

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



please ask for Paula Everitt
direct line 0300 300 4196
date 16 January 2014

NOTICE OF MEETING

SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date & Time

Monday, 27 January 2014 10.00 a.m.

Venue at

Council Chamber, 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), R D Berry, Mrs G Clarke, P A Duckett, Mrs S A Goodchild, Mrs D B Gurney and M A Smith

[Named Substitutes:

P N Aldis, C C Gomm, Ms A M W Graham, K Janes 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 16 December, 2013 and to note actions taken since that meeting.

3. **Members' Interests**

To receive from Members any declarations of interest and of any political whip in relation to any agenda item.

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

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

5. **Petitions**

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

6. **Questions, Statements or Deputations**

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

7. **Call-In**

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

8. **Requested Items**

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

Reports

Item	Subject	Page Nos.
9	Executive Member Update To receive for information a verbal update from the Executive Member for Social Care Health and Housing.	* verbal
10	Bedford Hospital Update To receive an update from the Chief Executive at Bedford Hospital on the latest CQC inspection.	* verbal
11	Hospital Discharge Task Force To consider the report of the Hospital Discharge Task Force.	* 15 - 34
12	End of Life Care A presentation relating to the End of Life Care Pathway in Central Bedfordshire.	* verbal
13	East of England Ambulance Trust Update To receive an update on performance relating to the East of England Ambulance Trust Turnaround Plan.	* 35 - 40
14	SEPT Services including Biggleswade Hospital To receive a progress and approach update report on SEPT Services including Biggleswade Hospital.	* to follow
15	Domiciliary Care Retender A 6 month progress report on the implementation and operation of the Domiciliary Care Framework Agreement.	* 41 - 46
16	Park Homes Licensing Fees Policy To consider and comment on the Park Homes Licensing Fees Policy and provide comments to the Executive.	* 47 - 96
17	Draft Budget 2014/15, Medium Term Financial Plan 2014/18 and Capital Programme 2014/15 to 2017/18 To consider the following pertaining to the Social Care Health and Housing Directorate:- (i) draft Budget (2014/15); (ii) Medium Term Financial Plan (2014-18); and	* 97 - 98

(iii) Capital Programme (2014/15 to 2017/18).

Papers relating to these items were circulated to Members in the Executive agenda for 14 January 2014 (Items 08 and 09 refer). In addition to the covering report included in this agenda Members are requested to bring their copies of the Executive report with them to the meeting. The report is available to view and print at the following website:-

<http://www.centralbedfordshire.gov.uk/modgov/ieListDocuments.aspx?CId=577&MId=4397&Ver=4>

- 18 **Fees and Charges (2014/15)** * 99 - 112
- To receive the revised fees and charges rates for 2014/15 pertaining to the Social Care, Health and Housing Directorate.
- 19 **Draft Housing Revenue Account Budget 2014/15** * 113 - 114
- To consider the Council's draft budget report for the Housing Revenue Account (Landlord Service) Business Plan and provide comments to be considered by the Executive.
- Papers were circulated to all Members as part of the report to Executive on 14 January 2014. Members are requested to bring their copy of these papers (Item 10) with them to the meeting. These papers can be viewed on the Council's website at:-
- <http://www.centralbedfordshire.gov.uk/modgov/ieListDocuments.aspx?CId=577&MId=4397&Ver=4>
- 20 **Work Programme 2013/14 & Executive Forward Plan** * 115 - 120
- To consider the currently draft Social Care Health and Housing Overview and Scrutiny work programme for 2013/14 and the Executive Forward Plan.

CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE** held in Council Chamber, Priory House, Monks Walk, Shefford on Monday, 16 December 2013.

PRESENT

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

Cllrs P A Duckett
Mrs S A Goodchild

Cllrs Mrs D B Gurney

Apologies for Absence: Cllrs R D Berry
Mrs G Clarke
M A Smith

Substitutes: Cllrs Ms A M W Graham (In place of M A Smith)
Miss A Sparrow (In place of Mrs G Clarke)

Members in Attendance: Cllrs M A G Versallion Executive Member for
Children's Services

Officers in Attendance: Mrs P Everitt – Scrutiny Policy Adviser
Mr D Galvin – Head of Financial Performance
Mr D Jones – Interim Assistant Director, Adult
Social Care
Mr S Mitchelmore – Head of Older Persons & Physical
Disability Service
Mr N Murley – Assistant Director Business &
Performance
Mrs J Ogley – Director of Social Care, Health and
Housing
Ms E Saunders – Assistant Director Commissioning
Mr M Westerby – Head of Public Health, Adults and
Older People

Others in Attendance Ms R Featherstone Chair - Healthwatch Central
Bedfordshire
Ms L Mhlanga Interim Deputy Director System
Redesign, Bedfordshire Clinical
Commissioning Group

SCHH/13/79 **Minutes**

RESOLVED

that the Minutes of the Social Care, Health and Housing Overview and Scrutiny Committee held on 21 October 2013 be confirmed and signed as a correct record.

SCHH/13/80 Members' Interests

Cllr Mrs Goodchild declared an interest as a member of her family was a service user.

SCHH/13/81 Chairman's Announcements and Communications

The Chairman announced that agenda item 10, End of Life Care, had been deferred as there was no one available to present the item. The item would be included for consideration at the Committee's next meeting in January 2014.

The Chairman informed the Committee that by virtue of the Local Government Act (1972) she had agreed to add an urgent item to the agenda due to the need to consider concerns that a small number of patients were being admitted to Biggleswade Hospital.

The Joint Health Overview and Scrutiny Committee (JHOSC) met on 09 December 2013 which was attended by representatives from Monitor, NHS England, the Trust Development Authority, Bedford Hospital and the BCCG. The meeting considered the terms of reference and scope for the Bedfordshire Health Service Review. The next meeting of the JHOSC was scheduled for 27 February 2014 and would consider the emerging proposals during the first phase and the detailed scope. The Minutes of the meeting would be circulated to Members of the Committee.

SCHH/13/82 Petitions

No petitions were received.

SCHH/13/83 Questions, Statements or Deputations

The Committee were informed that one speaker had registered to speak.

A Member of the Public expressed his concerns to the Committee that Biggleswade Hospital had continued to see a small number of patients admitted to the hospital and no admissions to the men's ward. The speaker asked when residents in Biggleswade and the surrounding community might expect to see the implementation of the Community Bed Review and assurances that Biggleswade Hospital would remain open.

The speaker was informed that these issues would be discussed at item 10 of the agenda (Minutes SCHH/13/88 refers) and the Chairman thanked him for raising his concerns.

SCHH/13/84 Call-In

The Panel was advised that no decisions of the Executive had been referred to the Panel under the Call-in Procedures.

SCHH/13/85 Requested Items

No items were referred to the Committee for consideration at the request of Members.

SCHH/13/86 Executive Member Update

The Executive Member for Social Care Health and Housing updated the Committee on issues that were not included on the agenda, these included:

- Attendance at the Shenley Wood Extra Care Village in Milton Keynes
- Attendance at the Private Landlord Forum in Dunstable
- The Dukeminster contract had been awarded and the development renamed 'Priory View'.
- Attendance at the staff awards ceremony.
- That a Tenants Conference had been held and was well attended.

The Executive Member thanked all members who had taken up the pedometer challenge. The idea of rolling out a similar challenge to carers and older people was now being considered.

In light of the update, a Member asked if there was internal and external membership on the Welfare Reform Group. The Executive Member responded that membership consisted of officers and Member and a separate group of officers also supported this work alongside the Citizens Advice Bureau. The Welfare Reform Group would report to Members after the scheme had run for a full year.

A Member queried the Council's strategy for Extra Care Homes in the north and rural areas of Central Bedfordshire. The Executive Member confirmed that a further two schemes were being considered.

SCHH/13/87 End of Life Care

This item was deferred for the reasons outlined in the Minutes above.

SCHH/13/88 Biggleswade Hospital

The Chairman informed the Committee that by virtue of the Local Government Act (1972) she had agreed to add an urgent item to the agenda regarding the low number of beds being utilised at Biggleswade Hospital. This item was felt to be of urgency due to the importance of advising Members of the Bedfordshire Clinical Commissioning Group's (BCCG) position.

The Chairman welcomed Laura Mhlanga, Interim Deputy Director System Redesign – Urgent and Integrated Care from the BCCG. Ms Mhlanga assured Members that the BCCG intended to continue commissioning beds at Biggleswade Hospital. The BCCG had also received additional investment money through the winter planning scheme to support Biggleswade Hospital and Community Services. SEPT and the BCCG meet weekly at an Urgent Care Board to discuss the needs of patients. The current service model

enabled more patients to be cared for in their home rather than Biggleswade Hospital and the BCCG were working with SEPT on the admissions criteria. Support for the hospital from residents and Members was acknowledged.

In light of the update Members discussed the follow:-

- The issue of communication and working transparently, the morale of staff at the hospital was particularly low through continued mixed messages and rumours.
- The need to explain why the implementation of the Community Bed Review had been delayed.

The Committee requested that the BCCG submit a detailed report on the commissioning arrangements for Biggleswade Hospital to the January meeting and that a representative from SEPT be invited to attend.

RECOMMENDED that a further update be provided to the Committee at their next meeting.

SCHH/13/89 **Meppershall Care Home**

The Director provided a report and presentation on the closure of the Meppershall Care Home during July 2013 by the regulator the Care Quality Commission. The report explained in detail the concerns regarding the standard of care offered to residents and that despite the support offered to the home to improve, it had failed to do so.

The report gave a chronology of events and explained the action taken by the Council and other agencies once the decision to close the home had been taken. This entailed the assessment and transfer of 68 residents, of whom 18 paid for their own care, to other care homes within a 5 day period.

Four and eight weekly reviews were undertaken that demonstrated signs of improvement for residents and these continue to be monitored by the Council and partners. Families who had resisted moves to alternative care homes have begun to realise the extent of the poor quality of care provided to their relatives.

In light of the report and presentation, Members discussed the following:

- The importance of making the press and public aware of the actions undertaken by the Council.
- The importance of communication with family members at weekends.
- The need to consider how to demonstrate to residents and their families 'what good care looks like' and how care home owners could be engaged at the development stage.
- The need to ensure awareness of whistleblowing procedures.
- That a whistleblowing procedure is evident for all to use.
- Legal proceedings that would be implemented if any neglect was found in care homes
- The means by which the local Healthwatch organisation would escalate any concerns of neglect brought to them

NOTED the report and recommended that the Committee's thanks be extended to all staff involved in the closure of the Meppershall Care Home.

SCHH/13/90 Healthwatch update

Ruth Featherstone, Chairman of Central Bedfordshire Healthwatch gave a presentation that explained the role and functions of Healthwatch, their powers and duties and outlined its vision for the residents of Central Bedfordshire. It was noted that volunteers were the most valuable resource to Healthwatch and there were many ways in which to get involved.

In light of the presentation a Member queried the Charity's legal standing, where advice from Healthwatch was being ignored. Ms Featherstone agreed to check and respond to this question outside of the meeting.

NOTED the presentation

SCHH/13/91 Care Bill

The Director introduced a report and presentation regarding the Care Bill. The report highlighted far reaching implications for all aspects of adult social care and included the introduction of new statutory duties and powers on local authorities. The Care Bill prioritised people's wellbeing, needs and goals so that individuals will no longer feel like they are battling against the system to get the care and support they needed. The introduction of a funding cap would lead to fundamental change to the current system of charging and paying for care. As a consequence the Council would be required to make significant changes to the financial assessment process and recording and would see an impact on its projected income. There was also a need to ensure that the workforce was adequately prepared for changes.

In light of the presentation and report, Members discussed the following issues in detail:-

- Whether funding the ageing population would result in joint working with partners like Age UK to forecast finances. The Assistant Director Resources advised that a national model was being developed and guidance on this was awaited. Suffolk County Council was piloting a finance modelling tool and officers were waiting for the model to be shared.
- Whether the Council would continue to fund Village Care Schemes, libraries and other schemes that would help people to remain independent and gave them a sense of well being. In response the Director advised that the Council would have to decide where to invest for the best effect and it would be considered within the available resources.

The Committee thanked the Director of Social Care, Health and Housing for an informative report and presentation.

NOTED the report.

SCHH/13/92 Quarter 2 Capital Budget Management Report 2013/14

The Assistant Director Resources provided a presentation that highlighted the key points in relation to the forecast capital expenditure and external funding for 2013/14 for Social Care Health and Housing. The attention of the Committee was drawn to a forecast gross spend of £6m against a budget of £8.7m against the Housing General Fund schemes and the Campus Closure Programme

NOTED the report

SCHH/13/93 Quarter 2 General Fund Revenue Budget Monitoring Outturn 2013/14

The Assistant Director Resources provided a presentation that highlighted the key points in relation to the forecast revenue outturn for 2013/14 for Social Care Health and Housing. The attention of the Committee was drawn to a forecast outturn of £66.3m after use of reserves – a variance of £0.433m or 0.7% overspend.

NOTED the presentation.

SCHH/13/94 Quarter 2 Housing Revenue Account Outturn Report

The Assistant Director Resources provided a presentation that highlighted the key points in relation to the forecast Housing Revenue Account revenue and capital outturn for 2013/14. The attention of the Committee was drawn to a positive year to date revenue position of £0.127m.

The Capital year to date showed an under spend of £0.332m, with a forecast underspend of £2.345m.

NOTED the report

SCHH/13/95 Quarter 2 Public Health Revenue Budget Monitoring 2013/14

The Head of Finance provided a presentation that highlighted the key points in relation to the outturn for 2013/14 for Public Health. The attention of the Committee was drawn to the projected outturn position for 2013/14 of a balanced budget. This was after a £207k contribution to reserves at the end of the year.

The forecast figure was dependent on the receipt of financial information from Bedford Borough Council who host two of the demand led services on behalf of Central Bedfordshire. Officers meet with Public Health colleagues on a monthly basis to look at financial processes and advised them in some areas of spending.

NOTED the report

SCHH/13/96 Performance Monitoring Report (Q2)

The Assistant Director of Resources advised of three measures that were underperforming. Two measures were red; the number of additional “Extra Care flats provided (C2MTP) and clients receiving self directed support (C6

MTP) and one amber, percentage of decent homes (Council Stock). In addition the Assistant Director commented as follows:-

- The number of additional “Extra Care” Dukeminster flats were expected to be delivered in summer 2015 outside of the MTP target of 2014.
- Customers receiving self-directed support showed improvement in performance at 77%, this is against a target of 100%, however, performance remained above the national average of 70%.
- The percentage of decent homes saw an improvement in performance with the number of properties not meeting the Decent Homes Standards fell from 21 in quarter one to 13 in quarter two.

NOTED the report

SCHH/13/97 **Work Programme 2013-14 & Executive Forward Plan**

The Committee considered the current draft work programme which would be updated to include the two items details in the body of the Minutes.

RECOMMENDED that the work programme be approved subject to the addition of two items detailed in the body of the Minutes.

(Note: The meeting commenced at 10.00 a.m. and concluded at 1.10 p.m.)

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Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 27 January 2014
Subject: Report of the Hospital Discharge Task Force
Report of: Cllr Rita Drinkwater, Chairman of the Task Force
Summary: The report outlines the recommendations of the task force review of performance relating to the pathway for leaving hospital and sets out the implications of several of these recommendations being implemented.

Contact Officer: Jonathon Partridge, Corporate Policy and Scrutiny Manager
Public/Exempt: Public
Wards Affected: All
Function of: NHS

CORPORATE IMPLICATIONS

Council Priorities:

1. Whilst the recommendations contained in the task force report are primarily for NHS agencies and not the Council itself the implementation of these recommendations will support the Council by promoting health and wellbeing and protecting the vulnerable.

Financial:

2. The financial implications to the Council of a review of the Clinical Navigation Team will need to be considered fully if the Committee agrees to support these recommendations.

Legal:

3. Not applicable

Risk Management:

4. Not applicable.

Staffing (including Trades Unions):

5. The staffing implications for NHS organisations arising from these recommendations will need to be considered fully if the Committee agrees to support these recommendations.

Equalities/Human Rights:

6. None arising from this report.

Public Health

7. None arising from this report.

Community Safety:

8. Not Applicable.

Sustainability:

9. Not Applicable.

Procurement:

10. Not applicable.

RECOMMENDATIONS:

1. **That the Social Care, Health and Housing Overview and Scrutiny Committee considers the recommendations of the task force and recommend to the responsible bodies that they be implemented.**
2. **That appropriate NHS bodies submit an update to the Committee in two months outlining progress in implementing those recommendations agreed by the Committee**

Background

11. At a previous meeting the Social Care, Health and Housing OSC (SCHHOSC) discussed issues relating to hospital discharge, including the importance of looking at the whole pathway and meeting the needs of patients. Members also discussed feedback that some patients were being discharged from hospital inappropriately, either late at night or early in the morning. It was agreed to establish a task force to review performance and report back to the Committee.
12. The report at **Appendix A** sets out the evidence received by Members of the task force and the issues that were discussed. It also sets out in detail the recommendations of the task force which are proposed to be considered by the Committee.
13. This review has taken some time to complete and as a result the local health economy has changed throughout the process. This includes a report published by the Care Quality Commission into issues at Bedford Hospital. These issues were not included in the scope of this review. The task force has however recommended that Central Bedfordshire Healthwatch and the CCG continually review hospital discharge performance and that performance be presented to the SCHHOSC on a quarterly basis. Any concerns of Members relating to performance at the hospitals may be considered by the Committee at future meetings.

Conclusion and Next Steps

14. The Committee are asked to consider the report and recommendations of the task force and agree that the recommendations be provided to providers for their implementation. It is also suggested that NHS providers provide an update on the progress if implementing the recommendations of the review within 2 months.

Appendices:

- Appendix A Report of the Hospital Discharge Task Force: a review of performance relating to the pathway for leaving hospital.

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

None, other than those outlined in the task force report.

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Appendix A

Hospital Discharge Task Force

A review of performance relating to the
pathway for leaving hospital



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Summary

At a previous meeting the Social Care, Health and Housing OSC (SCHHOSC) discussed issues relating to hospital discharge, including the importance of looking at the whole pathway and meeting the needs of patients. Members also discussed feedback that some patients were being discharged from hospital inappropriately, either late at night or early in the morning. It was agreed to establish a task force to review performance and report back to the Committee.

The Task Force was constituted by Councillors Rita Drinkwater (Chairman), Bowater; Mrs S Goodchild, Mrs D Gurney, Mrs A Sparrow; and a representative of Bedfordshire Local Involvement Network and latterly Healthwatch Central Bedfordshire.

To commence the review the Task Force invited health professionals with experience of hospital discharge to attend a meeting and provide their views. Evidence was received from:-

- Y Aris, Head of Adult Safeguarding in Bedfordshire for Bedfordshire Clinical Commissioning Group
- J Baxter, Clinical Director for Bedfordshire Clinical Commissioning Group
- S Collins, Deputy Chief Operating Officer at Bedford Hospital
- Dr B Ella, Clinical Director for Bedfordshire Clinical Commissioning Group
- L Mackenzie, General Practitioner at Wotton Vale Healthy Living Centre
- N Patel, Head of System Redesign for Bedfordshire Clinical Commissioning Group
- S Rees Assistant Director of Adult Social Care at Central Bedfordshire Council
- E Saunders, Assistant Director of Strategic Commissioning at Central Bedfordshire Council
- G Turrell, Acute Quality Manager for NHS Bedfordshire

What was working well?

Attendees were asked to provide evidence of good practice and what they felt was working well in Central Bedfordshire. Positive feedback related to following:-

- the use of the short-stay medical unit;
- practice in relation to the reablement, rapid intervention and fast response teams;
- the use of community matrons;
- the whole range of community and voluntary services that were available, including the good neighbour and village care schemes; and
- improvements at Bedford Hospital in relation to the holding of electronic records.

Where could we improve?

Attendees were asked to suggest areas that the task force could consider in more detail by suggesting where improvements could be made. Whilst it was not possible for the task force to cover every aspect that was suggested the Members agreed to focus on two areas:-

1. Understand performance in relation to hospital discharge from those hospitals that provide a service to Central Bedfordshire residents

There was anecdotal evidence of poor performance both locally and nationally and Members agreed it was important to understand the evidence of local performance. The Task Force also held a meeting to focus specifically on the performance of Bedford Hospital as the hospital with the greatest numbers of patients from Central Bedfordshire.

2. Consider ways of enhancing communication and signposting to service providers.

There were many partners and services operating in Central Beds and there was a need to understand who was responsible for signposting to services and ensuring that relevant partners were talking to one another effectively.

To support the review Members requested information from Bedford Hospital and Bedfordshire Clinical Commissioning Group (BCCG) relating to the length of stay in hospital and acute and non-acute delayed transfers of care. Members also met with commissioners to discuss the role of communication and services that could potentially be commissioned to support improved outcomes. The remainder of this report focuses on the two key areas that the Task Force agreed to look into in greater detail.

Next steps

In light of the information received by the task force Members agreed several recommendations regards improvements or further investigation that was required. Due to the complexity of there being several hospitals that discharge patients into Central Bedfordshire Members felt it was necessary both for their recommendations to be taken on board by relevant organisations as well as continued review of performance relating to hospital discharge. It was also noted during the course of the review that several other local authority health scrutiny committees, including Luton Borough Council's had recently undertaken a task force review of performance relating to hospital discharge at the Luton and Dunstable Hospital.

The task force requested that a response be provided to their recommendations by relevant organisations and that Healthwatch Central Bedfordshire and the CCG be requested to continually review hospital discharge performance and that performance be presented to the SCHHOSC on a quarterly basis. It was also important that Healthwatch Central Bedfordshire felt able to raise any concerns regards hospital discharge locally with the Committee as necessary.

1. Understanding Hospital Performance

Performance relating to Excess Bed Days (EBDs)

To understand local performance the task force requested information from Bedfordshire Clinical Commissioning Group relating to hospital discharge experienced by residents of Central Bedfordshire. Table 1 illustrates the data provided by BCCG in relation to the following for the period August 2012 to August 2013:-

No. of spells:	Total number of spells in hospital
Excess bed days:	The total number of EBDs beyond a predicted length of stay after which the hospital incurs an additional cost. Excess bed days is a measure of patients staying longer than a predicted number of days for a particular spell, a hospital will it is a point where the Hospital costs start to incur a daily rate. But it does not mean that they are fit to be discharge (many in this category are very ill).
Total length of stay:	The number of days (LOS) between admission and discharge

The data illustrates the number of residents who experienced a spell in hospital by postcode. However, this method is imperfect with the main anomaly being in the area around Cranfield, which places residents in Bedford Borough. But all along the boundary between the two Local authorities there may be errors in either direction. Luton and Dunstable Hospital delivered the highest number of spells in hospital to patients from Central Bedfordshire (39%). It is worth noting that due to the difficulty of mapping this data this figure may be higher had it included those residents that would appear in the Bedford Borough data. There were a similar number of EBDs at Luton and Dunstable and Bedford Hospitals in comparison to the total number of spells.

Concerns/key issues

In discussing the performance data whilst the Task Force raised issues regards the number of EBDs at some hospitals they noted that a faster discharge process did not always mean a trust was more effective than others. Successful performance relied on both quantitative and qualitative outcomes. Therefore the task force highlighted the following concerns:-

1. Whilst the task force had concerns regarding the EBD rate at Stoke Mandeville and the Lister, which accounted for 16% of the number of spells from Central Bedfordshire during this period it was considered more appropriate for other local authorities to review these in more detail. In reaching this conclusion it was noted that several local authorities had recently undertaken reviews of hospital discharge locally. It was however suggested that the Ivel Valley Locality Team should review performance at the Lister in more detail.
2. The BCCG was fairly new in operation and there was a future need to assess its plans for system redesign of acute and emergency care pathways and their impact on the hospital discharge pathway. The BCCGs future plans for acute and emergency care pathways needed to be reviewed further at a future OSC meeting.
3. Whilst the task force were not overly concerned with current performance there was a need to provide ongoing accountability of hospital discharge performance by the OSC, the Locality Teams and Healthwatch Central Bedfordshire. It may also be

appropriate for other local authorities Overview and Scrutiny Committees to review the performance of trusts where there were high numbers of excess bed days.

Table 1: EBDs for Central Bedfordshire residents by the first 3 digits of the postcode (Aug '12 - Aug '13)

	No. of Spells	EBDs	Total LOS
Total all Hospitals	58694	15357	142960
Total Named Hospitals	56688	15118	136794

Luton & Dunstable Hospital Foundation Trust	22757	6898	54537
Bedford Hospital Trust	13394	3764	37157
East & North Hertfordshire Trust	5897	2114	16376
Milton Keynes Hospital Foundation Trust	3136	463	6117
Buckinghamshire Healthcare Trust	3675	745	6000
Cambridge University Hospitals Foundation Trust	1666	246	3521
University College London Hospitals Foundation Trust	934	212	1761
Royal Brompton & Harefield Foundation Trust	738	128	2925
Oxford Radcliffe Hospitals Trust	688	219	1934
Papworth Hospital Foundation Trust	608	33	2003
Royal Free Hampstead Trust	546	67	949
West Hertfordshire Hospital Trust	525	29	618
Pinehill Hospital	480	1	285
Great Ormond Street Hospital for Children Trust	351	4	467
Royal National Orthopaedic Hospital Trust	348	142	1052
Hinchingbrooke Health Care Trust	298	6	268
Clinicenta Ltd	295	0	40
Imperial College Healthcare Trust	182	40	595
Northampton General Hospital Trust	170	7	189

Recommendations

1. That a report be presented to a future meeting of the Social Care, Health and Housing OSC by BCCG to provide greater clarity of its plans for the system redesign of acute and emergency care pathways.
2. That the Ivel Valley Locality Team be asked to review performance in relation to hospital discharge at the Lister Hospital and the numbers of delays of discharge for Central Bedfordshire residents.
3. report should be sent to other LAs to consider whether a review of performance by scrutiny was necessary.

Performance relating to delayed transfers of care (DTC)

The task force also received information (table 2) on the reasons for delayed transfers of care (DTCs). DTCs occur when patients are fit to be discharged from hospital but for a reason outside the hospitals control they continue to occupy a bed. Many DTCs are for a short period of time and many are less than the trim point and do not incur any excess bed days, as a result there is no direct relationship between EBDs and DTCs.

The task force also received information on the organisations that caused the delays (table 3) with a view to determining whether there was a particular organisation at the route of a DTC.

Table 2: Reason for delay and number of days of delay for patients of Central Bedfordshire for all NHS providers (Apr - Dec '12)

	Patients	Days
Patient or family choice	18	759
Completion of Assessment	25	664
Further non-acute NHS care (including intermediate care, rehabilitation etc...)	24	649
Awaiting residential care home placement	13	415
Public Funding	2	87
Care package in own home	8	143
Awaiting nursing home placement	1	89
Disputes	1	53
Community equipment/adaptations	2	27
Housing – patients not covered by NHS and Community Care Act	2	30
Total:	96	2916

Table 3: Cause of delay incurred by patients of Central Bedfordshire for the period Apr – Dec '12

	Patients	Days
NHS	62	1,970
Social Care	18	534
Both	16	412
Total:	96	2916

In discussing the information the Task Force noted that before April 2012, local authority based data was not available, data was only recorded by NHS Provider and PCT / Commissioning Group. Consequently, the quality of data relating to social care delays was questionable due to the processes for checking the accuracy of data. As data quality and reliability improves, the SCHH directorate intends to include “delayed discharges for social care reasons” into its performance scorecard.

Despite the quality of the data it demonstrates that the three principal causes of delay during this period (71%) were patient or family choice (759 days); delays in completing an assessment (664 days); and awaiting further non-acute NHS care (649 days). Whilst the NHS was the cause for 68% of the days of delay there were several delays that were the result of social care reasons (predominantly where patients are awaiting residential care home placements, 343 days) or as a result of both NHS and social care reasons (predominantly due to completion of assessment 355 days).

In light of the performance the task force did not agree any specific recommendations but it did note the difficulty of addressing the number of days of delay as a result of patient/family choice and highlighted the importance of community care and being able to provide services to people in their home where appropriate. Whilst there were delays as a result of patient or family choice the task force felt it was important for patients to have time to consider what they wanted to happen next in the context of long-term care. Patients needed to be provided with the time to make a considered choice before being moved into a care home placement. Engagement with carers throughout this process to ensure that they were confident and supported was also important.

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2. Hospital Discharge at Bedford Hospital

In light of the performance information Members invited a representative of Bedford Hospital to attend a meeting to explain their performance. Steve Collins, the Deputy Chief Operating Officer (BH) attended a meeting and outlined the changes and investment at the hospital to address some of the concerns regarding hospital discharge. These included:-

- An SLA between Central Bedfordshire Council and Bedford Borough Council to provide extended hours was agreed in April 2011. This moved the operation of the Social Work Team based at the Hospital to a seven day a week operating model. This was implemented to improve discharge rates and avoid people having unnecessary delays in being able to return home or to a more appropriate form of care.
- Encouraging positive involvement from social care schemes in A&E and hospital discharge.
- Gathering patients who may experience more complex discharges onto one ward, particularly elderly patients so that discharges could be managed more effectively.
- Making courtesy calls to patients once they had been discharged from hospital to check everything was ok.
- Using a Carer Lounge to provide useful and timely information to carers and work with carers early in the hospital discharge pathway.

The task force were also aware that a service level agreement was in place with Bedford Borough Council in order to provide social work teams and extended hours at Bedford hospital. These arrangements were as follows:-

Bedford Hospital Social Work Team

The Hospital Social Work team provides an assessment and care management service to in-patients of Bedford Hospital aged 18 and over. This service is also extended to their families and carers. All patients in need of support are referred for an assessment to assist facilitate a timely hospital discharge. Currently the service operates a seven day a week service.

The Hospital Team contribute to the development of joint policies within the hospital, e.g. The Choice Directive, and assist in times of crisis, e.g. Winter Pressures, ensuring that patients experience an integrated health and social care approach to discharge planning.

This service is offered to patients discharged to both the Bedford Borough Council and Central Bedfordshire areas and is governed by a Service Level Agreement which is hosted by Bedford Borough Council.

Luton and Dunstable Social Work Team

The Hospital Social Work Team which covers the Luton and Dunstable Hospital is operated by Central Bedfordshire Council. Currently the service operates Monday to Friday and the criteria for access to the service is the same as for the Bedford Hospital equivalent. Both teams provide the following interventions:

- The Social Work team will complete an overview and/or Specialist Social Work Assessment.

- Following assessment all eligible patients will be offered a care package, which may consist of domiciliary care, direct payments, residential or nursing care, in order to facilitate a timely discharge.
- Assessments and care planning is offered to both the patients and their carers.
- Professional support is offered to self-funding patients who require assistance with organising appropriate care.
- There is also a requirement to screen for Continuing Health Care and complete Mental Capacity assessments involving an Independent Mental Capacity Assessor (IMCA) if necessary.
- Risk assessments and care plans are completed for all patients and copies are provided to the patients and all relevant care providers.
- Following discharge case files are transferred to the relevant Area Team for review at four or eight weeks. The patient's electronic record is updated using the SWIFT database and file audits are completed before cases are transferred.

Whilst there were several positive aspects of performance it was reported that the majority of delays in hospital discharge occurred during the winter and resulted from delays in obtaining prescriptions and medicines from the hospital pharmacy. There were peaks in the numbers of delays during the year resulting from an outbreak of norovirus. It was also reported that additional pressures could be placed on the hospital as a result of referrals from other hospitals, such as those resulting from the closure of the Surgicentre at the Lister Hospital. This had created additional pressure especially as BH had not been adequately notified of the change. Despite the SLA to provide extended hours it was also discussed that the same level of service was not always provided by the hospital at weekends. Having a consistent approach to hospital discharge on Mondays-Fridays and Fridays to Sundays was an areas that the Hospital recognised was in need of improvement.

Although Members were encouraged by the level of investment at Bedford Hospital there were concerns regarding aspects of communication. These concerns included the need to ensure that appropriate equipment was available for patients when they were discharged from hospital and the importance of a consistent approach to hospital discharge. There were also concerns relating to the difficulty in obtaining information on patients whilst they were in hospital and the difficulty of obtaining information from various departments that would support an effective discharge from hospital. In light of discussion it was suggested that improvements could be introduced. The Task Force provided the following recommendations in light of their discussion:-

RECOMMENDED that Bedford Hospital

- 1. employ a person specifically to communicate between the hospital and community healthcare services to support more effective discharges from hospital by ensuring that equipment is available for patients and that appropriate community healthcare needs are met.**
- 2. ensure staff fully understand the discharge pathway so that there is a consistent approach and that accurate expected dates of discharge can be provided.**

3. put appropriate procedures in place to ensure a consistent approach to hospital discharge across the week, including the weekends to ensure that unnecessary delays do not occur just because it is Saturday or Sunday.
4. provide one named person who is responsible for an individual patient's entire hospital pathway to ensure that all aspects of that persons care have been considered, including appropriate transport and equipment being available at the other end once they had been discharged.
5. provide a single point of contact when discharging patients from hospital and proactively encourage patients to use this single point of contact if they have any issues in the two week period after discharge.
6. hold patient information on one central system so that persons need only ring one number in order to obtain any relevant information on that patient.
7. seek input from Carers using the Carer Lounge as to whether staff strike the right balance between engaging carers at an early stage and finding the appropriate time to discuss an issue.

RECOMMENDED that the CCG encourage hospitals from whom it commissions services to standardise hospital discharge forms with a view to creating one familiar form that contained all the necessary information in one place to support effective planning for hospital discharge speeding up the process and making it more efficient.

3. Enhancing communication and signposting

Hospital discharge is a complex process, which is compounded by the complexity of the health system and understanding who is responsible for what. There are many partners delivering different things making it hard to draw them all together, especially when there are several different hospitals that discharge into Central Bedfordshire. The complexity of the process makes it difficult to deliver a common approach for our residents. In light of their discussions the Task Force agreed that there was a need for a 'navigator' to ensure effective communication and signposting to ensure that residents were aware of the services that were available to them. This role would also support effective performance in relation to the hospital discharge pathway.

The Task Force discussed several concerns in relation to communication and signposting, which included:-

- The need to increase the quality of information that is available for patients on the services available locally.
- There is required a more visible interface between the Council, the NHS and community organisations, in particular to encourage discussions between health providers in the north and south of Central Bedfordshire. Members felt that things worked pretty well in the south but that more thought needed to be given to how some of the services (particularly the short-stay medical unit) that have worked so well in the south could be provided in the north to improve the quality and quantity of provision.
- The importance of organisations having a consistent approach to communication so that residents are informed in a consistent manner of the services that are available to them. Organisations should also be mindful of the services that are already delivered by others in the area before agreeing to commission new services.
- The need for better coordination and clarity of the roles of the discharge planning team, rapid intervention team and the district nurses.
- The need to provide district nurses with more advance notice of patients prior to their discharge from hospital. There were often cases where district nurses were not aware of patients up until the point of discharge.
- Hospitals needed to ensure that support for patients didn't stop at the front door when they were discharged to a care home resulting in insufficient information during handover and ultimately a poor quality of care.

In discussing this role the Task Force were informed that the Healthier Communities and Older People Committee were already looking into issues regarding links with community groups in the hospital discharge process. It was also commented that Bedford Hospital had introduced "System One" which aimed to improve communication in relation patient notes and could address some of the concerns of the Task Force. The Task Force also discussed the Joint Community Beds Review (CBR), which it considered would address several of the issues relating to the 'north-south divide'. As this issue was to be considered in detail by the SCHHOSC the Task Force provided a series of specific question to be considered by the

SCHHOSC to provide assurance that the CBR had addressed those issues. These questions are set out in **Appendix A**.

The Task Force agreed the following further recommendations relating to the role of communication and signposting:-

RECOMMENDED that a review be undertaken of the Clinical Navigation Team (CNT) to determine whether it has delivered against its objectives and whether its role remains suitable. In light of this review it should be considered whether the CNT or another appropriate body could be responsible for the following:-

1. making available a greater quantity and quality of information for patients on the services provided by community organisations and others.
2. providing a visible interface for communication between the Council, the NHS and community organisations, particularly to encourage more detailed discussion between providers in the north and south of Central Bedfordshire.

RECOMMENDED that more effective coordination be undertaken between the discharge planning team, rapid intervention team and the district nurses and that the roles of these teams be considered to provide greater clarity.

RECOMMENDED that hospitals provide district nurses with more advance notice of patients prior to their discharge from hospital, including more detailed information in relation to the needs of that person following their discharge from hospital.

RECOMMENDED that the Care Home Provider Forum discuss issues relating to patient care during discharge from hospital to a care home and whether the handover of information is sufficient.

Appendix A

Interim issues to be raised by the Social Care, Health and Housing OSC in relation to the Joint Community Bed Review:-

Throughout the course of the Task Force review Members have been informed that the Community Bed Review will resolve many of the problems that have been discussed. It is currently envisaged that the Community Bed Review will be presented to the Social Care, Health and Housing Overview and Scrutiny Committee (SCHHOSC) in March 2013. To support the effective challenge of this report it is proposed that the following questions be provided to the SCHHOSC to assist Members with their deliberations:-

- 1. Does the Community Bed Review provide evidence of a north/south divide within Central Bedfordshire in terms of the health facilities that are available? If so, how does the Community Bed Review address this divide and what proposals are included for the possible provision of a Short Stay Medical Unit in the north of Central Bedfordshire?**

The Task Force received comments of a perceived north/south divide in terms of the healthcare facilities that were available in Central Bedfordshire. Members were informed that the Community Bed Review (CBR) would identify facilities throughout the area and ascertain if this divide existed. Members were particularly interested to learn if there was evidence of demand for a facility similar to the short-stay medical unit (SMU) at Greenacres within the north of the area to enhance provision.

Members did not consider performance information relating to the short stay medical unit in the south of Central Bedfordshire although anecdotal evidence suggested that the existing SMU had been very effective. It was considered that expanding the number of similar facilities throughout Central Bedfordshire, where it was cost effective, would be positive.

- 2. How does the Community Bed Review encourage ongoing planning and communication on a Central Bedfordshire wide basis to ensure that services are available that are appropriate across the whole area.**

The Task Force considered that planning for health services was not undertaken on a region wide basis and that the perceived north/south divide was encouraged by the lack of discussion undertaken in the round. The Task Force were informed that the CBR provided an opportunity to ensure that in the future planning was undertaken on a Central Bedfordshire basis. Commissioning decisions would be taken on the basis of services that were necessary across the whole area. The Committee should ensure there are adequate proposals to ensure commissioning decisions are of a strategic focusing on need across the whole of the area and that discussions involve representatives from across Central Bedfordshire.

3. How does the Community Bed Review identify opportunities to make best use of block-contracts and how will block contracts be used to make potential savings open to service users?

The Task Force raised concerns that some self-funders were not benefitting from the savings that resulted from block contracts. It was commented that the CBR would identify opportunities for using block contracts and would enhance provision where appropriate to pass on savings to service users. The Committee should ensure that opportunities are identified and there are adequate proposals to ensure that service users will benefit from the use of block contracts across Central Bedfordshire,

Although the CCG is new in operation and the System Redesign manager is only recently in post there is a need to understand in more detail the CCGs plans for system redesign for acute and emergency care pathways. This is an issue that can be picked up in more detail with the CCG once there are proposals that the group can review in more detail.

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Meeting: Social Care Health and Housing Overview and Scrutiny Committee
Date: 27 January 2014
Subject: East of England Ambulance Trust Turnaround Plan Update
Report of: East of England Ambulance Trust
Summary: To consider turnaround plan for the East of England Ambulance Trust 6 months from implementation.

Contact Officer: Sheila Shaw – Stakeholder Officer
East of England Ambulance Trust
Public/Exempt: Public
Wards Affected: All

CORPORATE IMPLICATIONS

Corporate Implications are detailed in the attached appendix A.

RECOMMENDATION(S):

The Committee is asked to consider and comment on the East of England Ambulance Services Turnaround Plan.
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Appendices:

Appendix A – (Turnaround Plan for East of England Ambulance Service NHS Trust update)

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East of England Ambulance Service

NHS Trust

Background

The Trust has made much progress around rebuilding its leadership team. The Trust has a new, and complete, non executive team that brings a wealth of talent and experience. The five non executive directors bring experience from across the NHS, public sector, voluntary sector and business and will ensure the organisation has a strong and challenging Board.

Dr Anthony Marsh started with the Trust on 1st January 2014 as the service's new Chief Executive Officer. Dr Marsh is one of the most experienced ambulance chief executives in the country, . At the request of the Trust Development Authority, he conducted a review of the East of England Ambulance Service NHS Trust in Spring last year. This report highlighted the issues which pertained to the Trusts' inability to respond to patients in a consistently timely manner.

Dr Marsh has been brought in to provide focus and clear leadership and he will accelerate improvements in service delivery and performance and build on the foundations for long term sustainability.

How 999 calls are prioritised

All 999 calls received into our control rooms (Health & Emergency Operations Centres) are triaged by call handlers using software called the Advanced Medical Priority System. The purpose of the triage is to identify the seriousness of the patient's condition by asking a series of focussed questions around the chief complaint to determine the priority of the call.

The call priority then determines the level and type of response sent in line with Trust policies and national and government targets, so that those in most need get the fastest response. The call priorities and level of response are broken down into red and green categories nationally:

- Red 1 and red 2
These are calls that are classified as immediately life threatening and require an emergency response (with blue lights). The target is to arrive at these patients within 8 minutes irrespective of location in 75% of cases.
- Green 1
These are serious calls but not life threatening which require an emergency response to arrive in 20 minutes.
- Green 2
These are serious calls, but not life threatening, which require an emergency response to arrive in 30 minutes
- Green 3
These are low acuity calls which require a phone assessment within 20 minutes (a clinician calling back for a secondary telephone triage to establish the best pathway of care) or an ambulance response at normal road speed within one hour.
- Green 4
These are the lowest acuity calls which require a response within 60 minutes or a

Appendix A

phone assessment within 60 minutes (as described above).

The Trust has Clinical Support Desks (CSD). The clinicians who work on CSD call back patients with less serious conditions as identified above in the Green three and four category. They undertake a more in depth assessment to understand what is the most appropriate solution for the patient and where possible refer the patient to a more appropriate health service provider. Where it is required, they will provide advice over the phone or if required, the dispatch of an ambulance resource. This may not be a paramedic staffed ambulance, but one which have staff who can convey the patient to a treatment centre.

Bedfordshire

Currently EEAST is commissioned by a consortium of commissioners covering all Clinical Commissioning Groups (CCG) from the east of England. The Trust's Bedfordshire locality is responsible for delivering commissioned services to the CCG's of Luton and Bedfordshire. Currently the performance against national standards in the area covered by the Bedfordshire CCG are as follows:

Table 1: ambulance performance

Target Name	National Standard	Bedfordshire CCG Performance YTD and Trust performance YTD
Red1 8 minute	75%	76.5%/74.4%
Red 2 8 Minute	75%	75.5%/70.6%
Red 1&2 Transport time 19 Minutes (A19)	95%	97.1%/93.2%
Green 1 (20 Minute response)	75%	88%/79.1%
Green 2 (30 minute response)	75%	89.4%/83 %
Green 3 (20 minute telephone triage or 60 minute response)	75%	95.14%/83.05%
Green 4 (60 minute telephone triage or 60 minute response)	75%	95.42%/82.31%
Stroke 60 minute (this is measured from the time the call comes through to the ambulance control room until the time of arrival of the patient at the special stroke unit)	56%	66.7% (September)
Cardiac Arrest - survival to Hospital arrival	25%	27.8% (September)
Cardiac Arrest - survival to discharge from hospital	6%	5.6% (September)
STEMI 150 Minute	95%	95.2% (July – Bedfordshire and Cambridgeshire)

As you can see from the table 1, the Bedfordshire area performance is above the Trust and national indicator standard in all indicators with the exception of Cardiac Arrest survival to discharge from hospital. This is due to a number of factors which are not directly manageable by the Trust, as it includes actions taken by ambulance staff and then onward care by hospital staff amongst a range of factors. The following table outlines the factors responsible for cardiac arrest survival to discharge.

Appendix A

<i>Pre-Call</i>	<i>During incident</i>	<i>Post-handover</i>
<ul style="list-style-type: none"> • <i>The patients age</i> • <i>Co-morbidities</i> • <i>Where the cardiac arrest happens (access/egress/witnessed?)</i> • <i>Time between collapse and starting CPR</i> • <i>Time between collapse and 999 call</i> 	<ul style="list-style-type: none"> • <i>How quickly we receive and handle the 999 call</i> • <i>If we have a resource able to arrive on scene within 8 minutes (CFR/RRV/DSA/Manager/Community access defib)</i> • <i>The location of the arrest, such as confined spaces, behind closed doors etc...</i> • <i>The quality of the resuscitation (Skill mix, all staff are annually trained and assessed on this)</i> • <i>Post resuscitation care</i> • <i>Egress from the location of collapse (positioning of the patient)</i> 	<ul style="list-style-type: none"> • <i>Availability of specialist care in Hospital</i> • <i>ITU bed availability</i> • <i>Quality of care received in hospital</i> • <i>Rehabilitation</i> • <i>Post cardiac arrest complications such as neurological damage</i> • <i>Decisions made by family members surrounding DNAR decisions etc..</i>

Bedfordshire has not suffered the same issues surrounding the recruitment of paramedic staff as some neighbouring areas have, and is presently at full establishment with clinically appropriate staff on the frontline. This helps to deliver the sustained performance shown in table 1.

The team is also focusing on staff engagement. A number of staff from the Bedfordshire area were invited to be part of sponsor groups as part of Listening into Action (a programme aimed at improving staff engagement and empowerment) and a vast number who took part in the staff engagement events in the summer, being given the chance to communicate their views on local and regional issues.

In Bedfordshire, smaller local engagement groups have been set up to make sustainable changes to procedures and local delivery. For example, the Bedford group of ambulance stations are reviewing staff rosters to ensure that the rosters worked deliver the maximum level of ambulance response availability and provide staff with better working arrangements.

In Luton and Bedfordshire the Trust has recently introduced a new concept of transport provision in order to ensure that it is providing the most appropriate form of transport to the patient's needs. This is known as the Urgent Care Ambulance Service (UCAS) and is staffed by Emergency Care Assistants and Emergency Medical Technicians who are able to monitor and observe lower acuity patients during their journey to hospital. It is able to transfer a number of patients at a time as opposed to the standard single patient in a traditional emergency ambulance

Appendix A

Paramedics are able to book UCAS via the control room and this has proven to deliver a more efficient service to patients whilst freeing up ambulances to respond to other patients in the community.

Meeting: Social Care Health and Housing Overview and Scrutiny Committee
Date: 27 January 2014
Subject: Commissioning for Outcomes: Implementation of the Framework Agreement for Domiciliary Care Services
Report of: Cllr Hegley, Executive Member for Social Care Health and Housing
Summary: The report provides Overview and Scrutiny a six monthly update of the operation of the framework agreement in respect of domiciliary care contracts.

Advising Officer: Julie Ogley, Director of Social Care Health and Housing
Contact Officer: Elizabeth Saunders, Assistant Director, Strategic Commissioning
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

1. The recommendations contribute to achieving the following Council priorities:
 - Promote health and wellbeing and protecting the vulnerable.
 - Value for money – freezing council tax.

Financial:

2. As the population increases alongside individual's demands and expectations to stay living longer at home, the annual volume of which and therefore cost is likely to increase year on year. It is intended that this cost pressure will be mitigated by use of the framework and by continuing to offer a period of reablement to new customers.
3. It is too early to measure the financial impact of the new framework agreement. The financial position of the costs of Domiciliary Care are influenced by the increasing demographic pressures but also the increasing complexity of need, leading to increased support. Close monitoring is in place to assess the implication of these factors and is reported through the Budget Monitoring Reports.

4. The new contractual approach requires all providers to use an electronic monitoring system for domiciliary care services that the Council commissions which could deliver further efficiency savings through simplification of invoicing and other processes.

Legal:

5. Not Applicable

Risk Management:

6. One of the main risks was to manage disruption to existing customers receiving domiciliary care and to the provider market. These were overcome by a managed transition process to the new contract over a period of time, with only new customers being placed with providers on the framework. Existing customers were able to stay with their current provider or choose from the newly formed list of providers.

Staffing (including Trades Unions):

7. Not Applicable.

Equalities/Human Rights:

8. Public authorities have a statutory duty to advance equality of opportunity, eliminate unlawful discrimination, harassment and victimisation and foster good relations in respect of nine protected characteristics; age disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
9. The strategic approach has considered domiciliary care provision for all customer groups, including people with a range of needs including dementia care, physical and sensory disability, learning disabilities, vulnerability, frailty and temporary illness.
10. The approach has a positive impact on those people who require domiciliary care as it is focused on delivering high quality care to some of the most vulnerable members of society.
11. National research has highlighted that providers can on occasion fail to meet individual needs, sometimes breaching equality and human rights legislation. In addition, employment practices can fail to meet minimum requirements leading to high turnover of staff and poorer outcomes for customers. This indicates that it is important to ensure that procurement processes achieve the right balance between value for money and quality of care, attract high quality providers of care and that potential providers are robustly assessed against a range of equality / quality of life related factors. Ongoing contract monitoring must also include an assessment of the extent to which this criterion is met.
12. The existing Equalities Impact Assessment will be updated throughout the process and will continue to inform the development of the Framework Agreement.

Public Health

13. Domiciliary care supports people with personal care tasks and medication to enable them to live more independently and safely in their own homes. It provides social interaction, which combats isolation and maintains emotional and mental wellbeing. The Framework Agreement for domiciliary care should provide opportunities to ensure that a preventative approach is taken by providers to support the health and wellbeing of customers.

Community Safety:

14. Not Applicable.

Sustainability:

15. Not Applicable.

Procurement:

16. Not Applicable

RECOMMENDATION(S):

The Committee is asked to:-

1. **Note the progress made since the introduction of a framework of Domiciliary Care Providers in May 2013.**

Developments since May

17. The new Framework for Domiciliary Care was introduced on 13 May 2013, following Executive approval, with 44 providers covering four lot areas across Central Bedfordshire. 10 of these providers were new to Central Bedfordshire which has increased capacity and customer choice.
18. The number of customers has increased from 1047 at the start of the framework to 1093 at 21 November 2013, an increase of 46, some 4% and in this period 365 new customers' packages were placed across 31 Framework Providers, including new providers.
19. There are currently 42 packages placed with 8 non framework providers. Some of these packages were pre-existing and 13 have been placed through customer choice, and has resulted in spreading of the market to give greater customer choice and diversity. It is expected that the market will further diversify over time.

The Allocation Process

20. The new allocation process was implemented from 13 May 2013, and for the first few months this worked well in terms of providers' responses and appetite for taking on new care packages. The new process has proved easier to follow, more streamlined and fairer.
21. New care packages are offered to the top 10 providers with availability by e-mail with a clear time by which they should respond. The care package is then allocated to the provider with the highest ranking for that package. If none of the top providers can take the package, it is then offered to the other providers. In this way there is a transparent system for allocation of care packages. Customers may of course request a specific provider of their choice which overrides this process.
22. The whole system, including brokerage, contracts and care management, has been actively working to identify how capacity can be increased, especially in areas where there is less capacity. Some providers have also been supported with their mobilisation plans.

Website

23. All providers have published their services including prices on our web site. This enables all customers and indeed any resident to be able to see what providers offer and to choose a Provider if they wish to do so. To date there have been over 500 visits to these pages for each locality area. The majority of providers have also published their prices to private customers, many of them matching these to those of the Council's contract.
24. There is now also a provider portal on the website which enables all providers to receive information about service developments, minutes of meetings and details of training available to them and their staff. This has been very positively received by providers.
25. The Council has also been assisting providers to recruit staff through the website by offering free advertisement space and holding recruitment fairs.

Quality

26. Initially, provider's quality was ranked according to their tender bids. Since May, the Contracts Team began a programme of work to enable Providers to be ranked according to quality monitoring visits and assessment using the East of England Regional Workbook developed by the Association of Directors of Adult Services (ADASS) regional group. These visits will be complete by April and providers will be given new quality scores.
27. The second area of quality monitoring is through CM 2000 the electronic monitoring system, which all providers serving more than 5 customers are required to use. The system produces a quality ranking, taking into account 4 areas of measurement. These are, number of missed calls, punctuality, duration of visits, and continuity of carers. This system is now operational and the quality ranking will be available for use later in January. These scores will be updated monthly on the website.

28. These 2 areas of measurement will be combined to enable up to date quality information to be used to determine the allocation of new work, thus ensuring the importance of quality.
29. The CM 2000 system will also be used to generate accurate and paperless billing of Providers which will be more accurate and efficient. In other areas where this has been introduced, the system has generated efficiencies.
30. Regular Provider Forums and additional workshops have been held and planned. These enable providers to share and promote good practice, to work jointly on meeting areas of shortfall and to further improve systems and processes.

Next Steps

31. Following implementation in May arrangements are in place to review the framework system. Contact is being made with providers and staff in contracts, brokerage and operational staff to consider how the system might be made more efficient.
32. Contact is planned with customers and families, and people with direct payments to assess whether their experience and the approach can be improved upon.
33. Focussed work is being planned to understand the financial impact that the framework is having.

Conclusion

34. The new Framework has attracted new high quality providers to Central Bedfordshire, and customers now have more information and choice.
35. The information on the web site will become increasingly important with the introduction of the Care Bill which places a duty on the Council to enable all residents to be able to make informed choices about care options available in the area.
36. The spread of work across more providers is healthy and the emphasis on quality in the Framework should enable good quality providers to increase their market share.
37. The Framework has enabled the growth of a healthy Domiciliary Care Market and provides a solid foundation on which to further develop and respond to future legislative changes.

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Meeting: Social Care, Health & Housing Overview and Scrutiny Committee
Date: Monday 27 January 2014
Subject: Draft Central Bedfordshire Council Park Home Site Licensing Fees Policy
Report of: Cllr Carole Hegley , Executive Member for Social Care, Health & Housing
Summary: The report proposes the adoption of the draft Central Bedfordshire Council Park Home Site Licensing Fees Policy

Advising Officer: Julie Ogley, Director of Social Care, Health & Housing
Contact Officer: Terry Gilbey, Private Sector Housing Area Manager
Public/Exempt: Public
Wards Affected: All
Function of: Central Bedfordshire Council

CORPORATE IMPLICATIONS

Council Priorities:

- | |
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| <p>1. The ability for the Council to recover costs associated with the licensing of park home sites through the fees set out in the Park Homes Licensing Fees Policy will enable the Council to monitor conditions on sites more effectively. This will therefore contribute to the Council's priority of promoting health and wellbeing and protecting the vulnerable as the most park home residents are older people.</p> |
|--|

Financial:

- | |
|--|
| <p>2. The Council currently does not recover the costs associated with its park home site licensing function. From 1st April 2014, the Mobile Homes Act 2013 enables the Council to recover relevant costs but only if it has published a Fees Policy setting out what these fees will be. There are several risks if such a policy is not published by that date, including a risk to revenue.</p> |
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Details on how fees have been calculated can be viewed in Appendix A of the proposed Fees Policy.

Legal:

3. Section 3 (2A) of the Caravan Sites and Control of Development Act 1960 (the Amended Act) as amended by the Mobile Homes Act 2013 (the 2013 Act) allows Local Authorities to charge a fee for applications for park home site licenses.

Section 5A (1) of the Amended Act allows local authorities to charge an annual fee.

Section 8 (1B) of the Amended Act allows local authorities to charge a fee for applications to amend conditions on an existing site licence.

Section 10 (1A) of the Amended Act allows local authorities to charge a fee for the transfer of a site licence.

However, Section 10A (2) states that before charging a fee under the above sections the local authority must prepare and publish a fees policy.

Risk Management:

4. The key risks of the Council not having an approved Fees Policy in place by 1st April 2014 are:
- Failure to realise potential income streams
 - Failure to comply with legislation by not publishing a Fees Policy in advance of levying charges,
 - Reduced ability/resources to monitor sites more effectively and thus contribute to delivering the Council's priority of promoting health and wellbeing and protecting the vulnerable.
 - Reputational risk to the Council, this is explained below.

The Mobile Homes Act 1983 as amended by the 2013 Act allows park home site owners to incorporate the increased cost of managing the site as a result of new legislation (i.e. annual licensing fees) only at the next pitch fee review immediately after the legislation comes into force (in this case, 1st April 2014). As pitch fee review dates are set in stone, site owners will be reliant on the local authority to have a published fee policy in place before the first pitch review date after 1st April 2014 occurs in order to be able incorporate these costs. This is their only opportunity to recover these costs from residents as the costs cannot be included in subsequent pitch fee reviews. Therefore, failure to have a published Fees Policy in place could leave the Council open to claims for compensation from aggrieved site owners to offset the annual licensing fees. It is therefore essential to have an approved Fees Policy published before 1st April 2014.

Staffing (including Trades Unions):

5. Not Applicable.

Equalities/Human Rights:

6. Work has commenced on an Equalities Impact Assessment. Residents on park home sites tend to be older persons. As site owners are able to pass on the cost of annual licensing fees to residents through increased pitch fees, the introduction of annual fees may have a financial impact on this client group. Gypsies and Travellers also reside on park home sites and whilst many are owner occupiers on single pitch sites (which the proposed policy seeks to exempt from annual fees), some reside on multiple pitch sites and therefore may be affected. However, the ability to charge annual fees enables the Council to monitor conditions on park home sites more effectively which will be to the advantage of the residents.

Public Health

7. Park home site licence conditions relate to many aspects that would have an impact on the health and well being of residents. However, the most significant of these are those that relate to health and safety issues such as fire safety. The ability to recover the cost of its licensing function through fees would enable the Council to monitor conditions on sites more effectively and thus protect the health and wellbeing of residents.

Community Safety:

8. Not Applicable.

Sustainability:

9. Not Applicable.

Procurement:

10. Not applicable.

RECOMMENDATION(S):

The Committee is asked to:-

1. **To consider and comment the draft Central Bedfordshire Council Park Homes Licensing Fees Policy.**

Background information

11. The Council administers site licenses for 82 Park Home sites (plus two touring sites). These sites range in size from the 44 single pitch sites to the largest site which contains 175 pitches. The total number of pitches on park homes sites in Central Bedfordshire exceeds 1,200. The Council monitors sites to ensure that site licence conditions are being adhered to. Licence conditions cover a wide range of issues including the following:
 - Type and condition of caravans/mobile homes
 - Fire fighting equipment, fire points and emergency telephones
 - Fire hazards (including separation zones around units)
 - Safety and maintenance of electrical installations
 - Maintenance and safety of roads and footpaths
 - Hard standings to caravans/mobile homes
 - Water supply
 - Drainage, sanitation and washing facilities
 - Car parking and recreational areas
 - Storage of liquefied petroleum gas

12. Usually, residents are older people, moving to park homes as a retirement choice, to live with residents of similar age in generally more rural locations. Residents own their home but pay a pitch fee to the park owner and have to abide by park rules, which should be consistent with site licence conditions. Gypsy and Traveller sites are quite different in that they are often home to families and not just older persons. Whilst there are a few multiple pitch sites the majority of them are “owner occupied” single pitch sites meaning that the resident will own the land as well as the home on that land.

13. The Department of Communities and Local Government (DCLG) stated in the Impact Assessment of their consultation “A Better Deal for Mobile Home Owners - Changes to the Local Authority Site Licensing Regime” (published November 2012) that the existing legislation did not allow local authorities to charge fees for issuing and monitoring site licenses, or taking enforcement action if conditions were not met. They added that in practice, this severely limited local authorities’ resources to provide effective scrutiny of the sector.

14. As a consequence, the Mobile Homes Act 2013 (The 2013 Act) was introduced (receiving royal assent on 26th March 2013). This Act amended several pieces of existing legislation. One of the changes introduced was the ability, from 1st April 2014, for Local Authorities to charge site owners a fee for applying for a site licence, for amendments or transfers of existing licences, and for annual fees. The ability to recover the cost of its licensing function through fees would enable Central Bedfordshire Council to monitor conditions on sites more effectively and thus contribute to the Council’s priority of promoting health and wellbeing and protecting the vulnerable as the many of the residents of park home sites could be considered to fall within the definition of vulnerable.

Licensing Fees

15. Licensing fees have been determined using templates that indicate a time for the individual steps in each process. As annual fees will apply to each non-exempt site every year these are the most likely to come under scrutiny and as a consequence Central Bedfordshire Council has been working closely with other members of the DCLG Working Group to ensure that the methodology is appropriate.
16. Annual fees were determined by using the aforementioned templates and officer's hourly rates to determine the total cost of providing the service to all non exempted sites. This cost was then divided by the total number of pitches on these sites to give a per pitch fee. The annual fee for a site will therefore be dependant on how many pitches it contains. When annual fees are fixed for subsequent years any surplus or deficit in the account will be considered to ensure that fees reflect the true costs.
17. Single pitch sites will be exempted from annual fees as it will not be cost effective to collect the very small fees that would be associated with such sites. However, other fees covered by the policy will apply.
18. Fees for applying for a site licence and for amendments or transfers of existing licences were determined in a similar way, although as standard amendments and transfers do not require inspections a simple per site figure that would apply to all sites regardless of size was determined.
19. The fees proposed in the Fees Policy are as follows:
 - (a) Initial Licence Fee = £53.61 per pitch
 - (b) Transfer or Standard Amendment Fee = £249.88 per site/application
 - (c) Site Expansion Amendment Fee = £27.87 per pitch
 - (d) Annual Fee = £11.62 per pitch

Other Fees and Charges

20. The 2013 Act made provision for regulations to be made to require site owners to deposit site rules with the local authority and for the local authority to publish a register of these site rules. The local authority is able to levy a fee for rules that are deposited. A fee of £30.91 was determined as being appropriate given the amount of time it is likely to take to carry out the associated tasks.

21. This Act also made provision for regulations to be introduced requiring managers of sites to be registered as “Fit and Proper Persons” and for local authorities to publish a register of such persons. Local authorities may levy a fee for Fit and Proper Person applications. Although at the time the proposed policy was drafted there was no indication as to when these regulations may be introduced, it was felt prudent to include a fee within the policy. A fee of £105.75 was determined as being appropriate given the amount of time it is likely to take to carry out the associated tasks.
22. Licensing fees cannot recover costs associated with enforcement as there are separate mechanisms for recovering such costs, including charges for enforcement notices and recovery of costs associated with carrying out works in default. These mirror what is currently in place in respect of Housing Act enforcement, but have been included in the proposed Fees Policy.
23. Further details on how fees have been calculated can be viewed in Appendix A of the proposed Fees Policy.

Conclusion and Next Steps

24. Whilst there is no legal requirement to consult on the Fees Policy it was felt that a shorter informal consultation should take place. This consultation runs from 9th December 2013 until 20th January 2014 and the outcome will be reported once this has been completed.
25. An overarching Park Homes Strategy will be developed during 2014/15 which will incorporate the approved Fees Policy. An engagement event for site owners was held on 30th September 2013 where views were sought on what should be included in an overarching strategy. The output from this and a similar event that will be held for park home residents on 22nd January 2014 will help in the development of the planned strategy.

Appendices:

Appendix A Draft Central Bedfordshire Council’s Park Home Site Licensing Fees Policy 2014

Background papers and their location: (open to public inspection) - None

Appendix A to Item 16



**Draft Central Bedfordshire Council Park
Home Site Licensing Fees Policy
2014**

Directorate	Social Care Health and Housing		
Service	Housing Services		
Author	Terry Gilbey - Private Sector Housing Manager		
Approved by			
Approval date		Review date	

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Executive Summary

The Mobile Homes Act 2013 (MHA 2013) was introduced in order to provide greater protection to occupiers of residential caravans and mobile homes. It received royal assent on 26th March 2013 with some parts implemented on 26th May 2013. The MHA 2013 will introduce some important changes to park home site licensing on 1st April 2014 due to its amendments to Caravan Sites and Control of Development Act 1960 (the Amended Act). These changes include the ability for Local Authorities to charge site owners a fee for applying for a site licence, for amendments or transfers of existing licences, and for annual fees.

In order to be able to charge these fees the Council needs to publish them within a Fees Policy. This Central Bedfordshire Council Park Homes Fees Policy has therefore been formulated so that these fees can be incorporated within the Council's 2014/15 Fees and Charges Schedule. Publication of this Fees Policy by 1st April 2014 will enable fee recovery by the Council at the earliest possible point in time and enable Site Owners to recover these costs should they opt to increase pitch fees at the next pitch fee review date.

The fees associated with applying initially for a new site licence, for transfers/standard amendments of existing licences, site expansion amendments, and for annual fees are to be set initially as follows:

Initial Licence Fee = £53.61 per pitch

Transfer or Standard Amendment Fee = £249.88 per site/application

Site Expansion Amendment Fee = £27.87 per pitch

Annual Fee = £11.62 per pitch

Sites that are for holiday use only or are only allowed to have units stationed on them at certain times of the year are exempt from licensing fees. These are the only statutory exemptions, however, the Amended Act enables Local Authorities to fix different fees or to determine that no fee is required to be paid in certain cases or descriptions of case.

It was felt appropriate for Central Bedfordshire Council to make single pitch sites exempt from annual fees (but not other licensing fees) as these lower risk sites are less onerous to inspect and collecting annual fees from them would not be cost effective.

The MHA 2013 also introduced the ability for Local Authorities to serve enforcement notices and to carry out works in default to remedy breaches of site licence conditions from 1st April 2014. The Council would be able to charge fees in relation to this. The fee for Housing Act 2004 enforcement notices is already set at £208.10 for 2013/14 and is likely to remain the same for 2014/15. Due to the similarity of Housing Act and park home site enforcement notices the latter will be set to mirror the former. The

administration charge for works in default for park home site enforcement will be set at the same level as that for Housing Act enforcement works in default which is likely to remain at 20%.

Site Rule Regulations are due to come into force in Autumn 2013 which will set out the timescales (likely to be 12 months from that date) within which site owners will need to replace existing site rules with new ones that should be deposited with the Local Authority. Local Authorities will be able to require a fee when site rules are deposited and will be required to publish an up to date register of site rules. The fee for depositing site rules with the Council will be set at £30.91.

The MHA 2013 also makes provision for regulations to be made requiring site owners to be “Fit and Proper Persons” and for Local Authorities to keep up to date a registers of fit and proper persons to manage relevant protected sites. Local Authorities would be able to charge a fee for fit and proper person register applications. The fee for such applications will be set at £105.75.

1. Introduction

The Caravan Sites and Control of Development Act 1960 (CSCDA 1960) came into force on 29th August 1960. Part one of the Act introduced a licensing system, to be operated by Local Authorities to regulate the establishment and operation of caravan sites. Section 29 of this Act defines what constitutes a caravan and caravan site, and these are commonly known as park homes and park home sites.

The first schedule of the Act sets out cases where a site licence is not required, including:

- Local Authority-owned sites
- Use incidental to a dwellinghouse within the same curtilage
- Sites where a single caravan is stationed on land for not more than two nights and not more than 28 days in any 12 month period
- Sites where caravans are stationed on land not less than five acres for not more than 28 days and no more than three caravans are stationed at any one time
- Sites where caravans are solely for seasonal agricultural/forestry workers employed on land owned by the site owner
- Sites where caravans are solely for workers employed in building or engineering operations on that or adjacent land
- Sites used by travelling showmen who are members of a relevant organisation
- Sites occupied by organisations holding a certificate of exemption

Licences can only be issued to the owners of sites that have obtained valid planning permission.

As of October 2013 the Council was administering site licenses for 82 Park Home sites with the total number of units across all sites exceeding 1200. The extent of work with each site will vary according to size, complexity, and whether there are issues arising with residents.

The Department of Communities and Local Government (DCLG) launched a consultation in April 2012 on proposed major reforms to the relevant legislation with the aim of giving greater protection to occupiers of residential caravans and mobile homes. DCLG stated in their Impact Assessment of the consultation “A Better Deal for Mobile Home Owners - Changes to the Local Authority Site Licensing Regime” (published November 2012) that the existing legislation did not allow local authorities to charge fees for issuing and monitoring site licenses, or taking enforcement action if conditions were not met. They added that in practice, this severely limited local authorities’ resources to provide effective scrutiny of the sector.

As a consequence new legislation in the form of The Mobile Homes Act 2013 (MHA 2013) was introduced. This received royal assent on 26th March 2013 with some parts implemented on 26th May 2013. The MHA 2013 will introduce some important changes to park home site licensing on 1st April 2014 due to its amendments to CSCDA 1960. These changes include the ability for Local Authorities to charge site owners a fee for applying for a site licence, for amendments or transfers of existing licences, and for annual fees. Site owners may recover the annual fees through an increase in pitch fees, however, residents will benefit as these fees will help Local Authorities to increase their activity in an area that has historically been under-resourced.

Section 10A (2) of the CSCDA 1960 as amended by the MHA 2013 (the Amended Act) requires a Local Authority to publish a Fees Policy before charging fees for the licensing of park home sites. The Central Bedfordshire Council Park Homes Fee Policy (the Fees Policy) has therefore been developed to enable the Council to begin charging these fees on 1st April 2014.

The MHA 2013 also introduced the ability for Local Authorities to serve enforcement notices and to carry out works in default to remedy breaches of site licence conditions from 1st April 2014. The associated fees and charges are therefore also included in the Fees Policy.

The MHA 2013 also introduced changes relating to site rules. Site rule regulations are due to come into force in Autumn 2013 which will set out the timescales (likely to be 12 months from that date) within which site owners will need to replace existing site rules with new ones that should be deposited with the Local Authority. Local Authorities will be able to require a fee when site rules are deposited and will be required to publish an up to date register of site rules. The Fees Policy sets out what this fee will be.

One further aspect of the MHA 2013 where Local Authorities would be able to require a fee is upon application from a site owner to be included in the Council's register of fit and proper persons for managing relevant protected sites. The MHA 2013 makes provisions for regulations to be made requiring site owners to be "fit and proper persons" and for Local Authorities to keep such registers up to date, and therefore it is prudent to include the relevant fee within the Fees Policy.

2. Fees for Initial Licence, Transfer/Amendment, Amendments for Site Expansion, and Annual Fees

2.1 Overview

Subject to the exemptions detailed in the introduction there is a requirement for site owners to ensure that their park home sites are licensed. Failure to do

so would be an offence under Section 1(2) of the CSCDA 1960 which can attract a fine not exceeding level 4 (currently £2500) on the standard scale upon summary conviction.

Section 3 (2A) of the Amended Act enables Local Authorities to require a fee in respect to a relevant protected site application.

Section 5A (1) of the Amended Act enables Local Authorities to require an annual fee to be paid by site owners in respect of relevant protected sites.

Local Authorities may also charge a fee for alterations to licence conditions where these are requested by a site owner or where an application to transfer the licence to another person/organisation is received (Section 8 (1B) and Section 10 (1A) of the Amended Act, respectively).

When requiring a licence holder to pay an annual fee the Council must inform them of matters to which they have had regard to in fixing the fee for the year in question, in particular the extent to which they have had regard to deficits or surpluses in the accounts for the annual fee for previous years. The costs associated with monitoring conditions on sites and dealing with licensing matters informally can be included within annual fees. However, annual fees should not take into account any costs incurred in relation to enforcement activities such as serving compliance notices, emergency action, and works in default as these costs can be recovered by other means. Costs relating to Local Authorities providing sites for caravans cannot be taken into account in fee determination either.

2.2. Exemptions from paying fees

Sites that are for holiday use only or are only allowed to have units stationed on them at certain times of the year are exempt from licensing fees by virtue of not falling within the definition of “Relevant Protected Sites”. These are the only statutory exemptions, however, Section 10A (3) of the Amended Act enables Local Authorities to fix different fees or to determine that no fee is required to be paid in certain cases or descriptions of case.

It was felt appropriate for Central Bedfordshire Council to make single pitch sites exempt from annual fees (but not other licensing fees) as there are less issues (e.g. spacing) to consider when carrying out routine monitoring compared with multiple pitch sites. In addition to this, collecting annual fees from single pitch sites would not be cost effective. The intention would be to monitor these sites less frequently than those attracting an annual fee due to the lower risk generally associated with single pitch sites. The costs associated with monitoring single pitch sites would be met through existing budgets.

2.3 Fees for Initial Licence, Transfer/Amendment, Amendments for Site Expansion, and Annual Fees

In addition to setting fees for the initial licence, transfer/amendment of licence, and annual fees there was a need to set an elevated level of fee for amendments to site licences relating to the expansion of sites to include additional pitches. The reason for the elevated level of fees is that these applications take significantly more time to deal with than a transfer or more straightforward amendment to a site licence, as they involve elements akin to the initial licensing of a site.

The calculation and methodology relating to the calculation of fees is explained in detail in Appendix A. However, in summary this involved a costing exercise using templates breaking down the amount of time taken for various steps in the processes. These templates included both fixed elements and elements (e.g. inspection time) that varied with the number of pitches. The templates were reviewed by officers responsible for licensing park home sites at Central Bedfordshire Council and other Local Authorities. Amendments to the templates were made as a result of initial feedback and subsequent feedback from the DCLG Working Group which indicated that it may be better to apply the cost of re-inspections through a surplus/deficit mechanism in the annual fee for subsequent years rather than including within the base annual fee. This would ensure that residents would not be adversely affected by the cost of re-inspections resulting from poor management, as site owners would only be able to take into account the base fee when recovering the cost of annual fees through pitch fees. Details of the initial benchmarking exercise are shown in Appendix B.

The average officer hourly rate was applied to the total time taken for the processes and other costs such as printing, postage and mileage were added. These templates were then used to create formulas that could be used in the calculation of the various fees.

Annual fees were calculated by determining the total cost of providing the service for all current non-exempted sites using the appropriate formula. This was then divided by the total number of pitches on these sites.

Annual Fee = £11.62 per pitch.

Amendment fees for expanding sites was calculated by using the relevant formula to determine the total cost of for processing such an application for all existing relevant protected sites. This was then divided by the total number of pitches on these sites.

Site Expansion Amendment Fee = £27.87 per pitch.

The fee for the transfer or standard amendment of an existing licence was calculated by using the relevant formula to determine the cost of processing such applications. As the cost is not dependant on the number of pitches a single figure per site was obtainable.

Transfer or Standard Amendment Fee = £249.88 per site.

We cannot accurately predict what new site licence applications the Council will receive going forward. It was therefore felt appropriate to work on the basis that new applications would broadly reflect the diversity with regards pitch numbers of the current relevant protected sites. As a consequence the fee for processing a new application for a site licence was calculated by using the relevant formula to determine what the total cost would be of processing new applications for all the existing relevant protected sites and then dividing that cost by the total number of pitches on these sites.

Initial Licence Fee = £53.61 per pitch.

When requiring a licence holder to pay an annual fee the Council will inform them of the matters to which they have had regard to in fixing the fee for the year in question, in particular the extent to which they have had regard to deficits or surpluses in the account for the annual fee for previous years. In determining the deficits or surpluses in the account any costs relating to the monitoring of conditions on sites, including informal action, will be considered by the Council unless they are specifically excluded by the Amended Act.

2.4 Time when Fees are payable

Section 10A(5) of the Amended Act states that the Fees Policy must include provision about the time at which the annual fee is payable. For the purpose of this policy the period covered by the annual fee will mirror the financial year (1st April to 31st March) and will be paid in advance. Invoices will be sent out during the month of April requiring payment within 30 days. Where a new site is licensed part way through the year then an invoice with the same payment terms will be sent shortly after the licence is issued for the pro-rata amount.

Where a site is expanded part way through the year to include additional units the corresponding higher fee would apply from that point. In such cases an invoice with the same payment terms, covering the difference between the original and increased fee for the remainder of the financial year will be sent shortly after the amended licence has been issued.

3. Charges for Enforcement Notices and Works in Default

3.1 Overview

Section 9A of the Amended Act allows Local Authorities from 1st April 2014 to serve compliance notices on site owners where site licence conditions are breached. These notices will set out what the site owner needs to do to correct the breaches and the timescales, and the notice will attract a charge. Failure to comply with the notice would be a criminal offence, punishable by a fine at level 5 on the standard scale (currently £5000), and the site licence

could be revoked upon a third or subsequent prosecution. Following a successful prosecution for breaching a compliance notice Local Authorities will be able to serve notice to enter the site and carry out the necessary works (Works in Default).

In addition to this, Section 9E of the Amended Act allows a notice to be served on site owners enabling the Local Authority to enter the site and take emergency action where there is an imminent risk of serious harm.

The cost of deciding whether to take action, preparing and serving the various enforcement notices and the actual work itself can be recovered by Local Authorities through charges for notices and recharging for works in default.

Unpaid charges can be placed as a charge against the site owner's land.

3.2 Charges for Enforcement Notices and Works in Default

As this is a new provision Local Authorities have little to base their charges for park home enforcement notices on. However, the processes involved are going to be very similar to those involved in the service of Housing Act 2004 enforcement notices. The level of charge for these notices was arrived at through a time and officer cost calculation and benchmarked against other Local Authorities in 2010. Since then this charge has increased annually by the same percentage as other charges in the Council's Fees and Charges Schedule and stands at £208.10 for 2013/14. This charge is likely to remain at the same level for 2014/15 and therefore the charge for park homes enforcement notices should mirror the charge for Housing Act 2004 notices at £208.10.

Similarly, the administration charge that is added to the cost of works when recovering expenses relating to works in default should mirror that set for Housing Act 2004 works in default at 20%. As the Council cannot recharge the VAT element of the cost of work in such cases setting the admin charge any lower than 20% may lead to site owners failing to comply with notices on the basis that the Council's charge would be cheaper than paying for a VAT registered contractor themselves to carry out the works.

4. Fees for Depositing Site Rules

4.1 Overview

Site rules are different to site licence conditions in that they are neither created nor enforced by Local Authorities. They are a set of rules created by the site owner which residents have to comply with. They may reflect the site licence conditions but will also cover matters unrelated to licensing. The Mobile Homes Act 2013 makes amendments to the Mobile Homes Act 1983 Act in relation to site rules. Site rule regulations are due to come into force in

Autumn 2013 which will require existing site rules to be replaced with new site rules to be deposited with the Local Authority within a specified timescale (likely to be 12 months from that date).

Local Authorities will need to satisfy themselves that replacement or new rules deposited with them have been made in accordance with the statutory procedure. They will also be required to establish, keep up to date, and publish a register of site rules. In doing so a Local Authority may levy a fee for the depositing of site rules, or the variation or deletion of site rules.

4.2 Fees for depositing Site Rules

Once an administrative system is in place for holding and publishing site rules it is estimated that it will take approximately 1 hour for officers to undertake their duties in relation to the deposited site rules. It is therefore appropriate to set a fee of £30.91 (based on the appropriate hourly rate) for the depositing of site rules by site owners. The relevant calculations can be viewed in Appendix A.

5. Fees for Fit and Proper Persons Register Applications

5.1 Overview

Section 8 of the MHA 2013 relates to “Fit and Proper Persons” in respect to relevant protected sites, however, it does not come into force until the Secretary of State (SoS) issues the necessary statutory instrument.

Should this come into force then it would enable the SoS to issue regulations making it an offence for a site owner to manage a site if the Local Authority does not consider them to be a fit and proper person. It would also enable the SoS to issue regulations requiring the Local Authority to establish, publish and keep up to date a register of persons they are satisfied are fit and proper persons to manage protected sites in their area, and enable them to charge a fee for applications for inclusion on the register.

5.2 Fees for Fit and Proper Persons Register Applications

The benchmarking exercise shown in Appendix B revealed that most of the Local Authorities that responded believed that proper fit and proper person checks would take 120 minutes. It is anticipated that updating and publishing a register would take a further 30 minutes. It is therefore appropriate to set a fee of £105.75 (based on the appropriate hourly rate) for making fit and proper person applications. The relevant calculations can be viewed in Appendix A.

6. Revising Fees

6.1 Revising Fees

The fees covered by the Park Homes Fees Policy will be increased annually by the same percentage that is applied to other fees in the Council's Fees and Charges Schedule. Should a more significant change in fees be required then the Park Homes Fee Policy will be revised and published.



**Draft Central Bedfordshire Council Park
Home Site Licensing Fees Policy
2014**

Appendix A - Calculation of Fees

Appendix A Calculation of Fees

Licensing Fees

Templates were drafted showing the steps currently undertaken for the following licensing activities in relation to Park Home Sites:

- Processing an application for a site licence culminating in the licence being issued;
- Processing an application for the amendment or transfer of an existing site licence;
- Processing an application for the amendment of an existing site licence in relation to the expansion of a site (this was developed after consulting CBC Officers and other Local Authorities);
- Ongoing monitoring of sites to ensure compliance with site licence conditions

Fixed times and per pitch times were assigned to the various steps in the templates which were then circulated within Private Sector Housing to give Officers the opportunity to comment on whether they felt the figures were representative of the time taken. The general consensus was that they were representative, although some minor amendments were made as a result of this consultation. Further views on the templates were sought from other Local Authorities via EHCNet which is a system for exchanging information between Environmental Health Departments throughout the country. Only a few responses were received from other Local Authorities (benchmarking shown in Appendix B) and these did not give cause to alter the times on the templates. They did indicate that other Local Authorities had not begun the process of determining fees yet and that many will be awaiting the outcome from the Department of Communities and Local Government Working Group on Park Home Licensing. This working group met on 20th September 2013, and one of its tasks will be to produce a toolkit to help Local Authorities set park homes licensing fees. The fee setting process at Central Bedfordshire Council requires the fee policy to be submitted for approval before the output of the working group is likely to become available. It was therefore decided that Central Bedfordshire Council would determine their fees and provide the working group with the methodology in order to assist with their work.

Whilst the output from this working group was not known at the time of drafting the policy the involvement of Central Bedfordshire Council in the working group has meant that the Fees Policy has been shaped to some degree by discussions of the group. The group indicated that it may be better to apply the cost of re-inspections through a surplus/deficit mechanism in the annual fee for subsequent years rather than including within the base annual fee. This would ensure that residents would not be adversely affected by the cost of re-inspections resulting from poor management, as site owners would only be able to take into account the base fee when recovering the cost of annual fees through pitch fees. As a consequence aspects relating to re-inspections were removed from the template and formula used to calculate annual fees.

The Adult Social Care, Health and Housing Finance Team provided hourly rates for Officers and Managers within the Private Sector Housing Team as they are responsible for Park Home Site Licensing. The average hourly rates shown in Tables A1 and A2 below were applied to the total time for the processes.

Table A1- Hourly Rate for Private Sector Housing Officers

Pay to P3 based on 100% FTE	
Technical Officer	43,502.50
Technical Officer	43,384.32
Technical Officer	43,384.32
Environmental Health Officer	56,567.31
Technical Officer	41,845.24
Environmental Health Officer	56,567.31
Technical Officer	43,502.50
Environmental Health Officer	49,268.00
Technical Officer	43,502.50
Environmental Health Officer	49,268.00
Technical Officer	40,991.09
Total	511,783.07
Average	46,525.73
Support service 40%	18,610.29
No Of Staff	11
Total average staff Cost per annum	65,136.03
Productive Hours Per annum	1,540
Hourly Rate	£42.30

Table A2 - Hourly Rate for Private Sector Housing Managers

PSH Managers based on 100% FTE

Private Sector Housing Manager (North)	60,600.00
Private Sector Housing Manager (South)	60,600.00
Total	121,200.00
Average	60,600.00
Support service 40%	24,240.00
No Of Staff	2
Total average staff Cost per annum	84,840.00
Productive Hours Per annum	1,540
Hourly Rate	£55.09

The average return mileage for all sites to which fees would be applicable and the travel time associated with this was determined from AA Routemaster and applied to the calculations, along with other costs such as printing and postage. Examples of the templates that were used for the calculations are shown below for sites with 2 pitches.

Table A3 - Template for calculating the costs associated with staff time (fixed and per pitch) plus fixed costs for the Initial Licence Fee

Number of pitches (amend as required)	2
Inspection time per pitch (mins)	10
Letter time per pitch (mins)	5
Average return mileage	14.2
Average journey time (mins)	26

	Time (mins)
Enquiry received and a service request entered on the Case Management System.	30
Obtain planning documents. Record the type of development permitted, restrictions etc on the Case Management System. Print hard copies of the planning documents.	30
Make up a new caravan site/park home site file and attach the above documentation	20
Send out a site licence application form with a covering letter and enter an action on the Case Management System.	15
Contact the applicant and make an appointment to carry out an initial site inspection. Enter this action on the Case Management System.	10

Carry out an initial site inspection. Advise the applicant as necessary on the layout, spacing and other site licence conditions. Help the applicant complete the application form, if required. Enter a record of the inspection on the Case Management System. Approx inspection time for first unit.	30
Additional inspection time for all pitches over and above the first	10
Travel Time	26
Enter particulars from application form on to the premises record on the Case Management System. Scan and save the application form to the Case Management System.	30
Check that the application is valid e.g. all the compulsory questions have been completed and the correct fee is included. Check that all particulars are entered on the Case Management System correctly	40
Carry out a Land Registry Search to verify that the applicant is the owner of the land	30
Examine the electrical certificate and any other documentation submitted with licence for validity. Enter actions on the Case Management System.	20
Checks to see whether the applicant has had a site licence revoked in the last three years	30
Obtain the next consecutive site licence number on the park home licence spreadsheet and enter the details of the site against that number.	10
Prepare a draft site licence and send it to the applicant with a covering letter. Include any recommendations and works required resulting from the initial site inspection. Save the draft licence to the Case Management System.	60
Discuss the proposed licence conditions with the applicant if necessary. If amendments are requested by the applicant seek authority from the line manager to amend the conditions.	60
Upon expiry of the consultation period amend the site licence if required. Print out two copies of the site licence and proof read.	60
The site licence is to be checked and signed by the line manager - see below	
Send out the site licence to the applicant with a covering letter.	10
Scan and save the signed copy of the site licence to Case Management System. Insert a hard copy of the licence to paper file.	20
Upon occupation of the site, contact the site owner to make an appointment for a licensing inspection	10
Carry out a full site inspection. Make notes of any breaches of site licence conditions/ works required	60
Additional inspection time for all pitches over and above the first	10
Travel time	26
Record the visit and details on the Case Management System.	20
Complete the risk assessment spreadsheet to determine the next routine visit and print off a hard copy for the paper file	10
Enter the date of the inspection and the next routine inspection on the Case Management System. Enter a scheduled inspection action for the next routine inspection.	10

Send a letter to the applicant notifying them of the outcome of the licensing visit (figure for single pitch site).	10
Additional time relating to the number of pitches over and above the first covered in the letter	5
Update the public register of licensed sites.	15
Additional time for complicated cases (approx 10%) averaged over all applications	24
Additional time to resolve application form queries on site (approx 10%) averaged over all applications	6
Total Time (Officer)	747
Hourly Rate (Officer)	£42.30
Cost Sub-Total (Officer)	£526.64
Site licence to be checked and signed by line manager	30
Hourly Rate (Manager)	£55.09
Cost Sub-Total (Manager)	£27.55
Additional Costs	
Mileage costs from Initial Site Inspection	6.39
Mileage costs from Full Site Inspection	6.39
Mileage costs from resolving application queries on site	0.64
Cost of printing hard copies of plans	0.04
Printing application form and covering letter (4 pages)	0.08
2nd class postage cost for above plus envelope	0.33
Printing of above item for file	0.08
Cost of Land Registry Search	3
Printing Land Registry Search for file	0.04
Printing of 10 A4 pages Draft Licence (8 black and white plus 2 colour) and 2 page covering letter	0.56
2nd class postage cost for above plus A4 envelope	0.58
Printing of above item for file	0.56
Printing of 10 A4 pages Final Licence (8 black and white plus 2 colour) and 2 page covering letter	0.56
2nd class postage cost for above plus A4 envelope	0.58
Printing of above item for file	0.56
Printing risk assessment for file	0.04
Printing page outcome letter (2 pages)	0.04
2nd class postage cost for above plus envelope	0.33
Printing of above item for file	0.04
Cost Sub-Total	£20.84
Grand Total	£575.02

Table A4 - Template for calculating the costs associated with staff time plus fixed costs for the transfer or standard amendment of an existing licence

Number of pitches (amend as required)	2
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Average return mileage	14.2
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	Time (mins)
Enquiry received and a service request entered on the Case Management System.	20
Send out an application form and covering letter detailing the fee required	15
Upon receipt of an application form scan and attach the form to the Case Management System. Attach a hard copy to the paper file. Enter actions and associated details on the computer database. Generate an acknowledgement letter and send to the applicant.	25
Enter the particulars on from the application form on to the premises record on the Case Management System	15
Check that the application is valid e.g. all the compulsory questions have been completed and the correct fee is included. Check all particulars are entered on the Case Management System correctly	30
Checks to see whether the applicant has had a site licence revoked in the last three years	30
Carry out a Land Registry Search to confirm that the applicant is the new owner of the site	20
Amend the site licence, print out and proof read	30
Amended site licence to be checked and signed by the line manager - see below	
Look up records of outstanding historic breaches, outstanding notices etc.	15
Send the amended site licence to the site owner with a covering letter. Send written notification of the outstanding historic breaches and outstanding notices to new site owner. Add actions to the Case Management System.	20
Scan and attach a signed copy of site licence to the Case Management System and attach a signed hard copy to the paper file.	20
Attach a hard copy of the covering letter and notification of outstanding historic breaches, outstanding notices etc to the paper file	15
Amend the park home site licence spreadsheet and public register of park home site licences.	20
General additions for time taken with telephone conversations and correspondence with the applicant on a typical variation enquiry	25
Additional time for complicated cases (approx 10%) averaged over all applications	20
Additional time to resolve application form queries on site (approx 10%) averaged over all applications	6
Total Time (Officer)	326
Hourly Rate (Officer)	£42.30
Cost Sub-Total (Officer)	£229.83
Amended site licence to be checked and signed by the line manager	15
Hourly Rate (Manager)	£55.09
Cost Sub-Total (Manager)	£13.77

Additional Costs	
Mileage costs from resolving application queries on site	0.64
Printing application form and covering letter 2nd class (4 pages)	0.08
2nd class postage cost for above plus envelope	0.33
Printing of above item for file	0.08
Printing acknowledgement letter	0.04
2nd class postage cost for above plus envelope	0.33
Printing of above item for file	0.04
Cost of Land Registry Search	3
Printing Land Registry Search for file	0.04
Printing of 10 A4 pages Final Licence (8 black and white plus 2 colour) and 2 page letter outlining historic breaches	0.56
2nd class postage cost for above plus A4 envelope	0.58
Printing of above item for file	0.56
Cost Sub-Total	£6.28
Grand Total	£249.88

Table A5 - Template for calculating the costs associated with staff time (fixed and per pitch) plus fixed costs for the site expansion amendment fee

Number of pitches (amend as required)	2
Inspection time per pitch (mins)	5
Average return mileage	14.2
Average journey time (mins)	26

	Time (mins)
Enquiry received and a service request is entered on the Case Management System.	20
Send out an application form and covering letter detailing the fee required	15
Upon receipt of an application form scan and attach the form to the Case Management System. Attach a hard copy to the paper file. Enter actions and associated details on the computer database. Generate an acknowledgement letter and send to the applicant.	30
Enter particulars from the application form onto the premises record on the Case Management System	15
Check that the application is valid e.g. all compulsory questions have been completed and the correct fee included. Check all particulars are entered on Case Management System correctly	30
Checks to see whether the applicant has had a site licence revoked in the last three years	30
Carry out a Land Registry Search to confirm the applicant is the new owner of the site	30

Visit the site to inspect where the variation is in relation to expansion of site etc	26
Additional inspection time for all pitches over and above the first	5
Amend the site licence, print out and proof read	60
Amended site licence checked and signed by the line manager - see below	
Look up records of outstanding historic breaches, outstanding notices etc.	15
Send the amended site licence to the site owner with a covering letter. Send written notification of outstanding historic breaches and outstanding notices to the new site owner. Add actions to the Case Management System.	20
Scan and attach a signed copy of the site licence to the Case Management System and attach a signed hard copy to the paper file.	20
Attach a hard copy of the covering letter and notification of outstanding historic breaches, outstanding notices etc to the paper file	15
Amend the park home site licence spreadsheet and public register of park home site licences.	20
General additional time taken with telephone conversations and correspondence with the applicant on a typical expansion enquiry	90
Additional time for complicated cases (approx 10%) averaged over all applications	24
Additional time to resolve application form queries on site (approx 10%) averaged over all applications	6
Total Time (Officer)	471
Hourly Rate (Officer)	£42.30
Cost Sub-Total (Officer)	£332.06
Amended site licence to be checked and signed by the line manager	30
Hourly Rate (Manager)	£55.09
Cost Sub-Total (Manager)	£27.55
Additional Costs	
Mileage costs from Site Inspection	6.39
Mileage costs from resolving application queries on site	0.64
Printing cost for sending application form and covering letter (4 pages)	0.08
2nd class postage cost for above plus envelope	0.33
Printing of above item for file	0.08
Printing of acknowledgement letter	0.04
2nd class postage cost for above plus envelope	0.33
Printing of above item for file	0.04
Cost of Land Registry Search	3
Printing Land Registry Search for file	0.04
Printing of 10 A4 pages Final Licence (8 black and white plus 2 colour) and 2 page letter outlining historic breaches	0.56
2nd class postage cost for above plus A4 envelope	0.58
Printing of above item for file	0.56
Cost Sub-Total	£12.67

Grand Total	£372.27

Table A6 - Template for calculating the costs associated with staff time (fixed and per pitch) plus fixed costs for the annual fee

Number of pitches (amend as required)	2
Inspection time per pitch (mins)	10
Average return mileage	14.2
Average journey time (mins)	26

	Time (mins)
Check the site inspection register to determine the next routine inspection	10
Contact the site owner to notify them of the time and date of inspection. Enter the action on the Case Management System.	15
Look up historic breaches records	15
Visit site and carry out routine inspection. Check spacings between units boundaries etc. Check fire precautions. Check certificates. Note all breaches of the site licence. Approx inspection time for first pitch.	30
Additional inspection time for all pitches over and above the first	10
Travel time	26
Complete the risk assessment score sheet and record outcome. Attach to the Case Management System and print a copy for the paper file.	10
Record the details of the visit on the Case Management System including breaches identified. Enter scheduled visit(s) for the next routine inspection and completion of remedial works inspection.	30
Record the visit on the park home inspection spreadsheet	10
Write to the site owner detailing results of inspection and works required to remedy breaches plus any certificates required (figure for single pitch site).	30
Follow up telephone conversations and letters (figure for single pitch site).	15
Attach the letter to Case Management System and attach copy to paper file	10
Additional time for complicated cases (approx 10%) averaged over all applications	24
Total Time (Officer)	235
Hourly Rate (Officer)	£42.30
Cost Sub-Total (Officer)	£165.68
Additional Costs	

Mileage costs - Routine inspection	6.39
Printing risk assessment for file	0.04
Printing two page letter advising on outcome of routine inspection	0.04
2nd class postage cost for above plus envelope	0.33
Printing of above item for file	0.04
Printing of additional letter	0.04
2nd class postage cost for above plus envelope	0.33
Printing of above item for file	0.04
Cost Sub-Total	£7.25
Grand Total	£172.93

Risk-based fees were not thought to be appropriate due to the complexity that this would add and the fact that site owners could pass on the cost of annual licensing fees to residents in the form of increased pitch fees. This would mean that residents on poorly managed sites would be unfairly penalised by having to pay higher fees than residents on better sites. A fee structure based on bands relating to the number of pitches on sites was also not considered to be appropriate as residents on sites at the bottom of a band would end up paying significantly higher fees than residents on sites at the top of a band once site owners recovered this expense on a per pitch basis from them.

It was therefore decided that the most appropriate way to determine annual licensing fees would be to determine the total cost of providing the service across all current non-exempted sites in Central Bedfordshire and to then arrive at a per pitch figure by dividing this cost by the total number of pitches on these sites.

DCLG stated in their Impact Assessment of the consultation “A Better Deal for Mobile Home Owners - Changes to the Local Authority Site Licensing Regime” (published November 2012) that the existing legislation did not allow local authorities to charge fees for issuing and monitoring site licenses, or taking enforcement action if conditions were not met. They added that in practice, this severely limited local authorities’ resources to provide effective scrutiny of the sector. This has meant that historically many Local Authorities have not monitored conditions on licensed sites as regularly as they would want to. In the case of Central Bedfordshire Council this has meant that prior to the Fees Policy sites were inspected with a frequency dictated by their risk assessment with most inspection frequencies falling within the 12-18 month or 18-24 month ranges plus a small number in the 6-12 month range. With the ability to charge annual fees Central Bedfordshire Council aim to increase the frequency of inspections so that all sites paying an annual fee receive at least one inspection per year. This will not only provide more satisfactory monitoring of conditions but will also illustrate to both site owners and residents that they are receiving a service in relation to their annual fee. Risk assessments will still be undertaken to identify higher risk sites that require more than one inspection per year. However, the cost of such additional inspections will not be used in the initial calculation of annual fees as these

fees are likely to be passed on to residents through increased pitch fees and therefore would disadvantage them.

Sites that are for holiday use only or are only allowed to have units stationed on them at certain times of the year are exempt from licensing fees by virtue of not falling within the definition of “Relevant Protected Sites”. These are the only statutory exemptions, however, Section 10A (3) of the Caravan Sites and Control of Development Act 1960 as amended enables Local Authorities to fix different fees or to determine that no fee is required to be paid in certain cases or descriptions of case.

It was felt appropriate for Central Bedfordshire Council to make single pitch sites exempt from annual fees (but not other licensing fees) as there are less issues (e.g. spacing) to consider when carrying out routine monitoring compared with multiple pitch sites. Such sites would generally be considered lower risk and as such will not have their inspection frequency increased in the same way that sites attracting an annual fee would. In addition to this, collecting annual fees from single pitch sites would not be cost effective.

The per pitch annual fee was therefore calculated using the total cost of providing the service with the revised inspection frequencies across all current non-exempted sites divided by the total number of pitches on these sites.

Calculation of Annual Fee

The cost of a single inspection for each current non-exempted site was calculated using the template shown in Table A6 and can be translated as follows:

$$((((\text{No. of pitches} - 1) \times 10) + 225) / 60) \times \text{officer hourly rate} + 7.25$$

These figures were then modified by determining how many inspections would be carried out under the new inspection regime per year and the total then divided by the total number of pitches on these sites to arrive at the annual fee of £11.62 per pitch.

Calculation of Site Expansion Amendment Fee

In order to arrive at a per pitch fee for the amendment of an existing licence in relation to site expansion, the fee for each of the existing relevant protected sites was calculated using the template shown in Table A5, which can be translated as follows:

$$((((\text{No. of pitches} - 1) \times 5) + 466) / 60) \times \text{officer hourly rate} + (\text{manager hourly rate} / 2) + 12.669$$

The total for all relevant protected sites was then divided by the total number of pitches on these sites to arrive at the expansion amendment fee of £27.87 per pitch.

Calculation of Transfer or Standard Amendment Fee

The fee for the transfer or standard amendment (not expansion) of an existing licence was calculated using the template shown in Table A4, which can be translated as follows:

$$((326 / 60) \times \text{officer hourly rate}) + (\text{manager hourly rate} / 4) + 6.279$$

As this does not depend on the number of pitches on the site a per pitch fee is not necessary and therefore the fee for all relevant protected sites is £249.88. This almost identical to the figure of £250.00 assumed by DCLG in their aforementioned Final Impact Assessment.

Calculation of Initial Licence Fee

We cannot accurately predict the size of new sites requiring an initial licence that may come into existence in the future. However, we have worked on the basis that overall new relevant protected sites will reflect the diversity of the current sites. In order to calculate the initial licence fee per pitch the costs associated with issuing a new licence for each of the relevant protected sites already in existence was calculated using the template shown in Table A3, which translates as follows:

$$((((\text{No. of pitches} - 1) \times 25) + 722) / 60) \times \text{officer hourly rate}) + (\text{manager hourly rate} / 2) + 20.839$$

The total of these costs was then divided by the total number of pitches on these sites giving an initial licence fee of £53.61 per pitch

Table A7 – Showing calculated figures for the relevant protected sites in Central Bedfordshire											
Site	No. of pitches for Fee Calc	Mileage Return	Cost of single Inspection	Proposed Frequency of Inspection	Inspections per year	Cost per year on Proposed Frequency	Cost per Pitch on Proposed Frequency	Site Fee on Proposed Frequency	Cost of Initial Licence	Cost of Expansion Amendment Fee	Cost of amendment/transfer
Site 1	1	20	£ 165.88	24	0.5	£ 82.94	£ 11.62	£ -	£ 557.39	£ 368.74	£ 249.88
Site 2	1	19	£ 165.88	24	0.5	£ 82.94	£ 11.62	£ -	£ 557.39	£ 368.74	£ 249.88
Site 3	1	19	£ 165.88	24	0.5	£ 82.94	£ 11.62	£ -	£ 557.39	£ 368.74	£ 249.88
Site 4	13	25	£ 250.48	12	1	£ 250.48	£ 11.62	£ 151.04	£ 768.89	£ 411.04	£ 249.88
Site 5	20	24	£ 299.83	12	1	£ 299.83	£ 11.62	£ 232.37	£ 892.27	£ 435.72	£ 249.88
Site 6	1	10	£ 165.88	24	0.5	£ 82.94	£ 11.62	£ -	£ 557.39	£ 368.74	£ 249.88
Site 7	1	10	£ 165.88	24	0.5	£ 82.94	£ 11.62	£ -	£ 557.39	£ 368.74	£ 249.88
Site 8	3	6	£ 179.98	12	1	£ 179.98	£ 11.62	£ 34.86	£ 592.64	£ 375.79	£ 249.88
Site 9	1	6	£ 165.88	24	0.5	£ 82.94	£ 11.62	£ -	£ 557.39	£ 368.74	£ 249.88
Site 10	1	6	£ 165.88	24	0.5	£ 82.94	£ 11.62	£ -	£ 557.39	£ 368.74	£ 249.88
Site 11	11	6	£ 236.38	12	1	£ 236.38	£ 11.62	£ 127.80	£ 733.64	£ 403.99	£ 249.88
Site 12	3	8	£ 179.98	12	1	£ 179.98	£ 11.62	£ 34.86	£ 592.64	£ 375.79	£ 249.88
Site 13	42	6	£ 454.93	12	1	£ 454.93	£ 11.62	£ 487.98	£ 1,280.02	£ 513.27	£ 249.88
Site 14	74	9	£ 680.53	12	1	£ 680.53	£ 11.62	£ 859.77	£ 1,844.02	£ 626.07	£ 249.88
Site 15	29	13	£ 363.28	12	1	£ 363.28	£ 11.62	£ 336.94	£ 1,050.89	£ 467.44	£ 249.88
Site 16	100	10	£ 863.83	12	1	£ 863.83	£ 11.62	£ 1,161.86	£ 2,302.27	£ 717.72	£ 249.88
Site 17	1	12	£ 165.88	24	0.5	£ 82.94	£ 11.62	£ -	£ 557.39	£ 368.74	£ 249.88
Site 18	39	35	£ 433.78	12	1	£ 433.78	£ 11.62	£ 453.12	£ 1,227.14	£ 502.69	£ 249.88
Site 19	1	7	£ 165.88	24	0.5	£ 82.94	£ 11.62	£ -	£ 557.39	£ 368.74	£ 249.88
Site 20	1	5	£ 165.88	24	0.5	£ 82.94	£ 11.62	£ -	£ 557.39	£ 368.74	£ 249.88

Site 21	11	8	£	236.38	12	1	£	236.38	11.62	£	127.80	£	733.64	£	403.99	£	249.88
Site 22	1	5	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 23	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 24	1	11	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 25	5	10	£	194.08	12	1	£	194.08	11.62	£	58.09	£	627.89	£	382.84	£	249.88
Site 26	26	15	£	342.13	12	1	£	342.13	11.62	£	302.08	£	998.02	£	456.87	£	249.88
Site 27	8	14	£	215.23	12	1	£	215.23	11.62	£	92.95	£	680.77	£	393.42	£	249.88
Site 28	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 29	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 30	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 31	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 32	11	14	£	236.38	12	1	£	236.38	11.62	£	127.80	£	733.64	£	403.99	£	249.88
Site 33	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 34	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 35	3	14	£	179.98	12	1	£	179.98	11.62	£	34.86	£	592.64	£	375.79	£	249.88
Site 36	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 37	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 38	30	38	£	370.33	12	1	£	370.33	11.62	£	348.56	£	1,068.52	£	470.97	£	249.88
Site 39	175	35	£	1,392.58	12	1	£	1,392.58	11.62	£	2,033.25	£	3,624.14	£	982.09	£	249.88
Site 40	4	38	£	187.03	12	1	£	187.03	11.62	£	46.47	£	610.27	£	379.32	£	249.88
Site 41	1	16	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 42	35	13	£	405.58	12	1	£	405.58	11.62	£	406.65	£	1,156.64	£	488.59	£	249.88
Site 43	29	13	£	363.28	12	1	£	363.28	11.62	£	336.94	£	1,050.89	£	467.44	£	249.88
Site 44	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 45	62	14	£	595.93	12	1	£	595.93	11.62	£	720.35	£	1,632.52	£	583.77	£	249.88
Site 46	17	14	£	278.68	12	1	£	278.68	11.62	£	197.52	£	839.39	£	425.14	£	249.88

Site 47	1	15	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 48	15	25	£	264.58	12	1	£	264.58	11.62	£	174.28	£	804.14	£	418.09	£	249.88
Site 49	4	24	£	187.03	12	1	£	187.03	11.62	£	46.47	£	610.27	£	379.32	£	249.88
Site 50	15	25	£	264.58	12	1	£	264.58	11.62	£	174.28	£	804.14	£	418.09	£	249.88
Site 51	1	6	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 52	1	6	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 53	1	6	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 54	1	6	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 55	41	9	£	447.88	12	1	£	447.88	11.62	£	476.36	£	1,262.39	£	509.74	£	249.88
Site 56	41	9	£	447.88	12	1	£	447.88	11.62	£	476.36	£	1,262.39	£	509.74	£	249.88
Site 57	1	6	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 58	1	16	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 59	1	16	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 60	1	15	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 61	120	9	£	1,004.83	12	1	£	1,004.83	11.62	£	1,394.23	£	2,654.77	£	788.22	£	249.88
Site 62	150	14	£	1,216.33	12	1	£	1,216.33	11.62	£	1,742.79	£	3,183.52	£	893.97	£	249.88
Site 63	5	6	£	194.08	12	1	£	194.08	11.62	£	58.09	£	627.89	£	382.84	£	249.88
Site 64	30	5	£	370.33	12	1	£	370.33	11.62	£	348.56	£	1,068.52	£	470.97	£	249.88
Site 65	1	16	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 66	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 67	5	6	£	194.08	12	1	£	194.08	11.62	£	58.09	£	627.89	£	382.84	£	249.88
Site 68	1	14	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 69	1	17	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 70	1	18	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 71	1	18	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 72	1	18	£	165.88	24	0.5	£	82.94	11.62	£	-	£	557.39	£	368.74	£	249.88

Site 73	1	25	£	165.88	24	0.5	£	82.94	£	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 74	6	20	£	201.13	12	1	£	201.13	£	11.62	£	69.71	£	716.02	£	400.47	£	249.88
Site 75	1	14	£	165.88	24	0.5	£	82.94	£	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 76	1	14	£	165.88	24	0.5	£	82.94	£	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 77	1	14	£	165.88	24	0.5	£	82.94	£	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 78	1	14	£	165.88	24	0.5	£	82.94	£	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 79	1	14	£	165.88	24	0.5	£	82.94	£	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 80	1	14	£	165.88	24	0.5	£	82.94	£	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 81	1	14	£	165.88	24	0.5	£	82.94	£	11.62	£	-	£	557.39	£	368.74	£	249.88
Site 82	1	14	£	165.88	24	0.5	£	82.94	£	11.62	£	-	£	557.39	£	368.74	£	249.88
		Average						Total										
		14.2						£18,227.54										
								Exc exempt sites										
								£14,661.23										
					1230			Annual Fee per pitch	£	11.62				Transfer or Standard Amendment Fee per site		249.88		
			Total Number of Pitches					Initial Licence Fee per pitch	£	53.61				Expansion Amendment Fee per pitch	£	27.87		
			Total No. of non-exempt pitches		1182													

Calculation of Fees for depositing Site Rules

It is expected that it will take approximately 1 hour of Technical Support Officer time to deal with site rules deposited by Site Owners including checking that the rules have been made in accordance with the statutory procedure and updating the associated register. Therefore given the hourly rate shown in Table A8 below supplied by the Adult Social Care, Health and Housing Finance Team for the Technical Support Officers who would be responsible for this, a fee for depositing site rules should be set at £30.91.

Table A8 – Average hourly rate for Technical Support Officers

Technical Support Officers on 100% FTE

TSO1	34,446.00
TSO2	31,257.00
TSO3	36,300.00
Total	102,003.00
Average	34,001.00
Support service 40%	13,600.40
No Of Staff	3
Total average staff Cost per annum	47,601.40
Productive Hours Per annum	1,540
Hourly Rate	£30.91

Calculation of Fees for Fit and Proper Persons Register Applications

The benchmarking exercise shown in Appendix B revealed that most of the Local Authorities that responded believed that proper fit and proper person checks would take 120 minutes. It is anticipated that updating and publishing a register would take a further 30 minutes, giving a total of 150 minutes. The fit and proper person checks are likely to be carried out by the same officers who would carry out the licensing (average hourly rate of £42.30 as per Table A1), and therefore the fee should be set at £105.75.

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**Draft Central Bedfordshire Council Park
Home Site Licensing Fees Policy
2014**

Appendix B Benchmarking

Appendix B Benchmarking

Table B1 – Benchmarking of Initial Licence Fee Calculations

Initial Licence Fee Calculation						
	Initial CBC figures	LA1	LA2	LA3	LA4	Adjusted CBC figures
Enquiry received and service request entered on Case Management System.	30	30	30	30	30	30
Obtain planning documents. Record type of development permitted and restrictions etc on Case Management System. Print hard copies of planning documents.	30	30	30	30	30	30
Make up new caravan site/Park home site file and attach above documentation	20	20	20	20	20	20
Send out site application form with covering letter and enter action on Case Management System.	15	15	15	15	15	15
Contact applicant and make appt to carry out initial site inspection enter action on Case Management System.	10	10	20	10	10	10
Carry out initial site inspection. Advise applicant as necessary on layout, spacing and other site licence conditions. Help applicant complete application form, if required. Enter record of inspection on Case Management System. Approx inspection time for first unit.	30	30	30	30	60	30
Travel Time	60	60	60	60	60	26
Enter particulars on application form on to premises record on Case Management System. Scan and save application form to	30	30	30	30	30	30

Case Management System.						
Check application valid e.g. all compulsory questions completed and correct fee included. Check all particulars entered on computer premises record correctly	40	40	60	40	40	40
Carry out Land Registry Search to verify applicant is owner of land	30	30	15	30	30	30
Examine electrical certificate and any other documentation submitted with licence for validity. Enter action on Case Management System.	20	20	20	20	20	20
Fit and Proper Persons Checks/Checks to see whether applicant has had a site licence revoked in the last three years (b)	120	120	60	120	120	30
Obtain next consecutive site licence number on park home licence spreadsheet and enter details of site against that number.	10	10	10	10	10	10
Prepare draft site licence and send to applicant with covering letter. Include any recommendations and works required resulting from initial site inspection. Save draft licence to Case Management System.	60	60	60	60	60	60
Discuss any feedback with applicant on proposed site licence conditions with applicant. If amendments requested seek authority with line manager to amend conditions.	60	60	60	60	60	60
Upon expiry of consultation period amend site licence if required . Print out two	60	60	30	60	60	60

copies of site licence and proof read.						
Site licence to be checked and signed by line manager - see below	30	30	30	30	30	30
Send out site licence to applicant with covering letter.	10	10	15	10	10	10
Scan and save signed copy of site licence to Case Management System and link to computer worksheet. Insert hard copy of licence to paper file.	20	20	20	20	20	20
Update public register of licensed sites.	15	15	10	15	15	15
Upon occupation of site contact site owner to make appointment for licensing inspection	10	10	20	10	10	10
Carry out full site inspection. Make note of any breaches of site licence conditions/ works required	60	60	30	60	60	60
Travel time	60	60	60	60	60	26
Record visit and details on Case Management System.	20	20	20	20	20	20
Complete risk assessment spreadsheet to determine next routine visit and print off hard copy for file	10	10	NA	10	10	10
Enter date of inspection and next routine inspection on Case Management System. Next routine inspection as scheduled inspection on premises worksheet.	10	10	NA	10	10	10
Send letter to applicant notifying them of outcome of licensing visit (figure for single unit site).	10	10	15	10	60	10
Additional time for complicated cases (a)	24	24	NA	24	24	24
Additional time to resolve application form queries on site (a)	6	6	6	6	6	6
Total fixed time (mins)	910	910	776	910	990	752

Additional inspection time for all pitches over and above the first (initial)	10	10	10	10	covered in fixed cost	10
Additional inspection time for all pitches in addition over and above the first (Full inspection)	10	10	10	10	single addition of 30 for large sites	10
Additional time relating to the number of units over and above the first covered in the letter	5	5	10	5	covered in fixed cost	5
Variable time (mins per pitch)	25	25	30	25	single addition of 30 for large sites	25

(a) adjusted to (approx 10%) averaged over all applications

(b) adjusted for amended CBC figure as full Fit and Proper Persons checks not implemented and would be charged separately

Table B2 – Benchmarking of Amendment or Transfer Fee Calculations

Amendment or Transfer Fee Calculation						
	Initial CBC figures	LA1	LA2	LA3	LA4	Adjusted CBC figures (c)
Enquiry received and service request entered on computer system.	20	20	10	20	20	20
Send out application form and covering letter detailing fee required	15	15	20	15	15	15
Upon receipt of application form, scan and attach form to computer worksheet. Attach hard copy to paper file. Enter action on computer database and associated details. Generate acknowledgement letter and send to applicant.	30	30	30	30	30	25
Enter particulars on application form on to premises record on computer system	15	15	10	15	15	15

Check application valid e.g. all compulsory questions completed and correct fee included Check all particulars entered on computer premises record correctly	30	30	60	30	30	30
Fit and Proper Person's Checks/Checks to see whether applicant has had a site licence revoked in the last three years (b)	120	120	60	120	120	30
Carry out LRS to confirm applicant is new owner of the site	30	30	15	30	30	20
Amend site licence print out and proof read	60	60	60	60	60	30
Amended site licence to be checked signed by line manager	30	30	30	30	30	30
Look up records of outstanding historic breaches, outstanding notices etc.	15	15	10	15	15	15
Send amended site licence to site owner with covering letter. Send written notification of outstanding historic breaches and outstanding notices to new site owner. Add to actions to electronic worksheet.	20	20	30	20	20	20
Scan and attached signed copy of site licence to electronic worksheet and attached signed hard copy to paper file.	20	20	15	20	20	20
Attach hard copy of covering letter and notification of outstanding historic breaches and outstanding notices etc to electronic and paper file	15	15	15	15	15	15
Amend park home site licence spreadsheet and public register of park home site licences.	20	20	20	20	20	20
General additions time taken with telephone conversations and correspondence with applicant on typical	90	90	60	90	90	25

variation enquiry						
Additional time for complicated cases (a)	24	24	NA	24	24	20
Additional time to resolve application form queries on site (a)	6	6	NA	6	6	6
Total fixed time (mins)	560	560	445	560	560	356

(a) adjusted to (approx 10%) averaged over all applications

(b) adjusted for amended CBC figure as full Fit and Proper Persons checks not implemented and would be charged separately

(c) adjusted so as to bring the cost in line with the average assumed by DCLG in their impact assessment

Table B3 – Benchmarking of Annual Fee Calculations

Annual Fee Calculation						
	Initial CBC figures	LA1	LA2	LA3	LA4	Adjusted CBC figures
Check the site inspection register to determine the next routine inspection	10	10	10	10	10	10
Contact the site owner to notify them of the time and date of inspection. Enter the action on the Case Management System.	15	15	25	15	15	15
Look up historic breaches records	15	15	NA	15	15	15
Visit site and carry out routine inspection. Check spacings between units boundaries etc. Check fire precautions. Check certificates. Note all breaches of the site licence. Approx inspection time for first pitch.	30	30	30	30	60	30
Travel time	60	60	60	60	60	26
Complete the risk assessment score sheet and record outcome. Attach to the Case Management System and print a copy for the paper file.	10	10	NA	10	10	10

Record the details of the visit on the Case Management System including breaches identified. Enter scheduled visit(s) for the next routine inspection and completion of remedial works inspection.	30	30	60	30	30	30
Record the visit on the park home inspection spreadsheet	10	10	NA	10	10	10
Write to the site owner detailing results of inspection and works required to remedy breaches plus any certificates required (figure for single pitch site).	15	15	30	15	60	30
Follow up telephone conversations and letters (figure for single pitch site).	15	15	15	15	60	15
Attach the letter to Case Management System and attach copy to paper file	10	10	NA	10	10	10
Carry out an inspection to ensure the works requested have been carried out (figure for single pitch site).	30	30	30	30	60	0
Travel time	60	60	60	60	60	0
Record the visit on the park home spreadsheet and Case Management System	10	10	NA	10	10	0
Letter to licence holder notifying them of the outcome of the visit. Record the action on the Case Management System. Assume all works complete as further action likely to result in service of notice and will therefore come under notice fees	10	10	10	10	30	0
Additional time for complicated cases (a)	24	24	NA	24	24	24
Total fixed time (mins)	354	354	330	354	524	225
Additional inspection time for all pitches over and above the first (initial)	10	10	10	10	single addition of 60 for large	10

					sites	
Additional time relating to the number of pitches over and above the first covered in the letter	5	5	5	5	covered in fixed cost	0
Additional time relating to the number of pitches over and above the first covered by the phone calls and letters	15	15	NA	15	covered in fixed cost	0
Additional inspection time for all pitches over and above the first (Follow up inspection)	10	10	10	10	covered in fixed cost	0
Variable time (mins per pitch)	40	40	25	40	single addition of 60 for large sites	10

(a) adjusted to (approx 10%) averaged over all applications

Table B4 - Summary of Benchmarking (in minutes)

Fee Element	Initial CBC figures	LA1	LA2	LA3	LA4	Adjusted CBC figures
Initial Licence fixed fee (a)	820	820	746	820	900	752
Initial Licence per pitch fee	25	25	30	25	single addition of 30 for large sites	25
Amendment & Transfer Fee (a)	470	470	415	470	470	356
Annual Fee fixed element	354	354	330	354	524	225
Annual Fee per pitch fee	40	40	25	40	single addition of 60 for large sites	10

(a) All LA figures adjusted to replace full Fit and Proper Persons checks with checks that licences have not been revoked as there is currently no date for

the implementation of Fit and Proper Person checks and would be charged separately in any case.

The DCLG Working Group on Park Homes Licensing Fees indicated that it may be better to apply the cost of re-inspections through a surplus/deficit mechanism in the annual fee for subsequent years rather than including within the base annual fee. This would ensure that residents would not be adversely affected by the cost of re-inspections resulting from poor management, as site owners would only be able to take into account the base fee when recovering the cost of annual fees through pitch fees. As a consequence aspects relating to re-inspections were removed from the template and formula used to calculate annual fees and the final column of Table B4 was adjusted accordingly.

LA4 plan to use a slightly higher fixed element to their the initial licence and annual fee, adding 30 or 60 minutes respectively for large sites rather than using a per pitch element. In the context of the large number of sites with significantly different numbers of pitches in Central Bedfordshire such an approach would appear not to be appropriate. By way of example it would take far more than 30 minutes of additional time to inspect a site with 175 pitches than one with just 1 or 2 pitches on when accurate measurements of distances between adjacent units, distances between units and roads, and distances between units and boundaries are required.



**Draft Central Bedfordshire Council Park
Home Site Licensing Fees Policy
2014**

**Appendix C - Fees and Charges Schedule
Entry**

Appendix C Fees and Charges Schedule Entry

A summary of the fees contained within the Park Homes Fees Policy is provided below for inclusion within the Council's Fees and Charges Schedule.

Additions

Caravan and Mobile Home Site Licensing Fees

	Initial Licence Fee	Amendment or Transfer Fee	Site Expansion Amendment Fee	Annual Fee
Fee	£53.61 per pitch	£249.88 per site/application	£27.87 per pitch	£11.62 per pitch

These fees only apply to "relevant protected sites" and therefore the following categories of sites are exempt:

- Sites not requiring licensing
- Sites for holiday use only
- Sites where there are times of the year where no caravan may be stationed

In addition to this Single Pitch Sites are currently exempted from Annual Fees.

Annual fees may be adjusted to take into consideration any deficit or surplus in the account for annual fees from previous years.

Fee for Fit and Proper Persons Register Applications = £105.75
(only applies to relevant protected sites)

Fee for Depositing Site Rules with the Council = £30.91

Amendment to Existing Entry

Housing Act 2004 Enforcement entry in the SCH&H section of the Fees and Charges Schedule to be amended for 2014/15 onwards so that the title reads "**Housing Act 2004 and Park Homes Enforcement (VAT n/a)**" and the entry beneath reads:

"Recipient of Housing Act or Park Homes Enforcement Notice (per person)"

And

"Admin charge for undertaking Works in Default in relation to enforcement activity - per Enforcement Notice"

(With the relevant fee increased by the standard amount to arrive at a 2014/15 figure).

Meeting: Social Care Health & Housing Resources Overview & Scrutiny Committee
Date: 27 January 2014
Subject: Draft Budget 2014/15, Medium Term Financial Plan 2014 – 2018 and Capital Programme 2014/15 to 2017/18
Report of: Cllr Maurice Jones, Deputy Leader and Executive Member for Corporate Resources
Summary: The report allows Members the opportunity to review the Council's draft Budget for 2014/15, Medium Term Financial Plan and Capital Programme, which was presented to Executive on 14 January 2014.

Advising Officer: Charles Warboys, Chief Finance Officer and Section 151 Officer
Contact Officer: Charles Warboys, Chief Finance Officer and Section 151 Officer
Public/Exempt: Public
Wards Affected: All
Function of: Executive

CORPORATE IMPLICATIONS

Council Priorities:

Please see Executive Report (circulated separately).

Financial:

1. Please see Executive Report (circulated separately).

Legal:

2. Please see Executive Report (circulated separately).

Risk Management:

3. Please see Executive Report (circulated separately).

Staffing (including Trades Unions):

4. Please see Executive Report (circulated separately).

Equalities/Human Rights:

5. Please see Executive Report (circulated separately).

Public Health

6. Please see Executive Report (circulated separately).

Community Safety:

7. Please see Executive Report (circulated separately).

Sustainability:

8. Please see Executive Report (circulated separately).

Procurement:

9. Please see Executive Report (circulated separately).

Overview and Scrutiny:

10. Please see Executive Report (circulated separately).

RECOMMENDATION(S):

The Committee is asked to:

1. **consider the Council's Draft Budget for 2014/15, Medium Term Financial Plan and Capital Programme 2014/15 to 2017/18; and**
2. **submit its comments, observations and recommendations in respect of the Executive's proposals with particular reference to the Social Care Health & Housing proposals, to the meetings of the Executive on 4 February 2014.**

Executive Summary

Members are requested to bring along the following papers issued for the meeting of the Executive on 14 January 2014 to this Committee meeting:

1. Draft Budget 2014/15 and Medium Term Financial Plan 2014 – 2018 (Executive Item 08); and
2. Capital Programme 2014/15 to 2017/18 (Executive Item 09).

Appendices:

None

Background Papers (open to public inspection):

None

Meeting: Social Care Health & Housing Overview and Scrutiny Committee
Date: 27 January 2014
Subject: Fees and Charges 2014/15
Report of: Cllr Maurice Jones, Deputy Leader and Executive Member for Corporate Services.
Summary: The report proposes the revised fees and charges rates to be effective from 1 April 2014 and identifies those charges where increases are significantly different from the 2% advisory increase as per the 2014/15 Budget Strategy.

Advising Officer: Charles Warboys, Chief Finance Officer
Contact Officer: Denis Galvin, Head of Financial Performance
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

1. The annual review and setting of the Council's Fees and Charges are integral to the Council's Budget Strategy and the legal requirement to deliver a balanced budget. The review ensures a rigorous, responsible and realistic approach is taken to determine the appropriateness and relevance of the Council's schedule of fees and charges. Setting a balanced budget ensures the Council allocates its resources to deliver the priorities. These are:

Enhancing Central Bedfordshire – creating jobs, managing growth, protecting our countryside and enabling businesses to grow.

Improved educational attainment

Promoting health and wellbeing, and protecting the vulnerable

Better infrastructure – improved roads, broadband reach and transport.

Great universal services – bins, leisure and libraries.

Value for money – freezing council tax.

Financial:

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

Legal:

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

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

Risk Management:

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

Subject to the level of increase (and in view of the current financial climate), services might become unaffordable to some members of the community, which may impact take-up and therefore overall income levels. This may also impact on the Council's reputation.

Those paying fees and charges may perceive that a higher than expected increase on any given area will be used to cross-subsidise increased costs of other service areas and not to cover the direct cost of the service they receive. This again may present a reputational risk.

Services subject to significant increases in fees might attract unfavourable media attention, which again could result in reputational damage to the Council.

Staffing (including Trades Unions):

5. Not applicable.

Equalities/Human Rights:

6. Where appropriate, Equalities Impact Assessments will be carried out for proposals.

Community Safety:

7. Not applicable.

Sustainability:

8. Not applicable.

Procurement:

9. Not applicable.

RECOMMENDATION(S):

The Committee is asked to:-

1. **Consider the report and associated appendices and comment as necessary to the Executive**

Background

10. The Council's Charging Policy states that *'All fees and charges will be reviewed annually and adjusted as necessary in line with the Council's charging policy. The Chief Finance Officer will provide services with guidance each year as to the maximum inflation rate that may be applied.'*
11. It also states that *'All fees and charges should be reviewed on a more fundamental basis at least every 3 years, where it will be necessary to examine all the factors set out below in accordance with good practice guidance i.e. the CIPFA Practical Guide for Local Authorities on Income Generation (Fully revised 2008).'* This was undertaken in 2010/11 with the Revenue Income Optimisation Project where successful business cases were integrated into the fees and charges as agreed by Council in February 2011 and published thereafter. The next review is scheduled for autumn 2014.
12. In accordance with the policy, the Chief Finance Officer has advised that the minimum inflation rate to be applied in line with the Corporate Budget Strategy is 2% which is below the latest reported Retail Price Index. Where there have been significant variations from this advisory level these have been identified at Appendix B.

General 2% increase

13. For the majority of services there will be a 2% increase for 2014/15.. There are instances where this is not practically possible and these are highlighted in the following paragraphs. The detail of the changes is set out in Appendix A.

Appendices:

Appendix A – Fees and Charges Schedule

Appendix B – Non 2% Charges

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

None

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Appendix A – Fees & Charges Schedule 2014/15 - SCHH

Note: yellow highlighting indicates national set charges or statutory charges.

Directorate: Social Care Health and Housing	2013/14 Rate	2014/15 Rate
	£	£
Housing		
Service Charges (VAT n/a) - per week (48 week basis)		
Door Entry Systems	0.20	0.20
District Heating	3.80 - 19.60	3.90 - 37.00
Communal Heating	0.10 - 4.20	0.10 - 5.70
Communal Cleaning	0.40 - 6.00	0.60 - 14.30
Communal Electric	0.10 - 6.90	0.10 - 9.90
Window Cleaning	0.30	0.30 - 0.50
General Management for sheltered and mini schemes	0.10 - 3.00	0.10 - 3.00
Staircase Lighting - General Dwellings	0.10 - 1.50	0.10 - 6.80
Supporting People Charges (VAT n/a) - per week (48 week basis)		
Red House Court	19.50	19.50
Other sheltered accommodation	19.40	19.40
Designated elderly person dwellings	6.90	6.90
Community Alarm System		
persons in council sheltered accommodation or disabled	3.80	3.80
not in council sheltered accommodation (includes VAT)	4.50	4.50
Guest Rooms		
Per night		
Single	9.50	10.00
Double	14.80	15.00
Laundry - per wash	2.00	2.00
Laundry - per dry	1.50	1.50
Garages VAT n/a)		
Per week exclusive of rates (48 week basis)		
Council Tenant	9.75	9.75
Not Council Tenant (includes VAT)	11.70	11.70

Directorate: Social Care Health and Housing	2013/14 Rate	2014/15 Rate
	£	£
Emergency Accommodation Management Fee (VAT n/a)		
Self contained accommodation	3.50	3.50
Shared accommodation single person	3.50	3.50
Shared accommodation family of 2	4.00	4.00
Shared accommodation family of 3+	4.50	4.50
Short Term Leased Properties (VAT n/a) - per week (52 weeks)	149.30	149.30
Homeless Hostels (VAT n/a) - per week (52 weeks)		
Scheme Manager	37.20	37.20
Communal Heating	1.50	1.50
Communal Electric	3.10	3.10
Heating & Domestic Hot Water	3.90 - 5.80	3.90 - 5.80
TV	0.30	0.30
Communal Cleaning	2.30	2.30
Window Cleaning	0.30	0.30
Communal Television (VAT n/a) - per week (48 week basis)	0.30	0.30
Lifeline Emergency Response (VAT n/a) - per week (48 week basis) - existing customers as at 31.03.2014	2.80	2.80
Lifeline Emergency Response (VAT n/a) - per week (48 week basis) - new customers from 01.04.2014		
Weekly rental		3.50
Installation Cost		25.00
Supply of additional pendant		50.00
No fault call out fee		25.00
Supply and fit key safe		80.00
Lifeline One Call set up cost		30.00
Annual subscription		14.40

Directorate: Social Care Health and Housing	2013/14 Rate	2014/15 Rate
	£	£
Outreach Service (VAT n/a)		
Lifeline + 1 visit from Sheltered Housing Officer per week	4.50	6.00
Lifeline + 2 visits from Sheltered Housing Officer per week	6.00	8.00
Lifeline + 3 visits from Sheltered Housing Officer per week	8.00	10.00
Charges for reference to banks & building societies (VAT n/a)	28.50	28.50
Consent for Cable Installations (VAT n/a)	123.70	123.70
Housing Act 2004 and Park Homes Enforcement (VAT n/a)		
Recipient of Housing Act or Park Homes Enforcement Notice (per person)	208.10	208.10
Admin charge for undertaking Works in Default in relation to enforcement activity - per Enforcement Notice	20% of cost	20% of cost
Houses of Multiple Occupation		
Licensing Scheme (per property) - license granted for 5 years	397.50	397.50
Traveller site pitch fees (VAT n/a) - per week (52 weeks)		
Single pitch	97.10	97.10
Double pitch	105.90	105.90
Service charges	9.60	9.60
Park Homes Charges (per pitch unless otherwise stated)		
Initial Licence Fee		53.32 (TBC)
Amendment or transfer fee (per site/application)		249.88 (TBC)
Site expansion amendment fee		27.68 (TBC)
Annual fee		12.38 (TBC)
Fit and Proper Persons Register Application (per application)		105.75 (TBC)
Fee for Depositing Site Rules (per Deposit)		30.91 (TBC)

Directorate: Social Care Health and Housing	2013/14 Rate	2014/15 Rate
	£	£
Private Sector Housing		
Fee for technical assistance with a Disabled Facilities Grant - % of cost (for grants not exceeding £27,000)		12%
Fee for technical assistance with a Renewals Grant - % of cost		10%
Fee chargeable in relation to Empty Homes cases - % of cost		10%
Solicitor "Fast Track" enquiries		40.00
Immigration survey request - per survey		200.00
Sheltered Housing		
Sheltered Communal Lounge hire (per hour)	13.20	13.20
Lifeline Response Charge (VAT n/a - per response)	20.80	20.80

Directorate: Social Care Health and Housing	2013/14 Rate	2014/15 Rate
	£	£
Charges to Customers and Individuals		
<i>Maximum Applicable charge following Financial Assessment</i>		
Residential Care (VAT n/a)		
Linsell House (Home for Adults with Multiple Disabilities) (per week)	1,900.50	1,950.00
Day Opportunities and Day Care (VAT n/a)		
Day Centres for Adults with Learning Disabilities (per day)	52.50	54.00
Day and Social Centres for Older People (per day)	29.50	30.00
Travel to Day Centre (per journey)	1.50	1.55
Domiciliary Care		
Home Care (per hour) (VAT n/a)	18.20	17.00
Care provided in Supported Living units (per hour) (VAT n/a)	18.20	17.00
Care provided in Extra Care Sheltered Housing (per hour) (VAT n/a)	18.20	17.00
Telecare Services		
Telecare Service provided to meet eligible social care needs per week (VAT n/a)	4.10	4.20
Flat rate charge		
Meals: (VAT n/a)		
Frozen meal (per meal)	3.30	n/a
Hot meal (per meal)*	3.70	3.80
Meals at day centres (per meal)*	3.70	3.80
Telecare Monitoring Service		
Telecare Service provided outside social care eligibility criteria where customer has VAT exemption (VAT n/a)	4.10	4.20
Telecare Service provided outside social care eligibility criteria	4.90	5.00
Fee for Issue of a Blue Badge (statutory maximum charge)	10.00	10.00

Directorate: Social Care Health and Housing	2013/14 Rate	2014/15 Rate
	£	£
Charges to Organisations and Other Local Authorities		
Social Care Services		
Linsell House (Home for Adults with Multiple Disabilities) (per week)	1,900.50	2,100.00
Day Centres for Adults with Learning Disabilities incl. transport (per day) (VAT n/a)	64.50	66.00
Day Centres for Adults with Learning Disabilities excl. transport (per day) (VAT n/a)	52.50	54.00
Day Centres for Older People - per day incl. transport (per day) (VAT n/a)	43.80	45.00
Day Centres for Older People excl. Transport (per day) (VAT n/a)	29.50	30.00
Lettings: (VAT n/a)		
Side Room / Small Room		
up to 4 hours	29.40	30.00
additional hour	5.30	5.40
Main Hall		
up to 4 hours	42.00	43.00
additional hour	10.70	11.00
Kitchen		
up to 4 hours	14.10	14.50
Cost per Social Work hour	35.00	35.50
Best Interest Assessments / DoLs (based on ADASS regulations)	600.00	600.00

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Appendix B

Medium Term Financial Plan

Changes to Fees and Charges other than 2% - SCHH

For the majority of services there will be a 2% increase for 2013/14. There are instances where this is not practically possible and these are highlighted in the following paragraphs. The detail of the changes is set out below:

Social care Health & Housing

Housing

Service Charges (VAT n/a) - per week (48 week basis)

A service charge is a payment made by a tenant towards the cost of services and repairs beyond those specifically for their house or flat. For example, tenants in a block of flats with communal areas outside their flat are all charged a proportion of the costs that are incurred to clean and light this area.

A review has found that a small number of charges can be reduced, but a number - especially for heating, lighting and cleaning - should be increased to properly reflect the cost of providing these services. Fuel costs in particular have seen a significant increase in prices over the last few years.

In order to minimise the potential financial impact on tenants, but to ensure that the Council begins to recover the true cost of these items, it is proposed that any increase in service charges for 2014-15 will be limited to a maximum overall increase of £1.10 per week.

This protection is limited to existing tenants. The true cost however will be charged for all new tenancies, even those who are already Council tenants but are transferring to another Council property. (The increased charge will be included in the property advertisement on the Choice Based Lettings site.)

Guest Rooms

An increase for guest rooms in sheltered schemes is also proposed, from £9.50 (current) to £10 for single rooms and from £14.80 (current) to £15 for double rooms. This slight increase in charges will contribute to the additional service that is being introduced to ensure that guest rooms are properly cleaned between bookings.

Lifeline Emergency Response (VAT n/a) - per week (48 week basis) - new customers from 01.04.2014

Although existing clients will remain on the same contractual agreements and charging structure, a new pricing model and improved service is proposed for introduction for new clients as of April 2014.

Outreach Service – Lifeline + (VAT n/a)

Following a review of the interest in this service, and the time taken to complete the initial visits, it is proposed that Lifeline+ customers are charged as follows:

£6 per week for the Lifeline and 1 visit per week;
£8 per week for the Lifeline and 2 visits per week;
£10 per week for the Lifeline and 3 visits per week.
(Most clients are opting for 1 visit per week.)

Park Homes Charges (per pitch unless otherwise stated)

The Mobile Homes Act 2013 places new responsibilities on the Council but also allows recovery of some costs for Park Homes administration. The Council administers Site Licences for more than 80 Park Home sites.

Fees are proposed for the administration of Park Homes licences as enabled by the 2013 Act. Fees would be based upon service costs and will be published within a Fees Policy developed for 1 April 2014.

Private Sector Housing

Fees of 12% of the value of the Disabled Facilities Grant (DFG) works are proposed, to be added to the DFG being provided to the client except in cases where addition of a fee will reduce the clients' ability to receive the full DFG for works that are necessary and appropriate.

Fees are proposed for the technical support work undertaken under the Renewal Policy programme, which includes Empty Homes Loan assistance. A fee of 10% of the value of the agreed works would be charged to the client's Loan or grant (minor cases).

A fee of £40 is proposed for a 24 hour (1 working day) response to a solicitors (or other party's) enquiry. The response will include a written confirmation of the charges

The UK Border Agency requires a report from a competent Officer that a property proposed as accommodation for someone looking to enter the UK meets the required standards. The Council is not obliged to provide these reports, which require a property survey, but it is proposed that Housing Services will undertake an immigration survey and provide a full report for a fee of £200. The survey and report will be provided by an Officer with suitable qualification and expertise in applying the Housing Health and Safety Rating System.

Residential Care (VAT n/a)

Uplift linked to Sept CPI 2.7% (closely linked to benefits uprating which affects many adult social care customers ability to pay). Many vary from 2.7% due to roundings.

Day Opportunities and Day Care (VAT n/a), Telecare Services, Telecare Monitoring Service, Meals: (VAT n/a), Day Centres, Lettings.
Uplift linked to CPI (2.7%) and rounded.

Domiciliary Care

Reflects updated average purchase price - year-on year reduction - previous average hourly cost reflected in-house service cost (now outsourced)

Social Care Services

Linsell House (Home for Adults with Multiple Disabilities) (per week)

Reflects full cost recovery

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

Date: 27 January 2014

Subject: Draft Budget report for the Housing Revenue Account (Landlord Service) Business Plan

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

Summary:

The HRA business plan shows that rental income will exceed the anticipated costs of managing the stock over the 30 year business plan period. There are many opportunities for investment. Inevitably, there are competing priorities. The predicted annual surpluses can be used for debt repayment, or to invest in the stock itself, as well as making better places to live. Several sheltered schemes are in need of improvement to bring them up to modern standards.

Alternatively, the focus for investment could be to deliver new build homes as part of local regeneration schemes or to respond to demographic change.

As part of a balanced approach towards investment and debt repayment it is proposed to commence the repayment of principal debt from 2017/18, such that by 2019/20 an estimated £15m of repayment could occur. Forecasts in the Housing Service Business Plan indicate that over the 6 years to 2019/20 a further £56m is available. This report proposes that an Investment Plan is developed during 2014/15, to formulate proposals for the use of these funds.

The budget proposes to increase tenants' rents by an average of 5.46%, in line with the Government's rent restructuring policy, whilst also making provision of £0.220m specifically to tackle hardship and facilitate moves to smaller properties.

Advising Officer: Julie Ogley, Director of Social Care, Health and Housing and Charles Warboys, Chief Finance Officer

Contact Officer: Tony Keaveney, Assistant Director Housing

Public/Exempt: Public

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

Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

Please see Executive Report (circulated separately).
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Financial:

1. Please see Executive Report (circulated separately).

Legal:

2. Please see Executive Report (circulated separately).

Risk Management:

3. Please see Executive Report (circulated separately).

Staffing (including Trades Unions):

4. Please see Executive Report (circulated separately).

Equalities/Human Rights:

5. Please see Executive Report (circulated separately).

Public Health

6. Please see Executive Report (circulated separately).

Community Safety:

7. Please see Executive Report (circulated separately).

Sustainability:

8. Please see Executive Report (circulated separately).

Procurement:

9. Please see Executive Report (circulated separately).

Overview and Scrutiny:

10. Please see Executive Report (circulated separately).

RECOMMENDATION(S):

The Committee is asked to:

1. **consider the Council's Draft Budget report for the Housing Revenue Account (Landlord Service) Business Plan; and**
2. **submit its comments, observations and recommendations in respect of the proposals to the meeting of the Executive on 4 February 2014.**

Executive Summary

Members are requested to bring to this meeting the papers issued for the meeting of the Executive on 14 January 2014 in respect of the draft budget report for the Housing Revenue Account (Landlord Service) Business Plan (Item 10).

Appendices:

None

Background Papers (open to public inspection):

None

Meeting: Social Care Health and Housing Overview & Scrutiny Committee

Date: 27 January 2014

Subject: Work Programme 2013 – 2014 & Executive Forward Plan

Report of: Chief Executive

Summary: The report provides Members with details of the currently drafted Committee work programme and the latest Executive Forward Plan.

Contact Officer: Paula Everitt, Scrutiny Officer

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. Whilst there are no direct implications arising from this report the implications of proposals will be details in full in each report submitted to the Committee

RECOMMENDATION(S):

1. **that the Social Care Health and Housing Overview & Scrutiny Committee**
 - (a) **considers and approves the 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.**

Overview and Scrutiny Work Programme

1. Attached is the currently drafted work programme for the Committee.
2. The Committee is now requested to consider the work programme attached and amend or add to it as necessary.

Overview and Scrutiny Task Forces

3. In addition to consideration of the work programme, Members may also wish 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.

Executive Forward Plan

4. There are currently no items listed relating specifically to this Committee's terms of reference contained in the latest version of the Executive's Forward Plan. The full Executive Forward Plan can be viewed on the Council's website at the link at the end of this report.

Conclusion

5. Members are requested to consider and agree the attached work programme, subject to any further amendment/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. 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.

Appendix – Social Care Health and Housing Overview and Scrutiny Work Programme.

Background reports

Executive Forward Plan (can be viewed at any time on the Council's website) at the following link:-

<http://www.centralbedfordshire.gov.uk/modgov/mgListPlans.aspx?RPId=577&RD=0>

Work Programme for Social Care, Health and Housing Overview & Scrutiny Committee 2013 - 2014

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
1.	03 March 2014	Better Care Fund Report	To receive and comment on the proposals	
2.	03 March 2014	Allocations Policy	To receive and comment on the Allocations Policy for Central Bedfordshire.	
3.	03 March 2014	Review of Empty Homes Performance	To review performance of the Empty Homes indicator	
4.	03 March 2014	Housing Asset Management Strategy	To receive a report on progress made on implementing the Housing Asset Management Strategy	
5.	07 April 2014	BCCG: Bedfordshire Plan for Patients 2015/15	To receive and comment on the proposals	
6.	07 April 2014	Better Care Fund Reprot	To receive and comment on the proposals	

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
7.	07 April 2014	Meeting the Accommodation Needs of Older People:	To receive an update on progress in meeting the accommodation needs of older people.	
8.	07 April 2014	Policy to Discharge Homelessness Duty	To receive an update on progress on the creation of a policy to discharge the Councils Homelessness duty	
9.	07 April 2014	Revenue, Capital and Housing Revenue Account (HRA) Budget Monitoring reports (Q3)	To receive Q3 reports for the Social Care Health and Housing Directorate	Executive: 18 March 2014
10.	07 April 2014	Performance Monitoring Report (Q3)	To receive the Q3 performance monitoring report for the Social Care, Health and Housing directorate.	Executive: 18 March 2014
11.	12 May 2014	111 Telephone Services	To receive an update on provision of a 111 Telephone Service	Tbc possibly June meeting – Service put on hold nationally by NHS England
12.	23 June 2014	Homelessness Review and Homelessness Strategy	Initial consideration of the Homelessness Review, prior to development of the Homelessness Strategy, which is a statutory obligation.	Executive December 2014

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
13.	23 June 2014	Park Homes Strategy	The strategy is an overarching document that sets out the approach for all Park Home issues in Central Bedfordshire including standards, fees, advice, assistance and licensing	Executive August 2014
14.	23 June 2014	Review of Disabled Facilities Grant (DFG) benchmarking following independent DFG review outcomes.	Review of performance	

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