

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

**This meeting  
may be filmed.\***



**Central  
Bedfordshire**

**please ask for** Paula Everitt  
**direct line** 0300 300 4196  
**date** 5 March 2015

## **NOTICE OF MEETING**

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

Date & Time

**Monday, 16 March 2015 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), Mrs D B Gurney (Vice-Chairman), R D Berry, Mrs G Clarke, P A Duckett, C C Gomm, Mrs S A Goodchild, N J Sheppard and M A Smith

[Named Substitutes:

P N Aldis, Mrs C F Chapman MBE, Ms A M W Graham, D J Hopkin, D McVicar and Miss A Sparrow]

All other Members of the Council - on request

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

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# 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 Services Overview and Scrutiny Committee held on 26 January 2015 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.

9. **Executive Member Update**

To receive a brief verbal update from the Executive Member for Social Care, Health and Housing.

## Part A: Health Scrutiny

to consider matters relating to health of adults, children and young people and 'substantial' changes to NHS provision in Central Bedfordshire.

### Reports

Item	Subject	Page Nos.
10	<b>East of England Ambulance Trust Performance Report</b> To consider and comment on the performance of the East of England Ambulance Service in Central Bedfordshire.	* 13 - 20

## Part B: Social Care and Housing

To consider matters relating to adult social care and housing services and any other matters that fall within the remit of the Social Care, Health and Housing Directorate.

### Reports

Item	Subject	Page Nos.
11	<b>Park Homes Strategy</b>  To consider and comment on the feedback received as a result of the public consultation on the draft Park Homes in Central Bedfordshire Offer document' and agree the action plan which will drive improvements to services over the next 5 years.  Due to their size hard copies of the appendices to this report have been circulated to Members of the Committee only. Full appendices of these appendices are available from the following link:-  <a href="http://www.centralbedfordshire.gov.uk/modgov/ieListDocuments.aspx?CId=644&amp;Mid=4750&amp;Ver=4">http://www.centralbedfordshire.gov.uk/modgov/ieListDocuments.aspx?CId=644&amp;Mid=4750&amp;Ver=4</a>	* 21 - 26
12	<b>Homelessness Strategy</b>  To consider and comment on the feedback received as a result of the public consultation on the draft Homelessness Strategy. Consider the draft Homelessness Strategy (Appendix A), with particular regard to the Council's duty to promote equality and provide comment to the Executive.  Comment on the action plan which will drive improvements to services over the next 5 years and note the equality	* 27 - 34

impact assessment of the Homelessness Strategy.

Due to their size hard copies of the appendices to this report have been circulated to Members of the Committee only. Full copies of these appendices are available from the following link:-

<http://www.centralbedfordshire.gov.uk/modgov/ieListDocuments.aspx?CId=644&MId=4750&Ver=4>

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|----|---|-----------|
| 13 | <b>Quarter 3 Budget Monitoring Report</b>   | * verbal  |
|    | To receive a presentation regarding the relevant quarterly budget information.              |           |
| 14 | <b>Work Programme 2014/15 &amp; Executive Forward Plan</b>                                  | * 35 - 40 |
|    | This report provides Members with details of the Work Programme and Executive Forward Plan. |           |

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**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, 26 January 2015.

**PRESENT**

Cllr Mrs R J Drinkwater (Chairman)  
Cllr Mrs D B Gurney (Vice-Chairman)

Cllrs R D Berry  
Mrs G Clarke  
P A Duckett

Cllrs C C Gomm  
Mrs S A Goodchild  
M A Smith

Apologies for Absence: Cllrs N J Sheppard

Members in Attendance: Cllrs P N Aldis  
C Hegley  
J G Jamieson  
A M Turner

Executive Member for  
Social Care, Health &  
Housing  
Leader of the Council  
and Chairman of the  
Executive  
Deputy Executive  
Member for Social Care,  
Health & Housing

Officers in Attendance: Mr R Carr – Chief Executive  
Mrs P Everitt – Scrutiny Policy Adviser  
Mr T Keaveney – Assistant Director Housing  
Services  
Mr S Mitchelmore – Assistant Director, Adult Social  
Care  
Mr N Murley – Assistant Director Resources  
Mr R Norris – Team Leader Housing Finance  
Mrs J Ogley – Director of Social Care, Health and  
Housing  
Mr J Partridge – Corporate Policy Manager

Others in Attendance Dr J Baxter Clinical Director, Bedfordshire Clinical  
Commissioning Group  
Mrs M Bradley Head of Mental Health and Wellbeing,  
Bedfordshire CCG  
Ms J Meggitt Director of Communications &  
Engagement  
Mr R Smith Interim Chair of the Healthwatch  
Central Bedfordshire

**SCHH/14/87 Members' Interests**

Cllr G Clarke declared an interest as a Member of her family worked for the Clinical Commissioning Group.

**SCHH/14/88 Chairman's Announcements and Communications**

The Chairman advised the Committee that the next meeting of the Joint Health Overview and Scrutiny Committee would take place in the Chamber, Chicksands on Tuesday 17 February 2015 starting at 4pm.

**SCHH/14/89 Petitions**

None.

**SCHH/14/90 Questions, Statements or Deputations**

None.

**SCHH/14/91 Call-In**

None.

**SCHH/14/92 Requested Items**

None.

**SCHH/14/93 Executive Member Update**

The Executive Member of Social Care, Health and Housing updated the Committee on their attendance at an event held at the Grove Theatre, Dunstable to showcase the Priory View development for older people and a briefing with Nadine Dorries MP and Andrew Selous MP.

**SCHH/14/94 Mental Health Procurement of Services**

The Assistant Director, Mental Health and Learning Disabilities, Bedfordshire Clinical Commissioning Group (BCCG), introduced the Mental Health Procurement of Services report. The East London Foundation Trust (ELFT) had been the successful bidder in each of the four key lots outlined in the procurement process and would commence their contract on 01 April 2015.

In light of the report and further clarification, Members raised the following:-

- Concern whether ELFT would be able to support patients in a crisis situation. The Assistant Director advised there were several requirements to be met by the provider to support patients in crisis, including a single point of access, a back into services number, an all age crisis service and a 24 hour crisis service.
- Concern that patients with mental health problems had been detained in Police cells because suitable accommodation was not available. The Assistant Director reported the number of patients detained in this way had been reduced by one third, however, work with SEPT to resolve this problem continued.



- Whether the BCCG could provide assurance that the services promised were delivered to a high standard. The Assistant Director advised an outcomes based service contract had been written and Public Health, Social Care and NHS England would monitor the contract. ELFT were required to be transparent and open on their performance targets.
- Concern whether the Trust could manage a Bedfordshire contract. Members were advised ELFT had agreed to base its Bedfordshire Management Team in the County to achieve a close working relationship with all key partners and stakeholders.
- What transitional arrangements had been made to ensure a smooth handover of services from SEPT. The Assistant Director advised a detailed plan had been written and ELFT would shadow the work of SEPT during April.

**RECOMMENDATION that the East London Foundation Trust be invited to attend the June 2015 meeting of the Committee to provide a further update on performance.**

#### SCHH/14/95 **Bedfordshire Clinical Commissioning Group Financial Recovery Plan**

The Interim Chief Financial Officer, Bedfordshire Clinical Commissioning Group (BCCG) presented the Financial Recovery Plan that included actions undertaken to stabilise the current financial position, strengthen the Management Team and proposals in the recovery programme to tackle the deficit of £28.9m in 2014/2015.

In light of the presentation the Committee raised a number of concerns and questions regarding :-

- Clarification on the failures that had been identified in the BCCG's financial planning and what effect the deficit would have on the Bedfordshire and Milton Keynes Healthcare Review. In response the Interim Director of Finance advised there had been a failure in governance arrangements and robust challenges had not been made on expenditure. In the future the BCCG would look to implement the proposals of the Healthcare Review at a faster pace to achieve efficiencies and savings.
- Concern the BCCG was under funded at the start of the organisation and whether NHS England would continue to fund the deficit as it had done in the past. The Interim Director of Finance advised the BCCG had a statutory duty to maintain a balanced budget and a financial recovery plan would be submitted to NHS England on 31 January 2015 for approval that would include plans to repay the debt.
- Whether the BCCG were expected to pay interest on the loan and what the relevant timescales for repayment of the loan were. Members were advised that there was no interest on the loan and a period of 3-5 years in which to pay the money back. The BCCG had recruited two lay members to their board who had experience in the field of finance and had challenged the Directors' plans for recovery.
- Clarification on the level of expenditure that had been included in the "other programmes" identified in the forecast financial summary. The Interim Finance Director advised this included £5m repayment of loans in addition

to costs identified in prescribing drugs and supporting those with severe learning difficulties.

- Concern that the 2014-2015 debt and the forecast for 2015-16 going forward was not feasible and £9m deficit missing in the 2013-14 budget was not shown in the forecast. In response Members were advised that plans to address the deficit would be implemented.

The Executive Member for Social Care Health and Housing raised her concerns at the lack of transparency of NHS spend and surprise that details on 2013/2014 budget that was missing from the presentation. Also missing were the pressures identified by the BCCG and what tough decisions the BCCG would need to take. The Interim Director advised that Members would receive detailed proposals at a future meeting of the Committee.

**RECOMMENDED the detailed recovery financial plan be made available to Members.**

#### SCHH/14/96 **Minutes**

##### **RESOLVED**

**That the minutes of the meeting of the Social Care Health and Housing Overview and Scrutiny Committee held on 15 December 2014 be confirmed and signed by the Chairman as a correct record.**

#### SCHH/14/97 **Draft Budget 2015/16 and Medium Term Financial Plan 2015-2019**

The Assistant Director Resources gave a presentation that outlined the Council's draft Budget for 2015/16, Medium Term Financial Plan and Capital Programme which had been presented to the Executive on 13 January 2015. The report also set out the efficiencies and pressures faced by the directorate, in particular the implications of the Care Act and introduction of the Better Care Fund.

The Committee also received a presentation that outlined the Public Health Revenue Budget, which had £11.4m of ring fenced grant for 2015/2016 and 2016/2017. Of note was the re-commissioning of the Drugs and Alcohol contract.

In light of the report and the further clarification provided by the Executive Member the Committee discussed the following issues in detail:-

- Concern that the rationalisation of contracts to draw efficiencies would result in job cuts. The Assistant Director Resources advised that the Care Act would create a greater demand on services and there would be no impact on jobs.
- Whether costs in association with the transition of Children to Adults were realistic. The Assistant Director Resources advised that 98 customers with learning disabilities were looked after outside of Central Bedfordshire and had expensive care packages. An effort to find suitable care within Central Bedfordshire was a priority.

- Whether the forecast for the demand in Social Care service and assumptions made were accurate. The Assistant Director explained the Joint Strategic Needs Assessment (JSNA) and Swift system data had been used to inform the assumptions made and anticipate demand.
- Whether provision had been made to support carers. The Committee was advised that carers' plans would be prepared in the case of a crisis and efforts to maximise support and information at the right time was also planned, however, it was difficult to accurately predict the demand.
- Whether the ring fenced Public Health grant could be used to support efficiencies identified elsewhere in the Council's budget. The Head of Public Health Finance advised that subject to assurances that Public Health Grant benefited the population's health, it could be used for this purpose.
- Whether Health Checks and early intervention advice was making a difference to services. The Head of Public Health Finance advised that investment in IT software would enable monitoring of data and early intervention advice delivered at GP surgeries. Public Health would consider other providers to deliver this important service.

**RECOMMENDED that the Council's draft Budget for 2015/16, Medium Term Financial Plan and Capital Programme 2015/16 – 2018/19 in relation to Social Care Health and Housing be endorsed.**

#### SCHH/14/98 **Draft Housing Revenue Account Budget 2015/16**

The Assistant Director Resources introduced the Housing Revenue Account Budget and Investment Plan 2015/16 – 2021. The Assistant Director Housing Services delivered a presentation on the key issues that included a proposed rent increase of 2.20% in line with the national rental increase and Government guidance. The Investment Plan proposals, endorsed by the Committee in May 2014, had been developed into a balanced programme of investment.

In light of the report and presentation, Members of the Committee discussed proposals to build Council Housing in the north of Central Bedfordshire in addition to schemes provided by Aragon Housing Association. Members also welcomed the proposal to redevelop a site in Houghton Regis that had been well received by residents.

**Recommended that the Housing Revenue Account Budget and Investment Plan for 2015/16 – 2021 be endorsed.**

#### SCHH/14/99 **Quarter 2 Performance Report**

The Committee received the Quarter 2 Performance Monitoring Report which highlighted the performance for the Social Care Health and Housing Directorate for Quarter 2 of 2014/15. Members welcomed the achievement of 100% of Central Bedfordshire wards covered by a Village Care Scheme. The Executive Member was requested to provide evidence that was available on the positive outcomes the schemes had provided to residents. Members were advised that a Volunteers event at the Grove Theatre, Dunstable, on Tuesday 2 June would be held to thank the volunteers and hopefully recruit more.

With some village care schemes supporting more than one ward, a Member requested that officers liaise with the care schemes before creating a provision in each ward.

**RECOMMENDED that a report on Village Care schemes and outcomes for residents be submitted to the Committee.**

**SCHH/14/100 Work Programme 2014-2015 & Executive Forward Plan**

The Committee considered the current draft work programme.

**RECOMMENDED that the work programme be approved subject to the additional items detailed in the Minutes above.**

(Note: The meeting commenced at 10.00 a.m. and concluded at 1.40 p.m.)

Chairman .....

Date .....

**Central Bedfordshire Council**

**Social Care Health and Housing Overview and Scrutiny Committee**

**16 March 2015**

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**East of England Ambulance Trust Performance Report**

Advising Officer: Simon King, Senior Locality Manager, East of England Ambulance Trust

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**The purpose of this report is to update Members on the performance of the East of England Ambulance Service following the implementation of a turnaround plan in the summer of 2013.**

**RECOMMENDATION**

The Committee is asked to consider and comment on the attached East of England Ambulance Service performance report.

**Council Priorities**

The report of the Ambulance Service will support the Council in achieving its priority of promoting health and well being and protecting the vulnerable.

**Corporate Implications**

The report has been produced by the East of England Ambulance Service, any corporate implications to the Council are detailed in appendix A.

**Appendices**

**Appendix A:** performance report of the East of England Ambulance Service.

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## Appendix A

# East of England Ambulance Service

NHS Trust

### Improving ambulance services

Last year the Trust made significant progress, due to the six priorities implemented in January 2014. These priorities were:

1. Recruit 400 student paramedics in 2014/15
2. Up-skill Emergency Care Assistants (ECA) to Emergency Medical Technicians (EMT) and EMTs to paramedics
3. Maximise clinical staff on frontline vehicles
4. Reduce response cars and increase ambulances
5. Accelerate fleet and equipment replacement programme
6. Reinvest corporate spend in frontline delivery

We have already met the target to recruit 400 student paramedics. Indeed we will have recruited 411 student paramedics who will have finished their initial training and be working on ambulances by the end of March. In addition we have recruited 70 qualified paramedics, graduate paramedics and EMTs this year.

By the end of March we will have trained 60 ECA to become EMT and 23 EMTs have started on their paramedic pathway already. In addition we have opened up career development opportunities for our existing EMTs and paramedics by introducing two new roles – senior EMT and senior paramedic. People in these new roles will be trained in additional skills, again helping us to develop our staff and provide a better service to patients.

We have maximised the number of clinical staff on the frontline by ending a range of secondments. At the start of 2014 we rebalanced the proportion of ambulances we deploy to rapid response cars. As more staff have joined the frontline line we have further increased ambulance cover and it has also enabled us to increase our rapid response car cover.

We have brought in 238 new ambulances over the year with another 29 being delivered by the end of March to replace old ambulances and increase the fleet size. This will mean that by the end of the financial year we will have no ambulance more than five years old. And we have secured over £10 million in back office and management savings, money which will be reinvested in frontline staffing and services.

## Bedfordshire

We do not operate the Trust on council boundaries, so it is difficult to break down information to a local authority level. However, here are some of the achievements within the North Bedfordshire area (which covers Bedford, Kempston, Ampthill, Biggleswade, Shefford and Sandy):

- 13 new staff have joined the frontline since June with a further three staff becoming operational by March; there are currently 11 vacancies within the frontline team.
- A complete local management restructure has been completed and there is a full management team in place.
- 3 Emergency Care Assistants (ECA) have completed their upskilling and are now Emergency Medical Technicians (EMT). A further 5 are currently assigned courses this year.
- 2 EMT's have been successful in joining the Student Paramedic pathway.
- Collaboration with Bedfordshire CCG has been extremely successful with promoting End of Life Care within the community. The CCG have supported training for our clinicians.
- Leighton Buzzard now has a 24 hour 7 day a week double staffed emergency ambulance as well as a rapid response vehicle.

Within Bedfordshire we have a number of active Community First Responders (CFR) groups – volunteers in local communities who respond to people in life threatening conditions and start treatment whilst the ambulance is on its way. These groups are based in:

- Ampthill
- Biggleswade
- Clifton
- Leighton Buzzard
- Sandy
- Wootton
- Sharnbrook
- Riseley
- Little Staughton
- Keysoe & Bolnhurst
- Upper Dean

Andrew Selous MP for South West Bedfordshire has recently completed his training to become a CFR. As well as the CFR groups there are also a number of Community Public Access Defibrillators (CPAD) located within the local community. Our CFR lead Steve Catley ([Steven.Catley@eastamb.nhs.uk](mailto:Steven.Catley@eastamb.nhs.uk)) is always looking for places to locate additional life saving devices.



**Demand**

It has been a very busy winter and festive period for us and all ambulance services. We have continued to see increases in demand. Below is the performance for North Bedfordshire locality which is showing an improving trend.

Date Name	R1 8 mins %	R2 8 mins %	R1R2 19 mins %	R1 8 Count	R2 8 Count	R1R2 Count	Total Incident Count
April	74.32%	65.03%	94.85%	74	992	990	2583
May	72.06%	60.22%	92.28%	68	1056	1049	2705
June	70.67%	62.40%	92.77%	75	1083	1079	2647
July	62.82%	60.53%	94.45%	78	1066	1064	2822
August	72.41%	62.31%	92.59%	58	992	985	2662
September	84.21%	65.58%	94.79%	57	943	941	2537
October	68.00%	68.66%	95.32%	50	1055	1048	2751
November	72.41%	71.28%	95.26%	58	1120	1117	2793
December	78.08%	68.33%	94.66%	73	1317	1312	3188
January	85.33%	72.25%	95.13%	75	1156	1151	2839
February							
March							
<b>2014 YTD</b>	<b>74.79%</b>	<b>66.59%</b>	<b>94.52%</b>	722	10931	11606	29728

**Handover delays**

We continue to work very closely with hospitals, clinical commissioning groups and NHS England local area teams to manage patient handover delays at hospitals.

The local CCG has provided winter funding to enable us to support the hospital and ambulance turnaround with a Hospital Ambulance Liaison Officer (HALO) 7 days a week during the peak hours. This function has been invaluable to support the already excellent working relationship between EEAST and Bedford hospital.

In early January Bedford hospital declared a significant incident due to the unprecedented increase in demand experienced across the whole of the health system. During this very difficult time we supported them with additional HALO hours as well as management time and worked closely to redirect lower grades of calls (patients with non emergency conditions) to alternative pathways. The table below shows the patient handover delays for December.

	<b>arrival to hand over hours lost over 15 minutes (hh:mm:ss)</b>
Addenbrookes Hospital	323:29:39
Barnet General Hospital	74:47:25
Basildon & Thurrock Hospital	207:55:56
Bedford Hospital South Wing	232:13:08
Broomfield Hospital	475:56:05
Colchester General Hospital	711:47:11
Hinchingbrooke Hospital	75:54:14
Ipswich Hospital	120:15:29
James Paget Hospital	86:36:58
Lister Hospital	375:33:29
Luton And Dunstable Hospital	257:13:47
Norfolk & Norwich University Hospital	424:20:17
Peterborough City Hospital	178:19:53
Princess Alexandra Hospital	541:38:04
Queen Elizabeth Hospital King's Lynn	328:18:19
Queen Elizabeth Hospital WGC	02:25:37
Southend University Hospital	391:28:12
Watford General Hospital	490:34:39
West Suffolk Hospital	172:06:52
Whipps Cross Hospital	1:31:05
<b>TOTAL</b>	<b>5472:26:19</b>

**Performance**

Despite the additional demands on the service we have coped well. This is a result of good planning, increased frontline staffing and ambulance cover and of course the hard work of our staff and volunteers. One example of how we were better placed to deal with the pressure on New Year's Eve this year was that we deployed 40 more ambulances than the year before across the region.

Below is the performance for Central Bedfordshire for Red and Green categories. We have seen improvements in our red performance, despite the increased demand on the service and have consistently met the agreed standards for green calls.

Central Bedfordshire <b>RED</b> Calls Performance - Calendar Year 2014 - 2015						
Row Labels	R1 8 Count	R1 8 mins %	R2 8 Count	R2 8 mins %	R1R2 19 Count	R1R2 19 mins %
Jan-14	61	63.9%	710	64.5%	767	97.0%
Feb-14	38	60.5%	698	56.4%	735	94.0%
Mar-14	51	64.7%	786	53.9%	836	92.9%
Apr-14	45	62.2%	776	54.4%	819	95.2%
May-14	53	60.4%	764	51.6%	812	93.1%
Jun-14	45	60.0%	793	54.5%	836	90.8%
Jul-14	56	46.4%	811	51.5%	866	91.9%
Aug-14	45	68.9%	734	52.7%	774	92.5%
Sep-14	44	68.2%	746	57.0%	787	92.4%
Oct-14	47	63.8%	765	62.7%	810	93.8%
Nov-14	41	68.3%	812	60.8%	851	95.4%
Dec-14	51	66.7%	1011	60.0%	1057	93.0%
Jan-15	46	73.9%	861	67.0%	905	95.6%

Central Bedfordshire <b>GREEN</b> Calls Performance - Calendar Year 2014 - 2015								
Row Labels	G1 Count	G1 Hit %	G2 Count	G2 Hit %	G3 Count	G3 Hit %	G4 Count	G4 Hit %
Jan-14	179	84.4%	585	84.9%	112	89.3%	261	96.6%
Feb-14	135	81.5%	605	85.8%	110	83.6%	229	94.8%
Mar-14	156	78.2%	667	83.7%	104	92.3%	270	94.4%
Apr-14	158	83.5%	663	80.5%	111	88.3%	251	97.2%
May-14	145	81.4%	754	80.6%	97	94.8%	265	94.7%
Jun-14	140	73.6%	618	79.6%	85	85.9%	260	91.5%
Jul-14	120	75.8%	756	74.6%	97	84.5%	268	94.0%
Aug-14	134	82.1%	720	81.1%	112	83.9%	274	94.5%
Sep-14	103	84.5%	702	81.5%	88	94.3%	273	93.4%
Oct-14	104	77.9%	769	84.4%	120	93.3%	322	94.1%
Nov-14	80	88.8%	708	84.2%	95	97.9%	275	95.6%
Dec-14	103	89.3%	791	82.4%	108	88.0%	351	90.9%
Jan-15	110	89.1%	673	84.5%	113	90.3%	314	94.3%

We have already started recruiting student paramedics for 2015/16 as we look to carry out a similar recruitment exercise to this year. We will also be continuing to upskill our staff and we will continue to ensure our ambulance fleet remains modern and our staff have the best possible equipment.

In addition, as part of our drive to help save more lives we have procured 1,000 new automated external defibrillators which will be placed in local communities and well attended public venues.

**Central Bedfordshire Council**

**SOCIAL CARE HEALTH AND HOUSING OVERVIEW AND  
SCRUTINY COMMITTEE**

**16 March 2015**

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**PARK HOMES IN CENTRAL BEDFORDSHIRE – A UNIQUE  
ENVIRONMENT AND PLACE TO LIVE**

Advising Officers: (Julie Ogley), Director of Social Care Health and Housing  
([julie.ogley@centralbedfordshire.gov.uk](mailto:julie.ogley@centralbedfordshire.gov.uk))

Drafting officer: (Nick Costin) Head of Housing Solutions  
[Nick.costin@centralbedfordshire.gov.uk](mailto:Nick.costin@centralbedfordshire.gov.uk)

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**Purpose of this report**

The report introduces the draft document Park Homes in Central Bedfordshire – A unique environment and place to live 2015-2020 and proposes that it is presented to Executive for adoption. The document represents the Council's offer to Park Homes residents and is based on comprehensive and significant stakeholder engagement.

**RECOMMENDATIONS**

The Committee is asked to:

1. Consider the feedback received as a result of the public consultation on the draft Park Homes in Central Bedfordshire Offer document. This is included as Appendix B.
2. Comment on the draft Park Homes in Central Bedfordshire Offer (Appendix A), with particular regard to the Council's duty to promote equality and provide comment to the Executive.
3. Comment on the action plan (Appendix C) which will drive improvements to services over the next 5 years
4. Note the equality impact assessment of the Homelessness Strategy

**Introduction**

1. Park homes are residential mobile homes that require licensing, the homes are normally owned by the resident occupier, who rents a pitch from the site operator. Residents have to pay a monthly pitch fee to the site operator; they are required to comply with rules and regulations, prescribed in legislation and by the site operator. Park Homes have proved attractive to retired people wishing to release capital from the sale of a house and find a pleasant and peaceful location with a sense of community to live in. Many parks have an age restriction in place, normally 50 years or over.
2. The Council currently administers site licenses for 82 park home and gypsy and traveller sites across Central Bedfordshire with the total number of units across all sites exceeding 1200. 47 of the 82 sites are more traditional gypsy and traveller occupied mobile home sites, which are different in character and not generally recognised as “Park homes”. The intention of the offer is to focus primarily on park homes sites, whilst recognising that some of the issues for older residents on gypsy and traveller sites are going to be similar in nature to residents on park homes sites.
3. The Park Homes Offer has been drawn up based on this comprehensive review of park homes residents’ needs. Following a successful engagement event in January 2014, a needs assessment was undertaken with residents, which provided a significant response from 426 residents. The issues arising from the needs assessment are particularly relevant in the context of significant changes in legislation over the previous 18 months and future changes including the implementation of the Care Act.

### **Key Needs Assessment findings**

4. Residents are generally happy living on park homes; the overall satisfaction with living in a park home is 80%. Residents chose to live a park home as they are more affordable in comparison to a bricks and mortar property in the same area. The relative low maintenance of the property is also a desirable feature. Many residents were attracted to the peace and quiet of the park home lifestyle and the community spirit.
5. Many residents view their park home as a home for life, 32% had not considered moving from their home. 24% feel that only ill health or disability would prevent them from remaining in their homes in the future. 14% of residents felt that only a large windfall of money would enable a move from their home, perhaps leaving a feeling of being “trapped”.
6. A significant number of residents had concerns over access to information and advice on several aspects of living in park homes. 62%

wanted improved access to information and 60% required information on what assistance was available to them. A third of residents wanted more opportunities for resident involvement.

7. Residents are concerned about charges applied to them (pitch fees, commission to site operators), Park Rules, Park Owners, Cold Homes, Location (in terms of isolation, lack of public transport), and Utilities supplied. Some of these concerns also surfaced during a second Residents' Forum in January 2015 and through consultation. These issues have shaped the priorities and Action Plan within the Offer document.

### **Options for consideration**

8. Members of Overview and Scrutiny consider the draft "Park Homes in Central Bedfordshire – a unique environment and place to live 2015 – 2020" Offer and provide comments prior to the draft strategy being presented to Executive on 31<sup>st</sup> March 2015.

### **Reason/s for decision**

9. The Offer document is focused on the findings of the Needs Assessment survey, which provided responses from over 400 park home residents. The priorities and resulting actions planned aim to address the challenges highlighted by residents and improve the quality of life for residents.
10. The consultation did not provide a significant response but respondents were generally positive about the Offer, its vision, and the priorities. The main concern raised was whether site operators will "buy in" to the principles of the Offer or provide a barrier to change. The consultation response report is attached as appendix B.

### **Council Priorities**

11. The draft Offer and actions contained within support the Council's priorities *enhancing your local community* through its vision of *All park home residents will enjoy an independent living lifestyle in a unique community environment that meets the needs and aspirations of older people in Central Bedfordshire* and resulting priorities.
12. The Offer also helps *promote health and well being and protect the vulnerable*, in particular through actions that aim to improve the park home environment and experience, enabling residents to live independently in their home for as long as they wish to.

### **Corporate Implications**

13. Sustainability – the Offer specifically looks to improving advice and assistance to residents impacted by cold homes and unaffordable heating costs.
14. Public Health - the Offer specifically looks to reduce health impacts of living in cold homes and recognises the potential impacts of social isolation where older residents can find themselves cut off from other parts of the community.
15. Risk – the Offer is the first of it's kind and is positive in aiming to improve the lives and experiences of park home residents. risks of failing to deliver this strategy are:
  - **Reputational** – there is a risk if the Council and its partners do not progress the proposed actions, which will provide residents with a feeling of dissatisfaction with the Council. This will be minimised through the Council's new Park Homes Lead Officer within Housing Solutions service and through the newly established Park Homes Residents' Forum. The forum will be presented with an update each year.
  - **Legal** – there is a risk of the Council not meeting it's statutory responsibilities (Mobile Homes Acts, Care Act, etc.). This will be minimised through service planning and allocation of resources to ensure that statutory responsibilities are met.
  - **Economic** – the Council recover park homes licence fees under the Mobile Homes Act 2013. The Fees Policy adopted by Executive in March 2014 provides a clear statement of how fees are calculated and has minimised risk of challenge from both site operators and residents. In 2014/15 the Council have received 100% of licence fees due from park homes site operators without challenge.
  - **Social** - There are no perceived social risks of the Offer as it aims to improve the park home residents' living experience and environment.
16. Community safety – the rural nature, open access and older resident groups may make park home site more vulnerable to criminal activities. Developing the offer will need to recognise these potential impacts on residents.

### **Legal Implications**

17. The Offer goes above and beyond any statutory duties the Council has in respect of park homes. It does not add any more obligations than what is already imposed by statute nor does it prejudice the ability of the Council to undertake those duties. Any risk of legal challenge is negligible. Any risk is from dissatisfied service users should the Council not carry out or attempt to carry out the work promised as discussed under Corporate Implications.



### **Financial Implications**

18. There are no direct financial implications arising from the Offer as all activity will be carried out within the agreed budgets.

### **Equalities Implications**

19. An equalities impact assessment has been completed as part of the Offer development process, and it is available as a background document.
20. The key findings of the equalities impact assessment are:
  - The Offer aims to improve the living experience and environment of park homes residents, the vast majority of which are older people (90% are aged over 60yrs, 37% aged over 75yrs).
  - In 2012 The Department of Communities and Local Government (DCLG) published 'A better deal for mobile home owners – Changes to the local authority site licensing regime - Impact assessment'. In this it stated that 'an unusual tenure arrangement, an aging resident population, and poor regulatory controls present risks that residents will be exploited by site owners. The Offer includes clarity in how the Council will administer and enforce the new duties of the Mobile Homes Act 2013.
  - Comments from consultation suggested that the Council should not view park homes as a "retirement village" but more a type of lifestyle for a broader range of older people. Consequently, the vision has been changed to remove reference to "retirement" and the Offer actions are more aligned to improving the universal offer for all park homes residents. This includes wider issues such as social isolation that were highlighted from the needs assessment.

### **Conclusion and next Steps**

21. The draft Park Homes in Central Bedfordshire – a unique environment and place to live 2015 – 2020" Offer has been prepared with a focus on the results of the residents needs assessment survey and was consequently broadly viewed positively during consultation.
22. The committee is asked to comment on the "Park Homes in Central Bedfordshire – a unique environment and place to live 2015 – 2020" Offer so that it can be presented to Executive for approval on 31 March 2015.

### **Appendices**

Appendix A is the draft “Park Homes in Central Bedfordshire – a unique environment and place to live 2015 – 2020” Offer

Appendix B is the response to consultation

Appendix C is the Park Homes in Central Bedfordshire – a unique environment and place to live 2015 – 2020 Action Plan, provided through the electronic link below:

Due to their size hard copies of the appendices to this report have been circulated to Members of the Committee only. Full appendices of these appendices are available from the following link:-

<http://www.centralbedfordshire.gov.uk/modgov/ieListDocuments.aspx?CId=644&MId=4750&Ver=4>

### **Background Papers**

23. The following background papers, not previously available to the public, were taken into account and are available on the Council’s website:

Equalities Impact Assessment, provided through an electronic link below:

Due to their size hard copies of the appendices to this report have been circulated to Members of the Committee only. Full appendices of these appendices are available from the following link:-

<http://www.centralbedfordshire.gov.uk/modgov/ieListDocuments.aspx?CId=644&MId=4750&Ver=4>

**Central Bedfordshire Council**

**SOCIAL CARE HEALTH AND HOUSING OVERVIEW AND  
SCRUTINY COMMITTEE**

**16 March 2015**

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**CENTRAL BEDFORDSHIRE HOMELESSNESS STRATEGY**

Advising Officers: (Julie Ogley), Director of Social Care Health and Housing  
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Drafting officer: (Nick Costin) Head of Housing Solutions  
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**Purpose of this report**

The report introduces the draft Central Bedfordshire Homelessness Strategy and proposes that it is presented to Executive for approval. The Homelessness Strategy is based on a comprehensive review of homelessness carried out between June and September 2014 and has been subject to significant stakeholder and service user engagement.

**RECOMMENDATIONS**

The Committee is asked to:

1. Consider the feedback received as a result of the public consultation on the draft Central Bedfordshire Homelessness Strategy. This is included as Appendix B.
2. Comment upon the draft Homelessness Strategy (Appendix A), with particular regard to the Council's duty to promote equality and provide comment to the Executive.
3. Comment upon the action plan which will drive improvements to services over the next 5 years
4. Note the equality impact assessment of the Homelessness Strategy

## Introduction

1. The Homelessness Act 2002 places a legal duty on local authorities to undertake a review of homelessness in their area and to produce a Strategy based on the results of that review, setting out how the council intends to tackle homelessness issues. The Strategy must cover the prevention of homelessness, ensuring there is sufficient accommodation for people that are homeless in Central Bedfordshire and that there is sufficient support for people who are homeless or who may be homeless. The Act requires local authorities to do this at least every 5 years. The Council's current homelessness strategy was produced in 2010.
2. During the summer of 2014 a Homelessness Review was carried out. This review considered homelessness trends and issues, national and local policy, feedback and suggestions from a number of consultation and engagement events (October 2014), analysis of outcomes from the previous strategy, and analysis of service user feedback.
3. The Central Bedfordshire Homelessness Strategy has been drawn up based on this comprehensive review of homelessness locally. The Homelessness Act 2002 requires that the Council consults with both service users and key partners, in drawing up the strategy and any associated action plan. The Homelessness Strategy and Action Plan have been shaped by stakeholders through a number of consultation events and via an online survey. The feedback from this work is attached as Appendix B.
4. The strategy reflects the Council's strong commitment to early intervention and prevention, by continuing to invest in and improve the effectiveness of the Housing Solutions Service. The Council seeks to enable people to make their own informed choices for housing they can afford and sustain. Reducing homelessness is a key priority for Central Bedfordshire.

## Issues

5. The New Homelessness Strategy is forward looking, where all of the interventions for homeless people lead to the offer of accommodation being made as a springboard into work and financial stability. The strategy vision is simple – "A new start with our help – helping you to help yourself".
6. To deliver the vision, the following strategic objectives have been established. These are to:
  - Effectively prevent homelessness by offering good realistic advice and support together with practical help;

- Understand and tackle the root causes of homelessness at a local level;
  - Where people do become homeless, help them to find and sustain suitable homes as soon as possible;
  - Involve people affected by homelessness in planning services to meet their individual needs;
  - Improve how we work together so services are easier to use and make the best of available resources;
  - Work in partnership with Children's Services to develop bespoke and sustainable housing solutions for young people and care leavers, including the provision of supported housing;
  - Ensure our responses to homelessness promote customer choice, equality of opportunity, reduce social exclusion and contribute to community cohesion;
  - Deliver high quality front line services, which consistently achieves great results whilst making the best use of resources
7. This Strategy covers the period 2015 to 2020 and seeks to further strengthen partnerships across Central Bedfordshire and to continue to make significant improvements across homelessness services. This will be achieved through the adoption of 5 key priorities. The action plan is structured around these priorities, identifying tasks required to ensure they are delivered. The key priorities are to:
- **Improve the provision of a range of housing options and services to effectively prevent and reduce homelessness**
  - **Increase housing supply to meet the accommodation and support needs of homeless people**
  - **Reduce the use of temporary accommodation and bed and breakfast**
  - **Minimise the impact of welfare reform while assisting homeless people to access opportunities for employment, education and training and support them to raise and meet their aspirations**
  - **Develop an integrated partnership approach to tackling homelessness**
8. The Strategy and its action plan will be monitored by the multi-agency Homelessness Forum. By effectively monitoring the strategy and action plan, the council will be well placed to adapt and respond to any challenges that take place during the life of the strategy.

### **Options for consideration**

9. Members of Overview and Scrutiny consider the draft Central Bedfordshire Homelessness strategy and provide comments prior to the draft strategy being presented to Executive on 31<sup>st</sup> March 2015.

### Reason/s for decision

10. A Homelessness Strategy must be adopted in order to comply with the requirements of the Homelessness Act 2002.
11. The draft Central Bedfordshire Homelessness Strategy has been developed according to government requirements and following a comprehensive Homelessness Review.
12. The Homelessness Review and the Homelessness Strategy have been subject to significant stakeholder and service user involvement, and this has driven the detailed action plan. Partner agencies have indicated a desire to be involved in its ongoing development and impact monitoring.

### Council Priorities

13. The draft Strategy and priorities contained within supports the Council's priorities *enhancing your local community* through initiating projects that look to influence housing growth. It highlights the need to support housing development, so the Council can meet its obligation to provide sufficient accommodation for those that find themselves homeless.
14. The Strategy also helps *promote health and well being and protect the vulnerable*, in particular through actions that prioritise services for vulnerable groups, such as care leavers and single young people. The vision of the strategy is to effectively promote well being for those who find themselves homeless.

### Corporate Implications

15. Sustainability – the Council has adopted a Policy for the Discharge of Homelessness Duty to a Suitable Home. This includes suitable criteria for homes to be deemed reasonable and are aimed at sustaining tenancies for households placed in such homes. In addition, the prevention approach also looks at options to sustain existing tenancies. Preventing homelessness minimises these risks.
16. Public Health - evidence indicates that homeless people, in particular rough sleepers are more susceptible to ill health of various types and substance misuse. Preventing homelessness minimises these risks.
17. Risk – risks of failing to deliver this strategy are:
  - **Reputational** – increased homelessness could portray the Council as an organisation that does not provide sufficient appropriate homelessness advice and housing options.
  - **Economic** – preventing homelessness saves money when compared to the cost of providing temporary accommodation and

re-housing into alternative accommodation. Public services that deal with health and crime are likely to see increased pressures on their services and budgets as a result of not preventing homelessness.

- **Social** - There could be an increase in the number of people living on the streets or in insecure, temporary arrangements. The human cost of homelessness can include restricted access to essential facilities and amenities; exposure to dangers and risk; exploitation; criminality and contact with the criminal justice system and loss of employment.
18. Community safety – there would be a positive impact in terms of community safety as the strategy covers all homeless people, not just those owed a rehousing duty. Implementation of the delivery plan will result in fewer street homeless in the area (street homeless are often perceived as a safety issue).

### **Legal Implications**

19. Local Authorities have a duty to produce a Homelessness Strategy, which has been based on the results of a review of homelessness locally. The production of this strategy ensures that the council complies with the above mentioned duty. Failure to agree this strategy leaves the council open to legal challenge. .
20. In addition, the strategy must be taken into account by the Council's Housing department and Social Services departments (Children and Adults) in exercising their other statutory functions. Decision makers will have to bear in mind the strategy or risk legal challenges for not doing so. Having reviewed the strategy, it is written as aims and ambitions, setting out plans for the future and work to be undertaken to review matters so that services can be better targeted. The onus on decision makers will therefore be limited to this so challenges should also be minimal if followed.
21. The strategy must consider certain matters which the current draft does, particularly in respect of considering to what extent involving other bodies could achieve the strategy aims and in having regard to its current allocation scheme and tenancy strategy. So the Council has complied with its duties in respect of compiling this document.
22. The most likely challenge could be based on failures in publication or consultation. However it appears that significant publication and consultation has been undertaken so again the risk here is minimal.

### **Financial Implications**

23. There are no direct financial implications arising from the draft Central Bedfordshire Homelessness Strategy as all activity will be carried out within the agreed budgets.

### **Equalities Implications**

24. An equalities impact assessment has been completed as part of the strategy development process, and it is available as a background document.
25. The key findings of the equalities impact assessment are:
  - The strategy will ensure that more residents are prevented from becoming homeless and those that do become homeless will receive more person-centred support to relieve their homelessness and retain their independence.
  - The focus of the strategy is to deliver person-centred services that meet the needs of individual and people that share protected characteristics. Rather than commission universal services, the Council is proposing to encourage the supported housing market to provide accommodation based support for individual vulnerable groups such as young people so that their specific needs can be better met by specialist services.
  - Mental health problems and drug and alcohol misuse were identified as characteristic that increases the likelihood of homelessness in the strategy.
  - Single homeless which are more likely to be men are identified as a priority group in the strategy and people fleeing domestic violence (of which women are most likely to be affected) is identified as a characteristic that increases the likelihood of homelessness.
  - Offenders and ex-offenders are identified as a characteristic that increases the likelihood of homelessness.

### **Conclusion and next Steps**

26. The draft Central Bedfordshire Homelessness Strategy has been prepared to comply with the relevant legislation and statutory guidance. Both the homelessness review and the draft strategy have been subject to rigorous consultation, and stakeholders have indicated a desire to be involved in its delivery and impact monitoring.
27. The committee is asked to comment upon the strategy so that it can be presented to Executive for approval and work can begin on implementation.



## **Appendices**

Appendix A is the draft Homelessness Strategy

Appendix B is the response to consultation

Appendix C is the Homelessness Review, which sets out the findings from the comprehensive review carried out during the summer of 2014.

Due to their size hard copies of the appendices to this report have been circulated to Members of the Committee only. Full appendices of these appendices are available from the following link:-

<http://www.centralbedfordshire.gov.uk/modgov/ieListDocuments.aspx?CId=644&MId=4750&Ver=4>

## **Background Papers**

28. The following background papers, not previously available to the public, were taken into account and are available on the Council's website:

Equalities Impact Assessment and draft action plan, provided through the electronic link below:

Due to their size hard copies of the appendices to this report have been circulated to Members of the Committee only. Full appendices of these appendices are available from the following link:-

<http://www.centralbedfordshire.gov.uk/modgov/ieListDocuments.aspx?CId=644&MId=4750&Ver=4>

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**Central Bedfordshire Council**

**SOCIAL CARE HEALTH AND HOUSING OVERVIEW AND SCRUTINY  
COMMITTEE**

**16 March 2015**

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**Work Programme 2014-2015 & Executive Forward**

Report Author: Richard Carr, Chief Executive

Advising Officer: Paula Everitt (paula.everitt@centralbedfordshire.gov.uk)

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**Purpose of this report**

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

**RECOMMENDATIONS**

The Committee is asked to:

1. Consider and approve the work programme attached, subject to any further amendments it may wish to make;
2. Consider the Executive Forward Plan; and
3. Consider whether it wishes to add any further items to the work programme and/or establish any Task Forces to assist it in review specific items.

**Overview and Scrutiny Work Programme**

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

**Overview and Scrutiny Task Forces**

4. 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**

5. Listed below are those items relating specifically to this Committee’s terms of reference contained in the latest version of the Executive Forward Plan to ensure Members are fully aware of the key issues Executive Members will be taking decisions upon in the coming months. The full Executive Forward Plan can be viewed on the Council’s website at the link at the end of this report.

Issue	Indicative Exec Meeting date
Central Bedfordshire Transitions Strategy for Children and Young People	31 March 2015
Central Bedfordshire Council Park Homes Strategy	31 March 2015
Central Bedfordshire Council Homelessness Strategy	31 March 2015
New 5 Year Contract for Asbestos Surveys, Testing, Sampling and Removal Encapsulation of Asbestos containing Materials	31 March 2015
New 7 Year Contract for External/Internal Decorations and Replacement of Fascia, Soffits and Rain Water Goods	31 March 2015
New 5 Year Contract for Bathroom Refurbishments (Disabled Adaptations) and Minor Improvement Works	31 March 2015
New 3 Year Contract for Domestic Door Replacement	02 June 2015
Non Key Decisions	Indicative Exec Meeting date
Quarter 3 Performance Report	31 March 2015

**Corporate Implications**

6. 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.

**Conclusion and next Steps**

7. 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.

## **Appendices**

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

## **Background Papers**

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>

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## Appendix A: Social Care, Health and Housing OSC Work Programme (2014/15)

OSC date	Report Title	Description
22 June 2015	Quarter 3 Performance Report	To consider the quarter 3 performance report
22 June 2015	Commissioning Care Closer to Home	To consider and comment on a detailed BCCG Commissioning Care Closer to Home report.
22 June 2015	BCCG Finance Recovery Plan	To consider and comment on the detailed BCCG Finance Recovery report and the implications for the residents of Central Bedfordshire
22 June 2015	East London Foundation Trust – Mental Health Service providers	Introduction of the new provider of Mental Health Services in Central Bedfordshire to the Committee
22 June 2015	The Future of Caddington Hall Older Persons Home	To consider and comment on the outcome of the consultation and recommendations.

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