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26 May 2015

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 **WEDNESDAY 3<sup>rd</sup> JUNE 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 Leytham (Chairman), Rayner (Vice-Chairman), Mrs. Allsopp, Mrs. Baker-Thomas, Bamborough, Mrs Banevicius, Mrs Bland, Mrs Boyle, Mrs Constable, Mrs. Evans, O'Hagan, Salter and Warfield.



## AGENDA

1. Apologies for Absence
2. Declarations of Interest
3. To approve as a correct record the minutes of the Meeting held on the 25<sup>th</sup> March 2015 (copy attached)
4. Terms of Reference (copy attached)
5. End of Year Performance Overview 2014/15 for the Community, Housing and Health Directorate (copy attached)
6. Impact of the Housing Allocation Policy (Homes Direct) (copy attached)
7. Closed Circuit Television (CCTV) (copy attached)
8. Burntwood Health Centres (standing item) (verbal report)
9. Staffordshire Health Select Committee (standing item) (copy attached)
10. Procedures of Low Clinical Value (verbal report)
11. Staffordshire Police and Crime Panel (standing item) (verbal report)
12. Work Programme and Forward Plan (copy attached)

RESOLVED: "That as publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted, the public and press be excluded from the meeting for the following 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

13. Review of Temporary Accommodation (copy attached)

### **Briefing Papers**

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

**25 MARCH 2015**

**PRESENT:**

Councillors Marshall (Chairman), Warfield (Vice Chairman), Mrs Woodward (Vice-Chairman), Evans, Salter and Tittley.

**APOLOGIES FOR ABSENCE:** were received from Councillors Mrs Allsopp, Mrs Bacon, Mrs Bland, Humphreys, Mrs Flowith and Taylor.

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

County Councillor David Smith also attended the meeting to as the County Council's representative from the Health Staffordshire Select Committee

**Also Present:**

Dr Ken Deacon – NHS England  
Mrs Wilkins – Patient Participation Group

**DECLARATIONS OF INTEREST**

There were no declarations of interests

**MINUTES**

The Minutes of the Meeting held on 14<sup>th</sup> January 2015 were taken as read, and approved as a correct record and signed by the Chairman.

**RESOLVED:** That the Minutes of the Meeting held on 14<sup>th</sup> January 2015 be approved as a correct record

**HEALTH ISSUES**

**(a) Proposed Closure of a Branch Surgery**

The Chairman introduced Dr Ken Deacon from NHS England. He also reported that at the recent patient consultation meeting for the closure of the surgery, the nature of the behaviour of some elected Members was being investigated by the Monitoring Officer but it was hoped that this had not soured relations with NHS England (NHSE).

The Chairman gave Mrs Wilkins from the Patient Participation Group (PPG) an opportunity to address the Committee and she reported that it was the PPG that had instigated the consultation meeting and not Dr Rasib and although the number that attended was not expected, it showed the depth of feeling of the patients about the closure of the surgery.

Dr Deacon then outlined the report and it was noted that NHSE had received an application to close a branch surgery located at Cannock Road, Burntwood and run by Dr Rasib. It was reported that this was a resubmitted application as the first was rejected by NHSE as there had not been any consultation with patients. This had

been rectified with the PPG meeting on the 3<sup>rd</sup> February 2015 which when asked by the Committee was deemed enough to meet NHSE's criteria.

It was then reported that Dr Rasib was a single handed GP with 8190 patients over two sites of Cannock and Burntwood and although he had secured long term locums at the Cannock site, had not been successful in doing the same at Burntwood. It was also reported that when independently surveyed, the Burntwood surgery was deemed in very poor condition. It was reported that there was capacity at neighbouring surgeries to take on patients from Dr Rasib's surgery and for these reasons, Dr Deacon reported that NHSE supported the closure of Dr Rasib's branch surgery.

When asked, it was reported that the only motivation to close the branch surgery was that there were too many patients for one GP to take care of especially over two sites as travel was also a factor making the service provided by the GP more difficult.

Members asked if there was a difficulty in recruiting GPs to the Burntwood area and it was reported that GP recruitment was a national problem with the pull being to larger practices and not to single handed surgeries. It was noted that it was a similar situation with practice nurses. It was also noted that another issue was that more GP's were working part time and that formal retraining was required if a 2 year or more break was taken which was proving difficult for those taking extended maternity leave.

The funding regime for GP surgeries was discussed by the Committee and it was noted that NHSE had offered the other practices that would take on Dr Rasib's patients more financial support to help with the administration burden associated with registering patients in large numbers.

The Committee felt confident that patients from Dr Rasib's Burntwood branch surgery would not loose any loss in service by its closure.

**RESOLVED:** That the report be noted.

#### **(b) Burntwood Health Centres**

Members received an update and it was reported the Local Plans team had contacted the Community, Housing and Health directorate to discuss the future health needs of residents when development takes place in readiness of the Infrastructure Delivery Plan. It was reported that it was hoped for a round table discussion to take place with the District Council, County Council and NHSE to look at all urban and rural areas.

Members noted that the contract for Health & Wellbeing Centre at Burntwood had been extended for 2 years but a large development would soon begin and capacity of the centre would have to be looked at. It was noted that most GP surgeries had capacity and that the Greenwood House site would be operational by the end of the year.

When asked, Members noted that all GP surgeries were capable to utilise online booking systems for patients.

Dr Deacon was thanked for his attendance and valuable input and he left the meeting at this point.

**RESOLVED:** That the information received be noted.

## **FEEDBACK ITEMS**

### **(a) Feedback from Staffordshire Health Select Committee**

The Committee received notes from the recent meeting of the Staffordshire Health Select Committee. The Committee unanimously wished to thank County Councillor White, Cabinet Member for Health, Care and Wellbeing for the hard work and dedication he has shown whilst in that role.

**RESOLVED:** That the information received be noted.

### **(d) Feedback from the Police and Crime Panel**

The Committee received notes from the recent meeting of the Staffordshire Police and Crime Panel following its meeting on the 26<sup>th</sup> January 2015. Councillor Greatorex, Cabinet Member for Community, Housing and Health, who sits on the Panel on behalf of the District Council, gave the Committee further details of the meeting. It was reported that meetings were now webcast and had been held at external venues to allow more members of the public to get involved. It was also reported that following poor performance of the 101 telephone service following the move and merger of the Stoke on Trent centre to Stafford. More resources had been committed and improvements had been made.

Members agreed with a question that had been raised at the Panel meeting and that it would be a positive move if the SPACE scheme was reintroduced.

Members also asked if there would be a Safer Neighbourhood Panel in Lichfield in the near future and it was reported that the panels were still at trial stage but it would be pushed to have one in Lichfield as soon as possible.

The Committee then agreed that road safety by schools was an ongoing problem which was getting worse and felt that the Police should monitor closely.

There was some disappointment expressed that priority was being given to recruiting PSCO's and not warrant card carrying Officers.

**RESOLVED:** That the information received be noted.

## **COMMUNITY SAFETY DELIVERY PLAN 2015-18**

The Committee received a report giving an update on the Lichfield District Safer Community Partnership and the Lichfield District Safer Community Partnership Delivery Plan 2015-16

It was noted that although there had been an increase of 8.2% in anti-social behaviour in the last year, there had been an overall reduction of £39.9 over the past five years. It was noted that the increase last year had been largely due to neighbour disputes.

Community safety funding was discussed and the Committee had some concern that the Commissioner's Community Fund, held by the Police and Crime Commissioner, was being given to groups with the loudest voice and not necessarily where the funding was most needed. It was agreed that more should be done to make Parish Councils aware of the fund through the Parish Forum and Parish Clerks. It was also reported that more claims should be made for the Proceeds of Crime Fund.

**RESOLVED:** That the Community Safety Delivery Plan 2015-18 be endorsed and future progress reported be submitted to the Committee as appropriate including the mid-year progress report in the autumn.

## **LOCALITY COMMISSIONING UPDATE**

The Committee received a report giving an update on the results of the locality commissioning process to date.

The process for assessing applications and allocating funds was reported along with lessons learned. It was reported that the whole process had been time consuming requiring a high amount of Officer input. It was also reported that VAT implications had required much consideration and advice was still awaited from HM Revenues and Customs regarding VAT treatment of the locality commissioning budget. It was then reported that it had been recognised that the outcomes set out in the Prospectus had been too broad and so would have to be more defined in the future.

It was reported that not the entire fund had been allocated and the Board would be meeting in April to consider the options regarding this matter including a possible further commissioning exercise.

The Committee had concerns that there had been a democratic deficit in the process and ward Members should have a greater opportunity to have an input based on their local knowledge.

The Committee recognised that as it was not part of the remit of the District Council, the subject area of early years had not been made priority by the Member Working Group and therefore was not a Lot to bid for funding. It was suggested that this area be given a priority if unspent funding were to be subject to a further commissioning exercise.

Members noted that no bids were made to prevent homelessness and it was suggested that relevant organisations be reminded that the fund was available. Members also suggested such organisations like Shelter and the Probation Service. It was asked if the District Council could bid for funding in this area as it could help Officers deal with people with complex needs and it was reported that they could but it would be best for external organisations that already have the infrastructure to deal with complex needs to bid first.

*Councillor Mrs Evans declared a personal interest as her son was currently employed by the Southern Staffordshire and Shropshire Mental Health Service.*

**RESOLVED:** That the report be noted.

## **ACTIVITY AND PERFORMANCE INDICATORS 2015/16**

Members received on the proposed activity and performance indicators for the Community, Housing and Health directorate which would be reported to the Committee on a biannual basis.

It was reported that the indicators followed on from the Directorate Top 10 and would help measure the progress of those tasks. It was noted that the Committee could use the indicators to help inform their work programme.

Members felt that in some instances it could be difficult to judge value for money as some tasks inc health were outside the Council's control.

**RESOLVED:** That the report be noted and that reports on performance would be submitted to the Committee at the June and January meetings.

## **WORK PROGRAMME AND FORWARD PLAN**

Members discussed the Work Programme and it was noted that this was the last meeting of the year. It was requested that Burntwood Health Centre remain as a standing item on the Committee's work programme in the forthcoming Municipal Year.

Members felt that the work programme in future should be more project management driven with timescales and milestones included.

**RESOLVED:** That the Work Programme and Forward Plan be noted and amended where necessary.

## **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 on 14<sup>th</sup> January 2015 were taken as read, and approved as a correct record and signed by the Chairman.

**RESOLVED:** That the confidential Minutes of the Meeting held on 14<sup>th</sup> January 2015 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 8.05pm)

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.

**SUBMISSION TO (COMMUNITY, HOUSING AND HEALTH) OVERVIEW AND SCRUTINY  
COMMITTEE**

**Date : 3<sup>rd</sup> June 2015**

**Agenda item: 5**

**Contact officer : Helen Titterton**

**Telephone : 01543 308700**

**Local Ward Members: relevant to all ward Members**

**JOINT REPORT OF THE CABINET MEMBER FOR HEALTH AND HOUSING AND CABINET  
MEMBER FOR COMMUNITY**

**END OF YEAR PERFORMANCE OVERVIEW 2014/15 FOR THE COMMUNITY, HOUSING AND  
HEALTH DIRECTORATE**

**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 14/15 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 31<sup>st</sup> March 2015.
- 1.2 To advise Members of the targets which have been proposed for the activity and performance indicators for the Directorate for 2015/15.
- 1.3 Members are invited to raise questions and comment (or where appropriate, request a more detailed report).

**2. BACKGROUND AND RATIONALE**

- 2.1 Each year, the District Council produces a One Year Action Plan which sets out the key activities and projects, measures and targets that the Council intends to deliver over the coming twelve months. The Plan is considered by Council each year in February at the same time that the budget is approved.
- 2.2 In addition to the corporate Action Plan, each Directorate develops a Directorate Top Ten which is informed 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 14/15 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 2015.
- 2.4 At the last meeting of this Committee, Members considered the activity and performance indicators for 2015/16. These PIs have been revised having regard to the Directorate Top 10 (approved in January 2015) and other service issues / policy or legislative changes. Targets for these PIs have been proposed having regard to performance during 2014/15. The PIs and their related targets are attached at **Appendix C**

### 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 14/15 Action Plan including:
- Receiving a briefing paper on progress in respect of the housing Services Review (September meeting)
  - Receiving two reports on the Anti Social Behaviour, Crime and Policing Act (September and January meetings)
  - Receiving a progress report on Community Transport (September meeting)
  - Receiving a confidential report about the Old Mining College Centre (September meeting)
  - Receiving reports from the Member Task Group (Commissioning services from the voluntary and community sector) at the September meeting followed by two reports updating Members on locality commissioning (January and March meetings)
  - Receiving a report on the community consultation which took place during summer 2014
  - Receiving a briefing paper on Disabled Facilities Grants at the March meeting
- 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 14/15 which is attached at **Appendix A**, the statistical analysis attached at **Appendix B** and the targets for the 2015/16 performance indicators at **Appendix C**.

### 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. A more detailed report on the Council's financial performance against the financial strategy (the outturn report) will be considered by Cabinet in September 2015. The draft outturn indicates that the Directorate has a 6% underspend against its approved budget.

### 7. EQUALITY AND DIVERSITY IMPLICATIONS

- 7.1 Equality and diversity implications are considered during the planning and delivery of the day to day activities of the Directorate eg. an equality impact assessment was conducted in relation to a new mobile homes fee policy
- 7.2 In addition, the Directorate takes the lead for equality and diversity issues across the council and updates the corporate Equality Statement annually (considered by this Committee in January 2015 when Members recommended that equality training should be a mandatory requirement for Members after the May election).
- 7.3 During 2014/15, the Cabinet and Committee report template has been revised to include a section on the equality and diversity impact of the matter(s) under consideration.

## 8. PLAN FOR LICHFIELD DISTRICT IMPLICATIONS

- 8.1 The report identifies some of the key areas of achievement during 14/15. These include:
- The Council has led on the development of a locality commissioning model for the District and facilitated the pooling of £0.5 million in funding between The District and County Councils, Police and Crime Commissioner and Clinical Commissioning Group resulting in the funding of 14 community based projects
  - The asset transfer of the Old Mining College has been agreed
  - The Directorate facilitated the community consultation exercise during the summer
  - Income for community transport has been increased
  - The Council is more prepared to deal with an emergency incident, 80 staff have designated roles within the emergency plan and 156 training event attendee places have been delivered
  - The Customer Relationship Management system has been upgraded and its use expanded
  - The future of the Work Clubs has been safeguarded even though the District Council will not provide any funding beyond June 2015
  - The Council has developed a positive working relationship with the Staffordshire Intelligence Hub; the Hub has provided support with various research projects now that the Council no longer has a dedicated in house resource.

## 9. CRIME AND COMMUNITY SAFETY ISSUES

- 9.1 The attached report reflects progress made on implementing the provisions of the Anti Social Behaviour, Crime and Policing Act. Officer delegations and the level of fixed penalty notices were recommended by the Committee in January.
- 9.2 The CCTV Annual Report was considered by the Committee in September and the Community Safety Delivery Plan was considered in March.

## 10. 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 Members, Director and Service Managers are in attendance at the O&S meeting and can elaborate on the content of the report

2014/15 Community, Housing & Health Directorate Top 10: End of year performance report to Community, Housing and Health O&S Committee



✓	On Target
=	In Progress
X	Behind Target

**Monitor impact of welfare reforms**

Actions	Due Date	On Target?	Progress Update
Monitor the number of customers (approaching LDC as homeless or requesting housing advice) who are in rent arrears. (Councillor Greatorex)	31-Mar-2015	=	<p><b>Position at June</b> – Enquiries made from 1st April 2014 have been recorded using the Council’s CRM system and this will enable the ongoing monitoring of those requesting housing advice that are in arrears. Unfortunately the reports required to monitor this are still in development. Anecdotally the Housing Options Team consider that the number of enquiries relating to rent arrears both in the social and private housing sectors has remained around the same level as for last year. In the first quarter, no homelessness decisions have been made where rent arrears has been the reason for homelessness, however there are currently 18 cases where rent arrears has been given as the reason for the housing enquiry, all being dealt with as a potential homelessness preventions. In 2013-14, there were 28 successful preventions where the initial enquiry reason was rent arrears.</p> <p><b>Position at September</b> – Whilst it is still not possible to get full details of enquires made from the CRM system, a total of 337 enquiries have led to further work with a view to preventing homelessness. Of these enquiries, a total of 10% were due to rent arrears. This compares to 7% for all enquires received in 2013/14.</p> <p><b>Position at December</b> – Full reporting on enquiries is planned to be in place by the end of January 2015. A total of 436 enquiries have led to further work with a view to preventing homelessness. Of these enquiries, a total of 10.3% were due to rent arrears.</p> <p><b>Position at March</b> – 6% of all initial enquiries received since November 2014 were due to arrears. A total of 536 enquiries in the year have led to further work with a view to preventing homelessness. Of these enquiries, a total of 9.8% were due to rent arrears.</p>

**Commission new SLAs with the community and voluntary sector**

Actions	Due Date	On Target?	Progress Update
Agree available budget (Councillor Greatorex)	01-Jul-2014	✓	<p><b>Position at June</b> – Current budget is £196k. Member Task Group considered future budget and requested that any reduction be no more than 10%. Feedback from community survey will also inform decision on budget.</p> <p><b>Position at September</b> – Following consideration by a CHH O&amp;S Member Panel in August, including taking account of feedback from the community survey, the budget was approved by September Cabinet @ £177k per year for three years 2015–2018</p> <p><b>Position at December</b> – Completed</p>
Agree and implement commissioning process (Councillor Greatorex)	31-Jul-2014	✓	<p><b>Position at June</b> – Proposed priorities were identified by Member Task Group and endorsed by CHH O&amp;S in June. Following consideration by the District Board, opportunities for bringing LDC budget for community and voluntary sector into a locality commissioning approach (by aligning LDC commissioning with SCC, CCG and PCC priorities) were explored</p> <p><b>Position at September</b> – Member Task Group met in August and was briefed on opportunities presented by introducing a locality commissioning approach with partners. This approach was endorsed by Task Group Members and regarded as a good way to reduce duplication and maximize value for money. Also some changes made to LDC priorities having regarding to Supporting People cuts. Cabinet agreed (September meeting) that LDC will take part in a locality commissioning process alongside partners from County Council, NHS and police and delegated decisions regarding the allocation of the LDC voluntary sector budget to the Locality Commissioning Board (LCB) . The District Board met in September and approved the establishment of a LCB which is to be Chaired by Cllr Greatorex. It is likely that a single procurement exercise, overseen by the LCB, will commence in October</p> <p><b>Position at December</b> – The Lichfield Locality Commissioning Prospectus (value £0.5 million) was launched on 25<sup>th</sup> October 2014 inviting applications for 14 Lots of funding by 2<sup>nd</sup> January 2015. A total of 73 applications were received with a total value of £1,660,559. Applications will be assessed by Scoring Panels consisting of officers from all partners and decisions on funding will be made by the LCB at the end of January.</p> <p><b>Position at March</b> – Funding was agreed for 13 organisations across 10 of the funding Lots with a total funding commitment of £331,600. Funding was not awarded against 4 lots as a result of applications not being received or the scoring threshold not being achieved. Service Level Agreements with the successful organisations have been agreed and monitoring arrangements put in place. Further discussions taking place about the use of the funding balance.</p>

Actions	Due Date	On Target?	Progress Update
New SLAs agreed (Councillor Greatorex)	<del>31-Dec-2014</del> Revised target 31 March 2015	✓	<p><b>Position at June</b> – Underway as per above</p> <p><b>Position at September</b> – Given the additional steps required by a joined up locality commissioning process, it is predicted that SLAs will be agreed in February 2015; organisations with whom LDC currently has an SLA are being kept informed.</p> <p><b>Position at December</b> – Service Level Agreements with the selected organisations for each Lot as detailed above will be agreed and finalised during March 2015.</p> <p><b>Position at March</b> Service Level Agreements with the successful organisations have been agreed and monitoring arrangements put in place</p>

**Implement Fit for the Future (F4F)**

Actions	Due Date	On Target?	Progress Update
<i>F4F Phase 1</i> – Embed implementation of phase 1 (Councillor Greatorex)	31-Mar-2015	✓	<p><b>Position at June</b> – The lease for the Jigsaw Project in North Lichfield has been transferred from LDC to Fusion Credit Union and a SLA negotiated. The future leasing and management for the Old Mining College Centre is under review; a confidential report was received by CHH O&amp;S at their September meeting.</p> <p><b>Position at September</b> – Work is continuing to manage the impact of the cessation of the Community and Partnerships Team; a review of the community transport service has been completed (reported to CHH O&amp;S in September) and steps are being taken to make it cost neutral (including the introduction of a dial ride service in Burntwood). The future management of the Old Mining College is also under active consideration (also reported to CHH O&amp;S in September)</p> <p><b>Position at December</b> – a confidential report was received by Cabinet in November regarding the future management of the Old Mining College; a final decision is expected in the spring. The Agreement with Support Staffordshire Lichfield and District to run the work clubs has been extended til the end of March 2015; thereafter the funding for getting people into or back into work will be incorporated within the locality commissioning budget. Regular liaison meetings are taking place with the Staffordshire Intelligence Hub and they are providing assistance with the design and analysis of the employee survey and the evidence base for the new Strategic Plan</p> <p><b>Position at March</b> Agreement reached with Burntwood Town Council and Staffordshire County Council regarding the future management of the Old Mining College, final transfer of responsibilities and lease anticipated by June 2015. No bids for funding were received through Locality commissioning in respect of work clubs, and the agreement with Support Staffordshire Lichfield and District to run the work clubs</p>

**Classification: UNCLASSIFIED**

Actions	Due Date	On Target?	Progress Update
			has been extended til the end of June 2015 to enable plans to be put in place to sustain the work clubs where possible without future District Council funding. Regular liaison meetings are taking place with the Staffordshire Intelligence Hub and draft analysis of the results of the employee survey have been completed and a working group has been established to oversee the evidence base for the new Strategic Plan.
<p><i>F4F Phase 2 –</i> Undertake community consultation exercise, produce and disseminate report (Councillor Greatorex)</p>	31-Jul-2014	✓	<p><b>Position at June</b> - Community consultation planned via Member Task Group; surveys made available through Voicelt, inTouch and hard copy distributed via public outlets. Target of achieving 1000 responses was exceeded including 330 from residents in rural areas. Some issues with street interviewers who struggled to achieve the target of 200 completed surveys. Hub analysing results; report due to be issued mid July</p> <p><b>Position at September</b> – A highlight report and press release have been issued and disseminated to staff, partners and those respondents for whom we have email contact details. The full and highlight report has been placed on LDC website. The data will be used to develop business cases and inform the next Corporate Plan</p> <p><b>Position at December</b> – The Strategic Overview and Scrutiny Committee considered the Community Survey at its meeting in November 2014. A summary report is planned at both 12 and 24 months after consultation to show how the results have been used.</p> <p><b>Position at March</b> –We have developed and maintained a log of examples of where the consultation results have been used to inform policy/plans/business cases and this is reviewed by Leadership Team on a quarterly basis.</p>
Initiate at least two other Service Reviews (Councillor Greatorex)	31-Mar-2015	✓	<p><b>Position at June</b> – Housing Service Review initiated; PID approved by CHH O&amp;S in March and inaugural meeting in June which focused on housing options / homelessness. Diagnostic Peer Review of Homelessness Services conducted in June (by Wolves, Dudley and Solihull Councils – score of 63% achieved); report will be fed into the HSR. A mini restructure has taken place within the environmental health team producing annual savings of £50k.</p> <p><b>Position at September</b> –To date, there have been three meetings of the Review team. Results of the Diagnostic Peer Review have been fed into the Review. The team has also received presentations from South Staffs and East Staffs Councils regarding the pros and cons of outsourcing the housing options service. At their third meeting the team has considered the housing and enabling function and noted the likely increase in workload as the anticipated increase in development activity takes place. A Briefing Paper on progress has been circulated to Members of CHH O&amp;S for their September meeting. The initial savings target for the review @ £35k in 15/16 may need to be revised owing to costs arising from</p>

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Actions	Due Date	On Target?	Progress Update
			<p>Supporting People cuts and related uncertainties around temporary accommodation</p> <p><b>Position at December</b> A further meeting of the Review team took place in November where consideration of the housing strategy and enabling function was completed together with Private Sector Housing Enforcement function. The Housing revenue budgets were considered in detail in particular in relation to opportunities for savings and emerging service pressures. A final report from the review is scheduled to be reported to Cabinet in July 2015.</p> <p><b>Position at March</b> – The decision was taken to delay the Environmental Health review to facilitate other priorities. The final report from the Housing Service Review has been rescheduled to be reported to Cabinet in October to enable the work on benchmarking, process mapping, and options appraisal to be completed.</p>

**Implement, monitor and review the capital programme 2014-17**

Actions	Due Date	On Target?	Progress Update
% Disabled Facilities Grant budget committed and number on the waiting list (Councillor Greatorex)	31-Mar-2015	=	<p><b>Position at June</b> – SCC have pulled out of the countywide contract for a single Home Improvement Agency as a consequence of their Supporting People Review. There is therefore a risk to delivery of our statutory duty (as the HIA is the delivery arm and we had given notice to our current contractor in preparation for commencement of a new contract on 1<sup>st</sup> July). There is the possibility of an additional cost pressure in the short and medium term. Discussions are underway with SCC and other Districts in an effort to mitigate the situation.</p> <p><b>Position at September</b> – Following extensive dialogue, funding was secured by SCC to enable the county wide HIA service as originally planned to continue. After a 3 month delay, Revival commenced the service across the whole county on the 1st October 2014. Budget spend at the end of September was £168k with another £242k committed meaning that there is budget remaining this financial year of £203k. There is currently no waiting list for DFG's with the council.</p> <p>Staffordshire and Stoke on Trent Partnership Trust does have a list of people waiting assessment as follows: Occupational therapist (OT) waiting list 165, OT assistant 77.</p> <p><b>Position at December</b> – Since Revival took over the service across the county on 1st October 2014, the transfer process has been challenging and presented considerable delays to delivery. Challenges have included the transfer, recruitment and induction of staff members, many of them adjusting to home working and driving from the southern areas to Revival's head office in Stoke for meetings. There have also been some issues around technical items relating to the transfer of data from one system to</p>

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Actions	Due Date	On Target?	Progress Update
			<p>another and changes in process and reporting systems. Budget spend at the end of December was £246k with another £168k committed meaning that there is budget remaining this financial year of £198k. There are 32 cases which are pending but grants are not yet approved, the value of which is £153k. Staffordshire and Stoke on Trent Partnership Trust has a list of people waiting assessment as follows: Occupational Therapist (OT) waiting list 50, OT assistant 120</p> <p><b>Position at March</b>– The challenges and delays of the previous quarter in relation to the transfer of the service to Revival have continued to cause delays to delivery. There have been a number of staffing issues including a vacant technical officer post until March, meaning that several cases have not progressed as quickly as they should. 37 cases at a value of £348k have been completed, 7 more are approved at a value of £81k, there is uncommitted budget remaining this financial year of £183k. There are 54 cases in preparation with an estimated value of £355k but grants are not yet approved. Staffordshire and Stoke on Trent Partnership Trust has a list of people waiting assessment as follows: Occupational Therapist (OT) waiting list 33 (oldest referral 25.2.15), OT assistant 71.</p>

**Pursue Options for Community Transport to Become Cost Neutral**

Actions	Due Date	On Target?	Progress Update
Explore feasibility & options available (Councillor Greatorex)	31-Oct-2014	✓	<p>The community transport service is being reviewed in order to bring it closer to a cost neutral position; an update report was considered by CHH O&amp;S in September which also noted the start of a pilot Ring and Ride service, sponsored by Burntwood Town Council, which had commenced on 1<sup>st</sup> September.</p> <p>A Community Transport action plan has been put in place to increase income and deliver service improvements. This has included a review of the membership and steps to improve the marketing of the scheme. Income from the Burntwood Ring and Ride pilot was £6,480 but unfortunately the scheme will not be taken forward due to the lack of take up. Volunteers are also being used to undertake tasks such as refuelling thereby releasing some of the Community Transport Managers time to focus on implementing the action plan.</p>
Agree & implement preferred option(s) by winter 2014 (Councillor Greatorex)	31-Dec-2014		<p>The Community Transport Constitution has been revised and existing Members have been invited to reapply for Membership. Work is underway to identify opportunities for Volunteers to further support the service and a Marketing Plan is being developed.</p>

Actions	Due Date	On Target?	Progress Update
			53 organisations are now members of the Community Transport with 5 new members joining since the membership was reviewed. A marketing brief has been drafted and volunteer support sought to take this forward. To date the volunteer identified was unable to help with the marketing project as a result of gaining employment. Other volunteers are being sought.

**Implement New Legislation Around Anti Social Behaviour (Anti-Social Behaviour, Crime and Policing Bill)**

Actions	Due Date	On Target?	Progress Update
Review current working procedures & update accordingly (Councillor Greatorex)	30-Sept-2014	✓	The new Anti-Social Behaviour, Crime and Policing Act replaced 19 measures to tackle ASB with 6 new ones. A training event was held in June 2014 for partners to make them aware of these changes and training for elected members was carried out in October 2014. Delegated powers and fixed penalty notice levels were agreed by full Council in February 2015. We are liaising with the police at both county and a local level to produce a procedures document which is currently in draft form this work has been delayed due to changes to the implementation dates of the legislation. We are at the initial stages of replacing our Designated Public Place Orders (DPPOs) with the new Public Space Protection Orders (PSPOs) in relation to anti-social behaviour and alcohol consumption across the District.
Review & amend the Community Safety Partnership Structure as appropriate (Councillor Greatorex)	30-Sept-2014	✓	No changes to the Partnership structure have found to be necessary to date but the possibility will continue to be monitored.
Provide training for our partners including elected members (Councillor Greatorex)	30-Sept-2014	✓	Training for partners took place on 25 <sup>th</sup> June and Elected Members training took place on 12 <sup>th</sup> November 2014. Additional training will take place for new elected members after the elections later in the year.
Update information on website & issue press release as appropriate (Councillor Greatorex)	30-Sept-2014	✓	Information is currently being developed for the new LDC website. A press release will be issued when completed together with subsequent media messages throughout the year as and when required or relevant for example in relation to consultation regarding the Public Space Protection Orders (PSPOs).

**Embed Lagan CRM and Seeking Opportunities To Channel Shift**

Actions	Due Date	On Target?	Progress Update
System upgraded (Councillor Creatorex)	30-Jun-2014	✓	<p>Upgrade completed at September 2014 – After a failed attempt earlier this year, there was a concerted effort by partners and the Kana the supplier to ensure that the next attempt would be a success lots of hard work testing and re testing took place by all Staffordshire Partners and we successfully upgraded Lagan CRM to the latest version on 20<sup>th</sup> September 2014.</p> <p>Following the upgrade to the system, there have been further issues with getting new processes onto the live system which has caused a delay in progress. However we have seen a great improvement in addressing the issues and over the last few months the system has been stable.</p> <p>The enhancements to the system brings additional functionality for:-</p> <p><b>Internal Users of the system</b></p> <p>There have been several additional enhancements to the core case management part of the system e.g. update cases, retrospectively, adding notes to closed cases, reclassifying cases and assigning them to other services – used by Environmental Health and Housing</p> <p>Users of the system have been trained and are using the additional functionality</p> <p><b>External Users</b></p> <p>For customers contacting the district council the upgrade brings us the ability to move more services on line allowing customers to help themselves at any time, any place where they have internet access – on a mobile device, smart TV or desktop computer. Facilitating channel shift by moving targeted services on line.</p>
CRM to be adopted by a) Housing options Team and b) Parks & Open Spaces as their back office data capture/management system (Councillor Creatorex)	31-Mar-2015	✓	<p>Earlier this year homelessness advice was developed within the CRM and went live as part of a phased implementation. Stage two is to provide reporting capabilities so that Housing services are able to configure and develop their own reports', this is likely to be complete by autumn this year once the reporting capabilities have been tested, it is envisaged there will be a stage three to develop additional housing processes within the CRM.</p> <p>Stage two was completed in December last year and housing services are now able to configure and develop their own reports' Phase three to be planned for late 2015.</p>

**Improve Resilience of LDC to Emergency Situations**

Actions	Due Date	On Target?	Progress Update
Produce a training needs analysis for emergency planning and resilience and deliver training to 50 employees (Councillor Greatorex)	31-Mar-2015	✓	156 training events were completed against the training needs analysis for FY 2014/15. The training needs analysis for 2015/16 was completed and submitted to the Civil Contingencies Unit. 78 officers have designated roles within the Council's emergency response and it has been identified that 207 training events are required.
Produce corporate Business Continuity policy by Spring 2014 and an approved corporate BC plan by Autumn 2014 (Councillor Greatorex)	31-Oct-2014	=	<p>The Business Continuity Strategy has been approved by Leadership Team and the Cabinet Member; it is available on the intranet</p> <p>The Business Continuity Champions have carried out a business impact analysis of the critical functions within their area. The outcomes of these assessments have been peer reviewed within the organisation. This information has been reported to Leadership Team who has identified 25 Critical Services requiring Business Continuity Plans which have been broken down into two phases. Individual Officers have been identified as responsible for producing Service Level Business Continuity Plans. Phase 1 was the 12 most critical services identified of these 8 have been completed.</p> <p>The current Corporate Business Continuity Plan is being written and is still in draft as a working document. It will remain a working draft copy until such time as the identified Critical Services' Service Level Plans (Phases 1 &amp; 2) have been finalised as information in these plans form elements of the Corporate Plan.</p>
Produce a) Response & Recovery Handbook and b) Incident management Plan (Councillor Greatorex)	30-Sept-2014	✓	The Response and Recovery Handbook was signed off by Leadership Team in September and it is available on the intranet
Implement the new Director on Call rota, monitor and report on 1 <sup>st</sup> year's activity (Councillor Greatorex)	31-Mar-2014	✓	The Director on Call rota became live in December 2013 and progress was reviewed in June. At the end of September, Directors had been called upon to deal with 4 incidents included an unexploded device in a back garden in Burntwood, protesters on a factory roof in Shenstone and contaminated material at a private property in Fazeley

**Improve and Embed Performance Management Framework Across The Organisation**

Actions	Due Date	On Target?	Progress Update
Half yearly progress reports considered by relevant O&S Committees June 2014 and January 2015 (Councillor Greatorex)	31-Jan-2015	✓	The full year performance outturn for 13/14 was considered during the June round of O&S Committees and a composite report received by Cabinet in July The mid year performance report for the CHH Directorate was considered by the CHH O&S in January 2015.
Annual Action Plan 2014 - 15 progress reports to Cabinet May and November 2014 (Councillor Greatorex)	31-Nov-2014	✓	The performance outturn on the 13/14 Annual Action Plan was reported to Cabinet in July 2014. The mid year progress report on the corporate action plan 14/15 (top 10) was reported to Cabinet in November 2014.

## Partnerships and Policy Performance and Activity Indicators 2014/15

PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15
	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value
Community Transport Income received for journeys made	£8,024.40	£8,573.32	£7,138.86	£6,571.88	£30,307.62	£6767.34	£9,125.02	£9,728.54	£7,880.39	£33,501.29
Number of passenger journeys made	2,226	2,576	2,151	1,932	8,885	2,074	2,247	2,018	1,647	7,986
Net direct cost of Community Transport as a percentage of total budgeted net cost	24.5%	51%	71%	82%	82%	37%	51%	49%	58%	58%
Total number of attendees at work clubs	275	253	222	313	1,063	313	259	219	160	951
Number helped into employment, training and volunteering	18	27	23	58	126	55	44	46	25	170
Number of corporate complaints received	24	11	36	30	101	29	35	26	24	114
Percentage corporate complaints responded to in 20 working days	95%	94%	95%	89%	93%	97%	92%	86%	96%	93%
Total amount of income received for i) room hire & ii) Rent and Service charges from the Old Mining Centre	£21,644	£12,858	£8,276	£6,903	£34,502	£4,154	£36,317	£7,542	£7,825	£58,838
Percentage of annual income budget received i) Room Hire & ii) Rent and Service Charges	43%	25%	14%	12%	68%	8%	72%	15%	16%	112%
Number of Equality Impact Assessments completed	8	2	0	1	11	6	0	2	3	11
Number of Staff completing online equalities training	74	5	10	7	96	4	29	34	14	81

## Community Safety Performance and Activity Indicators 2014/15

PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15
	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value
Number of new cases of ASB reported to LDC Community Safety Team	Not previously collected	Not previously collected	Not previously collected	Not previously collected	Not previously collected	15	15	2	14	46
Customer satisfaction on Reported ASB cases	Not previously collected	Not previously collected	Not previously collected	Not previously collected	Not previously collected	1	0	1	4	6

\* Figures previously supplied included all cases recorded within the District, in order to more accurately show work done only by the Community Safety Team figures as of April 2014 are for the team at LDC only.

## Connects Key Service Indicators 2014/15

PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15
	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value
LLC02 Lichfield Connects - Average waiting time in minutes for Revenues & Benefits (face to face enquiries)	15.67	16.50	13.17	10.00	13.83	11.67	14.5	11.17	13.33	12.67
LLC05a Number of calls received during the period in the contact centre	40,972	36,472	28,370	31,768	137,582	37,400	36,753	31,410	33,400	138,963
LLC05a(2) Number of calls received for Environmental Health during the period in the contact centre	346	477	383	319	1,525	338	388	311	314	1,351
LLC05a(3) Number of calls received for Revs & Bens during the period in the contact centre	19,970	14,278	10,450	12,707	57,405	17,347	14,540	14,002	15,189	61,078
LLC06 Lichfield Connects - percentage of telephone calls not answered	8.83%	8.83%	7%	7.18%	8.04%	6.64%	7.37%	5.62%	7.66%	6.82%
LLC09 Total contact made in person	6,538	5,901	1,183	7,408	21,030	7,020	6,551	6,149	6,890	26,610
LLC09(a) Contact made in person relating to Housing	238	296	290	258	1,082	224	232	183	237	876
LLC09(e) Contact made in person relating to Revenues & Benefits	3,823	3,497	3,111	3,741	14,172	3,476	3,316	3,153	3,564	13,509

## Environmental Health Key Activities & Outcomes 2014/15

PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15
	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value
LEH7(a) No. of food establishments inspected in the last month that were broadly compliant	160	76	66	193	495	67	77	101	163	408
LEH7(c) Total number of food safety inspection visits made in the last month	164	94	82	247	587	90	98	147	223	558
LEH9(a) Environmental Protection - Noise - Service Requests	144	196	135	92	567	134	162	84	149	529
LEH014(a) Environmental Protection - Stray Dogs - Service Requests	96	79	86	75	336	38	92	42	87	259
LEH014(a)I Environmental Protection - Stray Dogs - Collected by Environmental Health	42	39	31	37	149	26	30	19	6	81
LEH016(a) Private Sector Housing - Number of Service Requests Received	Not previously recorded	Not previously recorded	Not previously recorded	Not previously recorded	Not previously recorded	43	67	51	114	275
LEH016(b) Regulatory - Private Sector Housing - Notices Issued	29	23	14	22	88	15	13	8	12	48



## Housing Services Performance and Activity Indicators 2014/15

PI Code & Short Name	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15
	Value	Value	Value	Value	Value	Value	Value	Value	Value	Value
LH43 Number of accepted Statutory homeless	22	19	10	11	62	11	14	17	12	54
LH31 Number of homelessness applications	32	27	18	21	98	16	17	21	19	73
LH51 Percentage of homelessness decisions made within 25 working days	78.4%	85.0%	88.9%	68.3%	80.2%	58.7%	68.9%	51.6%	61.9%	60.3%
LH14 Number of homelessness prevention cases likely to be successful for 6 months	63	52	47	48	210	35	59	33	23	150
Number assisted with homelessness prevention loans and their value	10 (£9,425)	7 (£8,350)	11 (£11,942)	9 (£10,118)	37 (£39,835)	5 (£5,630)	7 (£8,889)	6 (£5,995)	8 (£8,099)	26 (£28,617)
LH23 Number of households placed in Bed & Breakfast and LH24 (number of which are families with children)	8 (4)	8 (0)	4 (1)	1 (0)	21 (5)	2 (2)	2 (1)	7 (2)	9 (0)	20 (5)
LH16 Expenditure on Bed & Breakfast	£2,066	£2,316	£327	£465	£5,174	£258	£130	£7,416	£3,361	£11,164
Monitor % Disabled Facilities Grant budget committed	53%	76%	100%	109%	109%	32%	66%	67%	72%	72%

## Community, Housing and Health Directorate Setting Performance and Activity Indicators 2015/16: agreeing the targets

Performance Indicator (Descriptor)	2013/14	2014/15	2015/16	Comments
	Actual Performance	Actual Performance	Target	
<b>Revenue spend as a % of net revenue budget</b>	95%	94%	100%	The Council has set a target for its financial performance to be within £250k of the approved revenue budget. For 2015/16, this is equivalent to an outturn of +/- £20,000 for the CHH Directorate
<b>a) No. of new cases of ASB reported to LDC community safety team</b>	a) Not collected	a) 46	a) 50	We intend to increase the reporting of ASB through our 'Don't moan, phone' campaign.
<b>b) % of these new cases satisfied with service</b>	b) Not collected	b) 90%	b) 90%	Customer satisfaction survey forms to reflect service provided not outcome/conclusion
<b>a) Total number of customer visits in person for revenues and benefits service</b>	14,172	13,509	TBA	
<b>b) Average waiting (minutes) to deal with face to face enquiries for the revenues and benefits service</b>	13	12	12	
<b>Percentage of phone calls not answered by the Connects Team</b>	8.04	6.82	6	At peak times, callers are required to wait before our customer service advisers can respond. Some callers abandon their call during this period.
<b>No of food establishments inspected in the financial year that met the required standards (% of all inspected in last reporting period that met the standards)</b>	441 95%	408 94%	400 Greater than 95%	Last year's figures showed a slight decrease in the number of compliant premises. Please note the figures are not directly comparable because the standard for assessment changed.
<b>No of new food premises start up during the financial year</b>	149	110	130	This is an estimate based on historical averages.
<b>% of these start ups which have been provided with regulatory advice and which achieve 4* or above</b>	72%	78%	80%	We predict a slight reduction in the number of new businesses, but still a high turnover in business ownership. A significant number of the 2013/14 start ups were identified through a data exchange with SCC.
<b>Number of households contacting the council who will be homeless within the next 28 days</b>	Not Collected	506	500	This is a new activity indicator and the numbers have only recently been available. Further work will be undertaken to understand all of the outcomes for these households
<b>Number of households accepted as statutory homeless</b>	62	54	50	There has been a continued reduction households accepted as statutory homeless.
<b>Number of homelessness prevention cases</b>	210	150	170	The number of homelessness preventions fell in 2013/14 due to the lack of

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Performance Indicator (Descriptor)	2013/14	2014/15	2015/16	Comments
	Actual Performance	Actual Performance	Target	
<b>likely to be successful for 6 months</b>				availability of private rented accommodation.
<b>Number of families with children who are placed in bed and breakfast</b>	5	5	5	Of the 5 households placed in 2014/15, 4 were short term placements for less than 4 nights and the other one for 10 nights
<b>Spend as % of capital budget for Disabled Facilities Grants</b>	100%	57%	95%	Disabled Facilities Grants are delivered on the Council's behalf by the Home Improvement Agency, currently Revival. The fall in expenditure and numbers of grants completed in 2014/15 due to the change in the provider from Metropolitan to Revival and the delay in the implementation of the new contract.
<b>No. of grants made</b>	73	35	90	
<b>Level/% of LDC subsidy in Community Transport Service</b>	£20,178	£14,376	£12,000	Community Transport benefited from additional income in 2014/15 from a pilot ring and ride scheme in Burntwood sponsored by Burntwood Town Council which ended in February 2015. The target for 2015/16 is based on continuing to reduce LDC subsidy to the scheme.
	37.9%	27.8%	24%	

# SUBMISSION TO COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY)

## COMMITTEE

Date: 3rd June 2015

Agenda Item: 6

Contact Officer: Lucy Robinson/Clive Gibbins

Telephone: 01543 308710/308702

Local Ward Members:

All

## SUBMISSION BY CABINET MEMBER FOR HEALTH AND HOUSING

### IMPACT OF THE HOUSING ALLOCATIONS POLICY (HOMES DIRECT)

#### 1. Purpose of Report

- 1.1 To inform Members about the impact and outcomes of the housing allocation policy that is being operated with the choice based lettings system Homes Direct in meeting housing needs within Lichfield district.
- 1.2 To inform Members about new statutory guidance on social housing allocations for local authorities called the Right to Move and the implications for Lichfield District Council's allocation policy.

#### 2. Recommendation

- 2.1 It is recommended that the Committee considers and comments on the report and the findings.

#### 3. Background

##### Housing allocation policy

- 3.1 The Housing Act 1996 places a statutory duty on local housing authorities such as Lichfield District Council to have an allocation scheme for determining priorities and defining the procedures to be followed in letting social housing in its area. The council has an approved housing allocation policy which is used to determine which households have the greatest priority for housing so that the council can meet its legal duties. Although Lichfield District Council is no longer a stock holding authority, through the 1997 stock transfer agreement it continues to have an influence over the allocation of the social rented stock in the area. Since 2003 the housing register has been operated by Bromford on the council's behalf to allocate social housing on a choice based lettings<sup>1</sup> approach.
- 3.2 In June 2012, new statutory guidance on social housing allocations was published which aimed to assist local authorities to take advantage of the provisions in the Localism Act 2011 and particularly use new flexibilities to ensure that social homes go to people who need and deserve them and better reflect local circumstances.

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<sup>1</sup> Choice base lettings is where available properties for rent are advertised and households on the housing register are able to express an interest or place a bid in renting those properties which meet their needs. Allocations will be made to those expressing an interest that are in most priority need and have been on the register the longest.

- 3.3 Around the same time that the guidance was issued, the UChoose<sup>2</sup> partnership came to an end and the other UChoose partners decided to pursue individual housing registers outside of the partnership. Bromford and the council however agreed to continue to work together to deliver the housing register in Lichfield District and after work to procure new software, the council and Bromford agreed that Homes Direct, a housing allocation system developed by Midland Heart Housing Association, was the most suitable, cost effective and flexible system to meet the needs of both organisations. Key advantages of the system included:
- Applicants can easily apply on line and update and manage their applications if there are any changes in circumstances
  - The information provided in applications is not verified until an applicant makes a bid for a home and is shortlisted which reduces the amount of time needed by Bromford to manage the system
  - Improved review mechanisms to ensure that the housing register is up to date and only includes 'active applicants' that are making bids for properties
  - Improved reporting tools available to the council

Since July 2013, the council has therefore been part of Homes Direct with the Homes Direct housing register continuing to be managed on behalf of the council by Bromford.

- 3.4 To guide the council in the development of the new allocation policy and to consider the freedoms and greater flexibilities of the Localism Act and guidance, a Member task group of the Community Housing and Health Overview and Scrutiny committee was established in 2012. As Bromford operated the housing register on the council's behalf it was agreed that a joint policy would be developed and therefore senior officers from Bromford were invited to attend the task group meetings.
- 3.5 The task group considered eligibility criteria to join the register, including local connection and low/ no housing need but decided to continue with an open register as in the past the majority of lettings (95%) had gone to applicants with a local connection to Lichfield district. The task group also considered whether additional priority should be given to certain groups of people such as those in employment, under-occupying a property or those with a local connection to the district and/or a locality e.g a rural village and Members felt that it may be appropriate in certain circumstances to give priority to these groups.
- 3.6 Following the work of the task group, a new allocation policy called the Lichfield Lettings Scheme<sup>3</sup> was developed which contained new priority bandings (see Appendix A). The new policy and bandings were approved by Cabinet in March 2013 and were implemented with the launch of the choice based lettings scheme Homes Direct in July 2013.
- 3.7 The allocation policy contains a local connection criterion (see 3.8 below) which stipulates that housing associations allocate their properties in the district to households with a local connection, exceptions to which will not exceed 10% of all allocations on the following grounds:
- To house applicants leaving the armed forces (statutory requirement)
  - To allow social landlords flexibility to encourage sustainable and mixed communities by prioritising for example working households

As part of the policy provision was also made to enable Local Lettings plans to be developed in specific areas or for new developments to reflect local circumstances and

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<sup>2</sup> From July 2008 to July 2013 the choice based lettings system that operated in the district was called 'UChoose' which was a sub-regional scheme operating across Staffordshire and North Warwickshire. Prior to this the council had its own scheme called 'Your Choice' which began in 2003.

<sup>3</sup> [http://www.lichfielddc.gov.uk/downloads/file/5442/lichfield\\_lettings\\_scheme](http://www.lichfielddc.gov.uk/downloads/file/5442/lichfield_lettings_scheme)

Local Lettings plans have been developed to date for the new housing development at Hawksyard Village near Armitage with Handsacre.

3.8 The local connection criterion contained in the policy is defined as applicants or persons in their household who might reasonably be expected to reside with the applicant who fulfils any the following:

- If they are normally resident in the district which means that they currently live, or have lived, within Lichfield district and have done for at least 6 out of the last 12 months or for not less than 3 years out of the last 5 years.
- Have close family associations in the district with the family members concerned currently living in the Lichfield district area and have done for at least five years or more. This would normally be parents, adult children, brothers or sisters provided there are sufficiently close links in the form of frequent contact, commitment or dependency. Other family associations such as grandparents and adoptive parents would also be considered if sufficiently close links are evidenced.
- If they are working in the district and have a permanent contract of employment.
- If they have special circumstances which might include the need to be near special medical or support services which are available only in a particular district.

3.9 Following approval of the allocation policy in July 2013 it was agreed with Members of this committee that the impact and outcomes of the new allocation policy would be monitored to ensure that it is meeting housing needs. Analysis of the lettings for the last financial year 2014/15 which was the first full year of operation of the new system has therefore been completed along with analysis of the waiting list at the 1<sup>st</sup> May 2015. This analysis is attached at Appendix B and a summary of the findings given in section 4 below.

### **New statutory guidance**

3.10 The Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations 2015 (SI 2015/967) came into force on the 20<sup>th</sup> April 2015.<sup>4</sup> The regulations ensure that, where a local housing authority has decided to use a local connection requirement as a qualifying criterion to get onto the housing register, they must not apply that criterion so as to disqualify social tenants in England from an allocation of social housing who:

- have reasonable preference<sup>5</sup> (or are a priority) because of a need to move to the local authority's district to avoid hardship, and
- need to move because the tenant works or has been offered work in the district of the authority and has a genuine intention to take up the offer

3.11 Having considered the regulations and our current policy, as the housing register is an open one and we are not excluding anyone from applying we do not think that a change in the allocation policy is required. In addition to this, it is considered that the second local connection exception which allows landlords flexibility to encourage sustainable communities and allows landlords to prioritise working households would cover the spirit of the new regulations as it would apply regardless of whether a social tenant currently lived in the district or not. We do however propose to liaise with Bromford to ensure that

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<sup>4</sup> These Regulations are made by the Secretary of State under section 160ZA(8)(b) and 172(4) of the Housing Act 1996 which gives the Secretary of State the power to set out in regulations criteria which local housing authorities may not use to decide what classes of persons are not qualifying persons for an allocation of housing accommodation.

<sup>5</sup> In their allocation scheme, housing authorities must ensure that reasonable preference or priority is given to the following categories of people (s.166A (3) Housing Act 1996): people who are homeless, people occupying insanitary or overcrowded housing, people who need to move on medical or welfare grounds, people who need to move to a particular locality in the district, where failure to do so would cause hardship.

the exception clause is interpreted in this way by the lettings team who are implementing the policy.

#### 4. Summary of key findings

Please note that Appendix B contains the accompanying charts to the following information to provide further details if required.

##### 4.1 The housing waiting list at 1.5.15

- At 1.5.15 there were **1293** active<sup>6</sup> applicants on the housing register (Chart 1) of which **1113(86%)** have a local connection to the district
- Most applicants were in band B (**29%**); followed by band D (**28%**), band A (**27%**) and the least in band C (**16%**) (Chart 2)
- The majority of those on the register require a 1 bed home (**39%**), followed by 2 bed (**27%**) and 3 bed (**18%**) (Chart 3). This indicates most need for smaller 1 and 2 bed properties to rent
- Looking at the breakdown of each band, most applicants in band A have declared that they have a high medical need or disability(**30%**), or are under occupying a property and need to move to a smaller one(**29%**). 16% or **57** households in this band were statutory homeless( chart 4)
- The majority of applicants were placed in band B because they were homeless or threatened with homelessness but where the council had no statutory duty to house them because they were not in a priority need<sup>7</sup> category (Chart 5)
- The majority of applicants in band C are overcrowded by one or more bedrooms (**45%**) with the next largest category being need to be closer to friends or family to receive support (**23%**) (Chart 6)
- Most applicants in band D had no identified housing need (**91%**) (Chart 7)
- Looking at household size, **830** applicants (**64%**) were 1 or 2 person households and **463** or **36%** had 3 or more family members (Chart 8)
- There is most housing need in every band for a 1 bed roomed property (Chart 9)
- The majority of applicants (**78%**) have been on the waiting list for less than a year, **16%** have been on between 1 and 2 years with only a small percentage (**6%**) being on more than 2 years (Chart 10)
- Most households on the register are an existing housing association tenant (**35%**) and require rehousing into a more suitable property, **30%** have a tenancy with a private landlord and **24%** are living with parents, relatives or friends (Chart 11)

<sup>6</sup> Active means that an applicant is actively making bids (expressions of interest) for properties advertised as available for rent.

<sup>7</sup> Priority need is defined in the 1996 Housing Act and 2002 Homelessness (Priority Need for Accommodation) (England) Order as:

- a pregnant woman
- are responsible for children who normally live with you (have dependent children)
- someone vulnerable as a result of someone homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster
- are aged 16 or 17 years old, aged under 21 years old and was in local authority care between the ages of 16 and 18 or are aged 21 and over and are vulnerable as a result of leaving local authority care.
- are vulnerable as a result of old age, mental illness or handicap or physical disability, leaving the armed forces, leaving prison, fleeing domestic violence or the threat of domestic violence, or other special reason.

- Of applicants that are homeless, **27** were residing in temporary accommodation (Chart 12)
- **8%** or **103** applicants require an adapted property (Chart 13)
- **13%** or **168** applicants have a registered medical or disability need (Chart 14) of which **31%** have a mental health need and **31%** have a mobility need (Chart 15)
- Nearly **70%** of the first registered applicant are female (Chart 16)
- Most applicants are younger households aged under 34(**52%**) and only a small percentage (**8%**) are aged over 65 (Chart 17)

#### 4.2 Analysis of lettings in 2014/15

- In 2014/15 there were **265** lettings (Chart 22)
- **96%** of properties were allocated to people with a local connection (**254 out of 265**) (Chart 22)
- The majority (**56%**) were allocated to households in band A and **27%** to those in band B (Chart 23)
- Nearly half (**48%**) of lettings were 2 bed roomed properties, **35%** were one bed and only **17%** were 3 bed demonstrating a low turnover of 3 bed family homes (Chart 24)
- 2 bedroom houses received the highest number of bids on average (**54 bids**), followed by 1 bed flats (**47 bids**) and 3 bed houses (**37 bids**) which demonstrates a healthy demand for these type of units (Chart 25)
- **37%** of allocations went to homeless households, of which **28%** were in temporary accommodation (Chart 26)
- The split of allocations between employed and unemployed households was fairly even with **54%** going to unemployed and **46%** going to households in employment (Chart 27)
- The majority of lettings were made to households that had been on the housing register for under a year (**62%**) and a quarter had been on the list between a year and 2 years (Chart 28)
- **72%** of all allocations went to households that were in the top 5 of shortlisted candidates that made a bid which is very positive (Chart 29)

4.3 From the above information we can see that the majority of homes advertised were let to applicants with a local connection to Lichfield district (96%) which demonstrates that the allocation policy is being adhered to. In addition to this as a majority (83%) were being allocated to applicants in the top two bands of need and 37% were allocated to homeless households it demonstrates that priority housing needs are being met.

## 5. Financial Implications

- 5.1 There is an ongoing contribution to Bromford for the use and management of Homes Direct of £7,500 which can be met within the current housing options revenue budget.



## 6. Plan for Lichfield District Implications

- 6.1 The housing allocation policy has a role to play in delivering the 'Plan for Lichfield District 2012-2016' theme of 'supporting people' and within the strategic theme of 'we'll support people' there is the following long term outcome relevant to the allocations policy "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".
- 6.2 The management of a housing register and a housing allocation scheme by enabling access and choice to social rented accommodation is consistent with the strategic theme of "we'll shape place" and meets the long term outcome of "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".

## 7. Community Benefits

- 7.1 The housing allocation policy, particularly through prioritising local connection will contribute towards the creation and maintenance of sustainable communities and neighbourhoods.
- 7.2 Homes Direct provides residents with a single system for accessing social rented housing in the Midlands, not just in Lichfield District, allowing greater choice and flexibility. It also provides access to more housing options for applicants over a wider geographical area, access to private rented accommodation, mutual exchange, money advice and job opportunities.

## 8. Equality & Diversity Implications

- 8.1 The allocation of homes is based purely on housing need and has a neutral impact on the protected characteristics. The Lichfield lettings scheme is accessible, responsive and sensitive to the diverse needs of individuals.

## 9. Human Rights Issues

- 9.1 None identified

## 10. Crime and Safety Issues

- 10.1 The administration and management of the housing register impacts on those fleeing domestic abuse by providing safe and secure accommodation.

## 11. Risk Management Issues

	Risk Description	Likelihood / Impact	Status	Countermeasure
A	That the allocation policy is subject to a legal challenge	Low/Significant	Financial	Legal advice has been obtained to ensure that the scheme is compliant with legislation and guidance.
B	The cost of using Homes Direct increases significantly	Low/Low	Financial	Close partnership work and joint working with Bromford will share any potential increase.
C	The numbers on the waiting list increase and the council is unable to meet housing	Medium/High	Strategic/Financial	Continue to support the development of new affordable homes and careful monitoring of expenditure on temporary accommodation required before permanent homes can be

needs			found.
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**Background Documents:**

Homes Direct [www.Homesdirect.org.uk](http://www.Homesdirect.org.uk)

Allocation of Accommodation Guidance for local authorities  
<https://www.gov.uk/government/publications/allocation-of-accommodation-guidance-for-local-housing-authorities-in-england>

Report checked and approved: \_\_\_\_\_  
Strategic/Corporate Director

<b>BAND A</b>
1. Applicants assessed as statutory homeless who are owed a full housing duty.
2. Applicants who have been approved on a Housing Association, Local Authority or Private Landlord under-occupation scheme.
3. Applicants releasing a rented property with major adaptations where there is an identified need for that type of property. Evidence for demand will be required from the landlord.
4. Applicants where there is evidence of serious violence, domestic abuse and/or harassment and an ongoing risk to the applicant or member of their household and as a result cannot return to their home.
5. Applicants who are unable to continue to occupy their current accommodation due to high medical need or disability.
6. Applicants with a high need for alternative accommodation on the grounds of significant social welfare need.
7. Applicants in properties that are assessed as having a lack of facilities or that are subject to statutory Prohibition or Demolition Orders in accordance with legislation.
8. Applicants who are overcrowded and short of 3 bedrooms or more, in line with the bedroom entitlement rules.
9. Applicants who are in short term supported housing and are required to move on to alternative accommodation urgently. Confirmation about these circumstances will be required from the organisation providing the supported accommodation
10. Applicants with a need to move to a particular locality where significant hardship would be caused if they did not move.
11. Applicants who are leaving the armed forces.
<b>BAND B</b>
1. Applicants who are assessed as homeless or threatened with homelessness but where there is no statutory duty to obtain housing. Also those that have been assessed as intentionally homeless.
2. Applicants who are overcrowded and short of two or more bedrooms, in line with the bedroom entitlement rules.
3. Applicants who need to be closer to their place of work or have an offer of employment and need to be closer to that workplace. Evidence of employment / offer of employment will be required and travelling from current address is unreasonable. Unreasonable would be no means to travel be either car or public transport, public transport that would require multiple changes and any working commute that would be excessive in time (over 1 hour each way).
4. Loss of tied accommodation. Applicants will need to provide a copy of the notice to quit from their employer.
5. Applicants who are left in property following a relationship breakdown and have no right to remain in their current tenancy.
6. Applicants who are leaving prison, but not yet released and are not excluded from re-housing
7. Applicants who are unable to afford their mortgage payments. To include owner occupier applicants who are forced to sell their existing home due to being unable to afford the mortgage payments. Applicants will be required to provide evidence of mortgage payments and income
8. Families with children under the age of 10 and are in an upper floor flat with no lift.

**BAND C**

1. Applicants who are overcrowded and are short of one bedroom.

2. Applicants with any other reasonable housing needs. To include:

- Applicants who are sharing facilities with more than one household, this could include sharing the bathroom or kitchen.
- Applicants living in a property that has minor disrepair and/or in poor condition but is not a risk to health or safety.
- Applicants who need to be closer to family and friends to give/receive support.
- Applicants who have been approved as foster or adoptive parents and require an additional bedroom to facilitate a placement. Evidence of approval will be required.
- Applicants who have lower levels of hardship, medical, social and welfare needs.

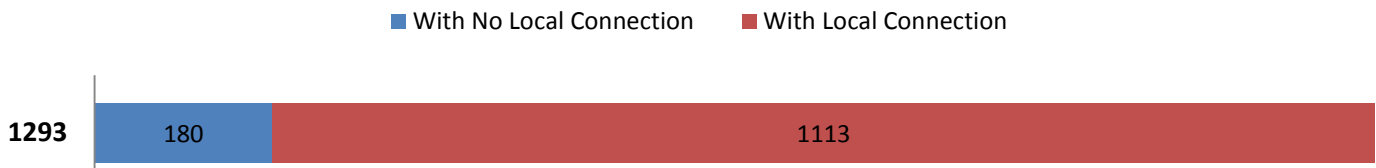
**BAND D**

1. Applicants who have no identified housing need.

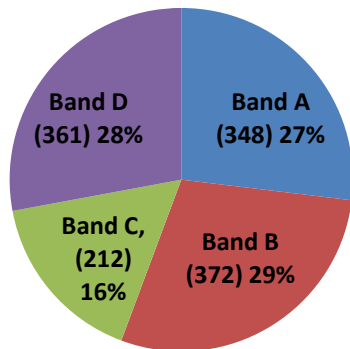
2. People who have worsened their circumstances by deliberately doing something or failing to do something that has increased their need and who did not meet the criteria for any category other than Band 4 before taking the action in question

3. Applicants who owe debt to a current or previous landlord for rent, service charges and other property related recharges and don't meet the re-housing with rent arrears policy.

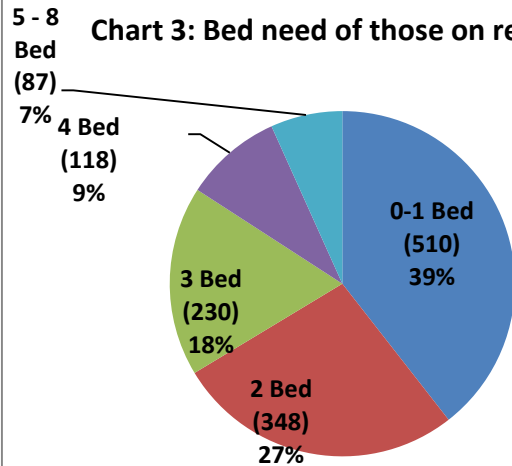
**Chart 1 : Active Applications on Housing Register 01/05/2015**



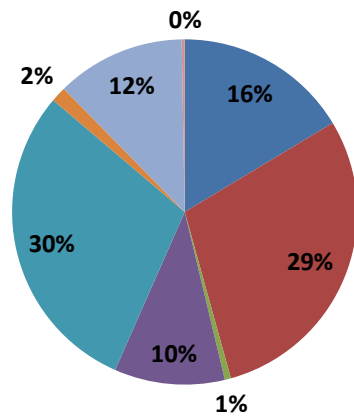
**Chart 2: Active Applicants**



**Chart 3: Bed need of those on register**

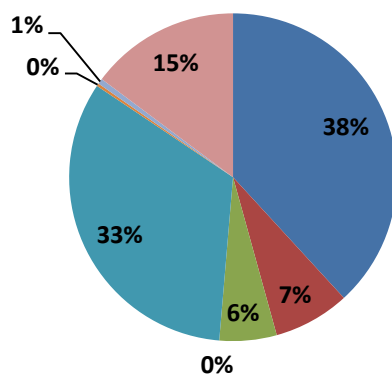


**Chart 4: Band A Breakdown**



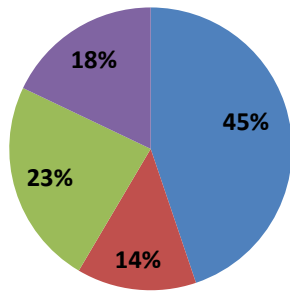
- Statutory homeless - full housing duty
- Under-occupation Scheme
- Releasing rented property with major adaptations
- Serious violence, domestic abuse and/or harassment victim
- High medical need or disability.
- Significant social welfare need.
- Lack of facilities or that are subject to statutory Prohibition or Demolition Orders
- Overcrowded and short of 3 bedrooms or more

**Chart 5: Band B Breakdown**



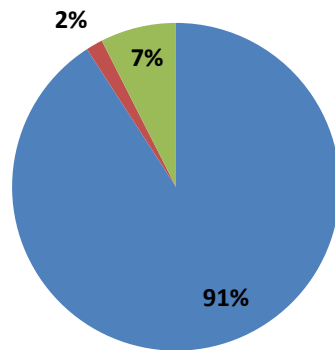
- Homeless or threatened with homelessness but where there is no statutory duty
- Overcrowded and short of two or more bedrooms
- Offer of employment and need to be closer to that workplace
- Loss of tied accommodation
- Relationship breakdown and have no right to remain in their current tenancy.
- Leaving prison, but not yet released and are not excluded from re-housing
- Unable to afford their mortgage payments
- Families with children under the age of 10 and are in an upper floor flat with no lift.

**Chart 6: Band C Breakdown**



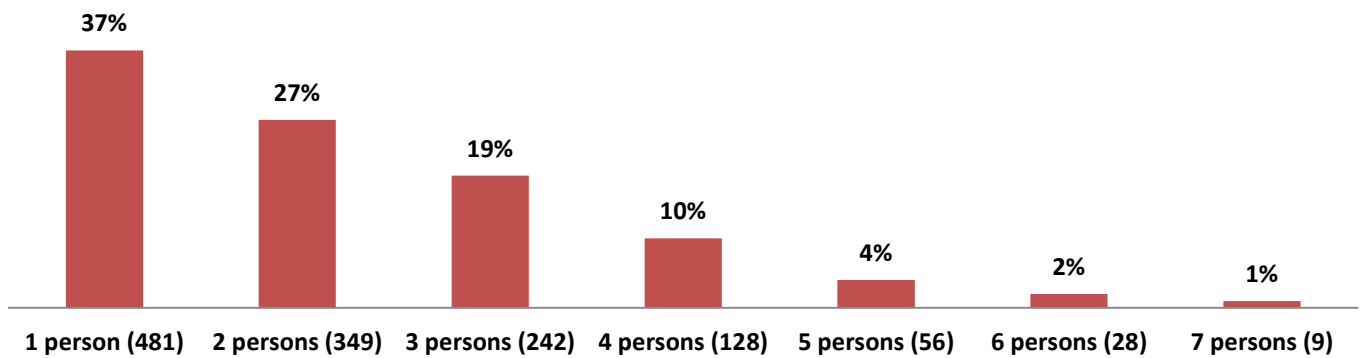
- Applicants who are overcrowded and are short of one bedroom.
- Sharing facilities
- Closer to friends and family to give or receive support
- Other housing need

**Chart 7: Band D Breakdown**

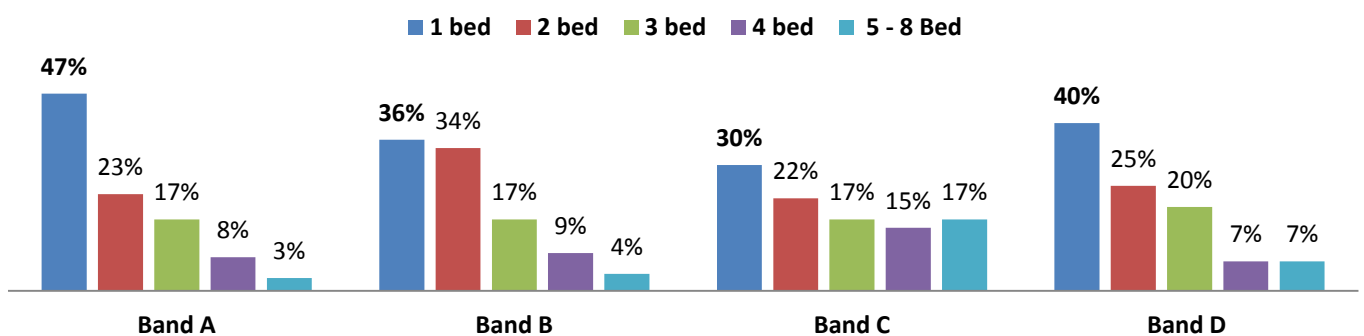


- Applicants who have no identified housing need.
- Deliberately worsened their situation and who do not meet the criteria for any category other than band 4 before taking the action in question
- Applicants who owe debt to a current or previous landlord for rent

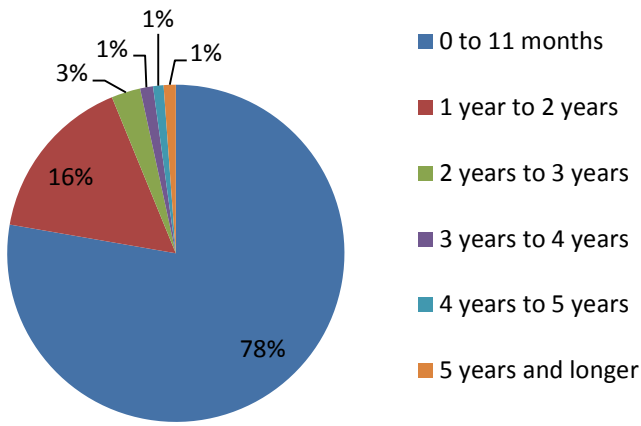
**Chart 8: Household Size**



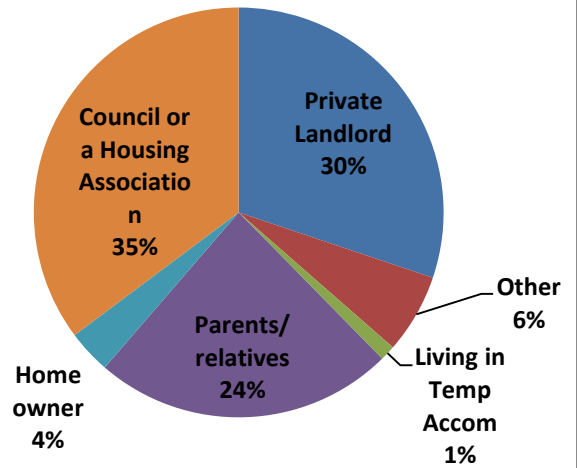
**Chart 9: Bed need and Band**



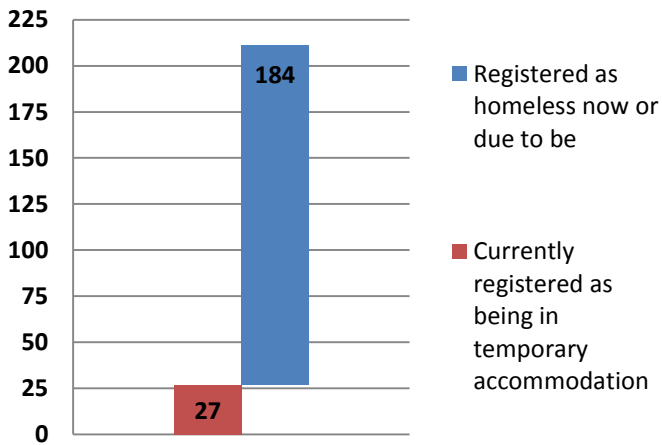
**Chart 10: Length of time on housing list**



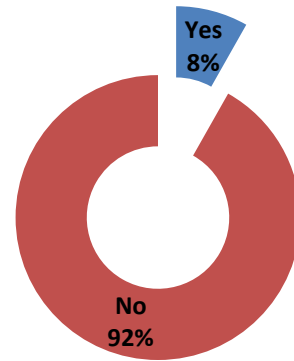
**Chart 11: Current tenure**



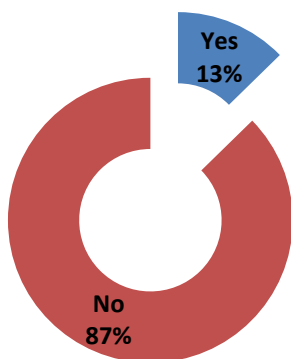
**Chart 12 : Registered as homeless now or due to be**



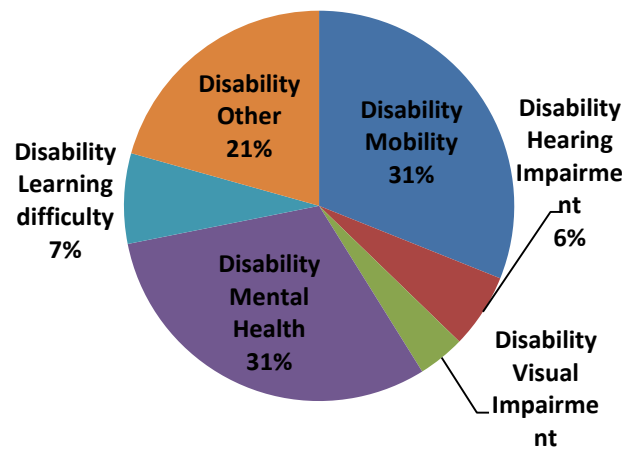
**Chart 13: Registered need for adapted property**



**Chart 14 : Registered need for medical or disability need**



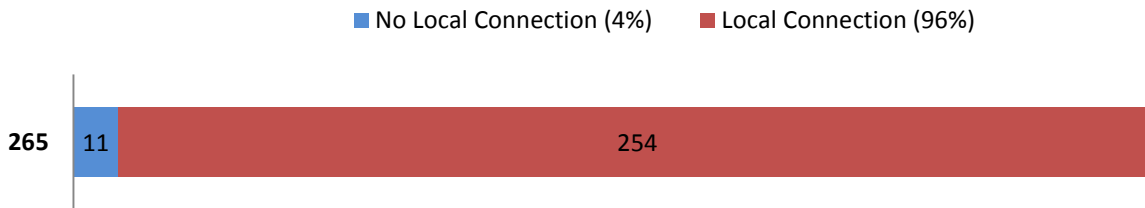
**Chart 15: Disability types**



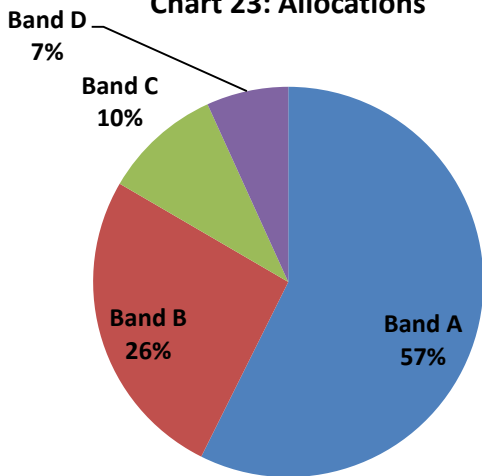




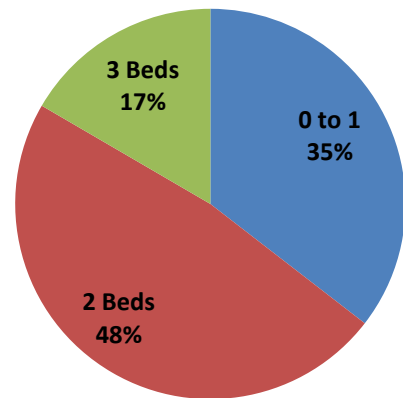
**Chart 22: Allocations 2014 / 2015**



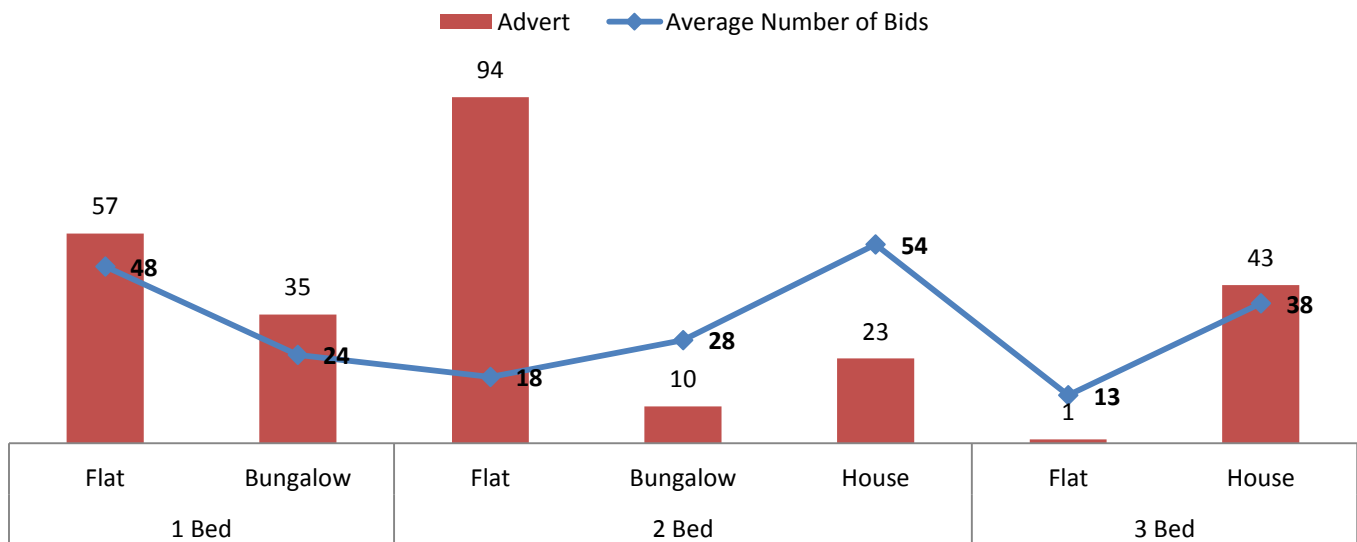
**Chart 23: Allocations**



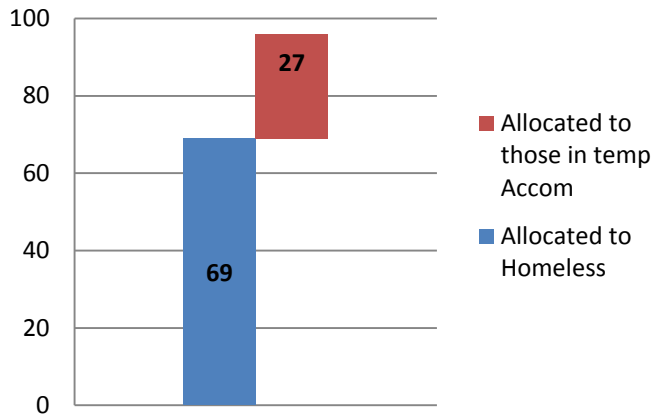
**Chart 24: Bed size allocated**



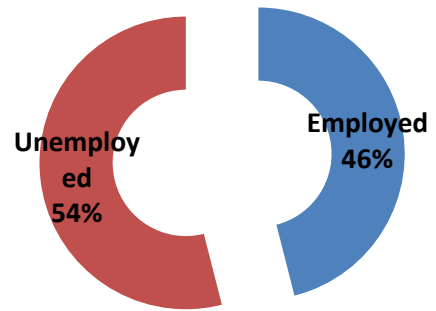
**Chart 25 :Properties allocated and average number of bids**



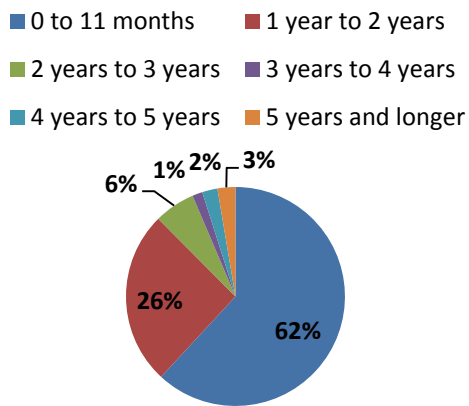
**Chart 26: Allocations to those in temporary accommodation or registered as homeless**



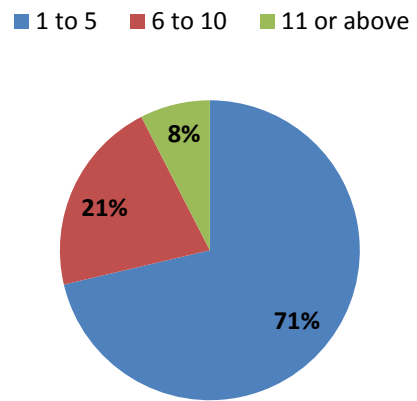
**Chart 27: Allocations to those in employment**



**Chart 28: Time between registration and offer accepted**



**Chart 29: Shortlist position when allocated**



# SUBMISSION TO COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY)

## COMMITTEE

Date: 4<sup>th</sup> June 2015

Agenda Item: 7

Contact Officer: Jenni Coleman / Helen Titterton

Telephone: 01543 308005 / 308700

## REPORT OF THE CABINET MEMBER FOR COMMUNITY

### CLOSED CIRCUIT TELEVISION (CCTV)

#### 1. Purpose

- 1.1 To advise Members that the current contract for monitoring the Closed Circuit Television (CCTV) in Lichfield and Burntwood is currently due to expire in October 2015. Given the public profile of CCTV and the financial commitment made to delivering, managing and maintaining the system, Members are invited to consider whether they would like to establish a short life Task Group to assist the Cabinet Member to review current partnership arrangements and future procurement options.

#### 2. Background

- 2.1 Closed Circuit Television (CCTV) is a camera surveillance system set up to monitor activities or areas. It is generally regarded as any form of monitoring system that uses video cameras as a means of surveillance.
- 2.2 The CCTV monitoring service for Lichfield District covers 129 cameras in total: 21 cameras installed and maintained by Three Spires Shopping Centre and 108 installed and maintained by the District Council. 96 are located in Lichfield city, 2 in the Dimbles Lane area in north Lichfield and 10 are located in Burntwood/Chasetown. All of the cameras are digital including the Three Spires Shopping Centre owned cameras which were updated last year. The cameras are all overt, that is they are visible and signed to the public and are monitored 24 hours a day, 365 days a year.
- 2.3 CCTV is used to investigate, deter or detect crime, from car theft to burglary to anti-social behavior, and to increase feelings of safety and public reassurance. CCTV can help conclusively prove a charge or encourage a guilty plea, saving court time as well as assisting with sentencing by demonstrating the severity of an incident. However, specialist training is required to interpret the screenings.
- 2.4 The CCTV Control Room also supports the StoreNet / NightNet two-way radio system that enables an invaluable exchange of security information quickly and effectively. The radios are invaluable as a quick method of alerting traders and services in the scheme to activities ranging from shoplifting, a lost child or vulnerable adult, forged notes and a mislaid handbag. The city centre scheme also links into the Lichfield Exclusion Scheme where prolific offenders are banned from city centre stores.
- 2.5 The District Council also uses its CCTV capability to manage its city centre car parks by enabling officers to compile usage statistics. Ticket sales information only gives a partial picture of usage as this cannot account for permit holders and non paying Blue Badge holders. CCTV is used to compile an accurate count of the number of vehicles on the car parks on a daily basis. In addition, as part of our obligations as a car parking provider we seek to ensure the safety of our customers and CCTV plays an important

role in deterring any untoward behaviour within the parking facilities. In those regrettable instances where an accident occurs and the driver leaves the scene without reporting, the CCTV can often provide the information needed to trace the vehicle.

### 3. Partnership Agreement

- 3.1 In June 2006, Members approved a Partnership Arrangement for the operation of the Lichfield District CCTV Control Room with the owners of Three Spires Shopping Centre who were then St Martins
- 3.2 The Partnership Agreement requires the owners (now Orchard Street Investment Management LLP) to tender for the appointment of a security company to monitor the system. The appointment of the security company is for three years with a two year option to extend. The current contract was awarded to G4S for three years commencing 1<sup>st</sup> November 2012 therefore if not extended it will come to an end as of 31<sup>st</sup> October 2015.
- 3.3 The partnership continues to work well with both partners valuing the service, its performance and its efficiency. However, should the District Council wish to terminate the Agreement we are required to give Orchard Street Investment Management LLP not less than six months notice and Orchard Street are required to give LDC not less than twelve months notice.
- 3.4 Maintenance of the District Council's cameras is carried out by ADT Security. The system currently operates on a 'call out' basis when there is a problem. However, we need to consider whether a separate maintenance contract should be procured.

### 4. Financial Implications

- 4.1 The Partnership Arrangement means that the costs of the contract are split 51% LDC (108 cameras) and Three Spires 49% (21 cameras).
- 4.2 The District Council's annual budget for 2015/16 for new equipment and maintenance has been set at £25,850. The annual budget for staffing the monitoring service is £93,300.

	2012/13	2013/14	2014/15
Expenditure on Maintenance	7,490	6,659	6,864
Expenditure on New Equipment	20,559	450	23,040
Expenditure Monitoring	93,227	93,175	92,883

### 5. Activity

- 5.1 The average number of incidents recorded over the last three years is 1,595, with 488 that took place between 12 pm and 6am, with an annual average of 195 arrests. The table below shows the number of incidents, arrests and incidents between 12pm and 6am with year on year differences.

	2012/13	Year on year	2013/14	Year on year	2014/15	Year on year
Incidents	1,591	-14%	1625	+2%	1,569	-3.4%
Arrests	255	-2%	157	-38%	172	+9.5%
Incidents 12pm - 6am	524	-20%	487	-7.1%	429	-11.9%

## **6. Public Opinion**

- 6.1 Nationally public opinion has consistently been favourable towards CCTV. In 2010, a survey by YouGov highlighted a high level of public approval towards CCTV in most public spaces. 93% approved cameras in banks and building societies, 86% outside pubs and 84% in town high streets. CCTV is generally popular with most people where it is used for what is seen as its proper purpose for example to prevent and detect crime and anti-social behaviour, and catch perpetrators.
- 6.2 Locally during the summer 2014 over 1,400 people took part in the District Council's Your View questionnaire where they were asked to tell us what they thought about different savings and income generation ideas. When asked about reducing the amount of CCTV coverage in the district, saving approx £20K, 40.8% agreed but 51.9% disagreed (7.3% didn't know) which suggests there is public support for the scheme.

## **7. Business Opinion**

- 7.1 Members may be aware that a Business Plan has recently been launched seeking support for a Lichfield BID (Business Improvement District). If the BID is successful, it could bring in an additional £1 million of investment into Lichfield City centre. One of the themes of the Plan is 'A safer city, day and night – keeping crime off our streets' and it is proposed that part of the new funding would be used to provide free StoreNet and NightNet radios to all appropriate BID businesses which as previously mentioned require support from the CCTV control room.
- 7.2 As part of the BID, the District Council is preparing a Baseline of the services it currently provides which link to BID priorities. The District Council needs to be mindful of the BID's needs and expectations in relation to CCTV when reviewing the future options for and procurement of the service. The BID has indicated it is currently satisfied with the number and monitoring arrangements for the current CCTV cameras and the location of the control room.

## **8. Staffordshire Police Comment**

- 8.1 The CCTV Control operators and system continue to work well in partnership with Staffordshire Police Area Communications Room and the Lichfield District Local Policing Team. The excellent service they provide continues to be effective, the operators remain responsive to real time surveillance requests for spontaneous incidents, and they are vigilant to monitoring and pro-active reporting of suspicious occurrences. They also provide timely responses to requests for evidence to be made available utilising the appropriate paper work to create the required audit trail.

## **9. Recommendation**

- 9.1 That Members consider setting up a short life Task Group to assist the Cabinet Member to review the options regarding the future of the CCTV scheme and the related procurement issues.

## Minutes of the Healthy Staffordshire Select Committee Meeting held on 24 March 2015

Present: Kath Perry (Chairman)

### Attendance

David Loades (Vice-Chairman)	David Smith
Chris Cooke	Mike Worthington
Bob Fraser	Elaine Baddeley
Philip Jones	Brian Gamble
Robert Marshall	Andrew James
Shelagh McKiernan	Stephen Smith
Trish Rowlands	Amyas Stafford Northcote

### Also in attendance:

**Apologies:** Charlotte Atkins, Christine Mitchell, Diane Todd, Val Chapman, Colin Eastwood and Thomas Marshall

### PART ONE

#### 76. Declarations of Interest

There were no declarations of interest.

#### 77. Minutes of previous meetings

The minutes of the meetings held on

- a) 13 January 2015
- b) 19 January 2015
- c) 3 February 2015

were confirmed and signed by the Chairman

#### 78. Independent Futures

Alan White, Cabinet Member for Health, Care and Wellbeing presented his report to the Committee. He acknowledged that the Independent Futures programme had experienced problems in the past but that it was now moving forward in a confident manner. He recognised the challenges ahead in delivering a service to persons with exceptional needs in a sensitive and appropriate manner.

The Chairman referred to the problems and asked had the service to users suffered as a result and had there been any financial or cost implications?

Jeanette Knapper, Service Development Manager, Interim Operational Lead Independent Futures advised members that the Independent Futures (IF) Assessment Care Management Service was being developed, the modernisation of day services meant that some people had been affected whilst a need for wider engagement was recognised. Positive examples would help to understand the reasons for and implications of the proposed changes. In addition, the change of leadership together with changes in legislation would also have an effect on the workforce and service users.

The Chairman asked, taking into account that the policy affected vulnerable persons and their carers (who for many reasons could have difficulty understanding the service), was it acknowledged that vulnerable persons could slip through the net? Additionally were they aware of service users who were unhappy with the proposals for the new model and if so where were they?

Members were informed that it was a difficult issue; people wanted different things but as the model became embedded the situation would get better. It was important to recognise that there were people who refused to engage with them, this created problems, increased the level of risk and demanded a different approach to the configuration of teams in order to minimise the risk of crisis. The Gateway Review was explained, and members were advised of the results of two recent audits and of regular engagement events.

Helen Riley, Director of People & Deputy Chief Executive responded to a question about the budget and advised that the provisional outturn for 2014/15 was showing an overspend. For next year they were facing a challenge of about 3 ½ m. District plans across all were being revisited to identify potential efficiency opportunities She acknowledged the issue that IF had not performed as it should have, explained ways of addressing it and stated that she would be happy to return to the Committee in the future to share more detailed plans. Members were informed that in the past IF had suffered senior officer changes but the underlying issues had been resolved through a clear officer leadership and a renewed focus on the provision of an effective and caring service.

Members discussed the value and importance of having the opportunity to meet with service users and carers to determine the success of the new service delivery model. Jeanette Knapper advised that she could provide a number of good news stories, details of a number of engagements that had taken place, of future wider customer engagement events and the initiation of the Customer Charter. It was agreed that members be given the opportunity to attend the next Engagement Event.

A member referred to the finite resources available and that no service could be demand determined where there was an identified, finite budget. The budget for last year had been overspent and that the same would apply to the current year. Concern was expressed that had the budget been constructed in a reasonable and rational manner to begin with that this would not be the case. The members view was that the budget pressures were self-imposed as they provided services above and beyond their statutory responsibility and if it continued there would serious consequences for the service users.

Jeanette Knapper was asked what, in her view, were some of the demands that created the increase to expenditure. It was explained that year on year increased demand for resources, and gave the example of children leaving from education and the resultant implications they are fine whilst in education as there is regular and full engagement during the five days at school, which in turn gives families and carers a break. Once the child leaves school, cracks are in effect then appearing at times, the needs become greater, there is risk of parent/carer breakdown and the young person begins to deteriorate at times in terms of active meaningful engagement or in fact begins to feel isolated and emotionally unwell at times. The County Council has a statutory responsibility to provide a new assessment and when eligible the new cost pressure has an impact on the budget; this had not that been taken into account in the past. She advised of a number of measures to address the issue, exit expenditure, better housekeeping, reconfiguration of staff, and early intervention. A greater use of Community Connect was also an important part of the strategy. This would enable far more families and people with a learning disability to focus on an ordinary life wherever possible, only coming into the social care sector for the main numbers of the population at a time when all of those ordinary offers of being a proactive citizen and family network had not been able to meet the increased need. There was an acknowledgement that in the past that people had become institutionalised and become dependent on services that sometimes they had not been entitled to. At the point of delivery people were aware of the financial constraints when determining the service provision.

Helen Riley informed members that an improved structure, including at locality level, was in place. A new approach to the budget had been adopted. Budgets had been decentralised to Locality Managers who were being held accountable for achieving the financial saving targets of 5.5% for next year. A fortnightly management meeting was now in place to identify pressure points and to allow the Locality Managers to put forward their plans to manage the budget next year. For staff with responsibility for budgets, finance and budget training would be arranged. It was anticipated that these measures and a detailed plan for next year would improve the situation.

A member noted the intended changes, pressure on budgets, and the possibility that people may not qualify for support and could fall through the gaps in service and asked how confident she could feel that the programme would be successful. Alan White acknowledged that as things stood at the moment that the Committee would have every right not to feel confident, but with the plans in place, improvements would be seen in the next 12 months. He outlined the statutory and financial implications for the County Council following the adoption of the "Care Act" from 2015/2016. Jeanette Knapper gave an example of where intervention and support over 3 months had resulted in savings of £250000

A member complimented Alan White on the progress to date, and referred to the financial pressures in the report of 3 ½ m and asked for more detail. Jeanette Knapper explained that some youngsters are coming out of education that was previously not known to IF but required support through crisis. This has become a previously unknown cost pressure. She advised that there were also serious cost pressures around elderly carers, ageing of persons with learning disabilities and early onset of dementia. Ultimately more people needed care than the budget could sustain and the determination of the crossover point between the NHS and IF responsibilities presented real challenges.



Helen Riley advised members that since taking on her role that she had reviewed the governance of IF and identified the pressures for next year. For the first time the budget had been mapped out to meet future demand. The Locality Managers now have a budget based on future need rather than merely divided by eight.

A member referred to the New Service Model Transformation diagram and asked for a verbal account. Alan White advised members that it indicated that management and governance structures together with accountability leads were now in place and the other issues indicated were work in progress but that he would be happy to report further in 6 months

**RESOLVED:-** That

- a) the Committee be advised of the next Public Engagement Event for Independent Futures
- b) the Cabinet Member for Health, Care and Wellbeing update the committee on the progress of the Programme, in 6 months or sooner if necessary

## **79. Transforming Cancer and End of Life Care**

Andrew Donald Chief Officer presented a brief update report on behalf the four Clinical Commissioning Groups work to transform Cancer and End of Life Care Services. He reminded the Committee that the transformation of services was about the transformation of the experiences and outcomes of patients and outlined the continuing engagement with the public as well continuing engagement with MPs, Unison, and Cancer not for Profit, Local Medical Committees and other stakeholder groups. He added that in November 2014 potential service integrators bidders for transforming cancer care had been announced. Competitive dialogue for cancer care had commenced and end of life care dialogue would commence early April 2015. The competitive tendering process would take place in mid-2015 and contract mobilisation would commence January 2016. The contract period is for ten years and this will be split into two years and eight years and there will be appropriate safeguards in the contracts with the Service Integrator.

A member referred a recent Health Scrutiny meeting at the Stafford Borough Council attended by both, Andrew Donald and Professor Karol Sikora, Oncologist. He congratulated Mr Donald for taking the initiative in tackling the issue and recommended that the Committee support it fully.

Discussion followed about risk in relation to the Information technology, the necessary action to mitigate the risk and the availability on the Transforming Cancer and End of Life Care website of the Service Specification. The Pre-qualification, Competitive Dialogue and Competitive Tender processes was explained to members and how the Patients were involved at all stages of the procurement process

A member expressed concern about the negative effect of the introduction of additional bureaucracy could have on the effectiveness of the programme. Andrew Donald advised that the integration of services would result in services working together in a

more cohesive manner. The current multiple providers would together in a more integrated way, removing unnecessary bureaucracy, resulting in better outcomes and experience, for cancer patients and carers increasing life expectancy and overall improvement patient experiences. In respect of end of life care, patients and carers would have more choice with regards the end of life phase of care. There would be an increase in the numbers of people on end of care life registers. Members were agreed that once the integrated providers had been chosen they would come before the Committee.

**RESOLVED:-That**

- a) the Committee note the progress and endorse the decisions to move the programme forward
- b) the Committee be updated on the progress of the Programme, in 6 months or sooner if outcomes are available

**80. Items requested by the Scrutiny Committee**

Members received the reports from the District and Borough health scrutiny Committees and a verbal update for the Tamworth Health Scrutiny Committee from Councillor James.

**81. Healthy Staffordshire Select Committee Work Programme 2014/15**

The Scrutiny and Support Manager introduced the Committees Work Programme 2014/15 and advised that the last meeting for the municipal year would be a special meeting with the West Midlands NHS Ambulance Trust on 8 April 2015.

He referred to a proposal by the North Staffordshire CCG to change the services for Hearing Aids for mild to moderate the moderate hearing loss. He reminded members the appearance before the Committee in December 2014 when the Committee expressed the view that it was not in favour of the proposals. The CCG Board had approved an amended version of the policy without further consultation with the Committee. Members expressed their disappointment and agreed that further explanation was required from the CCG.

**RESOLVED:-** that the North Staffordshire Clinical Commissioning Group be asked to attend the Committee in relation to their approval of the amended hearing aid commissioning policy and the lack of further consultation with the Committee.

**82. Exclusion of the Public**

**83. Exempt minutes of the meeting held on 3 February 2015**

**84. Staffordshire County Council and Staffordshire and Stoke on Trent Partnership NHS Trust - Partnership Agreement**

**Chairman**

## Minutes of the Healthy Staffordshire Select Committee Meeting held on 8 April 2015

Present: Kath Perry (Chairman)

### Attendance

David Loades (Vice-Chairman)

Chris Cooke

Bob Fraser

Philip Jones

Trish Rowlands

David Smith

Colin Eastwood

Newcastle Borough Council

Brian Gamble

Cannock Chase District Council

Andrew James

Tamworth Borough Council

**Also in attendance:** Amyas Stafford Northcote (Stafford Borough Council)

**Apologies:** Charlotte Atkins, Shelagh McKiernan, Christine Mitchell, Diane Todd, Mike Worthington, Val Chapman (South Staffordshire District Council), Thomas Marshall (Lichfield District Council) and Stephen Smith (East Staffordshire Borough Council)

### PART ONE

#### 85. Declarations of Interest

There were no declarations of interest

#### 86. West Midlands Ambulance Service NHS Foundation Trust Performance Report

Members expressed concerns about the report content, in particular that since the merge of services the performance in Staffordshire appeared to have dropped but overall in the West Midlands appeared to have improved. Was this at the expense of Staffordshire? Also it would have been helpful if the report had contained individual performance figures for all areas in the Trust. In relation to clinical performance compared with national figures the Trust was not faring well, and more detail would have helped.

Dr Anthony Marsh, Chief Executive Officer, presented his report and explained that for the past two years the NHS had under considerable pressure. In Staffordshire, this was attributable to a variety of reasons, unusually high volume of work over Christmas and New Year for urgent and emergency services, resource implications for emerging services such as 111, and the dissolution of Mid Staffordshire NHS Foundation Trust. Despite the issues he advised that the Trust was performing well and was at the top of the National performance figures in all areas. He explained that the hubs inherited at Lichfield and Stafford had been replaced and that work was ongoing to replace Stoke. He described a national shortage of nurses and paramedics and to offset this Trust had invested heavily in recruitment and implemented a demanding training programme. He advised that as a result that there were no vacancies in the Trust. He informed members that the Trust had the highest national paramedic's to crew ratio. Dr Marsh highlighted that each day 240 double crewed ambulances were operational, half as many at night and next year they would have a qualified paramedic on every double crewed vehicle. New vehicles were being built, no vehicles would be over 5 years old and staff continued to be trained and equipped to deal with emerging trends in major incidents.

A member referred to the Clinical Performance of the Trust against the National Mean and asked which of the indicators were of most concern. Dr Anthony Marsh explained that none of them were of particular concern other than he had a wish to improve clinical services by the continued development and retention of staffing numbers.

Members expressed concern in respect of performance indicator FAST+ patients transported to a Hyper Acute Centre in 60 minutes, 46.95% against the National Mean 62.00%. He responded that Staffordshire was a rural county and distance was the largest underlying factor and that the most obvious solution would be more for stroke centres. Members acknowledged that Staffordshire was not the only rural county and that others of a similar demographic make-up were achieving better performance figures. It was the view of the Trust that the only realistic means of addressing the issue of travel times was to reduce the length of journeys and that this would mean the provision of more ambulances or stroke centres county wide. In relation to the location and numbers of stroke centres it was explained that the ambulance service was not responsible but was a matter for the CCGs to decide.

Members were informed of ongoing negotiations between Burton Hospitals NHS Foundation Trust and the CCG in relation to stroke services and that early indication is that in the main stroke patients from that area would be taken to Derby.

In relation to the data for clinical performance contained in the report, a member commented that it would be helpful if it also contained data from the other areas covered by the Trust. Dr Anthony Marsh agreed to provide the information to the Committee under a separate cover.

A member pointed out that prior to the merger Staffordshire was performing better but now looked to be dragging the rest of the Trust down. Dr Anthony Marsh advised that there number of reasons that made it challenging to make those comparisons since and before the merger, in particular reconfiguration of acute services. He added that it was important to look forward and make the best use of the services. The resource implications of the 111 service, an aging population and the changes in Social and Healthcare also had implications for the Ambulance Service.

A member acknowledged the response and asked that as the service had been a consultee for the reconfiguration why had been agreed? Discussion followed concerning the financial implications of the reconfiguration for the CCGs and funding the additional and necessary journeys. Funding arrangements for Staffordshire and the West Midlands and how Staffordshire performed when compared to other areas in the West Midlands was explained to members.

In relation to staffing and the reconfiguration of services, a member asked how often had inappropriately trained staff gone out on a call and concerning the reconfiguration of services what was the current position. Members were informed that the Local Transition Board now meets every 4 weeks. That there was one movement of service still outstanding, changes in patient behaviour had been noticed following reconfiguration and patient numbers A&E and Acute were reviewed on a weekly basis. It was agreed and that figures for individual catchment areas in Staffordshire would be made available to members from 1 April 2015 back to the date of the merger. Concerning the appropriateness of staff going out on calls Dr Marsh explained the three individual crew skill levels, emergency care assistant, technician and paramedic, it was not an issue and ultimately there would be a paramedic on every ambulance.

The on-board drugs policy for stroke victims was discussed and that thrombolytic drugs were no longer administered in the home the patient was taken to the nearest Stroke Unit. In principal the service would support the correct clinical model but there must be recognition by the CCGs for the need for extra funding where applicable.

In response to a question concerning vacancies, funding, staff training, statistical information and vehicle suitability. Members were advised of 35 more staff in Staffordshire by July and the recruitment of 26 students. The figures for all areas of performance were available by visiting the Trusts website. The vehicle mix across the Trust included 3 motor cycles in Birmingham, a range of response cars and frontline ambulances.

A member raised concerns of underfunding by the CCGs in Staffordshire and the effect on patient safety when taking into account the performance by WMAS against the national Clinical Performance Indicators. He enquired had the Trust considered methods designed to reduce demand as in other public services, namely Fire Service Community prevention Scheme. Dr Anthony Marsh explained to members that additional funds would mean more ambulances on the road and in respect of Stroke Services the principle was the same more ambulances reduced journey times and a positive effect on Performance Indicators. On the issue of prevention he explained that this was addressed by public information emergency / non-emergency and that it was the role of the CCGs to determine the appropriate ambulance response. On the question of patient safety, the service was absolutely safe, an excellent service was provided that could be improved if additional funds were made available.

Discussion followed concerning the issue of delays arising from patient handovers the implications around deployment of ambulances as they became free, particularly outside of the county. Members raised the issue of duty rosters and the changes necessary to accommodate the new service delivery model. Members were advised of the effects of

the 111 system and of the greater freedom patients to access the system resulting in realignment of rosters to meet the need. Rosters now reflected and recognised demand.

**RESOLVED:-** That

- a) the Trust ascertain and provide specific figures relating to performance in Staffordshire that are separate from the remainder of the West Midlands.
- b) the Committee write to the Clinical Commissioning Groups to clarify issues regarding funding.
- c) the Trust attends the Committee annually or sooner when necessary to advise changes of service.

**87. Healthy Staffordshire Select Committee Work Programme 2014/15**

The Scrutiny and Support Manager advised members that Staffordshire and Stoke-on-Trent NHS Partnership Trust Accountability Session and Burton Hospitals NHS Trust, 20 April and 27 April 2015 respectively were the last calendared meetings of the municipal year.

It was the decision of the Committee that the North Staffordshire CCG be asked attends the first meeting of the new municipal year to reaffirm policy on Hearing Aids, Community Care and Community Nursing. Members discussed Accountability Sessions, Quality Accounts, District and Borough issues and holding to account hospitals outside of the County where residents of Staffordshire received treatment.

**RESOLVED:-** That

- a) the North Staffordshire CCG attend the first available Committee of the new municipal year to reaffirm policy for hearing aids for the moderately deaf
- b) East Staffordshire CCG attend the Committee following the appointment of a private sector partner for the Improving Life Programme

**Chairman**

**COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2015-16 (Version 4)**

Item	Jun 3 <sup>rd</sup>	Sep 7 <sup>th</sup>	Jan 20 <sup>th</sup>	Mar 22 <sup>nd</sup>	Details	Link to 2015/16 CHH Top 10	Officer	Member Lead
<b>Policy Development</b>								
Terms of reference	✓				To remind the Committee of the terms of reference and suggest any amendments		HT	N/A
Impact of Homes Direct (Housing Allocation Policy)	✓				To consider the impact / outcomes of the policy and whether any amendments are required		CGi	CG
Temporary Accommodation Review	✓				To consider and comment on outcomes of the Review which has been conducted jointly with Bromford Housing.	Continue to review the impact of Supporting People cuts	CGi	CG
Commissioning Services from the Community and Voluntary Sector			✓		To decide how to invest unallocated budget (June) To account to Members for LDC investment in community and voluntary sector (Jan)	Develop and embed locality commissioning	CGi	DP
Fit for the Future – Housing Service Review		✓			To receive final report from the Review (Sept)	Implement Fit for the Future	CGi	CG
Burntwood Health Centres (standing item)	✓	✓	✓	✓	To update Members on developments	N/A	HT	N/A
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 Code of Joint Working Arrangements considered at January 2015 meeting	N/A	HT	DL / DS
Performance monitoring	✓		✓		To consider the performance of the CHH Directorate against the 14/15 Action Plan (June meeting ) and the 15/16 Action Plan top 10 for CHH (January meeting)	N/A	HT	DP



**COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2015-16 (Version 4)**

<b>Item</b>	<b>Jun 3<sup>rd</sup></b>	<b>Sep 7<sup>th</sup></b>	<b>Jan 20<sup>th</sup></b>	<b>Mar 22<sup>nd</sup></b>	<b>Details</b>	<b>Link to 2015/16 CHH Top 10</b>	<b>Officer</b>	<b>Member Lead</b>
CCTV Annual Report	✓	✓			To consider establishing a member Task Group to support the procurement of a CCTV monitoring service (June) To receive the annual report 2014/15 in accordance with the Code of Practice for the operation of the CCTV system (it is a statutory requirement to produce an annual report) (Sept)	Links to implement new legislation around anti social behaviour	JC	DP
PREVENT		✓			To consider the implications for the District Council arising from the Counter-terrorism and Security Act	N/A	JC	DP
Safeguarding Policy <ul style="list-style-type: none"> <li>• Annual report</li> <li>• Child sexual exploitation</li> </ul>		✓			Following on from the Louise Casey report which highlighted widespread child sexual exploitation in Rotherham, the Council has been working with partners to review risks in relation to CSE and has developed a training plan. Related to this work is a countywide review of the safeguarding policy	Review and update the safeguarding policy and procedures	CGi	DP
Pest Control Contract		✓			To seek agreement for the specification for the pest control contract	N/A	GD	CG
Equality Statement 2016		✓	✓		Mid year progress report (Sept) New Statement (2016) to be scrutinised by the Committee (Jan)	Statutory duty	CGi	DP
Empty Property Policy			✓		To consider and comment on the draft policy		CGi	CG
Feedback from the Police and Crime Panel (standing item)	✓	✓	✓	✓	The Cabinet Member for CHH is the LDC representative on the Police and Crime Panel and will feed back on any items of relevance to Lichfield District residents.	N/A	HT	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	DP
<b>Briefing Papers</b>								

# LICHFIELD DISTRICT COUNCIL

## FORWARD PLAN

Updated: 22.05.2015

Effective for the Period 01.05.2015 – 31.08.2015

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 CABINET DECISION (PLEASE MARK KEY DECISIONS WITH AN ASTERIX) <sup>(1) (*)</sup>	CONFIDENTIAL YES/NO <sup>(8)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DECISION TO BE TAKEN BY AND DATE <sup>(3)(6)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (If no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
*Local Land Charges – Settlement	Yes	Agree to expenditure	Cabinet 02/06/2015	No consultation. Confidential and subject to legal privilege	Settlement Agreement	<b>OFFICER:</b> Mr G Cooper (01543) 308155  <b>CABINET MEMBER:</b> Councillor I Pritchard (01543) 472732

\* DENOTES KEY DECISION

MATTER FOR CABINET DECISION (PLEASE MARK KEY DECISIONS WITH AN ASTERIX) <sup>(1)</sup> <sup>(*)</sup>	CONFIDENTIAL YES/NO <sup>(8)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DECISION TO BE TAKEN BY AND DATE <sup>(3)(6)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (If no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
A lease for Hospital Road Playing Fields	No	To confirm a preferred tenant for Hospital Road Playing Fields, Hammerwich	Cabinet 02/06/2015	Leisure, Parks and Waste Management (O&S) Committee Hammerwich Parish Council Local Football Clubs	O&S Report – September 2014 Marketing brief and associated documents Submissions from interested parties Submission appraisal reports Draft Heads of Terms Draft Lease	<b>OFFICER:</b> Mr N Turner (01543) 308761  <b>CABINET MEMBER:</b> Councillor A Smith (01543) 410685
*Designation of Neighbourhood Areas	No	Seeking endorsement of a request for the Cabinet Member for Economic Growth, Environment and Development to be given delegated powers to determine the Designation of Neighbourhood Areas (powers would be granted by Full Council)	Cabinet 02/06/2015	Will be reported to EGED on 12 March	O&S Report (EGED) 12 March 2015 Neighbourhood Planning Regulations	<b>OFFICER:</b> Ms C Eggington (01543) 308147  <b>CABINET MEMBER:</b> Councillor I Pritchard (01543) 472732

\* DENOTES KEY DECISION

MATTER FOR CABINET DECISION (PLEASE MARK KEY DECISIONS WITH AN ASTERIX) <sup>(1)</sup> <sup>(*)</sup>	CONFIDENTIAL YES/NO <sup>(8)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DECISION TO BE TAKEN BY AND DATE <sup>(3)</sup> <sup>(6)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (If no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
District Board Notes	No	To note the minutes of the District Board Meeting which took place in March	Cabinet 02/06/2015	None	Notes of the meeting	<b>OFFICER:</b> Mrs H Titterton (01543) 308700  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677
*Review of the Financial Regulations and Contract Standing Orders	No		Audit Committee 24/06/2015			<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (07879) 714003
Future arrangements for Chairman's Car	No	The new arrangements for the Chairman's transport on the termination of the current car lease agreement	Cabinet 07/07/2015  Council 14/07/2015	Strategic (O&S) 9 Jun 2015	Options appraisal	<b>OFFICER:</b> Ms D Tilley (01543) 308001  <b>CABINET MEMBER:</b> Councillor M J Wilcox (01283) 791761

\* DENOTES KEY DECISION

MATTER FOR CABINET DECISION (PLEASE MARK KEY DECISIONS WITH AN ASTERIX) <sup>(1)</sup> <sup>(*)</sup>	CONFIDENTIAL YES/NO <sup>(8)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DECISION TO BE TAKEN BY AND DATE <sup>(3)(6)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (If no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
Fit for the Future Programme: Programme update and overview	No	To note progress of the Programme to date, approve the next phase of reviews, and endorse changes to programme governance arrangements	Cabinet 07/07/2015	This will be reported to the Strategic (Overview and Scrutiny) on 9 June 2015	Cabinet Report	<b>OFFICER:</b> Mr P Clarke (01543) 308251  <b>CABINET MEMBERS:</b> Councillor M J Wilcox (01283) 791761  Councillor C. Greatorex (01543) 416677
End of Year Performance Report – one year action plan 2014/15	No	To note the report	Cabinet 07/07/2015	Consultation with all O&S Committees during June round of meetings	Outturn Report	<b>OFFICER:</b> Mrs H Titterton (01543) 308700  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677

\* DENOTES KEY DECISION

MATTER FOR CABINET DECISION (PLEASE MARK KEY DECISIONS WITH AN ASTERIX) <sup>(1)</sup> <sup>(*)</sup>	CONFIDENTIAL YES/NO <sup>(8)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DECISION TO BE TAKEN BY AND DATE <sup>(3)</sup> <sup>(6)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (If no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
District Board Notes	No	To note the notes of the District Board Meeting which took place in June	Cabinet 07/07/2015	None	Notes of the meeting	<b>OFFICER:</b> Mrs H Titterton (01543) 308700  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677
Strategic Plan 2016-2020	No	To note progress on developing the new Strategic Plan	Cabinet 07/07/2015	Consultation with Strategic O&S in June	Report	<b>OFFICER:</b> Mrs H Titterton (01543) 308700  <b>CABINET MEMBER:</b> Councillor C Greatorex
Acceptance of Better Care Fund	No	Acceptance of Better Care Funding from Staffordshire County Council for expenditure on Disabled Facilities Grant	Cabinet 07/07/2015			<b>OFFICER:</b> Mr C Gibbins (01543) 308702  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677

\* DENOTES KEY DECISION

MATTER FOR CABINET DECISION (PLEASE MARK KEY DECISIONS WITH AN ASTERIX) <sup>(1)</sup> <sup>(*)</sup>	CONFIDENTIAL YES/NO <sup>(8)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DECISION TO BE TAKEN BY AND DATE <sup>(3)(6)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (If no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
*Business Improvement District	No		Cabinet 07/07/2015			<b>OFFICER:</b> Mr R King (01543) 308060  <b>CABINET MEMBER:</b> Councillor I. Pritchard
*Temporary accommodation review	Yes	To consider a final report on the review of temporary accommodation	Cabinet 07/07/2015	Report to be considered by CHH (O&S) 03/06/2015	Report to CHH O&S	<b>OFFICER:</b> Mr C Gibbins (01543) 308702  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677
*Housing services review	No	To consider a final report on the review of Housing Services	06/10/2015	Report to be considered by CHH (O&S) 07/09/15	Report to CHH O&S	<b>OFFICER:</b> Mr C Gibbins (01543) 308702  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677

\* DENOTES KEY DECISION

MATTER FOR CABINET DECISION (PLEASE MARK KEY DECISIONS WITH AN ASTERIX) <sup>(1) (*)</sup>	CONFIDENTIAL YES/NO <sup>(8)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DECISION TO BE TAKEN BY AND DATE <sup>(3)(6)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (If no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
*Safeguarding Policy	No	Approval of updated Policy	06/10/2015	Report to be considered by CHH (O&S) 07/09/2015	Report to CHH O&S	<b>OFFICER:</b> Mr C Gibbins (01543) 308702  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677
*Annual Report on Exceptions and Exemptions Financial Regulations 2014/15	No		Audit Committee 07/10/2015			<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (07879) 714003
Mid Year Performance Report – one year action plan 2015/16	No	To note the report	Cabinet 03/11/2015	Consultation with all O&S Committees during November/January round of meetings	Mid Year Progress Report	<b>OFFICER:</b> Mrs H Titterton (01543) 308700  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677

\* DENOTES KEY DECISION



MATTER FOR CABINET DECISION (PLEASE MARK KEY DECISIONS WITH AN ASTERIX) <sup>(1)</sup> <sup>(*)</sup>	CONFIDENTIAL YES/NO <sup>(8)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DECISION TO BE TAKEN BY AND DATE <sup>(3)</sup> <sup>(6)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (If no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
*Non Domestic Rates – Discretionary rate relief	No	To approve changes to the existing policy	Cabinet 01/12/2015  Council 8/12/2015	This relief is at the discretion of Cabinet/Council and all Members will consider at its meetings.		<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (07879) 714003
District Board Notes	No	To note the notes of the District Board Meeting which took place in November	Cabinet 01/12/2015	None	Notes of the meeting	<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (07879) 714003
*Strategic Plan 2016-2020	No	To approve the Strategic Plan	Cabinet 09/02/2016  Council 23/02/2016	Consultation with Strategic O&S in November 2015 and January 2016	Final draft Strategic Plan	<b>OFFICER:</b> Mrs H Titterton (01543) 308700  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677

\* DENOTES KEY DECISION

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, Council a Cabinet Member alone, an Officer under Delegated Powers
  7. The Officer or Member who should be contacted regarding the matter under consideration.
  8. Indicate whether the report will be confidential.
- \* Denotes Key Decision

### MEMBERS OF THE CABINET

**Leader of Cabinet**  
**Deputy Leader of Cabinet and**  
**Cabinet Member for Economy**  
**Cabinet Member for Leisure**  
**Cabinet Member for Health & Housing**  
**Cabinet Member for Waste Management**  
**Cabinet Member for Finance**  
**Cabinet Member for Tourism**  
**Cabinet Member for Community**

**Councillor M. J. Wilcox**  
  
**Councillor I. M. P. Pritchard**  
**Councillor A. F. Smith**  
**Councillor C. Greatorex**  
**Councillor I. M. Eadie**  
**Councillor C. J. Spruce**  
**Councillor Mrs H. E. Fisher**  
**Councillor D. R. Pullen**

### MEMBERS OF THE COUNCIL

Allsopp, Mrs J A  
 Awty, R J  
 Bacon, Mrs N.  
 Baker-Thomas, Mrs D F  
 Bamborough, R. A. J.  
 Banevicius, Mrs S W  
 Barnett, Mrs S A  
 Bland, Mrs M P  
 Boyle, Mrs M G  
 Constable, Mrs B L  
 Constable, D H J  
 Cox, R E  
 Drinkwater, E N  
 Eadie, I M

Eagland, Mrs J M  
 Evans, Mrs C D  
 Fisher, Miss B  
 Fisher, Mrs H E  
 Greatorex, C  
 Hassall, Miss E A  
 Humphreys, K P  
 Leytham, D J  
 Marshall, T  
 Matthews, T R  
 Mills, J  
 Mosson, R C  
 O'Hagan, J P  
 Powell, J J R

Pritchard, I M P  
 Pullen, D.R.  
 Pullen, Mrs N I  
 Rayner, B L  
 Salter, D F  
 Shepherd, Miss O J  
 Smedley, D  
 Smith, A F  
 Spruce, C. J.  
 Stanhope MBE, Mrs M  
 Strachan, R W  
 Tittley, M C  
 Tranter, Mrs H  
 Warfield, M A

White, A. G.  
 Wilcox, M J  
 Woodward, Mrs S E  
 Yeates, A  
 Yeates, B W

\* DENOTES KEY DECISION