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31st May 2016

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 8th JUNE 2016 2016** 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), Mrs Boyle (Vice-Chairman), Mrs Banevicius, Mrs Barnett, Constable, Mrs Constable, Mrs Evans, Humphreys, O'Hagan, Ray, Rayner, Miss Shepherd and Mrs Tranter



AGENDA

1. Apologies for Absence
2. Declarations of Interest
3. To approve as a correct record the minutes of the Meeting held on the 22nd March 2016 (copy attached)
4. Work Programme and Forward Plan (copy attached)
5. Terms of Reference (copy attached)
6. Welfare Reform (copy attached)
Nick Cummins and Carole Clark from Bromford Housing will be attending
7. Delivery of Disabled Facilities Grants (DFG's) (copy attached)
8. End of Year Performance Overview 2015/16 for the Community, Housing and Health Directorate (copy attached)
9. Standing Items
 - a) Burntwood Health Centres (verbal report)
 - b) Staffordshire Health Select Committee (verbal report)
 - c) CCTV Members Task Group (verbal report)
Councillor Mrs Boyle is now the Chairman
10. Lichfield District Community Safety Partnership PREVENT Delivery Plan 2016-18 (copy attached)

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

IN PRIVATE

11. Fit for the Future – Community Transport (copy attached)

Briefing Papers

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

22 MARCH 2016

PRESENT:

Councillors Leytham (Chairman), Rayner (Vice Chairman), Mrs Allsopp, Mrs Baker, Bamborough, Mrs Banevicius, Mrs Boyle, Mrs Constable, Mrs Evans, O'Hagan, Salter and Warfield.

Apologies for absence were received from Councillor Ray.

(In accordance with Council Procedure No. 17 Councillors Greatorex and Pullen also attended the meeting.)

Peter Prokopa – Chief Operations Officer, North Staffs & Stoke Pharmacy Committee attended to item 4

Inspector Rob Neeson, Local Policing Team Commander, Lichfield District and Marisha Place, Police Partnership Manager attended for item 5

DECLARATIONS OF INTEREST

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

MINUTES

The Minutes of the Meeting held on 20th January 2016 were taken as read, and approved as a correct record and signed by the Chairman.

RESOLVED: That the Minutes of the Meeting held on 20th January 2016 be approved as a correct record

PRESENTATION BY LOCAL PHARMACEUTICAL COMMITTEE

The Committee received a presentation by Mr Peter Prokopa, Chief Operations Officer for the North Staffs & Stoke Local Pharmaceutical Committee. He reported to the Committee that the Government had announced that funding for community pharmacies would be reduced by 6% and a consultation on these proposed changes had commenced.

Mr Prokopa highlighted the advantages of community pharmacies and what services they provided to local residents. It was noted that they helped ease the pressures on GP's by providing advice, symptom checks and monitoring of prescriptions. He also reported that through efficiencies, community pharmacies had already delivered 4% savings year on year. He reported that there was further scope to create savings with the increased use of technology to potentially access patient notes, centralise administration of repeat prescription and manage supply duration to reduce the amount of medicine waste.

The effects of the funding cuts specifically for Lichfield residents was then reported. It was noted that moderately dispensing pharmacies, which were ones that dispensed 2.5k prescriptions or more per month, would be affected the most and many pharmacies in Lichfield were this type. It was reported that if any were forced to close due to the funding cuts, it would impact on residents as fewer pharmacies would be within walking distance. It was reported that other free services including diabetes checks could also cease.

Members expressed concern about the substitution of prescribed, branded drugs with generic alternatives Mr Prokopa noted that substitution was not always appropriate but savings could be made by using other known brands for simple complaints.

Whilst acknowledging the importance of a thriving NHS, it was felt that a 6% cut should be achievable when community pharmacies already made annual efficiency savings of 4%. Disappointment was also expressed that community pharmacies felt that the living wage and pension auto enrolment could not be absorbed.

Other Members were very concerned at the changes in funding and the effects this would have on the community pharmacy service, jobs in that service and most of all the impact on local residents, especially the elderly. It was felt that there was no joined up thinking with the NHS. It was suggested that the community pharmacies enter discussions with local care providers as there could be scope to using them to help deliver prescriptions or pass on advice.

It was noted that the consultation period had been extended to 24th May and Members views could be submitted on an individual basis. It was requested and agreed that the open letter to the Pharmacy Service Negotiating Committee on this subject as submitted to the County Council Health Select Committee be forwarded to the Committee.

Mr Prokopa was thanked for his presentation and attendance at the meeting.

RESOLVED: That the information received be noted.

LICHFIELD DISTRICT COMMUNITY SAFETY PLAN 2016 – 2019 & PREVENT

Members received a report on the new Delivery Plan which the Community Safety Partnership was required to produce under the Crime and Disorder Act. It was reported that the evidence base used to create the plan had been provided by the Staffordshire Observatory. It was also reported that the Plan had been approved by the Lichfield District Board and would be delivered by the District's Community Safety Partnership members. The Committee were pleased to see that this Partnership was so diverse and inclusive.

The national anti-terrorism initiative PREVENT was noted to be part of the Plan and it was reported that the County Council was the lead authority. Community Safety Manager is a member of the Staffordshire Prevent Board on behalf of the District Council. It was noted that delivery of PREVENT would have a coordinated approach between all partners working together at both County and local level.

It was noted that there had not been a significant change from the previous Delivery Plan. However, priorities could change following the Police and Crime Commissioner elections in May. Inspector Neeson reported that the nature of policing is changing with greater focus on identifying and supporting vulnerable people including victims (and potential victims) of cyber based crimes and child sexual exploitation.

Staffordshire Police are preparing for the future by entering into a partnership with Boeing to make better use of non-warranted officers and improve their use of IT. It was noted that there would always be a need for a street presence but the Force was working with organisations to be prepared for the future.

Whilst acknowledging the role of Bromford Housing, Members asked about the contribution made by Midland Heart to the delivery of the Plan. They were advised that Midland Heart have considerably fewer properties than Bromford but that the incidence of anti social behaviour was monitored at annual performance meetings with Housing Officers. The Committee were concerned to see that there was a high level of over 16 year olds without any qualifications and asked that this data be checked.

The SPACE project was discussed and it was considered to be positive initiative which helped the Police to engage with younger people and along with other projects helped prevent crime. The Committee felt it would be advantageous if it was not just a summer scheme but year round.

Overall, the Committee welcomed and endorsed the Community Safety Plan and felt it was clear and concise.

RESOLVED: That the Lichfield District Community Safety Plan 2016-2019 be noted along with the reference to PREVENT and that the Committee receive updates as appropriate.

STANDING ITEMS

BURNTWOOD HEALTH CENTRES

Helen Titterton, Strategic Director for Community, Housing and Health gave a verbal update on the health centres to the Committee. It was reported that the Greenwood House site was still the main focus and NHS England had submitted a funding bid to get the finances to proceed with the development. It was then reported that the Council was involved in the development of an NHS Estates Strategy for Staffordshire which was being produced by NHS England and the Clinical Commissioning Groups. It was noted that Helen and Planning Officers had attended meetings to provide information of the current and forthcoming pressures for practices due to increased housing and resident numbers.

RESOLVED: That the information received be noted.

STAFFORDSHIRE HEALTH SELECT COMMITTEE

The Chairman noted he had circulated minutes from the recent meetings of the Healthy Staffordshire Select Committee and gave a verbal update of the outcomes from a meeting earlier in the day. He had highlighted issues raised regarding young carers and this was to be added to the work programme of the Select Committee. It was then reported that Mental Health was coming under increased scrutiny including the RAID system used in Birmingham.

RESOLVED: That the information received be noted.

CCTV MEMBERS TASK GROUP

The Chairman of the Task Group, Councillor Rayner reported that the Group conducted a conference call meeting which worked very well. The Group had scrutinised the proposed CCTV Partnership Agreement with Railpen (who own the Three Spires Shopping Centre) and this is still under development. It was then reported that a CCTV specialist with expert knowledge of CCTV would be employed to assist the Council on CCTV development going forward.

RESOLVED: That the information received be noted.

ACTIVITY AND PERFORMANCE INDICATORS 2016/17

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

It was asked that as well as ASB incidents, that violent crime against the person be included as an indicator as this appears to be increasing. It was agreed that as it was an important subject, a separate presentation by the Police could be useful.

It was then asked if the usage of the mobile app could be reported as well as the number of downloads and if the waiting time for DFGs could also be reported on.

RESOLVED: (1) That the proposed Performance Indicators be noted; and
(2) That it be noted that reports on performance will be considered at the June and January meetings of this Committee.

OVERVIEW & SCRUTINY REVIEW

The Committee received a report updating them on progress made in the review of the Overview & Scrutiny function. It was noted that the Member Task Group, comprising of all O&S Committee Chairmen and the Leader of the Principal Minority Group, had met and considered different approaches and methods of scrutiny that could be used. It was reported that a number of actions had already been implemented including triangulation meetings, fewer agenda items and briefer report presentations.

RESOLVED: That the report be noted.

WORK PROGRAMME AND FORWARD PLAN

Members considered the Work Programme and Forward Plan and it was noted that not all items for the June meeting had yet been included as a new Programme would be required for the forthcoming Municipal Year.

The Chairman referred to the imminent closure of the Foyer and asked for the thanks of the Committee to be recorded and passed on to relevant staff for the work they had undertaken in finding alternative accommodation for the young people living at the Foyer.

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

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 8.00pm)

CHAIRMAN

COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2016-17 (Version 2)

Item	8 Jun	12 Sep	18 Jan	14 Mar	Details	Link to 2016/17 CHH Top 10	Officer	Member Lead
Policy Development								
Terms of reference	✓				To remind the Committee of the terms of reference and suggest any amendments		HT	N/A
Burntwood Health Centres (standing item)	✓	✓	✓	✓	To update Members on developments	N/A	HT	CG
CCTV (standing item)	✓	✓	✓	✓	Member Task Group to support the procurement of a CCTV monitoring service	Links to Corporate Annual Action Plan and delivery of the Friarsgate scheme	JC	DP
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 / Committee	N/A	HT	DL / DS
Performance monitoring	✓		✓		To consider the performance of the CHH Directorate against the 15/16 Directorate Action Plan (June meeting) and the 16/17 Directorate Action Plan top 10 for CHH (January meeting)	N/A	HT	CG/DP
Fit for the Future – Community Transport	✓				To receive a final report on the Review of the Community Transport Service prior to consideration by Cabinet	N/A	CG	DP
PREVENT Strategy	✓				To receive a draft Strategy prior to consideration by Cabinet	<i>Deliver and implement a Strategy for Prevent (anti terrorism) is a Directorate top 10 priority</i>	JC	DP

COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2016-17 (Version 2)

Item	8 Jun	12 Sep	18 Jan	14 Mar	Details	Link to 2016/17 CHH Top 10	Officer	Member Lead
Disabled Facilities Grants	✓				Delivery of DFGs is a key Directorate and Corporate priority. The need for DFGs is rising as the population ages and the government is making more funding available. However, recent performance of the Council's contractor to deliver DFGs has been disappointing and consequently Councillor Mrs Evans called for a special report on this issue during Full Council in March 2016	<i>'Deliver a programme of disabled facilities grants to help people remain living safely at home'</i> is a Directorate top 10 priority	CGi	CG
Welfare reform + Discretionary Housing Policy	✓				Raised through a question to the Leader at Full Council in February 2016, proposed changes to housing benefit (to reduce it to Local Housing Allowance levels) put the viability of supported accommodation at risk. This includes the temporary accommodation which LDC relies upon to fulfil its homelessness duties. As assessment needs to be made of the risks to the Council and the options for responding to the situation Di Middleton (Bromford) too attend the meeting	<i>'Prevent homelessness and rehouse eligible households who become homeless'</i> is a Directorate top 10 priority	CGi	CG
Management of affordable housing stock – Bromford's policy on disposals		✓			Raised through local press interest in a sale of a property in North Lichfield; Councillor Mrs Evans requested a report to the Committee regarding Bromford's policy on property disposals A representative from Bromford to be invited to attend the meeting	N/A	CGi	CG
Efficiency Plan: Mill Lane Link			✓		Consider the future options for this asset	N/A	CGi	DP
Efficiency Plan: grant funding to community and voluntary organisations		✓			Consider future investment in the community and voluntary sector	N/A	CGi / HT	DP

COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2016-17 (Version 2)

Item	8 Jun	12 Sep	18 Jan	14 Mar	Details	Link to 2016/17 CHH Top 10	Officer	Member Lead
Private sector housing stock condition				✓	To consider the outcome of a modelling exercise undertaken in partnership with Tamworth Borough Council	<i>Make our residents' homes safer and healthier – Stock Condition Survey completed</i> is a Directorate top 10 priority	CGi/GD	CG
Community Safety Local Delivery Plan				✓	To consider the Community Safety Profile 2016, local priorities for action and proposed budget for 16 /17	Statutory duty	JC	

Items for Newsletter / Blog	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Housing Allocation Policy – Annual report	✓			
Police and Crime Commissioner (election in May)	✓			
Empty Property Policy – Annual report			✓	
Safeguarding Policy - Annual report		✓		
Feedback from the Police and Crime Panel	✓	✓	✓	✓
Equality Statement 2016		✓		

LICHFIELD DISTRICT COUNCIL

FORWARD PLAN

Published: 16.05.2016

Effective for the Period 01.06.2016 – 30.09.2016

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) ^{(1) (*)}	CONFIDENTIAL YES/NO ⁽⁸⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DECISION TO BE TAKEN BY AND DATE ⁽³⁾⁽⁶⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (If no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
*Management restructure – outcome of consultation and recommendations	No	Consideration of result of consultation and whether to implement a new management structure.	Cabinet 19/05/2016		Consultation - summary of submissions	OFFICER: Ms D Tilley 01543 308001 CABINET MEMBER: Councillor M J Wilcox (01283) 543289

* DENOTES KEY DECISION

MATTER FOR CABINET DECISION (PLEASE MARK KEY DECISIONS WITH AN ASTERIX) ^{(1) (*)}	CONFIDENTIAL YES/NO ⁽⁸⁾	DECISION EXPECTED TO UNDERTAKE ⁽²⁾	DECISION TO BE TAKEN BY AND DATE ⁽³⁾⁽⁶⁾	CONSULTATION ⁽⁴⁾ INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (If no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE ⁽⁵⁾	CONTACT OFFICER/CABINET MEMBER ⁽⁷⁾
*Management restructure – outcome of consultation and recommendations	No	Consideration of result of consultation and whether to implement a new management structure.	Council 07/06/2016	Cabinet - 19 th May 2016 Employment Committee – 24 th May 2016	Consultation – summary of submissions	OFFICER: Ms D Tilley 01543 308001 CABINET MEMBER: Councillor M J Wilcox (01283) 543289
*Acceptance of External Funds – Better Care Fund	No	To accept funding to support expenditure on Disabled Facilities Grants and amend the capital programme accordingly.	Cabinet 14/06/2016	None	Notification of funding allocation	OFFICER: Mr C Gibbins (01543) 308702 CABINET MEMBER: Councillor C. Greatorex (01543) 416677
Proposed Revised Charges for Street Naming and Numbering	No	Approval of new street naming and numbering fees	Cabinet 14/06/2016	Consultation has been undertaken with Financial Services and stakeholders of the service		OFFICER: Mr G Thomas (01543) 308131 CABINET MEMBER: Councillor C J Spruce (01543) 258120

* DENOTES KEY DECISION

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Community Infrastructure Levy (CIL) Governance arrangements	No	Approve Governance arrangements	Cabinet 05/07/2016	Consultation on the proposed governance arrangements has taken place with the EGED (O&S) Committee	Proposed CIL Governance arrangements document	OFFICER: Mr C Jordan (01543) 308202 MEMBER: Councillor I Pritchard (01543) 472232
End of Year Performance Report – Annual Action Plan 2015/16	No	To approve the report	Cabinet 05/07/2016	An outturn report from each of the Directorate Top 10s will be considered at the June 2016 round of O&S meetings.	Performance Outturn report	OFFICER: Mrs H Titterton (01543) 308700 CABINET MEMBERS: Leader – Mike Wilcox (01543) 543289 Councillor D Pullen (01532) 300075

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Governance arrangements Community Infrastructure Levy	No	Adoption of governance arrangements for Community Infrastructure Levy	Cabinet 05/07/2016	CIL Infrastructure Officer Working Group. CIL Task and Finish Group	Report Governance arrangements	OFFICER: Ms M Turley (01543) 308206 CABINET MEMBER: Councillor I Pritchard (01543) 472232
Lichfield District Community Safety Partnership Prevent Delivery Plan 2016-2018	No	To consider and comment on the draft Prevent Delivery Plan produced in response to the Counter Terrorism & Security Act 2015	Cabinet 05/07/2016	Report to be considered by CHH (O&S) 08/06/16	Final Draft Delivery Plan	OFFICER: Ms J Coleman (01543) 308005 CABINET MEMBER: Councillor D Pullen (01532) 300075
*To accept the offer of grant funding of £2.4 million from GBSLEP towards the Friarsgate scheme and approve the legal documentation to allow the Council to receive the funding	No	To accept the offer of grant funding and agree the grant agreement between Birmingham City Council and Lichfield District Council	Cabinet 05/07/2016			OFFICER: Mrs H Bielby (01543) 308252 CABINET MEMBER: Councillor I Pritchard (01543) 472232

* DENOTES KEY DECISION

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*Physical Activity & Sport Strategy	No	Adoption of Strategy	Cabinet 05/07/2016	O&S Committee Clubs National Governing Bodes Sports England Public Consultation	Draft Strategy	OFFICER: Mr N Turner (01543) 308761 MEMBER: Councillor Smith (01543) 410685
*Procurement of Professional Advisors for Leisure Outsourcing	Yes	To agree appointment of Key Professional Advisors	Cabinet 05/07/2016		Brief for Advisors	OFFICER: Mr N Turner (01543) 308761 MEMBER: Councillor Smith (01543) 410685
*Fit for the Future Review of Community Transport	No	To approve recommendations arising from the F4F review	Cabinet 06/09/2016	Report to Community, Housing and Health O&S Committee in June 2016	F4F report	OFFICER: Mr C Gibbins (01543) 308702 CABINET MEMBER: Councillor D Pullen (01532) 300075

* DENOTES KEY DECISION

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*To accept the offer of grant funding of £2.66 million from SSLEP towards the Friarsgate Scheme and approve the legal documentation to allow the Council to receive the funding.	No	To accept the offer of grant funding and agree the grant agreement between Staffordshire County Council and Lichfield District Council.	Cabinet 06/09/2016			OFFICER: Mrs H Bielby (01543) 308252 CABINET MEMBER: Councillor I Pritchard (01543) 472232
Amendments to the Constitution regarding the dismissal of Statutory Officers	No		Council 27/09/2016	Full Council		OFFICER: Mr R King (01543) 308060 CABINET MEMBER: Councillor C J Spruce (01543) 258120

* DENOTES KEY DECISION

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Mid Year Performance Report – Annual Action Plan 2016/17	No	To approve the report	Cabinet 01/11/2016	A mid year performance report for the Directorate Top 10s will be considered by Strategic O&S in November and the other three O&S Committees in January 2017	Mid year Performance Outturn report	OFFICER: Mrs H Titterton (01543) 308700 CABINET MEMBER Leader – Mike Wilcox (01543) 543289 Councillor D Pullen (01532) 300075
Annual Action Plan 2017/18	No	To approve the Annual Action Plan	Cabinet 07/02/2017 Council 21/02/2017	The AAP is comprised from the Directorate Top 10s for 2017/18; these will be considered during the January 2017 round of O&S Committees	Annual Action Plan	OFFICER: Mrs H Titterton (01543) 308700 CABINET MEMBER Leader – Mike Wilcox (01543) 543289 Councillor D Pullen (01532) 300075

* 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 Economic Growth, Development and Environment

Cabinet Member for Leisure and Parks

Cabinet Member for Housing & Health

Cabinet Member for Waste Management

Cabinet Member for Finance and Democracy

Cabinet Member for Tourism and Communications

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, Mrs D F

Bamborough, R. A. J.

Banevicius, Mrs S W

Barnett, Mrs S A

Boyle, Mrs M G

Constable, Mrs B L

Constable, D H J

Cox, R E

Drinkwater, E N

Eadie, I M

England, 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

Ray, P

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

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 Members for Community and 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 and Housing & Health Portfolios 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 and Housing & Health Portfolios.
- 12.14 To make recommendations to the Cabinet or appropriate Committee and/or Council arising from the outcome of the scrutiny process.

WELFARE REFORM

Report of the Cabinet Member for Housing and Health and the Cabinet Member for Finance, Revenues and Benefits

Lichfield
district council
www.lichfielddc.gov.uk

Date:	8 th June 2016
Agenda Item:	6
Contact Officer:	Helen Titterton / Clive Gibbins / Pat Leybourne
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Key Decision?	NO
Local Ward Members	Applicable to all wards

**COMMUNITY
HOUSING &
HEALTH
(OVERVIEW &
SCRUTINY)
COMMITTEE**

1. Executive Summary

- 1.1 At the February meeting of Full Council, a question was asked about the 'rent cap' and the steps being taken to assess and mitigate the impact within Lichfield District. The Leader agreed that the Chairman of the Community, Housing and Health Overview and Scrutiny Committee should be kept fully informed and reports submitted to the Committee as necessary.
- 1.2 There are several changes to the welfare benefits system that are likely to be introduced over the coming months. A summary of the key reforms is attached at **Appendix A** and a briefing paper describing some of these in more detail is attached at **Appendix B**. Although it is difficult to predict the impact of these changes with any degree of certainty, the revenues and benefits and housing teams are in the process of working through the possible implications. The government has made it clear that it expects local councils to use their Discretionary Housing Payments (DHP) fund to help households to afford their housing costs, and with this in mind the DHP policy is currently under review.
- 1.3 The welfare reforms also pose risks to Registered Housing Providers / Social Landlords because households affected by the benefit cap¹ (potential and existing tenants) may find it increasingly difficult to afford their rental payments. Consequently, many social housing providers will need to consider whether a tenancy is affordable before they offer it to an applicant. It may be difficult for some households (eg. statutory homeless families) to provide the evidence that a tenancy is affordable. This could result in more applications to the Council for DHP.
- 1.4 Officers from the housing and revenues and benefits teams and from Bromford Housing will be present at the meeting of the Committee to answer questions and discuss the issues in more detail.

2. Recommendations

- 2.1 Members are asked to note this report.

3. Background

- 3.1 The welfare reforms that have been introduced since 2012 have aimed to bring about a simplification of the benefit system in order to improve incentives to work, deliver fairness to the

¹ The benefit cap is the maximum amount of out of work benefit that households with children can receive.

tax payer and to those claiming benefit and to protect the most vulnerable. In the Chancellor's autumn statement, further changes to the welfare system were announced to bring about the £12 billion of welfare savings promised at the 2015 election. Some of these changes are listed at **Appendix A** and a briefing paper on the key issues for the Council is attached at **Appendix B**. The main changes include:

- The current benefit cap of £26k will be reduced to a maximum of £20k per year
- The rate of housing benefit may reduce when a 'rent cap' is introduced in the social sector; the rent figure that is used in the calculation of housing benefit will be capped at the relevant local housing allowance rate which is the same rate used for those living in the private rented sector
- 18-21 year olds will lose their automatic entitlement to housing costs under Universal Credit
- Some social landlords may decide to implement the 'pay to stay' which will mean charging market rents to households whose income is £30k per annum or more

3.2 Officers have been advised that as of early May, there are 75 families living in Lichfield District who would be affected by the benefit cap (15 of whom are already affected by the current cap of £26k so there would be 60 'new' households affected). Based on this initial data from the Department of Work and Pensions (DWP), the amount of benefit currently received will reduce between £1.12 and £166 a week, with the average reduction being £49 per week. The number however will be fluid as the circumstances of households change. Only the DWP holds a complete record of the benefits received by a household and therefore we are reliant on receiving up to date information from them to enable us to identify affected households. In May, the DWP notified those households that may be capped at the lower level of £20k and advised of the support available to help them adjust their circumstances, including providing assistance to secure employment. It is intended that this will encourage households to take up any support they might need to prepare them for the introduction of the new cap in the autumn.

3.3 It is anticipated that there will be various exemptions to the welfare reforms proposed in order to protect the vulnerable and ensure that appropriate groups are safeguarded which may include tenants of supported accommodation. The government is currently undertaking a Supported Accommodation Review to inform decisions about exemptions and an announcement on the outcome of this has yet to be made. However, if an exemption is not granted for homeless households living temporarily in supported accommodation, with effect from April 2017 new households entering temporary accommodation² will only be allowed to claim the LHA rate for the maximum of their housing costs which for under 35's³ will have significant financial implications for the District Council and Bromford.

3.4 We are being encouraged by government to use our DHP allocation to mitigate the impact of the welfare benefit reforms and have been offered an increased allocation for 2016/17. The DHP however has historically been underspent (see financial implications below). The DHP policy (which was considered by this Committee in March 2013) is currently being reviewed to ensure that it can be used to mitigate the financial impacts of the reforms to both affected households and to the Council. It is intended to review the method of application to make it easier for customers to apply and the criteria for assessing applications are to be simplified.

² There are 21 units of temporary accommodation in the district consisting of 11 flats at Edgeworth house Lichfield, 7 at New Gardens Burntwood plus 3 houses all of which is owned and managed by Bromford. When this is full or unsuitable the council uses bed and breakfast accommodation.

³ Under 35's will only be able to claim the shared room rate of LHA which is currently £66.70 a week or £289.83 a month. This is much lower than the rent for a one bed social rent or private rented home.

Alternative Options	The reform agenda is being led by government and therefore there is a requirement upon the District Council and other partners to implement its provisions.																														
Consultation	Discussions regarding the local impact of welfare reform are taking place with our housing partners and will be the focus of the agenda of the Strategic Housing Partnership (meeting on 22 nd June).																														
Financial Implications	<p>As indicated above, it is difficult to accurately assess the financial implications for the District Council arising from the welfare changes and the position will be closely monitored as the reforms are implemented.</p> <p>Members will be aware that the government provides the Council with funding to make Discretionary Housing Payments to housing benefit claimants who cannot meet the costs of their housing and are therefore at risk of homelessness. The distribution of DHP is set out below, indicating that historically the allocation has not been fully utilised:</p> <table border="1" data-bbox="443 772 1241 1108"> <thead> <tr> <th>Year</th> <th>Initial Govt. Allocation £</th> <th>Final Claim £</th> <th>No of claims paid</th> <th>Average value of payment</th> <th>No of successful claimants</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>87,882</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2015/16</td> <td>79,039</td> <td>40,284</td> <td>128</td> <td>£315</td> <td>80</td> </tr> <tr> <td>2014/15</td> <td>101,426</td> <td>41,008</td> <td>150</td> <td>£273</td> <td>107</td> </tr> <tr> <td>2013/14</td> <td>102,808</td> <td>30,151</td> <td>118</td> <td>£256</td> <td>96</td> </tr> </tbody> </table> <p>To ensure that local authorities are able to support households adjusting to the welfare reforms, the government has set out its intention to provide an enhanced package of DHP funding over the next five years. Local authorities will be able to use this funding and the additional funding being provided to support households to adjust to the welfare reforms. Depending on the number of eligible applications, the Council could choose to supplement the government allocation from its own revenue.</p> <p>In addition, DWP will provide New Burdens Funding to assist local authorities with administration costs. Further information on this has yet to be received.</p> <p>The changes also highlight the following potential financial implications for the council:</p> <ul style="list-style-type: none"> • As we rely on access to temporary accommodation to enable us to discharge our homelessness duties, the LHA cap could mean that Bromford will not be able to recover enough rental income to cover the cost of running the temporary accommodation. The shortfall between the running costs and LHA capped benefit is estimated to be circa £60k. • Given that the statutory housing duty for vulnerable people rests with LDC, we may need to enable social landlords or private sector landlords to house tenants by offering the necessary support including financial in the absence of Supporting People funding. 	Year	Initial Govt. Allocation £	Final Claim £	No of claims paid	Average value of payment	No of successful claimants	2016/17	87,882					2015/16	79,039	40,284	128	£315	80	2014/15	101,426	41,008	150	£273	107	2013/14	102,808	30,151	118	£256	96
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	<ul style="list-style-type: none"> The potential to use LDC housing capital to enable Social Landlords to build or acquire properties which can be shared between 1 person households; this will need to be considered against other potential uses of this money
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Contribution to the Delivery of the Strategic Plan	The welfare reforms, particularly the benefit cap, are designed to incentivise work and promote fairness to working households. It is a key part of the government's commitment to full employment and continues to provide a clear incentive to make sure that work is always the best route out of poverty as well as helping to reduce long term benefit dependency. This aspiration supports the Council's ambition to help our communities become more self-sufficient and resilient and to ensure that people have the support and opportunities to help themselves and to achieve a vibrant and prosperous economy. However, the Council will use its best endeavours to help those who are vulnerable (eg. homeless households) so that they are protected (consistent with our health communities priority).
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Equality, Diversity and Human Rights Implications	If the DHP is amended, this will be subject to an equality impact assessment
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Crime & Safety Issues	Not applicable
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	Risk Description	How We Manage It	Severity of Risk (RYG)
A	Expenditure on DHP exceeds the government grant	Close monitoring of expenditure and review policy where appropriate Encourage and support households affected by the benefit cap into work	Y
B	Increased homelessness	Regular monitoring of use and effectiveness of DHP and continued emphasis on homelessness prevention activities	Y
C	Inability to access timely money advice	Monitoring of availability, demand and usage of money advice services	Y
D	Increased cost of temporary accommodation	Monitoring of availability, demand and usage and cost of Temporary Accommodation	Y

<p>Background documents</p> <p>Discretionary Housing Payment Policy, Community, Housing and Health O&S Committee, March 2013 and Cabinet, April 2013</p>

<p>Relevant web links</p> <p>A copy of the Discretionary Housing Policy is available on the District Council's website</p>

Summary of welfare reforms

From April 2016

- Social rents will be reduced by 1% a year for the next four years.
- Social housing tenancies signed or renewed on or after 1ST April 2016 will have eligible rent in housing benefit claims capped at Local Housing Allowance levels (which is the rate paid to private renters on Housing Benefit) from 1ST April 2018
- The level of earnings at which a household's Universal Credit award starts to be withdrawn for every extra pound earned (income threshold reduction) will be reduced from £6,420 to £3,850.
- Universal Credit work allowances will be reduced to £4,764 for those without housing costs, £2,304 for those with housing costs, and removed altogether for non-disabled claimants without children.

From autumn 2016

- Lower benefit cap introduced for families: £20,000 for families outside of London (£13,400 single claimants). The Government will introduce exemptions for recipients of Guardians Allowance, Carer's Allowance and the carer's element of Universal Credit from the household benefit cap.

From April 2017

- Those aged 18 to 21 who are on Universal Credit (UC) will have to apply for an apprenticeship or traineeship, gain work-based skills, or go on a work placement 6 months after the start of their claim. Apart from certain exceptions (those considered vulnerable) they will not be allowed to claim Housing Benefit/UC housing costs element.
- In supported accommodation, those who have new or renewed tenancies will be subject to the cap on Housing Benefit at the relevant Local Housing Allowance rate. (Change comes into force 1ST April 2018). A review is currently being undertaken by the Government in relation to this so changes applying to supported accommodation are uncertain.
- Social tenants on higher incomes (over £40,000 in London and over £30,000 outside of London) to pay higher (market rate or near market rate) rents with some social landlords (termed 'pay to stay').
- Those starting a family after April 2017 will no longer be eligible for the Family Element in Tax Credits.
- Universal Credit first child premium will not be available for new claims after April 2017.
- In households with two or more children any subsequent children born after April 2017 will not be eligible for further support. Equivalent changes will be made to the Universal Credit and Housing Benefit rules.
- Parents with a youngest child aged 3 or older (including lone parents) who are able to work will be expected to look for work if they are claiming Universal Credit.
- Universal credit roll out to be completed by end of 2017.

From April 2018

- Cap will be introduced on the amount of rent that Housing Benefit will cover in the social sector to the relevant Local Housing Allowance. This will include the Shared Accommodation Rate for single claimants under 35 who do not have dependent children. This will apply to tenancies signed after 1 April 2016 (or after 1 April 2017 for those in supported accommodation), with Housing Benefit entitlement changing from 1 April 2018 onwards.

Briefing note for Community, Housing and Health O&S Committee

Welfare Reform

Date: 8th June 2016

1. Introduction

The purpose of this paper is to alert Members to the main welfare changes which are likely to impact on local people / LDC over the coming months and the potential risks that may materialise. Further guidance is expected and therefore we are using a ‘best guess’ at present to anticipate the impact. The situation is very fluid and changes emerge on a regular basis. We currently have limited information about the number of households who are likely to be affected and what their circumstances are; in general terms, it will be young single people and larger families who will be most adversely hit.

2. Benefit Cap

2.1 A **benefit cap** has been in existence since April 2013 and currently means that the maximum amount of out of work benefit households with children can receive is £26k per year (applies to claimants of working age only). This still may appear to be a significant amount of money but obviously larger families require homes with relatively high rent levels; £950 per month would be a typical amount for a 4 bed privately rented property.

The government plans to reduce the benefit cap to £20k⁴ (£13,400 for single adults). The date of the introduction of this measure is expected to be from autumn 2016. This means that a family would have a maximum weekly benefit entitlement of £384 per week (£20k/52 weeks) from which they would have to pay all of their housing and living costs. There are a total of 75 families on the list of those affected by the rent cap in Lichfield. The top 10 families stand to lose over £100.00 each per week and the next 10 over £80.00 per week, which would mean they would have to pay virtually full rent. The average loss for all families is £48.00. The majority on the list are families with three children

Registered housing providers / registered social landlords are concerned that by signing people up to tenancies they potentially won't be able to afford, this is setting them up to fail. Consequently, proposals are under discussion with social landlords to introduce an *affordability assessment* which means that a social landlord wouldn't offer any new tenancy unless there is evidence that the new tenants can afford the rental payments and have enough money to live on. This evidence might be in the form of income from employment, other benefits (eg. Disability Living Allowance) which are exempt from the cap or a family member willing to act as guarantor for the rent payments. Many tenants also have debts (loans, credit cards, utilities) which will exacerbate the problem.

⁴ Households that aren't affected by the cap are those where a member of the household qualifies for working tax credit; disability living allowance, personal independence payment, attendance allowance, industrial injuries benefit, employment and support allowance if paid with the support component, armed forces compensation scheme payments, armed forces independent payment and war pension scheme payments.

These *affordability assessments* are currently in development and Bromford Housing are proposing to identify a threshold of income (*the living cost benefit*) that a household needs to live on. The *living cost benefit* is the sum of all benefits that a household is entitled to other than housing costs (so excludes Housing Benefit, the housing element of Universal Credit, and Council Tax benefits). For a 2 adult / 3 child family, the living cost benefit is £333 per week which would therefore leave only £51 to cover housing costs (£384 less £333). The average weekly rent of a three bedroom Bromford tenancy is currently £85 and therefore in theory this cannot be afforded within the £384 weekly budget once the income threshold is deducted, and would leave a weekly shortfall of £34 (£85 less £51).

Waterloo are considering an alternative solution which is that a household can afford the rent if it is less than a third of their total income.

The evidence of ability to pay could also be achieved if LDC would enable tenants to access Discretionary Housing Payment to top up any shortfall in their rent for a predetermined short term period, subject to the tenants being eligible for Housing Benefit (or the housing element of Universal Credit) and committing themselves to obtain work (and being supported to do this). If the tenants failed to meet their commitment and were still unable to pay their rent in full at the end of the predetermined period, they might be assessed as intentionally homeless and LDC would have a limited housing duty towards them (although this is a complex area and would need to be considered on a case by case basis).

There may be some exemptions to the cap but these are yet to be confirmed. In order to help councils implement the benefit cap the government will provide:

- Enhanced package of Discretionary Housing Payment (DHP) over next five years (budget is £79k for 2015/16 and £88k for 2016/17)
- New Burdens funding – no details known as yet

2.2 The issues for LDC are that:

- a) Households who are presently or could become statutorily homeless may not 'pass' the affordability test and consequently they could become 'stuck' in temporary accommodation (TA) (which will also reduce throughput in TA and increase the risk and costs of using bed and breakfast). The housing options team has an annual caseload of approximately 70 households, accepted as statutorily homeless and owed a housing duty, who could be at risk of not meeting the affordability test. In future, Syrian refugees may also be in this position
- b) Households (existing tenants, social and private sector) who can no longer afford their rent once the new cap is imposed are at risk of eviction / homelessness and could turn to LDC for assistance (our statutory duty)
- c) The best way to help families get in a position to be able to afford their rent is for the adults within the family to get into work; we will need to consider whether local systems for helping to get people into work are robust
- d) Some of the affected households could be involved in the Building Resilient Families programme; this will require further investigation with SCC

- e) It is likely that some of the affected households will need short term financial help and the government expects this to come from our DHP allocation – which could be augmented by LDC revenue subject to Member approval; we have traditionally underspent our DHP budget

2.3 What we are doing / need to do:

- a) The District Council has been provided with a list of households likely to be affected by a benefit cap of £20k. Contact needs to be made with these households to alert them to the incoming benefit cap and encourage them to take action; LDC may join social landlords in having conversations with these tenants about the pressing need for them to obtain work, so that there is a single message being given to the household
- b) Our front line staff need to be trained including on gathering information on employment status, on signposting to help people get into work
- c) In partnership with Bromford's Money Advisers, we will arrange to assess the circumstances of those households for whom we have a statutory duty including assessing whether they would pass the affordability test; we will do likewise with households we are working with to prevent their homelessness
- d) We will need to review our Discretionary Housing Payment policy and consider whether any changes are needed so that households affected by the benefit cap are eligible for short term financial help. We will also need to consider the potential financial impact of welfare reform based on available evidence.

3. Housing Benefit for Social Rented Tenants

3.1 There is to be a **reduction in the housing benefit for social rented tenants to Local Housing Allowance (LHA) rate**. At present, tenants of social rented housing who are eligible for housing benefit receive sufficient benefit to cover their rent ie. there is no cap on the benefit. However, in future, all households who are in or sign up to a general needs housing tenancy from April 2016 will have their housing benefit capped to the LHA rate from April 2018. Social landlords are assessing the potential impact of the LHA cap on their tenants. There are 46 Bromford properties in Lichfield District where the LHA rate will be insufficient to cover the rent although the average difference is only £1.55 per week. It is therefore felt likely that most general needs tenants will not be affected by the LHA cap as the benefit they receive is already below the LHA level. However, some of these tenants will be subject to a service charge in addition to rent (for maintenance of flats, grounds, street lighting) and when added together with the rent, there could be a gap.

There is a more significant issue for social housing tenants (elderly, learning disabled etc) living in supported housing where the costs of their tenancy (because of the additional support provided) will be above the LHA rate. At present, all households who are in or sign up to a supported housing tenancy from April 2017 will have their housing benefit capped at LHA rate from April 2018. Note that the government is undertaking a Supported Accommodation research project and subsequent policy review so there could be some exemptions proposed.

Bromford (which is our principal but not only supported housing provider) has 238 sheltered and extra care tenancies affected plus 22 units of temporary accommodation. The estimated shortfall between current cost and LHA capped housing benefit has been estimated at £500k per annum. Other RSLs / providers who are likely to be affected include Pathway, Midland Heart and Housing 21.

3.2 The issues for LDC are that:

- a) The shortfall between the cost of running the temporary accommodation and LHA capped benefit is circa £60k; LDC relies on access to the temporary accommodation to enable us to discharge our homelessness duties. This has the potential to become a budget pressure for LDC
- b) Housing based support could be withdrawn because tenants can no longer afford to pay for it; this may mean that some tenancies become inappropriate / unsafe or fail because of unaffordability and homelessness (or indeed admission to nursing or residential care / hospital) results

3.3 What we are doing / need to do:

- a) Circulate a proforma to all RSLs operating within the District to assess the likely impact of capping housing benefit
- b) Arrange a meeting with all RSLs to discuss the above and options to mitigate the impact
- c) Work with social landlords to move towards more unfurnished units in the temporary accommodation which will reduce the service charge costs

4. Housing Benefit for Young People

4.1 Automatic housing support for 18 – 21 year olds is to stop for certain groups of young people from April 2017 ie. young people aged 18-21 will no longer be able to apply for housing benefit (although existing claims will continue to be honoured). Young people in need of financial support towards their housing costs will need to apply for Universal Credit and apply for an apprenticeship or traineeship, gain work-based skills or go on a work placement 6 months after the start of their claim. Apart from certain exceptions (those considered vulnerable such as care leavers) they will not be allowed to claim housing benefit and only entitled to shared room rate (£66.70 per week) upon becoming 21 years old (until they turn 35 years old). Social landlords are already wary about signing young people up to a tenancy unless the individual is in work (as they will not be able to afford the rent when the cap starts). It is likely that the most / only affordable option for single person households will be Houses in Multiple Occupation (HMOs); there are currently only 80 HMOs within Lichfield District.

4.2 The issues for LDC are that:

- There are very few options for housing single, young people who are homeless (noting that the Foyer closed on 31st March).
- Given that the statutory housing duty for vulnerable people rests with LDC, we may need to enable social landlords or private sector landlords to house tenants by offering the necessary support including financial in the absence of Supporting People funding (a potential budget pressure for LDC)

4.3 What we are doing / need to do:

- a) Need to explore with social landlords the possibility of them designating some of their properties as Houses in Multiple Occupation so that young people (different households) can share (funded via shared room rate). These would require additional housing management and be more costly to run
- b) Consider whether private rented sector may be able to develop more HMOs (may need to provide incentives to encourage landlords to do this – possible cost to LDC)

- c) Consider whether LDC should use LDC housing capital to enable Social Landlords to build or acquire properties which can be shared between 1 person households; this will need to be considered against other potential uses of this money

5. Social Tenants to pay Market Rents

5.1 Social tenants on income £30k+ to pay market rents from April 2017. It looks likely that this will be a voluntary scheme for RSLs to sign up to. Once signed up, it is assumed that information about a household's income would be provided by DWP / HMRC. It should be noted that 2 people earning just above the Living wage would exceed this income figure.

5.2 The issues for LDC are that:

Some tenancies may no longer be affordable; homelessness risk

5.3 What we are doing / need to do:

- a) Find out whether any social landlords are planning to sign up to the voluntary scheme
- b) Find out how many households are likely to be affected

Delivery of Disabled Facilities Grants(DFG's)

Report of Councillor Colin Greatorex, Cabinet Member for Housing and Health



Date:	8 th June 2016
Agenda Item:	7
Contact Officer:	Clive Gibbins/Lucy Robinson
Tel Number:	01543 308702/308710
Email:	Clive.gibbins@lichfielddc.gov.uk lucy.robinson@lichfielddc.gov.uk
Key Decision?	NO
Local Ward Members	All, as applies to the whole of Lichfield district.

**Community, Housing and Health
(Overview & Scrutiny) Committee**

1. Executive Summary

- 1.1 The ongoing delivery of Disabled Facilities Grants (DFGs) has been a top priority for the Directorate in 2015/16 and now in 2016/17. This Committee has received regular progress reports about the service and Members have expressed concern that delivery of the service has fallen below expectation. A request was made at Full Council for a special report on this issue.
- 1.2 This report provides Members with an update on the delivery of Disabled Facilities Grants, performance and expenditure of the budget in 2015/16.

2. Recommendations

- 2.1 That Members consider and comment on the delivery of DFG's in 2015/16, note the challenges that Revival have encountered and the measures that they are taking to improve performance.
- 2.2 That Members acknowledge the high demand for the service and the volume of cases in the pipeline.

3. Background

- 3.1 Disabled Facilities Grants (DFG's) are used to fund adaptations in a person's home (eg. ramps, stair/vertical lifts, level access showers) to allow a disabled person to live in their home as an able-bodied person would; i.e. get in, out and around their home and use the facilities such as the bedroom, bathroom and kitchen. The council has a statutory duty¹ to provide DFG's to eligible households subject to a means test of the applicant with a maximum award available in any single application of £30,000. On average 80% of applicants are not required to contribute towards the cost of the adaptation.
- 3.2 The council has used the services of a home improvement agency to deliver DFG's for many years² and since October 2014 have had an arrangement with Revival³ through a Home Improvement Service (HIS) contract procured by Staffordshire County Council (SCC)⁴ to deliver DFG's on our behalf. As part of the county HIS contract, Revival provide home improvement agency (HIA) services to every district/borough council in Staffordshire through a Participation Agreement. The current contract runs until March 2017 with the option of a one year extension.

¹ The Housing Grants Construction and Regeneration Act 1996 places a statutory duty on the council to provide grant assistance to eligible people to carry out necessary adaptations to their homes. Assistance is provided in the form of a DFG.

² Metropolitan Care and Repair (formerly known as Spirita and previously Walbrook) delivered the service in Lichfield District from 2001 up to October 2014.

³ Revival is part of Staffordshire Housing Association.

⁴ The current HIS contract runs until March 2017 with an option to extend for one year. The contract requires notice to be given to Revival by the end of September 2016 of any intention to extend.

- 3.3 The council's budget for DFG's comprises money received from the government's Better Care Fund⁵ and the council's capital programme. Revival generate a fee of 9% for all completed adaptations and this forms part of the overall grant awarded to an applicant from the council's DFG budget.
- 3.4 The service provided as part of the county contract is split into three levels – General Advice, Support for Choice and Enhanced Support. The first of these is a universal service to provide residents with the information necessary to solve their problem without any additional support, or through signposting to another organisation if appropriate. DFG's are delivered through the Enhanced Support element of the contract, with the majority of referrals for DFG's being made by occupational therapists (OT's)⁶ employed by the Staffordshire and Stoke on Trent Partnership Trust⁷ (SSOTP) and Staffordshire County Council. An outline of the process and the role that the district council, SSOTP and Revival have in the delivery of DFG's is attached at Appendix 1. SCC currently contribute £300,000 towards the county contract, predominantly for the General Advice and Support for Choice elements, however it is currently not known whether SCC intend to continue to invest beyond the end of the contract period⁸ (March 2017).
- 3.5 At the start of the contract in October 2014 there were several challenges in relation to the transfer of service from the previous Home Improvement Agency Metropolitan to Revival which caused a backlog⁹ of cases, which Members of the committee were informed about in a briefing paper dated 25.3.15.
- 3.6 Throughout 2015/16 there has continued to be several challenges affecting delivery in Lichfield district, meaning that by the end of the financial year less than half the original budget of £800,000 had been spent. In total 49 grants were fully completed at a total cost of £394,907. Although this was an improvement from 2014/15 when 37 grants were approved at a total of £347,359, it was still below the average of the previous 5 years (average of 70 completions and £535,200 average annual spend).
- 3.7 Revival started the financial year with 107 open cases, of which 7 had already been approved and in addition to this a further 179 referrals were received in the year. In total 70 grant approvals were made, resulting in 83% of the £800,000 budget for 2015/16 being committed. 24 approved grants valued at £279,070 have been carried over into this financial year and a further 128 cases remain in the pipeline with an anticipated value of £768,862. This highlights that demand for DFG's exists but cases are not moving through to completion at an appropriate rate due to delays in the current system.
- 3.8 The challenges which have continued to affect performance include higher than expected demand for the service, staff performance issues and staff vacancies meaning that cases have not progressed as quickly as they should. There has been a much higher level of referrals generally, with the annual target for referrals being exceeded by Quarter 3 (annual target: 100, actual referrals: 179 in 2015/16). Whilst this demonstrates high demand for the service and the need for grant aided adaptations, it has impacted on the capacity of Revival to be able to process referrals and approve grants. One factor behind this is that occupational therapists have successfully implemented process changes to decrease their waiting lists¹⁰, resulting in increased referrals to Revival for DFG's following initial assessments by OT's.
- 3.9 Revival's performance has remained generally unsatisfactory all year, demonstrated in the next table where you can see that targets for home visits and completion of works in accordance with the county HIS have not been met.

⁵ The Better Care Fund is distributed to district councils by Staffordshire County Council.

⁶ The Occupational Therapists are in two teams – the Adult team at SSOTP and the Children's OT Team called Independent Futures at Staffordshire County Council.

⁷ <http://www.staffordshireandstokeontrent.nhs.uk/Services/>

⁸ A decision must be made by SCC by the end of September 2016 to extend the contract for one year from April 2017 to 2018.

⁹ A briefing paper was provided to CHH O&S at their meeting of 25th March 2015 to be considered in private

<https://www.lichfielddc.gov.uk/Council/Meetings-committees-and-papers/CommunityHousingandHealthOverviewScrutinyCommittee/2015/03/25/Agenda/CHHAgendaandReports25March2015.pdf>

¹⁰ Waiting list figures were 25 for OT and 85 for OT Assistant (OTA) at April 2015, reduced to 6 OT and 39 OTA at April 2016).

Timeliness		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to date	Annual Target
	Number of first visits completed in the quarter	46	23	35	42	146	n/a
DEL1	Percentage of first visits completed within 15 days	39.1%	17.4%	20.0%	54.8%	35.6%	95.0%
DEL2	Percentage of cases where initial contact to completion of agreed support plan is within 30 working days	77.2%	16.7%	59.5%	86.4%	63.2%	85.0%
DEL3	Percentage of cases where initial contact to completion of all works is less than 20 weeks	60.0%	22.2%	11.8%	26.3%	24.0%	75.0%

- 3.10 The backlog of cases has also resulted in an increase of enquiries to the Council and in 2015/16 the housing team have dealt with 15 informal enquiries relating to DFG's which were not progressing, compared to only 1 enquiry in the previous year, several of which were submitted via local councillors. Revival has handled 19 formal complaints from residents across the whole county, 26% of which have been Lichfield district residents. There has also been an increase in officer time spent monitoring the DFG contract and expenditure as the poor performance has required much closer management.
- 3.11 Monitoring of the county contract is done by a HIA Steering Group which is chaired by LDC's councils Housing, Partnerships and Policy Manager and includes representatives from each district/borough council, Revival, SSOTP and SCC. The Steering group has met 6 weekly since the start of the contract to oversee the delivery of the contract across the whole county and manage any issues arising, ensure the effective performance and management of the contract, and ensure that key performance requirements are met.
- 3.12 In addition to monitoring by the HIA Steering group, district council officers hold regular performance monitoring meetings with Revival in addition to a bi- monthly DFG cases meeting attended by Revival, OT's in the Lichfield OT team and Bromford Housing to explore complex cases and try to resolve any issues leading to a delay. LDC has also completed an internal audit of DFG's which has identified several issues and an action plan has been developed to resolve these.
- 3.13 Following concerns over performance, Revival have completed a thorough review of the service and have identified several issues and key areas for action in order to increase efficiency and effectiveness of their internal DFG processes. Several measures have been taken to make improvements and increase the number of approved and completed grants; one of these has been the employment of additional administration support which the council has jointly paid for with South Staffordshire council.
- 3.14 A summary of the issues that Revival have identified from their review which is causing delays in the process and the measures taken or being taken to improve them are as follows:
- Issues identified:
- Clients cancelling visits, not being available within 3 weeks, or not responding to letters
 - Clients not having the financial information required to conduct means test at earliest opportunity or not having all information available to proceed to application
 - Caseworkers not collecting all the evidence they need from the client at the earliest opportunity to be able to promptly progress an application
 - Complex cases where clients have a contribution to make that they are unable to fund leading to delays while the case worker explores charity and other funding sources
 - Case workers not always progressing cases as quickly as they should as agreed in their objectives
 - Not as many Fast Track cases¹¹ coming through as expected which has impacted on the current workload of the technical officers

¹¹ Fast track cases are less complex adaptations such as stair lifts and level access showers.

- Lack of guidance on the process for making an application for top up funding from SCC's Social Care budget which is causing long delays
- Delays sometimes caused when feasibility and joint visits with OT's need to be arranged or when drawings/schedules are going back and forth to OT's for changes
- Contractors not providing quote returns within the agreed 2 week deadline and delays in providing start dates
- Contractor defects
- Contractors waiting for building notice completion certs to submit invoices

Measures Revival have taken to improve:

- Completed a thorough systems review to increase efficiency and effectiveness of their internal processes.
- Identified changes needed to the IT systems to improve productivity and performance management.
- Taken on additional administration support that has been partly funded by the council.
- Administrators are adding cases to the database and booking in caseworker visits on the day of referral
- Improved the process for Fast Track cases coming through by arranging to obtain a quote at the point of referral
- Case workers are booking in the Technical officer visit following their first visit to avoid unnecessary delays for the Technical officer completing the survey
- Performance and audit procedure in development to increase the accountability of all staff against their targets, including quantity, quality and timeliness.
- Added an additional team of resources (caseworkers, technical officers and administrators) to tackle all the cases outside of the expected timescales in order to focus on getting them completed and enable the remaining cases to be worked through in a timely manner. In March this team initially had 85 cases at various stages and of these 20 adaptations have already been completed
- Following an unsuccessful recruitment drive, Revival have reviewed salary level, employed agency staff and engaged other agencies to help with the Technical Officer workload.
- Negotiated with 5 out of 8 districts to claim fees at grant approval stage to increase cash flow and enable the continuation of increased resources until the backlog is eliminated

3.15 Demand for the HIA service remains high and with an ageing population in the district we do not envisage that this will reduce. Current demand is demonstrated by the 128 cases in the pipeline with an anticipated grant value of £768,862. In 2015/16 179 referrals were received; prior to this an average of 110 referrals were received a year indicating a large increase in the need for DFG's. Based on this, future need is estimated to be between £600,000 and £1.1 million per year, with an actual figure obviously dependent on the number of referrals received.

3.16 Revival's Senior Officers have confirmed that their Board of Management is committed to making the changes identified above to improve performance to be able to deal with demand and the increased level of referrals for DFG's. They have also confirmed that to further improve delivery in Lichfield district they will employ additional staff to ensure that the 2016/17 budget of £850,000 will be spent. As the last year of the contract it remains a critical year for Revival, particularly as they will be notified by the end of September if the county contract will be extended by a further year.

Alternative Options

1. The District Council has a statutory duty to approve DFG's and must approve an application within 6 months of receipt of all the necessary documentation. Once works have been completed in accordance with the DFG, the council has a duty to

	<p>pay the grant within six months. The current delivery mechanism is currently the most cost effective solution, particularly as SCC contribute £300,000 towards the delivery of the overall contract.</p> <p>2. Without the current service one option is to deliver DFG's in-house, but this would mean employing additional staff be at a significantly higher cost to the council.</p>
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<p>Consultation</p>	<p>A full review has been carried out by SCC to consider the overall operation and performance of the Home Improvement Service (HIS) contract, during which feedback was sought from a number of stakeholders including OT's, Revival staff, customers and contractors. <i>"Client feedback is positive and the support given to clients throughout the process was rated as very good. In addition, staff feedback indicated a clear commitment to deliver a good quality service and an understanding of the value of the support given."</i>¹²</p>
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<p>Financial Implications</p>	<ol style="list-style-type: none"> 1. In 2015/16 49 grants were approved and works completed to the value of £394,907. The budget at the start of the financial year was £800,000, however in quarter 3 this was re-profiled to £400,000 with the remaining budget carried forward to future years. 2. SCC intend to passport the DFG element of the 2016/17 Better Care Fund¹³ through to district councils; Lichfield's allocation is £761,300. SCC's Director of Health and Care has however advised that the uplift in DFG funds has been made possible by subsuming the Social Care capital grant into the DFG, for which there is planned expenditure. The agreements to be put in place with district and borough councils for 2016/17 will therefore need to include recognition of these liabilities and a requirement that they be met from the DFG allocation, the extent of which is not yet known. 3. Continued underspend of the DFG budget may result in reduced allocations from the Better Care Fund in future years. 4. SCC currently contribute £300,000 towards the county HIA contract and it is not known whether SCC intends to continue to invest beyond the end of the contract period (March 2017). In addition to this contract sum Revival generate a fee of 9% for completed adaptations which is paid out of the district council capital budget; in 2015/16 this was £29,149. 5. The low budget spend has a significant impact on Revival, as the amount of fees earned are based on the cases that they have completed. Unless there is improvement in the flow of jobs through to completion, this may have the potential to undermine Revival's business plan and thus jeopardise the viability of the HIA service going forward. 6. The council's DFG capital budget for 2016/17 is £850,000. Revival have carefully analysed the pipeline of cases approved or in process of approval and have advised that they will recruit additional staff to be dedicated to Lichfield cases in order to be able to spend the whole budget.
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¹² Contract Review of Revival Home Improvement Agency Service (PC434) Author: Carolyn Stedeford, 12th April 2016 (Confidential report to the HIS Steering Group)

¹³ An introduction to the Better Care Fund was given in the CHH O&S briefing paper 25th March 2015. The Fund is hosted by Staffordshire County Council and £6.9m is the 16/17 DFG component of the allocation to Staffordshire from the national BCF pot.

Contribution to the Delivery of the Strategic Plan	The Strategic Plan 2016-2020 sets out what we want to achieve in four main themes. Delivery of DFG's will contribute to the theme of 'Healthy and safe communities' where "we want local people to be active and live healthy, fulfilled lives. We want to prevent social isolation and loneliness, particularly in older members of our communities".
Equality, Diversity and Human Rights Implications	The main clients of this service are older people and people (including children) with a disability. The use of a means test directs grant funding to those residents on a low income who are otherwise unable to afford to adapt their home.
Crime & Safety Issues	Revival measures the extent to which clients achieve personal outcomes, including whether the service provided reduces their risk of, or fear of crime. No Lichfield residents have reported achieving these outcomes in 2015/16, however it is possible that when final assessments and evaluations are being done at the time of work completion, clients do not recognise the wider benefits of the support they have received.

RISK	Risk Description	How We Manage It	Severity of Risk (RAG)
A	The health, and physical and mental well-being of eligible individuals is potentially being compromised through waiting for the adaptation to be completed, i.e. there is an ongoing risk of harm.	We will continue to contribute to the HIA steering group meetings and seek to improve performance across the process. We hold DFG cases liaison meetings at Frog Lane every 6 weeks, where specific cases are discussed in order to reduce blockages and increase the throughput of grants and works.	Amber
B	There is the risk of reputational damage if dissatisfied applicants waiting for works to be done contact the local press about delays to their application.	The statutory duty for different parts of the process is the responsibility of different organisations, and a case will cross from one party to another at different times. We will continue to contribute to a broader re-design of the DFG system to reduce fragmentation in the process. We will support applicants to increase their knowledge and understanding of the process, manage expectations and seek to influence providers to improve their performance.	Amber
C	Underspend in budget is likely to result in reduced BCF allocations in future years and possible cuts in the internal capital commitment.	We will continue to closely monitor the budget and ensure that the measures identified by Revival (including employing additional staff) are implemented.	Amber

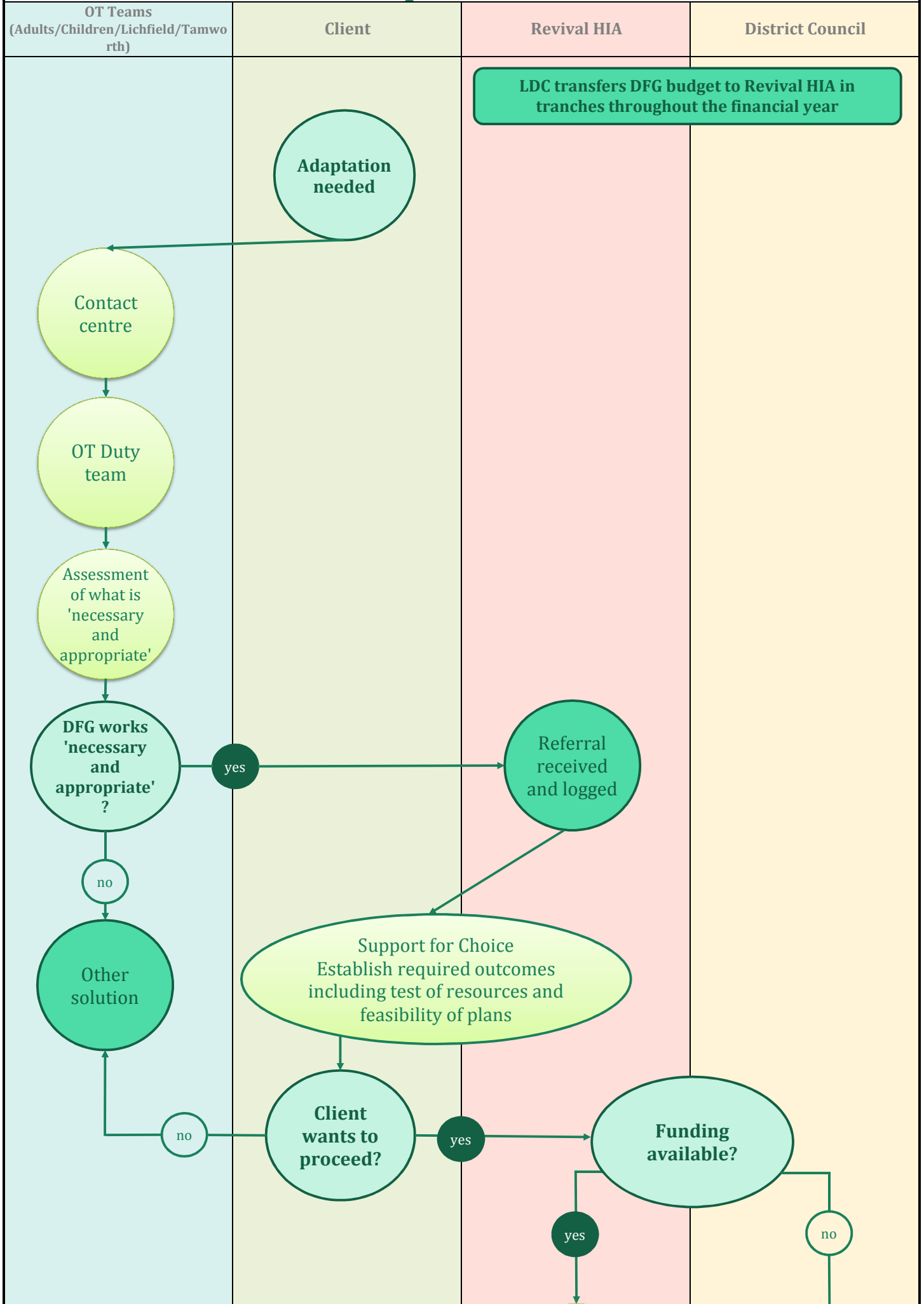
D	There is a risk that SCC will not extend the contract for another year beyond March 2017. This will mean that Revival will put staff on notice at the end of September which will affect performance. The end of the county contract will mean that other options will need to be found to deliver DFG's in the district.	We need to complete an options appraisal by the end of September to look for other viable options in case the county contract is not extended for a further year.	Red
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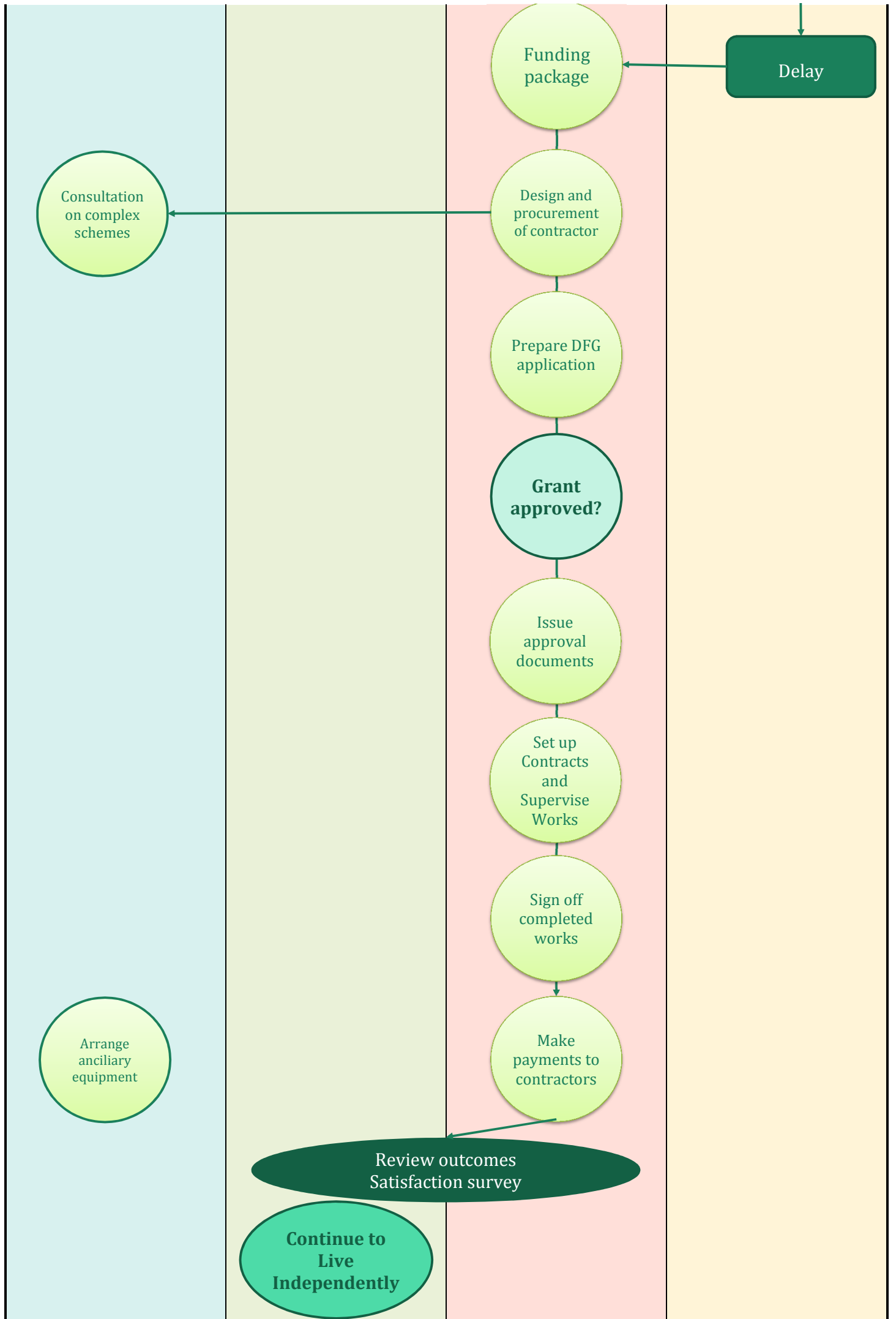
Background documents:

Relevant web links: [Lichfield District Housing Strategy 2013-2017](#)

DFG Briefing paper: <https://www.lichfielddc.gov.uk/Council/Meetings-committees-and-papers/CommunityHousingandHealthOverviewScrutinyCommittee/2015/03/25/Agenda/CHHAgendaandReports25March2015.pdf> . This is available on request.

Lichfield Adaptations Procedure





END OF YEAR PERFORMANCE OVERVIEW 2015/16 FOR THE COMMUNITY, HOUSING AND HEALTH DIRECTORATE



Report of the Cabinet Members for Community and Housing and Health

Date:	8th June 2016
Agenda Item:	8
Contact Officer:	Helen Titterton
Tel Number:	01543 308700
Email:	Helen.titterton@lichfielddc.gov.uk
Key Decision?	NO
Local Ward Members	Relevant to all ward Members

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

1. Executive Summary

- 1.1 To advise Members of progress against the activities and projects set out in the Directorate's Top Ten / One Year Action Plan for 15/16. The report also includes statistical information (key performance indicators) relating to activity delivered by the Directorate during the last financial year. Both the narrative report and the related statistics reflect performance as at 31st March 2016.
- 1.2 To advise Members of the targets which have been proposed for the activity and performance indicators for the Directorate for 2016/17.
- 1.3 Members are invited to raise questions and comment (or where appropriate, request a more detailed report).

2. Recommendations

- 2.1 Members are requested to consider and comment on the performance report overview for 15/16 which is attached at **Appendix A**, the statistical analysis attached at **Appendix B** and the targets for the 2016/17 performance indicators at **Appendix C**.

3. Background

- 3.1 During autumn 2014, Members and officers developed Service plans setting out the priorities and budget allocations for the following financial year for each of the teams which make up the totality of Council services. Approximately 14 separate Service Plans were produced and they were all reviewed via the overview and scrutiny process.
- 3.2 A top 10 was developed for each Directorate / Cabinet Member as a result of this exercise and these were reported to and endorsed by the relevant Overview and Scrutiny Committee in January 2015. The most significant and critical issues from the Directorate Top 10s were collated to form the Corporate Top 10 or Annual Action Plan which was approved by Full Council in February 2015.
- 3.3 The end of year performance report against the Directorate Top 10 for Community, Housing and Health is attached at **Appendix A**. Some of the Actions set out were deemed to be so significant corporately that they were included in the Corporate Top 10 / Annual Action Plan for 2015/16. Progress on the corporate top ten actions will be reported to Cabinet in July 2016 (which will reflect any comments made by this Committee in relation to the attached report).

- 3.4 A copy of the end of year performance report for the Community, Housing and Health portfolios is attached at **Appendix A**. This Committee has contributed to several of the activities and projects which feature in the Community, Housing and Health Top Ten including:
- Considered the findings from the Review of Temporary Accommodation at the June meeting of the Committee; this led to additional investment to support vulnerable, homeless people living in temporary accommodation and will bring about a revised agency agreement with Bromford Housing.
 - Received and endorsed the report from the Fit for the Future Housing Services Review at the meeting in September; this is leading to additional resource investment in housing
 - Established a Member Task Group which met in September 2015 to consider the options for investing £33k of funding from LDC into the community and voluntary sector. The recommendations from the Task Group were received and endorsed at the September meeting of the Committee. Members also received an update on locality commissioning progress at the same meeting
 - Received a briefing paper on safeguarding in September
 - Received regular progress reports on the development of a health centre for Burntwood (standing item); Wayne Mortiboys attended the Committee in January to provide a progress report on the development of Greenwood House as a new Health Centre
 - Received and endorsed the Project Initiation Document for the Fit for the Future Review of the community transport service at the January meeting
- 3.5 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.
- 3.6 At the last meeting of this Committee, Members considered the activity and performance indicators for 2016/17. These PIs have been developed having regard to the Directorate Top 10 (approved in January 2016), other service issues / policy or legislative changes and the comments and suggestions made by Members of this Committee. Targets for these PIs have been proposed having regard to performance during 2016/17. The PIs and their related targets are attached at **Appendix C**

Alternative Options	Appendices A and B are for noting Members could suggest alternative performance targets for 2016/17 (Appendix C)
Consultation	There has not been any consultation on this report. However, there has been consultation in relation to some of the specific actions set out in Appendix A , including extensive consultation (with residents, Members and partners) on the Strategic Plan 2016-20 and with Member Groups and users of the community transport service as part of the F4F review.
Financial Implications	None arising directly from this report. A more detailed report on the Council's performance against the financial strategy will be considered by Strategic Overview and Scrutiny Committee and Cabinet in September. At the year end, the Directorate had underspent its budget by £9k (mainly caused by late receipt of grant / government monies which could not be spent by March 2016). Most of this has been approved as earmarked reserves to be spent during 2016/17
Contribution to the Delivery of the Strategic Plan	This report demonstrates that the Community, Housing and Health Directorate made a significant contribution to achieving the aims of the Plan for Lichfield District 2012-16 including as follows:

	<p>We'll support people – CCTV Task Group, Community Safety Delivery Plan, monitoring cases of ASB, homelessness prevention, housing households who are statutorily homeless, assisting and advising people in Connects, locality commissioning and grant aid etc</p> <p>We'll shape place – delivering affordable housing, reviewing community transport etc</p> <p>We'll boost business – monitoring food safety inspections and providing advice to start ups etc</p>
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Equality, Diversity and Human Rights Implications	Equality and diversity implications are considered during the planning and delivery of the day to day activities of the Directorate. The Directorate has an Equality Impact Assessment Working Group which has undertaken 11 EIAs during 2015/16
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Crime & Safety Issues	<p>This Committee has considered the following issues associated with crime and safety:</p> <ul style="list-style-type: none"> • Standing item on feedback from the Police and Crime Panel • Established a Member Panel on CCTV at the June meeting and received an update report at the September meeting • Received the CCTV Annual Report 2014/15 and the Code of practice at the September meeting • Received the Draft Community Safety Delivery Plan and an update on Prevent at the March meeting
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	Risk Description	How We Manage It	Severity of Risk (RYG)
A	Information provided to Members is too 'high level' and inadequate for robust scrutiny	<p>Members can request further details or a separate report on any item referred to in the report.</p> <p>The Cabinet Members, Director and Service Managers are in attendance at the O&S meeting and can elaborate on the content of the report</p>	Green

<p>Background documents</p> <p>Directorate Top 10 – reported the CHH O&S in January 2015</p> <p>Mid Year Performance report - reported to CHH O&S in January 2016</p>
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Relevant web links

Directorate Top 10s for 2015/16: End of Year Position



Community, Housing & Health Directorate

✓	<i>On Target</i>
=	<i>In Progress</i>
X	<i>Behind Target</i>

Operate within the Directorate’s budget and implement Fit for the Future (Phase 2) Service Reviews

Actions	Due Date	On Target?	Progress Update
Operate within the Directorate budget for 2015/16	31-Mar-16	✓	<p>Position at September The Directorate is operating within the approved budget. Details reported in the Money Matters 2015/16 Review of Financial Performance considered by Cabinet in December 2015.</p> <p>Position at March The Directorate has underspent its budget by £9k which is within the target variance of +/- £20k for the year. Most of the underspend (caused by late receipt of grant / government monies which could not be spent by March 2016) has been approved as earmarked reserves to be spent in 2016/17.</p>
Complete Housing Service Review & report to O&S Committee in June and Cabinet in July (Councillor Greateox)	O&S 30-Jun-15 Cabinet 31-Jul-15	✓	<p>Position at June Work has commenced on drafting the final report from the Review; this will incorporate the outcome of the peer review of homelessness and the Temporary Accommodation Review which was undertaken jointly with Bromford, the findings of which were reported to CHH O&S in June. Work on benchmarking is being completed and an analysis being undertaken of housing reserves</p> <p>Position at September The final report of the Housing Service Review was considered by CHH O&S in September.</p> <p>Position at December The final report was approved by Cabinet in October 2015</p> <p>Position at March An action plan has been produced and is being implemented.</p>
Contribute to Revenues & Benefits Service Review (Councillor Pullen)	31-Mar-16	✓	<p>Position at June Two officers of the Connects Team are members of the Project Team. The Connects team is involved with this review because they provide the customer interface / 'front end' to the revenues and benefits service. Peopletoo were appointed as Project Managers to carry out the review</p>

Actions	Due Date	On Target?	Progress Update
			<p>on behalf of the Council. They have provided an update to the project team with a summary of findings and recommendations prior to a report being finalised and presented to the Project Executive and Challenge Director.</p> <p>Position at September The draft report produced by Peopletoo has been presented to Leadership Team where a decision was made for further work to be carried out to map the customer journey, identify efficiencies that could be achieved in house and then consider and assess the longer term options (keep in house, partly outsource, fully outsource). Next steps will include undertaking a business process reengineering exercise with an “as is” process map and a “to be” process map. This will also map the customer journey from the start of an interaction to its completion looking at efficiencies, channels, skills and knowledge.</p> <p>Position at December the Project Board has produced a brief for a specialist to undertake the process mapping and procurement is in progress for this work.</p> <p>Position at March Consultants have carried out process mapping and resident consultation. They have produced a Process Review Report which will be presented to Leadership Team during April/May 2016</p>

Locality Commissioning

Actions	Due Date	On Target?	Progress Update
Work with partners to expand the role and influence of locality commissioning arrangements including the new Prevention Fund (Councillor Pullen)	31-Mar-16	✓	<p>Position at June Partners have completed the first round of locality commissioning and most of the Agreements have been signed with the successful organisations (pending receipt of income from the Clinical Commissioning Group). A Prospectus has been issued for the second round of locality commissioning, this time inviting applications against six Lots which includes reducing social isolation, support for victims of anti social behaviour and bereavement support to a value of £126,400. A small amount of LDC funding is included for allocation (£5,920). The County Council has indicated its intention to develop a Memorandum of Understanding with the District and Borough Councils, Staffordshire Police and Clinical Commissioning Groups in order to clarify the commissioning being undertaken and provide an audit trail of funds that are passported across different partnerships for different requirements and objectives. In responding to SCC, the District Council has noted that additional resources would be required to deliver ‘robust procurement and contracting’ rather than the ‘grant funding’ approach we have adopted to date</p>

Actions	Due Date	On Target?	Progress Update
			<p>Position at September All expected funding from partners has been received by LDC. The Prevention Fund (referred to in the Action) is unlikely to be commissioned at a local level and will continue to be managed by the County Council; it is anticipated this Fund will focus on domestic abuse, Home Improvement Agency and offenders. The second round of locality commissioning received a total of 26 applications across 6 lots with a total value of £589,979. Successful applicants have been notified and agreement is being sought on the outcomes to be delivered. It is anticipated that final approval of the outcomes to be delivered and the content of the Service Level Agreements will be given by the Locality Commissioning Board in late October.</p> <p>Position at December The Locality Commissioning Board approved the final outcomes and content of the Service Level Agreements for the second round of commissioning. A total of 8 applicants were successful across the 6 lots for total funding of £134k.</p> <p>Position at March There is a total of £400k available to be invested in local community and voluntary organisations in 2016/17. The Locality Commissioning Board has agreed to enter into SLA's with 8 round 1 organisations for a second year with a total value of £296k. Subject to satisfactory performance, the Agreements with the round 2 organisations will be extended till March 2017.</p>
<p>Performance manage new contracts (let in April 2015) (Councillor Pullen)</p>	<p>31-Mar-16</p>	<p>✓</p>	<p>Position at June An on line performance management tool called Upshot (already used by South Staffordshire DC) has been purchased to support the performance management of the Agreements and also to give successful applicants an opportunity to generate bespoke reports and evidence for future funding applications; the majority of the funders and successful organisations have been trained in how to use it.</p> <p>Position at September Upshot has been made available to 15 organisations who were funded through Locality Commissioning in the spring. 8 organisations have made good use of the system so far in recording the activity they have delivered April – September. The quality of mid-year review reports supplied to lot leads has varied from provider to provider, depending on how well they have used Upshot; some additional training is required to enable users to utilise the system to its fullest potential. 3 organisations urgently need to upload their data and make use of the system as they have not done so already. A further four 4 organisations have declined to use Upshot and their licences will be reallocated for use by new providers offered funding in the more recent summer commissioning.</p> <p>Position at December Mid year review meetings have taken place with all of the round 1 provider organisations. The Locality Commissioning Board considered the performance reports from each of the Lot Leads and reviewed their use of Upshot. The issues around use of Upshot have now been resolved. The Board made recommendations about future funding for quarter 4, 2015/16 based on performance to date. Providers were advised accordingly.</p>

Actions	Due Date	On Target?	Progress Update
			Position at March Round 1 organisations have agreed SLA's with the LCB for year 2 which incorporate revised performance measures and outcomes. The LCB will consider the outcomes from the round 1 year 1 investment in community and voluntary organisations at its May meeting.
Account to Members for LDC investment in community and voluntary sector; report to O&S Committee in January 2016 (Councillor Pullen)	31-Jan-16	✓	<p>Position at June A report is scheduled to be considered by CHH O&S in January 2016 to report back on performance and outcomes against the funding allocated to community and voluntary sector organisations in April 2015.</p> <p>In the meantime, some concerns have been raised by some Members that there is insufficient involvement of local Councillors in the process (a 'democratic deficit') and this issue is undergoing further scrutiny within the Council.</p> <p>Position at September A Member Task Group met in September 2015 to consider options for investing the unallocated funding of £66k from Lichfield District Council. The Member Task Group considered the advantages and disadvantages of seven options and concluded to allocate the funding available between the organisations which had already been successful in the round 1 process for years 2 and 3.</p> <p>Position at December A briefing paper is being drafted for CHH O&S to advise on performance and outcomes achieved and funding agreed for 2016/17.</p> <p>Position at March A briefing paper was provided to the CHH O&S committee on 22nd March 2016. The briefing paper detailed the 3 organisations that received £5,920 of LDC funding through round 2 of commissioning. Also included were performance highlights of the 7 round 1 organisations that received LDC funding.</p>

Review and update safeguarding policy and procedures

Actions	Due Date	On Target?	Progress Update
Update policy and procedures to ensure they are robust and that issues of child sexual exploitation are taken into account (Councillor Pullen)	31-Mar-16	✓	<p>Position at June The countywide Safeguarding Policy and Procedures for Staffordshire Districts has been updated but is awaiting final sign off. Once this is agreed then the Policy will be taken to CHH Overview and Scrutiny in September and Cabinet in October. Following this the website, intranet and safeguarding leaflet will be updated. Environmental Health have reviewed its taxi licensing policies and conditions to ensure they take into account the risks of child sexual exploitation. A report has been prepared with recommendations to strengthen the level of protection in this area. These will be considered and determined by the Regulatory and Licensing Committee on the 6th July 2015.</p>

Actions	Due Date	On Target?	Progress Update
			<p>Position at September The final draft of the shared Staffordshire wide policy was not agreed until mid-September, this has then required tailoring to meet the council's needs. A briefing paper summarising safeguarding activity, giving an update on the key policy changes and next steps was considered by CHH O & S in September. The Safeguarding Policy and an Annual Report will be considered by Cabinet in December.</p> <p>Position at December The Safeguarding Children and Adults at Risk of Abuse and Neglect Policy was agreed by Cabinet on 1 December, along with the Annual Report. The revised policy includes a section which sets out roles and responsibilities, and types and indicators of abuse including Child Sexual Exploitation.</p> <p>In November 2015, Regulatory & Licensing Committee finalised a series of new CSE related taxi licensing measures. These were:</p> <ul style="list-style-type: none"> • Introduction of CSE safeguarding booklet for all taxi drivers • Addition of CSE questions to new driver test • Driver to have 'CSE report it' cards • All drivers (new & existing) to attend CSE training event • Second (larger) driver badge displayed on vehicle dash board <p>These measures come into place on the 1st-April- 2016. Officers have worked with colleagues across the County to ensure a consistent approach.</p> <p>Position at March 2016 The Safeguarding Policy and Procedure was presented at the Managers' Briefing in January, and the addition of sexual exploitation highlighted. All staff and members received a copy of the updated leaflet in January.</p>
Implement recommendations from internal audit report (Councillor Pullen)	31-Mar-16	✓	<p>Position at June The majority of the recommendations from the internal audit report have been implemented or are in the process of being implemented. A follow up Elected Member and staff survey is also planned following the agreement of the revised policy. This will enable us to gauge progress with awareness raising.</p> <p>The key outstanding area relates to the use of contractors and the requirement to ensure that they comply with the Council's Safeguarding Policy. It was agreed that a quality assurance framework needs to be put in place to give assurance that relevant contracts include safeguarding requirements and are being monitored. This will be looked at the next Departmental Safeguarding Leads Meeting in August.</p> <p>Position at September In the course of updating the Safeguarding Policy and Procedure issues identified in the Internal audit have been addressed and included in the policy and procedure, including Safer</p>

Actions	Due Date	On Target?	Progress Update
			<p>Recruitment and the Use of Contractors. Wording has also been drafted for Safeguarding requirements for inclusion in the Procurement Policy and to be monitored through the contracts register.</p> <p>Position at December The follow up audit has identified that most recommendations have been fully or partially implemented. Two recommendations relating to DBS checks had not been implemented but steps have now been taken to resolve this.</p> <p>Position at March Further work is taking place to address the outstanding issues in relation to DBS checks</p>
<p>Review governance arrangements on safeguarding (Councillor Pullen)</p>	<p>31-Mar-16</p>	<p>✓</p>	<p>Position at June Elected member training in September and the adoption of the revised Safeguarding Policy by Cabinet in October will provide an opportunity to reinforce Member roles and responsibilities. The Departmental Safeguarding Group is meeting quarterly and is proving effective in securing cross council contributions to Safeguarding. The development of the Safeguarding Annual Report will also support effective governance arrangements. The 14/15 Annual Report will be produced for September. This was scheduled for June but has been delayed by as a result of the Old Mining College not being transferred on 1 April 2015 as planned and the ongoing additional work to support the proposed transfer.</p> <p>Position at September The Annual Report was produced by September and a briefing paper produced for Members. The revised Policy and Procedures will include the governance arrangements.</p> <p>Position at December The Directorate Safeguarding Leads met in November 2015 to review the draft policy, Annual Report and training framework. The Safeguarding Children and Adults at Risk of Abuse and Neglect Policy was agreed by Cabinet on 1 December, along with the Annual Report. The revised policy includes a section which sets out roles and responsibilities.</p> <p>Position at March The Safeguarding Policy and Procedure was presented at the Managers' briefing in January and all staff and members received a copy of the updated leaflet in January. The Directorate Safeguarding Leads met in February to review the final training framework which has now being implemented.</p>
<p>Offer training to all elected Members by October (Councillor Pullen)</p>	<p>31-Mar-16</p>	<p>✓</p>	<p>Position at June A training session for elected members has been set up for 16 September. This will cover Safeguarding and Child Sexual Exploitation. All Members have also been invited to a Child Sexual Exploitation drama production Chelsea's Choice on 14 October.</p> <p>Position at September 15 Members attended the accredited Safeguarding training in September.</p> <p>Position at December 101 people attended Chelsea's choice sessions in October 2015, these included staff, partners and 15 LDC councillors. The revised Safeguarding Policy and leaflet will be distributed to</p>

Actions	Due Date	On Target?	Progress Update
			<p>all members in January 2016 and they will be required to sign that they have received and read this. A further training session will be offered in February 2016.</p> <p>Position at March A further training session has been set up for the end of April. Agreement has been reached that any member who has received Staffordshire Safeguarding Board Training in the last 3 years (e.g. as a school governor) can have this training recognised.</p>
Provide training to all staff who come into contact with children and vulnerable adults (Councillor Pullen)	31-Mar-16	✓	<p>Position at June All staff have been offered training either by learning or face to face but are now in need of refresher training which is available via e learning. A training needs pro forma has been agreed by the District Safeguarding Sub Group and shared with the Departmental Safeguarding Leads group. This is being used to identify the exact level of training required by each member of staff. Face to face training options are also being explored.</p> <p>Position at September CSE awareness raising sessions have also been delivered to staff from the Connects Team (15 attended). The training needs pro forma is being used to identify training needs for every role within the council. The management team meeting of Leisure and Parks was attended in September in order to agree training options for their front line staff.</p> <p>Position at December A training framework that identifies the training needs of each post in the council against 5 levels of training need has been developed. A summary of the framework is included in an Appendix to the revised Safeguarding procedures. In January 2016 the training required will be checked against training completed to identify gaps and a delivery plan formulated.</p> <p>Position at March 61 staff received SSCB level one training and 4 volunteer drivers for community transport were trained</p>

Improve cost effectiveness of Community Transport Service

Actions	Due Date	On Target?	Progress Update
Implement action plan in order to reduce % of Council subsidy in the service (Councillor Pullen)	31-Mar-16	✓	<p>Position at June There are currently 61 organisations who are members of the Community Transport Scheme, with 12 new memberships in this financial year (6 groups who had never previously used the service). Recruiting volunteer drivers remains a challenge for the service. There are currently 9 volunteers who are regularly available for driving, with on average 60 trips a month.</p>

Actions	Due Date	On Target?	Progress Update
			<p>Position at September A survey is underway with both existing and potential members of the scheme to establish awareness of the service, potential for greater use and to gain feedback about the service. This will give a clearer picture of demand and how the service can be improved.</p> <p>Two briefing sessions have taken place with the new Cabinet Member for Community. It has been agreed to take an options paper to Community, Housing and Health Overview and Scrutiny Committee in March 2016.</p> <p>Position at December The options appraisal will be carried as part of a Fit for the Future review of Community Transport that will look at options to develop the service, deliver the service differently and the impact of ending the service. This recognises that in the medium to long term, the current service is not sustainable owing to the ageing minibus fleet</p> <p>Position at March A Fit for the Future Service Review is underway; the Project Initiation Document was considered by CHH O&S in January. A detailed analysis of members and users has given a greater understanding of the service impact. A gap analysis has also identified options for service improvement. A range of options are now being explored to meet the community transport needs of regular users.</p>

Continue to review the impact of Supporting People Cuts

Actions	Due Date	On Target?	Progress Update
<p>Complete and implement review of temporary accommodation with Bromford; report to O&S Committee in June and Cabinet in July (Councillor Creatorex)</p>	<p>O&S 30-Jun-15 Cabinet 31-Jul-15</p>	<p>✓</p>	<p>Position at September Review completed and considered by CHH O&S in June and approved by Cabinet in July. Consequent amendments to the legal agreement are being finalised with Bromford and are planned to be completed by November 2015</p> <p>Meetings with main providers of supported accommodation have been held to try and understand the potential impact of Supporting People funding ending in March 2016 and the impact is being monitored.</p> <p>Position at March The council have worked with Midland Heart to find alternative accommodation for the young people that were housed at Lichfield Foyer which closed on 24.3.16. Out of the 17 young people originally housed there, only 5 remain to be permanently accommodated. Arrangements for these 5 have been made for temporary accommodation (TA) whilst we continue to work with them to find them permanent accommodation; this may take a while as the supply of one bedroom accommodation is very limited. .</p>

Actions	Due Date	On Target?	Progress Update
			It is fortunate that we have been able to access the necessary number of units of accommodation in the TA as these are in short supply, and we will be monitoring the impact of this as it may have an impact for other households who approach us as homeless.

Support the implementation of the Better Care Fund

Actions	Due Date	On Target?	Progress Update
Consider options for future delivery of DFGs in partnership with the County Council and Districts and Boroughs (Councillor Greatorex)	31-Mar-16	✓	<p>Position at September A Major Adaptations Toolkit has been developed by the County Council and the 8 District Councils, which aims to detail a best practice approach that can be adopted across all Districts to achieve consistency and fairness. The Toolkit is planned to be finalised by December 2015. The Countywide Home Improvement Agency Steering Group has identified a number of other initiatives to improve the delivery of major adaptations e.g. reviewing purchasing arrangements for stairlifts including the potential to lease and fast track installations which will be included in future revisions of the Toolkit.</p> <p>Position at March Representatives from the 8 districts, County and SSOTP are currently reviewing how the delivery process can be streamlined to improve processes and the delivery times together with an improved customer experience</p>
Review capital expenditure on DFGs within the context of the Better Care Fund (BCF) (Councillor Greatorex)	31-Mar-16	✓	<p>Position at September The new arrangement with Revival HIA continues to present several challenges to service delivery, in particular completion of DFGs with only 15% of the budget being spent at the end of September which will mean that an element of this year's budget will need to be transferred to later financial years. A further 37% of the budget is committed to grants that have already been approved and there continues to be very high demand for DFGs in the district with 109 cases currently pending where works have been determined as necessary for adaptations to be completed.</p> <p>Position at March Actual spend £389,855. Committed expenditure on jobs approved but not completed this financial year £579,046. The BCF for 2016/17 includes increased funding for DFG's which for Lichfield is £761,300 and we are working with the County Council on a passporting agreement for the funding including any conditions of its expenditure</p>

Deliver the Anti Social Behaviour and Policing Act

Actions	Due Date	On Target?	Progress Update
Develop relevant policies and procedures to support implementation of the Act (Councillor Pullen)	31-Mar-16	=	<p>Position at September We have a draft Policy and Procedures document and we are in the process of consulting with Environmental Health and the Police.</p> <p>Position at March We have a draft Policy and Procedures document and are continuing to consult with partners.</p>
Review local impact of the Act and the newly adopted powers (Councillor Pullen)	31-Mar-16	✓	<p>Position at September So far we have only had involvement in one Community Trigger which we are currently in the process of investigating with the Police and Bromford. We do not believe that it meets the criteria for the Community Trigger Process because at every stage of the complaint at least one of the organisations involved acted upon the information given and acted appropriately.</p> <p>Position at March The new powers have not had a major impact but the Police have issued 2 Community Protection Warning Letters to individuals for ASB and we are considering issuing a Community Protection Notice to an individual for repairing vehicles on the road.</p>

Prepare a new Corporate Plan 2016 - 20

Actions	Due Date	On Target?	Progress Update
Develop evidence base (Councillor Pullen)	31-Apr-15	✓	The final evidence base – A Focus on Lichfield – was published in October. This provides a comprehensive picture of what it is like growing up, growing older, working in and living in Lichfield District. The evidence is being used during Focus Groups with Members, officers and residents and to test out the emerging priorities for the Council around People, Place and Business. Managers have been briefed and Cabinet is considering the how the evidence, manifesto pledges and resource availability are to be brought together.
Facilitate engagement in the process by members, staff and partners during summer / autumn (Councillor Pullen)	30-Nov-15	✓	<p>Dates have been identified to hold a range of Focus Groups with Members, officers and the community; the Local Government Association is leading the facilitation of these events. Officers have also met with a group of young people to discuss their priorities for the future of the District.</p> <p>An article has been produced for the autumn edition of Intouch to engage with the wider community.</p>

Classification: UNCLASSIFIED

Actions	Due Date	On Target?	Progress Update
Final Draft Plan available (Councillor Pullen)	31-Dec-15	✓	Progress is being made in accordance with the Project Plan. A report was considered by Strategic O&S in June regarding the approach to producing the Strategic Plan and comments referred to Cabinet in July. A further progress report will be considered by Strategic O&S in November.
Plan approved by Council (Councillor Pullen)	29-Feb-16	✓	The final Plan was approved by Council in February and has been published on the Council's website and intranet. An internal communications plan is being implemented to ensure that staff are aware of the Plan and how they will contribute towards its achievement. A performance management framework for the Plan has been drafted focusing on the outcomes by 2020

Embed Lagan CRM and seek opportunities to channel shift

Actions	Due Date	On Target?	Progress Update
CRM to be adopted by commercial team for reactive complaints by Spring (Councillor Pullen)	01-Jul-15	✓	Position at September This action was completed Spring 2015, Commercial Team are now using Lagan CRM for their processes, however there is still a piece of work to be carried out to include food inspections. Position at March EH commercial team are looking at other opportunities within the partnership before continuing with this piece of work.
Explore other opportunities to expand use of the CRM including housing options (phase 2 reporting), safeguarding and community transport (Councillor Pullen)	31-Mar-16	=	Position at September The Housing Team are reviewing this piece of work and in the process of identifying a resource to carry out process mapping and providing expertise when configuring Lagan CRM. Position at March This is still being reviewed within service areas
Explore the development of a single customer portal; proof of concept completed by spring (Councillor Pullen)	01-Jul-15	=	Position at September Underway with Staffordshire partners, scoping meeting is set up for November 2015 when partners will decide which of the partners will be taking up the option so that work can start. Position at March this has been difficult to progress due to partners being at different stages of digitalization. This piece of work will continue to be progressed during 2016.

Classification: UNCLASSIFIED

Improve resilience of LDC to emergency situations																									
Actions	Due Date	On Target?	Progress Update																						
Develop Rest Centre Plan (Councillor Greatorex)	31-Dec-15 31- Aug -16	=	<p>Position at September The plan is currently being developed and should be completed by the end of the financial year.</p> <p>Position at March Due to unforeseen work priorities the Plan currently being developed has not been completed; a renegotiated target date has been set for Summer 2016. This plan is the priority project for responsible officer moving into 2016/17</p>																						
Develop Transportation Plan (Councillor Greatorex)	31-Dec-15	✓	<p>Position at September A draft plan has been prepared and will be published shortly once agreed by Leadership Team.</p> <p>Position at March The plan has been completed and issued.</p>																						
Deliver training to 50 employees (Councillor Greatorex)	31-Mar-16	✓	<p>Position at September Between April to October 2015, training has been delivered in the following areas:</p> <ul style="list-style-type: none"> • Loggist • Map Reading • Satellite Telephone • Rest Centre • Incident Management Centre initial training • Incident Management Centre follow-on training <p>Position at March This has been delivered with 64 individual training places having been taken up. The type of training events and the numbers of participants are detailed below.</p> <table border="1"> <thead> <tr> <th>Training Event</th> <th>Number of attendees</th> </tr> </thead> <tbody> <tr> <td>Loggist</td> <td>4</td> </tr> <tr> <td>Loggist Refresher</td> <td>2</td> </tr> <tr> <td>Forward Control Officer</td> <td>5</td> </tr> <tr> <td>Map Reading</td> <td>6</td> </tr> <tr> <td>Satellite Telephone</td> <td>16</td> </tr> <tr> <td>Rest Centre</td> <td>6</td> </tr> <tr> <td>Rest Centre Manager</td> <td>5</td> </tr> <tr> <td>Incident Management Centre initial training</td> <td>4</td> </tr> <tr> <td>Incident Management Centre follow-on training</td> <td>16</td> </tr> <tr> <td>Total</td> <td>64</td> </tr> </tbody> </table>	Training Event	Number of attendees	Loggist	4	Loggist Refresher	2	Forward Control Officer	5	Map Reading	6	Satellite Telephone	16	Rest Centre	6	Rest Centre Manager	5	Incident Management Centre initial training	4	Incident Management Centre follow-on training	16	Total	64
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Actions	Due Date	On Target?	Progress Update
Carry out exercises to test emergency response plans (Councillor Greatorex)	31-Mar-16	✓	<p>Council staff have been involved in a number of exercises this year so far. These were:</p> <ul style="list-style-type: none"> • Exercise MERCURY (21 May 15): A Pan Staffordshire resilient communications exercise involving 2 members of staff. • Exercise CALAMITY (27 May 15): An internal Tactical Management Team 1-2-1 coaching exercise involving 1 member of staff. • Exercise CALLISTO (09 Jun 15): A live play Rest Centre exercise involving 14 members of staff, also working with external partners. • Exercise RAVEN (Tactical) (17 Jun 15): A multi-agency Tactical Coordinating Group exercise based at Police HQ involving 2 members of staff. • Exercise CALAMITY (23 Jun 15): An internal Tactical Management Team 1-2-1 coaching exercise involving 2 members of staff. • Exercise IVOR (Strategic) (15 Jul 15): A Strategic Management Team 1-2-1 coaching exercise involving 1 member of staff. • Exercise FOWL PLAY (15 Sep 15): A Strategic Management Team 1-2-1 coaching exercise involving 2 members of staff. • Exercise NONEX (16 Sep 15): A no notice table top exercise (with an element of live deployment) testing the councils ability to respond to a given scenario within Council Boundary involving 16 members of staff, also working with external partners. • Exercise MERCURY (01 Oct 15): A Pan Staffordshire resilient communications exercise located at Police Headquarters, our Incident Management Centre and a Forward Control Point involving 6 members of staff. • Exercise CALAMITY (20 Oct 15): An internal Tactical Management Team 1-2-1 coaching exercise involving 2 members of staff. • Exercise RAVEN (Tactical) (20 Oct 15): A multi-agency Tactical Coordinating Group exercise based at Police HQ involving 1 member of staff. <p>All exercises necessitated the use of internal and multi-agency plans and guides. Further exercises are still to be delivered this financial year.</p>

Actions	Due Date	On Target?	Progress Update																				
			<p>Position at March This has been delivered with 57 individual training places have been taken up from 01 April 2015 to 31 March 2016. These exercise events and the numbers of attendees are detailed below:</p> <table border="1" data-bbox="943 357 1892 778"> <thead> <tr> <th data-bbox="943 357 1480 395">Name of Exercise</th> <th data-bbox="1485 357 1892 395">Number of attendees</th> </tr> </thead> <tbody> <tr> <td data-bbox="943 399 1480 437">Director on Call Strategic Exercise IVOR</td> <td data-bbox="1485 399 1892 437">1</td> </tr> <tr> <td data-bbox="943 440 1480 475">Director on Call Strategic Exercise BIG BIRD</td> <td data-bbox="1485 440 1892 475">1</td> </tr> <tr> <td data-bbox="943 478 1480 549">Director on Call Strategic Exercise FOWL PLAY</td> <td data-bbox="1485 478 1892 549">3</td> </tr> <tr> <td data-bbox="943 552 1480 587">Tactical Level Exercise CALAMITY</td> <td data-bbox="1485 552 1892 587">10</td> </tr> <tr> <td data-bbox="943 590 1480 625">Exercise Mercury</td> <td data-bbox="1485 590 1892 625">8</td> </tr> <tr> <td data-bbox="943 628 1480 663">Exercise CALLISTO</td> <td data-bbox="1485 628 1892 663">14</td> </tr> <tr> <td data-bbox="943 667 1480 702">Tactical Level Exercise RAVEN</td> <td data-bbox="1485 667 1892 702">4</td> </tr> <tr> <td data-bbox="943 705 1480 740">Exercise NONEX</td> <td data-bbox="1485 705 1892 740">16</td> </tr> <tr> <td data-bbox="943 743 1480 778">Total</td> <td data-bbox="1485 743 1892 778">57</td> </tr> </tbody> </table>	Name of Exercise	Number of attendees	Director on Call Strategic Exercise IVOR	1	Director on Call Strategic Exercise BIG BIRD	1	Director on Call Strategic Exercise FOWL PLAY	3	Tactical Level Exercise CALAMITY	10	Exercise Mercury	8	Exercise CALLISTO	14	Tactical Level Exercise RAVEN	4	Exercise NONEX	16	Total	57
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Develop business continuity plans (phase 2) (Councillor Greatorex)	31-Mar-16	✓	<p>Position at September There are 13 plans in Phase 2. 1 plan has been completed and It is anticipated the remainder will all be completed by the end of November. Chasers have been forwarded to all plan owners encouraging them to complete their plans. The 2 Plans still outstanding from Phase 1 have been advised to complete their plans in line with Phase 2 schedules.</p> <p>Position at March There are 14 plans in Phase 2. 11 plans have been completed and 2 are nearing completion. Chasers have been forwarded to the remaining plan owner encouraging them to complete their plan as a matter of priority.</p>																				

Community, Housing and Health Directorate Performance and Activity Indicators 2015/16: end of year report

PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16
	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance
Revenue spend as a % of net revenue budget	N/A	N/A	N/A	N/A	94%	N/A	N/A	N/A	N/A	99%
a) No. of new cases of ASB reported to LDC community safety team	15	15	2	14	46	12	10	5	6	33
b) % of these new cases satisfied with service	Not Available for quarters	Not Available for quarters	Not Available for quarters	Not Available for quarters	90%	Not Available for quarters	Not Available for quarters	Not Available for quarters	Not Available for quarters	66%
a) Total number of customer visits in person for revenues and benefits service	3,476	3,316	3,153	3,564	13,509	3,360	3,154	2,701	2,885	12,100
b) Average waiting (minutes) to deal with face to face enquiries for the revenues and benefits service	11.67	14.5	11.17	13.33	12.67	12.00	14.67	9.00	7.83	10.88
Percentage of phone calls not answered by the Connects Team	6.64%	7.37%	5.62%	7.66%	6.82%	10.48%	10.60%	7.0%	8.6%	9.17%
No of food establishments inspected in the reporting period that met the required standards (% of all inspected in last reporting period)	67 94.55%	77 94.08%	101 93.83%	163 93.7%	408 94%	113 94.83%	98 94.94%	80 95.24	129 96.72%	420 95.43%
a) No of new food premises start up during the period	26	23	28	32	109	20	17	15	28	80
b) % of these start ups which have been provided with regulatory advice and which achieve 4* or above	88.7%	80.5%	63.3%	77.8%	78%	83%	55.3%	91.7%	69.4%	74.12%
Number of households contacting the council who will be homeless within the next 28 days	145	175	93	92	505	100	112	102	149	463
Number of households accepted as statutory homeless	11	14	17	12	54	14	21	19	15	69
Number of homelessness prevention cases likely to be successful for 6 months	35	59	33	23	150	34	31	29	38	132

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PI Code & Short Name	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16
	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance	Actual Performance
Number of families with children who are placed in bed and breakfast	2	1	2	0	5	2	1	2	1	6
a) Spend as % of capital budget for Disabled Facilities Grants	8.8%	27.5%	14.3%	18.4%	57%	3.8%	15.8%	21.5%	13.9%	49.4%
b) No. of grants made	7	6	5	19	37	3	13	21	12	49
Level/% of LDC subsidy in Community Transport Service	£9,077	£12,765	-£620	£2,241	£14,386	£7,048	£6,700	£4,375	£4,508	£22,631
	68.5%	49.5%	-4.7%	17.38%	27.86%	60.2%	45.6%	32.2%	35.8%	43%

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Community, Housing and Health

Setting Performance and Activity Indicators 2016/17: agreeing the targets

Performance Indicator (Descriptor)	2014/15	2015/16	2016/17	Comments
	Actual Performance	Actual Performance	Target	
Revenue spend as a % of net revenue budget	94%	99%	+/- 1% from budget	The net revenue budget for the Directorate is £2.2 million in 2016/17. The target is to be within 0.9% of this budget (+/- £20k)
Value (£) and % of LDC subsidy in the community transport service	£14,386 27.86%	£22,631 43%	£24,840 42%	The target is taken from the expenditure budget for 2016/17. In 2013, the Council set an objective to reduce the level of LDC subsidy in this service but this is proving difficult to achieve. The service is currently subject to a F4F Review
a) Incidence of serious violent crime with injury – non domestic b) Incidence of less serious violent crime with injury – non domestic c) Incidence of serious violent crime with injury – domestic d) Incidence of less serious violent crime with injury – domestic	a) 586 b) 5130 c) 141 d) 2767	a) 658 b) 5997 c) 172 d) 3158	The police do not set targets for crime; they are expecting an increase in serious and less serious violent crime	PI added at Member request (Councillor Mrs Baker, O&S Committee, March 2016) Note that these PIs exclude <i>other violence against the person – domestic / non domestic</i> Less serious violence includes spitting, slapping, punching etc; more serious violence includes serious injuries needing medical intervention The increase in violence is a national trend owing to changes in recording procedures
a) Incidence of ASB b) No. of new cases of ASB reported to LDC community safety team c) % of these new cases satisfied with the service d) No. of new cases of ASB reported to ASB Champion (employed by Victim Support)	a) 2019 b) 46 c) 90% d) Not available	a) 2397 b) 33 c) 66% d) 17	No targets; the PIs will record activity	d) Of the 17 new clients referred during the year, 2 transferred elsewhere, 5 declined the offer of support and 10 cases are active
a) Number of in person customers for revenues and benefits service b) Average waiting (minutes) to deal with face to face enquiries for the revenues and benefits service	a) 13,509 b) 12.67	a) 12,100 b) 10.88	a) 10,900 b) 8.15	Based on 9% reduction over a 2 year period

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Performance Indicator (Descriptor)	2014/15	2015/16	2016/17	Comments
	Actual Performance	Actual Performance	Target	
Percentage of phone calls not answered by the Connects team	6.82%	9.17%	7.80%	At peak times, callers are required to wait before our customer service advisers can respond. Some callers abandon their call during this period.
Number of downloads of the mobile app	N/A	612	3000	This is a partnership initiative but the target is for downloads in the Lichfield District area.
No of food establishments inspected in the half year that met the required standards (% of all inspected in last quarter)	408 94%	420 91.3%	No target 95%	
a) No of new food premises start up during the period b) % of these start ups which have been provided regulatory advice and which achieve 4* or above	a) 109 b) 78%	a) 80 b) 74.12%	a) No target b) 80%	
a) No. of food premises inspected in the quarter where there has been an improvement in the National Food Hygiene Rating Score (NFHRS) b) No. of food premises inspected in the quarter where there has been a decline in the NFHRS	No data	a) 39 b) 21	No target	This is a new performance measure requested by CHH O&S Committee. Data is included for 15/16 as we had already started recording this information.
Number of households contacting the Council who will be homeless within the next 28 days	505	463	500	This is an estimate of the number of households who will contact the Council
Number of households accepted as statutory homeless	54	69	70	There has been a rise in the number of families accepted as homeless; this will be monitored carefully given welfare reform changes to be introduced
Number of homelessness prevention cases likely to be successful for 6 months	150	132	200	The figure for 2015/16 includes 114 preventions by SESCAB which means that the preventions by housing options staff has reduced significantly

Classification: UNCLASSIFIED

Performance Indicator (Descriptor)	2014/15	2015/16	2016/17	Comments
	Actual Performance	Actual Performance	Target	
Number of families with children who are placed in bed and breakfast	5	6	2	
a) Spend as % of capital budget of Disabled Facilities Grants b) No. of grants made	a) 57% b) 37	a) 49.4% b) 49	a) 90% b) 80	24 approved grants have been carried over from 2015/16 into 2016/17 for work and payments to be completed
Average waiting time from enquiry to completion of DFG (weeks)	40	41	25	Higher than expected referrals for DFG (target 100, actual 179) and continued staffing issues throughout the year has led to delays
Units of affordable housing delivered	34	50	32	Note that this figure excludes the delivery of Home Buy properties.

Lichfield District Community Safety Partnership

PREVENT Delivery Plan 2016-18

Report of the Cabinet Member for Community

Date: 8th June 2016

Agenda Item: 10

Contact Officer: Jenni Coleman

Tel Number: 01543 308005

Email: jenni.coleman@lichfielddc.gov.uk

Key Decision? NO

Local Ward Members Relevant to all Wards



Community, Housing
& Health Overview &
Scrutiny Committee

1. Executive Summary

- 1.1 The Counter Terrorism and Security Act 2015 came into force last year and placed a general duty on local authorities to have due regard to the need to prevent people from being drawn into terrorism. Recognising this cannot be achieved by the District Council alone, the Prevent Delivery Plan has been produced in conjunction with our partners who comprise the Lichfield District Safer Community Partnership.
- 1.2 It is acknowledged that the Partnership including the District Council needs to take a proportionate approach to Prevent and also not generate or exacerbate unnecessary fears or divisions within the local community. Equally, we need to be mindful that the city has previously been a target for terrorist activity (IRA in 1990) and that several organisations are based within the District which could be attractive to a potential attacker in future. By undertaking a range of simple measures, we can help to ensure that we are vigilant and can detect unusual activity whilst also be reassuring about the level of risk.

2. Recommendations

- 2.1 Members are requested to consider and comment on the draft Prevent Delivery Plan attached at **APPENDIX 1**

3. Background

- 3.1 The current threat to the UK from international terrorism is set at severe, the second highest level, in response to the conflicts in Iraq and Syria, which means that a terrorist attack within the UK is highly likely. The situation is unpredictable with potentially more frequent, less sophisticated terrorist attacks therefore preventing people from being drawn into terrorism is considered to have never been more important.
- 3.2 In 2003 shortly after the 9/11 attacks on the World Trade Centre in New York, the Government produced its first Counter Terrorism Strategy (CONTEST). The Strategy was revised in July 2011 to reflect the changing terrorist threat and to incorporate new policies on counter-terrorism. It is built around four work streams, each comprising a number of key objectives:

- **Pursue:** to stop terrorist attacks (detecting and investigating threats at an early stage, disrupting terrorist activity before it can endanger the public and, wherever possible, prosecuting those responsible).
- **Prevent:** to stop people becoming terrorist or supporting terrorism (addressing radicalisation to all forms of terrorism).
- **Protect:** to strengthen protection against a terrorist act (e.g. strengthening border security, reducing the vulnerability of the transport network, increasing the resilience of the UK's infrastructure, and improving protective security for crowded places).
- **Prepare:** to mitigate the impact of a terrorist attack (this includes work to bring a terrorist attack to an end and to increase our resilience so we can recover from its aftermath).

3.3 Prevent is a key part of CONTEST aimed at stopping people becoming terrorists or supporting terrorism. Whilst the percentage of people willing to support violent extremism in the UK is small, evidence identifies that terrorist and violent extremist organisations exploit vulnerabilities to spread their beliefs and gain support. Prevent aims to ensure that vulnerable children and adults who are at risk of radicalisation receive protection and support.

3.4 In July 2015 the Counter-Terrorism & Security Act introduced a number of new measures to support counter-terrorism work and the delivery of the CONTEST and Prevent strategies. The new measures include:

- A general duty on local authorities to have 'due regard to the need to prevent people from being drawn into terrorism'. This means that the authorities should place an appropriate amount of weight on the need to prevent people being drawn into terrorism when they consider all the other factors relevant to how they carry out their usual functions.
- Counter-radicalisation measures that require local authorities, police, prisons, schools, colleges and probation providers to help prevent people being radicalised.
- Putting 'Channel' on a statutory basis. Channel is a multi-agency safeguarding programme which operates throughout England and Wales. It provides tailored support to people who have been identified as at risk of being drawn into terrorism.

3.5 The Act provides a statutory framework for a joint local panel to assess the extent to which identified individuals are vulnerable to being drawn into terrorism and to put in place a support plan. These panels are generally referred to as Channel Panels. They were piloted nationally in 2007 and rolled out across the country to priority areas in 2012 (including Stoke on Trent). The requirement to have such a Panel came into place in April 2015 effectively placing Channel on a statutory footing.

3.6 The Channel process is essentially a safeguarding programme aimed at supporting individuals identified as vulnerable to being drawn into violent extremism or terrorist related activity. Protecting people from becoming radicalised and drawn into terrorism is a form of safeguarding and many of the factors that increase the risk of radicalisation are the same as for other safeguarding issues such as child sexual exploitation and neglect.

- 3.7 In the case of two tier authorities, it is the responsibility of the County Council to chair the Channel Panel and to take responsibility for its operation. In response to this Staffordshire has developed a Channel Panel to which the Community Safety Manager has been appointed as a co-opted member and will attend meetings if a resident of Lichfield District is being discussed.
- 3.8 There is a multi-agency Staffordshire Prevent Board which acts as the strategic body that oversees the establishment and delivery of the County Prevent Delivery Plan, it has representatives of all eight district and borough council and sets out how Prevent will be delivered locally. The County Council has co-ordinated the development of a Staffordshire Prevent Delivery Plan which identifies a number of actions to be undertaken by partners covering a broad range of activity including community engagement and staff training.
- 3.9 The Community Safety Partnership has developed a local Prevent Delivery Plan using the countywide Plan as a guide. Within the Lichfield District Prevent Delivery Plan an Action Plan has been developed to ensure the District Council and partners meet the requirements of the new duty under the Counter Terrorism Act. The Action Plan supports the three Prevent objectives which are targeted to:
- **Individuals** – preventing people from being drawn into terrorism and ensuring that they are given appropriate advice and support by linking into the Channel process.
 - **Ideology** – responding to the ideological challenge of terrorism and the threat faced from those who promote it by monitoring community cohesion through the Partnership’s Joint Operations Group and weekly Hub meetings.
 - **Institutions** – working with a wide range of sectors and institutions where there are risks of radicalisation by awareness raising as part of ‘Let’s Work Together’.
- 3.10 The production of the Prevent Delivery Plan is an action contained within the Lichfield District Community Safety Delivery Plan. The Working and Performance Group will receive regular progress reports which will be fed up to the District Board. The District Board has overall responsibility for performance management for the Safer Community Partnership.

Alternative Options	There are no alternative options to undertaking our statutory duty under the Act. However, Members are invited to consider whether the Delivery Plan attached is proportionate to the level of risk anticipated within the District and whether there any amendments should be made to the content of the Prevent Action Plan at APPENDIX C in the attachment
Consultation	The draft Delivery Plan was considered and endorsed by the multi-agency Community Safety Working and Performance Group on 25 th May 2016. The Plan will also be considered by the District Board on 21 st June 2016.
Financial Implications	There are no financial implications arising directly from this report. To assist with the implementation of this new duty, in 2015/16 the Home Office allocated up to £10k to all local authorities across England and Wales. Locally this funding was used provide training for teachers and partners on British Values and a contribution made towards training resources to be used across the county including an eLearning package.
Contribution to the Delivery of the	The Corporate Annual Action Plan 2016/17 (approved by Council in February 2016) states that the District Council will develop and implement a Strategy for Prevent by March 2017; this is also a Directorate Top Ten priority.

Strategic Plan	The Delivery Plan contributes to each of the District Council’s Strategic Plan 2016 - 20 priority themes but directly to ‘Healthy and Safe Communities’. We are committed to working with a range of partners to deliver a co-ordinated approach to Prevent, safeguarding, child sexual exploitation and other linked issues.
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Equality, Diversity and Human Rights Implications	The equality, diversity and human rights implications of the Plan will be considered in more detail when an equality impact assessment is undertaken in the coming weeks.
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Crime & Safety Issues	It is anticipated that the Prevent Delivery Plan will have a positive impact on our duty to have due regard to the need to prevent people from being drawn into terrorism (The Counter Terrorism & Security Act 2015)
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	Risk Description	How We Manage It	Severity of Risk (RYG)
A	Taking a disproportionate approach to Prevent which either heightens anxiety unnecessarily or encourages complacency (‘it can’t happen here’)	The Staffordshire Counter Terrorism Local Profile to help prioritise local threats and vulnerabilities	G
B			
C			
D			
E			



Lichfield District Community Safety Partnership

Prevent Delivery Plan 2016 – 2018



Introduction

Welcome to this our first Prevent Delivery Plan, produced by the Lichfield District Safer Community Partnership, in response to the Counter Terrorism & Security Act 2015.

Everyone has a right to live in a safe and tolerant neighbourhood where they can feel they belong. This country, like many others, faces a challenge from terrorism and violent extremism. A very small minority seek to harm innocent people in the name of ideologies which can cause division, hatred and violence. The Police and other agencies are working together to put in place the tough security measures needed to keep people safe but this work alone is not enough; as with many other challenges we face today, the community's role is vital.

The challenge varies significantly from place to place; Lichfield District has a reputation of being a good place to live, a relatively affluent area, with low levels of crime. But we cannot be complacent, indeed, we are not immune to terrorist attack as evidenced when a soldier was shot and killed by the IRA at Lichfield railway station in June 1990.

Community Cohesion is a priority for The Lichfield District Safer Community Partnership (LDSCP) and in recognition of the current national threat, prevention of terrorism is an issue that is closely monitored by the Safer Community Partnership.

The Council, together with the Police and other partners, will take a lead in supporting the objectives of local and national strategies to ensure Lichfield District remains a safe place to live, work and visit.

Councillor Doug Pullen

Cabinet Member for Community
Lichfield District Council, and
Chairman, LDSCP Working & Performance Group



Lichfield District Community Safety Partnership

Prevent Delivery Plan 2016 - 2018

Background

The current threat to the UK from international terrorism is set at severe, the second highest level, in response to the conflicts in Iraq and Syria, which means that a terrorist attack within the UK is highly likely. Additional information on UK threat levels is available at **Appendix A**. The situation is unpredictable with potentially more frequent, less sophisticated terrorist attacks occurring therefore preventing people from being drawn into terrorism has never been more important.

The Terrorism Act 2000 defines terrorism as:

'The use of threat of action designed to influence the government or an international governmental organisation or to intimidate the public, or a section of the public; made for the purposes of advancing a political, religious, racial or ideological cause; and it involves or causes:

- *Serious violence against a person;*
- *Serious damage to a property;*
- *A threat to a person's life;*
- *A serious risk to the health and safety of the public; or*
- *Serious interference with or disruption to an electronic system.'*

The different terrorist threats in the UK can be divided into three broad categories:

- **International terrorism.** This presents a threat on a scale not previously encountered with some terrorist networks, including Al Qaida (AQ) and the Islamic State of Iraq and the Levant (ISIL: also known as ISIS, IS or Da'eesh), seeking to carry out "high impact" terror attacks around the world causing mass civilian casualties.
- **Northern Ireland-related terrorism.** The nature of the terrorist threat in Northern Ireland has changed significantly over recent years with the Provisional IRA (PIRA) and the main loyalist groups ceasing their terrorist campaigns and engaging with the political process. However, dissident republican terrorist groups reject the political process and continue to carry out attacks, albeit not on the same scale as PIRA, with the intention of destabilising Northern Ireland.
- **Domestic extremism.** Not generally considered to pose a threat to national security but can pose a threat to public order. There are examples of solo acts of violence, for example, David Copeland, a neo-Nazi, carried out a series of bomb attacks in 1999 against gay and ethnic minority targets in London killing three people and injuring 129. In the past domestic extremism has included violent Scottish and Welsh nationalists, right- and left-wing extremists, animal rights extremists and other militant single-issue protesters.

The Counter Terrorism Strategy (CONTEST)

In 2003 shortly after the 9/11 attacks on the World Trade Centre in New York the Government produced its first Counter Terrorism Strategy (CONTEST). The Strategy was revised in July 2011 to reflect the changing terrorist threat and to incorporate new policies on counter-terrorism. CONTEST is built around four themes each comprising of a number of key objectives:

Pursue: to stop terrorist attacks (detecting and investigating threats at an early stage, disrupting terrorist activity before it can endanger the public and, wherever possible, prosecuting those responsible).

Prevent: to stop people becoming terrorist or supporting terrorism (addressing radicalisation to all forms of terrorism).

Protect: to strengthen protection against a terrorist act (e.g. strengthening border security, reducing the vulnerability of the transport network, increasing the resilience of the UK's infrastructure, and improving protective security for crowded places).

Prepare: to mitigate the impact of a terrorist attack (this includes work to bring a terrorist attack to an end and to increase our resilience so we can recover from its aftermath).

The Counter Terrorism & Security Act 2015

In July 2015 the Counter-Terrorism & Security Act introduced a number of new measures to support counter-terrorism work and the delivery of the CONTEST:

Specifically relating to Prevent the new measures include:

- A general duty on local authorities to have 'due regard to the need to prevent people from being drawn into terrorism'. This means that the authorities should place an appropriate amount of weight on the need to prevent people being drawn into terrorism when they consider all the other factors relevant to how they carry out their usual functions.
- Counter-radicalisation measures that require local authorities, police, prisons, schools, colleges and probation providers to help prevent people being radicalised by, for example, by awareness raising to promote tolerance and acceptance of different beliefs.
- Putting 'Channel' on a statutory basis. Channel is a multi-agency safeguarding process which operates throughout England and Wales. It provides tailored support to people who have been identified as at risk of being drawn into terrorism.

Other measures include:

- Greater powers to disrupt people heading abroad to fight including cancelling passports at the border for up to 30 days during which time the individual concerned will be investigated .
- Temporary exclusion orders to control the return to the UK of British citizens suspected of terrorist activity.
- Tighter aviation security requiring airlines to provide passenger data more quickly and effectively.
- Forcing firms to hand details to police identifying who was using a computer or mobile phone at a given time.
- Changes to Terrorism Prevention and Investigation Measures (TPIMs) to allow the authorities to force suspects to move to another part of the country and a power to require them to attend meetings as part of their ongoing management for example with Probation or Job Centre Plus staff.

Prevent

The new Prevent duty, brought in under the Counter Terrorism Act, is of particular relevance to local authorities and their partners as it is here they can have the most impact using their local knowledge and networks. This Delivery Plan supports the three Prevent objectives which are targeted to:

- **Individuals** - preventing people from being drawn into terrorism and ensuring that they are given appropriate advice and support;
- **Ideology** - responding to the ideological challenge of terrorism and the threat faced from those who promote it, and
- **Institutions** – working with a wide range of sectors and institutions (including social care, health, education, criminal justice, faith communities, community and voluntary sector) where there are risks of radicalisation.

Whilst the percentage of people willing to support violent extremism in the UK is small, evidence suggests that terrorist and violent extremist organisations exploit vulnerabilities to spread their beliefs and gain support.

Within Prevent vulnerability is about factors and characteristics associated with being susceptible to radicalisation. Examples of what might make an individual vulnerable to radicalisation include:

An identity crisis, for example, feeling uncomfortable with their place in the society around them, or at a distance from their cultural / religious heritage.

A personal crisis, for example, family tensions, feeling isolated, adolescence, low self-esteem, moving away from existing friends and getting involved with new and different people.

Personal circumstances, for example, feelings of failure, perceptions of injustice, unmet aspirations, being easily led and desperate to please or impress others and having a sense of grievance.

Criminality, for example, involvement with criminal groups, experiences of imprisonment and poor resettlement/reintegration.

The Channel Process

The Act provides a statutory framework (Channel Process) for a joint local panel (Channel Panel) to assess the extent to which identified individuals are vulnerable to being drawn into terrorism and to put in place a support plan.

Channel Panels were piloted nationally in 2007 and rolled out across the country to priority areas in 2012 (including Stoke on Trent). The requirement to have such a Panel came into place in April 2015 effectively placing the Channel process on a statutory footing.

Individuals and agencies can refer into the Channel Panel if they have concerns about someone that is at risk of becoming involved in extremism. A flow chart at **Appendix B** identifies the different stages of the Channel process once a referral has been made.

Channel is voluntary and so the individual must provide consent. If consent is not given the person concerned would be monitored but at this stage no additional action would be taken. As with other safeguarding practices, Channel is reliant on a multi-agency response and multi-disciplinary work to minimize and manage the risk to an individual. It draws on existing collaboration between local authorities, the police partners and has three objectives:

- **Identify individuals at risk of being drawn into radical extremism**
- **Assess the nature and extent of the risk**
- **Develop the most appropriate support for the individuals concerned**

In the case of two tier authorities, it is the responsibility of the County Council to chair the Channel Panel and to take responsibility for its operation. In response to this Staffordshire has developed a Channel Panel to which the Community Safety Manager has been appointed as a co-opted member and attends meetings if a resident of Lichfield District is being discussed if appropriate. To date just one local referral has been made to the Channel Panel which was subsequently referred on to a relevant agency; no hate crimes have been reported locally that link to terrorism.

Local Governance and Delivery

The Channel Panel reports into the multi-agency Staffordshire Prevent Board which is the strategic body that oversees the establishment and delivery of the Staffordshire Prevent Delivery Plan.

The Staffordshire Prevent Delivery Plan reflects the requirements of the Prevent Duty and the recommendations of the Staffordshire Counter Terrorism Local Profile (CTLP). CTLPs were introduced across the country in 2009, to help both the police and partners understand and

prioritise local threats and vulnerabilities with recommendations to address any risks. This is an evolving process currently based on a 'need to know' principle that will develop to include a wider range of partners as appropriate.

The Prevent Board includes representatives of all district and borough councils, the County Council, Staffordshire Police (Prevent Team), Safeguarding Board, Staffordshire and Stoke Partnership NHS Trust, Fire and Rescue Service, Entrust, Probation Service and VAST. The Community Safety Manager attends on behalf of Lichfield District Safer Community Partnership.

As with other areas throughout Staffordshire, local intelligence is gathered at the Partnership Hub meetings and escalated to the Staffordshire Prevent Team based at Police Headquarters in Stafford. The Partnership Hub is multi-agency problem solving group that meets on a weekly basis. Anyone concerned that someone is at risk of becoming involved in extremism is encouraged to contact their local police station (101) or the district council's community safety team (01543 308005/308777) who attend the Hub meetings. Or, if preferred, contact the Prevent Team directly (01785 232054).

This Prevent Delivery Plan has been developed to support both the National Prevent Strategy and Staffordshire Prevent Delivery Plan relevant to local needs. To move forward these actions an Action Plan has been produced as set out at **Appendix C**.

Additional information on all aspects of Prevent and counter terrorism is available at www.gov.uk

A glossary of terms is at **Appendix D**

UK Threat Levels

The threat levels are designed to give a broad indication of the likelihood of a terrorist attack

- **LOW** means an attack is unlikely
- **MODERATE** an attack is possible but not likely
- **SUBSTANTIAL** an attack is a strong possibility
- **SEVERE** an attack is highly likely
- **CRITICAL** means an attack is expected imminently

Since 2006 information about the national threat level has been available on the MI5 and Home Office websites. In September 2010 the threat levels for Northern Ireland related terrorism were also made available.

Date	Threat from International terrorism	Threat from Northern Ireland related terrorism	
		in Northern Ireland	In Great Britain
29 August 2014	SEVERE	SEVERE	MODERATE
24 October 2012	SUBSTANTIAL	SEVERE	MODERATE
11 July 2011	SUBSTANTIAL	SEVERE	SUBSTANTIAL
24 September 2010	SEVERE	SEVERE (first published)	SUBSTANTIAL (first published)
22 January 2010	SEVERE		
20 July 2009	SUBSTANTIAL		
4 July 2007	SEVERE		
30 June 2007	CRITICAL		
13 August 2006	SEVERE		
10 August 2006	CRITICAL		
1 August 2006	SEVERE (first published)		

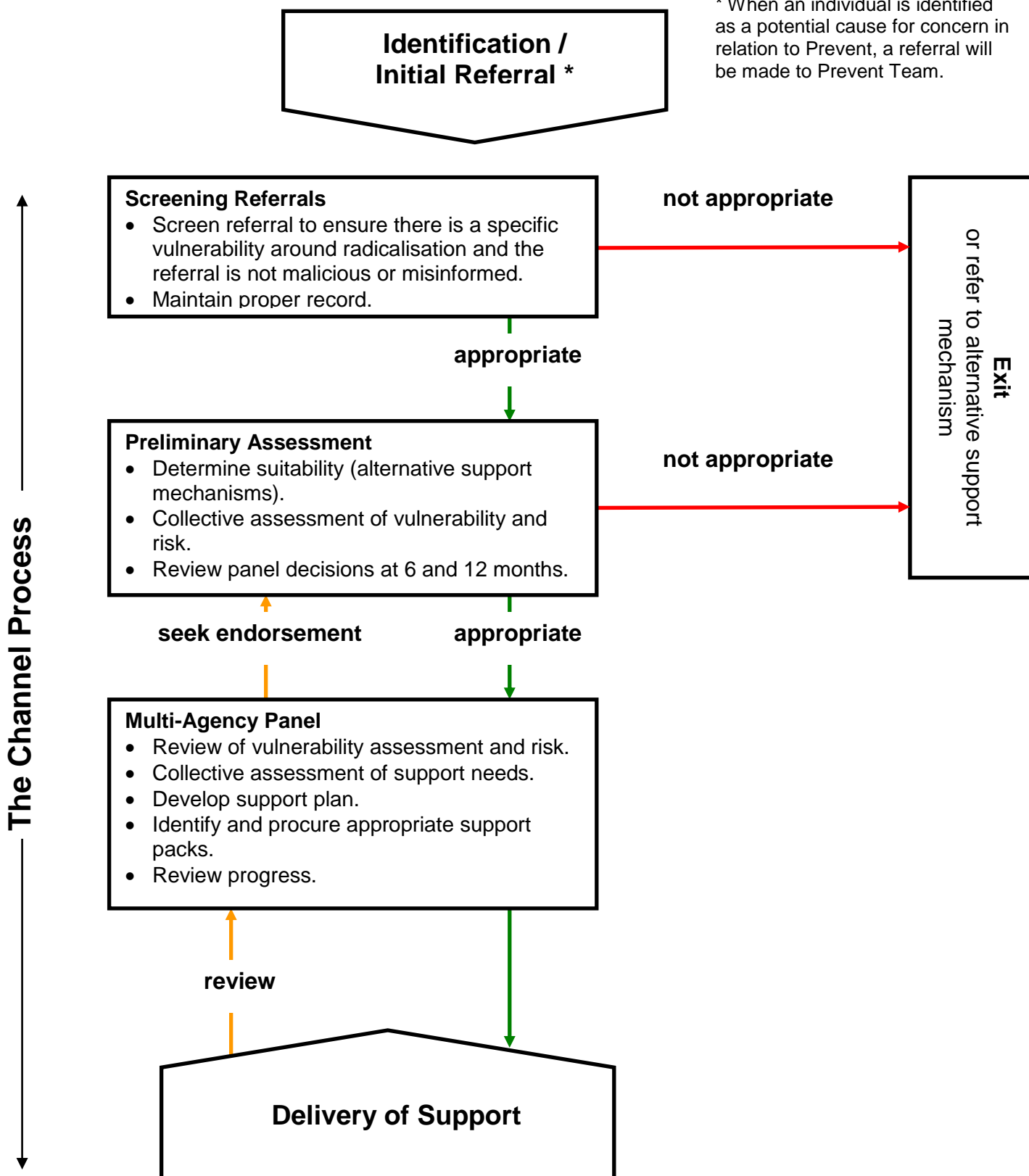
The threat levels were made public the year after the London bombings on July 7, 2005 and at that time the level was set at severe.

It was raised to critical shortly after on August 10, 2006 after a terror plot to blow up planes in mid-air was foiled before it was lowered to severe on August 13, 2006.

The threat level was raised to critical on June 30, 2007 after an attempted car bombing of Glasgow Airport and set at severe on July 4 the same year. Since then, the terror threat level has not been raised but has been lowered to substantial at various dates.

Channel Process

The diagram shows the different stages within the Channel process:



* When an individual is identified as a potential cause for concern in relation to Prevent, a referral will be made to Prevent Team.

Prevent Action Plan 2016-2018

This Prevent Action Plan for Lichfield District outlines the key partnership activities that are intended to support the achievement of the three objectives of the Prevent Strategy:

- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support. **(Individuals)**
- Respond to the ideological challenge of terrorism and the threat faced from those who promote it. **(Ideology)**
- Support sectors and institutions where there are risks of radicalisation. **(Institutions)**

The Action Plan has been developed to reinforce the Staffordshire Prevent Delivery Plan July 2015 – March 2017 which is referenced as (SPDP) below. A copy of this Plan can be obtained from the Community Safety Manager jenni.coleman@lichfielddc.gov.uk

Section 1 – Individuals

Preventing people from being drawn into terrorism and ensuring they are given appropriate advice and support

Actions	Measures & Targets	Lead
1.1 Deliver WRAP (Workshop to Raise Awareness of Prevent) training to staff, elected Members, partners and other agencies to raise awareness of the Government's CONTEST Strategy and the Prevent element in particular. (SPDP: 2.1,2.2,2.3)	Liaise with partners to identify those requiring training. (Autumn 2016) Identify any individuals to receive WRAP 'training for trainers' to provide a group of trainers. (Autumn 2016) Compile a programme of training sessions across the district and assign trainers. (On-going)	Jenni Coleman & Lucie Ferneyhough LDC
1.2 Promote Channel Panel referral process at the Partnership Hub for Lichfield District (SPDP: 1.2)	Ensure practitioners are aware of systems in place to refer people who may be at risk of radicalisation through the Partnership Hub meetings. (March 2016 – ongoing) Provide WRAP training for Partnership Hub members. (Summer 2016)	Marisha Place Staffordshire Police
1.3 Engage with emerging and transient communities.	Liaise with Staffordshire Observatory to identify 'hard to reach' communities e.g. farming, transient workforces and BME communities within the district. (Spring 2017) Establish preferred method of communication and compile a training programme. (Summer 2017)	Jenni Coleman & Lucie Ferneyhough LDC

Section 2 – Ideology

Responding to the ideological challenge of terrorism and the threat from those that promote it.

Actions	Measures & Targets	Lead
1.1 Develop the 'Prevent' agenda across the District.	A Single Point of Contact (SPOC) (Community Safety Manager, LDC) has been identified to attend the Prevent Board and Channel Panel as required. (ongoing) SPOC to cascade Prevent Board initiatives locally as relevant, for example, generic resources and county initiatives. (ongoing)	Jenni Coleman LDC
2.1 Monitor community cohesion to identify issues that could lead to community tension.	Community cohesion to be a standard agenda item for the Joint Operations Group (JOG) and Partnership Hub meetings to enable partners to identify any potential problems. (March 2016 – ongoing) Issues to be escalated as appropriate. (Ongoing)	Jenni Coleman LDC, and Marisha Place Staffordshire Police

Section 3 – Institutions

Working with sectors and institutions where there are risks of radicalisation.

What we'll do	Measures & Targets	Lead
3.1 Continue to attend Counter Terrorism Local Priority briefings as required.	Identify local establishments where there is a risk of radicalisation and provide other intelligence as required.	Diane Tilley LDC
3.2 Prevent awareness raising as part of 'Let's Work Together'	Prevent training to be made available to partner organisations (including schools, voluntary sector, local traders/businesses) as part of the Let's work Together programme. (Winter 2016)	Sandra Payne Support Staffordshire
3.2 Incorporate the Prevent Duty into new, and where possible existing, policies and procedures (SPDP: 3.4)	Provide generic text to be included in relevant documents and identify key policies/procedures which need to include reference to the Prevent Duty. Distribute across the county. (Winter 2016-ongoing)	Prevent Board Task & Finish Group
3.4 Training package for all education establishments within the district.	Liaise with all education establishments to offer WRAP training to staff and governors. Workshops with students – PATHWAYS (video and discussion)	Adam Burrows Prevent Team

Glossary / Key Definitions

Within Prevent, **vulnerability** describes factors and characteristics associated with being susceptible to radicalisation and open to moral or ideological attack.

Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. This also includes calls for the death of members of our armed forces, whether in this country or overseas.

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. A **radicaliser** is an individual who encourages others to develop or adopt beliefs and views supportive of terrorism and forms of extremism leading to terrorism. **Counter-radicalisation** usually refers to activity aimed at an individual or group intended to stop them from engaging in terrorism-related activity. **De-radicalisation** usually refers to interventions aimed at an individual or group who supports terrorism and in some cases has engaged in terrorist related activity. These interventions address values, behaviour and attitudes.

An **ideology** is a set of beliefs.

Interventions are projects intended to divert people who are being drawn into terrorist activity. Interventions can include mentoring, counselling, theological support, encouraging civic engagement, developing support networks (family and peer structures) or providing mainstream services including Social Care, education, employment, health, finance and housing.

Vulnerability describes the condition of being capable of being hurt, open to moral or ideological influence which within Prevent describes factors and characteristics associated with being susceptible to radicalisation.