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14th January 2014

Dear Sir/Madam

**COMMUNITY HOUSING AND ENVIRONMENTAL HEALTH (OVERVIEW AND SCRUTINY)
COMMITTEE**

A meeting of the above mentioned Committee has been arranged to take place on
WEDNESDAY 22nd JANUARY 2014 at 6.00 p.m. in the **COMMITTEE ROOM**, District Council
House, Lichfield to consider the following business.

Yours faithfully



Strategic Director

To: **Members of Community Housing and Health (Overview and Scrutiny) Committee:**

Councillors Marshall (Chairman), Warfield (Vice-Chairman), Mrs. Woodward (Vice-Chairman), Mrs. Allsopp, Mrs. Bacon, Mrs. Evans, Mrs Flowith, Humphreys, Isaacs, Pearce, Ms. Perkins, Mrs Richards and Salter.



AGENDA

1. Apologies for Absence
2. Declarations of Interest
3. To approve as a correct record the minutes of the Meeting held on the 24th September 2013 (copy attached)
4. Top 10 issues and performance reporting
 - a) Mid Year Performance Report - One Year Action Plan 13/14 (copy attached)
 - b) Directorate Top 10 and Performance Reporting 14/15 (copy attached)
5. Equality Statement 2014 (copy attached)
6. Homelessness Strategy 2013 -18 (copy attached)
7. Funding the Community and Voluntary Sector (copy attached)
8. Fuel Poverty and Affordable Warmth (copy attached)
9. Work Programme and Forward Plan (copy attached)

RESOLVED: "That as publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted, the public and press be excluded from the meeting for the following item of business, which would involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972"

IN PRIVATE

10. Proposals for Intermediate Care (verbal update)
11. To approve as a correct record the confidential minutes of the Meeting held on the 24th September 2013 (copy attached)

Briefing Papers

*Briefing Papers were introduced after the Overview and Scrutiny Committee Co-ordinating Group requested that the length and volume of agendas be addressed. Briefing papers, which are intended to provide Members with information on relevant issues, are an alternative to placing items on the Agenda. If Members wish a paper to be discussed it can be included on the Work Programme and scheduled for a future meeting.

**COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH
(OVERVIEW AND SCRUTINY) COMMITTEE**

24 SEPTEMBER 2013

PRESENT:

Councillors Marshall (Chairman), Warfield (Vice Chairman), Mrs Woodward (Vice-Chairman), Mrs Bacon, Mrs Evans, Humphreys, Isaacs, Ms Perkins and Salter.

Apologies for absence were received from Councillors Mrs Allsopp, Fryers, and Pearce.

(In accordance with Council Procedure No. 17 Councillor Greatorex attended the meeting).

DECLARATIONS OF INTEREST

Councillor Isaacs declared a personal interest in item 4 – Homelessness Review and Strategy as his employer was mentioned.

MINUTES

The Minutes of the Meeting held on 26th June 2013 were taken as read and approved as a correct record. Councillor Mrs Woodward asked for the minutes to be amended to reflect the query she had raised with the Deputy Police and Crime Commissioner regarding the cost of the office of the PCC in comparison with the previous Police Authority. The Chairman noted that he had raised this matter with OPCC and advised that although the cost of the OPCC is higher than the former Police Authority, the remit of the OPCC was greater and therefore the value for money of the new arrangements was better too.

It was requested and agreed that it should be minuted if Members leave a meeting before the end to ensure it is clear if quorum is still in place.

RESOLVED: That the Minutes of the Meeting held on 26th June 2013 be approved as a correct record

HOMELESSNESS REVIEW AND STRATEGY

The Committee received a report on the Review of Homelessness in Lichfield District which would inform an updated Homelessness Strategy 2013-2018. It was reported that there is a statutory obligation for local housing authorities to review homelessness in their areas in consultation with partners every five years.

The national context was outlined including the 'No Second Night Out' initiative to ensure people sleeping rough, particularly single people, would not spend a second night without a roof. The Welfare Reform agenda was also referred to which had reduced levels of housing benefit received by households deemed to have more bedrooms than required for their needs. Such households are being helped to manage the transition via the Discretionary Housing Payment Fund (DHP).

The Review had shown that overall homelessness applications had gone down and homelessness prevention had increased. This suggested that the District Council is being effective in helping people to address their housing and any other needs so that an application for homelessness becomes unnecessary. It was also reported

that fewer people were placed into bed and breakfast meaning less cost to the Council.

Members congratulated the Officers for their successful work in dealing with homelessness and more so preventing it in the District.

Members expressed concern that the changes to housing benefit had put a lot of pressure on households and nationally 1 in 3 were in arrears. Councillor Greatorex advised that the local situation did not reflect the national picture and there had been fewer applications for Discretionary Housing Payments than had been expected. Consequently the policy is currently being updated in the light of experience so far and it is likely that more households will benefit as the points / criteria are relaxed. However, the overall position would be kept under review.

Members felt that more appropriate housing was needed in the District including additional one bedroom properties to help offset the effect of the 'bedroom tax'. However, it was noted that this was mainly up to developers within the context of the Local Plan.

Members noted that relationship breakdowns were a big reason for homelessness; in many cases the male of the household is at greatest risk of homelessness as they often do not fall within a priority category (unless accompanied by children). The local facilities for single, homeless people are limited and accessing hostel accommodation in other areas can be difficult.

Members felt that the data from the Review should be underpinned and assessed by an independent organisation like Shelter. Members wanted to be assured that all the information received was correct. It was agreed to investigate what services Shelter could offer and the financial implications.

Members considered the priorities and aims for the Homelessness Strategy 2013-2018 as set out in section 6 of the Review and agreed that they should be recommended to the Cabinet Member.

RESOLVED: (1) That the Homelessness Review be noted;

(2) That the proposed priorities and aims for the Homelessness Strategy 2013-18 be recommended to the Cabinet Member for Community, Housing and Environmental Health; and

(3) The services of Shelter and financial implications be investigated and reported back to the Committee.

THE USE OF PRIVATE RENTED ACCOMMODATION TO DISCHARGE THE COUNCIL'S HOMELESSNESS DUTY

The Committee received a report on the changes within the Localism Act that give the Council the power to discharge its homelessness duty by an offer of accommodation in the private rented sector. It was reported that the Council could adopt the power to discharge its duty into the private sector without agreement from the applicant. The proposed Suitability of Private Rented Accommodation Policy would allow for the discharge of the duty and provide some protection to the applicant as the properties and landlords would have to be deemed suitable by the Council.

Members overall welcomed the new policy however there were some concerns with the up front costs associated with private renting (a month's rent in advance and a deposit are often required) and it was reported that there was a Council scheme to help with these costs through a loan.

Members asked if there was a way to record problems encountered by private sector tenants to ensure landlords maintain the standard of their properties and continue to be fit and proper people. It was reported that the Council's Private Sector Housing Officer deals with complaints about private sector accommodation and feedback would routinely be sought from him before discharging the homelessness duty in a private tenancy. In addition, landlords were encouraged to be accredited with a recognised scheme.

Members asked whether temporary accommodation that is owned and managed by Bromford could be used as temporary accommodation for people who are non statutory homeless; it was reported that the Council had discretionary power to use empty properties in these circumstances.

Members asked how stringent the Council would be to ensure the properties were energy efficient and it was reported that the properties would require a valid EPC and a rating of E or above.

Members then asked if the policy required properties to be affordable to the Council's definition or what was affordable to the applicant and it was reported that it would be what was affordable to the individual.

RESOLVED: (1) That it be recommended to Cabinet that Council adopt the power to discharge its duty to those who are accepted as statutorily homeless with a suitable offer of accommodation in the private rented sector; and

(2) That the adoption of the policy regarding the suitability of accommodation in the private sector be recommended to Cabinet

WORK PROGRAMME AND FORWARD PLAN

Consideration was given to the Committee's Work Programme and the Forward Plan. It was requested that there be items on Burntwood Health Centre, Homelessness Strategy and Samuel Johnson Community Hospital for January and an item on Fit for the Future – Review of the Housing Service for March 2014

RESOLVED: That the Work and Forward Plan be noted and amended as agreed.

MID STAFFORDSHIRE HOSPITAL - UPDATE

Councillor Mrs Constable gave a verbal update to the Committee on the situation of Mid Staffordshire NHS Foundation Trust now it was in administration. She gave a list of services that would be available at the Stafford Hospital and Cannock Hospital. It was reported and noted that both Wolverhampton and Walsall NHS Trusts had expressed an interest in taking over the Cannock site. It was also reported that as births would now be at North Staffordshire hospital at some distance away, ambulance staff had been given further training.

RESOLVED: That the information be noted.

(The Meeting Closed at 8.55 pm)

CHAIRMAN

SUBMISSION TO COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH OVERVIEW AND SCRUTINY COMMITTEE

Date : 22nd January 2014

Agenda item: 4 (a)

Contact officer : Helen Spearey

Telephone : 01543 308700

REPORT OF THE CABINET MEMBER FOR COMMUNITY, HOUSING AND HEALTH

MID YEAR PERFORMANCE REPORT - ONE YEAR ACTION PLAN 13/14

1. PURPOSE OF THE REPORT

- 1.1 To advise Members of progress against the activities and projects set out in the District Council's One Year Action Plan for 13/14 which are relevant to the terms of reference of this Committee. Statistical information (key performance indicators) relating to activity is also included. Both the narrative report and the related statistics reflect performance as at 30th September 2013.
- 1.2 Members will be aware that the Fit for the Future programme has been developed since the One Year Action Plan for 13/14 was approved. Full year savings (2014/15) of £207k have been approved from the Community, Housing and Health portfolio resulting in the deletion of eight posts and the cessation of the Community and Partnerships team. Given that the team has reduced during the autumn, there has so far been minimal impact on the activities and projects set out in the 2013/14 Action Plan. However, going forward, capacity for community based projects and activities will be significantly reduced.
- 1.3 Members are invited to raise questions and comment (or where appropriate, request a more detailed report).

2. BACKGROUND AND RATIONALE

- 2.1 Each year, the District Council produces a One Year Action Plan which sets out the key activities and projects, measures and targets that the Council intends to deliver over the coming twelve months. The Plan is considered by Council each year in February at the same time that the budget is approved.
- 2.2 The One Year Action Plan itself is a product of the discussions which take place each autumn when Member Panels consider the Service Plans produced by teams across the Council. Members can use this as an opportunity to influence the direction of travel for the coming year and in some cases use the result to influence the Work Programme of the Overview and Scrutiny Committee. Mid year performance against the One Year Action Plan 13/14 which relates to this Committee is attached at **Appendix A**. The key performance indicators are attached at **Appendix B**.
- 2.3 A composite of all the performance reports from the four Overview and Scrutiny Committees will be provided to Cabinet in spring 2014.

3. PERFORMANCE HIGHLIGHTS

- 3.1 A copy of the six month performance report for the Community, Housing and Health portfolio is attached at **Appendix A**. This Committee has contributed to several of the activities and projects which feature in the 13/14 Action Plan including:
 - Health scrutiny - unemployment trends and getting people back into work (March 2013); this links to the activity around supporting and developing work clubs
 - Procurement and Commissioning of Home Improvement Agency services in Staffordshire

(June 2014); this links in to our activities and projects on Disabled Facilities Grants

- Homelessness review and strategy (September 2013)
- Member Task Group on fuel poverty and affordable warmth which has been considering the ongoing delivery of the Warmer Homes Greener District scheme and options for local implementation of the Green Deal

3.2 Service Managers routinely monitor activity and performance delivered by their teams; progress against key performance indicators is attached at **Appendix B**. Some data is collected monthly, others quarterly.

4. RECOMMENDATION

4.1 Members are requested to consider and comment on the mid year performance report for 13/14 which is attached at **Appendix A** and the statistical analysis attached at **Appendix B**

5. COMMUNITY BENEFITS

5.1 The effective scrutiny of performance reports and data drives performance improvement leading to direct benefits for the community through improved services and value for money based on achieving key priorities.

6. FINANCIAL IMPLICATIONS

6.1 None arising directly from this report; the Portfolio outturn at September 2013 was within budget. A more detailed report on the corporate outturn position at the half year point was considered in the Money Matters report which was presented to Cabinet in December 2013.

7. PLAN FOR LICHFIELD DISTRICT IMPLICATIONS

7.1 The report identifies some of the key areas of achievement so far during 13/14.

7.2 The Fit for the Future programme has had a significant impact on the Community, Housing and Health portfolio, mainly as a result of the cessation of the Community and Partnerships team. The full year savings (14/15) from phase 1 will be £207k. Although recognizing that this reduction in funding will inevitably impact upon the capacity of the service, efforts have been made to mitigate this by:

- Entering into a Service Level Agreement with Fusion Credit Union for the future management of the Jigsaw Community Hub until April 2015
- Making interim arrangements with Support Staffordshire (CVS) to run the Work Clubs in Lichfield, Burntwood, Armitage with Handsacre and Fazeley until the end of March 2014
- Reducing the opening hours of the Old Mining College (to the public) by one day per week; tenants are still able to access the building 24/7
- Entering into an agreement with Staffordshire Intelligence Hub for them to provide support on research and survey work
- Seconding the Assistant Community Development Worker to the County Council to support the Building Resilient Families and Communities (Troubled Families) programme until April 2015
- Establishing a new Partnership and Policy Manager post to manage delivery of those functions which will continue beyond phase 1 of Fit for the Future (equalities, safeguarding, community transport, partnerships, grant aid and Service level Agreements etc)

7.3 Members should also note that Service Reviews will commenced in this portfolio area in the spring (housing) and the autumn (environmental health)

8. CRIME AND COMMUNITY SAFETY ISSUES

8.1 The report refers to this area of performance, particularly in relation to incidence of anti social behaviour.

9. RISK MANAGEMENT ISSUES

Risk Description	Likelihood / Impact	Status	Risk Category	Countermeasures
Information provided to Members is too 'high level' and inadequate for robust scrutiny	Medium / medium	Material	Reputation	Members can request further details or a separate report on any item referred to in the report. The Cabinet Member, Director and Service Managers are in attendance at the O&S meeting and can elaborate on the content of the report

A Plan for Lichfield District - 2013/14 One Year Action Plan

APPENDIX A

Performance Report to Community, Housing & Health (Overview and Scrutiny) Committee

The purpose of this report is to update Members on progress achieved against the activities and projects set out in the District Council's 2013/14 One Year Action Plan and to invite questions and comment (or where appropriate, for members to request a more detailed report). This report contains only those actions and projects that relate to the areas covered by this Committee

✓	On Target
=	In Progress
X	Behind Target

Activities and Projects 2013/14	Measures and Targets 2013/14	On Target ✓ = X	Current Performance (including comparative data where available)
Strategic Theme: Supporting People			
<i>A district where everyone shares in an improved quality of life and community wellbeing</i>			
Long Term Outcome: We'll help people to be and to feel secure in their homes, neighbourhoods and town and city centres by tackling crime and anti-social behaviour			
Co-ordinate low level intervention activities (e.g. mediation / problem solving) to prevent escalation of anti social behaviour <i>(Councillor Greateorex)</i>	Incidence of anti social behaviour maintained at performance level achieved in 12/13	=	Reported levels of Anti Social Behaviour are currently on an upturn (892 incidents April – Sept 2012 compared with 1048 incidents @ Sept 2013), the reasons for this are being considered including any changes to police recording and filtering systems. The number of mediation cases carried out by the Community Safety Officer has also increased from 14 @ September 2012 to 26 @ September 2013. The ASB Champion's interventions are proving to be vital with a number of high profile cases being successfully concluded.
Support the local implementation of the national Troubled Families programme 'Supporting Families in Lichfield District' <i>(Councillor Greateorex)</i>	Support partners towards reducing school exclusions, anti social and offending behaviour and moving off of out of work benefits in targeted families	✓	The Supporting Families team has now been established and meetings are being held to fine tune the information relating to each of the listed families. The Assistant Community Development Worker has joined the Lichfield District Family Intervention Programme (FIP) team on a secondment funded by the County Council. Other members of the Community & Partnerships team are supporting the development of the project at county and at local level, and providing local intelligence on the families identified to take part in the programme. The second cohort of families has now been identified. Reward grant to the value of £5833 has been drawn down for Lichfield which reflects supporting and achieving improvements with 10 local families. A further £8,583 has been claimed which represents progress made with a further 17 families
Long Term Outcome: We'll support and encourage individuals and groups to take responsibility for shaping and improving their communities through voluntary effort and social action, and support a thriving and diverse community and voluntary sector			
Performance manage the Service Level Agreements with in the voluntary and community organizations to ensure agreed outcomes and value for money are achieved <i>(Councillor Greateorex)</i>	SLA targets achieved by March 2014	✓	Performance management arrangements are in place, and reported separately through Covalent. All are on track.
Long Term Outcome: We'll help and support vulnerable adults, families and children to live independent and fulfilled lives in their own homes and communities, and prevent homelessness wherever we can			

Activities and Projects 2013/14	Measures and Targets 2013/14	On Target ✓ = X	Current Performance (including comparative data where available)
Consider options for alternative sources of funding for Disabled Facilities Grants (DFG's) to supplement the Council's capital programme (<i>Councillor Greateorex</i>)	Options considered and potential opportunities identified for alternative funding sources. September 2013	=	To be considered as part of the review of the Council's capital programme and the impact of the transfer of local government funding from 2015 to the Department of Health through the Integration Transformation Fund.
Review the methodology used to monitor customer satisfaction with the delivery of DFG's (<i>Councillor Greateorex</i>)	Methodology reviewed September 2013	✓	A review of why applicants did not proceed with a DFG was completed and the methodology to monitor customer satisfaction was reviewed
Continue to deliver the homelessness prevention and assistance policy (<i>Councillor Greateorex</i>)	Preventions increased @ 10% from 2012/13 baseline	✓	114 homeless preventions have been achieved compared 99 for the same period last year. A total of 17 Homelessness Prevention loans were given to the value of £17,355, compared to 15 loans to the value of £11,624 in same period in 2012/13. There were 7 sanctuary schemes completed at a cost of £10,700 compared to 3 at a cost of £1,246 in the same period in 2012/13
Review homelessness and publish a revised Homelessness Strategy (<i>Councillor Greateorex</i>)	Stakeholder consultation completed September 2013 Strategy published December 2013	✓	The draft Strategy is out for consultation October 2013 until January 2014. The final strategy is to be considered by CHEH Overview & Scrutiny Committee in January 2014 and by Cabinet for approval in February 2014.
Target the areas identified for improvement in meeting our commitment to the Public Sector Equality Duty (<i>Councillor Greateorex</i>)	Annual Equality Statement updated and published by January 2014	✓	Work is in progress, led by the Equalities Officer and supported by the Performance Officers.
Help unemployed people get back to work by supporting and developing Work Clubs across the District (<i>Councillor Greateorex</i>)	100 unemployed people helped into work, training or volunteering	✓	There are 5 work clubs in Lichfield District. As of September 2013, a total of 570 people were registered, with 108 being supported into employment, 35 into volunteering and 195 into training.
Long Term Outcome: We'll improve health and wellbeing of the whole population making sure we make the biggest improvement for people with the lowest life expectancy			
Develop a local strategy to respond to harm caused by alcohol (<i>Councillor Greateorex</i>)	Strategy produced by June 2013	=	This work was delayed by changes in the local partnership infrastructure but has now been re-launched under the Lichfield Health & Wellbeing Group, led by the Community Safety Manager, Lichfield District Council. Input will be provided from local authority enforcement perspective and evidence from the previous Alcohol Consumption report to Health Scrutiny 2006 will be used.
Strategic Theme: Shaping Place <i>A district where people love to live work and visit with a high quality residential, community and commercial environment</i>			
Long Term Outcome: We'll enhance and protect the District's built environment assets, its historic environment, open spaces and local distinctiveness			
Develop a strategy to respond to Heritage Crime (<i>Councillor Greateorex</i>)	Strategy completed by September 2013	X	This work has been put on hold, pending the outcome of the Heritage project on which Planning is leading.
Long Term Outcome: We'll work with others to provide access and choice to a range of market specialist and affordable homes that meet the needs of our existing and future residents			

Activities and Projects 2013/14	Measures and Targets 2013/14	On Target ✓ = X	Current Performance (including comparative data where available)
Review and revise the Tenancy Strategy (<i>Councillor Greateorex</i>)	Approved by September 2013	=	CHEH O&S Committee received a briefing paper on the impact of the Tenancy Strategy in September 2013. It is too soon to review the Strategy because not many fixed term tenancies have come to an end. To be reviewed in 2014/15
Develop Housing Strategy 2013/17 (<i>Councillor Greateorex</i>)	Approved by Cabinet, April 2013	✓	Housing Strategy was approved by Cabinet in March 2013 and by Council in April 2013
Deliver the replacement of the UChoose Housing Register (<i>Councillor Greateorex</i>)	System launched by July 2013	✓	Homes Direct was launched in July 2013; 1102 people were transferred from the UChoose Housing Register and an additional 473 people have registered (up to Sept 2013). A Service Level Agreement with Bromford to manage the Homes Direct system is being developed
Deliver increased levels of affordable housing to meet varied requirements across the District (<i>Councillor Greateorex</i>)	90 affordable homes delivered including Friary Outer, Hawksyard and the Maltings schemes by March 2014	✓	54 Sheltered flats were handed over at Friary Outer in September 2013 and 8 homes have been completed at the Hawksyard development.
Long Term Outcome: We'll reduce carbon emissions and promote energy efficiency and renewable energy within the home & workplace.			
Following the introduction of the Green Deal, review the ongoing delivery of the Warmer Homes Greener District Scheme (<i>Councillor Greateorex</i>)	Reviewed by May 2013	=	The Green Deal implementation was delayed. Some pilot work through monies awarded by DECC for the pioneer places was completed. A Member panel has been established to consider the Council's future role in Green Deal. The Panel met in July and November 2013.
Strategic Theme: Boosting Business and our Economy <i>A district where businesses and enterprise can flourish and there is a vibrant local economy</i>			
Long Term Outcomes: We'll grow our local economy with an improved retail offer in both Lichfield and Burntwood and encourage a spread of sectors with more high-quality manufacturing and service sector jobs			
Prepare for the integration of incoming forces to DMS Whittington in support of the Armed Forces Community Covenant (<i>Councillors Greateorex and Pritchard</i>)	To be defined	✓	Various meetings and discussions between DMS Whittington and local partners have been facilitated by the Armed Forces Liaison Member. We have introduced the Army welfare officers to Bromford and Support Staffordshire personnel.
Long Term Outcome: We'll position the District as a good place to do business and maintain its position as one of the highest employment areas in the West Midlands by encouraging entrepreneurship, innovation, inward investment, wealth creation and skills development			
Actively participate in initiatives on regulatory reform as part of the Greater Birmingham Local Enterprise Partnership and its regulatory pilot 'Better Business for All' (<i>Councillor Pritchard</i>)	Input into the GBSLEP Regulatory Pathfinder Work programmes evidenced	✓	Work on the business phone application continues with 3 other LEP's now using this. Officer engagement with GBLEP Regulator Partnership Group is ongoing.
THIS WILL BE UNDERPINNED BY BEING A WELL MANAGED COUNCIL <i>A good council that provides community leadership and delivers value for money services that people want</i>			
Long Term Outcome: We'll strengthen our community leadership and influencing role especially through effective relationships with partner organisations			

Activities and Projects 2013/14	Measures and Targets 2013/14	On Target ✓ = X	Current Performance (including comparative data where available)
Develop and strengthen partnership arrangements especially through leadership of the District Board (Councillor Greateorex)	Action Plan 2013/14 delivered	✓	A survey of the District Board membership (July 2013) has endorsed partnership support for this forum as an important vehicle for the influencing and alignment of strategies.
Long Term Outcome: We'll maximise the council's performance, innovation and efficiency, so we use our resources well and deliver good quality and better value services			
Implement a new Customer Relationship Management system as part of a Staffordshire-wide procurement and introduction of greater self-service through the website (Councillor Greateorex)	Phase 1 implemented, April 2013	✓	The date for Phase 1 implementation was completed by April 2013. The first of the Partners Stoke-on-Trent City Council went live as planned along with Newcastle Borough Council and Tamworth Borough Council.
	Phase 2 implemented, July 2013	✓	Phase two Partners went live as planned and included Lichfield District Council, Cannock Chase District Council, South Staffordshire and Stafford Borough Council. Lichfield has transferred all existing processes from LG45 onto the new system, and we are now in a period of stabilisation whilst we review what has been implemented and make sure things are working for front and back office Teams.
	Existing CRM decommissioned, October 2013	✓	The planned date for decommissioning the existing CRM was 31 st October 2013, this was achieved and the system has now been decommissioned

Housing Performance Indicators 2013/14

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	2013/14
LH (Adapt) 001 Number of Grants Approved	81	16	22	38
LH (Adapt) 002 Amount of Grant Funding Approved	£614,584.45	£130,164.45	£180,635.73	£310,800.18
LH (Adapt) 003 Number of Grants Completed (monthly)	79	16	12	28
LH (Adapt) 004 Amount of Grant Funding Completed (monthly)	£579,099.81	£69,325.72	£98,376.47	£167,702.19
LH (Adapt) 004a Amount of Grant Funding Completed (year to date)	£579,099.81	£89,630.51	£187,622.36	£187,622.36
LH (Adapt)005 Total Amount of Grant Committed	£173,749.96	£219,906.86	£247,445.30	£247,445.30
LH (Adapt) 004b Disabled Facilities Grant In Year Commitment	£752,489.77	£309,537.37	£435,067.66	£435,067.66
LH (Adapt) 008 Average Time from Enquiry to Completion	25.5	23.7	22.9	22.9
LH (Adapt) 015 Number of referrals received from Social Care & Health	112	24	26	50
LH15 % of Disabled Facilities Grant Budget Spent (Accumulative) quarterly	96.50%	18.20%	31.10%	31.10%
LH (Adapt) 021 Length of time from Enquiry to Completion (Fast Track)	17.4	16.1	16	16
LH (Adapt) 022 Number of Fast-Track enquiries received	38	13	11	24
LH (Adapt) 023 Number of fast-Track cases completed	39	6	7	13
LH (HHO) 001 Number of Mortgage Repossession Notifications (monthly)	90	23	4	27
LH3 Number of housing applications registered within the period (monthly)	1,660	300	473	773
LH8 Year to Date Length of stay in temporary accommodation (B&B) - year to date (quarterly)	1.45 wks	1.18 wks	0.19 wks	0.19 wks
LH8b Year2Date Length of stay in temporary accommodation (Hostel) (Year To Date)	14.42 wks	11.71 wks	9.98 wks	9.98 wks
LH11 % of enquiries that become a Homeless Application monthly	5.00%	2.00%	3.50%	3.50%
LH14 Homeless Prevention cases likely to be successful for at least 6 months monthly	213	62	52	114
LH16 Total B&B direct expenditure	£4,572	£2,066	£2,316	£4,382
LH23 Total number of households placed in B&B during the period (monthly)	8	3	9	12
LH25 Total number of households placed in RSL Stock during the period (monthly)	51	16	16	32
LH27 Total number of Housing Advice Enquiries (monthly)	1572	460	478	938
LH28 Total number of referrals to the Sanctuary Scheme (monthly)	0	2	1	1

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	2013/14
LH28a Amount spent via the Sanctuary Scheme (monthly)	£4,761.20	£4,618.11	£6,091.71	£10,709.82
LH30 Number of Homeless applications that are repeat (quarterly)	0.00	0.00	0.00	0.00
LH31 Number of Homeless Applications within the period (quarterly)	92	26	23	49
LH34 Number of Households helped by the Homeless Prevention Fund (monthly)	37	9	8	17
LH35 Amount of Homeless Prevention Fund Spent (monthly)	£38,949	£9,000	£8,355	£17,355
LH43 Homelessness (Accepted Stat) (monthly)	89	22	19	41
LH49 Homelessness (Total decisions)	101	027	024	051
LH51 Homelessness (Percentage of decisions made within 25 days) (quarterly)	85.7%	78.4%	85.0%	81.7%
LH RPF 001 Amount spent via the Repossessions Prevention Fund	£15,335.67	0	0	£0.00
LH RPF 002 Number of households assisted by the Repossessions Prevention Fund	10	0	0	0

Environmental Health Key Activities & Outcomes 2013/14

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	2013/14
	Value	Value	Value	Value
LEH7(a) No. of food establishments inspected in the last month that were broadly compliant	Not previously collected	160	76	236
LEH7(b) No. of food establishments inspected in the last month that were not compliant	Not previously collected	4	9	13
LEH7(c) Total number of food safety inspection visits made in the last month	Not previously collected	164	94	258
LEH7(d) % all food establishments within the District which are broadly compliant - moving figure (monthly)	Not previously collected	95.47%	95.57%	95.52%
LEH7(e) Total number of new food premises that have started up since the last month	Not previously collected	78	25	103
LEH7(f) No of new food premises start ups in the last month which have been provided with regulatory advice that achieve 4* or above	Not previously collected	13	13	26
LEH7(g) % of new food premises start ups in the last month which have been provided with regulatory advice that achieve 4* or above	Not previously collected	62.77%	60.5%	61.63%
LEH7(o) Food Safety Simple Cautions	Not previously collected	0	2	2
LEH7(o)(i) Food Safety Written Warnings	Not previously collected	32	55	87
LEH7(p) Food Safety Legal Proceedings	Not previously collected	0	0	0
LEH9(a) Environmental Protection - Noise - Service Requests	529	144	196	340
LEH9(b) Regulatory - Noise - Fixed Penalty/Notices Issued	Not previously collected	3	7	10
LEH9(c) Regulatory - Noise - Simple Cautions	Not previously collected	0	1	1
LEH9(d) Regulatory - Noise - Legal Proceedings	Not previously collected	1	0	1

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	2013/14
	Value	Value	Value	Value
LEH010(a) Environmental Protection - Smoke - Service Requests	Not previously collected	25	34	59
LEH010(b) Regulatory - Air - Fixed Penalty/Notices Issued	Not previously collected	0	0	0
LEH010(c) Regulatory - Air - Simple Cautions	Not previously collected	0	0	0
LEH010(d) Regulatory - Air - Legal Proceedings	Not previously collected	0	0	0
LEH013(a) Dog Fouling - Service Requests Received	Not previously collected	37	30	67
LEH013(b) Regulatory - Dog Fouling Fixed Penalty/Notices Issued	Not previously collected	1	2	3
LEH013(c) Regulatory - Dog Fouling Simple Cautions	Not previously collected	0	0	0
LEH013(d) Regulatory - Dog Fouling Legal Proceedings	Not previously collected	1	4	5
LEH014(a) Environmental Protection - Stray Dogs - Service Requests	361	96	79	175
LEH014(a) Environmental Protection - Stray Dogs - Collected by Environmental Health	361	42	39	81
LEH014(b) Stray Dogs - Taken to Kennels	62	11	6	17
LEH014(c) Stray Dogs - Returned to owner	Not previously collected	29	25	54
LEH014(d) Stray Dogs - Collected by owner	28	3	0	3
LEH014(e) Stray Dogs - Re-homed	Not previously collected	1	0	1
LEH014(f) Stray Dogs - Euthanased	9	0	0	0
LEH014(g) Stray Dogs - Awaiting Info From Kennels	23	0	7	7
LEH015 Dirty Premises - Number of Service Requests	Not previously collected	34	47	81
LEH016 Odour - Number of Service Requests	Not previously collected	8	22	30
LEH016(b) Regulatory - Private Sector Housing - Notices Issued	Not previously collected	29	23	52
LEH016(c) Regulatory - Private Sector Housing - Simple Cautions	Not previously collected	0	0	0
LEH016(d) Regulatory - Private Sector Housing - Legal Proceedings	Not previously collected	0	0	0
LEH17 Total Number of Service Requests Received (CRM)	Not previously collected	344	408	752
LEH18(a) Shift in Compliance - Number of premises improving from 0, 1 & 2 to 3 or above rating	Not previously collected	0	1	1
LEH18(b) Shift in Compliance - Number of premises falling into the lower 0, 1 & 2 rating	Not previously collected	0	4	4
LEH19(a) No. Of Licenses Issued - Taxis - Vehicles	147	40	42	82
LEH19(b) No. Of Licenses Issued - Taxis - Drivers	164	24	40	64
LEH19(c) No. Of Licenses Issued - Taxis - Operators	22	13	7	20
LEH19(c) Total Income From All Licenses Issued Relating to Taxis	Not previously collected	£12,417.00	£14,469.00	£26,886.00
LEH022 Regulatory - Taxis - Fixed Penalty/Notices Issued	Not previously collected	0	16	16
LEH19(d) No. Of Licenses Issued - Horse Riding	Not previously collected	0	0	0
LEH19(e) No. Of Licenses Issued - Pet Shop	3	1	0	1

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	2013/14
	Value	Value	Value	Value
LEH19(f) No. Of Licenses Issued - Dog/Cat Boarding	23	0	0	0
LEH19(g) No. Of Licenses Issued - Dog Breeding	3	0	0	0
LEH19(h) No. Of Licenses Issued - Acupuncture	26	1	0	1
LEH19(i) No. Of Licenses Issued - Ear Piercing	61	1	3	4
LEH19(j) No. Of Licenses Issued - Electrolysis	6	0	0	0
LEH19(k) No. Of Licenses Issued - Reuse of Info	1	0	0	0
LEH19(l) No. Of Licenses Issued - Zoo	2	0	0	0
LEH19(m) No. Of Licenses Issued - EP Permits	26	0	1	1
LEH19(n) No. Of Licenses Issued - HMO's	4	1	0	1
LEH19(o) No. Of Licenses Issued - Caravans	1	0	0	0
LEH19(pl) No. Of Licenses Issued - Street Trading - Regular	Not previously collected	11	0	11
LEH19(pll) No. Of Licenses Issued - Street Trading - Occasional	Not previously collected	95	47	142
LEH19(pv) Total Income From All Licenses Issued Relating To Street Trading	Not previously collected	£27,856.00	£7,839.00	£35,695.00
LEH19(q) No. Of Licenses Issued - Total Income Achieved (includes Taxi's)	Not previously collected	£40,273.00	£22,308.00	£62,581.00
LEH20 Pest Control - Total Number of Requests	491	104	272	376
LEH20(a) Pest Control - Rats	300	77	33	110
LEH20(b) Pest Control - Mice	100	8	10	18
LEH20(c) Pest Control - Wasps	91	14	215	229
LEH20(d) Pest Control - Other	91	5	14	19
LEH20(e) Regulatory - Public Health/Pest Control/Litter - Fixed Penalty/Notices Issued	91	18	14	32
LEH20(f) Regulatory - Public Health/Pest Control - Simple Cautions	91	0	0	0
LEH20(g) Regulatory - Public Health/Pest Control - Summons Issued	91	0	0	0
LEH21 Planning Application Evaluations - Total	416	103	119	222
LEH21(a) Planning Application Evaluations - Initial	178	61	69	130
LEH21(b) Planning Application Evaluations - Follow Up	238	42	50	92

Community & Partnerships - Activity and Performance Monitoring 2013/14

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	2013/14
CS 001 Community Safety - Anti-social behaviour (ASB) - number of reported incidents	1,753	503	546	1049
CTS 001 Community Transport Scheme - number of journeys (counting each round trip as one)	702	173	178	351
CTS 002 Community Transport Scheme - number of passenger journeys (note: repeat customers will be counted more than once)	8,728	2,226	2,576	4,802
CTS 003 Community Transport Scheme - income (based on invoicing - not incl grant funding)	£31,973.05	£8,024.40	£8,573.32	£16,597.72
CTS 004 Community Transport Scheme - number of volunteer hours (measures trip time only)	2,036	507.17	536.05	1,043.22
Equal 001 Equalities - total number for LDC of Equality Impact Assessments (EIAs) completed	11	8	2	10
Equal 002 Equalities - total number of LDC employees accessing e-learning in Equalities	18	74	5	79
JIG 002 Jigsaw - income from room hire - based on invoicing	£2,308.00	£816.00	£1,254.00	£2,070.00
MLL 001 Mill Lane Link (MLL) - income from room hire - based on invoicing	£6,878.00	£1,504.00	£552.00	£2,056.00
OMCC 001 % Occupancy rate for the Old Mining College Centre Units.	92%	85%	85%	85%
OMCC 002 Old Mining College Centre income from room hire - based on invoicing	£17,277.45	£2,386.00	£3,575.00	£5,961.00
OMCC 003 % uptake of meeting room hire availability for the Old Mining College Centre .	36%	18%	19%	18.5%
Safe 001 Safeguarding - total number of LDC employees accessing e-learning in Safeguarding	20	3	1	4
Voice 003 Consultation - number of surveys on Voice It (LDC only - excludes partner surveys)	18	15	5	20
Voice 004 Consultation - number of responses to surveys on Voice It	1,876	13	5	18
Voice 006 Consultation - number of visits to live surveys on Voice It	1,274	346	239	585
WRK 001 Work Clubs - total number registered (all work clubs)	348	38	41	79
WRK 002 Work Clubs - total attendance figures (note: repeat clients will be counted more than once)	1,157	275	275	253
WRK 003 Work Clubs - number of new clients registered as a percentage of total (all work clubs)	68%	6.5%	6.8%	13.3%
WRK 004 Work Clubs - total number helped into employment (all work clubs)	58	10	3	13
WRK 005 Work Clubs - total number helped into training (all work clubs)	89	6	16	22
WRK 006 Work Clubs - total number helped into volunteering (all work clubs)	11	2	8	10

Connects Key Service Indicators 2013/14

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	2013/14
LLC02 Lichfield Connects - Average waiting time in minutes for Revenues & Benefits (face to face enquiries)	Not previously measured	15.6	16.5	16.05
LLC05a Number of calls received during the period in the contact centre	147,559	40,972	36,472	77,444
LLC05a(2) Number of calls received for Environmental Health during the period in the contact centre	922	346	477	823
LLC05a(3) Number of calls received for Revs & Bens during the period in the contact centre	57,985	19,970	14,278	34,248
LLC06 Lichfield Connects - percentage of telephone calls not answered	6.1%	8.83%	8.83%	8.83%
LLC09 Total contact made in person	Not previously measured	6,538	5,901	12,439
LLC09(a) Contact made in person relating to Housing	Not previously measured	238	296	534
LLC09(e) Contact made in person relating to Revenues & Benefits	12,524	3,823	3,497	7,320

**SUBMISSION TO COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH OVERVIEW AND
SCRUTINY COMMITTEE**

Date : 22nd January 2014

Agenda item: 4 (b)

Contact officer : Helen Spearey

Telephone : 01543 308700

REPORT OF THE CABINET MEMBER FOR COMMUNITY, HOUSING AND HEALTH

DIRECTORATE TOP 10 AND PERFORMANCE REPORTING - 14/15

1. PURPOSE OF THE REPORT

- 1.1 To advise Members of the top 10 issues which are facing the Community, Housing and Health Directorate in 14/15 and to seek comments / feedback.
- 1.2 To advise Members of the activity and performance indicators for the Directorate which will be reported to this Committee in June 2014 (outturn for 13/14) and January (mid year performance for 14/15).

2. BACKGROUND AND RATIONALE

- 2.1 During consideration of the Fit for the Future programme (phase 1), Members have raised concerns about the implications of the savings package on the aspirations of the District Council which are set out in the Plan for Lichfield District (approved by Full Council in February 2012). This Plan outlines three key themes of Supporting People, Shaping Place and Boosting Business and these are underpinned by a small number of aims. Officers have reviewed the Plan in the context of Fit for the Future and have concluded that it is still robust in terms of its strategic focus because we are continuing to invest and deliver results in all the thematic areas outlined. However, historical, recent and prospective savings have significantly reduced organizational capacity and therefore consideration has also been given to the approach and scope of the next annual action plan (2014/15).
- 2.2 In previous years, we have produced a lengthy one year Action Plan (AAP) which sets out what LDC intends to do during the coming year. In 13/14, the AAP contained 58 different activities and projects and 97 measures and targets. These included a mixture of new areas of work and 'the day job', particularly targets to make day to day service delivery more efficient. Given our reducing organizational capacity, it is important that we identify and focus our efforts on the most critical issues for our community and consequently, for 14/15, a corporate top 10 issues has been drafted instead of an AAP. The Top 10 will be considered by Strategic Overview and Scrutiny Committee on 29th January for subsequent approval by Cabinet.
- 2.3 In developing the corporate Top 10, each Directorate identified their own critical issues for the coming year having regard to strategic priorities (as set out in the Plan for Lichfield District) and service plans, national legislation and policy changes, the Fit for the Future programme (phases 1 and 2), financial pressures and performance targets. The Top 10 for Community, Housing and Health Directorate is attached at **Appendix A**. Some of these issues are also included in the corporate Top 10.
- 2.4 A progress report on the Top 10 issues for the Community, Housing and Health Directorate will be provided to this Committee at their January and June meetings as part of the corporate performance management framework.

- 2.5 The approach taken to performance management varies across teams and directorates. Limited activity and performance data is presented to Council, Committees and Cabinet or is available on the website. In order to address this, each Directorate has reviewed the activity and performance indicators which are collected and identified up to 20 indicators to routinely report in to Members. The indicators which will be reported to the Community, Housing and Environmental Health Overview and Scrutiny Committee are attached at **Appendix B**

3. RECOMMENDATION

- 3.1 Members are requested to consider and comment on the top 10 issues for the Community, Housing and Health Directorate which is attached at **Appendix A** and the statistical analysis attached at **Appendix B**

4. COMMUNITY BENEFITS

- 4.1 This report sets out how council resources will be used to secure positive outcomes for the local community in 14/15 including:
- monitoring the impact of the welfare reforms on local people
 - preparing to let new Service Level Agreements with the community and voluntary sector
 - strengthening the sustainability of the community transport service
 - preparing for the implementation of new powers to help us deal with anti social behaviour
 - ensuring that the District Council is sufficiently prepared to deal with any emergency situations
- 4.2 The regular reporting and effective scrutiny of performance data drives performance improvement leading to direct benefits for the community through improved services and value for money based on achieving key priorities.

5. FINANCIAL IMPLICATIONS

- 5.1 None arising directly from this report; the Medium Term Financial Programme (which is the financial underpinning of the work of the Directorate including for the delivery of the Top Ten Issues) will be considered by the Strategic Overview and Scrutiny Committee, Cabinet and Full Council in the usual way.

6. PLAN FOR LICHFIELD DISTRICT IMPLICATIONS

- 6.1 The Top Ten Issues set out in Appendix A of this report are consistent with forwarding the Themes and Aims set out in the Plan for Lichfield District.

7. CRIME AND COMMUNITY SAFETY ISSUES

- 7.1 Preparing for the implementation of new powers to tackle anti social behaviour, as set out in the Anti social behaviour, Crime and Policing Bill, is included as one of the Top issues for consideration during 2014/15

8. RISK MANAGEMENT ISSUES

Risk	Likelihood / impact	Risk Category	Countermeasure	Responsibility
An issue which should be included in the top 10 has been overlooked	Low / high	Reputational Financial	The process of identifying the top 10 is rigorous and give the opportunity for all elected Members and officers to contribute	Cabinet Member and Director, CHH
A new priority issue emerges which could potentially be a top 10 matter	Medium / High	Reputational Financial	Any new issue would need to be considered and any amendments made to the existing top 10 (with appropriate Member approvals)	Cabinet Member and Director, CHH
The Council has insufficient financial or staffing capacity to deliver all of the top 10	Medium / High	Reputational	Regular progress monitoring will be undertaken	Cabinet Member and Director, CHH

ANNUAL ACTION PLAN 2014 / 15
Top Ten Issues - CHH

Note: the shaded issues / activities and milestones are also included in the Annual Action Plan which will be considered by Strategic O&S in January and Cabinet and Full Council in February

	Issue	Activities and Milestones
1	Monitor impact of welfare reforms	Monitor the number of customers (approaching LDC as homeless or requesting housing advice) who are in rent arrears
2	Commission new SLAs with the community and voluntary sector	Agree available budget by spring 2014 Agree and implement commissioning process by summer 2014 New SLAs agreed by January 2015
3	Implement Fit for the Future	F4F Phase 1 Embed implementation of phase 1 F4F Phase 1 Undertake community consultation exercise, produce and disseminate report by July 2014 Initiate Service Reviews in Housing and Environmental Health
4	Evaluate the impact of Fit for the Future phase 1	Assess value for money of Work Club arrangements Explore feasibility and options to transfer OMCC to a third party
5	Implement, monitor and review the capital programme 2014-17	a) Monitor % Disabled Facilities Grant budget committed and b) number on the waiting list
6	Pursue options for community transport to become cost neutral	Explore feasibility and options available by Autumn 2014 Agree and implement preferred option(s) by Winter 2014
7	Implement new legislation around anti social behaviour (Anti-social Behaviour, Crime and Policing Bill)	Review current working procedures and update accordingly by summer 2014 Review and amend the Community Safety Partnership structure as appropriate by summer 2014 Provide training for our partners including elected members by summer 2014 Update information on website and issue press release as appropriate by autumn 2014
8	Embed Lagan CRM and seeking opportunities to channel shift	System upgraded by June 2013 CRM to be adopted by a) housing options team and b) parks and open spaces as their back office data capture / management system
9	Improve resilience of LDC to emergency situations	Produce a training needs analysis for emergency planning and resilience and deliver training to 50 employees by March 2015 Produce corporate Business Continuity policy by spring 2014 and an approved corporate BC Plan by autumn 2014 Produce a) Response and Recovery Handbook and b) Incident Management Plan by summer 2014 Implement the new Director on Call rota, monitor and report on 1 st year's activity.
10	Improve and embed performance management framework across the organisation	Half yearly progress reports considered by relevant O&S Committees June 2014 and January 2015 Annual Action Plan 2014-15 progress reports to Cabinet May and November 2014

Performance / Activity Indicators for CHH Directorate

It is proposed that the following indicators are reported to CHEH O&S Members on bi annual basis (June and January cycle of meetings)

	Service Area	Indicator
1	Housing - Homelessness	a) Number of accepted Statutory homeless b) Number of homelessness applications c) Percentage of homelessness decisions made within 25 working days
2	Housing - Homelessness Prevention	a) Number of homelessness prevention cases likely to be successful for 6 months b) Number assisted with homelessness prevention loans and their value.
3	Housing - Temporary Accommodation -	a) Number of households placed in Bed & Breakfast and number of which are families with children. b) Expenditure on Bed & Breakfast
4	Housing – Disabled Facilities Grants	a) Monitor % Disabled Facilities Grant budget committed and b) Number on the waiting list c) Average time from enquiry to completion (weeks)
5	Partnerships & Policy - Community Transport	a) Community Transport Income received for journeys made b) Number of passenger journeys made c) Net direct cost of Community Transport as a percentage of total budgeted net cost.
6	Partnerships & Policy - Work Clubs	a) Total number of attendees b) Number helped into employment, training and volunteering
7	Partnerships & Policy - Complaints	a) Number of corporate complaints received b) Percentage corporate complaints responded to in 20 working days
8	Partnerships & Policy-Old Mining College	a) Total amount of income received for i) Room hire & ii) Rent and Service Charges b) Percentage of annual income budget received i) Room hire & ii) Rent and Service Charges
9	Partnerships & Policy- Equalities	a) Number of Equality Impact Assessments completed b) Number of staff completing online equalities training
10	EH - Food safety	a) Number of food establishments inspected per month and b) % of these which are broadly compliant
11	EH - Stray dogs	a) Number of reports received of stray dogs per month; b) Number collected per month (and % of reports collected)
12	EH - private sector housing	a) Number of complaints received and b) number of notices issued
13	EH - Noise nuisance	a) Number of reports of noise nuisance per month; b) Number of notices served
14	Connects	No of face to face contacts
15	Connects	No. of abandoned calls (% of all calls)
16	Community safety - anti social behaviour	a) Number of new cases of ASB reported to LDC Community Safety team (per month) b) Customer satisfaction on those cases

17	Community safety - CCTV	a) Number of incidents ¹ per month (target of less than 1591) b) % of incidents leading to arrest per month
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¹ An incident is a recorded observation of for example suspicious behaviour, theft, under age drinking, violence and assault. Some of these incidents will lead to an arrest.

**SUBMISSION TO COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH
OVERVIEW AND SCRUTINY COMMITTEE**

Date : 22nd January 2014

Agenda item: 5

Contact officer: Clive Gibbins / Helen Spearey

Telephone : 01543 308702 / 01543 308700

**SUBMISSION BY THE CABINET MEMBER FOR COMMUNITY, HOUSING AND
ENVIRONMENTAL HEALTH**

EQUALITY STATEMENT 2014

1. Purpose of the Report

- 1.1 To provide an opportunity for Members to consider and comment on the District Council's proposed Equality Statement for 2014 prior to submission to Cabinet in February 2014
- 1.2 To seek endorsement for the proposed Equality Objectives set out in the Statement; these will be subject to public consultation during spring 2014.

2. Background

2.1 The Equality Act 2010 brings together all previous equality legislation and includes a new public sector equality duty (a statutory duty) replacing the separate duties relating to race, disability and gender equality. The public sector equality duty (the equality duty) is made up of a **general equality duty** supported by **specific duties**. The general duty requires public authorities to have due regard to the need to:

- Eliminate discrimination, harassment and victimization and any other conduct which is prohibited by or under the Act
- Advance equality of opportunity between people who share a relevant protected characteristic¹ and people who do not share it
- Foster good relations between people who share a relevant protected characteristic and those who do not share it.

Lichfield District Council is also required to meet additional specific duties including to:

- Prepare and publish one or more equality objectives they think they should achieve in relation to the aims of the general equality duty
- Ensure those objectives are specific and measurable

¹ Under the Equality Act, the following are defined as groups with protected characteristics: age, race / colour / ethnic origin; disability; religion / belief; gender; marital status; sexual orientation; pregnancy and maternity

- Publish those objectives in such a manner that they are accessible to the public
- 2.2 The District Council has published Equality Statements on the website in January 2012 and January 2013. These are available at http://www.lichfielddc.gov.uk/downloads/download/1385/equalities_statement_s. The next Equality Statement needs to be published by 31st January 2014; a draft of the Statement is attached at **Appendix A**
- 2.3 The Equality Statement sets out our equality objectives, examples of the day to day services we provide which have a particular relevance to residents with protected characteristics, our progress against our equality priorities for 2013 and our proposed equality priorities for 2014.

Our Equality Objectives

- 2.4 We have recently been contacted by the Equality and Human Rights Commission following a national assessment of how public authorities have responded to the specific duty to set and publish one or more equality objective. The District Council set out its **commitment to equality** in its strategic plan 'A Plan for Lichfield District' which was published in February 2012. This stated that 'we want all our services to be as accessible as possible to people living, working in and visiting our district'. This commitment was then further developed in our Annual Action Plan for 12/13 which stated that we would 'target the areas identified for improvement in meeting our commitment to the Public Sector Equality Duty including improved reporting on how services delivered meet the needs of people identified in the Act'. In order to achieve this objective we committed to a) increasing the number of equality impact assessments completed and b) publishing relevant equality information and actions taken in the annual Equality Statement with focus on the housing, leisure and benefits areas. However, the enquiry from the Commission has led us to reflect on and clarify our Equality Objectives going forwards.
- 2.5 There is no requirement set regarding the number of nature of equality objectives which a public authority should have; proportionality is a key principle and therefore the number of objectives set and the level of ambition will be influenced by our size and capacity to deliver².
- 2.6 It is proposed that we identify three equality objectives which cover a) the services we deliver and commission; b) the people we employ and c) the processes we use to ensure that all our policies, procedures and practices have regard to equality considerations. A key area of work will be to continue to develop an understanding of who are customers are and ensure that they are able to access all of the services they are entitled to which are delivered by the District Council.
- 2.7 We will need to consult on the proposed equality objectives before they are finalized; we are proposing to achieve this through a twelve week consultation exercise using our Voice It site on the internet.

² Members are reminded that the part time post of Equalities Officer was deleted as part of the Fit for the Future programme phase 1. This does not detract from the District Council's obligations to meet the statutory equality duty but means that we have reduced our capacity to support and performance manage this area of work

- 2.8 In order to ensure that we can measure progress towards achieving the three equality objectives, we have identified specific actions we intend to take in 2014; these are set out in the draft Statement.

3. Recommendation

- 3.1 Members are requested to consider and comment on the proposed Equality Statement attached at **Appendix A** (with particular reference to the draft Equality Objectives and the equality priorities for 2014).

4. Financial Implications

- 4.1 There are no specific financial implications arising from this report; however, Members will note from the Equality Statement that there are several examples of how we use mainstream revenue and capital, section 106 funding and external resources to further our equality agenda and ensure that our services and local amenities are accessible to all.

5. Strategic Plan Implications

- 5.1 Our commitment to equalities is an underpinning principle within the Plan for Lichfield District. In practical terms, each service manager is asked to set out their equality priorities in their annual Service Plans and these are reflected in the Equality priorities for 2014 within the Equality Statement.

6. Human Right Issues

- 6.1 Public authorities also have a duty under the Human Rights Act 1998 requiring them to not act incompatibly with the rights under the European Convention for the Protection of Fundamental Rights and Freedoms. In the courts the Equality Act 2010 (and all other primary UK legislation) is interpreted in ways that are compatible with the Human Rights Act. The purpose of the Human Rights Act is to support a culture of respect for everyone's human rights and a feature of everyday life. The convention rights include:

- Right to respect for private and family life
- Freedom of thought
- Freedom of expression
- Freedom of assembly and association
- Right to marry
- Prohibition of discrimination
- Protection of property

7. Crime and Community Safety Issues

- 7.1 Lichfield District Council, together with the Community Safety Partnership, is developing a Hate Crime Policy - an equality priority for 2014. Hate crimes are crimes that are targeted at a person or property because of hostility or prejudice against race or ethnicity, sexuality, disability, religion, age or gender.

8. Risk Management Issues

- 8.1 The risk management issues are set out below:

Risk	Likelihood / impact	Risk Category	Countermeasure	Responsibility
Equality considerations are not embedded within the organisational culture	Low / high	Statutory Reputational Financial	Induction for new staff Training and refresher training for existing staff Being Fair included within annual service plans Progress against equality Statement commitments monitored regularly Completion of Equality Impact Assessments	Personnel Personnel / P&P Manager Service Managers P&P Manager Service Managers
Lack of community intelligence regarding emerging issues associated with protected characteristics	Medium / high	Reputational	Consultation with community and voluntary groups on the Equality Statement and proposed Equality Objectives	Housing, Partnerships and Policy Manager
Inadequate understanding of our customers and their needs	Medium / high	Statutory Reputational Financial	Improve data collection by protected characteristic	Service Managers

Every year we publish an Equality Statement on 31 January that shows how we take into account the varying needs of everyone living, working and visiting our district and, in particular, the specific needs of people in our communities, such as older, disabled and people of certain religions or race.

Our Equality Statement shows how we are meeting our Public Sector Equality Duty, under The Equality Act 2010. It also helps our customers, staff, the Equality and Human Rights Commission, regulators and other interested parties to assess our equality performance and our compliance with equality legislation.

Our current Equality Statement including our equality objectives is available to download at http://www.lichfielddc.gov.uk/downloads/download/1385/equalities_statements.

We also publish a population profile which provides information about the characteristics of the resident population. This is available to download at http://www.lichfielddc.gov.uk/downloads/file/5592/population_profile_by_equality_strands_2013

If you have any questions about our Equality Statement 2014, please contact Colin Cooke on 01543 308121 email colin.cooke@lichfielddc.gov.uk or Alison Bowen on 01543 308129 email alison.bowen@lichfielddc.gov.uk

If you would like this document in large print or another format, please contact Colin Cooke on 01543 308121 email colin.cooke@lichfielddc.gov.uk or Alison Bowen on 01543 308129 email alison.bowen@lichfielddc.gov.uk

Introduction

We are committed to supporting and, where possible, improving the general quality of life of the people who live in, work in and visit our district.

Our Equality Statement demonstrates our ongoing commitment to ensuring people are treated with dignity and respect, promoting equality of opportunity and ensuring discrimination is not present in either our service delivery or employment practices.

We work to make our services available and accessible to all, by seeking to remove barriers that may prevent certain individuals and groups from getting the services they need. We recognise and accept that people's needs are different and will work to make our services as flexible and responsive as we can.

This means that our residents, customers, contractors, partner organisations, job seekers and employees will all be treated fairly and equally regardless of their characteristics or lifestyle.

Like councils across the country, despite facing significant budgetary pressures, we remain committed to improving the economic, social and environmental wellbeing of all our communities. We will achieve this by working in partnership with others and targeting our resources towards the greatest areas of need. This means our communities must be at the heart of everything we do. We will also continue to equality impact assess any of the service changes we may need to make as a result of budgetary pressures.

About this document

This Equality Statement provides an overview of our equality based objectives and priorities, and gives some examples of current services which have a particular benefit for individuals with protected characteristics. It also demonstrates equality considerations are embedded in our decision making processes and influence both our service delivery and our employment practices.

Our original equality objectives were identified as priority areas through the work undertaken to develop our Plan for the District 2012-2016, including extensive engagement with the community and employees and by accessing additional local and national data.

In preparing this document we have reviewed our equality objectives, and will conduct consultation on them during Spring 2014.

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1. Our equality duty

Introduction

The Equalities Act 2010 introduced a new public sector equality duty which replaced the separate duties relating to race, disability and gender equality

In addition the Act requires public authorities to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and people who do not share it.

What is a protected characteristic?

Under the Equality Act 2010, the following are defined as protected characteristics:

- Age
- Race, colour, national or ethnic origin
- Disability
- Religion or belief (including non belief)
- Gender (including transgender)
- Marital status (including civil partnership)
- Sexual orientation
- Pregnancy and maternity

Our Equality Objectives

The duty requires us to set equality objectives to help focus attention on the priority equality issues facing Lichfield District Council in order to deliver improvements in policy making, service delivery and employment, including resources allocation. We have reviewed our equality objectives and intend to consult on the following proposed objectives:-

1. We will scrutinise and improve access to our services ensuring that we treat people fairly, provide our customers with equal opportunity, and that we gain the business benefit of our services being accessible to the maximum number of people.
2. We will ensure that our workforce profile reflects best practice in recruitment and in consultation with our staff we will develop a culture that is both inclusive and open.

3. We will further promote the use of Equality Impact Assessments such that they become fully embedded in our planning and decision making process.

Government review of the Public Sector Equality Duty:

The Government's aim in introducing the Public Sector Equality Duty (PSED) was :-

- To build on the previous equality duties, to simplify the previous duties and to extend the duty to other protected characteristics;
- To be outcome-focused; and
- To reduce the bureaucracy associated with the previous duties.

The Government commissioned an independent review to establish if the PSED was operating as intended and the report of the Independent Steering Group was published on 6th September 2013.

While the Steering Group has found broad support for the principles behind the Duty, the review has found the main challenges lie in its implementation, which varies considerably across the public sector.

It was agreed that a full evaluation should be undertaken in 2016 when the duty has been in place five years, but it was recommended that public bodies must:

- adopt a proportionate approach to compliance particularly in relation to
 - data collection and its publishing and
 - requirements on contractors in relation to procurement
- benchmark their processes with Equalities Human Rights Commission and their peers.
- be transparent about their objectives and performance on equality.

We have had regard to these recommendations in developing this Equality Statement.

2. Who lives in our district?

Between 2001 and 2011 the total population of Lichfield District increased by 7.9% from 93,232 to 100,654¹.

Age

The largest population growth has taken place in the numbers of residents over 65 years of age and we expect this to continue in coming years. In 2001, 15.5% of residents (14,437) were aged 65 or over, by 2011 this had increased to 20.2 % (20,254).

¹ All population information is from the 2001 and 2011 census data unless otherwise stated.
Lichfield District Council's Equality Statement 2014

The percentage of residents aged 65 to 74 increased from 8.6% (7,986) in 2001 to 11.9% (11,954) in 2011. In addition to this those aged 75 and over increased from 6.9% (6,451) to 8.3% (8,300).

There has also been a percentage reduction in those below the age of 65. Under 16's reduced from 19.5% (18,143) in 2001 to 17.5% (17,597) in 2011, while those aged 16 to 64 reduced from 65.0% (60,652) to 62.4% (62,803).

Ethnicity

The ethnic make-up of Lichfield District differs significantly from the regional and national compositions, with people of White British origin accounting for a larger proportion of the population than any other ethnic group (94.6% (95,218) of the population in 2011 which is a reduction from 96.57% (90,034) in 2001).

The next largest ethnic group are those classing themselves as White Irish / Other which represents 2.1% ((2,113) of the population an increase from 1.57% (1,463) in 2001.

In 2011 the remaining 3.3% (3,321) are those classing themselves as Mixed 1.1% (1,107), Asian or Asian British 1.7% (1,711) and Black or Black British 0.5% (503).

Disability

Over 18,000 people living in our district (18%) have a long-term health problem or disability.

Since 2009, there has been an 8.4% increase in the number of residents claiming disability living allowance (from 4,360 to currently 4,730 claimants)².

Between 2009 and 2013, the number of claimants aged over 70 rose by 29.4% (from 680 to 880) and the number of 16 to 24 year old claimants rose by 39.1% (from 230 to 320). The majority of claimants are aged between 60 and 69 years old (24.9% of all claimants).

Religion or belief (including non belief)

In 2011, 69% of residents classed themselves as Christians. This has decreased from 80% since 2001. 23% of local people state they have no religion which is an increase from 12% in 2001. 6.4% of people did not state their religion. The number of people of all other religions has increased since 2001; this includes Buddhist, Hindu, Jewish, Muslim, and Sikh.

Gender

The number of men and women in the district is almost equal. This does however vary significantly by age group, with a slightly higher number of women in the middle and older age groups, and more men and boys aged 25 years and under.

² During 2013, Disability Living Allowance (DLA) will be replaced by the Personal Independence Payment (PIP) scheme. Current recipients of DLA will not automatically transfer to PIP, but will be re-assessed.

Marital Status

In 2001, 60% of people living in the district, aged 16 or over were married or re-married. By 2011, this had reduced to 55% and included 32 registered same-sex civil partnerships.

Sexual Orientation

There is no hard data on the number of lesbians, gay men and bisexuals in the UK as no national census has ever asked people to define their sexuality.

Pregnancy and Maternity

Taking the number of live births as indicative of the number of pregnancies, between January 2010 and December 2010 there was a total of 997 (913 in 2004) births to mothers that normally resided within the district (Source: Office for National Statistics www.ons.gov.uk).

Further detail of our Population Profile can be found on the Lichfield District Council website at the following link

http://www.lichfielddc.gov.uk/downloads/file/5592/population_profile_by_equality_strands_2013

3. How we deliver equality in services:

We provide a range of services

We already provide a range of services that particularly support individuals with protected characteristics and these include:

- Our Community Transport scheme which helps passengers to access basic amenities such as local shops. Local older people's groups and the Staffordshire Association for the Blind are regular users of the scheme. Our community transport buses accommodate wheelchair users. 218 passenger journeys were made by wheelchair users in 2013.
- Our Leisure Activity Passports offer up to 30% savings on leisure activities across the district. People aged over 60, students, people with disabilities and registered carers can apply for a free passport. At 1st April 2013 our leisure centres had 1768 members from targeted groups, by October 2013 this had increased to 1995 (an increase of 12.8%).
- The provision of free additional bins to families where extra waste is generated because of a medical condition, those with children in nappies, and for families of six or more.
- The provision of assisted bin collections for people who struggle to get their bins to the roadside for collection, such as older residents and people with disabilities. In 2013 we assisted 588 homes with these collections.
- Helping people to apply for disabled facilities grants to deliver adaptations within their home. In 2013 we helped over 81 people adapt their homes through disabled facilities grants.

- Commissioning the voluntary sector to provide services through Service Level Agreements. As part of this we are funding Burntwood Live at Home which offers friendship and support to older people, and Cherry Orchard Gardening Services, which trains, supports and employs local people with learning disabilities to become gardeners. Once trained the gardeners then support older residents to maintain their gardens.

How we improved equality in our services in 2013:

In the 2013 Equality Statement we identified service equality priorities.

What **we said we would do** and *what we did*:-

- 1. We will continue to ensure new developments, such as the recently opened Friary Car Park take into account equality issues, such as access, parking and the provision of quality toilet facilities for the disabled.**

We have ensured that the Friary Car Park development takes into account equality issues, such as access, parking and the provision of quality toilet facilities for people with disabilities. As part of our Plan for the District we have recently opened a fully accessible Changing Places facility at the Friary Car Park which includes specialist equipment such as a height adjustable changing bench and a hoist, to help people with disabilities.

- 2. We will implement and monitor the new local council tax support scheme. This will include communicating the changes, developing a hardship fund to help those most affected by the cuts, and work with support groups and the voluntary sector to help them to assist people most affected by the changes.**

The local council tax support scheme was implemented from 1st April 2013. We developed an online guide to provide information on how the changes may affect individuals.

We completed Equality Impact Assessments on:

- *Discretionary Housing Payments Policy – April 2013*
- *Council Tax leaflet available via the Council's website – September 2013*

- 3. We will monitor the progress of Universal Credit and the effect on the current residents who may transfer to the new scheme in October 2013.**

Universal Credit has yet to be implemented. We are working with social landlords and community and voluntary sector partners to coordinate the advice and assistance available in the District through a Task and Finish Group reporting to the Lichfield District Board.

- 4. We will secure funding to make improve Friary Grange Leisure Centre's facilities. This includes improved access, and parking and changing facilities for disabled customers.**

We secured funding from Sport England , Aiming High, S106 and capital funds from Lichfield District Council and Staffordshire County Council. The works were completed in December 2013.

These included building a new reception and pool viewing area, as well as improvements to the changing rooms. Access for the disabled user and visitor was improved from the point of parking vehicles, access to changing facilities and right through their visit to the leisure centre.

5. Our emerging Sport and Physical Activity Strategy will undergo equality impact assessment.

This was delayed in 2013 due to the review of Leisure Services under the Fit for The Future scheme and will take place in 2014.

6. We will increase number of concessionary Leisure Activity Passports we issue by 5%.

In April 2013 membership of our Leisure Centres from our targeted groups stood at 1768, by October 2013 concessionary Leisure Activity Passport membership was at 1995 (and increase of 12.8% and included 1820 over 60's, 88 disabled/carer, 13 unemployed and 74 students)

7. We will work to ensure our approach to community consultation is robust and captures equality data, so we can use it to inform our service delivery. This will include capturing usage, satisfaction and performance data.

We have been working towards carrying out a community consultation exercise in May 2014 in partnership with the Staffordshire Intelligence Hub to inform the Council's savings programme (called Fit For the Future).

During 2013, we began to collect information on the protected characteristics of our customers in relation to housing enquiries, those registering on the housing register and applicants for discretionary housing payments.

This has told us that the age profile of people making housing enquiries and registering on the housing register are much younger when compared to the age profile of the District. Also a higher proportion of people were single when compared to the District profile.

Further details of this information can be found at

http://www.lichfielddc.gov.uk/downloads/file/5592/population_profile_by_equality_strands_2013

8. We will continue to equality impact assess key policies and procedures, including considering the implications of savings proposals, which may impact on people with protected characteristics.

Owing to further cuts in our government funding we were faced with the need to make savings during 2013. To do this our councillors had to make some difficult decisions about which services we should continue to provide, what we could cut or reduce, and which services we could charge for to raise more income. As part of this process, we carried out equality impact assessments so that the equality implications of savings were fully taken into account before decisions were made. The assessments undertaken as part of this process were:

- Community Development*
- Community regeneration*
- Strategic partnerships*

- *Community Transport*
- *Mobile leisure*
- *Play development*
- *Youth clubs / projects*
- *Community projects including the Old Mining College*
- *Public Toilets*
- *Shopmobility*
- *Research and consultation*

Other equality impact assessment we completed included:

- *Housing Assistance Policy – July 2013*
- *Allocations Policy – March 2013*
- *Homelessness Strategy December 2013*

9. We will update and republish the Statement of Community Involvement for 2013/2014 to ensure the needs of the community are included, together with specific equalities issues where they have been identified.

A review of the Statement of Community Involvement is dependent on the adoption of the Local Plan. As the Local plan has not yet been adopted the review has been delayed and it is proposed to be carried out during 2014.

10. We will provide service managers with specific demographic information to inform emerging plans. For example research into housing need that looks into the needs of specific groups, such as age and disability. This can then be used to inform strategies to provide affordable warmth, flexi care, helping older people to live at home longer, as well as help our partner to plan provision for institutional care.

Research for the Housing Strategy and The Local Plan identified there is a higher proportion than the West Midlands average of the older working population (40-65) and people aged between 65 and 79, but a much smaller proportion of younger working age population (20 to 34) Due to the ageing population the number of older people is forecast to increase even further, particularly in the over 80 age group. This demographic shift will present an increasing challenge for the District and is likely to result in a greater need for smaller and more supported accommodation along with support services. The Housing Strategy and the Local Plan which were approved during 2013 both identified this demographic shift as a priority.

An accessibility survey is currently underway for Beacon Park, Minster Pool and Stowe Pool.

Other Services

Section 106 funding helps to make sure new developments enhance local communities, and aims to reduce the impact of developments on local areas. In 2013, section 106 funding administered by Lichfield District Council helped to deliver a range of projects that particularly support people with protected characteristics, These were:

- The conversion of an outbuilding into education and nature study facility for visitors with disabilities, along with schools and other groups, at the Four Seasons Nature Centre based in Handsacre for the Combined Handicapped and Disabled Society (CHADS society)
- Using £3,500 section 106 funding, the Lichfield Scrap Barn, based at Chasewater Country Park, bought specially adapted IT equipment to help visitors with dexterity or limited speech access work-based learning opportunities. The project was also funded by Staffordshire County Council's Community Wellbeing Fund
- Improved disabled access and installation of new disabled toilets and a new baby changing facility has been achieved at Burntwood Memorial Community Association, on Rugeley Road, thanks to £2,000 section 106 funding. The £14,000 project was also funded by the Burntwood Memorial Community Association.

Our service equality priorities for 2014

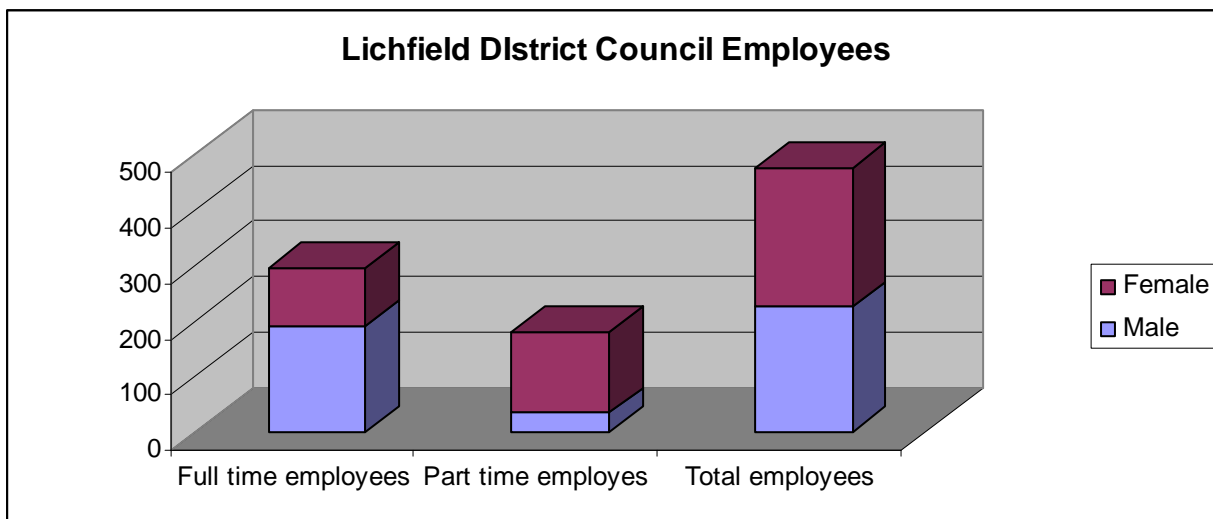
1. We will consult with the community on our new Equality Objectives.
2. We will review how we are meeting our Public Sector Equality Duty having regard to the recommendations of the Independent Steering Group.
3. We will introduce an additional section within our Committee report templates in order to outline the equality implications of the matter under consideration.
4. We will continue to undertake equality impact assessments and plan to assess the following:
 - Lichfield District Community Safety Plan (2014 – 17)
 - Discretionary Reduction Policy for Council Tax
 - Licensing Policy
5. Where services are reviewed under Fit for the Future and changes are proposed equality impact assessments will be carried out to ensure that the full impact of changes is understood prior to decisions being taken.
6. We will update and republish the Statement of Community Involvement for 2013/2014 to ensure the needs of the community are included, together with specific equalities issues where they have been identified.
7. We will improve our understanding of who accesses our services by developing a standard approach to collecting equality information about our customer
8. Environmental Health will further improve their customer feedback form to incorporate key information on equalities
9. We will collect better information about how our Community Transport scheme benefits people with protected characteristics, especially the elderly and people with disabilities.

10. We will collect information to enable the protected characteristics of victims of anti social behaviour to be monitored
11. A Hate Crime Policy will be put in place, monitored and reported to East Staffordshire Racial Equality Council/Partners Against Crimes of Hate
12. Our Grounds Maintenance and Car Parks Teams will monitor complaints in relation to protected characteristics
13. We will work to ensure that the Local Plan and other associated documents are inclusive of all members of the community and able to support and address the range of needs of all those who live in, work in and visit the District. To ensure that projects which are implemented are accessible and inclusive to those whose needs the project seeks to address.
14. We will maximise take up of Discretionary Housing Payments thus supporting vulnerable people and helping to prevent homelessness

4. How we deliver equality in employment

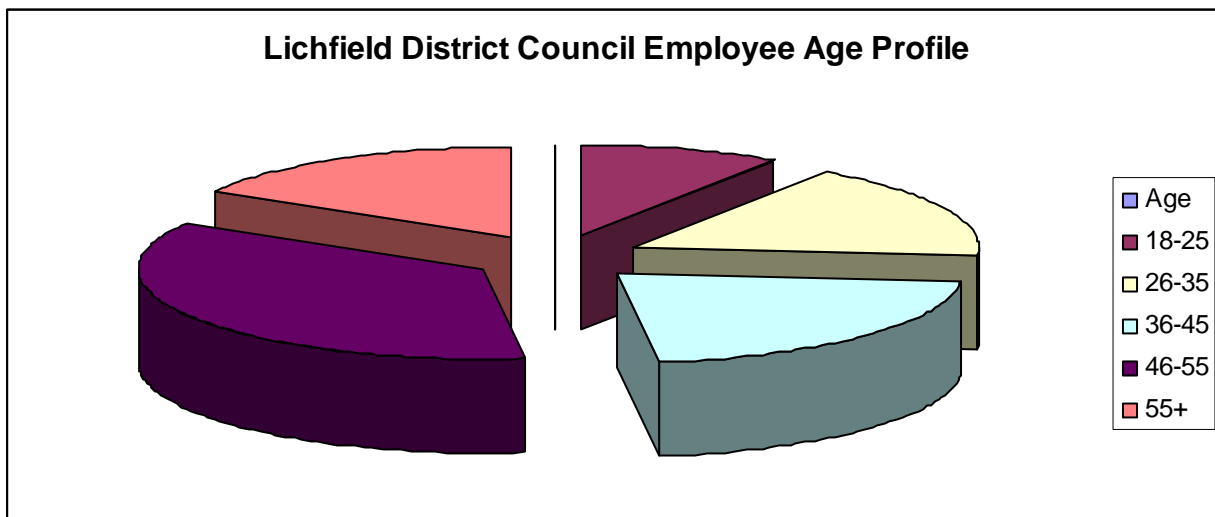
We aim to provide an inclusive, respectful and discrimination free work environment for all our employees. We want all our employees to feel respected and be able to give their best.

An overview



We have a total of 475 permanent employees in total 252 (53%) are women, 223 (47%) are men. Of these 295 are full time employees and 180 part time. The graph shows the ratio of male to female staff for all staff

Only 6 (1.25%) are from black and minority backgrounds and 15 (3.17%) have a disability.



9% of

Women are well represented in senior positions within the organisation. There are five positions on our Leadership Team, and three of these are held by women, including our chief executive.

We regularly collect information relating to our employees and this helps us monitor changes in our workforce profile. In 2012-13 an analysis of employee turnover revealed that 55% were under the age of 35 and 15% over the age of 55.

How we improved equality in employment in 2013

In the 2013 Equality Statement we identified employment equality priorities.

What **we said we would do** and *what we did*:-

- We will analyse the results of the recent Employee Survey and Equality Survey and share them with staff and our workforce representatives. Based on the results we will take appropriate action which will be monitored and reported on in the Equality Statement 2014.**

The key messages from the Employee Survey 2012 were presented at the Managers briefing in April 2013. The detailed results were considered by Directors and their teams and any localised issues were addressed as a result. Staff were able to make suggestions or comments through team meetings and briefings.

- We will continue to equality impact assess key policies and procedures, including considering the implications of savings proposals, which may impact on staff with protected characteristics.**

An equality impact assessment of the redundancy policy has been completed.

As part of the Councils Fit For The Future programme we have carried out equality impact assessments so that we can understand the impact of the decisions we make as an outcome of the process.

- We will collect and publish key workforce data.**

We publish key workforce data through this Equalities Statement and the Council's Pay Policy Statement

4. We will review the Council Pay Policy Statement.

The Council's Pay Policy statement was reviewed and approved by the Employment Committee and the Council in February 2013 and subsequently published on the Council's website

5. We will improve staff access to equality awareness training. A new online training programme is being piloted at Burntwood Leisure Centre and will be available to all employees through 2013.

The online training programme was made available to all staff and a total of 16 staff have used the programme.

Our employment equality priorities for 2014

1. We will continue to equality impact assess key policies, procedures and procurement, including considering the implications of savings proposals, which may impact on staff with protected characteristics.
2. We will continue collect and publish key workforce data.
3. We will increase the number of staff that have undergone equality awareness training.

5. How we monitor and identify equality issues

Monitoring our progress, and ensuring we have the right data to both inform and review how well equality issues are embedded into our services, is vital. Here's how we achieve this:

How we monitor our progress

- The actions and priorities identified in the Equality Statement for 2014 will be monitored throughout 2014 and progress reported in the council's next Equality Statement (to be published 31 January 2015).
- Our service plans include a 'being fair' section that specifically relates to equality impact assessments and the priorities set out in the Equality Statement.
- Our Community Housing & Environmental Health Overview and Scrutiny Committee will review the Equality Statement 2014 as part of their work programme for this year.
- We will report actions from priorities highlighted in the Equality employee Survey in the 2014 survey.
- We are monitored by the Equality and Human Rights Commission and the government's Equalities Office to ensure equality issues are addressed.
- We will benchmark progress with our partners. (Staffordshire and West Midlands Equality Networks)

Getting the right data

We use national and local data to produce a population profile of the district by equality strands.

This data will be published annually on our website and can be found at

http://www.lichfielddc.gov.uk/downloads/file/5592/population_profile_by_equality_strands_2013

We use population profiling to help identify local priority issues. One very clear message that comes through from local data for example is the high proportion of over 65 year old people (20%) in our community.

However, we have much less data on other protected characteristics such as sexual orientation, and are conscious of the sensitivities around collecting this information.

In addition to statistical data, we will be conducting a consultation exercise with residents' which will provide further evidence for our Equality Statement.

We also conduct employee surveys and our first workplace Equality Survey took place in autumn 2012 (see Section 4: How we deliver equality in employment).

6. Equality based case studies

The following case studies highlight our commitment to provide fair accessible and caring services, and how we work with our partners to achieve this:

A customer with severe mental health problems and a history of non-engagement with services was made homeless from her tenancy. After lengthy input from the case officer, which included assistance with the removal and storage of her belongings, she was found temporary accommodation with support and eventually permanent accommodation with continued support.

An Asian woman fleeing violence from a family member was accommodated in B&B. Because of her cultural background she lacked the knowledge to access appropriate services. She was found accommodation in a refuge and provided with ongoing support over several months to ensure she received appropriate assistance. She is now looking for employment and seeking her own accommodation.

A report of a noise nuisance and disturbance linked to anti social behaviour was found to be more of a communication issue. Since engaging a local interpreter and encouraging the Bangladeshi family involved to attend English classes, along with other Bangladeshi families, no further complaints have been received.

Any questions?

Our Equality Statement is available to download at

http://www.lichfielddc.gov.uk/downloads/download/1385/equalities_statement

If you have any questions about our Equality Statement 2014, please contact Colin Cooke on 01543 308121 email colin.cooke@lichfielddc.gov.uk or Alison Bowen on 01543 308129 email alison.bowen@lichfielddc.gov.uk

If you would like this document in large print or another format, please contact

Colin Cooke on 01543 308121 email colin.cooke@lichfielddc.gov.uk
or

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alison.bowen@lichfielddc.gov.uk

SUBMISSION TO COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH OVERVIEW AND SCRUTINY COMMITTEE

Date : 22nd January 2014

Agenda item: 6

Contact officer : Clive Gibbins/David Whittaker

Telephone : 01543 308702/01543 308704

SUBMISSION BY THE CABINET MEMBER FOR COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH

HOMELESSNESS STRATEGY 2013-18

1. PURPOSE OF THE REPORT

- 1.1 To request Members to consider and comment on the Lichfield District Homelessness Strategy 2013-18 which is attached at **Appendix A**.
- 1.2 To consider the responses to the public consultation carried out between October 21st 2013 and January 17th 2014 and recommend the Homelessness Strategy to Cabinet for approval

2. BACKGROUND

- 2.1 The Homelessness Act 2002 placed a legal obligation on all local housing authorities to carry out a review of homelessness in their areas and in consultation with partners and stakeholders, develop and publish a strategy for tackling and preventing homelessness by 31st July 2003. The Act placed a further obligation on local housing authorities to publish a new Homelessness Strategy every 5 years following a further review of homelessness in their area. The Homelessness Review can be found at the following website link <http://www.lichfielddc.gov.uk/downloads/Part Three - Homelessness Review 2 .pdf>
- 2.2 Lichfield District Council published its first Homelessness Strategy in 2003 which was revised in 2008 following a full review. A new homelessness review was completed in September 2013 and Members considered this review at its meeting on 24th September 2013 along with the identified priorities and aims for the Homelessness Strategy 2013-18. The review recognised the significant changes that have taken place in both national and local policy context, economic conditions and demand for the service since the last strategy was published in 2008. In formulating the review, consultation was undertaken with members of the Strategic Housing Partnership and other stakeholders.
- 2.3 The findings of the Review and the proposed priorities and aims in the draft document were endorsed by Members of the committee. A discussion took place on the need to continually monitor, review and audit the services we deliver with a view to making improvements where possible in the confines of limited resources. We have strengthened the strategy to reflect this and also added an additional aim to 'Review, monitor and improve service delivery'.
- 2.4 The Delivery Plan includes key actions that the Council and its partners want to achieve throughout the life of the Strategy. The Delivery Plan will be monitored and updated quarterly, including any adjustments to our milestones and consideration of new actions as identified.
- 2.5 Whilst it is intended that the Strategy is in place for five years, an annual review will take place. We do recognise that many actions in the Delivery Plan are focused on the next two to three years and this reflects the current uncertainties regarding the economic situation and welfare reforms.
- 2.6 The Homelessness Strategy 2013-18 incorporating the Homelessness Review and a delivery plan were finalised in October 2013 and consultation with the Community for 12 weeks from October 2013 to January 2014 has been undertaken.

3. RESPONSE TO CONSULTATION

- 3.1 As the consultation period ends on January 17th 2014, only responses received by 9th January have been taken into account for the purposes of this report. Any responses received after this date will be reported verbally to the Committee.
- 3.2 Overall a total of 8 responses have been received and there was general agreement with the 2 priorities and 6 aims identified in the Strategy. In addition there was agreement that the delivery plan actions would meet each of the aims.
- 3.5 When asked if there was anything else that we should be doing, comments included 'build more suitable and affordable houses', 'try to increase employment', 'run sessions to combat substance misuse' and run workshops to prevent relationship breakdown.

4. RECOMMENDATION

- 4.1 That Members endorse the strategy and delivery plan, and, subject to the comments of Members, recommend the Homelessness Strategy 2013-2018 to Cabinet for approval.

5. COMMUNITY BENEFITS

- 5.1 The strategy will enable the Council to assist those who are vulnerable, including rough sleepers, in accessing sustainable accommodation.

6. FINANCIAL IMPLICATIONS

- 6.1 The review of homelessness has been carried out using existing budgets and the actions within the delivery plan have been developed having regard to the availability of existing budgets.

7. PLAN FOR LICHFIELD DISTRICT IMPLICATIONS

- 7.1 Within the strategic theme of 'We'll support people' there is the following long term outcome relevant to the Homelessness Strategy:
- We'll help and support vulnerable adults, families and children to live independent and fulfilled lives in their own homes and communities, and prevent homelessness wherever we can

8. CRIME AND COMMUNITY SAFETY ISSUES

- 8.1 The strategy includes the aim of working with partners to support those who are vulnerable, especially those with complex needs. This will include ex-offenders and those with issues around substance misuse.

9. RISK MANAGEMENT ISSUES

Risk Description	Likelihood / Impact	Status	Risk Category	Countermeasures
Actions identified in the Homelessness Strategy are not delivered	Medium/High	Strategic	Delivery plan is monitored through covalent	Housing Options Manager
Insufficient resources available to deliver strategy actions	High/High	Strategic/ Financial/ Reputational	Monitor impact on strategy actions and continue to consider alternative funding options	Housing Options Manager

HOMELESSNESS STRATEGY AND REVIEW

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Foreword



By Councillor Colin Greatorex, Cabinet
Member for Community, Housing &
Environmental Health

Welcome to Lichfield District Council's fourth Homelessness Strategy, which has been developed from the findings of our review of homelessness and consultation with our partners. The Strategy builds on the achievements of our previous Homelessness Strategy 2008-13 and sets a framework for the continued improvement of homelessness services in the district.

Much has been achieved since our first Homelessness Strategy; central to this has been the refocusing of our work on the prevention of homelessness and continued multi-agency working. This approach has contributed to a fall in homelessness over the last five years and many improvements in our homelessness and housing options services.

Homelessness is the most extreme form of housing need that can have a very negative impact on people's lives and the wider community. It affects many areas of life, such as putting extra demands on health services, undermining educational achievement and acting as a barrier to those seeking and keeping employment.

The development of our Homelessness Strategy has come at a time of great change in housing, and there are many pressures on housing that will continue in future years. This Strategy considers these challenges and establishes two strategic priorities 'to prevent homelessness' and 'support for those who are homeless'.

I would like to thank the many organisations that have contributed to our review of homelessness and helped us shape this Strategy, particularly through the Strategic Housing Partnership. We look forward to working in partnership with you to achieve the priorities and aims set out in our delivery plan.

Part One

The Homelessness Strategy 2013-2018

1. Introduction

This is the fourth Homelessness Strategy for Lichfield District which sets out our priorities for the next five years and the work we will carry out to reduce and prevent homelessness across the district.

The Strategy has been developed against a background of economic challenges which are having, and are expected to continue to have, an impact on the number of households experiencing housing difficulties. This Strategy sets out the challenges which the Council is likely to face and how it intends to address them.

The Homelessness Strategy sets out how we will continue to work with the various agencies involved in providing services to homeless and potentially homeless households in Lichfield District. The actions identified in this Strategy will act as a focus for co-ordinating multi-agency working and developing policy and initiatives that effectively respond to the needs and gaps in current provision that have been identified through the Homelessness Review. Although this Strategy will be the basis for improving homelessness services across the district, we recognise that over a five year period needs may change, for example, as a result of the impact of the recession and welfare reform and therefore this Strategy, and especially the delivery plan, will be reviewed on a regular basis.

2. Development of the Strategy

2.1 The Review of Homelessness

To develop the Strategy, we have collated and examined evidence from a variety of sources and conducted a range of consultation exercises. To help guide the development of our Strategy we initially carried out a review of homelessness and to begin the review we firstly looked back at what we had achieved since the previous 2008-13 Strategy. Highlights of these achievements include:

- Development of a housing options website
- Development of homelessness prevention schemes
- Increased working with private landlords
- The provision of a money advice service and the money advice website
- An improved out of hours service
- A reduction in the use of B&B accommodation
- Commissioning of services, such as rough sleeper outreach project and shared accommodation offer to private landlords via the Shropshire and Staffordshire Homelessness Prevention Partnership
- Introduction of the Severe Weather Emergency Protocol
- The delivery of 205 affordable homes since 2008

We also conducted a detailed analysis of homelessness in the district. We examined the current levels of homelessness, trends since the last strategy and other information on the various activities we carry out with our partners to prevent homelessness. This highlighted the following key issues that we face in the district and identifies gaps in provision that this Strategy needs to address.

- Since 2008:
 - Housing enquiries have increased by 43%
 - homelessness applications have reduced by 47%
 - homelessness acceptances have reduced by 19%
 - homelessness preventions have increased by 473%
 - Use of bed and breakfast has fallen and in 2012/13 no families were placed in bed and breakfast
 - We have been the highest user of temporary accommodation in Staffordshire with only Staffordshire Moorlands having a higher use in 2012/13
 - the length of time households have to remain in temporary accommodation has reduced by 2.8 weeks or 16% but in the last year it has risen by 1.5 weeks (11.6% increase)
- In 2012/13 43% of all housing enquiries were due to relationship breakdown
- In 2012/13 26% of all housing enquires were due to the loss of a tenancy
- There are 2.12 homeless acceptances per 1000 households which is the highest in Staffordshire but lower than the national average of 2.37
- In 2008/9 58% of homeless applicants were accepted as statutorily homeless but by 2012/13 this had increased to 88%
- In 2012/13 22% of homelessness preventions enabled a household to remain in their own homes compared to 47% nationally
- In 2012/13 78% of homelessness preventions enabled a household to obtain alternative accommodation compared to 53% nationally
- Use of temporary accommodation has recently started to rise again, following a fall in use for the period 2008-09 to 2010-11
- The number of rough sleepers in Lichfield District is very low with only 1 rough sleeper identified in the official estimate in 2012
- There is no local direct access hostel in the district and limited supported accommodation for the single homeless
- The Housing Strategy also identified that there is:
 - a high incidence of larger detached dwellings and an undersupply of smaller dwellings which limits choice and housing options for residents
 - pressure on the housing register (the waiting list for social housing) remains high, with 2910 households live on the housing waiting list at 31st March 2013, of which

1020 are considered to be in a reasonable preference category¹ with a connection to Lichfield District, and 343 of whom were classed as homeless or potentially homeless

- a smaller than average private rented sector and rent levels are generally higher than surrounding areas and market demand is strong
- a small number of shared houses which it is estimated at less than 100
- a greater need for smaller and more supported accommodation plus associated support services to enable elderly residents to live safely and independently
- a higher than average affordability ratio (which is the ratio of house prices to incomes), meaning that home ownership is out of reach to many
- the highest average house prices in Staffordshire
- a limited supply of new affordable housing because like other areas the recession has led to a slow down in house building and a reduction in affordable housing

As part of the review we also examined the changes in policy at a national, regional and local level and identified how these changes will impact upon our housing options service. It is evident that many households are facing real difficulties in managing their income and housing as a result of the downturn in the economy and this is having an impact on the housing market.

As part of its commitment to reducing homelessness, the government established a cross-government working group which brought together ministers from across eight government departments.

The working groups first report "Vision to end Rough Sleeping, No Second Night out Nationwide" signalled the government's commitment to end rough sleeping. In 2012 the working groups second report 'Making every contact count: A joint approach to preventing homelessness' was launched to try and make sure that every contact local agencies make with vulnerable people and families really counts and services are managed in a way that prevents all households, regardless of household type, from reaching a crisis point where they are faced with homelessness. The report set ten local challenges, which the government has recommended local authorities should take forward to achieve a 'gold standard' service. This Strategy recognises the importance of these challenges and acknowledges existing work already undertaken or underway to respond to them.

In terms of local policy, a new Housing Strategy 2013-2017 was developed and launched in 2013 which is intrinsically linked to this Strategy, particularly the following priorities:

- Improve housing choice and access to a wide range of affordable homes
- Prevent and reduce homelessness
- Support older and vulnerable people to live as independently and healthily as possible

The Housing Strategy can be found at:

http://www.lichfielddc.gov.uk/info/200173/housing_strategy/353/download_our_housing_strategies/2

¹ Reasonable preference is defined as being in priority bands 1-3 and therefore considered to be in some degree of housing need.

The Plan for Lichfield District 2012-16² has also been endorsed and adopted by the Council and Lichfield District Strategic Partnership (LSP)³; sets out a shared vision and direction for tackling issues that are important to local residents and businesses. Within the strategic theme of 'we'll support people' there is the following long term outcome relevant to housing and homelessness "We'll help and support vulnerable adults, families and children to live independent and fulfilled lives in their own homes and communities, and prevent homelessness wherever we can".

The Lichfield District Local Plan has also been developed which will provide the framework for managing development, addressing key planning issues and guiding investment including affordable homes across the district up to 2029.

Further information on all of these issues can be found in the Review of Homelessness in Part Three.

2.2 Consultation

To test the early findings of our Review of Homelessness, in June 2013 we held an informal consultation workshop with members of the Strategic Housing Partnership. The purpose of this was to share our emerging evidence and seek any additional evidence that partners might have to strengthen our Review.

Following this we consulted four key partners- SESCAB, Bromford Support, Midland Heart Foyer and Pathway to share what we felt were our key issues, to find out if these were the experiences of their organisations and see if any other issues were important.

In July 2013 we held a formal consultation event where attendees were asked to consider our emerging evidence in the Review and in workshops discuss the key issues that we had identified to date. Attendees were also asked to highlight any other areas which from their experience they felt needed attention.

Following the consultation with partners we finalised the draft Homelessness Review which we presented to the Community, Housing and Environmental Health Overview and Scrutiny Committee in September 2013. The findings of the Review and the proposed priorities and aims in the draft document were endorsed by Members of the committee.

A discussion took place on the need to continually monitor, review and audit the services we deliver with a view to making improvements where possible in the confines of limited resources. We have strengthened the document to reflect this and also added an additional aim to 'Review, monitor and improve service delivery'.

2.3 Key issues identified through consultation

Through discussion at the consultation events we have identified the following key issues that we need to address in our new homelessness strategy.

- The options for single homeless households within the district are very limited, particularly for single people under the age of 35 due to changes to the housing benefit rules. There are a very small number of shared houses, which is estimated at less than

² This is available at http://www.lichfielddc.gov.uk/downloads/file/4086/a_plan_for_lichfield_district_2012_2016

³ The District Board is the decision making body of the Local Strategic Partnership which brings together the Council, Staffordshire County Council with the police, fire service, health services and many other local agencies and businesses.

100 and the fairly small size of the private rented sector also limits the choices available to single homeless people. There is also a shortage of direct access or emergency provision for single homeless people.

- Relationship breakdown has remained consistently the highest cause of homelessness within Lichfield District for the past 5 years and it is the most common reason that people make a housing enquiry.
- Apart from 2012/13, Lichfield District has been the highest user of temporary accommodation in Staffordshire since 2008/9. Use of bed and breakfast has reduced, however there has been an increase in the number of void periods in the temporary accommodation managed by Bromford Support.
- Access to the Private Rented Sector is limited as the supply of accommodation is small, rent levels are generally higher than surrounding areas and market demand is strong. Affordability is also a key issue with the availability of homes to rent at or under Local Housing Allowance rates very limited.
- The social rented sector is small and access to it is limited due to low turnover and high demand. There is great pressure on the housing register and due to this many households have to move out of the district to meet their housing needs.
- The reforms to the welfare system introduced through the Welfare Reform Act have implications for many householders; there is limited access to debt and money advice in the district and there is also a perceived lack of awareness of available services.
- There is a need for more support for vulnerable adults, especially those with complex needs. Feedback from partners is that there is a lack of a clear integrated multi-agency approach to assist people with complex needs and support services that do operate in the district are limited.
- There is a lack of supported accommodation for particular groups such as those over 25, young single parents and people with drug and alcohol problems. Opportunities to develop new supported accommodation are also restricted due to the lack of both capital and revenue funding available both locally and nationally.
- We recognise there is a need to continually review and monitor our services, particularly if we are to achieve a 'gold standard' service. However, in the climate of reduced resources, services will need to be more focused and deliver better value for money.

After consideration of the above and all the findings and recommendations set out in the Review of Homelessness, we have established two strategic priorities and six aims for the Homelessness Strategy which we will try and deliver over the next 5 years. Details of these are set out in section 3 below, with the Delivery Plan in Part Two providing much more detail on the individual actions that will contribute to meeting these priorities and aims.

3. Our priorities and aims

3.1 Our priorities

Following an analysis of the issues highlighted through our review of homelessness and the comments received during the various consultation exercises, we have identified the following two priorities:

1. Prevention of homelessness

2. Support for those who are homeless

These two priorities have been chosen as they encompass the main focus of the work of the housing service and cover what the Council wants to achieve with its partners.

Since 2002, central government has made homelessness prevention a priority and has provided funding to improve services and require councils to develop proactive strategies to prevent homelessness in their area. Homelessness is not just a housing problem, as being homeless, or at risk of homelessness adversely affects all areas of life including health, the ability to find employment and the achievement of children at school. Preventing homelessness and pro-actively intervening before crisis occurs rather than to responding in an emergency also saves money and in the long term helps to create sustainable communities.

Supporting those who are homeless is also very important so that households in need get the right help to look at their options for finding suitable accommodation. Then after permanent accommodation has been found, support is also often vital to help ensure that a tenancy is sustained and households do not become homeless again.

3.2 Our aims

To deliver these priorities we have established the following six aims which we will achieve by completing several actions and milestones:

1. Assist households to remain in their own home

To achieve this we will:

- Work with partners to mitigate the effects of welfare reform
- Monitor the impact of the Council's Discretionary Housing Payment (DHP) Policy in preventing homelessness
- Establish joint working arrangements with the Department for Work and Pensions on the introduction of Universal Credit
- Explore reasons why relationship breakdown continues to be the main reason for homelessness and identify opportunities for prevention
- Work with partners to ensure debt recovery policies do not lead to homelessness
- Support and promote money advice services

2. Assist households to obtain affordable accommodation

To achieve this we will:

- Identify the extent of homelessness amongst those households for whom there is no statutory housing duty
- Support households to access private rented sector accommodation
- Improving access to accommodation for those with existing housing related debt
- Monitor the impact of Homes Direct on households accessing affordable accommodation
- Promote shared ownership schemes
- Consider options for shared accommodation in the social rented sector

3. Increase access to private rented accommodation

To achieve this we will:

- Increase the supply of shared accommodation
- Improve access to those in receipt of Local Housing Allowance
- Increase use of private rented accommodation to discharge statutory homelessness duty
- Consider incentives for private landlords

4. Work with partners to support those who are vulnerable, especially those with complex needs

To achieve this we will:

- Identify and understand problems associated with those with complex needs
- Monitor support services and influence commissioners
- Monitor the impact of the MEAM pilot in Lichfield District
- Review Joint working arrangements with Pathway Project and the Family Justice Centre
- Work with partners to ensure services for rough sleepers are available
- Improve joint working arrangements with other services

5. Reduce the use of temporary accommodation

To achieve this we will:

- Complete the review of the use of temporary accommodation across Staffordshire
- Minimise the use of bed and breakfast accommodation
- Continue to work with Bromford to make best use of their temporary accommodation
- Consider the need for direct access accommodation within the district

6. To review, monitor and improve service delivery

To achieve this we will:

- Carry out a homelessness benchmarking exercise
- Carry out review of Housing Options policies, procedures and audit processes
- Consider implications of working towards the 'Gold Standard'
- Continue to monitor service performance

- Continue to improve and strengthen partnership working
- Further detail of these is contained in the Delivery Plan in Part Two. In developing the Delivery Plan, the action plan for the previous Strategy for 2008-13 has been reviewed and considered in our actions going forward.

4. Monitoring

The Delivery Plan includes key actions that the Council and its partners want to achieve throughout the life of the Strategy. The Delivery Plan will be monitored and updated quarterly, including any adjustments to our milestones and consideration of new actions as identified.

Whilst it is intended that the Strategy is in place for five years, an annual review will take place. We do recognise that many actions in the Delivery Plan are focused on the next two to three years and this reflects the current uncertainties regarding the economic situation and welfare reforms.

5. Your Views

Your views on our priorities and actions are important, so please contact us if you have any comments on any aspect of our Homelessness Strategy.

For further information please contact:

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Lucy Robinson - Housing Strategy and Enabling Manager Lucy.Robinson@lichfielddc.gov.uk

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Part Two

Homelessness Strategy Delivery Plan 2013-18

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
Aim 1 – Assist households to remain in their own home					
Work with partners to mitigate the effects of welfare reform	A lead role in the work of the Lichfield District Welfare Reform Group taken by: <ul style="list-style-type: none"> • Agreeing and assisting in the implementation of the group’s action plan • Contribute towards the outcomes of the group’s work streams: <ol style="list-style-type: none"> 1. Internet access 2. General information & advice 3. Money advice and general products 4. Making best use of stock 5. Employment, training and volunteering 	<ul style="list-style-type: none"> • Report to Strategic Housing Partnership • Number of households made homeless due to welfare reform monitored • Action plan delivered. 	Bromford Living; Lichfield District Council Housing Services; Lichfield District Council Revenues & Benefits; Lichfield District Council Community & Partnerships; Department for Work and Pensions; LDCVS; Midland Heart; SESCAB; South Staffs Network for Mental Health; Waterloo Housing Association.	Welfare Reform Group - June 2014 Work streams - Ongoing	Prevention Of Homelessness

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
	Establish a further work stream to monitor the effects of welfare reform, especially the spare room subsidy, on social housing tenants, with a view to preventing homelessness.	<ul style="list-style-type: none"> • Households affected identified • Joint working arrangements to promote the prevention of homelessness in place • Number of homeless applications monitored 	Housing Options Team; Bromford Living; Sanctuary Housing Association	Ongoing	
Monitor the impact of the Council's DHP Policy in preventing homelessness	<ul style="list-style-type: none"> • Ongoing reviews of the effectiveness of the policy carried out • Formal review March 2014 	<ul style="list-style-type: none"> • Numbers assisted to remain in their own homes • Monitor the number of reviews 	Housing Options Team; Revenues & Benefits	Ongoing	Prevention Of Homelessness
Establish joint working arrangements with the Department for Work and Pensions re the introduction of Universal Credit	Joint working arrangements, including information exchange, agreed	<ul style="list-style-type: none"> • LDC notified of the suspension of benefits • Those whose benefits are suspended are notified of consequences of homelessness • Improved information exchange 	Housing Options Team; DWP	Ongoing	Prevention Of Homelessness

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
<p>Explore reasons why relationship breakdown continues to be the main reason for homelessness and identify opportunities for prevention</p>	<p>Comparisons with neighbouring local authorities completed</p> <p>Potential causes discussed with partners</p> <p>Use of mediation services considered</p>	<p>Research conducted and evidence presented</p>	<p>LDC, Family Justice centre, Bromford, Pathway, CAB, Relate, HAS.</p>	<p>2015</p>	<p>Prevention Of Homelessness</p>
<p>Work with partners to ensure debt recovery policies do not lead to homelessness</p>	<p>Arrears/eviction protocol with Bromford Living to include access to money advice produced</p> <p>Develop agreement with Housing Benefits/Council Tax recovery</p> <p>Any other agencies where debt recovery could lead to homelessness identified</p>	<p>Number of households homeless through eviction monitored</p>	<p>LDC; Registered Providers; Revenues & Benefits.</p>	<p>June 2014</p>	<p>Prevention Of Homelessness</p>

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
<p>Support and promote money advice services</p>	<p>Review the effectiveness of the money advice services across the district:</p> <ul style="list-style-type: none"> • SESCAB • Manage Your Money Website • Bromford Debt Advice Service (including advice to new tenants) • Money Advice Service <p>Look at options for sustaining Money Advice Service after current funding ends</p> <p>Consider money advice provision in schools as part of Homelessness Education Programme.</p> <p>Offer ongoing money advice to new private sector tenants to ensure sustainable tenancies</p>	<p>There are comprehensive money advice services available and debt related homelessness is reduced</p> <p>Availability of debt advice identified</p> <p>Quality of debt advice identified</p> <p>Money advice provision is sustained</p>	<p>LDC, Bromford Living, CAB</p>	<p>2015</p>	<p>Prevention Of Homelessness</p>

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
Aim 2 – Assist households to obtain affordable accommodation					
Identify the extent of homelessness amongst those households for whom there is no statutory housing duty	<p>Historical data 2012-13 identified and analysed</p> <p>Barriers to accessing accommodation identified</p> <p>Monitor outcomes of enquiries by this client group</p>	<p>Systems in place to collect data on non-priority applicants including reporting arrangements</p> <p>Enquiry outcomes amongst client group recorded</p> <p>Action plan to tackle barriers devised</p>	LDC; Registered Providers; Private Landlords/Letting Agents; Other LAs.	December 2014	<p>Prevention Of Homelessness</p> <p>Support for Those Who Are Homeless</p>

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
<p>Support households to access private rented sector accommodation</p>	<p>The use of the Homelessness Prevention Fund and Rent Guarantee Scheme reviewed</p> <p>Consider extending the schemes to non-priority applicants</p> <p>Review Rent Guarantee Scheme to ensure greater take up by landlords</p> <p>Agreement reached with FCU re the guaranteeing of loans made by FCU</p>	<p>Review of schemes carried out.</p> <p>Agreement with FCU produced.</p>	<p>LDC Housing Options Team;</p> <p>LDC Housing Options Team; Private Landlords</p> <p>LDC Housing Options Team; LDC Revenues & Benefits Team; Fusion Credit Union.</p>	<p>June 2014</p>	<p>Support for Those Who Are Homeless</p>
<p>Improving access to accommodation for those with existing housing related debt</p>	<p>Policies of lettings agents in relation to previous housing debt ascertained</p> <p>Policies of registered providers in relation to previous housing debt ascertained.</p>	<p>Early identification of debt through housing options process ensured.</p> <p>Access to accommodation improved and monitored</p>	<p>Housing Options Team; Lettings Agents; Registered Providers.</p>	<p>June 2014</p>	<p>Support for Those Who Are Homeless</p>

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
Monitor the impact of Homes Direct on households accessing affordable accommodation	<p>The impact of the allocations policy on the accessibility of social rented accommodation monitored</p> <p>Service level agreement with Bromford Living monitored</p> <p>Use of Homes Direct by other registered providers monitored</p> <p>Nomination agreements with registered providers reviewed</p> <p>Comparative analysis of lettings data between Bromford & UChoose carried out</p>	Impact identified and allocation policy reviewed accordingly	LDC; Bromford Living	Ongoing	Support for Those Who Are Homeless
Promote shared ownership schemes	Joint work with Orbit to promote schemes carried out.	Greater take up of shared ownership accommodation	LDC; Orbit Help to buy	Ongoing	Support for Those Who Are Homeless
Consider options for shared accommodation in the social rented sector	Work with registered providers to make tenants aware of options eg taking in of lodgers, carried out.	<p>Tenants able to remain in their own homes</p> <p>Additional option for single homeless identified</p>	LDC; Registered Providers	June 2014	<p>Prevention Of Homelessness</p> <p>Support for Those Who Are Homeless</p>

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
Aim 3 - Increase access to private rented accommodation					
Increase the supply of shared accommodation	Work with Derventio Housing Trust to promote their shared ownership scheme directly to private landlords Article added to Council's website and other available promotional opportunities considered.	20 tenancies managed by Derventio	LDC Housing Services; LDC Environmental Health Services; LDC Revenues & Benefits; Derventio Housing Trust	2015	Support for Those Who Are Homeless
Improve access to those in receipt of Local Housing Allowance	HB payment scheme with Revenues and Benefits and Fusion Credit Union agreed	Payment scheme in place and used to assist households access private rented accommodation	LDC Housing Options Team; LDC Revenues & Benefits Team; Fusion Credit Union; Private Landlords.	June 2014	Support for Those Who Are Homeless
Increase use of private rented accommodation to discharge statutory homelessness duty	The impact of the suitability of private rented accommodation policy and procedure monitored	Number of households housed in private rented accommodation Number of those returning before 2 years	Housing Options Team; Registered Providers; Private Landlords; Lettings Agents	Ongoing	Support for Those Who Are Homeless

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
Consider incentives for private landlords	Homes Direct available for private landlords	Number of private rented accommodation advertised on Homes Direct monitored	LDC; Midland Heart; Bromford Living; Private Landlords	2015	Support for Those Who Are Homeless
	Marketing campaign completed with private landlords				
	Identify and consider incentive schemes from other LAs	Options for future delivery identified	LDC	December 2014	Support for Those Who Are Homeless
Options for Private Sector Leasing Scheme explored					
Aim 4 – Work with partners to support those who are vulnerable, especially those with complex needs					
Identify and understand problems associated with those with complex needs	Types and numbers of those with complex needs identified	Action plan devised to address identified gaps in services	LDC; Support Providers	December 2014	Support for Those Who Are Homeless
	Problems of those with complex needs identified				
	Needs matched with available support services				
Monitor support services and influence commissioners	Gaps in service provision identified	Services to meet the needs of those with complex needs in place		2015	
Monitor the impact of the MEAM pilot in Lichfield District	Outcomes of pilot scheme reviewed.	Options for future delivery considered	LDC Housing Options Team; Tamworth Borough Council; VAST; Staffordshire CC	2015	Prevention Of Homelessness Support for Those Who Are Homeless

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
Review Joint working arrangements with Pathway Project and the Family Justice Centre	Protocol with The Pathway Project produced Impact of closure of Burntwood refuge assessed Homelessness & Homes Direct applications from refuge residents monitored Outreach work with Family Justice Centre reviewed	Housing advice to this client group improved.	Housing Options Team; Pathway Project; Family Justice Centre	June 2014	Support for Those Who Are Homeless
Work with partners to ensure services for rough sleepers are available	The adoption of the West Midlands No Second Night Out Standard considered	Report on implications for Lichfield District Council prepared	LDC	December 2014	Support for Those Who Are Homeless
	The Severe Weather Emergency Protocol (SWEP) activated as appropriate	Monitor the number of rough sleepers accommodated through the SWEP Monitor the expenditure on temporary accommodation	LDC, SWEP Partners	Ongoing	Support for Those Who Are Homeless

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
	Rough Sleeper Outreach Project monitored and reviewed	Options for future delivery considered	Staffordshire and Shropshire Homelessness Prevention Partnership; Brighter Futures	June 2014	Support for Those Who Are Homeless
Improve joint working arrangements with other services	Young Peoples Protocol monitored and reviewed	Protocols reviewed and updated as appropriate	LDC; Social Care & Health; Tamworth BC; Pathways; Staffordshire Police; Mental Health Services.	Ongoing	Prevention Of Homelessness
	Hospital Discharge Protocol launched and reviewed				Support for Those Who Are Homeless
	Sanctuary Scheme reviewed.				
	Joint working arrangements with other services considered				
Aim 5 – Reduce The Use of Temporary Accommodation					
Complete the review of the use of temporary accommodation in Staffordshire	Information already collected from other Staffordshire LAs analysed	Review completed and action plan developed to make any identified improvements	LDC; neighbouring LAs	June 2014	Prevention Of Homelessness
Minimise the use of bed and breakfast accommodation	<p>Monitor the use of bed and breakfast and the reasons for it.</p> <p>To work with temporary accommodation providers to minimise the number of referrals refused</p>	<p>Use of bed and breakfast for out of hours enquiries or emergencies only</p> <p>The use of bed and breakfast accommodation caused by case refusal from Bromford Support reduced</p>	LDC; Bromford Support	June 2014	Support for Those Who Are Homeless

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
<p>Continue to work with Bromford to make best use of their temporary accommodation</p>	<p>Joint review carried out including evaluation of usage, vacancies and types of households accessing temporary accommodation and options investigated.</p>	<p>Service level agreement relating to temporary accommodation agreed</p> <p>Agreed outcomes of the review implemented</p>	<p>LDC; Bromford Living; Bromford Support</p>	<p>June 2014</p>	<p>Support for Those Who Are Homeless</p>
<p>Consider the need for direct access accommodation within the District</p>	<p>Client groups who would access direct access accommodation identified</p> <p>Demand from client groups identified</p> <p>Options for provision if demand is demonstrated considered</p>	<p>Report produced on identified need and options</p>	<p>LDC; Foyer; Staffordshire County Council</p>	<p>December 2014</p>	<p>Support for Those Who Are Homeless</p>

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
Aim 6 – Review, monitor and improve service delivery					
Carry out a Homelessness Benchmarking exercise	<p>Available information received from other Staffordshire LAs and our family group LAs reviewed.</p> <p>Benchmarking opportunities via Shropshire and Staffordshire Homelessness prevention Partnership considered</p> <p>Further information on temporary accommodation and prevention collected.</p>	Review completed and report produced	Housing Options Manager; Senior Housing Options Officer	June 2014	<p>Support for Those Who Are Homeless</p> <p>Prevention Of Homelessness</p>
Carry out review of Housing Options Policies, Procedures and Audit Processes	<p>Policies and procedures reviewed</p> <p>Options for ongoing audit of service considered</p>	<p>Robust policies and procedures are in place</p> <p>Audit and continual review processes are in place.</p>	Housing Options Team; Performance and Efficiency Improvement Officer	June 2014	<p>Support for Those Who Are Homeless</p> <p>Prevention Of Homelessness</p>

Actions	Milestones	Outcomes	Lead and Supporting Partners	Timescale for Completion	Homelessness Strategy Priority It Relates To
Consider implications of working towards the 'Gold Standard'	LDC position against the 10 challenges measured Partners identified Further action required to achieve the challenges identified Potential costs identified	Available options to meet each of the 10 challenges considered Challenges which can be met during the lifetime of the Homelessness Strategy identified	LDC; Cabinet; Community, Housing & Environmental Health (Overview and Scrutiny) Committee; Strategic Housing Partnership	2013-18	Support for Those Who Are Homeless Prevention Of Homelessness
Continue to improve and strengthen partnership working	Potential partners identified Options for further partnership working considered Current partnership arrangements reviewed	Options to improve and strengthen partnership working identified.	LDC; Identified partners	December 2014	Support for Those Who Are Homeless Prevention Of Homelessness
	Continue to work with the Shropshire and Staffordshire Homelessness Prevention Partnership	All outcomes within Partnership action plan achieved All grant allocation spent	Shropshire and Staffordshire Homelessness Prevention Partnership		
Continue to monitor service performance	Bi-annual performance reports produced Review use of databases for collecting and analysing performance information	Improved knowledge of service performance. Opportunities for further improvements identified	LDC	Ongoing	Support for Those Who Are Homeless Prevention Of Homelessness
KEY: SHORT TERM MEDIUM TERM LONG TERM ONGOING					

**SUBMISSION TO COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH
OVERVIEW AND SCRUTINY COMMITTEE**

Date : 22nd January 2014

Agenda item: 7

Contact officer : Helen Spearey

Telephone : 01543 308700

**REPORT OF THE CABINET MEMBER FOR COMMUNITY, HOUSING AND
ENVIRONMENTAL HEALTH**

FUNDING THE COMMUNITY AND VOLUNTARY SECTOR

1. PURPOSE OF THE REPORT

- 1.1 To remind Members that the current Service Level Agreements (SLA's) with local community and voluntary sector organisations will expire in March 2015. The organisations that SLA's are with and their value are detailed at **Appendix A**.
- 1.2 To seek advice and guidance from Members regarding future levels of investment in and required outcomes from the local Third Sector and the process that should be used to make the investment
- 1.3 To propose the establishment of a short life Member Task Group to advise on the above

2. BACKGROUND AND RATIONALE

- 2.1 Lichfield District is fortunate to have a very thriving, active and diverse community and voluntary sector which has served local residents well over the years. The sector delivers a very wide range of activities from individual social and health care, relief of isolation and loneliness and advice and guidance to recreational, social and sporting events, festivals and cultural activities.
- 2.2 Despite significant financial pressures on its own resources, the District Council has made a substantial financial commitment to these activities over the years and invests almost £200k per year in 9 local organisations governed by Service Level Agreements (SLAs).
- 2.3 The current Agreements will come to an end in March 2015 and therefore plans need to be made regarding the level and nature of future investment in the community and voluntary sector.
- 2.4 This Committee took a significant role in the development of SLAs in 2011, including helping to decide priority areas for investment, advising on service specifications and scrutinizing decisions regarding the successful and unsuccessful organizations. This work was carried out by a Member Task Group (Chaired by Councillor Mrs Woodward). This Group met again in November 2012 to consider the impact of the SLAs, particularly any unintended consequences.
- 2.5 In July 2011, the Cabinet approved the adoption of a commissioning approach to future investment in the community and voluntary sector. Although this was a fair and transparent way to allocate the available funding, it was onerous and time

consuming to implement and required a considerable lead in time. We will shortly need to embark upon the next exercise for allocating funding to the Third Sector. However, in order to guide us in the process, we first need to consider the following:

- How much do we want to invest in the voluntary and community sector in future?
 - What do we want the community and voluntary sector to do / deliver on our behalf?
 - What process do we want to adopt to allocate any budget (bearing in mind that the officer who led on this and his manager have now been made redundant)?
 - What other considerations do we need to take into account?
- 2.6 In order to progress this matter, it is proposed that the former Member Task Group be reconvened, taking account of Member changes on the CHEH Overview and Scrutiny Committee, with a view to advising the Cabinet Member on the issues above by the end of March.

3. RECOMMENDATION

- 3.1 It is recommended that the Member Task Group on Funding the Community and Voluntary Sector be reconvened. Members to include Councillor Mrs Woodward and Ms Perkins (who took part last time) and up to three additional Members of the Committee.
- 3.2 A representative from the Operational Services Leisure, Tourism and Communications O&S Committee be invited to attend who can contribute from an arts and culture perspective.

4. FINANCIAL IMPLICATIONS

- 4.1 None arising directly from this report

5. STRATEGIC PLAN IMPLICATIONS

- 5.1 The Plan for Lichfield District sets out the following aim:
'We'll support and encourage individuals and groups to take responsibility for shaping and improving their communities through voluntary effort and social action, and support a thriving and diverse community and voluntary sector.'

6. HUMAN RIGHTS ISSUES

- 6.1 No issues specifically relevant to this report

7. CRIME AND COMMUNITY SAFETY ISSUES

- 7.1 None specifically relevant to this report

APPENDIX A

Summary of approved awards (per year 2012/13 - 2014/15)

Organisation	Tender Number	Amount per year
Business Enterprise Support	001 Supporting families back to work	£10,000
MHA Live at Home	001 & 002 Supporting families back to work & help for vulnerable people and carers	£18,000
Cherry Orchard Gardening Service (Friends to Friends)	002 help for vulnerable people and their carers	£13,000
Pathway	003 & 004 reducing anti- social behaviour & advice information and guidance	£25,000
South East Staffs Citizens Advice Bureau	004 advice information and guidance	£50,000
Lichfield & District CVS and Business Enterprise Support (joint bid)	005 support for local voluntary and community organisations	£57,000
Lichfield Arts	006 tourism, heritage, arts and culture	£9,000
Lichfield Festival	006 tourism, heritage, arts and culture	£9,000
Erasmus Darwin Foundation	006 tourism, heritage, arts and culture	£5,000

**FOR: COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH OVERVIEW AND SCRUTINY
COMMITTEE**

Date: 22nd January 2014

Agenda item: 8

Contact officers: Clive Gibbins/Lucy Robinson

Telephone: 01543 308702/308710

**SUBMISSION BY THE CHAIRMAN OF THE
HEALTH SCRUTINY – FUEL POVERTY AND AFFORDABLE WARMTH MEMBER TASK
GROUP**

FUEL POVERTY AND AFFORDABLE WARMTH

1. Purpose of the report

- 1.1 To provide Members with an update on the progress of the Task Group that was established at the June 2012 meeting of the Overview and Scrutiny Committee.

2. PROGRESS TO DATE

- 2.1 Three meetings of the Task Group have taken place on 25th October 2012, 29th July 2013 and 26th November 2013.
- 2.2 The first meeting was an introductory meeting to enable the Group to agree its purpose and develop an understanding of the issues. Terms of reference were approved by the Group – attached at **Appendix 1**.
- 2.3 At the first meeting the Group received a presentation from officers that introduced fuel poverty and affordable warmth as well as local emerging evidence from the Housing Strategy. Members gained an understanding of the councils current policies, resources and activities including the Warmer Homes Greener District initiative that is run through a service level agreement (SLA) in partnership with Marches Energy Agency (MEA) and Beat the Cold (BtC).
- 2.4 The second meeting was not held until the summer due to delays with the implementation of the government's flagship Green Deal initiative. At this meeting the Group discussed at length how to maximise the opportunities within Green Deal for Lichfield District residents. After considering 2 main options Members felt that an option to join Birmingham Energy Savers (BES) offered a route to offering a service that could be available most quickly and cost effectively to residents. Members therefore agreed to recommend to the Cabinet Member to consider agreeing to continue with more detailed discussions with BES which would result in the termination of the SLA detailed above.
- 2.5 However before this option could be pursued, in early September 2013 BES contacted officers to confirm that due to current market conditions and lack of activity in other local authority areas that they were already working, the offer to open discussions with the council was withdrawn for the short to medium term. Consequently another Task Group meeting was convened to discuss options for the way forward.
- 2.6 At the third meeting members discussed four possible options:
- a. Take a passive approach, take no pro-active role within Green Deal, close the advice line and signpost residents to national numbers operated by the Energy Saving Trust (EST).
 - b. Procure a panel of providers who would be able to use the LDC logo across the district

- c. Procure a Local Agency either alone or in partnership with another council
 - d. To continue with the current partners and renegotiate the existing SLA with the aim of reviewing the level of advice and service provided whilst maintaining the ability to take advantage of opportunities as they arise.
- 2.7 The Group felt that activity in this area was too important to pursue the first option and just take a passive approach. Options b and c would require lengthy and costly procurement which would not be viable in the current financial climate and in advance of the housing service review. Although Affordable Warmth was felt to be a key area with vulnerable households being a priority, the level of activity needed to reflect the Council's resources available. The Group also considered that it was important to continue to look for opportunities to share or reduce costs with other local authorities where possible.
- 2.8 After full discussion it was agreed that the most appropriate option was to try and renegotiate the existing SLA with MEA/BtC for the next financial year. This would enable activity to continue with existing partners and local groups whilst maintaining the ability for our residents to have access to opportunities for funding to help them carry out energy efficiency improvements to their homes.

3. RECOMMENDATION

- 3.1 Members to comment on the work to date and note the report.
- 3.2 Members to endorse the Task Group recommendation to renegotiate the Service Level Agreement with MEA/BtC for the next financial year which will give time to enable a full review of the service provided to take place and options for delivery to be explored.

**COMMUNITY HOUSING AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE
HEALTH SCRUTINY – FUEL POVERTY AND AFFORDABLE WARMTH**

MEMBER TASK GROUP

TERMS OF REFERENCE

Membership

Councillor Mrs Allsopp, Councillor Mrs Bacon, Councillor Mrs Evans, Councillor T Marshall

1. Warmer Homes Greener District Scheme

Scrutinise and review the performance of the scheme particularly in relation to:

- The revenue and capital costs of the scheme together with match funding achieved
- Outcomes and trends in terms of energy efficiency savings
- What worked well and what didn't

2. Existing service provision and policies in relation to Fuel Poverty

Review the current service provided in terms of:

- Revenue and capital costs (budgeted)
- Numbers, type and outcomes of energy advice
- Target households
- Activities undertaken

Consider the existing Council policies in place including the Affordable warmth strategy, Housing Assistance Policy and Carbon Reduction Plan

3. The Green Deal

Understand the introduction and operation of the Green Deal and consider how to maximise the benefits for Lichfield residents.

4. Home Energy Conservation Report

- Understand the requirements of the Home Energy Conservation Act 1996
- Consider the options available to the Council to prepare a report by 31st March 2012 setting out energy conservation measures likely to result in significant improvement in the energy efficiency of homes.

5. Policy Development

- Identify aims and priorities for action in the emerging Housing Strategy
- Consider options for delivery and identify key outcomes particularly in relation to health
- Make recommendations to the Cabinet Member – Housing, Health & Environmental Protection

FORWARD PLAN

VERSION 1

Issued: 6.01.2014

Effective for the Period 01.02.2014 – 31.05.2014

Representations in respect of all the matters shown should be sent in writing to the contact officer indicated at Lichfield District Council, District Council House, Frog Lane, Lichfield, Staffs. WS13 6YU no later than one week before the decision is due to be made.

Copies of documents can also be obtained by contacting the relevant Officer.

Facsimile: 01543 309899; Telephone: 01543 308000

- Key decisions are:
1. A decision made in connection with setting the Council Tax
 2. Expenditure or savings if they exceed £50,000
 3. A decision which significantly affects the community in two or more wards

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Money Matters: Council Tax Base 2014/15	To Report the Council Tax Base for 2014/15	14/01/2014	None		Cabinet	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Write Off of a Non Domestic Rates Debt Over £25,000	To approve the write off in respect of Pound Shops (Midlands) Ltd for the sum of £26,645.52	14/01/2014		Write Off Report	Cabinet	OFFICERS: Mrs J Kitchen (01543) 308770 Mrs N Begley (01543) 308886) CABINET MEMBER: Councillor M Wilcox (01543) 301901
Local Plan Strategy: Main Modifications	Approval of the Main Modifications for consultation and submission	28/01/2014	Environment & Development Overview and Scrutiny	Submitted Local Plan Strategy Main Modifications Schedule	Council	OFFICER: Mr R. King (01543) 308060 CABINET MEMBER: Councillor I Pritchard (01543) 472732
Money Matters: Medium Term Financial Strategy Treasury Management	To Report the Medium Term Financial Strategy, Treasury Management and Prudential Indicators, together with	04/02/2014	None	A Plan for the District, Government's Consultation Paper and Exemplifications on Formula Grant, CIPFA's Code of	Cabinet	OFFICER: Mrs J Kitchen (01543)308770 CABINET MEMBER: Councillor C Spruce (01543) 253733

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Policy and Strategy Council's Financial Performance for first eight months April to November 2013	Council's Financial Performance for the first eight months of 2013/14.			Practice on Treasury Management in the Public Service		
ICT – Looking to the future	Approval of Business Case	04/02/2014			Cabinet	OFFICER: Mrs J Kitchen (01543)308770 CABINET MEMBER: Councillor C Spruce (01543) 253733
Annual Action Plan 14/15	To approve the Plan	04/02/2014	Strategic Overview and Scrutiny	Annual Action Plan 2014/15	Cabinet	OFFICER: Ms H. Spearey (01543) 308028 CABINET MEMBER: Councillor C Greatorex (01543) 416677

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Memorandum of Understanding (MoU) on approach to shared services with Tamworth Borough Council	To agree the content of and sign the MoU developed with Tamworth Borough Council	04/02/2014	Strategic Overview and Scrutiny 29 January 2014	Draft Memorandum of Understanding	Cabinet	OFFICER: Ms D Tilley (01543) 308001 CABINET MEMBER: Councillor M Wilcox (01283) 791761
Equality Statement 2014	To approve the Statement	04/02/2014	CHEH O&S	Statement	Cabinet	OFFICER: Mr C Gibbons (01543) 308072 CABINET MEMBER: Councillor C Greatorex (01543) 416677
Joint Municipal Waste Management Strategy for Staffordshire and Stoke on Trent	Approval of Strategy following public consultation exercise	04/02/2014	An eight week public consultation exercise has already been undertaken.	Joint Municipal Waste Management Strategy for Staffordshire and Stoke on Trent. Consultation results	Cabinet	OFFICER: Mr N Harris (01543) 687549 CABINET MEMBER: Councillor I M Eadie (07916) 139803

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
<p>Money Matters:</p> <p>Council Tax Resolution</p> <p>Medium Term Financial Strategy Treasury Management Policy and Strategy Council's Financial Performance for first eight months April to November 2013</p>	<p>To recommend to Council the 2014/15 Council Tax Resolution</p> <p>To Report the Medium Term Financial Strategy, Treasury Management and Prudential Indicators, together with the Council's Financial Performance for the first eight months of 2013/14.</p>	24/02/2014	Extensive	A Plan for the District, Government's Consultation Paper and Exemplifications on Formula Grant, CIPFA's Code of Practice on Treasury Management in the Public Service	Council	<p>OFFICER: Mrs J Kitchen (01543)308770</p> <p>CABINET MEMBER: Councillor C Spruce (01543) 253733</p>
Annual Action Plan 14/15	To approve the Plan	24/02/2014	Strategic Overview and Scrutiny	Annual Action Plan 2014/15	Council	<p>OFFICER: Ms H. Spearey (01543) 308028</p> <p>CABINET MEMBER: Councillor C Greatorex (01543) 416677</p>

MATTER FOR KEY DECISION ⁽¹⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DATE OR PERIOD WHEN DECISION LIKELY ⁽³⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	WHO WILL MAKE DECISION ⁽⁶⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
Memorandum of Understanding (MoU) on approach to shared services with Tamworth Borough Council	To agree the content of and sign the MoU developed with Tamworth Borough Council	24/02/2014	Strategic Overview and Scrutiny 29 January 2014	Draft Memorandum of Understanding	Council	OFFICER: Ms D Tilley (01543) 308001 CABINET MEMBER: Councillor M Wilcox (01283) 791761
Homelessness Strategy	Approval of Strategy	04/03/2014	Community Housing and Environmental Health (Overview & Scrutiny) Committee 24/09/2013 Public Consultation 21/10/13 to 17/01/2014	Homelessness Strategy	Cabinet	OFFICER: Mr C Gibbons (01543) 308072 CABINET MEMBER: Councillor C Greatorex (01543) 416677

1. The matter in respect of which the decision is to be made
2. What decision the Council will be asked to make
3. A date on which, or period within which, the decision will be made
4. What groups of people and/or organisations will be consulted before the decision is made and how the consultation will be carried out.
5. What background documents will be available to the person or Committee making the decision
6. Who will make the decision, i.e. the Cabinet, an Cabinet Member alone, an Officer under Delegated Powers
7. The Officer or Member who should be contacted regarding the matter under consideration.

MEMBERS OF THE CABINET

Leader of Cabinet and Cabinet Member for Communications
Deputy Leader of Cabinet and
Cabinet Member for Economic Growth, Tourism & Development
Cabinet Member for Leisure and Parks
Cabinet Member for Community, Housing and Health
Cabinet Member for I.T. and Waste Management
Cabinet Member for Finance, Democratic and Legal Services

Councillor M. J. Wilcox

Councillor I. M. P. Pritchard
Councillor A. F. Smith
Councillor C. Greatorex
Councillor I. M. Eadie
Councillor C. J. Spruce

MEMBERS OF THE COUNCIL

Allsopp, Mrs J A
Arnold, Mrs S P
Awty, R J
Bacon, B F
Bacon, Mrs N
Barnett, Mrs S A
Boyle, Mrs M G
Constable, Mrs B L
Constable, D H
Cox, R E
Derrick, B W
Drinkwater E N

Eadie, I M
Eagland, Mrs J M
Evans, Mrs C D
Fisher, Mrs H E
Flowith, Mrs L E
Greatorex, C
Hancocks, Mrs R
Heath, H R
Hogan, P
Humphreys, K P
Isaacs, D

Leytham, D J
Marshall, T
Mosson, R C
Mynott, G
Norman, S G
Pearce, A
Perkins, Mrs E C
Powell, J J R
Pritchard, I M P
Pullen, D.R.
Richards, Mrs V
Roberts, N J

Salter, D F
Smedley, D
Smith, A F
Smith, D S
Spruce, C J
Stanhope, Mrs M, MBE,JP
Strachan, R W
Taylor, S D
Thomas, T J
Tittley, M.C.
Tranter, Mrs H
Walker, J T, MBE. SB.St..J,JP

Warfield, M A
White, A G
Wilcox, M J
Wilks, J N
Wilis-Croft, K A
Wilson, B
Woodward, Mrs S E
Yeates, B W

COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2013-14

Version 7

Item	Jun 26	Sep 24	Jan 22	Mar 19	Details	Link to 2013/14 One Year Action Plan	Officer	Member Lead
Policy Development								
Terms of reference	✓				To remind the Committee of the terms of reference and suggest any amendments		HS	CG
Police and Crime Plan	✓				Subject to the timescale of issue, to consider and comment on the Police and Crime Plan and consider commissioning intentions	Links to the long term outcome to help people to be and to feel secure in their homes, neighbourhoods and town and city centres by tackling crime and anti social behaviour. Also links to the local implementation of the troubled families programme	LB	CG
Procurement and commissioning of Home Improvement Agency	✓				The County Council is in the process of procuring a new home improvement service for Staffordshire. LDC has an SLA with Metropolitan HIA for the delivery of Disabled Facilities Grants and it is intended to include the requirements of our SLA within the specification for a countywide contract. The contract will be put out to tender in September. This item will be considered by Cabinet in July	Links to the long term outcome to help and support vulnerable adults, families and children to live independent and fulfilled lives in their own homes and communities	CG	CG
Community Right to Challenge	✓				The Community Right to Challenge requires relevant authorities (including District Councils) to consider expressions of interest in running Council services from various bodies specified in legislation, and when expressions of interest are accepted, carry out a procurement exercise. LDC needs to develop a scheme to deal with expressions of interest. This item will be considered by Cabinet in September	Required through the provisions of the Localism Act 2011	LB	CG

COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2013-14

Version 7

Item	Jun 26	Sep 24	Jan 22	Mar 19	Details	Link to 2013/14 One Year Action Plan	Officer	Member Lead
Performance monitoring	✓		✓		To consider the performance of the CHH Directorate at the year end for 12/13 and at the mid year point against the 13/14 Action Plan. Note the Top Ten Issues to be addressed by the Directorate in 14/15 and the top 20 indicators which will be reported to the Committee biannually (January and June meeting cycles)	Links to the long term outcome to maximise the council's performance and innovation and efficiency, so we use our resources well and deliver good quality and better value services	HS	CG
Living Well in Staffordshire - Initial Health and Wellbeing Strategy	✓				An opportunity for Members to provide feedback on the draft Strategy especially in relation to the Council's contribution towards the underlying determinants of health	Contributes to the long term outcome of improving health and wellbeing of the population making sure that we make the biggest improvement for people with the lowest life expectancy	HS	CG
Homelessness Strategy		✓	✓		To scrutinise the Review of Homelessness (September meeting) and comment on the proposed Homelessness Strategy and Action Plan (January meeting) To consider the impact of the welfare reforms on homelessness	Links to activity 2013/14 to review homelessness and publish a revised Homelessness Strategy (a statutory duty)	CG	CG
Suitability of private rented accommodation		✓			To comment on the draft policy	Links to the long term outcome of to help and support vulnerable adults, families and children to live independent and fulfilled lives in their own homes and communities and prevent homelessness where we can	CG	CG
Proposals for Intermediate Care		✓	✓		Confidential Item in September; Accountable Officer from the CG in attendance To follow up on proposals outlined in brief at the September meeting, with particular reference to potential implications for Samuel Johnson Hospital	Links to the long term out come of improving the health and well being of the population and helping and supporting vulnerable adults to live independent and fulfilled lives	HS	CG

COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2013-14

Version 7

Item	Jun 26	Sep 24	Jan 22	Mar 19	Details	Link to 2013/14 One Year Action Plan	Officer	Member Lead
Fuel poverty and affordable warmth			✓		A Member Panel met during 12/13 to consider the work undertaken by LDC on fuel poverty and preparations for the introduction of the Green Deal. This work needs to be concluded including consideration of the opportunities for local investment of Eco funding	Contributes to the long term outcome of improving health and wellbeing of the population making sure that we make the biggest improvement for people with the lowest life expectancy	CG	CG
Burntwood Health Centre			?		Update on progress requested by Members at their September meeting	Contributes to the long term outcome of improving health and wellbeing of the population	HS	
Work Clubs and Connects Hub				✓	To consider proposal from Bromford to establish a Connects Hub as a resource to help residents become 'Job Ready' Representatives from Bromford and CVS to attend for this item	Links to activity 13/14 to help unemployed people get back to work by supporting and developing Work Clubs across the District	HS	CG
Fit for the Future – Review of the Housing Service				✓	A Service Review of Strategic Housing is to be undertaken under phase 2 of the Fit for the Future Programme; Members will be asked to comment on the Project Implementation Document	Links to activity 13/14 to undertake a review of council services	HS	CG
Commissioning services from the community and voluntary sector			✓		The current round of SLAs terminate in March 2015; we need to consider what approach is to be taken to future funding arrangements	Links to the long term outcome supporting a thriving and diverse community and voluntary sector	CG	CG
Housing allocation policy impact				✓	The priority bandings for the new allocation policy for social rented housing was approved by Cabinet in March 2013 and will be implemented from the summer. Members may wish to scrutinise the impact of the policy on the pattern of lettings thereafter	Links to the long term outcome of to help and support vulnerable adults, families and children to live independent and fulfilled lives in their own homes and communities and prevent homelessness where we can	CG	CG

COMMUNITY, HOUSING AND ENVIRONMENTAL HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2013-14

Version 7

Item	Jun 26	Sep 24	Jan 22	Mar 19	Details	Link to 2013/14 One Year Action Plan	Officer	Member Lead
Briefing Papers								
Tenancy Strategy		✓			The Council met its statutory duty to produce a Tenancy Strategy in 2012. The Member Panel (who contributed towards the production of the Strategy) requested that it be reviewed in 12 months time	Links to the long term outcome of to help and support vulnerable adults, families and children to live independent and fulfilled lives in their own homes and communities and prevent homelessness where we can	CG	CG
Annual performance review meeting with Bromford Housing		✓			To keep Members in touch with the performance of Bromford Housing in its capacity as largest social housing provider in Lichfield District	Bromford is a key partner which has a vital role in helping the District Council to meet its statutory duties in relation to homelessness and in the development of social housing; Councillors Greatorex and Marshall represent LDC at quarterly Forum meetings	CG	CG
Future items								

DRAFT