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Tuesday, 18 June 2019

Dear Sir/Madam

COMMUNITY HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE

A meeting of the Community Housing and Health (Overview and Scrutiny) Committee has been arranged to take place **WEDNESDAY, 26TH JUNE, 2019 at 6.00 PM IN THE COMMITTEE ROOM** District Council House, Lichfield to consider the following business.

Access to the Committee Room is via the Members' Entrance.

Yours Faithfully

A handwritten signature in black ink, appearing to read 'Neil Turner', written in a cursive style.

Neil Turner BSc (Hons) MSc
Director of Transformation & Resources

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

Councillors Leytham (Chairman), Evans (Vice-Chair), Gwilt (Vice-Chair), Baker, Ball, Binney, Birch, Cox, Eagland, Humphreys, Parton-Hughes, Silvester-Hall and M Wilcox



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AGENDA

1. Apologies for Absence
2. Declarations of Interests
3. Minutes of the Previous Meeting 3 - 6
4. Terms of Reference 7 - 10
5. Work Programme 11 - 12
6. **Standing Items** 13 - 14

a) Staffordshire Health Select Committee

7. **Engagement Plans for George Bryan Centre** Verbal Report
This presentation will be led by the Clinical Commissioning Group and supported by the Midlands Partnership NHS Foundation Trust.
8. Jigsaw Funding Agreement 15 - 24
9. Update on the Health and Wellbeing Strategy Delivery Plan 2018-2020 25 - 36
10. Delivery of Disabled Facilities Grants (DFGs) 37 - 44



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

25 MARCH 2019

PRESENT:

Councillors Mrs Baker (Chairman), Mrs Evans (Vice-Chair), Miss Shepherd (Vice-Chair), Ball, Bamborough, Mrs Boyle, Eadie, Hoult, Humphreys, O'Hagan, Ray and Mrs Eagland.

County Councillor Mrs Eagland attended the meeting and joined the Committee on items relating to health.

(In accordance with Council Procedure Rule No.17 Councillor A. Yeates attended the meeting).

31 APOLOGIES FOR ABSENCE

Apologies were received from Councillor Mrs Constable

32 DECLARATIONS OF INTERESTS

Councillor Shepherd declared a personal interest in item 5 – Together We're Better (TWB) Consultation as her mother works at the Sir Robert Peel Community Hospital

Councillor O'Hagan – declared a personal interest in item 5 – Together We're Better (TWB) Consultation as he works for Midland Partnership NHS Foundation Trust who are based at the Sir Robert Peel Community Hospital

33 MINUTES OF THE PREVIOUS MEETING

The Minutes of the Meeting held on the 10th January 2019 were circulated and signed as a correct record subject to clarification that on Minutes number 26, it was requested that the property investment company focus on buying properties to socially rent. It was noted that this request had been passed to the Assistant Chief Executive to investigate further.

34 STANDING ITEMS

(a) Lichfield District health Provision

There was no new information for the Committee to note.

(b) Staffordshire Health Select Committee

County Councillor Mrs Eagland reported the main points that were discussed at the SCC meeting on the 4th February 2019. Councillor Mrs Baker then reported the main points of the SCC meeting on the 19th March 2019 and reported that she had requested data on Stroke pathways through Good Hope and Heartlands hospitals as many residents from the District take that route. She also reported that she would pass this information to the Committee once received.

35 TOGETHER WE'RE BETTER (TWB) CONSULTATION

The Committee received a presentation from the Director of the Together We're Better (TWB) programme, Simon Whitehouse.

Mr Whitehouse reported that the TWB was the Sustainability and Transformation Partnership (STP) for Staffordshire and Stoke-on-Trent and was comprised of NHS, GGC and higher tier Local Authorities. He also reported that the objective of TWB was to drive innovation to improve health, provide better care and lower costs.

Mr Whitehouse reported on what had already happened including the Frailty Hub which began in Lichfield and would be rolled out across the county. Members noted that the hub supported families not just patients and dealt with access to information and support being provided.

GP access and proposed integrated care teams were then discussed and Mr Whitehouse reported that this work had begun and it would allow for residents to access care like physiotherapy immediately without the need of a GP referral. It was asked if District Nursing would be included in this approach and it was reported that they would be and staffing levels were being worked through. Members also asked how this approach would work with single GP practices and it was reported that the contracts were being updated to include incentives to work with partners and build those relationships. Deliverability of integrated care teams was questioned by Members specifically whether there would be enough staff to create these teams or if there would be a shortage. It was reported that the ideal number of staff was known but it would take time to get everything and everyone in place. It was agreed that navigating the current system of referrals was not user friendly for patients and integrated care would help this. It was also agreed that this would require a culture change for care providers along with a breakdown in organisational barriers.

Funding was discussed and it was asked what avenues there were. It was reported that TWB was not statutory so could not get funding directly but could access it through the STP on a national level. It was noted that although more funding had been secured nationally through the new settlement, it was intended to create a 4% saving through identifying efficiencies and joining priority areas.

The longer term plans were presented to the Committee including the response timescales and it was noted that a local input was vital for the refresh of the five year strategic plan and it was agreed the Committee could help TWB when appropriate.

The five system priorities were discussed and there was some concern that not much work had been identified for mental health. Members agreed that care closer to home should be considered significantly for Lichfield especially with the temporary closure of George Bryan centre as that meant there was no mental health facility in the area. It was noted that any permanent plan for the George Bryan centre would be subject to consultation.

There was some concern that the priorities were not of a preventative nature and it would be this that would lead to healthier communities, less strain on the care system and overall savings. It was agreed that more conversations were needed especially with local authorities regarding delivering health and wellbeing strategies. The Chairman reported that the County Council's Health Select Committee Chairman was writing to the government to state the importance of considering health implications in the planning process.

The wider pre-consultation was discussed and it was noted that it would be to get views on what was or wasn't currently working and not on specific plans. The Committee asked how the public would be made aware of consultation events and Mr Whitehouse reported that he would like help from authorities to do this so it was agreed that TWB would give the Committee their location timetable and Members would pass back through the Chairman and Officers their ideas for engaging with the public and any names of organisations that could aid TWB.

Mr Whitehouse was thanked for his presentation and attending the meeting. Mr Whitehouse reported that he would be happy to return to the Committee in the future to discuss specific aspects of the programme.

RESOLVED: That the information received be noted and ideas for effective engagement between the TWB and residents be passed to the Chairman and Officers.

36 WORK PROGRAMME

The work programme was circulated and it was noted that items had already been identified for the next Municipal year.

RESOLVED: That the work programme be noted.

37 VOTE OF THANKS

It was proposed, duly seconded and

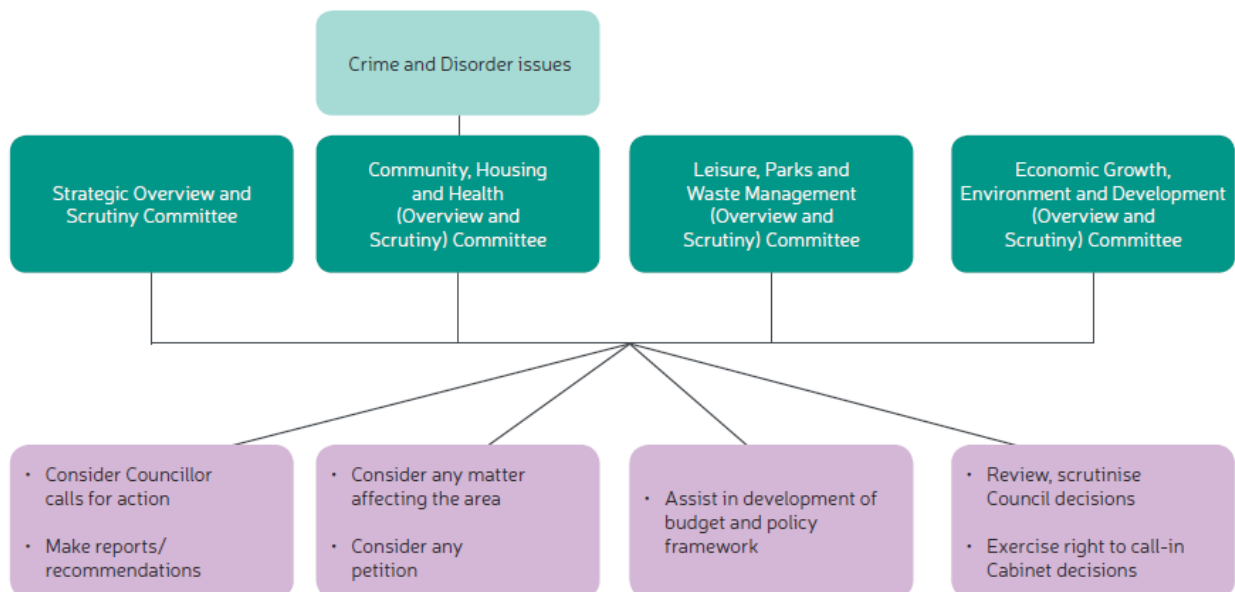
RESOLVED: That the sincere thanks of the Committee be recorded to all the Chairmen and Vice-Chairmen and Officer for their work during the past year.

(The Meeting closed at 7.15 pm)

CHAIRMAN

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6.0 ARTICLE 6 – OVERVIEW AND SCRUTINY COMMITTEES



6.1 The Council is required by law to discharge certain overview and scrutiny functions. These functions are an essential component of local democracy. Overview and Scrutiny Committees can contribute to the development of Council policies and also hold the Cabinet to account for its decisions. Another key part of the overview and scrutiny role is to review existing policies, consider proposals for new policies and suggest new policies.

Overview and scrutiny should be carried out in a constructive way and should aim to contribute to the delivery of efficient and effective services that meet the needs and aspirations of local residents.

6.2 The Council will appoint a Strategic Overview and Scrutiny Committee (which will comprise between 9 and 13 members of the Council except those who are members of the Cabinet), plus Economic Growth, Environment & Development (Overview & Scrutiny) Committee, Community, Housing and Health (Overview & Scrutiny) Committee and Leisure, Parks & Waste Management (Overview & Scrutiny) Committee (each consisting of between 9 and 13 Councillors) to discharge the function; together these Committees will comprise the formal scrutiny arrangements of the Council.

Any member of the Council may refer a matter* affecting any part of the District to the relevant Overview and Scrutiny Committee ("Councillor Calls for Action").

(*Defined as a matter which relates to the functions of the Overview and Scrutiny Committee other than a local crime and disorder matter dealt with by the Police and Justice Act 2006 or a matter which the Secretary of State has excluded by Order).

No member of the Council may scrutinise a decision in which they were involved.

The Chairman of the Strategic Overview and Scrutiny Committee may not also chair one of the Overview and Scrutiny Committees.

6.3 General Role

The Overview and Scrutiny Committees may :

- (a) review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's functions;
- (b) make reports and/or recommendations to the Council and/or the Cabinet in connection with the discharge of any functions;
- (c) consider any matter affecting the area or its residents;
- (d) exercise the right to call in, for reconsideration, decisions made but not yet implemented by the Cabinet;
- (e) to assist the Council and the Cabinet in the development of its budget and policy framework;
- (f) consider any Councillor Calls for Action requiring scrutiny through the formal scrutiny process.

6.4 Specific functions

- (a) **Policy Development and Review.** The Overview and Scrutiny Committees may:
 - (i) assist the Council and the Chief Executive in the development of its budget and policy framework by in-depth analysis of policy issues;
 - (ii) conduct research, community and other consultation in the analysis of policy issues and possible options;
 - (iii) consider and implement mechanisms to encourage and enhance community participation in the development of policy options; and
 - (iv) question members of the Cabinet and officers about their views on issues and proposals affecting the area.

- (b) **Scrutiny.** The Overview and Scrutiny Committees may:
- (i) review and scrutinise decisions made by and performance of any member exercising executive functions and officers both individually and over time;
 - (ii) review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;
 - (iii) question any member exercising executive functions and officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives, or projects;
 - (iv) make recommendations to the Cabinet and/or the Council arising from the outcome of the scrutiny process;
 - (v) question and gather evidence from any person (with their consent);
 - (vi) consider and make recommendations on a Councillor Call for Action;
 - (vii) challenge a decision of the Cabinet or an officer not to classify a certain decision as “key”.
- (c) **Scrutiny of regulatory decisions.** The Overview and Scrutiny Committees may review policies and procedures in connection with any regulatory functions exercised by Planning and Regulatory & Licensing Committees, and Sub-Committees thereof, or by officers, but such a review shall not include scrutiny of any such decision relating to an individual application for determination, consent, licence, permission etc.

6.5 Crime and Disorder

The Community, Housing & Health (Overview and Scrutiny) Committee will act as the Council’s Crime and Disorder Committee for the purposes of the Crime and Disorder (Overview and Scrutiny) Regulations. Any member of the Council, whether a member of this Committee or not, may refer a local crime or disorder matter* to the Committee.

6.6 Proceedings of the Overview and Scrutiny Committees

The Overview and Scrutiny Committees will each conduct its proceedings in accordance with the Scrutiny Procedure Rules set out in Part 4 of this Constitution.

6.7 Quorum

The quorum for a meeting of the Overview and Scrutiny Committee shall be one quarter of the number of voting members of the Overview and Scrutiny Committee.

* Local crime and disorder matter means a matter concerning:

a) crime and disorder (including anti-social behaviour or other behaviour adversely affecting the local environment) or

b) the misuse of drugs, alcohol or other substances.

Where such a matter affects all or part of the electoral area for which the member is elected or any person who lives or works in that area (s.19 Police and Justice Act 2006)

COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2019-20 (Version 3)

Item	26 Jun	4 Sep	15 Jan	18 Mar	Details	Officer	Member Lead
Policy Development							
Terms of reference	✓				To remind the Committee of the terms of reference and suggest any amendments	CLL	N/A
General Health Service Review					To update Members by Briefing Paper as and when required.	GD	
Feedback to and 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 Eagland is the County Councillor representative on the Select Committee with a remit to feedback to the local Health Panel / Committee	GD	DL / JE
Together We're Better					Discussion with TWB on specific aspects of the programme	GD	
Community Safety Delivery Plan			✓		To include crime and disorder.	SB	AY
Review of Jigsaw	✓				Results of Review – needs to be considered before decision by Cabinet.	SB	AY
Health & Wellbeing Strategy Delivery Plan	✓				It was noted that there was overlap with the Leisure Waste and Operational Service O&S Committee so was suggested that in future might be subject to a joint review but given where we are now was suggested that this committee reviews performance in June and a briefing note issued to other committee.	LR	AY
Housing Strategy inc Homelessness					Homelessness and rough sleeping was highlighted as important for scrutiny.	LR	AY

COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2019-20 (*Version 3*)

Item	26 Jun	4 Sep	15 Jan	18 Mar	Details	Officer	Member Lead
Anti Begging campaign		✓				SB	AY
George Bryan Update June/July (Clare Neill for update)	✓				Details of plans for centre	GD	
CCG Merger					When information is available	GD	
Emergency Planning					As and when required	GD	
DFG performance	✓				By briefing paper only unless otherwise required as a report	LR	

**Healthy Staffordshire Select Committee – 10 June 2019
District/Borough Digest**

Under the Health Scrutiny Code of Joint Working with District and Borough Councils, Authorities have undertaken to keep relevant Partners informed of their consideration of health matters having regard to the general working principle of co-operation and the need to ensure a co-ordinated Staffordshire approach. Therefore, the following is a summary of the business transacted at the meeting of the Healthy Staffordshire Select Committee held on 10 June 2019 - link to Agenda and reports pack:

<http://moderngov.staffordshire.gov.uk/ieListDocuments.aspx?CId=871&MId=10724>

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Agenda Item	District(s)/Borough(s)
<p><u>Adult Learning Disability Community Offer 2022</u></p> <p>The Select Committee considered a report of Cabinet Member for Health Care and Wellbeing on the day opportunities for people with learning disabilities and/or autism. The report was due to go to Cabinet on 19 June for consideration and the Select Committee was being asked for comments prior to decision. The Cabinet report was attached to the agenda for members to consider.</p> <p>The programme included considering the future Building based opportunities and Learning disability services provided directly by the council.</p> <p>Engagement had taken place with key stakeholders the outcome of this engagement had now been completed and used to analysis the options.</p> <p>Members questioned the quality of services and how this was monitored; Provision in rural areas of the County, e.g. Staffordshire Moorlands were there were a limited number of providers and little transport links between communities. It was explained that if similar need in areas was identified, Dynamic partnerships were flexible enough to look at procuring a group type service; Consultation with Carers; The way funding was provided and the assessment criteria had changed and was creating stress for carers who couldn't provide information on costs or services provide by providers thy didn't know about.</p> <p>The Committees concerns and issues raised would be included in development of the ALD 2022 Community Offer Programme.</p>	<p>All Districts and Boroughs</p>
<p><u>University Hospital North Midlands</u></p> <p>The Chief Executive of the University Hospital North Midlands (UHNM) Tracy Bullock, Helen Ashley, Acting Chief Executive and Jonathan Tringham, Acting Finance Director attended the meeting. The following items were considered:</p> <ul style="list-style-type: none"> • Staffing - staffing levels and retention of staff was particularly good for a Hospital Trust with 90% retention. • The County Hospital A&E was not due to close. However, the service needed to be safe and sustainable which may mean that services needed to change. • Cancer targets • Death rates • Financial position -The UHNM plan to breakeven at the end of the 2019/20 financial year. This is an 	<p>All Districts and Boroughs</p>

Agenda Item 6

improvement on the 2018/19 deficit of £63m.

- Service Changes - the Committee was informed that there weren't any plans to change services at the moment, however, all service areas would be reviewed with a view of providing efficiencies and this may result in changes being needed.
- UHNM/STP priorities - The Committee was informed that as the Service reviews took place, all partners would be consulted and currently nothing was running contrary to STP priorities.

The committee asked for more information on: The number of people who could have used The County's Birthing Unit but chose to use an alternative provision; In relation to cancer targets, the range of time for those patients who miss the 62-day target before they are treated; this to include specialisms and whether these cases were referred to other hospitals which specialised in this area; and, the impact of any delay can have had on the patient; National Cancer statistics and for a full 12 months period so that trends could be formed; Are patients still sent to other geographical areas for specialist cancer services such as Brompton in London; Delayed discharges on death figures; A list of services which are currently provided at The County Hospital.

The next meeting will be held on Monday 15 July 2019.

JIGSAW FUNDING AGREEMENT

Enter title of relevant Cabinet Member

Date: 27 June 2019

Contact Officer: Susan Bamford/Gareth Davies

Tel Number: 01543 308170/ 015643 308741

Email: [Susan.bamford@lichfielddc.gov.uk/](mailto:Susan.bamford@lichfielddc.gov.uk)
Gareth.davies@lichfielddc.gov.uk

Key Decision? **YES NO (delete as appropriate)**

Local Ward Members Cllr Ball & Cllr Robertson, Curborough. Cllr Ray & Cllr Grange, Chadsmead.



COMMUNITY, HOUSING & HEALTH OVERVIEW & SCRUTINY COMMITTEE

1. Executive Summary

- 1.1 The Jigsaw Centre based on Dimbles Lane, has been managed by Fusion Credit Union since January 2014. The current funding agreement ends in June 2019 and a review has been carried out to consider the effectiveness of and need for the funding provided to this project.

2. Recommendations

- 2.1 That the council does not seek to enter into a further funding agreement for Jigsaw.
- 2.2 That members acknowledge the commitment by Fusion Credit Union to maintain a signposting service and continue to make the room at Dimbles Lane available for hire.

3. Background

- 3.1 Jigsaw opened in 2007 to 'offer local organisations the opportunity to work closely together and the chance for local people to find out what is going on in their area and become involved'. Located in a formerly derelict shop unit on Dimbles Lane, Lichfield, at the time it was North Lichfield Initiative's flagship project. Since then it has operated as a community hub which is open 6 days per week (Monday to Saturday) for a total of 35 hours. The property is owned by Midland Heart on a freehold basis.
- 3.2 When the council disbanded the community development team back in 2013, options were explored for its 3 community hubs to continue and the running of Jigsaw was taken over by Fusion Credit union, operating under a grant funding agreement. The first funding agreement was put in place from 1 January 2014 for an annual amount of £9,463 in 2014/15 and £9,663 in subsequent years.
- 3.3 The overall purpose of the agreement was to ensure that the community premises known as 'Jigsaw' continued to provide meeting space, information, signposting and support to local residents and offered appropriate services.
- 3.4 Since the agreement was originally put in place there have been a number of contextual factors that need to be taken into consideration:
- The growing trend to people carrying out on line transactions and accessing information via the internet
 - The transfer of the Old Mining College to Burntwood Town Council in 2015 and the closure of Mill Lane Link in 2016

- The closure of the North Lichfield Initiative in 2016
- The introduction of an annual rent of £7,500 for the premises in 2017
- The fact that the council is under increasing financial pressure with a funding gap forecasted in 2020.

3.5 At the meeting of 10 January 2019 this committee agreed a review should be carried out to consider the effectiveness of the project in delivering the original intended outcomes. A three month extension to the funding agreement was agreed in April 2019 to allow the review to be finalised and discussions held with Jigsaw. This final funding agreement ends on 30 June 2019. The scope of the review is attached as Appendix A.

3.6 To progress the review the following actions have been undertaken:

- An analysis of face to face contacts at Jigsaw
- A survey of Jigsaw users
- The identification of alternative local facilities
- A review of performance against the agreed measures

3.7 A summary of the findings is set out in Appendix B.

3.8 From the actions undertaken to assess the standalone impact of Jigsaw, it has been difficult to identify its impact irrespective of Fusion. The premise provides office accommodation and a drop in facility for Fusion and is staffed by Fusion Volunteers. An analysis of visitors to the centre showed that most of those accessing the centre wished to use the services of the credit union. There were a small number of enquiries which resulted in people being signposted to other services but these types of enquiry constituted less than 6% of all enquiries.

3.9 During the course of this review the council has been advised that Fusion no longer require grant funding to continue to operate in the premises but have committed to continue to provide a signposting service and make the room available for hire. Once Fusion confirmed this position the review work was put on hold.

3.10 This will represent a continuation of the signposting service and room hire as it currently runs but with a cost saving for the council.

Alternative Options	<ol style="list-style-type: none"> 1. To invite expressions of interest for the running of Jigsaw. However this may not be possible at the current premises due to the fact that Fusion Credit Union have entered into a rental agreement with Midland Heart. 2. To continue to fund Fusion Credit Union to run the Jigsaw Centre, however, this does not represent best value for money as Fusion have indicated they do not need the funding to continue and the Jigsaw Centre is currently operating largely as a base for the Fusion Credit Union.
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Consultation	<ol style="list-style-type: none"> 1. A review was undertaken of drop in users to the Centre over three separate dates. In addition a written survey was completed by the groups using the room at the centre and a survey was distributed to volunteers. 2. The ward councillors from Curborough have been consulted and are in support of the report recommendations. The ward councillors from the adjacent ward, Chadsmead have also been consulted. Cllrs Ray and Grange are in agreement with the recommendation.
Financial Implications	<ol style="list-style-type: none"> 1. Not entering into a further funding agreement for the operation of the Jigsaw Centre represents a saving of £9663 per annum.
Contribution to the Delivery of the Strategic Plan	<ol style="list-style-type: none"> 1. The centre will continue to operate as the base for Fusion Credit Union and offer a local signposting service where appropriate and a room available for hire by local groups. These activities will contribute to the 'vibrant and prosperous economy' and 'healthy and safe communities' strands of the delivery plan.
Equality, Diversity and Human Rights Implications	<ol style="list-style-type: none"> 1. There will not be any adverse impacts on equality, diversity or human rights as the centre will continue to operate as it currently does.
Crime & Safety Issues	<ol style="list-style-type: none"> 1. There will not be any adverse impacts on crime and safety as the centre will continue to operate as it currently does.
GDPR/Privacy Impact Assessment	<ol style="list-style-type: none"> 1. Fusion Credit Union will continue to comply with GDPR legislation in their activities.

	Risk Description	How We Manage It	Severity of Risk (RYG)
A	Fusion cease to operate from the premises.	If that were to occur a needs assessment could be undertaken & options identified.	Green
B	Fusion no longer agreement to signpost callers & find alternative use for the meeting room	Alternative signposting options & meeting rooms could be identified	Green
C			
D			
E			

<p>Background documents</p> <p>Appendix A - Review scope</p> <p>Appendix B – Review summary</p>

<p>Relevant web links</p>

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Scope of project review – Jigsaw

Purpose

The aim of the review is to determine the evidenced impact of the Jigsaw project against the original intended outcomes of continuing to provide meeting space, information, signposting and support to local residents and offer appropriate services and assess if the project has addressed the need it was designed to meet.

This review will feed into the future funding decisions for the Jigsaw project, based on the evidenced impact the District Council funding has provided so far.

Background

Jigsaw is a community hub within a parade of shops in Dimbles Lane, North Lichfield (Curborough ward). The premises are owned by Midland Heart (Registered Housing Provider). Following a lengthy period when the unit was empty, it was converted to the current community use in 2006. Since this time, the Hub has been managed by the community development team employed by Lichfield District Council and supported by volunteers (many from the North Lichfield Initiative). Various voluntary groups use the facility for meetings and other events and there are opportunities for local residents to 'drop in'.

As a consequence of the Fit for the Future programme phase 1 (and the necessity to make savings of £1.7 million) in 2013 the District Council was no longer financially able to support the community development team and the team was disbanded. In order to keep the Jigsaw hub open discussions with partners took place to explore alternative options for the management of the Hub. Fusion Credit Union expressed an interest in managing the hub on behalf of the council and a serve level agreement was entered into on 1 January 2014.

At the time there were also Community hubs in Burntwood and Fazeley and as a result of the discontinuation of the community development team, it was decided that LDC would continue to manage the hubs, albeit remotely. In 2017 the management of the community hub at the Old Mining College, Burntwood was transferred to Burntwood Town council and the community hub at Mill Lane, Fazeley was closed in 2018 due to limited use. The NLI closed in 2016.

A subsequent funding agreement was entered into with Fusion Credit Union from April 2016, this agreement ends 31st March 2019. Fusion Credit union also use Jigsaw as their main office base. The premises were previously let on a peppercorn rent but in 2017 Midland Heart introduced a rent of £7,000. The amount awarded under the current funding agreement is 9,663 per year.

The current funding agreement specifies the following outcomes:

- That Jigsaw continues to operate as a sustainable Community Hub with maximum usage maintained
- That Jigsaw is a safe and welcoming place for users, groups, and members of the public to meet and access services
- That Jigsaw is accessible to service users with hours that reflect their needs
- That volunteers are developed, supported and used effectively

Review Outcome

As a result of this review we will be able to answer the following questions:

- Has the project delivered the intended outcomes? What contribution is it making to the delivery of the Strategic Plan?
- What difference does Jigsaw make for the local community? Are there any equality, diversity and human rights implications? Are there any crime and safety implications? What are the health and wellbeing implications?
- Is the LDC grant funding the only and/or most appropriate way to fund the project and achieve these outcomes?
- Is the project delivering value for money?
- Can the project be improved to deliver greater benefit?

Methodology

In order to carry out this project review, the following activities will be undertaken:

- **Review of the funding agreements and monitoring returns/visits or reports**
This will be done to determine the delivery of outputs and outcomes against those intended in the original project design. The review will look at what impact the community hub has on the local community, the difference it makes and where, if any, the gaps are and if these could be addressed. It will also allow a financial review to look at the actual costs against the original budget and make an assessment of value for money.
- **Review of alternative community venue provisions in the area**
This will include an examination of alternative community venues in the area, their opening hours, costs and a review of the types of activities they run.
- **Evaluation forms for users**
If not already available from the organisation, evaluation forms will be designed and provided for the project to distribute to users as a means of evaluating the impact on individuals when they access the building and where the users come from.
- **Evaluation forms for volunteers**
If not already available from the organisation, evaluation forms will be designed and provided for the project to distribute to volunteers as a means of evaluating the impact on individuals of volunteering on the project.
- **Number and purpose of visits to the centre**
A review of the data collected by the project about visitors to the centre including numbers and purpose of visit divided into categories to consider if there are unique functions Jigsaw offers.
- **Review of the projects sustainability strategy**
To include a review of any forward planning the project has undertaken to consider the long term sustainability of Jigsaw and the level of funding which would be required to continue.

Jigsaw - review summary

Use of Jigsaw – Community advice, support & signposting

Providing locally available general advice, support & signposting was a key objective in continuing to maintain Jigsaw as community Hub.

Figures from Fusion show that in 2018 show that a total of 162 direct visits were made to Jigsaw. This is summarised below:

By month		By type	
Jan	15	Foodbank enquiry/voucher	11
Feb	12	Request for taxi	2
Mar	12	Help to complete a form	8
Apr	10	CAB enquiry	44
May	10	Watch tower magazine	1
Jun	12	Request for printing/photocopying/stamps	27
Jul	18	Directions/request for info/location of local services /activities) (bus stop, parks, post office, mental health, nurseries, Drs, children & older people activities, phone shop repair, laundrette, shire oak, empty shops, Elmhurst, kings head/armed forces, fire alarm, winter fuel, Pathway)	17
Aug	16	Use of toilet	16
Sep	15	Volunteering enquiry	2
Oct	14	Problem reported - signposted to other services	9
Nov	12	General enquiries	15
Dec	16	immediate help required (bailiffs at family house, cheque dropped)	2
TOTAL	162	Donations/information leaflets	6
Average per month	13.5	Use telephone	2

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Information is not available as to whether all these visits were made by residents in the local community although Fusion advise they are from primarily WS12, & WS13 postcodes, with a few WS14 postcodes. Of the drop-ins, a significant proportion of visitors could have potentially been helped by other local businesses or by contacting services direct. However they also reiterate that some residents still like to make face to face enquiries.

Overall these figures represent a significant reduction in reported callers made when the funding agreement was last reviewed in 2015 when it was reported that on average 120 visits were being made per month. A number of factors may have contributed to this including the increased availability of information on-line, the closure of the North Lichfield Initiative and (for some) the ability to access information on a mobile phone

Centre visitors

To supplement the above information a representative of LDC attended the centre on the following dates, to observe the centre in operation and the number of visitors to the centre:

- **19 December 2018**

On this date, between 9am-12pm, there were 3 visitors to the centre. They attended for the following reasons:

- 1 person attended to open a credit union account
- 1 person to check the balance of their credit union account
- 1 person to withdraw money from the credit union

There were five volunteers present on this morning – three of these were awaiting an appointment made to open an account but the applicant did not attend the appointment. The remaining two volunteers were managing the front desk and dealing with paperwork.

- **22 January 2018**

On this date between 9.30am- 12pm there were 4 visitors to the centre. They attended for the following reasons:

- 2 people attended to withdraw funds from the credit union
- 1 person attended to pay in to their credit union account
- 1 person attended to check the balance of their credit union account

CAB were also holding their drop in session on this morning. They had 1 visitor. There were two volunteers present this morning managing the front desk and dealing with credit union paperwork.

- **23 January 2018**

On this date between 9.15am- 12pm there were 3 visitors to the centre. They attended for the following reasons:

- 1 person attended to open a credit union account
- 1 person attended to pay in to their credit union account
- 1 person attended to check the balance of their credit union account

There were two volunteers present on this morning managing the front desk and dealing with credit union paperwork.

Use of Jigsaw- Local meeting place

During the course of the agreement Fusion have made a number of improvements to the premises including improved kitchen facilities, lighting and heating.

There are seven other organisations who use the centre, in addition to the credit union. Assuming that the room could be available for a morning and afternoon session each day Monday-Friday and every Saturday morning, the centre should be available to hire for **561** sessions a year (excluding Christmas week.) As of January 2019 the meeting room is booked for **135** sessions a year meaning that it is utilised for **24%** of the available time.

Latest information provided shows regular user groups of the centre are detailed below:

Day of the week	Morning	Afternoon	Evening
Monday	Credit Union Concern for Palestine (bi-monthly)		
Tuesday	Credit Union CAB (twice monthly)	U3A recorder group (twice monthly)	
Wednesday	Credit Union		
Thursday	Credit Union Knit and Knatter (weekly)		Credit Union Board meeting (monthly)
Friday	Credit Union French conversation group		Cllr's surgery (monthly from August 2018) Police surgery (bi- monthly from July 2018)
Saturday	Credit Union		

There is no regular group on a Wednesday or Saturday. Pro-rata the groups (other than the credit union) use the building approximately 3 sessions per week.

The income from rentals in the period September 2016-2017 is reported as £1,604. Bookings for the calendar year 2018 should produce a rental income of £1,890 per year.

Group	Number of bookings per year	Hours per session	Cost per session	Cost per year
UA3 Recorder	18	2	£ 14.00	£ 252.00
Police surgery	3	2	£ 14.00	£ 42.00
French	30	2	£ 14.00	£ 420.00
Colin Ball surgery	5	2	£ 14.00	£ 70.00
CAB drop-in	25	2	£ 14.00	£ 350.00
Concern for Palestine	5	2	£ 14.00	£ 70.00
Knit and Knatter	49	2	£ 14.00	£ 686.00
TOTAL	135	14		£ 1,890.00

Clearly local residents can benefit from local surgeries. It is not known the extent to which local residents participate in the groups who regularly meet at Jigsaw.

Feedback from user's group organisers is positive, with the 4 who responded to the survey classifying the facilities as excellent and reporting on the convenience of the location, size of the room and available parking.

Other local facilities

There a number of other community centres and halls within the vicinity. Those within 2 miles are detailed below:

- **Curborough Community Centre**

There are three meeting rooms available at Curborough Community Centre but the smaller rooms, which are more comparable to the room at the Jigsaw centre are: the Sarah Brogden room – seats up 30 people and costs £13.30 per hour and the Michael Bennett room – seats up to 15 people and costs £10.25 per hour. The smaller room has availability to accommodate all of the current users of the Jigsaw at their current times and days. There is some off road parking at the centre.

- **Martin Heath Hall**

There are two rooms at the hall with a smaller room comparable to the room at the Jigsaw centre available to hire for £9.50 an hour. The centre is well used so individual groups would need to contact the hall with their requirements to assess availability. There is off road parking at the centre.

- **Leasowe Scout Hall at Giffords Croft**

The hall here is larger than the current room at Jigsaw and costs £15 per hour. There is very little availability during the week but there is availability at weekends and on Friday evenings.

- **St Chad's Church hall at Giffords Croft**

The hall is £16.00 per hour as it can hold 80 people seated. All evenings and weekends are booked but there is some availability during the week. There is also a small meeting room which is available for £5.00 per hour.

Using alternative venues

It would cost £10.25 per hour to rent a similar room to that available at Jigsaw at Curborough Community Centre. Based on the reported usage for 2018, using Curborough community Centre would cost the community groups an additional £1,082.50 in total. In total the room hire would be £2,972.50 per year for the existing groups.

Group	number of bookings 2018	hours per booking	Cost per session	Cost per year	Cost per session at Curborough Community Centre	Total cost per year at Curborough	Variance
U3A Recorder	18	2	£ 14.00	£ 252.00	£ 20.50	£ 369.00	£ 117.00
Police surgery*	3	2	£ 14.00	£ 42.00	£ 20.50	£ 123.00	£ 81.00
French	30	2	£ 14.00	£ 420.00	£ 20.50	£ 615.00	£ 195.00
Colin Ball surgery*	5	2	£ 14.00	£ 70.00	£ 20.50	£ 246.00	£ 176.00
CAB	25	2	£ 14.00	£ 350.00	£ 20.50	£ 512.50	£ 162.50
Concern for Palestine	5	2	£ 14.00	£ 70.00	£ 20.50	£ 102.50	£ 32.50
Knit and Knatter	49	2	£ 14.00	£ 686.00	£ 20.50	£ 1,004.50	£ 318.50
TOTAL	135	14		£ 1,890.00		£ 2,972.50	£ 1,082.50

**these groups only began using the premise in July 18. For cost comparison purposes, it is assumed these groups would meet monthly (Cllr Ball) and bi-monthly (Police) for future years.*

Volunteering

In funding Jigsaw the council was keen to support volunteering both in terms of maintaining wellbeing and as route to moving into training or employment. Throughout the agreement Jigsaw has relied on volunteers with typically around 25 Fusion Credit Union volunteers, averaging around 71 volunteer hours per week. Prior to the ending of the North Lichfield Initiative their volunteers were also at Jigsaw. In 2018 4 volunteers have gone onto training or employment.

Update on the Health and Wellbeing Strategy Delivery Plan 2018-2020

Report of Councillor Ashley Yeates, Cabinet Member for Communities and Housing



Date: 26th June 2019
 Contact Officer: Lucy Robinson /Gareth Davies
 Tel Number: 01543 308710/308741
 Email: gareth.davies@lichfielddc.gov.uk
 lucy.robinson@lichfielddc.gov.uk
 Key Decision? No
 Local Ward
 Members

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

1. Executive Summary

- 1.1 This report provides an update on progress for the first year of the Council’s Health and Wellbeing Strategy (HWS) that was approved by Cabinet in October 2018. The HWS explores the Council’s impact on the health and wellbeing of residents, identifies service areas and activities that impact on the wider determinants of health and sets out three priority areas for improvement. The Delivery Plan contains the objectives, actions and outcomes needed to address our identified priorities.
- 1.2 Good progress has been made towards achieving the priorities set out in the Delivery Plan at **Appendix A**.

2. Recommendations

- 2.1 That Members note and comment on progress on actions within the Delivery Plan at **Appendix A**.

3. Background

3.1 The Council’s first Health and Wellbeing Strategy (HWS) explores the ways in which the Council has an impact on the health and wellbeing of residents through our services. It identifies service areas that impact on the wider determinants of health and highlights existing Council activities which contribute to good health and wellbeing. It builds on the evidence contained in our Strategic Plan, provides a picture of the key local health and wellbeing indicators and highlights areas for improvement.

3.2 In the Strategy we highlight how many factors combine to affect our health and wellbeing; this includes individual circumstances and the local environment such as where we live, inherited characteristics, education, income, behaviours and choices, life style, life experiences and relationships with family and friends. Wellbeing is shaped by a complex combination of influences and there are no established indicators to measure wellbeing at a local authority level or measure the impact we make.

3.3 Whilst the Council has a key part to play on many related wider determinants of health such as planning and housing, we are not the lead agency on many of the services and initiatives highlighted in the Strategy. As we continue to experience key challenges, the biggest of which is a fall in central government income, we need to be realistic about the limited resources we have to influence change and so we have identified where the Council can add value by promoting, providing support or contributing in other ways.

3.4 A two year time frame was set for the first HWS to enable Health in all Policies (HiAP) and our partnership with Freedom Leisure to be developed. This is a continual learning process and targets and outcomes will be further developed as our evidence base is improved over time. The approach and level of intervention in relation to health and wellbeing is also the subject of constant change at a national and regional level and so the Strategy and Delivery Plan needs to be fluid and flexible. It is recognised that across the country more needs to be done to collate existing information from district councils on the health economics of their activities in order to guide decision making. Our health profile will change very gradually and so a longer term goal will be for us to look to develop health impact assessments to show demonstrable improvements in health outcomes.

3.5 Good progress has been made on delivering the actions and outputs contained in the delivery plan; notable successes in the first year for the three priorities areas are:

Encourage people of all ages to have more active and healthy lifestyles and take control of their own health and wellbeing:

- Freedom Leisure's Active Communities Manager was appointed in February and is now working in partnership with our Sports Development team. There have been numerous meetings with key organisations introducing active communities/ Freedom Leisure in the community. A joint action plan linking in with the sports development team has been finalised to target community delivery and those that will benefit most. Social media pages are now also set up.
- Year 1 of the physical activity programme in schools called Let's Get Physical has been delivered. 6 schools were engaged in a 6 week programme and there were 810 attendances to the sessions held at 2 community venues (Burntwood Leisure Centre and Life Church Lichfield). Overall 435 young people participated.
- 15 members of Active Lichfield staff have been trained (5 fulltime and 10 casual coaches) and 5 volunteers trained in Mental Health First Aid. Further sessions for staff are booked for July 2019.
- We have contributed by providing activities to children and young people that are aimed to build self-confidence and self-worth; these activities include – craft and painting activities within our parks/themed trails in our parks which also promotes physical literacy/family cycle Rides/multi sports. In the last 6 months these activities we have engaged over 2,000 children and young people in the district.
- A primary and year 7 school emotional wellbeing (EWB) service run by Malachi CiC for Lichfield District and Cannock Chase Council's has been launched as part of the 'earned autonomy' status through Staffordshire's Building Resilient Families and Communities Programme (BRFC). The service will provide training twice a year to all schools on a EWB theme that meets their needs, class work with year 5s & 6s in 8 primary schools in our hotspot wards and 6 weeks 1-2-1 counselling for children referred by any school using the Early Help Assessment.
- To assist with taking forward Health in all Policies (HiAP), we have introduced an action to introduce a health and wellbeing impact assessment of LDC policies when they are developed or reviewed. To implement this we have started working on amending our existing Equalities Impact Assessment to become a Health and Equalities Impact Assessment.

Support older and vulnerable people in our communities to live and age well:

- Live at Home Lichfield and Burntwood has 860 members (an increase of 29 since last year), of which 353 are in our priority wards. Last year 187 members have benefited from arts/craft/hobby cultural activities, 107 have benefited from telephone befriending, 85 from befriending, 51 from shopping trips, 253 from friendship groups, 203 from exercise/dance groups and 34 from activities designed specifically for those with dementia.

- Places of Welcome opened 6 additional venues; 4 in Burntwood and 2 in Lichfield. An additional venue at Lichfield Library is also pending. They will be offering a total of 12.5 hours across all venues with 121+ visitors per week.
- Action for Hearing Loss held 28 events that were attended by 664 people with 609 receiving more information. 136 hearing checks were carried out, of which 70 showed a loss of hearing. The majority of attendees were aged over 60 or were caring for someone over 60.
- Millbrook Healthcare started as the new home improvement agency and managed the completion of 83 disabled adaptations, with a further 21 either on site or approved. In addition to this another 47 adaptations are in the pipeline making a total of 159 adaptations.
- Our partnership with Beat the Cold and MEA through the Warmer Homes Greener District initiative has continued to provide support and in 2018/19:
 - 163 households were assisted
 - 46 home visits took place
 - 59 referrals were made for funded energy measures
 - £48,311 of match funding has been secured across 24 installations of energy efficiency measures
 - 25 Flexible Eligibility declarations have been approved covering 30 households. This means that 30 households benefited from ECO funding who would not previously have qualified
 - 9 of these were fuel poor
 - 21 were low income households where one or more occupants had a health condition making them vulnerable to cold homes
- We have continued to work in partnership across the county on the Staffordshire Warm Homes project. In development is a pilot 'hub' in Lichfield city that will provide household support that will hopefully lead to more people able to live independently and safely in their own home. The pilot hub is already helping residents identified by their GPs as being at high risk of hospitalisation by identifying hazards. Support is provided in the home by Senior Matrons acting as Elderly Care Facilitators (ELCAFs). Support includes assistive technology measures which are in addition to, and not instead of, items being supplied directly by social care, or through a DFG. This is still at an early stage; specific outcomes will be available at a later date.
- 235 affordable homes were built comprising 154 rented and 81 shared ownership; this is our highest number ever recorded.
- Homelessness has been prevented or relieved for 152 households
- Cruse Bereavement Care gave support to 102 clients who contacted the helpline

Improve workplace health, wellbeing and safety:

- A People Strategy has been developed with the assistance of a focus group of staff.
- A time for change plan is being developed as part of 'Thrive at work' accreditation and the People Strategy. A time for change event was held in February 2019 to raise awareness and recruit mental health champions. Internal signposting underway, looking to allow confidential access to counselling. Follow up work from the focus groups will be developed over summer 2019.
- Personal resilience and mental health awareness sessions for LDC staff will be commencing July 2019
- Several activities have been held for staff to improve their health and wellbeing. These included –
 - Pedometer challenge
 - Self-defence sessions
 - Mindfulness sessions
 - Clubercise sessions

In total there were 125 attendances from LDC staff and 105 people took part in the pedometer challenge.

3.4 Actions that are behind schedule on but we are still working on to develop include:

- Health in All policies:- Developing HiAP is behind target as the new commissioning manager in SCC Public Health team that is leading on it for the County has been involved in other projects (such as the Staffordshire Warm Homes Fund) and so has not been able to provide support with developing HiAP as planned. County are still planning to develop a 'tool kit' or similar to assist all the Staffordshire districts help develop focus and drive improvements as part of the necessary multi-agency approach. Despite this, to move it forward we have plans are in place to provide online Make Every Contact Count (MECC) training available for all front line staff this year.
- Healthy Eating' rating system pilot for food premises - the pilot with Birmingham University is no longer possible as a key member of staff with the contact there has left the authority. We don't currently have the resources to develop this kind of initiative but we are still trying to ascertain whether Birmingham University are still able to develop this area of work with us as project in the future.
- Although we completed 83 adaptations not all the Disabled Facilities Grant budget was spent. We are working with Millbrook and the SILIS Partnership to improve performance and increase spend in 2019/20.

Alternative Options	1. To not monitor and update the Health and Wellbeing Strategy and Delivery Plan.
Consultation	A lot of consultation was done to develop the HWS and Delivery Plan including: <ul style="list-style-type: none"> • a Health and Wellbeing Working Group of officers representing Regulatory Service, Housing and Wellbeing, Leisure and Operational Services and Economic Growth service areas. • liaison with Staffordshire County Council's Public Health Commissioning Teams, • endorsement from this Committee for the draft HWS and inclusion of subsequent feedback from Members
Financial Implications	There are expected to be no negative resource or financial implications as activities included in the Delivery Plan are within agreed budgets. £54,000 of residual Locality Commissioning funding is available to spend specifically on delivery of the HWS and to help take forward a HiAP. We are finalising proposals to spend this on our corporate training programme being developed as part of our People Strategy and will include training on health and wellbeing and 'making every contact count' as part of a HiAP approach.
Contribution to the Delivery of the Strategic Plan	The Strategic Plan 2016-2020 sets out what we want to achieve in four main themes. The development of the Strategy will contribute most significantly towards the themes of 'healthy and safe communities', 'clean, green and welcoming places to live' and also 'a vibrant and prosperous economy'.
Equality, Diversity and Human Rights Implications	It is not anticipated that the Strategy or Delivery Plan will have any negative implications for equality, diversity or human rights. The final draft was evaluated by our Equality Impact Assessment group during September 2018 with no negative impacts found.
Crime & Safety Issues	None identified

GDPR/Privacy Impact Assessment	None identified.
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RISK	Risk Description	How We Manage It	Severity of Risk (RAG)
A	The priorities cannot be achieved within the timeframe set.	<p>Actions to address the priorities include existing and emerging commitments/agreements by teams across the Council. These have been reviewed and the Delivery Plan has been amended accordingly.</p> <p>Many of the objectives and outcomes within the priorities involve modification of well-established behaviours or health indicators; as such it is anticipated that some priorities within this HWS will continue to be identified in future revisions, with some objectives demonstrating incremental improvements due to their nature and our reasonable capacity to effective change.</p>	Green
B	There are insufficient resources to deliver the Delivery Plan	The objectives and their associated actions and outcomes represent existing and emerging commitments by teams across the Council.	Green

<p>Background documents:</p> <p>Relevant web links: Health and Wellbeing Strategy 2018-2020- https://www.lichfielddc.gov.uk/Council/Health-and-wellbeing-strategy.aspx Lichfield District Council Strategic Plan - https://www.lichfielddc.gov.uk/Council/Performance-efficiency/Downloads/Strategic-plan-2016-2020.pdf Staffordshire Health and Wellbeing Board draft Strategy Consultation - https://www.supportstaffordshire.org.uk/news/staffordshire-health-and-wellbeing-board-draft-strategy-consultation Lichfield Locality Profile – https://www.lichfielddc.gov.uk/Residents/Community/Community-funding/Downloads/Lichfield-locality-profile.pdf Lichfield District Physical Activity and Sports Strategy - https://www.lichfielddc.gov.uk/Residents/Sports-fitness-and-wellbeing/Physical-Activity-and-Sport-Strategy.aspx 7 Domains of Wellbeing – https://www.whatworkswellbeing.org/product/local-authority-wellbeing-indicator-sets-and-guidance-only/</p>

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Priority 1 - Encourage people of all ages to have more active and healthy lifestyles and take control of their own health and wellbeing						
Objectives	Actions	Outcomes	Timescale	Key Contributing Services/Teams	Update on performance 2018/19	Progress RAG/
Develop and support initiatives which enable people to be more active, with a particular focus on tackling inactivity	Work with Live at Home Lichfield and Burntwood to offer weekly dance and exercise classes	✓ 1 dance class and 1 chair based exercise class per week helping 100 unique individuals	March 2019	Partnerships, Community Safety and Licensing	6 exercise/dance classes were run by Live at Home across Lichfield and Burntwood benefiting 203 members. Freedom Leisure have started a chair based exercise class at Burntwood Leisure Centre; this is a new session so monitoring information is not yet available.	
	Work with South Staffordshire Cruse Bereavement Care to develop regular drop-in group activity sessions	✓ 50 drop in group sessions; average of 15 attendees per session	March 2019		51 drop in sessions were run, attended by 109 different people with an average of 21 per session.	
	Work with Freedom Leisure to: <ul style="list-style-type: none"> use ward-level low-income data to target residents from deprived areas through a 'street of week' campaign offering a free programme or activity of their choice deliver physical activity programmes in partnership with schools, targeting children of all ages Leisure maintain an offsite focus and work collaboratively with partner organisations to ensure a targeted and equitable provision develop a health membership to engage those from local GP referral programmes and social prescribing opportunities throughout Lichfield District 	<ul style="list-style-type: none"> ✓ 15 low income families ✓ 20 Programmes ✓ New focus and developing baseline ✓ 10 Memberships 	April 2019 December 2020 September 2019 September 2019	Leisure & Operational Services and Freedom Leisure	<ul style="list-style-type: none"> This is delivered by LOPS through the physical activity programme with schools with VCSE funding. The campaign started in March in Manor Rise, Chasetown. It is too early to assess the impact. The physical activity programme in schools called Let's Get Physical engaged with 6 schools over 6 weeks. There were also 810 attendances to the sessions at 2 community venues (Burntwood Leisure centre and Life Church Lichfield). 435 young people participated. Freedom Leisure's Active Communities (AC) Manager started February and is now working in partnership with Sports Development team. Numerous meetings so far with key organisations introducing AC / Freedom Leisure in the community. Social media pages are live and a couple of projects are now ready to be rolled out for Q1. There has also been lots of research into local and national funding. No update on the GP referral programme is yet available. 	
Reduce childhood and adult obesity	Work with Staffordshire County Council's Everyone Health service to Signpost adults aged over 50, living in the identified wards of Chasetown, Chadsmead and Curborough for support with public health interventions.	✓ Everyone Health promoted	December 2020		Freedom Leisure are linking in with Everyone Health who offer 12 weeks of activity targeted to over 50s. The LOPS team is also working to support and promote activities by helping to signpost people to their services as well as supporting delivery within our parks. Data from Everyone Health has been requested but isn't yet available.	
	Work with Freedom Leisure to: <ul style="list-style-type: none"> offer both Family Leisure centre memberships at an affordable price and specific activities and events created for families with a health improvement element introduce a Healthy Lifestyle Activity programme targeting inactive overweight adults, using our spatial evidence base and information sharing with partner organisations, e.g. GP surgeries work with Streetgames to deliver the 'Let's Get Physical programme' which is designed to engage inactive and overweight children from disadvantaged areas collaborate with other partner agencies as appropriate to ensure all outcomes within the emerging LOPS Health and Wellbeing Delivery Plan are successfully achieved promote National Campaigns - support campaigns such as Public Health England One You, Sport England's This Girl Can, Dry January and market at specific groups 	<ul style="list-style-type: none"> ✓ 150 Family Memberships ✓ 120 adults Engaged ✓ 432 children engaged in weekly activities ✓ 36 community sessions held benefiting 720 attendees 	April 2020 April 2020 December 2019 Ongoing		<ul style="list-style-type: none"> No progress to update on. Still on target to be delivered on time, please see the Active Communities Plan for further information. No progress to update. Still on target to be delivered on time, please see the Active Communities Plan for further information. Year 1 of Let's Get Physical now complete. A total of 435 young people took part in the weekly activities and 40 community sessions were held with 810 attendances. Partnership work is ongoing Ongoing, now working closer with SASSOT to access better marketing opportunities. Promotion is being done mainly through our social media platforms but we will also be engaging with regional events. 	

	<p>Work with Staffordshire County Council and its Public Health team to develop a placed-based approach for early intervention and ensure that Health in All Policies (HiAP) is a success in Lichfield District.</p>	<ul style="list-style-type: none"> ✓ HiAP introduced ✓ All staff in public facing roles have been briefed in the HiAP approach, and are able to signpost customers for further help or advice ✓ Measures of local public health indicators developed with SCC ✓ Implement an impact assessment of health and wellbeing when LDC policies are reviewed/introduced 	<p>December 2020 December 2020</p>	<p>Housing and Wellbeing Corporate services</p>	<p>We have continued to maintain a working relationship with SCC's Public Health (PH) Team, however the new commissioning manager has not been able to provide support with developing HiAP as planned. Despite this the council has made a good start in implementing HiAP through the adoption of its first HWS, which will provide a good basis for measuring improvements in key health and wellbeing indicators locally.</p> <p>The PH Team are looking to develop a 'tool kit' or similar to assist the districts by helping develop focus and drive improvements as part of the necessary multi-agency approach.</p> <p>We are working with the PH team on the Staffordshire Warm Homes Project; this is an example of a Place Based approach and will address a number of key health and wellbeing issues locally.</p> <p>HiAP and training is still being developed. Plans in place to provide online MECC training for all front line staff.</p> <p>We are planning to introduce a health and wellbeing impact assessment when LDC policies are developed or reviewed. To implement this we are working on amending our existing Equalities Impact Assessment to become a Health and Equalities Impact Assessment.</p>	
<p>Develop a more informed and empowered district and inspire healthier food choices and eating habits</p>	<p>Work with partner organisations including Birmingham University to establish the potential for a 'Healthy Eating' rating system pilot for food premises across the district, with a focus on urban centres</p>	<ul style="list-style-type: none"> ✓ Establish baseline of premises offering healthier food choices ✓ Develop plan for increasing the number of catering premises offering healthy food choices ✓ Daily fruit and vegetable consumption is increased beyond 2.51 portions per day 	<p>December 2020 December 2020</p>	<p>Food & Health & Safety</p>	<p>The pilot with Birmingham University is no longer possible as a key member of staff with the contact there has left the authority. We don't currently have the resources to develop this kind of initiative but we are trying to ascertain whether Birmingham University are still able to develop this area of work with us as a future project.</p>	
	<p>Work with relevant partners to help people access the information and services they need to improve their health and wellbeing (e.g. promotion of digital resources)</p>	<ul style="list-style-type: none"> ✓ Customers receive more integrated and well-informed engagement and customer service experience and are signposted to digital health and wellbeing resources 	<p>October 2019</p>	<p>Housing and wellbeing Communication</p>	<p>This is still in development.</p> <p>Our website refresh is underway with new platform that went live w/c 20th May. Website content will be reviewed and information added later this year.</p>	
	<p>Ensure partner organisations in front line roles understand local health and wellbeing concepts and can 'Make Every Contact Count' (MECC)</p>	<ul style="list-style-type: none"> ✓ More people are making healthier lifestyle choices, reducing the prevalence and severity of poor health 	<p>December 2020</p>		<p>This is a longer term action that we will commence once MECC training for staff has become embedded at LDC.</p>	
	<p>Increase participation of activities which build confidence and self-worth</p>	<ul style="list-style-type: none"> ✓ Public Health indicators show improved mental wellbeing amongst children and young adults vs 2016 	<p>December 2020</p>	<p>Leisure & Operational Services and Freedom Leisure</p>	<p>LOPS have contributed by providing activities to children and young people that are aimed to build self-confidence and self-worth; these activities include –</p> <ul style="list-style-type: none"> • Craft and Painting activities within our parks • Themed trails in our parks which also promotes physical literacy • Family Cycle Rides • Multi sports <p>In the last 6 months these activities have engaged over 2,000 children and young people within the district.</p> <p>Getin2it (LDC Sports Development) also provided a community dance show at the Garrick Theatre aimed at providing children and young people who would not normally have the</p>	

					<p>opportunity to perform on a professional stage. The project particularly works with local high schools to engage boys and girls who may have challenges with confidence and self-esteem. This year's show took place in February; 180 young people from the district had the opportunity to perform in front of a full auditorium (520 spectators). To support the event we had 20 volunteers, 5 of which went on to complete their Dance Leaders Award.</p> <p>A primary and year 7 school emotional wellbeing (EWB) service for Lichfield District and Cannock Chase was launched on 1st March 2019 as part of the 'earned autonomy' status through Staffordshire's Building Resilient Families and Communities Programme. Malachi CiC is providing the service which will provide:- training twice a year to all schools on a EWB theme, class work with year 5s & 6s in 8 primary schools in our hotspot wards, and 6 weeks 1-2-1 counselling for children referred by any school using the early help assessment.</p>	
Improve mental wellbeing	Deliver Mental Health First Aid (Young People) Training to all the Active Lichfield workforce and volunteers.	<ul style="list-style-type: none"> ✓ 15 Members of Staff and 5 volunteers ✓ 	March 2019	LOPS/ Freedom Leisure Partnerships, Community Safety and Licensing	Completed training for young people- 15 members of staff trained (5 fulltime and 10 casual coaches) and 5 volunteers trained. Mental Health First Aid sessions for staff booked for July 2019	
	Work with Live at Home Lichfield and Burntwood to offer 'wellbeing walks' for older people	2 wellbeing walks per year	March 2019		2 wellbeing walks were run that benefited 13 individuals	

Priority 2- Support older and vulnerable people in our communities to live and age well							
Objectives	Actions	Outcomes	Timescale	Contributing Services/Teams	Update on Performance 2018/19	Progress RAG/%	
Reduce social isolation of older and vulnerable people	Making every contact count(MECC) to further improve identification, engagement and referral of people at risk	✓ Front Line staff can identify and effectively respond to people who may be vulnerable and signpost accordingly	Autumn 2019	All front line staff Corporate services	We are working on introducing online training for front line staff on MECC. Resilience and mental health awareness sessions are booked for July 2019.		
	Work with Freedom Leisure to deliver the walking for Health programme for the over 60s	✓ 50 over 60s recruited	December 2020	Leisure & Operational Services and Freedom Leisure	LOPS and Freedom have formed a partnership with Everyone Health to deliver beginner walks in Beacon Park. So Far 15 over 60s have taken part in the walking for health programme.		
	Work with Live at Home Lichfield and Burntwood to offer: <ul style="list-style-type: none"> • a befriending service through home visits, telephone and post • weekly lunch clubs • weekly outings • focussed support for men 	<ul style="list-style-type: none"> ✓ 250 individuals benefitting ✓ 6 lunch clubs per week benefitting 180 individuals ✓ 1 trip or outing per week ✓ 4 activities piloted to engage new male members 	March 2019 March 2019 March 2019 March 2019	Partnerships, Community Safety and Licensing	Live at Home Lichfield and Burntwood has had another successful year using our Community and Voluntary Sector (CVS) funding. It now has 860 members (an increase of 29 since last year), of which 353 are in our priority wards. 187 members have benefited from arts/craft/hobby cultural activities, 107 have benefited from telephone befriending, 85 from befriending, 51 from shopping trips, 253 from friendship groups, 203 from exercise/dance groups and 34 from activities designed specifically for those with dementia.		
	Work with Places of Welcome Plus to open additional venues	✓ 6 new additional venues each offering 2 hours of support per week to 50 new visitors	March 2019			6 additional venues have opened; 4 in Burntwood and 2 in Lichfield. An additional venue at Lichfield Library is also pending. Will be offering a total of 12.5 hours across all venues with 121+ visitors per week.	
	Work with Action on Hearing Loss to provide monthly 'Hearing Check and Information Drop-in' sessions in selected areas and 'Community Information Days'	✓ 800 individuals engaged through 2 sessions per month and 4 information days	March 2019			28 separate events were held, comprising 8 talks to groups (including hearing screenings), 19 drop in sessions open to the public and 1 Sensory Information event. 664 people attended and 609 received more information. 136 hearing	

					checks were carried out, of which 70 showed a loss. The majority of attendees were aged over 60 or were caring for someone over 60. 2 new volunteers have also been recruited.
	Work with partners to provide Dementia Awareness training to staff and external colleagues Support the CCG and partners on Dementia awareness amongst local businesses and residents in Lichfield District	<ul style="list-style-type: none"> ✓ Greater awareness of dementia issues amongst frontline staff ✓ Greater awareness of dementia issues amongst employees of local businesses 	December 2020 December 2020	Housing and Wellbeing Communications	<ul style="list-style-type: none"> • Internal and external promotion being planned for Dementia Action Week (w/c 20 May 2019) • Continued participation with Lichfield Dementia Action group which has been meeting monthly. Plans to make Lichfield City Dementia Friendly. • More dementia champion training for staff will be organised once a trainer becomes available
Reduce proportion of fuel poor households and excess winter deaths	<p>Warmer Homes Greener District (WHGD) will:</p> <ul style="list-style-type: none"> • continually update local knowledge to improve monitoring, targeting and allocation of resources for fuel poor households • increase collaboration with districts, boroughs and other organisations across the county to maximise opportunities from Energy Company Obligation (ECO) and similar schemes • maintain a prominent role within the emerging local integrated care offer 	<ul style="list-style-type: none"> ✓ 200 households assisted annually ✓ 40 home visits to fuel poor and vulnerable households annually ✓ 20 referrals for funded energy efficiency measures annually ✓ Work in partnership with Staffordshire authorities to increase funding within the district, support hard-to-engage households and reduce the local excess winter mortality index to below 20¹ 	March 2020 March 2019 March 2019 September 2020	Housing and Wellbeing Private Sector Housing	<p>The Warmer Homes Greener District initiative has continued to perform and in 2018/19: 163 households were assisted</p> <ul style="list-style-type: none"> - 46 home visits took place - 59 referrals were made for funded energy measures - participation in the Staffordshire Warm Homes project - £48,311 of match funding was secured across 24 installations of energy efficiency measures, supported by £12,198 of council capital funding, representing a match funding ratio of nearly 4:1 - 25 Flexible Eligibility Declarations were approved, covering 30 households, meaning that 30 households benefited from ECO funding who would not previously have qualified - 9 of these were fuel poor - 21 were low income households where one or more occupants had a health condition making them vulnerable to cold homes
Employment, training and volunteering opportunities are fully promoted	Work in partnership with Talent Match and Support Staffordshire to offer volunteering and training opportunities to young people not in education, employment or training (NEET)	✓ 8 NEET young people supported	December 2020	Economic Development	Ongoing- 2 young people have been supported so far, one of which was awarded an achievement award at the Talent Match celebration event.
	Work with South Staffordshire Cruse Bereavement Care to recruit and train volunteers	✓ 6 additional volunteers recruited and trained	March 2019	Partnerships, Community Safety and Licensing	7 volunteers successfully recruited and completed training and induction. 1,425 volunteer hours delivered.
	Work with the Let's Get Physical programme to recruit volunteers	✓ 5 additional volunteers recruited and trained	March 2019	Leisure & Operational Services	5 volunteers recruited to support the community session delivered as part of the Let's Get Physical programme.
	Work with Live at Home Lichfield and Burntwood to recruit and train volunteers	✓ 25 new volunteers recruited and 75 unique volunteers trained	March 2019		There are 192 volunteers in total. Lichfield had 15 new volunteers and held two volunteer appreciation events with training attached. During volunteer induction and volunteer events they trained 45 unique people. Burntwood had 15 new volunteers during the 12 month period and held 2 volunteer thank you lunches with training attached reaching 60 people and also held a first aid training session for 8 volunteers. 48 of these volunteers were unique.
	Work with Places of Welcome Plus to recruit and train volunteers	<ul style="list-style-type: none"> ✓ 18 additional volunteers recruited at 6 new venues ✓ 4 volunteers recruited and trained 	March 2019		41 volunteers, which were all new volunteers

¹ The EWM index is calculated so that comparisons can be made between sexes, age groups and regions, and is calculated as the number of excess winter deaths divided by the average non-winter deaths, expressed as a percentage. An EWM index of 20 shows that there were 20 per cent more deaths in winter compared with the non-winter period.

	Full participation in the Shaw Trust 'Work and Health Programme' ²	✓ Council actively participating	March 2020		We continue to signpost people to the local Jobcentre Plus (JCP) for Universal Credit claims and so all the relevant people are being referred once they start to interact with JCP. Numbers are being sought from the Shaw Trust.	
Promote Support Independent Living in Staffordshire (SILIS) and increase personal independence	<ul style="list-style-type: none"> Work with the Support Independent Living in Staffordshire (SILIS) partnership including Millbrook Healthcare Ltd and Staffordshire County Council to promote SILIS Work in the SILIS partnership to monitor the contract with Millbrook and ensure successful delivery of home adaptations enabled through Disabled Facilities Grants (DFG) 	<ul style="list-style-type: none"> ✓ Residents needing advice or support receive an improved Home Improvement Agency experience ✓ At least 80 residents per annum receive DFG funded adaptations in their homes ✓ Average waiting times between initial DFG grant application and installation are reduced 	December 2018 March 2019 March 2019	Housing and Wellbeing	<p>SILIS fully operational.</p> <p>83 adaptations were completed in 2018/19. Another 21 grants were approved and 55 are in the pipeline making a total of 159. The budget was not fully spent and we are working with Millbrook and the SILIS partnership to address this in 2019/20.</p> <p>At the time of writing the average wait times for grants had not been finalised.</p>	
	Work with South Staffordshire Cruse Bereavement Care to support grieving households to live more independently at home	✓ 85 households supported and where appropriate	March 2019	Partnerships, Community Safety and Licensing	102 clients contacted the helpline and received support. 90% of clients who completed self- evaluation forms reported significant improvement in wellbeing.	
	Work with Live at Home Lichfield and Burntwood to offer:	<ul style="list-style-type: none"> ✓ Signposting/referral to the Methodist Homes for the Aged (MHA) Live at Home project and Action on Hearing Loss ✓ 6 computer classes per week ✓ 25 households benefiting from assisted shopping ✓ 2 dementia day care sessions per week 	March 2019 March 2019 March 2019		<p>Signposting took place</p> <p>6 Computer classes run a week in Burntwood on Wednesdays and Thursdays</p> <p>51 members benefited from assisted shopping trips</p> <p>34 members benefited from activities to support those with dementia</p>	100%
	<ul style="list-style-type: none"> computer classes providing older people with skills to remain independent assisted shopping services dementia day care sessions and carer support and respite a prompted telephone support service to individuals living with memory loss 					
Reduce the number of people experiencing serious injury from falls	<p>Work with internal teams and external agencies/Service Level Agreement (SLA) partners to reduce harm to those at risk of falls by:</p> <ul style="list-style-type: none"> developing evidence based interventions for older populations, e.g. physical activity, better nutrition and appropriate housing identifying trip hazards within and around the homes of vulnerable people they visit, to identify personal characteristics which may place individuals at higher risk of falls, and make appropriate referrals to other services as appropriate 	<ul style="list-style-type: none"> ✓ Falls at-home amongst the frail and elderly and consequent serious injuries, visits to Accident and Emergency (A&E) and hospitalisation are reduced ✓ Developers are committing to increasing the choice of affordable and age/ability appropriate housing in new developments 	December 2020 December 2020	Housing and Wellbeing Private Sector Housing	<p>Key activity to deliver this is the Staffordshire Warm Homes Fund (SWHF) project and household support through a pilot 'hub' in Lichfield city, which together will lead to more people able to live independently and safely in their own home. SWHF is set to begin taking targeted referrals for essential heating upgrades from May 2019. As part of this process other interventions including low-cost adaptations will be installed where appropriate as well as referrals to other health and safeguarding agencies. Together, these interventions will help prevent falls, visits to A&E and hospitalisation. The pilot hub is already helping residents identified by their GPs as being at high risk of hospitalisation by identifying hazards. Support is provided in the home by Senior Matrons acting as Elderly Care Facilitators (ELCAFs). Support includes assistive technology measures which are in addition to, and not instead of, items being supplied directly by social care, or through a DFG. This is still at an early stage; specific outcomes will be available at a later date.</p> <p>The council is increasingly encouraging housing developers to consider Lifetime Homes and Wheelchair Accessibility standards as part of their planning proposals. This will be further supported by objectives in the independent living section of the Housing, Homelessness and Rough Sleeper Strategy later in 2019.</p>	50%
Reduce housing inequalities by preventing homelessness and increasing	<ul style="list-style-type: none"> Maximise delivery of new affordable homes Provide affordable homes grant funding to Approved Registered Provider(s) to enable new affordable homes Gather evidence for a new Housing and Homelessness Strategy 2019-2022 	✓ Delivery of our target of 158 new affordable homes annually means that more residents have been housed in good quality affordable homes and are less likely to	March 2021	Housing and wellbeing Housing Options	<ul style="list-style-type: none"> 235 affordable homes delivered comprising 154 rented and 81 shared ownership Cabinet approval given to spend commuted sums on acquiring our own properties as part of a rough sleeper and homelessness pathway with Spring Housing 	100%

² The Work and Health Programme is a Welfare to Work programme commissioned by the Department of Work and Pensions (DWP). It is designed to improve employment outcomes for people with health conditions or disabilities and those unemployed for more than two years: <https://www.shaw-trust.org.uk/Services/Work-and-Health-Programme>

the number of affordable homes	<ul style="list-style-type: none"> Prevent and relieve homelessness in accordance with the Homelessness Reduction Act 2018 Revise our Housing Assistance Policy to ensure that emergency home repair assistance funding is available to help those most in need Support qualifying households pay their rent and council tax through our revenues and benefits services to ensure income maximisation 	experience rent/mortgage/utility arrears ✓ Support continues to customers to our homelessness and housing advice service ✓ Reduced use of and time spent in temporary accommodation ✓ Fewer households are living in inappropriate housing	December 2020 December 2020 December 2020	Revenues and Benefits	(https://democracy.lichfielddc.gov.uk/ieListDocuments.aspx?Cid=138&Mid=240&Ver=4) <ul style="list-style-type: none"> Evidence gathering is in progress for a combined Housing, Homelessness and Rough Sleeper Strategy (HHRSS) 2019-2022. The Rough sleeper strategy will be the first section to be produced Homelessness was prevented or relieved for 152 households The housing assistance policy was reviewed and approved with minor amendments on 28.3.19. A full policy review will be done after completion of the HHRSS. The caseload for our Revenues and Benefits team is dropping due to Universal Credit as the council no longer receives new claims for HB. Work continues to support claimants as appropriate. 	
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Priority 3 – Improve workplace health, wellbeing and safety						
Objectives	Actions	Outcomes	Timescale	Contributing Services/Teams	Update on Performance 2018/19	Progress RAG/%
Lichfield District Council to become a smoke-free, low fat, low-sugar, active workplace	Lead by example towards making the Council workforce a healthy workforce by: <ul style="list-style-type: none"> promoting physical activity as part of the working day providing regular active-workplace activities including pedometer challenges, martial arts and various aerobic sessions, to encourage a more active lifestyle. 	✓ Healthy eating, living and working information is available on Brian ✓ Staff are encouraged to incorporate movement into their daily work schedules ✓ 200 employees participating in regular workplace activities	December 2018 December 2019 December 2019		Thrive at Work accreditation underway as part of the People Strategy. Focus group work undertaken and will be developed over summer 2019. Several activities held for staff to improve their health and wellbeing. These included - Pedometer challenge/self defence sessions/mindfulness sessions/clubercise sessions. In total we had 125 attendances from LDC staff and 105 people took part in the pedometer challenge.	
Incorporate mental health awareness as a core focus in the emerging People Strategy	Through the People Strategy: <ul style="list-style-type: none"> Advocate the 'Time to Change' national campaign³ or similar Foster more trust and openness between staff and their line-managers Ensure an environment where staff are able to talk in confidence with managers 	✓ Council employees have the confidence to discuss any mental health issues with their managers ✓ Employees have access to support to prevent reaching crisis point ✓ The number/duration of recorded absences for stress/psychological reasons is reduced	March 2019 March 2019 March 2020		Time to Change plan is being developed as part of Thrive at work accreditation and the People Strategy. A Time to Change event for staff was held in February 2019 to raise awareness and recruit mental health champions. Internal signposting underway, which will allow confidential access to counselling.	
Promote healthy and safe workplaces to further reduce the risk of accidents, mental stress and sickness absence	<ul style="list-style-type: none"> Continue to target our interventions on areas having the greatest impact on ill health reduction Ensure that premises under our control for health & safety enforcement only have interventions if risk management is failing Develop partnerships with small local businesses and larger national companies based in our district, to provide consistent and proportional advice on health & safety issues at both local and national levels 	✓ Improved work/life balance and employee satisfaction (self-reported) ✓ Fewer recorded workplace accidents ✓ Fewer recorded absences due to work-related ill-health	March 2020 March 2020 March 2020		Results of the LDC employee survey have been analysed and shared. We have developed our relationships with Busy Bees and Co-op (Central England) to assist with the health and safety (H&S) standards within their national businesses. The H&S programme is currently reactive led so we respond to all mandatory accident investigations and deal with general H&S complaints and requests for advice which will lead to an improvement in H&S standards. Going forward there will development of H&S projects that fit into the H&S Executives priority topic areas as these are recognised to have the most impact on safety and ill health.	50%

³ Time to Change is a growing movement of people changing perceptions about mental health: awareness campaigns aim to improve public attitudes towards people with mental health problems, reduce discrimination and challenge stigma. Local authorities can access resources to help promote this: <https://www.time-to-change.org.uk>

Delivery of Disabled Facilities Grants (DFGs)

Report of Councillor Ashley Yeates, Cabinet Member for Communities and Housing



Date:	26 th June 2019
Contact Officer:	Gareth Davies/Lucy Robinson
Tel Number:	01543 308741/308710
Email:	gareth.davies@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 This report provides Members with an update on the delivery of Disabled Facilities Grants (DFGs), performance and expenditure of the budget in 2018/19. It has been the first year of new contract with provider Millbrook Healthcare and several issues have impacted on their performance. In total £583,453 was spent on 83 fully completed grants and a further £291,915 was committed on an additional 21 adaptations, meaning that 49% of the budget was spent and a further 25% was committed on grants.

2. Recommendations

- 2.1 That Members consider and comment on the delivery of DFGs in 2018/19, note the challenges that Millbrook have encountered during the first year of the contract 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 DFGs are used to fund major adaptations¹ to a person's home (e.g. ramps, stair/vertical lifts, level access showers) to allow a disabled person to live independently in their home e.g. allow them to get in, out and around their home and use the facilities such as the bedroom, bathroom and kitchen. The council has a statutory duty² to provide DFGs to eligible disabled households, they are subject to a means test with a maximum award available in any application of £30,000. On average, over 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 (HIA) to deliver DFGs for many years³ and since April 2018 have had an arrangement with Millbrook Healthcare, through a contract procured by Staffordshire County Council (SCC), to deliver DFGs on our behalf. As part of the county contract, Millbrook provide HIA services to six districts and boroughs⁴ in Staffordshire in the Supporting Independent Living in Staffordshire (SILIS) Partnership (the Partnership) through a

¹ Major adaptations are defined as an adaptation or equipment totalling over £1000. Minor adaptations e.g. handrails, half steps, temporary ramping, totalling less than £1000 are the responsibility of SCC.

² 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.

³ Metropolitan Care and Repair (formerly known as Spirita and previously Walbrook) delivered the service in Lichfield District from 2001 up to October 2014. Revival delivered the service from October 2014 to March 2018.

⁴ Covering Lichfield, Newcastle under Lyme, South Staffordshire, Stafford, Staffordshire Moorlands and Tamworth councils.

Participation Agreement. The contract runs until March 2023 with the option of two one year extensions.

3.3 In addition to the new HIA provider, in 2018/19 there have been other significant changes to the way DFGs are administered across the county:

3.3.1 Occupational Therapy (OT) services

Previously OT's from the Midlands Partnership Foundation Trust (MPFT)⁵ commissioned by SCC were required to holistically assess the disabled person to determine what, if anything, was the most appropriate adaptation for them in the long term, and if necessary provide their recommendations to the HIA. The HIA would then closely liaise with the MPFT OT during the progression of the grant to ensure that the adaptation continued to meet the needs of the disabled person. This service was decommissioned at the end of March 2018, with the responsibility for assessing all major adaptations then falling to the new provider Millbrook.

From April 2018, MPFT will only provide assessments for individuals with complex needs⁶, however this assessment is limited to only identifying that a major adaptation is required and then referring the individual to Millbrook for assessing, prescribing and designing the work required and ensuring that the completed adaptation meets their needs.

SCC had agreed that they would be commissioning a phone OT assessment or triage service called the 'Front Door', that would be live from the contract commencement in April 2018. This service would utilise fully trained OTs completing an over the phone assessment of the individual's needs, signposting them to equipment services, and if they had complex needs they would refer to an OT within MPFT. If the person was assessed over the phone as not having 2 or more eligible needs under the Care Act but they still needed an adaptation, they would be referred through to Millbrook. Unfortunately, despite regular assurances from SCC, the Front Door only became operational in mid-August 2018, which resulted in Millbrook having to deal with far more enquiries and screen far more referrals from people that did not need an adaptation than was originally anticipated.

Millbrook employ Trusted Assessors to assess individuals and prescribe work, and they have over the phone access to trained OTs to assist them in their decision making. For complex cases that require a face to face assessment, Millbrook had to commission an external OT service to complete the assessment which was added as a separate charge onto the grant. However, due to the number of complex cases that require clinical supervision, Millbrook have now agreed to recruit an OT to work in the Staffordshire office alongside the local team of Trusted Assessors.

3.3.2 Equipment

Another change as a result of the new SCC contract with MPFT, is that a DFG now has to cover the cost of any equipment needed for the safe use of the adaptation. For example if a level access shower is installed the grant will have to cover the cost of a shower chair to allow the person to use the adaptation safely. Previously this would have been ordered by an MPFT OT and charged to SCC's equipment service provider (currently Mediquip). In addition, a DFG has to cover the cost of installation of fixed equipment such as ceiling track hoists (CTHs), and as these are complex and require an OT assessment this has to be commissioned externally and charged to the grant.

3.3.3 Payment of fees

Another change is the payment of fees to the HIA for each adaptation. Under the previous contract Revival received an annual lump sum payment of approximately £280,000. In addition to this they received a fee of up to 9% that was tariffed depending on the status of the application, fixed at no more than £2,400 inc VAT per grant. In the new contract, Millbrook do not receive an annual lump sum but instead generate a fee of 16% plus VAT on the total cost of works for all approved

⁵ Prior to MPFT the contract was with SSOTP.

⁶ Individuals described as having two or more eligible needs under the Care Act 2014.

applications. There is no upper limit to the cost of the fee, meaning a maximum grant of £30,000 will include a fee of £5,000 including VAT. The fee is part of the grant awarded to an applicant.

3.3.4 Governance

The contract is monitored by a HIA Steering Group (SG) of officers from each district and a representative from SCC. The SG has met 6 weekly since contract commencement to oversee the delivery of the contract, ensure effective contract management, manage any issues that arise and confirm that key performance requirements are met. Performance information and issues arising from SG are escalated to the Strategic Project Board (SPB). This is chaired by, and includes representation from each of the district and borough Chief Executive Officers within the partnership, and representation from SCC. This was chaired in the first year by Lichfield, and from 1st April 2019 by Tamworth BC. In addition to monitoring by the SG, council officers hold regular performance monitoring meetings with Millbrook and Bromford to explore complex cases and try to resolve any issues that may lead to a delay.

3.5 Key Challenges

As one would expect in the first year of a contract, issues have arisen that have impacted on performance. In relation to the transfer of service in April 2018, there have been several issues, some of which have been highlighted already:

- The SCC Front Door not being in place to appropriately triage referrals until mid-August
- The lack of MPFT OT involvement in a case once a person has been referred
- The backlog of cases transferred from Revival at the start of the contract as we had to suspend new grant approvals towards the end of the year when our budget was fully allocated
- The backlog of referrals from MPFT sent to Millbrook in the first month
- Issues with the staff transferred under TUPE (Transfer of Undertakings (Protection of Employment) Regulations) from Revival needing training on becoming a Trusted Assessor and new processes and procedures. Retention of trained staff and turnover has also been experienced.

Ongoing performance issues have also been identified as:

- Significantly higher than expected demand for the service creating pressures in the team
- Staff training, supervision and competency issues with some staff
- Lack of OT support in complex cases
- Lack of accurate reporting functionality from Millbrook's case management system making it difficult for council officers to effectively monitor spend on DFG's and case progression.

All of these issues have affected Millbrook's performance, resulting in cases not progressing as quickly as they should and significantly increasing the amount of council officer time spent monitoring the DFG contract and expenditure.

3.6 Expenditure of the budget

The council's budget for DFGs comprises of money received from the government's Better Care Fund (BCF)⁷ and the council's capital programme; the table below shows a breakdown of the total funds available to spend on DFGs in the District in the financial year:

Source	Amount
Better Care Funding 2018/19	£905,939
Additional government funding (received January 2019)	£165,361
LDC contribution 2018/19 (from capital programme)	£22,000
LDC contribution (secured from External Grant)	£100,000
Total Available Budget	£1,193,300

(Table A – DFG budget breakdown)

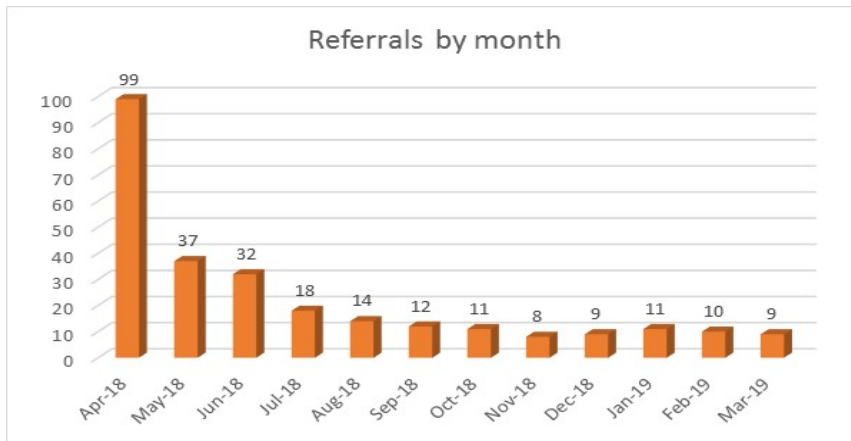
⁷ The Better Care Fund is distributed from government to the council by SCC.

In November 2018, the government announced additional DFG funding for councils who had a shortfall and could give a commitment that they had the capacity to spend it by the end of March 2019. We requested the full amount available based on the demand for adaptations within the district and assurances from Millbrook that they were able to spend or commit the additional money by the deadline. In January 2019 the council received an additional £165,361 into the DFG budget that was fully spent. Other members within the partnership that were unable to spend it also requested funding, (Stafford and Staffordshire Moorlands) and this will be apportioned to areas that had a shortfall, namely Lichfield, Tamworth and South Staffs. (Note: At time of writing this was £240,652.59 but we are waiting for confirmation of how this and details of how it will be accounted for in government returns).

Millbrook Performance

3.7 Referrals

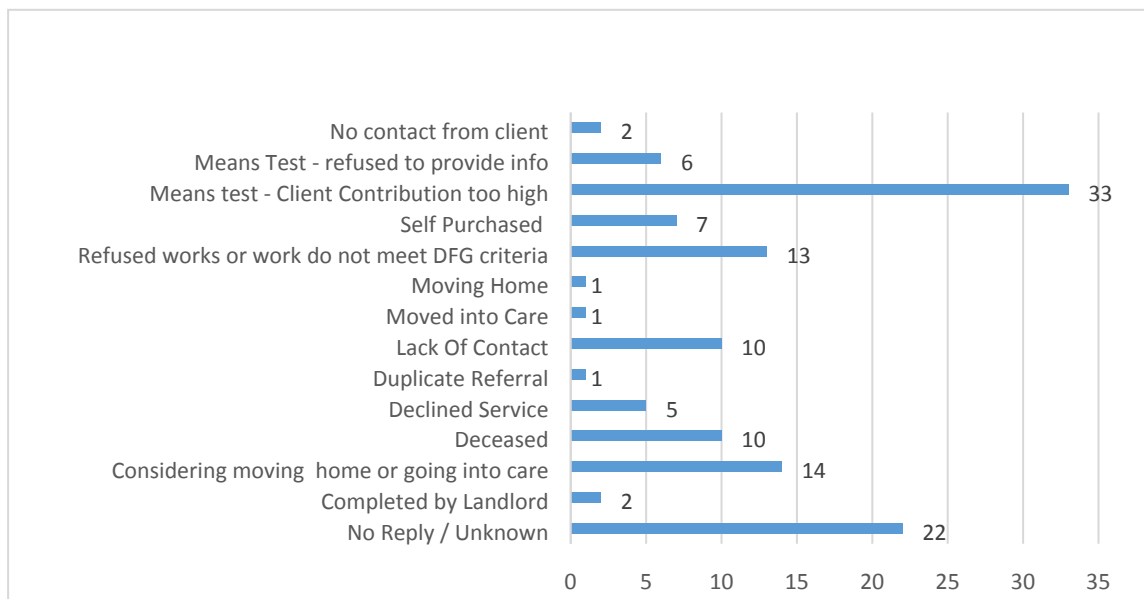
Millbrook started the financial year with 41 open cases which were transferred from Revival as the DFG budget was fully allocated in 2017/18. They received a further 58 referrals throughout the course of April 2018, a large proportion of which came from MPFT OTs undisclosed backlog. The chart below shows the number of referrals received into the service for assessment, by month, throughout the course of 2018/19 and clearly shows the impact on Millbrook of the Front Door not being operational until mid-August:



(Chart A – Number of referrals received into Millbrook Healthcare by month)

3.8 Closed Cases

In total, Millbrook received 270 referrals into their service over the financial period; 127 of which did not proceed to grant completion. The chart below identifies the reasons for closure:



(Chart B – Closure reasons)

3.9 Completions

In total 2018/19:

- 83 grants were completed totaling £583,453⁸
- A further 21 grants have been approved totaling £291,915
- This means we spent 49% of the total budget and committed a further 25%.

The below table shows a full breakdown including costings:

Status	Number of Grants / Cases	Total (£)	Percentage (%) of Budget
Spent	83	£583,453	49%
Committed	21	£291,915	25%
Estimated (pipeline works)	55	£469,055	39%
TOTAL	159	£1,344,422	113%

(Table B – DFG spent, committed and pipeline breakdown)

It is clear from the above table that anticipated demand for DFG remains high, and with an ageing population in the district we do not envisage that this will reduce. Current demand is demonstrated by the 55 cases in the pipeline with an anticipated grant value of £469,055.

3.10 KPIs

Key Performance Indicators (KPIs)

Based on the underperformance of the previous contractor Revival, several KPIs were added into the contract to measure performance and allow the partnership to claw back part of the fee if performance targets were not met. It was agreed from the outset that the penalties would not be enacted for the first 6 months to allow the partnership to develop. It was further agreed at January's SPB meeting that due to the issues outlined in section 3.5 and a lack of clarity in the reports provided by Millbrook that the partnership would suspend any KPI sanctions until April 2019.

Two of the KPI's relate to the timescale for completing straightforward and complex adaptations. We are unable to report on these at present as due to the complexities of work involved in some adaptations, the Partnership has not yet concluded discussions on the definition of each. We will be able to report on this by the next quarter.

3.11 Service improvement plan

Council officers have been closely monitoring DFG delivery all year and have held monthly cases and performance meetings as well as attending several meetings of the SG. Following concerns over performance, following the advice of the county's procurement team, on 28th March 2019 the SG issued Millbrook with a service improvement plan. Following this a resolutions meeting was held on the 4th April 2019 to go through the plan, discuss performance issues and mutually agree actions.

To improve performance Millbrook have agreed to instigate the following:

- Provide additional staff training, ensure skill gaps are identified and have mechanisms in place to effectively manage staff competencies
- Review all technical designs by a senior staff member
- Recruit an OT into Millbrook to provide clinical oversight for the Trusted Assessors into decision making for complex cases

⁸ The figure of £583,453 includes a payment to SCC of £3415 for SILIS project management costs.

- Arrange a partnership wide workshop to mutually agree on work that is necessary and appropriate in accordance with legislation and best practice for DFG progression
- Instruct an audit of cases by Foundations⁹, alongside internal investigation of specific cases by senior Millbrook staff
- Finalise Millbrook’s complaints policy
- Implement a customer board to support Millbrook in their processes and monitoring of complaints
- Introduce a new reporting mechanism to evidence Millbrook’s attempts in sourcing alternative funding outside of the DFG, e.g. charitable funding
- Millbrook to report on the work they are doing to support the self-funder market
- Millbrook to produce an annual report showing the added value DFG brings to the individual.

We will be using our existing governance structure and direct meetings with Millbrook to ensure that these actions are undertaken and performance improves in year 2. If it does not improve we will formally escalating this as outlined in the contract.

3.12 DFG Review

The government commissioned an independent national review¹⁰ of the DFG in February 2018 that reported in December 2018. The review considered among other things how funding is allocated to local authorities and the mismatch to demand in many areas such as Staffordshire. The report made 45 recommendations for how the DFG should change in the future; we are not expecting the government’s response to this review until the Social Care Green Paper is published.

Alternative Options	<p>1. The council has a statutory duty to approve DFGs, and as stated in the legislation the council must approve a valid application for DFG funding within 6 months of receipt of all the necessary documentation. The legislation also states that works must be completed within 12 months of the date of grant approval. A lack of funds cannot be a reason why a local authority does not approve a grant, however the legislation does give an authority the option to defer any grant payment for a period of 12 months after grant approval.</p> <p>2. The SILIS partnership has committed to a five year contract plus 2 years with Millbrook and the council has signed a Partnership agreement to be part of this. If performance issues do not improve, one option is to consider delivery of DFGs in-house or through another local authority. Ending the contract would be legally complex and time consuming and we would need to act in conjunction with all partners to do this.</p>
Consultation	Leadership team have been kept informed on performance and received a report on the annual progress on 5 th June 2019.
Financial Implications	1. SCC pass ported the full DFG element of the 2018/19 BCF through to the council; Lichfield’s allocation was £905,939. SCC no longer contribute towards the HIA contract.

⁹ Foundations is the National body for Home Improvement Agencies and leads on the transformation of DFG

¹⁰ The Department of Health and Social Care appointed the University of West of England to carry out an independent review of Disabled Facilities Grants (DFG) in England. The University worked with Foundations, the Building Research Establishment, Ferret Information System and an experienced Occupational Therapist to look at both the operation of the grant and the wider delivery of home adaptations to support the independence of disabled people living in their own homes.

	<p>2. In 2018/19 total expenditure on DFG's was £583,453 and 83 grants were fully completed. Another 21 grants totalling £291,915 were approved but not completed, making a total commitment for the year of £875,368.</p> <p>3. The council's BCF award for 2019/20 is £977,562. Millbrook have carefully analysed the pipeline of cases approved or in process of approval and have advised that at 20th May there were 55 cases valued at £469,055 in the pipeline. We are currently analysing these but based on a current average of 8 referrals a month it is probable that we will need to revise down our current budget set out below.</p> <p>4. The Revised Budget for 2019/20 is shown below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Details</th> <th style="width: 15%;">Approved MTFS</th> <th style="width: 15%;">Slippage</th> <th style="width: 15%;">Additional BCF Grant</th> <th style="width: 15%;">Revised Budget</th> </tr> </thead> <tbody> <tr> <td>Expenditure</td> <td style="text-align: right;">£1,104,000</td> <td style="text-align: right;">£610,000</td> <td style="text-align: right;">£72,000</td> <td style="text-align: right;">£1,786,000</td> </tr> <tr> <td>Funded by:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Better Care Fund</td> <td style="text-align: right;">(£906,000)</td> <td style="text-align: right;">(£588,000)</td> <td style="text-align: right;">(£72,000)</td> <td style="text-align: right;">(£1,566,000)</td> </tr> <tr> <td>Council Resources</td> <td style="text-align: right;">(£198,000)</td> <td style="text-align: right;">(£22,000)</td> <td style="text-align: right;">£0</td> <td style="text-align: right;">(£220,000)</td> </tr> </tbody> </table>	Details	Approved MTFS	Slippage	Additional BCF Grant	Revised Budget	Expenditure	£1,104,000	£610,000	£72,000	£1,786,000	Funded by:					Better Care Fund	(£906,000)	(£588,000)	(£72,000)	(£1,566,000)	Council Resources	(£198,000)	(£22,000)	£0	(£220,000)
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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".
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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.
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Crime & Safety Issues	Adaptations can make people feel safer in their own homes and external improvements to enable someone to safely access their home often include improved lighting.
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GDPR/Privacy Impact Assessment	GDPR provisions regarding applicants personal details are covered in the contract with Millbrook Healthcare Ltd.
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Health & Wellbeing Implications	The provision of DFGs will significantly contribute to the health and wellbeing of disabled applicants as an adaptation to their home will improve their quality of life and reduce the risk of falls and other harm.
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RISK	Risk Description	How We Manage It	Severity of Risk (RAG)
A	The health, and physical and mental well-being of eligible individuals could be potentially compromised through waiting for an adaptation to be completed.	We actively contribute to the HIA SG meetings and seek to improve performance across the process. We hold DFG cases liaison meetings at Frog Lane every month, where specific cases are discussed in order to reduce blockages and increase the throughput of grants and works. We are currently using a DFG consultant to assist in the monitoring of the contract due to staffing changes in the team.	Amber

B	Underspend in budget may result in reduced BCF allocations in future years although this has never been done by government to date.	We will continue to closely monitor the budget and ensure that the actions in the improvement plan are completed by Millbrook.	Amber
C	There is the risk to the Council that the ongoing performance and delivery issues cannot be resolved. This could result in an increase in complaints about the service and eventual reputational damage.	We will closely monitor the completion of the Improvement Plan and work directly with Millbrook and the SILIS partnership to resolve all issues. Foundations are also completing an external audit that will further highlight any areas of improvement for Millbrook.	Amber

Background documents:

Relevant web links:

[Lichfield District Housing Strategy 2013-2017](#)

Millbrook SILIS website <http://www.millbrook-healthcare.co.uk/contact-us/service-centre-locations/home-improvement-agency-services/staffordshire-ilis/>