identify deadlines for the delivery of actions within the CHC action plan. Members also commented on the importance of continually reviewing the impact of actions that had been implemented.
- The importance of making information available to the public including information relating to assessment and appeals processes. It was important to ensure that communication with the public was maintained during the period of transition before PCTs were abolished.
- The importance of delivering CHC services at a location appropriate to the needs of an individual.
- The incompatibility of NHS Bedfordshire and Council databases and the benefits that could be achieved by the development of a single system.
- In 2009/10 NHS Bedfordshire ranked low in relation to other PCTs for the number of CHC cases per 10,000 population. Considerable work had been undertaken locally resulting in an improved position in both the East of England and national rankings.
- NHS Bedfordshire's CHC staff structure was reviewed and all posts had been recruited to. The department continued to see a rise in referrals and would need to monitor staffing levels to ensure service delivery in the future.

## **NOTED**

**The contents of the report, the review recommendations and subsequent action taken as detailed within the joint action plan.**

**RESOLVED**

**That a report be presented to the Social Care, Health and Housing OSC in 6 months to provide an update on performance in relation to NHS Continuing Healthcare.**

SCHH/11/82 **Private Sector Property Accreditation Scheme**

The Committee received a report from the Executive Member for Social Care, Health and Housing proposing a Property Accreditation Scheme for Central Bedfordshire.

In response to the proposals Members raised and discussed the following issues in detail:-

- Concerns relating to plans to re-inspect 10% of accredited properties on an annual basis. It was felt that this could lead to some properties not being re-inspected for a considerable period of time.
- Feedback from the initial Landlords' Forum that had highlighted landlords wanted to work closer with the Council.
- Properties should be required to fit devices for the detection of carbon monoxide gas.
- The feasibility of housing benefit being paid directly to private landlords and how the Council pursues tenants for housing benefit that has been paid to them.
- The need to ensure that landlords were eligible for the scheme as well the individual properties.

**RESOLVED**

**That a briefing note be received by the Social Care, Health and Housing OSC relating to the payment of housing benefit direct to landlords and any powers that the Council may have in relation to pursuing tenants for housing benefit that has been paid to them. The note should detail the extent of any current problem in Central Bedfordshire.**

**RECOMMENDED TO EXECUTIVE**

1. **That the approach to develop a Property Accreditation Scheme for Central Bedfordshire be supported.**
2. **That the content of the Property Accreditation Scheme and the Code of Standards intended to quality assure accredited properties be supported subject to the addition of the following:-**
  - (i) **that a maximum length of time be identified before an accredited property must be re-inspected; and**
  - (ii) **that properties be fitted with a form of device for the detection of carbon monoxide gas.**

SCHH/11/83 **Quarter 2 Performance Monitoring Report**

The Committee received a report that set out the performance for the Social Care, Health and Housing directorate for quarter 2 of 2011/12. In addition to the report officers commented they were confident that performance in relation to SCHH2 (clients receiving self directed support) would be on target by the end of the financial year. There continued to be positive performance in relation to aspects of housing.

In response to a Member query relating to SCHH2 it was stated that the support planner roles had been appointed to. The Council was considering the means by which care packages were delivered and a recent grant would help to consider various options.

### **Noted the report**

#### **SCHH/11/84 Work Programme 2011-12 and Executive Forward Plan**

Members considered a revised draft work programme for 2011/12 that had been circulated at the meeting and the Executive Forward Plan. Members noted that several changes had been made to the published work programme following the recent Chairman's Briefing.

### **RESOLVED**

**That subject to the following amendments the draft work programme be approved:-**

- 1. That the item titled "Map of NHS architecture" be removed from the work programme as it had already been considered by the Committee at a previous meeting.**
- 2. That the item titled "Strategic and Change Agenda for Housing (in response to the Localism Act)" be considered in April 2012 rather than March 2012.**
- 3. That the item titled "Local Lettings Policy" be considered at an alternative meeting to be identified.**

(Note: The meeting commenced at 10.00 a.m. and concluded at 12.56 p.m.)

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**Meeting:** Social Care, Health and Housing Overview and Scrutiny Committee  
**Date:** 05 March 2012  
**Subject:** BEDFORDSHIRE LINK REPORT  
**Report of:** Operations Manager, Bedfordshire LINK  
**Summary:** The report proposes to update members on the key work items of the LINK in Central Bedfordshire, for consideration and note as required.

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**Advising Officer:** Max Coleman and Charlotte Bonser, Bedfordshire LINK & Host  
**Contact Officer:** Charlotte Bonser  
**Public/Exempt:** Public  
**Wards Affected:** All

<b>CORPORATE IMPLICATIONS</b>
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<b>Council Priorities:</b>
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| <ol style="list-style-type: none"><li><ul style="list-style-type: none"><li>• <b>Supporting and caring for an ageing population</b></li><li>• <b>Creating safer communities</b></li><li>• <b>Promoting healthier lifestyles.</b></li></ul></li></ol> |
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<b>Financial:</b>
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| <ol style="list-style-type: none"><li>Not applicable.</li></ol> |
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<b>Legal:</b>
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| <ol style="list-style-type: none"><li>Not applicable.</li></ol> |
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<b>Risk Management:</b>
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| <ol style="list-style-type: none"><li>Not applicable.</li></ol> |
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<b>Staffing (including Trades Unions):</b>
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| <ol style="list-style-type: none"><li>Not applicable.</li></ol> |
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<b>Equalities/Human Rights:</b>
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| <ol style="list-style-type: none"><li>Not applicable.</li></ol> |
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**Community Safety:**

7. Not applicable.

**Sustainability:**

8. Not applicable.

**Procurement:**

9. Not applicable.

**RECOMMENDATION:**

**The Committee is asked to:-**

1. **To consider and note the report.**

**The LINK would like to highlight its concerns regarding the lack of provision for those adults on the autistic spectrum; an issue it will be raising with the Commissioner for Mental Health Services in Central Bedfordshire.**

10. For some time the LINK has been aware from discussions with carers and service users that the issue of provision for autism has been somewhat lacking in terms of the data collected, poor early diagnosis, lack of GP knowledge/training in autism, accessibility to diagnostic assessment and supporting the needs of those with autism. Often those with autism are precluded from services because they have a high IQ or because autism does not fall within learning disabilities or mental health provision. Lack of diagnosis of autism and therefore support has a negative effect on a person's health, social and working life.
11. The LINK has been involved in the cross-county Autism Steering Group and recently in feeding into the Autism Strategy Launch held in January this year. The LINK has raised concerns with SEPT regarding accessibility of access to diagnostic services, expressed concerns that the recent development of a Health Facilitation Service by SEPT for those with learning disabilities does not include provision for those on the autistic spectrum. LINK will be raising these issues with the commissioner, NHS Bedfordshire at a meeting planned for April 2012.
12. The outcome the LINK would like to see is that the commissioners plan services that include provision for those on the autistic spectrum.

**The LINK wishes to raise a concern in relation to the Out of Hours (OOhrs) Service, which it will be taking forward with NHS Bedfordshire**

13. The LINK has recorded three concerns by patients in Flitwick and six cases in Leighton Buzzard, where patients ringing the out of hours service have been directed to clinics outside their towns of residence. To illustrate the point, below is an extract of one issue highlighted to the LINK from a gentleman from Flitwick advised to attend a Leighton Buzzard OOhrs clinic.

*“He had felt unwell since Friday evening and his wife insisted on ringing the Surgery at about 10am on Saturday morning. She was able to access the OOH ‘phone number and they were advised to attend either Leighton Buzzard or Luton. This was not possible and so they were advised to go to Flitwick OOH centre at 1.30pm. There he was examined. They were given a letter and told to go straight to Bedford Hospital. At Bedford Hospital they were directed straight to the Assessment Ward and then on to the Cardiac Ward. After a stay overnight he was taken to Papworth Hospital on the Sunday and had an operation on the Monday.”*

14. The issue in Leighton Buzzard is that the out of hours, weekend clinic times have been reduced from 9am – 10.30pm clinics to just two hour slots on Saturday and Sunday, 10 – 12noon. A patient’s relative who managed to get one of the slots at the Leighton clinic on Saturday, 11 February, heard the receptionist direct six patients to out of hours clinics in Dunstable and Luton.
15. The LINK is concerned that people may have problems accessing clinics outside their towns of residence due to transport or other issues.

**Background papers and their location: None**

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**Meeting:** Social Care, Health & Housing Overview & Scrutiny Committee

**Date:** 05 March 2012

**Subject:** 2010/11 Local Account

**Report of:** Cllr Carole Hegley , Executive Member for Social Care, Health & Housing

**Summary:** This report is to inform the committee on the progress with the production of the Local Account for Adult Social Care and to seek their opinion on the format and content of the brochure.

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

**Contact Officer:** Althea Mitcham, Head of Business Infrastructure

**Public/Exempt:** Public

**Wards Affected:** All

**Function of:** Council

<b>CORPORATE IMPLICATIONS</b>
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<b>Council Priorities:</b>
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| <p>1. The Local Account deals with planning for and delivery of responsive adult social care services and meets with the Council's vision to 'improve the quality of life of all in Central Bedfordshire' and its priority of 'supporting and caring for an ageing population'.</p> |
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<b>Financial:</b>
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| <p>2. A budget of £8,000 has been identified for the production and distribution of the Local account for 2010/11, which will be met from within existing budgets for this and future years.</p> |
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<b>Legal:</b>
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| <p>3. The Local Account proposals are not currently part of any legislation, although it is included in the Department of Health document Transparency in outcomes: a framework for quality in adult social care. It will form part of the evidence used to track performance of Local Authorities by the national Towards Excellence in Adult Social Care Board.</p> |
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<b>Risk Management:</b>
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4. The main risk is that the Local Account is not seen as a credible document by residents or by the Towards Excellence in Adult Social Care Board. It is important that the Towards Excellence in Adult Social Care Board considers the Local Account a reliable account of the improvements in services and meeting the priorities that the Council has set around its Adult Social Care services.

**Staffing (including Trades Unions):**

5. Not Applicable.

**Equalities/Human Rights:**

6. Residents are invited to ask for the brochure in large print or a different format including language.
7. The production of the Local Account in 'easy read' format is being considered for the future for customers and residents who have low levels of literacy.

**Community Safety:**

8. Not Applicable.

**Sustainability:**

9. Not Applicable.

**Procurement:**

10. Not applicable.

**RECOMMENDATION:**

The Committee is asked to comment on the format and content of the 2010/11 Central Bedfordshire Local Account and suggest any improvements that can be used strengthen the version for 2011/12.

**Background**

11. Adult Social Care services within Councils are no longer assessed each year by the Care Quality Commission (CQC) or through performance against a list of national targets.
12. A new system has been introduced and was included in the Department of Health publication 'Transparency in outcomes: a framework for quality in adult social care'. The revised performance framework is very much focussed on sector led improvement and includes peer reviews and the requirement to produce an annual statement on outcomes and priorities called a Local Account. A revised national data set (performance indicators) has also been developed.

13. A Local Account is a document to be published by the council and should explain the progress it has made achieving its goals for adult social care, over the past year. The aim of the Local Account is to support transparency at a local level by providing a means for councils and residents to scrutinise progress against priorities and outcomes achieved.
14. This is part of the government's move to make councils more accountable to their local populations for the quality of adult social care services.
15. A national body known as the Towards Excellence in Adult Social Care Board has been set up to monitor all councils progress and raise concerns and/or start intervention measures if they consider a council is not performing well.
16. The Board recommended that a Local Account be produced in 2011/12 to cover the period 2010/11. It suggested that councils report their account to local people by placing it on their websites. Additionally, councils might consider how to ensure that information is readily available to people who may not readily access websites.

#### **The 2010/11 Central Bedfordshire Local Account**

17. There has been very little information available from the government or its agencies on the prescribed format of the Local Account. The original Transparency in Outcomes response document had promised some guidance as to what a Local Account should look like but this has not been forthcoming. A letter was produced by the Association of Adult Social Services (ADASS) and the Local Government Group (LGG) which outlined some ideas for inclusion and this has been used to develop the content of the Central Bedfordshire Local Account.
18. The core requirement for a Local Account is to report on the quality of adult social care in Central Bedfordshire, but in developing Local Accounts, the Council should be considering the following issues:
  - How the local account is driven by customers and residents of Central Bedfordshire?
  - How might external challenge of the Local Account be undertaken in a way which allows an objective perspective?
  - How does the Local Account relate to reporting on health outcomes?
  - How does the local account fit with corporate reporting?
  - What is the role of the Local Strategic Partnership and other Boards, including the Adult Safeguarding Board, in feeding into the Local Account?
  - What will be the role of the Health and Well-being Board (HWB Board) in feeding into the Local Account?

19. The Council undertook some work last year in developing a sector-led improvement framework working with the East of England region. It capitalised on this work and used some of the information collected during this exercise to create a position statement of the improvement journey by highlighting successes, goals achieved and the plans for the future.
20. As a result the 2010/11 Local Account, attached at appendix A, was structured around the Outcomes Framework providing examples of how services are meeting needs and includes case studies demonstrating actual delivery. It also includes financial information, the priorities for 2011/12 and some of the performance targets which will help the Council deliver those priorities.
21. The key messages included in the first Local account are:
- The Councils journey of moving adult social care from institutional services to more personal solution.
  - The improvements made around safeguarding of vulnerable adults.
  - Progress on workforce development.
  - What information, advice and support are available for all.
  - How the Council ensures that high quality services are provided.
  - The types of preventative services available to help people to live at home longer.
  - How the Council collects and uses feedback from our customers.
22. The future priorities for the Councils Adult Social care services highlighted are:
- Investing more in primary prevention, as opposed to acute/long term care.
  - Continue to improve the safeguarding service following the recent peer review.
  - Increase the uptake of personal budgets.
  - Increase the use of Reablement services.
  - Shape our workforce to deliver a more person centred approach to services.
  - Strengthen the quality assurance framework for the providers of community social care services and residential care.
  - Work close with health partners to deliver a joined-up service which will improve the customer experience.

23. As a result of competing priorities there was limited opportunity to carry out extensive consultation with people who use or provide services when preparing the 2010/11 Local Account. It is planned that for future production, service users, service providers and residents are all consulted about what their priorities are so that these can be included in the service plans and progress in meeting the priorities reported in future years.

### **Future Local Accounts**

24. The process of producing the Local Account is inextricably linked to other corporate processes, particularly the business planning cycle. Normally service business plans are produced for the start of a new financial year (1 April).
25. There is an expectation that the delivery plans of Council Services will have included stakeholder and community engagement and the identification of priority outcomes and service commissioning. Market shaping activities during this cycle will also involve dialogue with providers. The Local Account should come at the end of the business cycle.
26. There will be a key number of dependants, particularly financial data, that will constrain the timeline, but as the end of the year is March, the Local Account should be produced as soon as possible after that date if it is to be timely and relevant. The earliest feasible date is June, as the Personal Social Services Expenditure and Unit Costs for year ending 31 March 2011 is due for return on 6 July 2011. National guidance provided suggests producing the Local Account by August.
27. The Health and Well Being Board and the LINK will have important roles in play in the development of these accounts. The NHS remains a key stakeholder and the Council is expected to have a continuing dialog with the voluntary and charitable sector. The Government also see providers as part of the 'conversation' at a local level.
28. For the 2011/12 Local Account the Council can build upon existing communication channels with its residents, providers and partners to gauge priorities for Adult Social Care rather than undertaking a separate and specific exercise. Established communication channels include:
- 'Let's Talk', a bi-yearly meeting with residents across Central Bedfordshire during February and June.
  - Community Information events for Social Care, Health and Housing including 'Just Ask and the Rural Area Vehicle for Education (RAVE).
  - Adult Social Care Customer and Carers panels, and forums
  - Voluntary and Community Groups (including the Older Peoples' Reference Group)
  - Delivery Partnership Meetings

- The Council's website
  - Feedback by way of complaints
  - Customer Satisfaction Surveys. Current surveys can be refreshed to include questions about priorities.
  - Community Events arranged by other services in the Council.
29. The Towards Excellence in Adult Social Care Board does not want to be prescriptive about the format, structure and content of Local Account because these are a matter for local discretion. If Local Accounts are produced, it is recommended that they be in a language that customers understand and aimed at the whole community. At a minimum the Council should demonstrate how customer feedback has fed into the Local Account.
30. A feedback sheet (attached at appendix B) and electronic form has been developed so that residents can let us know what they think about the 2010/11 Local Account and what information they would like to see in future versions.
31. We will gather views on what format people would find most useful to develop future copies and also view what is considered best practice nationally when this is shared.

### **Conclusion and Next Steps**

32. The Council's first Local Account of Adult Social Care for 2010/11 is published and can be viewed on the Council's website along with a feedback form. Hard copies will also be made available where requested.
33. Plans are being drawn up to produce the Local Account for 2011/12 and feedback from the Committee is sought on how to improve the current version.

### **Appendices:**

Appendix A – (Local Account)

Appendix B – (Local Account Feedback Form)

### **Background papers and their location:**

None



Central Bedfordshire Council  
[www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

Social Care, Health and Housing

# Adult Social Care Local Account

# 2010/11

A report of performance in 2010 - 2011



# 2010/11

A report of performance in 2010 - 2011



# Foreword from Julie Ogley, Director of Social Care, Health and Housing and Councillor Mrs Carole Hegley, Executive Member for Social Care, Health and Housing

**Following the formation of Central Bedfordshire Council in April 2009, the Council has focused on improving services for Adult Social Care customers. This has included changing how customers are assessed for care and support services and how these services are then arranged. There have also been improvements made to how we organise the workforce. This work has been very challenging, but with commitment from senior officers and key Councillors, we are able to report that we have successfully achieved the goals we set ourselves. It is good to receive positive feedback from those who use or check our services.**

When setting the 2010 – 2011 budget, the Council as well as finding demographic pressures, agreed a number of efficiencies that have helped us further focus and challenge how we provide Adult Social Care services. Our aim is to move away from providing traditional and institutional services to those that are more in line with the government's vision planned in 'Putting People First', which aimed to put the customer and their carers at the centre of planning and arranging their care and support services. This way of doing things gives customers more choice about the services they get and control over how and when they receive them.

Central Bedfordshire Council set about transforming the types of services it provides and is committed to focus on prevention and early intervention, in

order to help people stay healthy and active, and avoid the need to go into care homes. Nationally and locally, we have continued this initiative by way of priorities set under a scheme known as 'Think Local Act Personal,' which aims to have greater local community involvement in planning for and delivering care services.

There are more challenges facing us - the population of older people within Central Bedfordshire is predicted to grow by 46% in the next ten years to 55,500, with a 93% increase in the number of people over 85 (8,500). This increase comes at a time of increasing financial constraint, meaning that we will have to do more with fewer resources. However, after seeing the changes brought about by the dedicated and creative workers at the Council and our partner agencies, we are confident we will succeed in bringing about further improvements.

We hope you find this report useful and informative and will take the opportunity to give us feedback to help us improve the report and our services for the future.



**Julie Ogley**  
Director of Social  
Care Health and  
Housing



**Councillor Mrs  
Carole Hegley**  
Executive Member  
for Social Care,  
Health and Housing



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# Introduction

**At Central Bedfordshire Council, we have a duty to support, care for and protect the most vulnerable people in the community, as well as providing information and support to all Central Bedfordshire residents.**

We have a vision that:

**Our residents will live their own lives, enjoy good health, be safe, independent and play a full and active part in the life of the community.**

By delivering our vision, people in Central Bedfordshire can:

- live independently and safely;
- remain safe from abuse and harm;
- get the support they need in local and community settings;
- make their own choices, and have control over their lives;
- live where they want to live; and
- be able to access all available information, services and support.

For the most part, this will apply to people with disabilities, those with a mental illness, those who are getting older and finding it difficult to cope, carers of adults and older people who need social care, people who have issues with drugs or alcohol and adults and older people at risk of abuse or harm. Many of the services are arranged or provided by working jointly with other council colleagues and our partner organisations, and we want to recognise their contribution in helping us deliver services that people want and value. These partners include:

- Our customers and their carers
- Primary Health Care Services
- Public Health
- South Essex Partnership University NHS Foundation Trust (SEPT)
- Bedfordshire Local Involvement Network (LINK)
- Central Bedfordshire Carers Association
- Other Council Services such as Housing, Children's Services, Leisure, Community Safety, Regeneration & Skills and Community Safety, Transport and Public Protection
- Providers of Social Housing
- Health Services including Luton & Dunstable Hospital and Bedford Hospital
- Bedfordshire Police
- Independent care sector
- Voluntary and Community Organisations



## Local Account

**This is Central Bedfordshire Council's first annual report for Adult Social Care, covering the period April 2010 to March 2011, and is also known as the 'Local Account'.**

The aim of the Local Account is to provide you with a summary of how the Council has performed over the past year and highlight some of the improvements we need to make. This report has been divided into four areas, focusing on where we have made a difference to customers' lives:

- Enhancing quality of life for people with care and support needs;
- Delaying and reducing the need for care and support;
- Ensuring that people have a positive experience of care and support; and
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

Our Local Account will inform you about how well we think we have performed, the challenges we faced and the plans we have for the future. We would like you to tell us if you agree with us, think we can do better, or should focus on different priorities from the ones that we have set. We have provided you with a feedback form to tell us what you think.

The government has introduced many changes in adult social care and are planning many more, to make sure that services are modern and what people want. This is at a time when there is a need for the country to make huge savings and this will influence how we will support our residents in the future. The Council's commitment is to modernise services and move from more traditional and institutionalised services such as care homes, using the money saved to improve and increase the range of services that people can receive in their own home and community. We aim to do this by increasing the number of people who have control over their budgets and how it is spent. This means that at the core of the changes are self-directed support and personal budgets.

Self-Directed support offers customers the chance to take control of their support, recognising that they are best placed to understand their own needs and how they should be met.

A Personal Budget is money that we allocate to customers who can choose to arrange their support by way of a direct payment where they receive the money to arrange services for their care needs or given a budget where they can arrange some or all of the services that they need.



# How much do we spend?

The Council spends 34% of its budget on Adult Social Care Services. The charts below show how much we spend on people with different care and support needs and how much people who receive services that we can charge for pay towards the care or support they receive.

## Expenditure 2010/11.

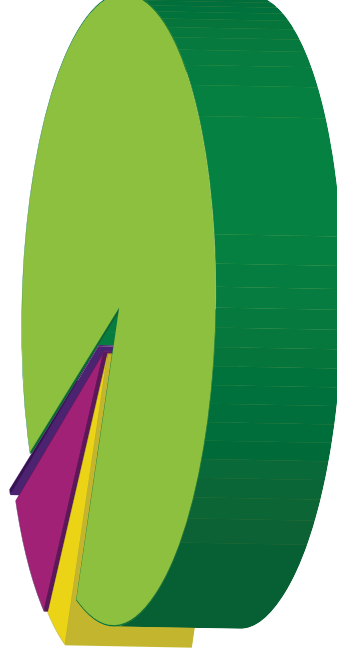
Central Bedfordshire Council spent £68,852,000 on Adult Social care in 2010/11



- Older People (65+) £37,996,000
- Physical Disability (18-64) £6,373,000
- Learning Disability (18-64) £19,320,000
- Mental Health (18-64) £3,495,000
- Any Other Vulnerable Adults (18-64) £1,668,000

## Income from Customers 2010/11

Central Bedfordshire Council charged customers a sum of £9,412,000 for the care and support provided in 2010/11.



- Older People (65+) £8,382,000
- Physical Disability (18-64) £322,000
- Learning Disability (18-64) £684,000
- Mental Health (18-64) £24,000

The Council publishes its budget and full audited accounts for each year. The 2010/11 accounts and the 2011/12 budget, together with other financial information can be found at [www.centralbedfordshire.gov.uk/council-and-democracy/spending/annual-accounts-financial-information/default.aspx](http://www.centralbedfordshire.gov.uk/council-and-democracy/spending/annual-accounts-financial-information/default.aspx)



# 1. Enhancing quality of life for people with care and support needs

**Ensuring that people's quality of life is not affected or limited by their care and support needs is uppermost in our commitment to putting people first. We will do this by understanding people's needs and involving them in the planning, commissioning, delivery and monitoring of their care and support services.**

We aim to achieve the following:

- People live their own lives to the full and achieve what matters to them by accessing and receiving high quality support and information.
- Carers can balance their caring roles and maintain their desired quality of life.
- People manage their own support as much as they wish, so they are in control of what, how and when it is delivered to match their needs.
- People are able to find employment when they want, maintain a family and social life, contribute to community life, and avoid loneliness or isolation.

## Advice and Information

We recognise the importance of ensuring that everyone has access to the right advice and information and we will continue to work to improve this area.

Leaflets about the range of services we have on offer can be viewed on our website, with hard copies being available upon request.

[www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

The Bedfordshire Advice Forum and Customer Experts are people used to ensure that the reader can easily understand the information we produce.

You can access Adult Social Care Services by way of a special telephone number known as a 'Golden Number' that has replaced the general enquiries number. This is to make sure that when you contact the Council, you get to speak to someone who knows about the service area you are enquiring about

The Golden Number for Health and Caring is **0300 300 8303**.

We also work with a number of agencies, including Age UK, Disability Resources Centre and Citizen Advice Bureau, to give you information on services not provided by the council.

## Improving the Quality of Care

Where we purchase services on behalf of customers, we make checks to ensure that they are of a high quality and value for money. All suppliers of community social care services and residential and nursing home care receive an annual visit and an unannounced visit takes place if issues are reported, such as poor quality service or safety. Feedback from customers and relatives also forms part of these monitoring arrangements.

## Giving you support when you need it

Personalisation, which is how we describe self-directed support is the way of providing social care services, which recognises that people are usually the best judges of their own needs. The Council can offer customers greater choice, control and support with the aim of focusing on what is important to the person and the outcomes they are trying to achieve.

The Council is committed to putting people at the centre of their care; therefore, people who are eligible for publicly funded services can select a Personal Budget to manage their care the way that they want. They can also receive a Direct Payment, which is funding from the Council for people assessed as needing help from Adult Social Care and who would like to arrange their own services and pay the provider directly. Those people not eligible to receive publicly funded services are still eligible to receive information and advice, an assessment, support planning and Reablement services, which aim to improve their independence and knowledge.

We generally assess customers within four weeks of the request for an assessment and where appropriate, ensure that services (including Personal Budgets) are in place within four weeks of the assessment.

Personal Budgets are available to all new customers and to all existing customers as part of their annual review. Increasingly, people are using their Personal Budget more creatively to support their care needs, including the use of personal assistants and accessing alternative day opportunities.

Short films about the impact personal budgets have had on some customer lives can be viewed at [www.youtube.com/centralbedfordshire](http://www.youtube.com/centralbedfordshire)

## Case Study: Managing Support

JC lives independently in a Warden controlled accommodation and is 75 years old. JC is in receipt of individual support from a care agency and attends a Day Centre. JC has asked to stay in her home to maintain her independence. JC's family think that a residential placement with 24 hour care is more suitable for her. JC's assessment supports her wish in that her needs can be met where she currently lives. JC has an advocate to support her to share her views. A Mental Capacity Assessment has been done and verifies that she has the capacity to make the decision about where she lives. JC has a support plan that helps her to achieve this.

### Carers

Many vulnerable people rely on their family, friends and neighbours to give them support and the Council has made it a high priority to assist carers in achieving a balance between their caring role and other things they may want to do. Identifying employment and social needs is part of a carer's assessment. Every carer is given information about 'Carers in Bedfordshire,' who provide emotional and practical support to carers. Further information is available on their website at [www.carersinbeds.org.uk](http://www.carersinbeds.org.uk) or by telephoning **0300 111 1919**.

Direct payments are available to provide support for short breaks, social and leisure opportunities and carers' vouchers are available to provide access to sitting services.



## Case Study: Carers

Mrs W has a son with Autism and has suffered mental health difficulties herself for many years. As a result, Mrs W became isolated due to her caring role as she had to give up her full time teaching post to become her son's carer.

Mrs W now uses a Carers' Direct Payment to pay a friend, with experience of Autism, to sit with her son, so that she can pursue her interest in choir singing. Mrs W sees this as being therapeutic and an opportunity to socialise and not be a carer for a while.

### Supporting you to be part of the community

For those young adults moving from the Council's Children's Services who need the support of Adult Services, we have developed closer links with Learners with Learning Difficulties and Disabilities (LLDD) and have obtained funding from the Young People's Learning Agency to enable people to attend local or specialist colleges within and outside of Central Bedfordshire.

Adults with a learning disability who are considering voluntary or paid employment are referred to the 'Workbase' team, who support individuals into employment. Examples include volunteering opportunities in Older People's Day Centres which led to employment for one individual as a kitchen assistant and a placement that took into consideration the individual's beliefs and values.

In October 2010, five residents with learning disabilities moved from a residential scheme into their own homes and over the next couple of years a further 44 residents will be moving from residential schemes to their own homes. Supported living schemes enable individuals to be independent and more secure. They use local shops, leisure and community facilities and have increased life choices.

Central Bedfordshire Council and its partners are committed to supporting people to manage caring roles alongside other areas of life such as education and employment. Job Centre Plus is a very key member of our Carers Delivery

Partnership and local Job Centres have specialist Carers Advisors who support carers to explore their employment options. The Carers assessment explores education and employment aspirations and services such as Carers Direct Payments and NHS Carers Breaks are provided to enable people to access training and employment alongside their caring role.

Central Bedfordshire Council is one of 10 councils nationally taking part in a Department of Health Ageing Well initiative. The focus of this work is with a very broad range of partners in Ivel Valley and aims to engage those with a direct involvement, interest or investment in building up a range of resources to support older people to remain healthy, engaged in and supported by the local community. A Village Agent Pilot is starting based on national good practice evidenced in Gloucestershire and elsewhere. This will support the development of, and access to, local resources and opportunities for older people.

Housing Support Services have increased the level of independence and choice for nearly 2,700 people across Central Bedfordshire, helping them to be socially active and contribute to their local community. Support is provided together with specialist accommodation, such as sheltered and supported housing schemes, refuges and hostels; or through floating services to people's own homes. These services enable people to improve or develop living skills, manage their finances, access social and health services and remain safe where they live.

Village Care Schemes are groups set up and run by local residents to provide a structured "good neighbour" service to any fellow residents without close family or friends living nearby. The range of services provided varies with each group, depending on the skills and availability of local volunteers within the town or village, but may include domestic support, shopping, dog walking and pet care as well as lifts to scheduled appointments such as the GP and the collection of prescriptions shopping and pension.

We are pleased with the progress that we have made during 2010/11 in enhancing quality of life for people with care and support needs, and are committed to improving on this performance.



## Case Study: Community Life

A parent carer first got in touch with services through an invite from a friend, who was also a carer, to attend a Central Bedfordshire Carers Rights Day organised in partnership with Carers in Bedfordshire. They later went on to attend the first Central Bedfordshire Carers Forum and felt positive about local partnership working to improve outcomes for carers.

The carer kindly recorded a short video for the Central Bedfordshire Together website where they talk about their experiences and how they used support to take a break to become trained as a horticultural therapist. The carer's vision is also to offer this support to people with learning disabilities and other carers. The carer is now self-employed offering massage and other holistic therapies to other carers at reasonable rates and is able to fit this around her caring role. The video can be viewed at <http://www.centraltogether.org.uk/2010/05/?cat=4>



## Facts and Figures for 2010/11

### High Quality Services

**5,179** customers received social care services funded by the council during 2010/11.

**88%** of assessments are completed within four weeks of the initial contact, against a target of 90%.

**91%** of services are delivered within four weeks of the assessment being completed, against a target of 95%.

**74%** of customers received a review within 12 months of their assessment or review, against a target of 80%.

### Giving you support when you need it

**1,053** customers received a personal budget or direct payment during 2010/11; this is equal to 31% of people receiving care and support in their own home, against a target of 30%.

### Carers

**613** carers received services during 2010/11.

### Supporting you to be part of the community

**5%** of adults with a learning disability are in paid employment, against a target of 8%.

**65%** of adults with a learning disability live in settled accommodation, against a target of 67%. Settled accommodation is where the occupier has a legal right to live in the property.



## 2. Delaying and reducing the need for care and support

### Keeping people healthy and independent is an important part of our vision for Adult Social Care.

We aim to achieve this by making sure that everybody has the opportunity to have the best health and wellbeing throughout their life, and can access support and information to help them manage their care needs. We expect that with earlier diagnosis, intervention and reablement, people and their carers will be less dependent on intensive services and that when people develop care needs, the support they receive takes place in the most appropriate setting, and allows them to retain their independence.

### Your Health and Wellbeing

Overall health of people in Central Bedfordshire is good. The main causes of death, in people aged under 75, are cancer (43%) and circulatory diseases (23%). As a result, investment in NHS health checks, lifestyle interventions and increasing awareness of cancer symptoms have been prioritised.

Although Central Bedfordshire is generally affluent, there are pockets of deprivation and variations in life expectancy, therefore services are targeted towards the more deprived areas.

During the last year, we have supported the following health promotion campaigns:

- Radio campaign targeted at carers
- Stop Smoking campaigns
- WeightWatchers and Slimming World vouchers enabling free access to a 12 week programme are provided from GP Practices
- Get Back Into' programme, promoting sports activities.
- Promotion of the Warm Front campaign.

### Helping you to stay in your own home

Wherever possible we try to help people stay in their homes and maintain their independence.

Our Reablement Service undertakes an assessment process that is designed to help customers restore their independence and to help them do as much as they can for themselves, rather than someone doing things for them. The service provides planned, short term and intensive help.

Reablement workers spend anything between one and six weeks supporting each person to re-learn lost skills following a period of illness, disability or a time when a person may have lost some confidence.

Carers are also included in this process to enable an assessment of their needs to be undertaken, if required, resulting in improved services for both customer and carer. People who pay for their own care have access to this free service.

During 2010 – 2011, 28% of customers returned home able to look after themselves after using the Reablement Service, and a target of 36% has been set for 2011 – 2012. We also know that 24% of customers returned home with reduced levels of support, following reablement.

We provide a wide range of preventative services across all of the groups that we offer services to, in partnership with voluntary and community sector organisations. These organisations provide information and advice, advocacy, and many practical services to enable people to remain independent for as long as possible.

An example is the Village Care Scheme - which provides a "good neighbour" service to residents without close family or friends living nearby. Further details can be found on our website <http://www.centralbedfordshire.gov.uk/health-and-social-care/adult-care/health-well-being/village-care-schemes.aspx>

We also prioritise prevention services in partnership with the Health Service. The aim is to prevent long-term dependency and to avoid hospital admissions. As well as personal budgets that enable people to tailor their support packages to their needs, we offer a number of solutions to help people remain in their own homes. These include:

- **Telecare:** A range of sensors are fitted which detect when there is a problem and raise an alert. There are many different sensors which can tell if someone has fallen, if they have gone outside at night, or if they have forgotten to turn off the taps or cooker.
- **Minor adaptations and equipment:** Following an assessment by the Occupational Therapists, equipment such as bathing aids, beds and hoists, and minor works such as the installation of grab rails, small ramps and lever taps can be provided.
- **Disabled facilities grants:** Grants are available, following the recommendation of Occupational Therapists to complete major adaptations to a person's home to assist them to remain independent. These adaptations include stair-lifts, level access showers and extensions to create a downstairs bedroom.
- **Supported Housing:** There are a number of sheltered housing schemes across Central Bedfordshire operated by both the Council and other social housing organisations. These properties are generally a group of flats or bungalows that are designed for older people. These properties benefit also from a 24-hour emergency response system. Extra Care Housing is housing designed with the needs of frailer older people in mind and with varying levels of care and support available on site.

We are pleased with the progress that has been made in reducing the need for care and support, and we are ambitious to achieve much more for the population of Central Bedfordshire.

## Facts and Figures

Out of **5,179** customers for 2010/11 only 316 people moved into residential/nursing care.

**1,600** people received home care in 2010/11

**4,330** people received community-based services in 2010/11

### Health and Wellbeing

**250** homes received an insulation grant.

### Helped to live at home

**1,053** customers received a personal budget or direct payment during 2010/11; this is equal to 31% of people receiving care and support in their own home, against a target of 30%.

**80%** of older people who were discharged from hospital were still at home 91 days, after the discharge.

**28%** of customers that benefitted from the reablement service required no further care from the council

**24%** of customer that went through the Reablement service required a reduced care package

**1,060** minor adaptations were completed and £2.2m was spent on 315 disabled facilities grants.

### 3. Ensuring that people have a positive experience of care and support

**A positive customer experience is very important to us and we always welcome feedback on care and support services provided by or purchased by the Council, as this helps to improve these services.**

We aim to achieve the following:

- People who use social care and their carers are satisfied with their experience of care and support services.
- Carers feel that they are respected as equal partners throughout the care process.
- People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.
- People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual.

#### **How do we know what your experience of Care and Support Services is?**

Over the last year, we have conducted a number of satisfaction surveys, including the national Adult Social Care Survey, Assessment and Review survey and Reablement survey, and we are using this information to improve and develop services.

Complaints and comments are monitored and used to help improve service delivery. An annual report on complaints is produced and is available on the website at <http://www.centralbedfordshire.gov.uk/modgov/documents/s25834/110801%20Item%2012%20-%20Customer%20feedback%20App%20v1.pdf>.

We regularly review complaints and make changes as a result of receiving them. Examples of this are as follows:

Complaints about the quality of services provided by care providers on behalf of the council when providing home care, respite and residential care have received attention. Whilst each individual complaint was dealt with, the Contracts Service ensured wider concerns about providers were monitored and managed to address contract and quality issues.

A complaint highlighted the need for extra support and training for a staff member who was not fully aware of the affects that Multiple Sclerosis may have on a person. All staff are now having specific training on long term conditions, including Multiple Sclerosis.

A family complained about the lack of choice of care homes on discharge from hospital. The Council has revised arrangements so that customers can have access to a bed on a short term basis before a suitable place is found for them long term, in residential care.

Details of the complaints process for Adult Social Care can be found at <http://www.centralbedfordshire.gov.uk/council-and-democracy/local-government-in-central-bedfordshire/customer-feedback/adult-services/default.aspx>





## Case Study: Direct Payments

Concerns were raised about the Direct Payment process by carers at the Carers' Rights Day. As a result, we have reviewed the process and have made it much simpler and increased the turn-around time of payments.

Delivery Partnerships are groups of customers and their carers who volunteer to be members of a service group such as learning disabilities, along with people who represent the private, voluntary and public sectors, who meet with us to let us know what is important to them. These groups help with the development, purchasing and quality assurance of services. In addition, we listen and respond to what the group tells us about their needs. All are helping us to improve, especially that of the Learning Disability Development Partnership, which has had an impact on service planning and improvement.



## Case Study: Home Care

Following a review of home care services at extra-care housing accommodation in Central Bedfordshire; residents and their families were involved in the development of the specification for the new services and have been involved in deciding the new provider.

Customer Expert Panels also help in the development of services. Customer Experts are customers who share their experience of using the service with us. We also ensure that the views of customers with complex needs are heard, by using the advocacy organisations operating within Central Bedfordshire. If you would like to become involved in helping us improve our services, please contact us on **0300 300 8303** or by email at **SCHHfeedback@centralbedfordshire.gov.uk**

## Assessing your need

An individual's needs are assessed, identifying any support needs and the risk of them losing their independence, against an Eligibility Criteria. There are four levels within the Eligibility Criteria and we currently arrange support for people who fall into the first three levels (Critical, Substantial and Moderate).

For those individuals who do not qualify for assistance, information is provided by our Customer Services Advisors and available on the council's website.

We assist customers to maximise their income through our Customer Finance Advisors and Macmillan Welfare Rights service offers financial support to those living with or affected by cancer.

## How we treat you as an individual

People who are eligible for ongoing services are helped to put together a support plan. Support plans address individual needs and aspirations around social, leisure, work and learning activities by encouraging customers to identify what are the most important elements to them as individuals.

Examples include personalised social activities instead of attending traditional day centres, or organising respite care in individualised settings rather than traditional building-based respite care. Customers can also use support planning to identify a desire to employ their own personal assistants to support them in their daily lives. Although the majority of support plans are still completed with support from the Council, the customer can complete them, or with help from friends and family - thus offering them the opportunity of even greater control over how their care and support needs are met.

We can see the progress that we are making and need your assistance in contributing to making greater improvement in months to come.

## Case Study: Personal Budget

During 2010, our Transforming People's Lives road shows were a great success. People who came along heard first hand from one of our customers (BP), with a learning disability, who described how having his own personal budget has helped him choose when and how he receives his care. BP is delighted that he now has control over his daily activities for the first time in his life – in his own words, 'he's the boss'.

## Facts and Figures

### Experience of Care and Support Services

**87%** of older people and disabled adults who took part in the Adult Social Care Survey were either extremely/very satisfied or satisfied with their care and support.

**91%** of adults with a learning disability, who took part in the survey, were very happy or happy with the way staff helped them.

### Choice

**47%** of customers who took part in the survey said that it was easy to find information and advice.

**1,263** visits by Customer Finance Advisers, resulting in over £0.4m in additional benefits were claimed by customers.

Almost **£2m** in benefits/grants were claimed by customers using the Macmillan Welfare Rights Service.

## 4. Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm



**“Abuse is everyone’s business, safeguarding is our responsibility.” Everyone has the right to live without the fear of harm and abuse. Safeguarding vulnerable adults is at the heart of our adult social care service whether it is being arranged or provided by the Council and its partners. Considerable efforts have been made to ensure that we have robust arrangements in place.**

We aim to achieve the following:

- Everyone enjoys physical safety and feels secure.
- People are free from physical and emotional abuse, harassment, neglect and self-harm.
- People are protected as far as possible from avoidable harm, disease and injuries.
- People are supported to plan ahead and have the freedom to manage risks the way that they wish.

### **Keeping you safe**

If a person thinks someone is being abused or neglected, they can raise a safeguarding alert, which we will then investigate. More information on how to report an alert can be found on the council’s website <http://www.centralbedfordshire.gov.uk/health-and-social-care/adult-care/staying-safe/safeguarding-adults.aspx> or by ringing **0300 300 8122**.

Over the last 12 months, we have focused resources on training and publicity across the Central Bedfordshire area to raise the public’s awareness of safeguarding. We held a conference for residents during October 2010 that



was reported in 'News Central', the local magazine for residents. News Central regularly features safeguarding. There has also been a poster campaign across the Bedfordshire region. Leaflets and small cards designed to fit into a credit card wallet, that focus on the definitions of abuse and how to report incidents, have been distributed widely. The Council offers training to providers of care in the voluntary, private and independent sector, as well as their own staff.

Ensuring people are safe is regarded as everyone's responsibility and we take our responsibility very seriously. We work in partnership, through the Bedford Borough and Central Bedfordshire Safeguarding Board, which includes NHS Bedfordshire, Bedfordshire Police, Bedford and Luton & Dunstable Hospital Trusts and other public and voluntary / community sector agencies to ensure that people are protected from all forms of abuse, maltreatment and neglect, and prevent avoidable harm.

During the past 12 months, we have driven through revised policies and procedures and ensured that all partner agencies prioritise safeguarding, including those who deliver services on our behalf. We have worked to closely monitor and audit practice and learn the lessons from safeguarding investigations, however, much work remains to be done to take us to our safeguarding goals.

Further information of the activities of the Safeguarding Board can be found in their annual report at [http://www.bedfordboroughpartnership.org.uk/i/assets/AH\\_WB%20Safeguarding%20Adults%20Annual%20report%202010-11%20FINAL.pdf](http://www.bedfordboroughpartnership.org.uk/i/assets/AH_WB%20Safeguarding%20Adults%20Annual%20report%202010-11%20FINAL.pdf)

During the summer of 2011, senior officers and councillors from another local authority and health partners, who have been trained in reviewing services, assessed our safeguarding service. The experience proved valuable in highlighting the improvements we have made in the service and identifying areas that still need some work. More information on this review will be included in next year's annual report.

In February 2011, we held a month long campaign promoting dignity. Some

examples of the activities include service users' forums, coffee mornings, luncheon clubs, old time music hall sing-along, staff meetings, and the display of posters and billboards.

We also launched a Dignity Charter for all Safeguarding Board members and all care providers in Central Bedfordshire.

The council's Trading Standards service has developed interventions such as No Cold Calling Zones, which are contributing to the reduction of doorstep crime throughout Central Bedfordshire. The Rogue Trader scheme seeks to protect vulnerable people from being exploited, by working to combat and raise awareness of scams. Additional support is also provided for vulnerable consumers such as talks and education sessions. People can report an unwanted doorstep caller by calling the Bogus Caller Hotline 08454 04 05 06.

Bedfordshire Police, with funding from partners including the Council, operate the Bobby Van scheme. A security assessment service is carried out free of charge by a team of Bobby Men who are trained carpenters and crime prevention advisors. They assess each home individually and fit the most appropriate security devices to help older or disabled people ensure their property is secure. They also visit older victims of crime to improve their security, offer reassurance and prevent them becoming victims again.

The sanctuary scheme provides security measures to allow survivors of domestic abuse to remain in their home where they choose to do so, as long as safety can be guaranteed and the perpetrator no longer lives within the home. It is available to owner-occupiers and tenants, where the landlord has given permission for the work to be carried out, and consists of additional security to any main entrance doors and locks to any vulnerable windows. Wherever possible we provide a safe room in the home secured with a solid core door and additional locks. This service is only provided where it is the clear choice of the survivor and removes the elements of disrupting children's education, employment and family networks.

The Council's website has information about the winter weather,

including keeping warm at home, which can be found at <http://www.centralbedfordshire.gov.uk/home-and-housing/housing/Home-improvements-energy-efficiency/keeping-warm-at-home.aspx>

We will continue to strive to ensure that vulnerable people are safeguarded and will not reduce our vigilance or focus, whilst acknowledging the improvements and progress that have been made.

## Facts and Figures

**62%** of customer who took part in the Adult Social care Survey stated that they feel safe.

**55%** of customer who took part in the survey said that the services they receive made them feel safe and secure.

**1,086** safeguarding alerts were made to the council.

**266** safeguarding investigations were completed during 2010/11. Of these completed investigations, 95 were proven and 171 were proved not to be true, or there was insufficient evidence to support the allegation.





## Priorities for 2011/12

During 2011/12, we will be focusing on:

- Increasing the usage of personal budgets, to ensure that people are receiving the appropriate care, in the way they want it delivered.
- Increasing the use of reablement services, to help customers regain their confidence and skills to remain independent following periods of ill health or disability.
- Continue to shape and develop our workforce to deliver a more person centred approach to services.
- Strengthening of the monitoring of services from suppliers of social care services, to ensure improvement in quality and value for money, especially to those in residential care.
- Work closer with all partners to improve services and people's experience of care and support services.
- Continue to improve the service to help keep people safe.

## Performance Targets for 2011/12

- 85%** of assessments completed within four weeks of the initial contact
- 93%** of services delivered within four weeks of the assessment being completed
- 60%** of customers receiving a direct payment or personal budget
- 8%** of adults with a learning disability in paid employment
- 15%** of adults with a mental health problem in paid employment
- 65%** of adults with a learning disability living in settled accommodation
- 92%** of adults with a mental health problem living in settled accommodation
- 36%** of Customers requiring no further care following Reablement

## Tell us what you think of this report

Please can we ask you to take the time to complete and return a feedback form to the address provided. Alternatively, please complete on-line at [www.centralbedfordshire.gov.uk/localaccount](http://www.centralbedfordshire.gov.uk/localaccount)

Your comments and views will help shape the 2011/12 annual report, which is due for publication in Summer 2012.

# Central Bedfordshire in contact



on the telephone...

**0300 300 8303**



by email...

[customer.services@centralbedfordshire.gov.uk](mailto:customer.services@centralbedfordshire.gov.uk)



on the web...

[www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)



Alternatively you can write to:

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

**Serving our communities...**

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**Central  
Bedfordshire**



# Adult Social Care Annual Report 2010/11 Feedback Form



We would like your views on the 2010/11 Adult Social Care Annual Report. Please take a few moments to complete this questionnaire to let us know what you enjoyed and what you would like to see improved for the 2011/12 report.

**Q1 Are you responding as a:** (Please tick one)

- |  |   |
|--|---|
| <input type="checkbox"/> Central Bedfordshire Adult Social Care user                         | <input type="checkbox"/> Carer of an Adult Social Care user |
| <input type="checkbox"/> Friend or relative of an Adult Social Care user                     | <input type="checkbox"/> Central Bedfordshire resident      |
| <input type="checkbox"/> Community or Voluntary organisation/group<br>(please specify below) | <input type="checkbox"/> Other (please specify below)       |

Please specify....

**Q2 Which section(s) of the Annual report have you read?** (Please tick all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> I have read all of the Annual Report                                | <input type="checkbox"/> Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm |
| <input type="checkbox"/> Foreword and Introduction   | <input type="checkbox"/> I have just read the facts and figures  |
| <input type="checkbox"/> Enhancing quality of life for people with care and support needs    | <input type="checkbox"/> Priorities for the future   |
| <input type="checkbox"/> Delaying and reducing the need for care and support                 | <input type="checkbox"/> I have not read the Annual Report   |
| <input type="checkbox"/> Ensuring that people have a positive experience of care and support |  |

**Q3 Overall, how satisfied or dissatisfied were you with the Annual Report?** (Please tick one)

- |   |                                    |   |                                       |  |
|---|------------------------------------|---|---------------------------------------|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied |
|---|------------------------------------|---|---------------------------------------|--|

**Q4 How would you rate the design of the Annual Report?** (Please tick one)

- |                                    |                               |  |                               |                                    |
|------------------------------------|-------------------------------|--|-------------------------------|------------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Neither good nor poor | <input type="checkbox"/> Poor | <input type="checkbox"/> Very poor |
|------------------------------------|-------------------------------|--|-------------------------------|------------------------------------|

**Q5 How easy or difficult was the Annual Report to:** (Please tick one option for each statement)

- |            | Very easy                | Easy                     | Neither easy nor difficult | Difficult                | Very difficult           |
|------------|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| Read       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Understand | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |

**Q6 Before you read the Annual Report, how did you think the Adult Social Care service was performing?** (Please tick one)

- |                                    |                               |  |                               |                                    |
|------------------------------------|-------------------------------|--|-------------------------------|------------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Neither good nor poor | <input type="checkbox"/> Poor | <input type="checkbox"/> Very poor |
|------------------------------------|-------------------------------|--|-------------------------------|------------------------------------|

**Q7 Do you think the Annual Report provided a balanced picture of what the Adult Social Care service does and it's performance?** (Please tick one)

- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

**Q8 What other information could we provide to make the Report more useful and informative?**

## About you

The following information will help us when considering your opinions and to make sure that we are getting the views of all members of the community. The answers will not be used to identify any individual and the questions are optional. Our data protection statement is provided at the end of this form.

**Q10 Postcode**

**Q11 Are you male or female?**  Male  Female

**Q12 What is your age?**  19 or under  20-29 yrs  30-44 yrs  45-59 yrs  
 60-64 yrs  65-74 yrs  75+

**Q13 Do you consider yourself to be disabled?** Under the Equality Act 2010 a person is considered to have a disability if he/she has a physical or mental impairment which has a sustained and long-term adverse effect on his/her ability to carry out normal day to day activities.

Yes  No

**Q14 Are you:** (Please tick one)

- |   |   |   |  |
|---|---|---|--|
| <input type="checkbox"/> British                    | <input type="checkbox"/> White and Black Caribbean  | <input type="checkbox"/> Pakistani                  | <input type="checkbox"/> Caribbean                                 |
| <input type="checkbox"/> Irish                      | <input type="checkbox"/> White and Black African    | <input type="checkbox"/> Bangladeshi                | <input type="checkbox"/> Any other Black background                |
| <input type="checkbox"/> Gypsy or Irish Traveller   | <input type="checkbox"/> Any other mixed background | <input type="checkbox"/> Chinese                    | <input type="checkbox"/> Arab                                      |
| <input type="checkbox"/> Any other white background | <input type="checkbox"/> Indian                     | <input type="checkbox"/> Any other Asian background | <input type="checkbox"/> Other ethnic group (Please specify below) |
| <input type="checkbox"/> White and Asian            |   | <input type="checkbox"/> African                    |  |
- Please specify other

**Thank you for giving us your views.**

**Data Protection Act 1998**

Please note that your personal details supplied on this form will be held and/or computerised by Central Bedfordshire Council for the purpose of the Housing Annual Report feedback survey. The information collected may be disclosed to officers and members of the Council and its' partners involved in this consultation. Summarised information from the forms may be published, but no individual details will be disclosed under these circumstances. Your personal details will be safeguarded and will not be divulged to any other individuals or organisations for any other purposes.

Information classification: Protected when complete.

**Please return the form to the freepost address below (you do not need a stamp):**

RSKA-KEZZ-SZEC  
 Social Care, Health and Housing  
 DA0: Policy and Performance  
 Central Bedfordshire Council  
 Watling House  
 High Street North  
 Dunstable  
 LU6 1LF

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**Meeting:** Social Care Health and Housing Overview & Scrutiny Committee  
**Date:** 05 March 2012  
**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.	12 April 2012	<p>Private Sector Housing Renewal Policy</p> <p><b>Contact(s):</b> Nick Costin, Head of Service Private Sector Housing</p>	<p>The Policy contains details of grants and loans available to support people to live in property that is decent and suitable for their needs. The policy has been subject to consultation on the proposal to shift towards the provision of loan assistances as opposed to grant funding.</p>	For comment
2.	12 April 2012	<p>Strategic and Change Agenda for Housing in response to the Localism Act</p> <p><b>Contact(s):</b> Tony Keaveney, Assistant Director of Housing Services</p>	<p>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</p>	<p>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 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.</p> <p>The date for this item is provisional and subject to confirmation closer to the meeting date.</p>

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: 15 February 2012

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
3.	12 April 2012	Improving the experience of people leaving hospital through more effective practice and partnerships  <b>Contact(s):</b> 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
4.	12 April 2012	Medium Term Objectives	To consider the Council's draft Medium Term Objectives relating to Social Care, Health and Housing	Executive: 15 May 2012
5.	12 April 2012	Musculoskeletal (MSK) Service harmonisation project  Contact: Tim O'Donovan, MSK Project Manager, NHS Beds/Dr Andy Edwards, GP, MSK Clinical Lead, NHS Beds	To receive an update on the consultation undertaken on the harmonisation of this service across Central Bedfordshire and Bedford Borough Council..	To assess consultation undertaken to date, and comment
6.	12 April 2012	End of Life Strategy for Central Bedfordshire  <b>Contact:</b> Paul Groom, Head of Commissioning/Nicky Bannister, Commissioning Manager	To receive a report on the End of Life Strategy for Bedfordshire	For information for Central Bedfordshire
7.	12 April 2012	Q3 Budget Monitoring Report  <b>Contact(s):</b> 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

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: 15 February 2012



Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
8.	12 April 2012	Q3 Performance Monitoring Report <b>Contact(s):</b> 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: 15 February 2012

## Draft work programme for 2012/13 for information

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
9.	18 June 2012	<p>Joint Strategic Needs Assessment</p> <p>Contact: Celia Shohet, Assistant Director for Public Health</p>	To receive the updated Joint Strategic needs Assessment to provide context about health and well-being priorities	For information
10.	18 June 2012	<p>Local Lettings Policy to allocate affordable housing to Rural Exception Sites in Central Bedfordshire</p> <p>Contact(s): Hamid Khan, Head of Housing Needs &amp; Tony Keaveney, Assistant Director of Housing Services</p>	The policy has been subject to a 12 week consultation, the Committee will receive the results of the consultation to decide future allocations to rural exception sites	For comment
11.	18 June 2012	<p>Urgent Care – developments around Poplars and Greenacres</p> <p>Contact: Simon Wood, Director of Commissioning Support for NHS Bedfordshire and Luton and Julie Ogley, Director Social Care, Health and Housing</p>	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
12.	18 June 2012	<p>Clinical Commissioning Group Strategy</p> <p>Contact: Diane Gray, Commissioning Manager, NHS Beds</p>	To receive an update on the Clinical Commissioning Group strategy, strategic direction of travel and structure.	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: 15 February 2012

**Central Bedfordshire Council  
Forward Plan of Key Decisions  
1 March 2012 to 28 February 2013**

- 1) During the period from **1 March 2012 to 28 February 2013**, 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 March 2012 to 28 February 2013

### Key Decisions

Date of Publication: 14 February 2012

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.	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: <a href="mailto:kate.mcfarlane@centralbedfordshire.gov.uk">kate.mcfarlane@centralbedfordshire.gov.uk</a> Tel: 0300 300 5858
2.	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: <a href="mailto:jeanette.keyte@centralbedfordshire.gov.uk">jeanette.keyte@centralbedfordshire.gov.uk</a> Tel: 0300 300 5232

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.	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: Jon Cliff, Head of Economic Development and Physical Regeneration Email: <a href="mailto:jon.cliff@centralbedfordshire.gov.uk">jon.cliff@centralbedfordshire.gov.uk</a> Tel: 0300 300 4373
4.	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: <a href="mailto:charles.warboys@centralbedfordshire.gov.uk">charles.warboys@centralbedfordshire.gov.uk</a> 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)
5.	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 Children's Service Email: <a href="mailto:pete.dudley@centralbedfordshire.gov.uk">pete.dudley@centralbedfordshire.gov.uk</a> Tel: 0300 300 4203
6.	Accommodation for the Secondary Age Pupil Referral Unit -	To decide on the accommodation to support the free school Pupil Referral Unit (PRU) bid.	27 March 2012		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 26/02/12 to Contact Officer Peter Burt, MRICS, Head of Property Assets Email: <a href="mailto:peter.burt@centralbedfordshire.gov.uk">peter.burt@centralbedfordshire.gov.uk</a> Tel: 0300 300 5281

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.	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 26/02/12 to Contact Officer: Kate McFarlane, Head of Community Regeneration &amp; Adult Skills Email: <a href="mailto:kate.mcfarlane@centralbedfordshire.gov.uk">kate.mcfarlane@centralbedfordshire.gov.uk</a> 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)
8.	The Future of Special Schooling in the South of Central Bedfordshire -	To consider the responses to the statutory notices to merge Hillcrest Community Special School and Glenwood Community Special School to create a single area special school for pupils with complex educational needs (Severe Learning Difficulties (SLD), Profound and Multiple Learning Difficulties (PMLD) and Moderate Learning Difficulties (MLD) with additional needs) ages 3-19, and make a recommendation as a consequence of this process having been completed.	27 March 2012		Report	Executive Member for Children's Services Comments by 26/02/12 to Contact Officer: Pete Dudley, Assistant Director Children's Service Email: <a href="mailto:pete.dudley@centralbedfordshire.gov.uk">pete.dudley@centralbedfordshire.gov.uk</a> 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)
9.	Award of the Housing Responsive Maintenance and Void Repairs Contract -	To award the housing responsive maintenance and void repairs contract.	27 March 2012		Report	Executive Member for Social Care, Health and Housing Comments by 26/02/12 to Contact Officer: Basil Quinn, Housing Asset Manager Performance Email: <a href="mailto:basil.quinn@centralbedfordshire.gov.uk">basil.quinn@centralbedfordshire.gov.uk</a> Tel: 0300 300 5118
10.	Implementation of the School Organisation Plan: New School Places Programme 2011/12 - 2016/17 -	The Council's statutory duty regarding sufficiency of school places and implementation of the identified need in the previously published school organisation plan. The report will set out each proposed new place project and outline the source of funding.	27 March 2012	Consultation with Governors and parents in areas where new schemes apply.	Report	Executive Member for Children's Services Comments by 26/02/12 to Contact Officer: Pete Dudley, Assistant Director Children's Service Email: <a href="mailto:pete.dudley@centralbedfordshire.gov.uk">pete.dudley@centralbedfordshire.gov.uk</a> 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)
11.	Local Area Transport Plan -	To endorse the second round of the Local Area Transport Plans (LATPs) (which form part of the Local Transport Plan adopted in April 2011), together with endorsement of the Scheme Prioritisation Framework used to prioritise schemes within the LATPs for delivery in the programme for future years spend.	27 March 2012	Public consultation between October 2011 – February 2012.	Report	Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 26/02/12 to Contact Officer: Ben King, Principal Transport Planner - Transport Strategy Team Email: <a href="mailto:ben.king@centralbedfordshire.gov.uk">ben.king@centralbedfordshire.gov.uk</a> Tel: 0300 300 4824

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)
12.	Development Brief for Site Allocations Policy HA10 - Land at Stanford Road, Shefford -	To endorse the development brief as technical guidance for Development Management purposes.	27 March 2012	<p>The preparation of the development brief has been subject to two rounds of public consultation. The purpose of the first consultation was that residents and other stakeholders could engage in the process to help shape the brief at an early stage. A public exhibition was held in the town and over 100 people attended the event.</p> <p>The draft development brief is subject to a 4-week public consultation exercise (13 January – 10 February 2012).</p> <p>A copy of the details of the consultation undertaken and analysis of the comments received has been compiled into a consultation report and will be updated once the current consultation is complete.</p>	<p>Report Development Brief together with any proposed changes</p> <p>Copy of the Consultation Report</p>	<p>Executive Member for Sustainable Communities - Strategic Planning and Economic Development</p> <p>Comments by 26/02/12 to Contact Officer:</p> <p>Carry Murphy, Principal Planning Officer</p> <p>Email: <a href="mailto:carry.murphy@centralbedfordshire.gov.uk">carry.murphy@centralbedfordshire.gov.uk</a></p> <p>Tel: 0300 300 4374</p>

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13.	Stotfold Heritage -	A twelve week public consultation is proposed to gather the community response to this private investment proposal and invite alternative usage to be expressed.	27 March 2012		Report Investors prospectus	Cllr Ken C Matthews Comments by 26/02/12 to Contact Officer: Liz Wade, Assistant Director Economic Growth and Regeneration Email: <a href="mailto:liz.wade@centralbedfordshire.gov.uk">liz.wade@centralbedfordshire.gov.uk</a> Tel: 0300 300 6288
14.	Draft Medium Term Plan and Plan Priorities -	To agree the draft Medium Term Plan and Plan priorities for consultation.	27 March 2012		Draft Medium Term Plan and Priorities	Deputy Leader and Executive Member for Corporate Resources, Chairman of the Executive and Leader of the Council Comments by 01/03/12 to Contact Officer: Alan Fleming, Project Director Email: <a href="mailto:alan.fleming@centralbedfordshire.gov.uk">alan.fleming@centralbedfordshire.gov.uk</a> Tel: 0300 300 6968
15.	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.	15 May 2012		Report	Executive Member for Social Care, Health and Housing Comments by 14/04/12 to Contact Officer: Hamid Khan, Head of Housing Needs Email: <a href="mailto:hamid.khan@centralbedfordshire.gov.uk">hamid.khan@centralbedfordshire.gov.uk</a> Tel: 0300 300 5369

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16.	Medium Term Plan and Priorities -	To recommend to Council the Medium Term Plan and Priorities.	15 May 2012	To be considered by the Overview and Scrutiny Committees and Central Bedfordshire Together in April 2012.	Medium Term Plan and Priorities	Chairman of the Executive and Leader of the Council, Deputy Leader and Executive Member for Corporate Resources Comments by 18/04/12 to Contact Officer: Alan Fleming, Project Director Email: <a href="mailto:alan.fleming@centralbedfordshire.gov.uk">alan.fleming@centralbedfordshire.gov.uk</a> Tel: 0300 300 6968
17.	Brewers Hill Road Sites, Dunstable Regeneration -	To adopt/endorse the plans for the Brewers Hill Road sites as a Supplementary Planning Document or endorsement as Interim Technical Guidance for Development Management Purposes.	15 May 2012	Statutory consultation procedure to be carried out in January/February 2012 using exhibitions, meetings, presentations and questionnaires.	Brewers Hill Road sites, Dunstable Planning and Development Brief	Deputy Leader and Executive Member for Corporate Resources, Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 14/04/12 to Contact Officer: Peter Burt, MRICS, Head of Property Assets or Andy Lewis, Major Projects Officer Email: <a href="mailto:peter.burt@centralbedfordshire.gov.uk">peter.burt@centralbedfordshire.gov.uk</a> Tel: 0300 300 5281 or <a href="mailto:andy.lewis@centralbedfordshire.gov.uk">andy.lewis@centralbedfordshire.gov.uk</a> 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)
18.	Minerals and Waste Core Strategy -	To agree the recommended changes to the Minerals and Waste Core Strategy before submission to the Secretary of State.	15 May 2012	<ol style="list-style-type: none"> <li>1. All Parish and Town Councils were notified by letter or email.</li> <li>2. Individuals who had expressed an interest from previous consultations were notified by email or by letter.</li> <li>3. Adjacent Parish, Town, District and County Councils were notified by email or by letter.</li> </ol>	Report of the results of consultation on soundness of the Minerals and Waste Core Strategy (Plan for Submission) Appendix summarising representations received, and recommended changes to the Minerals and Waste Core Strategy.	Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 14/04/12 to Contact Officer: Lester Hannington, Principal Minerals and Waste Planning Officer Email: <a href="mailto:lester.hannington@centralbedfordshire.gov.uk">lester.hannington@centralbedfordshire.gov.uk</a> Tel: 0300 300 6219
19.	The Approach to Central Bedfordshire Council Parking -	To consider how Central Bedfordshire Council manage parking across the district, recognising the needs of shoppers businesses, residents and new developments.	3 July 2012	The Strategy has been through a full public consultation before coming back to the Executive for approval.	Report	Executive Member for Sustainable Communities - Services Comments by 02/06/12 to Contact Officer: Basil Jackson, Assistant Director Highways & Transport Email: <a href="mailto:basil.jackson@centralbedfordshire.gov.uk">basil.jackson@centralbedfordshire.gov.uk</a> Tel: 0300 300 6171

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20.	Capital Investment for the Channel Shift Programme -	To approve the Capital Investment for the 'Construct and Implementation' phase of the Channel Shift Programme	3 July 2012		Full Business Case for the Channel Shift Programme	Deputy Leader and Executive Member for Corporate Resources Comments by 02/06/12 to Contact Officer: Trisha Chapman, Programme Manager Email: <a href="mailto:trisha.chapman@centralbedfordshire.gov.uk">trisha.chapman@centralbedfordshire.gov.uk</a> Tel: 0300 300 4657
21.	Stotfold Heritage -	To facilitate the create of a new community and heritage attraction in Stotfold.	3 July 2012	A twelve week public consultation is proposed to gather the community response to this private investment proposal and invite alternative usage to be expressed.	Report Investors prospectus	Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 02/06/12 to Contact Officer: Liz Wade, Assistant Director Economic Growth and Regeneration Email: <a href="mailto:liz.wade@centralbedfordshire.gov.uk">liz.wade@centralbedfordshire.gov.uk</a> Tel: 0300 300 6288
22.	Future of Crescent Court Sheltered Housing Scheme, Toddington -	To consider the results of the feasibility studies and consider a recommended way forward in relation to the development and the funding arrangements.	2 October 2012		Report	Executive Member for Social Care, Health and Housing Comments by 02/09/2012 to Contact Officer: Sue Marsh, Housing Services Manager Email: <a href="mailto:sue.marsh@centralbedfordshire.gov.uk">sue.marsh@centralbedfordshire.gov.uk</a> Tel: 0300 300 5662



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)
23.	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.)	6 November 2012	Consultation expected in May/June 2012, Member consideration through the 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 05/10/12 to Contact Officer: Richard Fox, Head of Development Planning and Housing Strategy Email: <a href="mailto:richard.fox@centralbedfordshire.gov.uk">richard.fox@centralbedfordshire.gov.uk</a> Tel: 0300 300 4105

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<b>NON KEY DECISIONS</b>						
24.	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: <a href="mailto:elaine.malarky@centralbedfordshire.gov.uk">elaine.malarky@centralbedfordshire.gov.uk</a> Tel: 0300 300 5517
25.	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: <a href="mailto:elaine.malarky@centralbedfordshire.gov.uk">elaine.malarky@centralbedfordshire.gov.uk</a> 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:

<b>Date of Publication</b>	<b>Period of Plan</b>
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

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