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2nd June 2014

Dear Sir/Madam

COMMUNITY HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE

A meeting of the above mentioned Committee has been arranged to take place on **TUESDAY 10TH JUNE 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 Bland, Mrs. Evans, Mrs Flowith, Humphreys, Ms. Perkins, Salter, Taylor and Tittley



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 March 2014 (copy attached)
4. Terms of Reference (copy attached)
5. Supporting People Review (verbal report)
County Councillor Alan White (Cabinet Member for Care) and John Tradewell (Director of Law and Democracy, Staffordshire County Council) in attendance for this item
6. Burntwood Health Centres (verbal report)
7. Future of Community Hospitals (verbal report)
8. Feedback from Staffordshire Health Select Committee (copy attached)
9. Commissioning Services from the Community and Voluntary Sector (verbal report)
10. End of Year Performance Overview 2013/14 (copy attached)
11. Corporate Complaints 2011/12 – 2013/14 (copy attached)
12. Work Programme and Forward Plan (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 HEALTH
(OVERVIEW AND SCRUTINY) COMMITTEE**

24th MARCH 2014

PRESENT:

Councillors Marshall (Chairman), Warfield (Vice Chairman), Mrs Woodward (Vice-Chairman), Mrs Allsopp, Mrs Bacon, Mrs Evans, Humphreys, Pearce, and Salter.

Apologies for absence were received from Councillor Mrs Flowith, Isaacs, Ms Perkins and Mrs Richards

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

Also Present:

Geoff Neild - Head Of Estates & Head Of Facilities, Burton Hospitals NHS Foundation Trust

Julie Walker (Head of Neighbourhoods, Bromford Housing)

Elaine Brown (Bromford Housing)

Sandra Payne (Support Staffordshire, Lichfield District)

Wayne Mortiboys (District Commissioning Lead, Staffordshire County Council)

DECLARATIONS OF INTEREST

There were no declarations of interests

MINUTES

The Minutes of the Meeting held on 22nd January 2014 were taken as read, and approved as a correct record and signed by the Chairman.

RESOLVED: That the Minutes of the Meetings held on 22nd January 2014 be approved as a correct record

CHARGING FOR HOSPITAL CAR PARKING

Members received a presentation by Geoff Neild - Head of Estates & Head of Facilities, Burton Hospitals NHS Foundation Trust on the current arrangements for car parking over the three sites of Samuel Johnson, Sir Robert Peel and Queens Hospitals.

It was reported that the current system was an automatic number plate recognition (ANPR) system that took pictures of the number plates on entrance and exit and the user, when leaving pays by entering the number plate and the tariff for time spent. Mr Neild reported that there were enhanced ANPR systems available but at a far high cost to the one chosen. He then reported that an ANPR system was chosen as barrier systems are not easy for disabled people to negotiate and pay and display was not practical as appointments could run over. It was noted that there was a 20 minute free parking policy and if blue badge users pre registered with the Trust, they could have an extra 30 minutes free to allow them to get to and into their vehicles.

It was then reported by Mr Neild that a review had been carried out and as a result, a number of changes had been implemented including better lighting of the pay machines, easier instructions for use of the machines and paying process and a trial of two heights of machines for both disabled and able bodied users. It had also been introduced that parking could be paid by chip & pin, phone and phone app and users could leave and have to the rest of the day to pay by these means.

Members asked if total free parking could be provided for disabled users and it was reported that the need was more improved accessibility rather than free parking. The new system seeks to not to disadvantage disabled drivers by giving additional free time for registered blue badge holders.

When asked, it was reported that barriers could not be used at Samuel Johnson Hospital due to the layout of the site and when used in the past, there had been accidents and abuse from the train station users.

When asked, it was reported that there were on average 55 complaints a month over the three sites which was a rise from the 10 to 15 complaints per month before the introduction of the ANPR system but a rise was expected as it was new and was anticipated that this would lower in time. The Committee agreed to receive an update on the amount of complaints in six months to monitor this.

Members asked what percentage level of recovery of fines were being experienced and it was reported that it was in the region of 80% recovery rate. It was noted that there was now regulation and enforcement legislation that helped this.

Members felt there was much dissatisfaction of the introduction of the ANPR system by residents and as Councillors, they receive many complaints. Members felt the communication of the new system could have been carried out more effectively.

Members thanked Geoff Neild for his attendance and help.

RESOLVED: That the information be noted and an update of the number of complaints received be reported to Members in six months.

WORK CLUBS

The Committee received a report on activities to help unemployed people to get into work by supporting and developing Work Clubs across the Lichfield District. Members heard from Julie Walker (Head of Neighbourhoods), Elaine Brown (Bromford), Sandra Payne (Support Staffordshire, Lichfield District) and Wayne Mortiboys (District Commissioning Lead, Staffordshire County Council)

It was reported that times had changed and employment was sought through agencies and online applications along with other technologies. It was reported that the role of Work Clubs was to get people 'job ready'.

It was then reported that there were many partners working together to develop the five local work clubs which were run on a fortnightly drop in basis providing help on CV's, job searches and development needs as well as volunteering opportunities. It was reported that to date there had been 3,000 users with the known outcomes of 49 going into volunteering, 274 receiving training and 124 gaining employment.

It was then reported that 18 months ago, Bromford started the 'Bromford Deal' where all new customers signed an agreement setting out their responsibilities to their home, landlord and community at large. Bromford has used the Deal to encourage

tenants into work starting with the provision of skills coaches and now through the establishment of the Connects Hub based at Stowe Road. It was reported that the Connects Hub centred around employment and overcoming any barriers people may have in finding work including childcare or transport issues. It was noted that the Connects Hub had the advantage of bringing agencies together.

Members asked if there was any evidence of value for money in providing this type of service especially as the success rate was less than 10%. It was reported that the tracking of users of the work clubs had not been very formal in the past and so success figures were not accurate and more from word of mouth. It was noted that a new registration system was being devised to remedy this. It was also noted that a recent job fair at the Connects Hub had been very successful with 227 job seekers attending, 1400 jobs on offer by 34 employers attending resulting in 286 expressions of interest being made.

When asked, it was reported that users were from all age groups and sexes. It was reported that projects were being used to help young people into employment including Talent Match and vulnerable people who would find it difficult to seek employment was being picked up through the Building Resilient Families and Communities programme.

Members asked what funding would be available after September 2014 as the LDC agreement with Support Staffordshire would expire at this point. Members were advised that only 50% of the available budget would be spent, that the outcomes would be reviewed and a decision taken whether to continue with the current arrangement. It was also noted that getting people into work is one of the outcomes of the current Service Level Agreements and therefore this may also be taken into account when considering LDC investment in this area of work.

Members thanked Julie Walker, Elaine Brown, Sandra Payne and Wayne Mortiboys for their attendance and help.

- RESOLVED:** (1) That the activities of the Work Clubs and the future proposals for their support until September 2014 be noted; and
- (2) That the establishment of the Bromford Connect Hub be noted.

BURNTWOOD HEALTH CENTRES

The Committee received an update on the progress of the Burntwood Health Centres and it was reported that there had been no real change. It was reported that discussions were continuing with the practices which had an interest in a health centre at Greenwood House site. Members noted that the current practices were not fit for purpose and this would only get worse in the future.

It was then reported that the lease on the temporary Health and Wellbeing Centre would expire later this year and that discussions with NHS England would be proceeding shortly on this matter. In relation to the long awaited permanent development on the BLC site, the Director advised that she was seeking a meeting with NHS England to ascertain the current position since there had been little apparent progress for some months. Unfortunately, progress on this development appeared to have been hampered by the recent NHS reorganisation and ongoing pressure on NHS resources.

Members were pleased that Officers were lobbying on behalf of the District and requested that the item be kept on the work programme to help push the situation forward.

RESOLVED: That the information received be noted and the item remain on the work programme.

HEALTH UPDATE

Councillor Mrs Constable gave a verbal update to the Committee on the new 111 help number that was being rolled out across Staffordshire and it was noted that Health Watch and Councillors had been on a tour of the call centre and another date was being arranged if anyone else wanted to go see it. She also reported that the 111 line was for urgent care and not emergencies where 999 would still be appropriate. Councillor Mrs Constable asked the Committee to let her have any feedback they may receive from users of the 111 helpline.

Councillor Mrs Constable then reported that there had been concerns for the A&E Service as it had become apparent that the service was used unnecessarily because people felt it was easier to go to A&E or there was a perception that the care was better there. It was noted that better education of the need and use for A&E was required.

It was then reported that the surgical ward and operating theatre at Sir Robert Peel Hospital was to be decommissioned as it was underused and that day cases would now go together Burton or Good Hope Hospital.

Councillor Mrs Constable then reported that Health Watch was to look at acute care and would be talking to patients.

She then reported that there would be more Community Nurses through a recruitment drive and there would be training pathways and specialist qualifications available.

RESOLVED: The information received be noted.

POLICE AND CRIME COMMISSIONER'S COMMUNITY FUND 2014/15

The Committee received a report on the priorities for action contained within the Lichfield District Safer Community Partnership Delivery Plan and the related investment proposals for using the Locality Deal Fund. It was noted that the number of crimes reported had reduced although there had recently been a 10% rise in anti social behaviour in the Burntwood area.

The four priorities of the Police and Crime Commissioner (PCC) were noted and that the PCC was providing funding at local level to address these priorities. It was reported that Lichfield Safer Community Partnership had been allocated £72k Locality Deal Fund and could also access the Proceeds of Crime Fund and the People Power Fund. It was noted that the Locality Deal Fund would now cover three years and not be annually as before.

There were some concerns that there had been a rise in anti social behaviour in Burntwood and it was felt the reduction in Police Officers and Police and Community Support Officers was a large factor in this. Members also felt that the planned cuts to youth services by the County Council could exacerbate the situation and that more joined up thinking between agencies was needed for the area.

Members then focused on the proposed projects which had been identified for Locality Deal Funding in 2014/15. Members felt that the Prison Me No Way project had been successful at Netherstowe School and should be rolled out across the District. Members also felt that the 'Officers on Bikes' initiative was important and residents preferred to see officers on the 'beat'. Members also felt the 'Sexting and Social Media' project should be extended to all schools.

RESOLVED: That the report be noted and the views of the Committee be passed to the District Board.

FIT FOR THE FUTURE – HOUSING SERVICES REVIEW

The Committee received a report on the Service Review of the Housing Service that was taking place as part of phase two of the Fit for the Future programme. Members noted that this was the start of the process and that the Project Initiation Document (PID) had been submitted with the report.

Members felt that the Officers worked as effectively as they could and so the question was one of whether the Council is prepared to accept a lower level of service and that would be explored in the process of the review.

Members also felt that many of the Dependencies as reported in the PID were already crumbling away including the availability of capital for Disability Facilities Grants.

Members noted that further reports would be forthcoming in June and September 2014.

RESOLVED: That report and the Project Initiation Document be noted.

FUNDING THE COMMUNITY AND VOLUNTARY SECTOR

Members received a report from the Chairman of the reconvened Member Task Group, Councillor Mrs Woodward on the outcome of the first meeting of the Group looking at future funding for the community and voluntary sector. Members were also introduced to Susan Bamford, Partnerships and Policy Manager.

Councillor Mrs Woodward reported that the current Service Level Agreements (SLA) were due to end in March 2015 and so it was necessary to consider the level of funding and nature of investment again. She reported that the aim of the process was to ensure the best outcomes for the District.

Councillor Mrs Woodward then reported that the Member Task Group had their first meeting recently and the main objectives of that meeting were to consider options for the future level of investment. As part of this process, the Group had reviewed previous performance information received from the organisations with which the District Council had current SLAs.

It was then requested for Members to contact Councillor Mrs Woodward if they had thoughts on the weighting that should be given to the different outcomes (section 2.5 of the report) in the next funding round.

RESOLVED: (1) That it be recommended to the Cabinet Member for Community, Housing and Health that a budget of at least £176k per annum be retained for investment in the community and voluntary sector having regard to the

environment of public cuts and the increasing expectation that the community and voluntary sector will be able to step in and meet any gaps in service provision;

- (2) That comments made on the tender themes as set out on paragraph 2.5 in the report be noted and it be considered whether there are any additions/deletions should be considered by the Task Group; and
- (3) That it be noted that owing to timescales involved, it may be necessary for the Member Task Group to provide advice direct to the Cabinet Member in relation to the key milestones within the commissioning process; this advice being reported back to the parent Community, Housing and Health (Overview & Scrutiny) Committee at the next scheduled meetings.

WORK PROGRAMME AND FORWARD PLAN

The Work Programme and Forward Plan were considered. It was noted that as it was the end of the municipal year, a new work programme would be required. Members asked for an item on the change to the Bromford Service Charge and its impact on residents. The Cabinet Member for Community, Housing and Health said he would take this up with Bromford directly.

The Strategic Director for Community, Housing and Health reported to the Committee forthcoming items that may be included in the work programme and suggestions from Members comprising of Staffordshire County Council Review of Supporting People, Burntwood Health Centres, Performance Reports, SLA Progress, Housing Service Review, Complaints Update on Hospital Car Parking, Fuel Poverty and Affordable Warmth.

It was then reported that an item would be considered by the Cabinet in April that was not on the Forward Plan which was to request to accept funding over £50k from the Police and Crime Commissioner.

RESOLVED: That the Work Programme be and Forward Plan be noted.

EXCLUSION OF PUBLIC AND PRESS

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 items 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

MINUTES

The confidential Minutes of the Meeting held 22nd January 2014 were taken as read, approved as a correct record and signed by the Chairman.

RESOLVED: That the confidential Minutes of the Meeting held on 22nd January 2014 be approved as a correct record

VOTE OF THANKS

It was proposed, duly seconded and

RESOLVED: That the sincere thanks of the Committee be recorded to all the Chairmen, Vice-Chairmen and Officers for their work during the past year.

(The Meeting Closed at 8.28pm)

CHAIRMAN

12. COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE

DELEGATED TO THE COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE

12.1 To be responsible for the overview and scrutiny of the work of the Cabinet and the Council in relation to its policy objectives, strategies, performance targets and provision relating to:

- a. Lichfield District Board and Local Strategic Partnership
- b. Community impact (including grant aid and Service Level Agreements, regeneration partnerships, community transport and the Community Hubs)
- c. Community Safety taking account of the powers conferred by the Police and Justice Act 2006 which extends the remit of local authorities to review and scrutinise, and make reports or recommendations regarding the functioning of the responsible authorities (local authorities, fire and rescue authorities, police authorities, the police, probation service and Clinical Commissioning Group) which comprise the local Crime and Disorder Reduction Partnership.
- d. CCTV
- e. Housing (including homelessness, private sector housing, affordable warmth and strategy and enabling)
- f. Environmental Health (including environmental protection and commercial)
- g. Emergency planning and business continuity
- h. The health of the community including those services commissioned and provided by the National Health Service (in accordance with the Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2002) and delegated to the District Council by the Staffordshire Health Scrutiny Committee.
- i. Lichfield Connects (contact centre)

12.2 To consider the roles and decisions undertaken by the Cabinet Member for Community, Housing & Health

- 12.3 To assist the Council and the Cabinet in the development of its budget and policy framework to align resources with the Council's priorities
- 12.4 To conduct research to support the analysis of policy issues and the identification and appraisal of possible options
- 12.5 To consider and comment on mechanisms to encourage and enhance community participation in the development of policy options
- 12.6 To question members of the Cabinet and / or Committees and Chief Officers about their views on issues and proposals affecting the area and/or about their decisions and performance whether generally or in comparison with plans and targets over a period of time or in relation to particular decisions, initiatives or projects
- 12.7 To liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
- 12.8 To review and scrutinise the performance of other bodies in the area and invite reports from them by requesting them to address the Overview and Scrutiny Committee and local people about their activities and performance
- 12.9 To set up Task Groups to support the Committee in the exercise of its functions.
- 12.10 To question and gather evidence from any person, with their consent
- 12.11 To oversee reviews relating to the Community, Housing and Health Portfolio to receive reports from Project Boards and report the results of their reviews to Cabinet and Council
- 12.12 To report to Full Council on the work of the Committee and make recommendations for future work programmes and amended working methods if appropriate
- 12.13 To exercise the right to call in, for reconsideration, decisions made but not yet implemented by the Cabinet relating to the Community, Housing and Health Portfolio.
- 12.14 To make recommendations to the Cabinet or appropriate Committee and/or Council arising from the outcome of the scrutiny process.

**Summary of the main agenda items from the
Healthy Staffordshire Select Committee meeting – 28 April 2014**
<http://moderngov.staffordshire.gov.uk/ieListDocuments.aspx?CId=871&MId=5307&Ver=4>

Agenda Item	Of particular interest to ...
<p>The Healthy Staffordshire Select Committee met on Monday 28 April 2014 to consider the Cannock Chase CCG & Stafford Surrounds CCG Operational Plans 2014/15 – 2015/16. The Committee received the Clinical Commissioning Groups report from Andrew Donald, Chief Officer and Jonathan Bletcher, Director of Strategy and Transformation and were asked to consider and provide their views on the contents of the plans and the seven Operational Priorities intended to enable the CCGs to return to financial balance by 2016/17. The views and recommendations of the Committee in relation to public consultation on areas of substantial change were also being sought.</p> <p>An Operational Plan had been written by each CCG setting out how the changes would be implemented over a two year period required to create sustainable health economies in the long term. The operational priorities had been determined to enable the CCGs to balance the prioritised health needs of the population within the available resources and to deliver clinical and effective service.</p> <p>There was specific debate in relation to the intention not to reopen the Littleton Ward and the proposal to close the Minor Injuries Unit at Cannock Hospital and the rationale for closure explained.</p> <p>Members were advised that the current configuration and provision of healthcare services were unsustainable and unaffordable and that the forecast for Cannock Chase CCG was an overspend of £9.2m with an £8.1m overspend at Stafford & Surrounds CCG. The Committee agreed to note the non-reopening of the Littleton ward for the reasons outlined and the non-substantial variations in service delivery detailed in the Plan and financial impact of the changes. Members recommended that the CCG carry out a 12 week Public Consultation on the closure of the Minor Injuries Unit at Cannock Hospital.</p>	All
<p>Report of the Scrutiny and Support Manager :- Members received District and Borough Scrutiny Report updates</p>	All

Agenda Item	Of particular interest to ...
Trust and LINK updates. None on this occasion	

REPORT OF THE CABINET MEMBER FOR COMMUNITY, HOUSING AND HEALTH

END OF YEAR PERFORMANCE OVERVIEW 2013/14

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 31st March 2014.
- 1.2 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. End of 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 July 2014.

3. PERFORMANCE HIGHLIGHTS

- 3.1 A copy of the end of year 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:
- 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 and January 2014)
 - Suitability of private rented accommodation (September 2013); contributes towards homelessness prevention and assistance
 - Equality Statement 2014 (January 2014); this helps us to meet our commitments to the Public Sector Equality Duty
 - Work Clubs (March 2014); this contributes to helping unemployed people get back to work
 - 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

- Member Task Group on commissioning services from the community and voluntary sector; this has involved looking back over the performance achievements of those organizations we currently invest in
- 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 performance report overview 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 March 2014 was an underspend against budget. A more detailed report on the corporate outturn position for 2013/14 will be considered in the Money Matters report which will be presented to Strategic Overview and Scrutiny Committee in September and Cabinet in October 2014.

7. PLAN FOR LICHFIELD DISTRICT IMPLICATIONS

- 7.1 The report identifies some of the key areas of achievement during 13/14. These include:
- 210 homelessness preventions achieved
 - Homelessness Strategy approved and published
 - 129 affordable homes delivered against a target of 90; this included 56 social rented flats (adjacent to the new Friary Car Park)
 - 587 food safety inspection visits made
 - 8885 passenger journeys made on community transport
 - The new Customer Relationship Management (CRM) system commissioned
- 7.2 Performance during the financial year 2013/14 has been greatly influenced by the impact of the Fit for the Future programme (phase 1) which led to the redundancy of 9 members of staff and the cessation of the Community and Partnerships team. To some extent, the impact of this has been mitigated 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 September 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 Line management responsibility for the above has been transferred to the Housing Services Manager which has further stretched capacity within the team. Other new responsibilities transferred to the Directorate include CCTV (to the Community Safety Manager) and emergency planning and business continuity (to the Environmental Health Services Manager in support of a one day per week secondee from the Staffordshire Civil Contingencies Unit).

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

End of Year (13/14) 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 Greatorex)</i>	Incidence of anti social behaviour maintained at performance level achieved in 12/13	X	Reported incidents of Anti Social Behaviour have increased by 152 (1893 in 2013/14 compared to 1741 in 12/13). Notable increases include neighbour disputes (from 246 to 312) and malicious communications through social media (from 69 – 96) These categories, which account for almost two thirds of the total increase, are the most difficult to deal with in terms of pre-emptive action. The Community Safety Partnership has funded a project that will go into local schools to tackle social media issues; this will complement the county project. The number of recorded incidents of rowdy and inconsiderate behaviour has dropped by 39 from 1199 to 1160.
Support the local implementation of the national Troubled Families programme 'Supporting Families in Lichfield District' <i>(Councillor Greatorex)</i>	Support partners towards reducing school exclusions, anti social and offending behaviour and moving off of out of work benefits in targeted families	✓	<p>The Supporting Families project has now become embedded within the partnership way of working and has increased the number of partners now engaged. Additional regular contributions from Looked After Children, CAMHS, Entrust (Careers Advice), Probation and voluntary organisations Bromford Support and Pathway Project.</p> <p>The secondment of the north Lichfield community development worker into the Family Intervention Project has helped deliver increased capacity to the team to work with those in most need – “intensive” families. Payment by results (PbR) are claimable where a child's attendance at school has increased, offending behaviour has reduced and adults have moved into work. To date four PbR claims have been made, three of which have been audited by DCLG. The three audited claims have resulted from 61 families making positive progress and a reward grant of £34,516 being made available locally to help support new initiatives to further support deliver of the three outcomes. In March 2014, the Lichfield Strategic Partnership (LSP) agreed to utilise half of this fund to support young people and residents with learning disabilities into employment. As at March 2014 the Lichfield District partnership had made positive progress with 76% of the families they were working with – this being the greatest percentage across the County. The fourth PbR claim was submitted in early May 2014 where positive progress had been achieved by a further 10 families. The value of the reward grant is still unknown but will be reported verbally at the meeting if known by then.</p>

Activities and Projects 2013/14	Measures and Targets 2013/14	On Target ✓ = X	Current Performance (including comparative data where available)
			<p>A further two Lichfield based projects have received funding allocations from the countywide Innovation Fund. Support Staffordshire (Lichfield) secured £8,490 allocated to deliver 1:1 support to socially excluded people to become work ready, progression to accessing group work clubs and then additional support to access adult education. Staffordshire Care Farming C.I.C secured £7,230 to offer a range of therapeutic interventions using animals, plants and the countryside at their base outside Whittington. The programme will focus on engaging people recovering from mental health difficulties.</p> <p>Since receiving their original Innovation Fund award, in October 2013, Nether Stowe high school has appointed a family support worker to work with 40 pupils and their families in the north Lichfield area at the earliest stage of poor behaviour to reduce the number of Fixed Term Exclusions and improve attendance. Early progress is encouraging and is being monitored quarterly.</p> <p>Pathway Project have recently become “accredited providers” on a county framework contract which will enable them to support appropriate families to enhance the local capacity and skill set in return for an agreed hourly rate. This funding will be drawn down from a countywide budget managed by SCC and will not impact on the locally held PbR monies.</p>
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, review meetings have taken place with the relevant organizations. All desired outcomes are being achieved. Member Panel has met to consider performance and progress and review future outcomes and levels of funding.
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			
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	=	Options for alternative sources of funding will be considered through a County partnership of the 8 District Councils and the County Council, which will also enable the integration at the County level of housing adaptations, leading to more consistent approaches, improved service delivery and joint working ahead of the transfer of local government funding for DFG's from 2015 through the Better Care Fund (a Member Decision on the Better Care Fund was reported to Full Council in April)
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	✓	210 homeless preventions have been achieved compared to 215 in 2012/13. A total of 37 Homelessness Prevention loans were given to the value of £39,835, compared to 37 loans to the value of £36,956 in 2012/13. There were 11 sanctuary schemes completed at a cost of £13,700 compared to 7 at a cost of £4,761 in 2012/13.

Activities and Projects 2013/14	Measures and Targets 2013/14	On Target ✓ = X	Current Performance (including comparative data where available)
Review homelessness and publish a revised Homelessness Strategy (<i>Councillor Greateorex</i>)	Stakeholder consultation completed September 2013 Strategy published December 2013	✓	The draft Strategy was subject to consultation October 2013 until January 2014; 8 responses were received. The final strategy was endorsed by CHH Overview & Scrutiny Committee in January 2014 and approved by Cabinet in March 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	✓	The Annual Equality Statement was published in January 2014. It identifies how we improved equality in our services and in employment in 2013. It also included a review of Equality objectives, which are to be consulted on and identifies 15 service equality priorities for 2014 and 6 employment equality priorities for 2014. 11 equality impact assessments were completed during 2013/14. The Equality Statement was considered by the CHH O&S Committee in January and approved by Cabinet in February 2014.
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. 162 people were registered during 2013/14, with 28 people confirming that they had been supported into employment, 46 into volunteering and 52 into training. Steps are being taken to improve the tracking of those attending work clubs, particularly establishing why they may have ceased attending.

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. A partnership meeting was held in March to obtain information using local knowledge and expertise to inform the strategy. The first draft will be taken to the Health and Wellbeing Board meeting in the spring for comments which will be incorporated and taken for endorsement by the District Board. Input will be provided from local authority enforcement perspective and evidence from the previous Alcohol Consumption report to Health Scrutiny 2006 will be used as appropriate.
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Strategic Theme: Shaping Place

A district where people love to live work and visit with a high quality residential, community and commercial environment

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.
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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

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
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			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 1323 people have registered (up to March 2014). A Service Level Agreement with Bromford to manage the Homes Direct system has been agreed.
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	✓	A total of 129 affordable homes were delivered in 2013/14, 56 were rented homes (54 Sheltered flats at Friary Outer and 2 houses at the Hawksyard development), 10 Shared Ownership (6 at Friary Outer and 4 at Hawksyard), 2 Mortgage Rescue and 61 low cost home ownership (59 Help to Buy and 2 First Buy).
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 initially delayed and take up has been limited nationally resulting in consultation on changes to the scheme. A Member Panel met in July and November 2013 and agreed with the renegotiation of the existing Service Level Agreement with Marches Energy Agency & Beat the Cold as an interim measure whilst changes to the national scheme are developed and review of Housing Services is undertaken.
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. The AFLM helped to organize the Dedication of the facility in May 2014.
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			
Develop and strengthen partnership arrangements especially through leadership of the District Board	Action Plan 2013/14 delivered	✓	A survey of the District Board membership (July 2013) has endorsed partnership support for this forum

(Councillor Greateorex)			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
Implement Change Freeze to allow upgrade to new Customer Relationship Management system to allow further functionality which will facilitate Customer Self Service	Phase 1 Upgrade individual development system March 2014	✓	Completed in March 2014 - user testing carried out on scheduled date. Next Phase on target
	Phase 2 Upgrade shared development environment April 2014	✓	Completed in April 2014 – user testing carried out on scheduled date. Phase 3 delayed until phase 2 issues resolved
Implement changes to Social Care & Health Appointee scheme	Action Plan for March 2014 delivered	✓	SCC changed the way in which Appointees monies are issued from Customer Access Points Implemented March 2014

Housing Performance and Activity Indicators 2013/14

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14
	Value	Value	Value	Value	Value	Value
LH (Adapt) 001 Number of Grants Approved	81	16	22	18	3	59
LH (Adapt) 002 Amount of Grant Funding Approved	£614,584.45	£130,164.45	£180,635.73	£97,871.29	£44,743.02	£453,414.49
LH (Adapt) 003 Number of Grants Completed (monthly)	79	16	12	28	17	73
LH (Adapt) 004 Amount of Grant Funding Completed (monthly)	£579,099.81	£89,630.51	£107,291.65	£247,471.80	£135,959.12	£580,353.08
LH (Adapt) 004a Amount of Grant Funding Completed (Year to date)	£579,099.81	£89,630.51	£196,922.16	£444,393.96	£580,353.08	£580,353.08
LH (Adapt) 005 Total Amount of Grant Committed	£173,749.96	£219,906.86	£247,445.30	£164,247.43	£44,743.02	£44,743.02
LH (Adapt) 004b Disabled Facilities Grant In Year Commitment	£752,849.77	£309,537.37	£444,367.46	£608,941.39	£625,096.10	£625,096.10
LH (Adapt) 008 Average Time from Enquiry to Completion	25.5	23.7	22.9	26.1	22	23.6
LH (Adapt) 015 Number of referrals received from Social Care & Health	112	24	26	19	31	100
LH15 % of Disabled Facilities Grant Budget Spent (Accumulative) quarterly	96.50%	15.35%	33.72%	76.15%	99.43%	99.43%
LH (Adapt) 021 Length of time from Enquiry to Completion (Fast Track)	17.4	16.1	16	16.6	16.6	16.3
LH (Adapt) 022 Number of Fast-Track enquiries received	38	13	11	6	4	34
LH (Adapt) 023 Number of fast-Track cases completed	39	6	7	11	7	31
LH (HHO) 001 Number of Mortgage Repossession Notifications (monthly)	90	23	4	9	30	66
LH3 Number of housing applications registered within the period (monthly)	1,660	300	473	340	510	1,623
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	0.18 wks	0.23 wks	0.23 wks
LH8b Year2Date Length of stay in temporary accommodation (Hostel) (Year To Date)	14.42 wks	11.71 wks	9.98 wks	10.46 wks	10.15 wks	10.15 wks

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14
	Value	Value	Value	Value	Value	Value
LH11 % of enquiries that become a Homeless Application monthly	5.00%	2.00%	3.50%	1.00%	3.00%	2.37%
LH14 Homeless Prevention cases likely to be successful for at least 6 months (monthly)	215	63	52	47	48	210
LH16 Total B&B direct expenditure	£4,572	£2,066	£2,316	£327	£465	£5,174
LH23 Total number of households placed in B&B during the period (monthly)	8	8	8	4	1	21
LH25 Total number of households placed in RSL Stock during the period (monthly)	51	16	16	8	14	54
LH27 Total number of Housing Advice Enquiries (monthly)	1642	469	483	413	409	1774
LH28 Total number of referrals to the Sanctuary Scheme (monthly)	12	6	3	1	0	10
LH28a Amount spent via the Sanctuary Scheme (monthly)	£4,761.20	£4,618.11	£6,091.71	£2,758.38	£0.00	£13,468.20
LH29 Total number of Sanctuary Scheme referrals which were successfully completed (quarterly)	7	4	3	4	0	11
LH30 Number of Homeless applications that are repeat (quarterly)	0.00	0.00	0.00	0.00	0.00	0.00
LH31 Number of Homeless Applications within the period (quarterly)	92	32	27	18	21	98
LH34 Number of Households helped by the Homeless Prevention Fund (monthly)	37	10	7	11	9	37
LH35 Amount of Homeless Prevention Fund Spent (monthly)	£36,956	£9,425	£8,350	£11,942	£10,118	£39,835
LH43 Homelessness (Accepted Stat) (Monthly)	89	22	19	10	11	62
LH49 Homelessness (Total decisions)	101	27	24	14	16	81
LH51 Homelessness (Percentage of decisions made within 25 days) (quarterly)	85.7%	78.4%	85.0%	88.9%	68.3%	80.2%
LH RPF 001 Amount spent via the Repossessions Prevention Fund	£15,335.67	£0.00	£0.00	£4,990.10	£2,177.00	£7,167.10
LH RPF 002 Number of households assisted by the Repossessions Prevention Fund	10	0	0	4	2	6

Environmental Health Performance and Activity Indicators 2013/14

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14
	Value	Value	Value	Value	Value	Value
LEH7(a) No. of food establishments inspected in the last month that were broadly compliant	Not previously collected	160	76	66	193	495
LEH7(b) No. of food establishments inspected in the last month that were not compliant	Not previously collected	4	9	10	33	56
LEH7(c) Total number of food safety inspection visits made in the last month	Not previously collected	164	94	82	247	587
LEH7(d) % all food establishments within the District which are broadly compliant - moving figure (monthly)	Not previously collected	95.47%	95.57%	95.58%	95.25%	95.47%
LEH7(e) Total number of new food premises that have started up since the last month	Not previously collected	78	25	25	21	149
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	17	2	45
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%	89.17%	59.5%	67.98%
LEH7(o) Food Safety Simple Cautions	Not previously collected	0	2	5	3	10
LEH7(o)(i) Food Safety Written Warnings	Not previously collected	32	55	60	151	298
LEH7(p) Food Safety Legal Proceedings	Not previously collected	0	0	0	0	0
LEH9(a) Environmental Protection - Noise - Service Requests	529	144	196	135	92	567
LEH9(b) Regulatory - Noise - Fixed Penalty/Notices Issued	Not previously collected	3	7	3	1	14
LEH9(c) Regulatory - Noise - Simple Cautions	Not previously collected	0	1	0	0	1
LEH9(d) Regulatory - Noise - Legal Proceedings	Not previously collected	1	0	1	0	2
LEH010(a) Environmental Protection - Smoke - Service Requests	Not previously collected	25	34	16	54	129
LEH010(b) Regulatory - Air - Fixed Penalty/Notices Issued	Not previously collected	0	0	0	0	0
LEH010(c) Regulatory - Air - Simple Cautions	Not previously collected	0	0	0	0	0

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14
	Value	Value	Value	Value	Value	Value
LEH010(d) Regulatory - Air - Legal Proceedings	Not previously collected	0	0	0	0	0
LEH013(a) Dog Fouling - Service Requests Received	Not previously collected	37	30	65	77	209
LEH013(b) Regulatory - Dog Fouling Fixed Penalty/Notices Issued	Not previously collected	1	2	1	0	4
LEH013(c) Regulatory - Dog Fouling Simple Cautions	Not previously collected	0	0	0	0	0
LEH013(d) Regulatory - Dog Fouling Legal Proceedings	Not previously collected	1	4	0	0	5
LEH014(a) Environmental Protection - Stray Dogs - Service Requests	361	96	79	86	75	336
LEH014(a)I Environmental Protection - Stray Dogs - Collected by Environmental Health	361	42	39	31	37	149
LEH014(b) Stray Dogs - Taken to Kennels	62	11	6	19	11	47
LEH014(c) Stray Dogs - Returned to owner	Not previously collected	29	25	11	18	83
LEH014(d) Stray Dogs - Collected by owner	28	3	0	2	1	6
LEH014(e) Stray Dogs - Re-homed	Not previously collected	1	0	1	1	3
LEH014(f) Stray Dogs - Euthanased	9	0	0	0	0	0
LEH014(g) Stray Dogs - Awaiting Info From Kennels	23	0	7	10	17	34
LEH015 Dirty Premises - Number of Service Requests	Not previously collected	34	47	10	5	96
LEH016 Odour - Number of Service Requests	Not previously collected	8	22	3	6	39
LEH016(b) Regulatory - Private Sector Housing - Notices Issued	Not previously collected	29	23	14	22	88
LEH016(c) Regulatory - Private Sector Housing - Simple Cautions	Not previously collected	0	0	0	0	0
LEH016(d) Regulatory - Private Sector Housing - Legal Proceedings	Not previously collected	0	0	0	0	0
LEH17 Total Number of Service Requests Received (CRM)	Not previously collected	344	408	315	309	1,376
LEH18(a) Shift in Compliance - Number of premises improving from 0, 1 & 2 to 3 or above rating	Not previously collected	Not measured for Quarters				12
LEH18(b) Shift in Compliance - Number of premises falling into the lower 0, 1 & 2 rating	Not previously collected	Not measured for Quarters				28

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14
	Value	Value	Value	Value	Value	Value
LEH19(a) No. Of Licenses Issued - Taxis - Vehicles	147	40	42	45	42	169
LEH19(b) No. Of Licenses Issued - Taxis - Drivers	164	24	40	42	30	136
LEH19(c) No. Of Licenses Issued - Taxis - Operators	22	13	7	23	4	47
LEH19(c) Total Income From All Licenses Issued Relating to Taxis	Not previously collected	£12,417.00	£14,469.00	£15,928.00	£9,429.00	£52,243.00
LEH022 Regulatory - Taxis - Fixed Penalty/Notices Issued	Not previously collected	0	16	0	0	16
LEH19(d) No. Of Licenses Issued - Horse Riding	Not previously collected	0	0	0	3	3
LEH19(e) No. Of Licenses Issued - Pet Shop	3	1	0	2	1	4
LEH19(f) No. Of Licenses Issued - Dog/Cat Boarding	23	0	0	14	8	22
LEH19(g) No. Of Licenses Issued - Dog Breeding	3	0	0	1	2	3
LEH19(h) No. Of Licenses Issued - Acupuncture	26	1	0	0	0	1
LEH19(i) No. Of Licenses Issued - Ear Piercing	61	1	3	0	2	6
LEH19(j) No. Of Licenses Issued - Electrolysis	6	0	0	0	0	0
LEH19(k) No. Of Licenses Issued - Reuse of Info	1	0	0	0	0	0
LEH19(l) No. Of Licenses Issued - Zoo	2	0	0	0	0	0
LEH19(m) No. Of Licenses Issued - EP Permits	26	0	0	43	0	43
LEH19(n) No. Of Licenses Issued - HMO's	4	1	0	0	0	1
LEH19(o) No. Of Licenses Issued - Caravans	1	0	0	0	0	0
LEH19(p) No. Of Licenses Issued - Street Trading - Regular	Not previously collected	11	0	3	1	15
LEH19(p) No. Of Licenses Issued - Street Trading - Occasional	Not previously collected	95	47	63	20	225
LEH19(p) Total Income From All Licenses Issued Relating To Street Trading	Not previously collected	£27,856.00	£7,839.00	-£980.00	£4,294.00	£39,009.00
LEH19(q) No. Of Licenses Issued - Total Income Achieved (includes Taxi's)	Not previously collected	£40,273.00	£22,308.00	£14,948.00	£13,723.00	£91,252.00
LEH20 Pest Control - Total Number of Requests	491	104	272	76	74	526
LEH20(a) Pest Control - Rats	300	77	33	34	52	196
LEH20(b) Pest Control - Mice	100	8	10	18	15	51
LEH20(c) Pest Control - Wasps	91	14	215	17	2	248
LEH20(d) Pest Control - Other	91	5	14	7	5	31
LEH20(e) Regulatory - Public Health/Pest Control/Litter - Fixed Penalty/Notices Issued	91	18	14	9	16	57

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14
	Value	Value	Value	Value	Value	Value
LEH20(f) Regulatory - Public Health/Pest Control - Simple Cautions	91	0	0	0	0	0
LEH20(g) Regulatory - Public Health/Pest Control - Summons Issued	91	0	0	3	0	3
LEH21 Planning Application Evaluations - Total	416	103	119	102	95	419
LEH21(a) Planning Application Evaluations - Initial	178	61	69	71	50	251
LEH21(b) Planning Application Evaluations - Follow Up	238	42	50	31	45	168

Community & Partnerships Performance and Activity Indicators 2013/14

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14
	Value	Value	Value	Value	Value	Value
CS 001 Community Safety - Anti-social behaviour (ASB) - number of reported incidents	1,741	503	546	426	418	1893
CTS 001 Community Transport Scheme - number of journeys (counting each round trip as one)	702	173	178	171	164	686
CTS 002 Community Transport Scheme - number of passenger journeys (note: repeat customers will be counted more than once)	8,728	2,226	2,576	2,151	1,932	8,885
CTS 003 Community Transport Scheme - income (based on invoicing - not incl grant funding)	£31,973.05	£8,024.40	£8,573.32	£7,138.86	£5,781.04	£29,517.62
CTS 004 Community Transport Scheme - number of volunteer hours (measures trip time only)	2,036	507.17	536.05	342	268.4	1,653.62
Equal 001 Equalities - total number for LDC of Equality Impact Assessments (EIAs) completed	Not previously recorded	8	2	0	1	11
Equal 002 Equalities - total number of LDC employees accessing e-learning in Equalities	18	74	5	10	7	96
JIG 002 Jigsaw - income from room hire - based on invoicing	£2,308.00	£984.00	£774.00	£2,003.00	£120.00	£3,881.00
MLL 001 Mill Lane Link (MLL) - income from room hire - based on invoicing	£6,878.00	£1,504.00	£3,341.00	£468.00	£1,358.00	£6,671.00
OMCC 001 % Occupancy rate for the Old Mining College Centre Units	92%	85%	85%	85%	85%	85%
OMCC 002 Old Mining College Centre income from room hire - based on invoicing	£17,277.45	£2,091.00	£3,257.00	£4,562.00	£4,754.00	£14,664
OMCC 003 % uptake of meeting room hire availability for the Old Mining College Centre	36%	18%	19%	22%	22%	20.25%
Safe 001 Safeguarding - total number of LDC employees accessing e-learning in Safeguarding	20	3	1	2	6	12
Voice 003 Consultation - number of surveys on Voice It (LDC only - excludes partner surveys)	18	15	5	2	5	27
Voice 004 Consultation - number of responses to surveys on Voice It	1,876	13	5	2	142	162
Voice 006 Consultation - number of visits to live surveys on Voice It	1,274	346	239	327	681	1,593
WRK 001 Work Clubs - total number of new registrations (all work clubs)	207	38	43	29	52	162
WRK 002 Work Clubs - total attendance figures (note:	1,157	275	253	222	313	1,063

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14
	Value	Value	Value	Value	Value	Value
repeat clients will be counted more than once)						
WRK 004 Work Clubs - total number helped into employment (all work clubs)	58	10	3	6	19	38
WRK 005 Work Clubs - total number helped into training (all work clubs)	89	6	16	13	43	78
WRK 006 Work Clubs - total number helped into volunteering (all work clubs)	11	2	8	4	17	31

Connects Performance and Activity Indicators 2013/14

PI Code & Short Name	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14
	Value	Value	Value	Value	Value	Value
LLC02 Lichfield Connects - Average waiting time in minutes for Revenues & Benefits (face to face enquiries)	Not previously measured	15.6	16.5	13.17	10.00	13.81
LLC05a Number of calls received during the period in the contact centre	147,559	40,972	36,472	28,370	31,768	137,582
LLC05a(2) Number of calls received for Environmental Health during the period in the contact centre	1,445	346	477	383	319	1,525
LLC05a(3) Number of calls received for Revs & Bens during the period in the contact centre	57,985	19,970	14,278	10,450	12,707	57,405
LLC06 Lichfield Connects - percentage of telephone calls not answered	6.1%	8.83	8.83	7.00	7.51	8.04%
LLC09 Total contact made in person	Not previously measured	6,538	5,901	7,145	7,512	27,096
LLC09(a) Contact made in person relating to Housing	Not previously measured	238	296	290	258	1,082
LLC09(e) Contact made in person relating to Revenues & Benefits	12,524	3,823	3,497	3,111	3,741	14,172

COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE

10 June 2014

Agenda Item: 11

Contact Officer: Helen Titterton

Telephone: 01543 308700

SUBMISSION BY CABINET MEMBER FOR COMMUNITY, HOUSING AND HEALTH

COMPLAINTS AND COMPLIMENTS – 2013/14

1. Purpose of Report

- 1.1 To provide members with an overview of the compliments and complaints received corporately during the last financial year and a more detailed analysis of those which are of specific relevance to this Committee

2. Recommendation

- 2.1 It is recommended that the Committee notes the contents of the report.

3. Summary of Background Information

- 3.1 At the Full Council meeting in April In 2014, a query was raised regarding the responsibility for overviewing and scrutinizing complaints received in relation to Council services; although a report is submitted annually to the Standards Committee, it is appropriate for each O&S Committee to consider the number and nature of complaints (and compliments) received in relation to the services that fall within their respective terms of reference.
- 3.2 The Council revised and restated its Corporate Complaints Procedure and published a revised Complaints Charter in early 2014 – attached for information at **Appendix A**
- 3.3 The Charter identifies a three stage complaints process
- **Stage 1** is dealt with by the relevant service manager. The complainant can expect an acknowledgement within three days and a full response within 20 working days of the complaint being received.
 - If, following the response at Stage 1, the complainant is still not satisfied then the matter will be escalated to **Stage 2**. At Stage 2, the matter and the Stage 1 response, is reviewed and considered by the relevant Director. Similar timescales operate as at Stage 1.
 - If the complainant remains dissatisfied, then the complaint will be escalated to **Stage 3**. In such instances, the Chief Executive will appoint an independent director to review the complaint and report their findings to her. Upon completion of the report, the Chief Executive will write to the complainant advising them of the outcome.
- 3.4 The stage 3 letter concludes that if the complainant is still not satisfied with the outcome then they are able to make representation to the Local Government Ombudsman who will consider their complaint.

- 3.5 All complaints are recorded on the council's Covalent software system. Complaints against the council that relate to matters that could lead to an insurance claim are recorded and dealt with separately because of their legal nature.

Corporate overview

- 3.6 During 2013/2014, 101 complaints were received by the Council, of which 92 were dealt with at Stage 1, three were escalated to Stage 2 and six progressed to Stage 3, showing that the vast majority of complaints are resolved at an early stage. The total number received in 13/14 is a significant increase on the previous year but this may be attributed to improvements in recording (following an internal audit) rather than a general increase in dissatisfaction with our services.
- 3.7 Although the total number of complaints received has increased, the speed of response has significantly improved, suggesting improved efficiency within the service.
- 3.8 The majority of complaints received related to six operational areas including council tax, planning, leisure, refuse/recycling, environmental health and housing. It is to be expected that Departments having the greatest level of contact with the public, and being the most visible, would also be subject to the highest levels of complaint.
- 3.9 In 13/14, of the 92 complaints that were received and relevant to the services provided by the District Council, 46% were justified and resulted in an apology or other action. Learning from complaints is an important aspect of the service; examples of this learning include:
- complaint relating to the website resulted in a few minor changes in line with suggestions made; the complainant was very complimentary on receiving our response.
 - complaint regarding incorrect advice resulted in staff training being conducted to rectify the problem
 - complaint regarding parking by parents near a park with football pitches resulted in a discussion with the football club concerned, who agreed to make special arrangements in the future to prevent a reoccurrence of the problem.
- 3.10 MP enquiries are recorded separately from complaints; 78 were received in 13/14
- 3.11 Compliments are also received by the Council but these tend to be under recorded and therefore do not represent the many satisfied customers that we deliver services to
- 3.12 A report of the complaints and compliments received during 2013/14 is attached at **Appendix B**

Community, Housing and Health overview

- 3.13 7 complaints were received in respect of CHH in 13/14; all were addressed at Stage 1. The service areas involved included pest control, noise nuisance from scrap metal dealers and about the procedure for dealing with noise complaints, light abatement, customer contribution to disabled facilities grant, anti social behaviour in the town centre and the Old Mining College (received from a tenant)
- 3.14 Compliments received included helpfulness of Connects staff, assistance to deal with noise from scrap metal dealers, help with light nuisance, help with private sector housing and support from the homelessness team.

4. Financial Implications

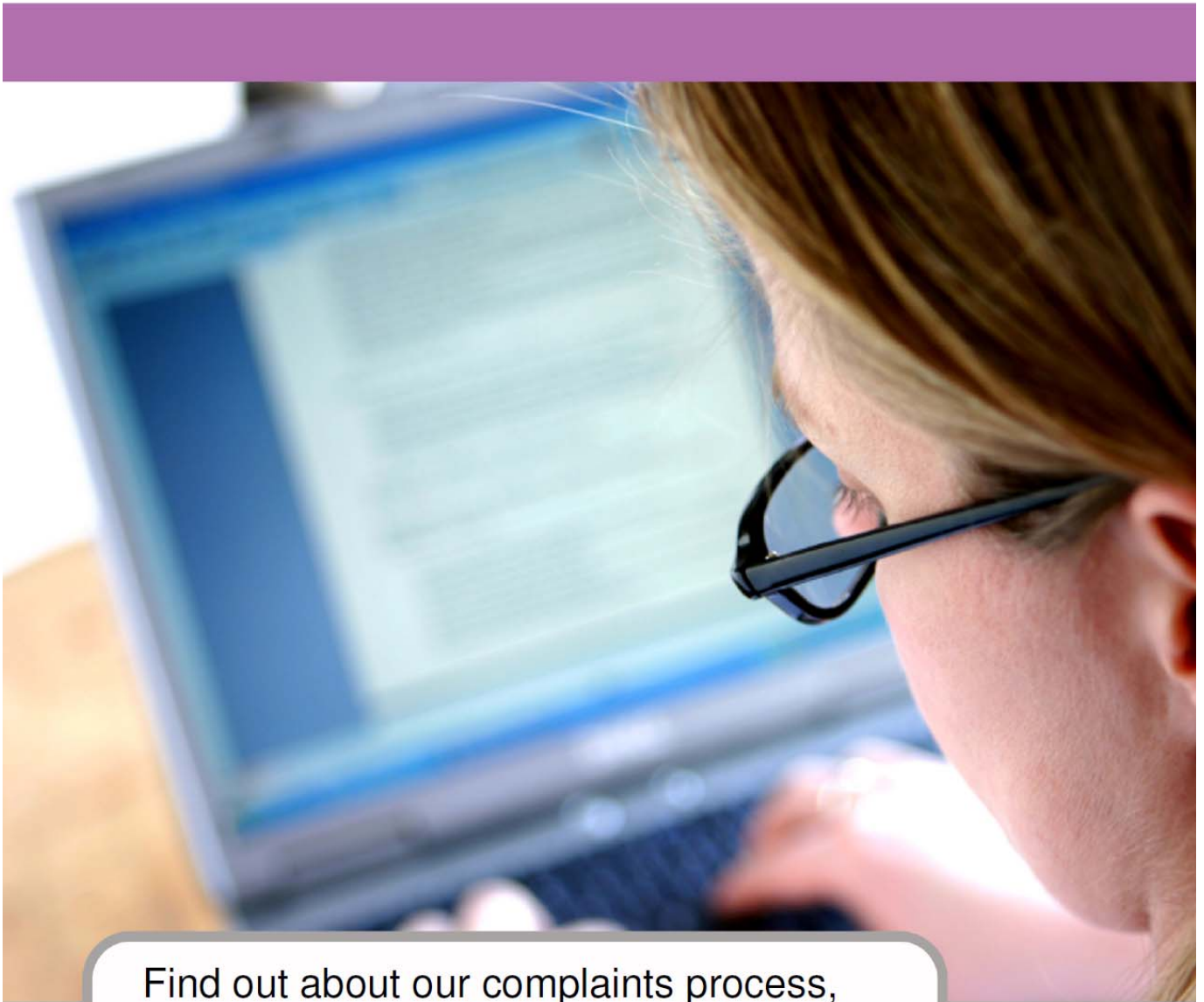
- 4.1 This report is for information only.

Background Documents:

Covalent reports

Our complaints charter

Guidance for staff



Find out about our complaints process, how it is managed internally, and what customers can expect from us.

www.lichfielddc.gov.uk/feedback

When complaints are dealt with positively and well, they can not only improve the reputation of the council, they can help us learn about what matters to people, which can help us when planning for the future.



It's only natural to think of complaints in a negative way. They can make us feel defensive, angry or upset. However, if we deal with complaints well, this can enhance the reputation of the council, and at the same time we can learn a lot about what matters to people, which can help us when planning for the future.

All complaints need to be recorded so we can spot trends and emerging problems. We need everybody's help to do this.

This guidance has been written so all employees are aware of our complaints process, how it is managed and what the customer can expect from us.

What is a complaint?

A complaint is an expression of dissatisfaction received from a customer about the council's service provision.

A complaint may be about a lack of response, poor service, delays in service being provided, one-off or ongoing problems and/or about behaviour of council employees.

There is no difference between an informal and a formal complaint - both indicate an expression of dissatisfaction, so both require a response. Complaints are usually written or received by email, but sometimes, verbal if the complaint is made at the point of service delivery.

Service request or complaint?

Sometimes it can be difficult to differentiate between a service request and a complaint. Generally if it is a request for a service, an appeal for assistance, or a request for a repair, these should be treated as service requests.

Examples of service requests

These can be handled at first point of contact, an apology offered where appropriate, and corrective action taken:

- Can I have an extra recycling bin?
- I'd like to report a damaged street name sign.
- Can I arrange an inspection for ...?
- I'd like to complain about my noisy neighbour.
- The changing rooms need cleaning.
- The swimming pool is too cold.
- There's litter on the grass verge outside my house.

Service requests can become complaints in the following circumstances:

- Where no action is taken to deal with the service request.
- Where the quality of service has fallen below the council's published standards.
- Where insufficient information has been provided or where information has been misleading.
- Discourteous or rude treatment by staff.
- Decisions which do not follow council policy or there is inadequate explanation.
- Decisions which do not consider all of the facts.
- If a person does not agree with the decision by the service officer or manager.

What are not complaints?

Where possible we allow all complaints to be dealt with using the process set out in this charter, but there are exclusions these include:

- A request for a service, except where this follows a service failure e.g. when an officer has failed to keep an appointment with a customer.
- Complaints against planning decisions which are dealt with under a separate appeals process.
- Insurance claims or contractual disputes - please refer to insurance officer.
- Complaints made about elected members for which a separate procedure exists. All such complaints should be referred to legal services.
- Reopening of a complaint after it has been to the Local Government Ombudsman and closed.
- Complaints made from members of staff relating to internal personnel or employment issues – these should be referred to the line manager or personnel services.
- A complaint that has already been through court or tribunal proceedings and is closed.

How to handle a complaint

Wherever possible, efforts should be made to talk to the complainant in order to fully understand their concerns and find out what changes or outcome they want to see. If the issue can be satisfactorily resolved at the first point of contact, no further action is needed.

However, if it is clear that the complainant remains unhappy (or perhaps is raising an issue for a second, or further time) this should be handled as a complaint.

In this case, please either give the complainant a copy of the **complaints, suggestions and compliments form** to complete, or offer to fill it in on their behalf. Alternatively, refer the complainant to the www.lichfielddc.gov.uk/feedback where they can fill the form in online and find out more about our complaints procedure.

Copies of the complaints, suggestions and compliments form are also available from all district council venues.

All completed complaints forms should be sent to the policy & performance team for processing.

How we process complaints

All complaints we receive are forwarded to the relevant service area's complaints coordinator (see top right).

Each directorate has at least one complaints coordinator, who on receipt of a complaint, records it on Covalent* (our performance management system), sends an acknowledgement to the complainant, and forwards it to the relevant officer to investigate.

All complaints we receive by letter or email are recorded as **stage 1** complaints and dealt with in accordance with the procedure detailed overleaf.

* Please note: All correspondence relating to complaints received or sent **must** be recorded onto covalent.

Complaints coordinators

Community, Housing & Health
June Green (308701)

Finance, Revenues & Benefits
Debbie Green (308010)

Democratic, Development & Legal Services
Teresa Hurcombe (308192)
and Jenny Moore (308051)

Burntwood Depot
Nicky Haycock (687550)

Leisure and Parks
Jenny Golding (308775)

Chief Executive
Carol Pepper (308254)
Jackie Jones (308003)

Policy & performance team

Alison Bowen (308129)
Colin Cooke (308121)



Lichfield
district council
www.lichfielddc.gov.uk

Our complaints procedure & how to investigate a complaint

Our **complaints procedure** has three stages:

Stage 1 Investigated by the line manager.

Stage 2 Investigated by the director of service.

Stage 3 Investigated by an independent senior officer on behalf of the Chief Executive. This will usually be a director who is not responsible for line managing services or staff involved in the complaint. The response is approved and signed by the Chief Executive.

If you are asked to investigate a complaint, please download the 'complaints checklist', from the '**Dealing with a complaint**' intranet section.

For each stage the following takes place:

- An acknowledgement is sent within three working days (letter or email) by the relevant complaints coordinator. A standard letter is available online.
- A full response* is sent within 20 working days by the investigating officer. The complainant must receive the response within this timescale (by letter or email).
- *The 20 working days start from the date the council received the complaint, whether letter, email, telephone call or in person.*
- A copy of the response should be forwarded by the investigating officer to the relevant complaints coordinator to record on Covalent.

***Where matters are likely to take more time to investigate/resolve, the investigating officer should keep the complainant informed of progress within the set timeframes above.**

An independent view

If after the whole of the complaints process has been followed (stages 1 - 3), the complainant is still unhappy with the outcome, they are then able to refer their complaint to the **Local Government Ombudsman (LGO)**. This is an independent body that investigates complaints free of charge. Complaints received by the LGO are sent to the policy & performance team, who record them on Covalent. An appropriate senior officer is then asked to investigate and respond to the LGO within 28 days. The responses are recorded by the LGO and sent to us in an annual audit letter.

Anonymous complaints

Please investigate any anonymous complaints you receive and record them on Covalent. Where not enough detail is provided as part of the complaint, we recognise this may not be possible.

Premature complaints

On occasion customers may contact the **Local Government Ombudsman (LGO)** before we have had the opportunity to investigate their complaint. These are called premature complaints. In such instances the LGO will forward the complaint to the policy & performance team, who will pass it to the relevant complaints coordinator. The complaints coordinator will then follow the complaints procedure. The LGO will inform the complainant that they have referred their complaint to us and we will reply directly to the complainant.

Persistent complainers

Persistent complainers are customers who frequently contact the council, particularly after their complaint has been closed. If you need advice or guidance about a persistent complainer, please speak to the policy & performance team.

MP enquiries

We get over 200 enquiries from MPs every year. The vast majority of these are from the MPs who represent constituencies covered by the council. Constituents contact them and they ask us for our comments in relation to the queries they receive. MP enquiries are not considered complaints, and are processed and recorded separately.

- MP enquiries are usually addressed to the Chief Executive and are forwarded to policy and performance team to record on Covalent.
- Once recorded, they are passed to the relevant officer to respond.
- *If you are asked to respond to an MP enquiry, please forward a copy of your response to the policy & performance team to record on Covalent.*
- MP enquiries need to be responded to within 20 working days from date of receipt by the council.

Help and advice

A copy of the council's complaints procedure and customer leaflet 'How to make a complaint, suggestion or compliment' is available at www.lichfielddc.gov.uk/feedback. The leaflet is also available from all council venues.

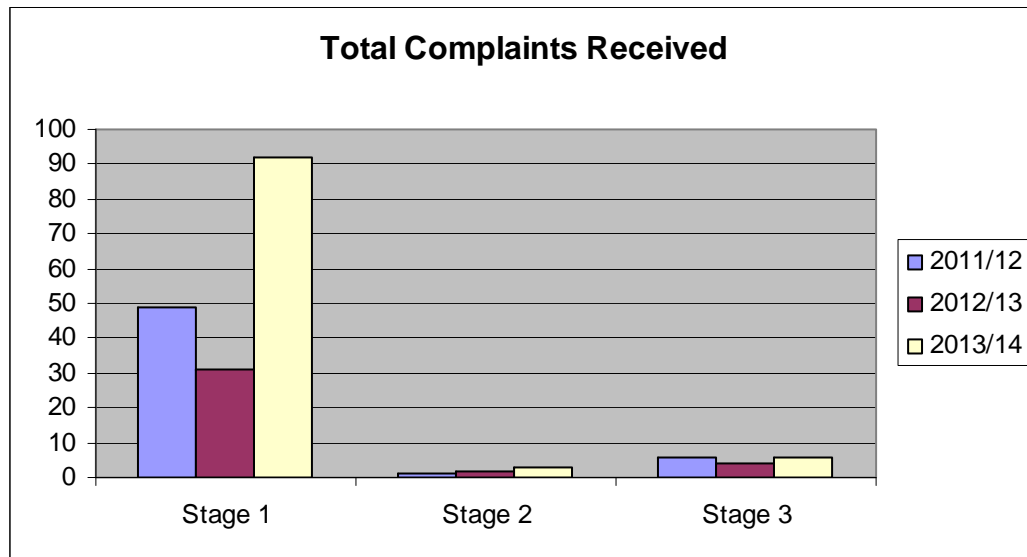
Information on the number of complaints we receive is analysed regularly and is published in the '**Dealing with a complaint**' intranet section, which also contains the 'complaint checklist' for investigating officers and other handy information.

Any questions, please contact the policy and performance team - Alison Bowen (308129) or Colin Cooke (308121).

Summary of Corporate Complaints Received 2011/12 to 2013/14

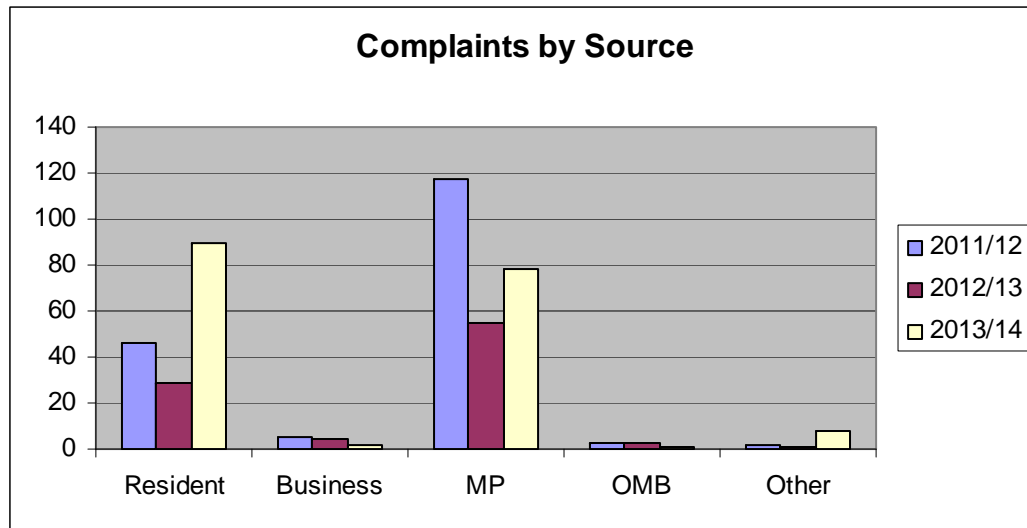
Total Complaints Received (excludes MP enquiries)

Year	Stage 1	Stage 2	Stage 3	Total	% Responded to within 20 days
2011/12	49	1	6	56	74%
2012/13	31	2	4	37	79%
2013/14	92	3	6	101	93%



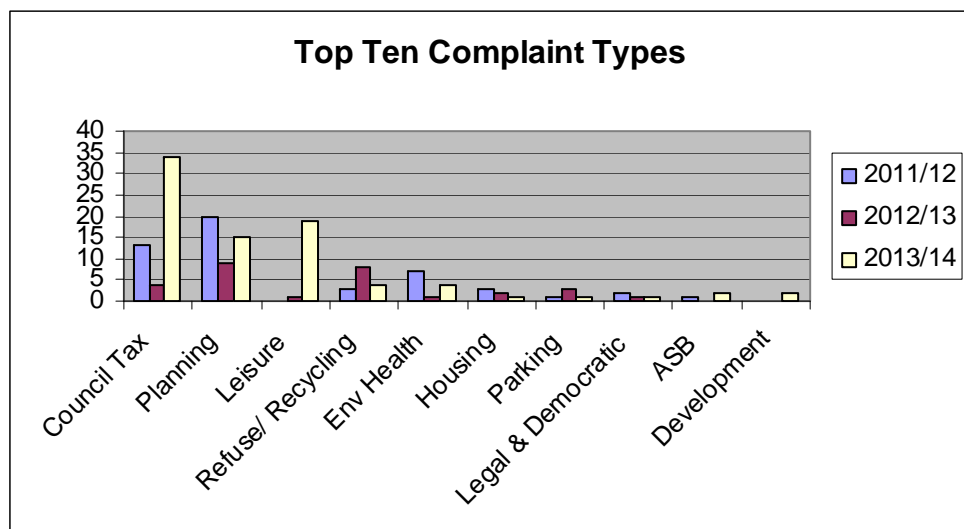
Total Complaints by Source

Year	Resident	Business	MP	OMB	Other	Total
2011/12	46	5	117	3	2	173
2012/13	29	4	55	3	1	92
2013/14	90	2	78	1	8	179



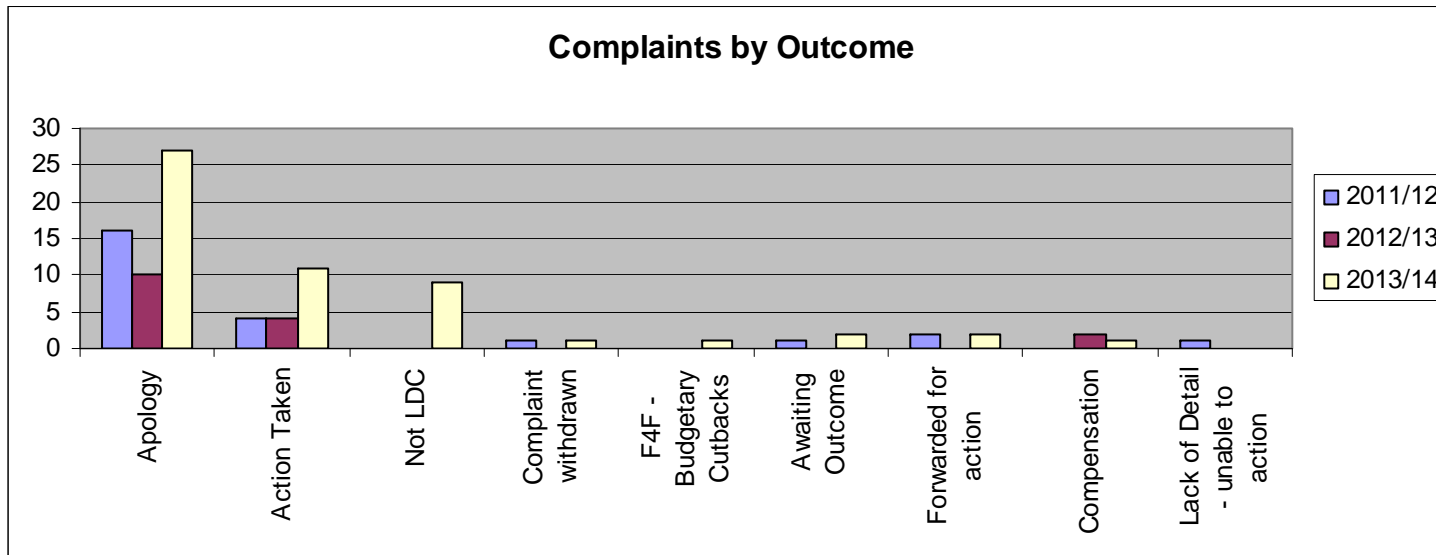
Top Ten Complaint Types (excludes MP enquiries)

Top Ten Complaint Types										
Year	Council Tax	Planning	Leisure	Refuse/ Recycling	Env Health	Housing	Parking	Legal & Democratic	ASB	Development
2011/12	13	20	0	3	7	3	1	2	1	0
2012/13	4	9	1	8	1	2	3	1	0	0
2013/14	34	15	19	4	4	1	1	1	2	2
Total	51	44	20	15	12	6	5	4	3	2



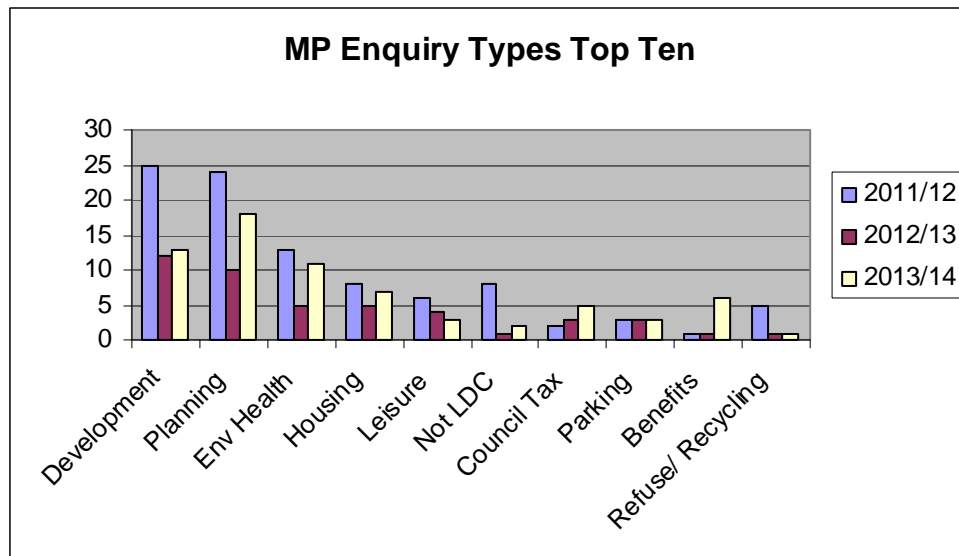
Complaints by Outcome

	Unjustified	Apology	Action Taken	Not LDC	Complaint withdrawn	F4F - Budgetary Cutbacks	Awaiting Outcome	Forwarded for action	Compensation	Lack of Detail - unable to action
2011/12	30	16	4	0	1	0	1	2	0	1
2012/13	21	10	4	0	0	0	0	0	2	0
2013/14	47	27	11	9	1	1	2	2	1	0



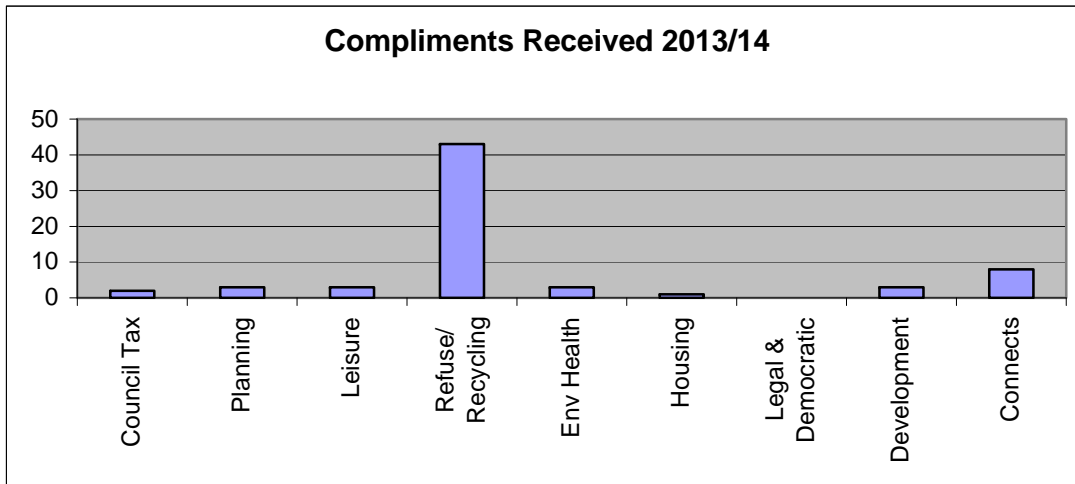
Top Ten MP Enquiry Types

	Development	Planning	Env Health	Housing	Leisure	Not LDC	Council Tax	Parking	Benefits	Refuse/ Recycling
2011/12	25	24	13	8	6	8	2	3	1	5
2012/13	12	10	5	5	4	1	3	3	1	1
2013/14	13	18	11	7	3	2	5	3	6	1
Total	50	52	29	20	13	11	10	9	8	7



Compliments Received 2013/14

Compliment Types									
Year	Council Tax	Planning	Leisure	Refuse/ Recycling	Env Health	Housing	Legal & Democratic	Development	Connects
2013/14	2	3	3	43	3	1	0	2	8
Total	2	3	3	43	3	1	0	2	8



COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2014-15

Version 5

Item	Jun 10 th	Sep 29 th	Jan 14 th	Mar 25 th	Details	Link to 2014/15 CHH Top 10	Officer	Member Lead
Policy Development								
Terms of reference	✓				To remind the Committee of the terms of reference and suggest any amendments	N/A	HS	CG
Supporting People Review	✓				To brief Members about the Review and the potential impact for the District and LDC	N/A	CGi	CG
Commissioning Services from the Community and Voluntary Sector	✓	✓			To receive progress reports from the Member Panel	Commission new SLAs with the community and voluntary sector	CGi	SW
Fit for the Future – Review of the Housing Service		✓	✓		To receive regular update reports on progress	Implement Fit for the Future	HS / CGi	CG
Burntwood Health Centres (standing item)	✓	✓	✓		To update Members on progress towards developments at: <ul style="list-style-type: none"> • Greenwood House • Burntwood Leisure centre 	N/A	HS	CG
Feedback from Staffordshire Health Select Committee (standing item)	✓	✓	✓	✓	The Chairman of the Committee is the LDC representative on the County Council's Health Select Committee and will feed back on any items of relevance to Lichfield District residents. Councillor David Smith is the County Councillor representative on the Select Committee with a remit to feedback to the local Health Panel		HS	TM
Performance monitoring	✓		✓		To consider the performance of the CHH Directorate against the 13/14 Action Plan (June meeting) and the 14/15 Action Plan top 10 for CHH (January meeting)	Improve and embed performance management framework across the organisation	HS	CG

COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2014-15

Version 5

Item	Jun 10 th	Sep 29 th	Jan 14 th	Mar 25 th	Details	Link to 2014/15 CHH Top 10	Officer	Member Lead
Locality Commissioning		✓			To share emerging proposals and locality commissioning model with Members	N/A	HS	CG
Better Care Fund		✓			The Better Care Fund aims to provide people with better integrated care and support. The Fund will be created from several budgets including funding for Disabled facilities Grants (currently provided direct to District and Borough Councils in the form of a grant) However, the statutory duty to deliver DFGs remains with District and Borough Councils. The District Council will need to work with partners on an Agreement about how the Fund is used from April 2015	Links to Implement, monitor and review the capital programme 2014-17; a) Monitor % Disabled Facilities Grant budget committed and b) number on the waiting list	HS	CG
Hospital Car Parking		✓			To receive an update report regarding the number of complaints received regarding the system of charging for car parking at local hospitals; written report to be received from Geoff Neild, Head of Facilities, Burton Hospitals NHS Trust	N/A	N/A	N/A
Anti Social Behaviour, Crime and Policing Act		✓			To advise Members on local implementation of this new legislation	Implement new legislation around anti social behaviour	JC	CG
CCTV Annual Report		✓			To receive the annual report 2013/14 in accordance with the Code of Practice for the operation of the CCTV system (it is a statutory requirement to produce an annual report)	Links to implement new legislation around anti social behaviour	JC	CG
Work Clubs and Connects Hub		✓			The current funding agreement with Support Staffordshire (Lichfield & District) ends in September 2014. Consideration to be given to future funding of this activity.	Evaluate the impact of Fit for the Future phase 1 - Assess value for money of Work Club arrangements	CGi	CG

COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2014-15

Version 5

Item	Jun 10 th	Sep 29 th	Jan 14 th	Mar 25 th	Details	Link to 2014/15 CHH Top 10	Officer	Member Lead
Fit for the future - Review of the Environmental Health Service			✓		To approve the Project Implementation Document	Implement Fit for the Future	GD	CG
Community transport			✓		To report on the results of an options appraisal exercise	Pursue options for community transport to become cost neutral	CGi	CG
Equality Statement 2015			✓		New Statement to be scrutinised by the Committee	Statutory duty	CGi	CG
Community Safety Local Delivery Plan			✓		To consider the Community safety Profile 2015, local priorities for action and proposed budget for 15/16	Statutory duty	JC	CG
Briefing Papers								

FORWARD PLAN

VERSION 1

Issued: 02.05.2014

Effective for the Period 01.06.2014 – 30.09.2014

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⁾
Funding of the Community & Voluntary Sector	The future level of funding of the Community & Voluntary Sector	03/06/2014	Considered by a Member Panel and Community Housing & Health Overview & Scrutiny Committee 24 March 2014.		Cabinet	OFFICER: Mr C Gibbins (01543) 308702 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⁾
Acceptance of funding from Public Health Staffordshire	To accept funding of £60k from the County Council to pursue public health activities.	03/06/2014	None; notification of funding too late for inclusion on O&S Agenda	Report to Cabinet Public Health Commissioning Prospectus	Cabinet	OFFICER: Ms H Spearey (01543) 308700 CABINET MEMBER: Councillor C Greatorex (01543) 416677
Consideration of tender received for the acquisition of a long lease of 36a Bore Street Lichfield	To accept or reject the tender submitted.	03/06/2014	Following the receipt of a tender a Cabinet decision is required.	None	Cabinet	OFFICER: Mr J G Brown (01543) 308061 CABINET MEMBER: Councillor C J Spruce (01543) 253733
Managing the Parks Estate	To consider management arrangements of specific parks and open spaces	03/06/2014	Parish Councils Operational Services, Leisure Tourism and Communications (O&S) Committee	Service Review Documents Correspondence with Parish Councils	Cabinet	OFFICER: Mr N Turner (01543) 308761 CABINET MEMBER: Councillor A F Smith (01543) 410685

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 Reports: 1) Council's Financial Performance 2013/14 2) Treasury Management Outturn & Pls for 2014/14 3) NNDR 2014/15 Actual		15/07/2014			Cabinet	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733
Better Care Fund	To endorse progress on the development of the Better Care Fund for Staffordshire	15/07/214	To be included on the Work Programme for CHH O&S in 14/15	Member decision report (reported to Council in April) Better Care Fund submission	Cabinet	OFFICER: Ms H Spearey (01543) 308700 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⁾
Locality Commissioning	To endorse the development and adoption of a locality commissioning model by the Local Strategic Partnership.	15/07/2014	Consultation with the Lichfield District Board (Chaired by the Leader of the Council) To be included on the Work Programme for Community, Housing and Health (Overview & Scrutiny) Committee in 14/15	Report to Cabinet Discussion paper considered by the District Board on 25/3/2014	Cabinet	OFFICER: Ms H Spearey (01543) 308700 CABINET MEMBER: Councillor C Greatorex (01543) 416677
Money Matters Report: Council's Financial Performance for first 3 months April to June 2014		09/09/2014			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⁾
Money Matters Report: 1) Council's Financial Performance 2013/14 2) Statement of Accounts 2013/14 3) Treasury Management Outturn & Pls for 2013/14 3) Annual Governance Statement 2013/14		23/09/2014			Strategic (O&S) Committee	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733
Money Matters Reports: 1) Council's Financial Performance 2013/14 2) Treasury		30/09/2014			Council	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⁾
Management Outturn and Pls for 2013/14						
Money Matters Reports: 1) Council's Financial Performance 2014/15 for first 6 months April to September 2014 2) Treasury Management Performance for first 6 months April to September 2014		18/11/2014			Strategic (O&S) Committee	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733
Money Matters Reports: 1) Council's Financial Performance 2014/15 for first 6 months April to September 2014		02/12/2014			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⁾
2) Treasury Management Performance for first 6 months April to September 2014						
Money Matters Reports: 1) Medium Term Financial Strategy 2) Treasury Management Policy and Strategy 3) Council's Tax Resolution 2015/16		17/02/2015			Council	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733
Exception and Exemptions Financial Regulations 2013/14		08/04/2015			Audit Committee	OFFICER: Mrs J Kitchen (01543) 308770 CABINET MEMBER: Councillor C Spruce (01543) 253733

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	Eadie, I M	Mosson, R C	Smith, D S	Wilis-Croft, K A
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Bacon, B F	Fisher, Mrs H E	Pearce, A	Strachan, R W	Yeates, B W
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Barnett, Mrs S A	Greatorex, C	Powell, J J R	Thomas, T J	
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Boyle, Mrs M G	Heath, H R	Pullen, D.R.	Tranter, Mrs H	
Constable, Mrs B L	Hogan, P	Richards, Mrs V	Walker, J T	
Constable, D H	Humphreys, K P	Roberts, N J	Warfield, M A	
Cox, R E	Isaacs, D	Salter, D F	White, A G	
Derrick, B W	Leytham, D J	Smedley, D	Wilcox, M J	
Drinkwater E N	Marshall, T	Smith, A F	Wilks, J J	