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Monday, 7 September 2020

Dear Sir/Madam

COMMUNITY HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE

In light of the current Covid-19 pandemic and government advice on social distancing, the Community Housing and Health (Overview and Scrutiny) Committee arranged to take place **TUESDAY, 15TH SEPTEMBER, 2020 at 6.00 PM** will be held as a virtual meeting and streamed online (further information is available on our website).

Yours faithfully

A handwritten signature in black ink, appearing to read 'Christie Tims', is written over a light grey circular watermark.

Christie Tims
Head of Governance and Performance

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

Councillors Eagland (Chairman), Evans (Vice-Chair), S Wilcox (Vice-Chair), Baker, Ball, Binney, Birch, Humphreys, Leytham, Parton-Hughes, Silvester-Hall, Tapper 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. Work Programme 7 - 8
5. **Standing Items** 9 - 14
 - a) Lichfield District Health Provision
 - b) Staffordshire Health Select Committee
(the SCC Committee's work programme is attached to allow Members to raise items with the District Council's representative)
6. Delivery of Disabled Facilities Grants (DFGs) 15 - 22



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

18 MARCH 2020

PRESENT:

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

(In accordance with Council Procedure Rule No.17 Councillors attended the meeting).

22 APOLOGIES FOR ABSENCE

Apologies were received from Councillors Evans (Vice-Chairman), Humphreys and M. Wilcox

23 DECLARATIONS OF INTERESTS

There were no declarations of interests.

24 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting were signed as a correct record.

The Cabinet Member was asked to for an update on DFG's and it was reported that progress was slow but underway and he would report further to the Committee when he could.

It was also asked if there was an update into removing the category of under 10 year olds from upper floor flats and it was reported that it was a recommendation for the final allocations scheme.

25 WORK PROGRAMME

The work programme was received and it was noted that this was the last meeting of this municipal year. It was requested that any ideas for the 2020-21 year work programme be sent to the Overview & Scrutiny Officer and to include expected aims to help plan what information would be required. It was requested that an item on straight pathways be included.

RESOLVED: That the work programme be updated.

26 STANDING ITEMS

The Committee received the work programme for the Staffordshire Healthy Select Committee and were asked to forward items that they would wish to be raised at the County Council through the District Council's representative, Councillor Leytham.

Members asked if it could be asked if there was a build programme in place for the ne George Bryan centre following the results of the consultation for it to remain and in its current location. There was some concern that this new facility would be out patients only and not in patients as before.

It was noted that the previous Staffordshire Healthy Select Committee chairman had agreed to roll over an item on primary and secondary care and the lack of communication between the two. It was asked for this matter to be raised again.

RESOLVED: That the views be noted and items raised at the Staffordshire Healthy Select Committee.

27 HOUSING, HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2019-2024

The Committee received a report on the draft Housing, Homelessness and Rough Sleeping Strategy 2019-2024 which set out the council's plans to tackle homelessness, rough sleeping and a range of other housing-related challenges over the next five years in Lichfield District from 2019 to 2024. The Cabinet Member thanked Officers for the work they had undertaken in preparing the report.

It was asked that in light of the Covid-19 situation, something similar to the severe weather protocol be added for severe viruses. It was noted that night shelters had been closed due to the high risk and inability to distance however work was underway to try and open them again quickly. It was also noted that the Council was monitoring the situation of the virus and the increase demand on services including housing including the impact on landlords and would be awaiting guidance and support from central government

It was agreed that it would be difficult to eradicate homelessness as some of it was hidden behind issues like sofa surfing.

Discussions took place regarding why rough sleepers weren't using night shelters and there was anecdotal evidence that it was because they had been warned not to because of the risk of theft however there was also evidence that this was an excuse and one of the true reasons was because drug taking was prohibited. It was reported that Spring Housing, the outreach service used by the District Council was used to deal with these concerns as many times, Officers are seen as a barrier by rough sleepers. Donations to a central pot instead of giving directly to rough sleepers/beggars was also discussed and it was felt that effective communications and marketing was key to its success.

It was asked what enforcement could be undertaken with beggars and it was reported that many of these people had complex needs and the approach was to support these people before taking a draconian approach so Spring Housing were doing this and the introduction of assisted housing would help too. It was notes that Police have powers if required but they also had no desire to use them unless in extreme situations where there was violence or risk to public safety. It was requested that this was communicated to businesses as most of the begging happened outside of these premises.

Housing stock was then discussed and it was noted that some wasn't available to adapt to meet need and it was felt that a SPD would be required with the new Local Plan to address this. It was also requested that the needs for all age groups be considered. It was noted that SPD's came under the Economic Growth, Environment & Development (Overview & Scrutiny) Committee and in the past there had been joint committee meetings to consider this type of issue and it was proposed and agreed to do the same in this instance. Fall hazards in homes were also discussed and it was noted that it was a responsive service provided and although no budget, educating developers and RSLs on Cat 1 hazards was undertaken.

When asked, it was noted that income based rent levels was an initiative of the West Midlands Combined Authority but the District Council would be investigating all ways to help. It was also requested that the Housing Company set up by the District Council only provide housing for rent but it was noted that it was for the Strategic Asset Management Committee to consider this.

Affordable housing was discussed and it was requested that no approval be given to developments providing under 35%. It was reported that it would require a change in government policy to allow this and to demand it without could lead to no housing being delivered especially on brownfield sites which along with higher home standards, gives less viability for affordable housing.

It was noted when discussed that there were still empty homes in the District although not a great number when considered in proportion to the number of overall stock. It was reported that the rise in Council Tax for empty properties has helped the situation although for some companies that own these houses, 400% increase was still favourable to renovation costs to get the property back into use.

Houses of Multiple Occupancy was mentioned and it was noted that they should be regulated and are when the Council knew about them so it was requested that information Members had be passed to Officers to investigate.

The Committee noted that there was a lower percentage of adults with learning difficulties living in settled accommodation than the rest of Staffordshire or country as a whole. It was reported that there was a shortage of accommodation although there was a scheme in Burntwood.

RESOLVED: That the draft Housing, Homelessness and Rough Sleeping Strategy 2019-2024 be noted and it be recommended for approval by Cabinet.

28 COMMUNITY SAFETY DELIVERY PLAN

The Committee received a report on the statutory requirement for Community Safety Partnerships to produce a three year community safety plan, which is reviewed annually. It was reported that in Lichfield, the District Board acted as the Community Safety Partnership (CSP) for the District.

It was noted that the Staffordshire Observatory produced a strategic assessment which looked at crime figures, trends and prevalent issues and suggested priorities for the District. The latest update was published in February 2020.

It was asked what was happening with regards to the Late Night Listeners during the Covid-19 pandemic as many of them were in the high risk group. It was reported that the Council had met with the volunteer sector and all was being done to protect them and also recruit more volunteers by signposting people to Support Staffordshire. It was reported that as the pubs had been requested to close by central government, the need for the Late Night Listeners should reduce greatly.

Members were concerned that the level of domestic violence could increase due to the requirement to isolate and it was noted that work was underway with organisations such as Pathway to deal with this. It was requested that all Councillors be prepared to help people in need of advice and help.

It was asked if there had been and affect from the removal of the Police Partnerships Managers and it was reported that the role had been backfilled by the service and partners had added where they could for example the vulnerability hub.

RESOLVED: That the draft Lichfield District Community Safety Delivery Plan 2020-2023 be endorsed for approval by the Lichfield District Board.

29 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 Officers for their work during the past year.

(The Meeting closed at 7.10 pm)

CHAIRMAN

COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2020-21 (Version 1)

Item	16 Jun	15 Sept	14 Jan	10 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 Staffordshire Health Select Committee's work programme will be attached to the agenda to aid the Committee raise issues with the LDC rep, Councillor Leytham.	GD	DL / JE
DFG performance		✓			Report on performance of Disabled Facilities Grants	LR	AL
Community Safety Delivery Plan				✓	To include crime and disorder.	SB	AY
George Bryan Update					When information is available		DL/JE
CCG Merger					When information is available		DL/JE
Emergency Planning					As and when required	GD	

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WORK PROGRAMME – 14 September 2020

Healthy Staffordshire Select Committee 2020/21

This document sets out the work programme for the Healthy Staffordshire Select Committee for 2020/21.

The Healthy Staffordshire Select Committee is responsible for:

- Scrutiny of matters relating to the planning, provision and operation of health services in the Authority's area, including public health, in accordance with regulations made under the Health and Social Care Act 2001 and subsequent guidance.
- Scrutiny of the Council's work to achieve its priorities that Staffordshire is a place where people live longer, healthier and fulfilling lives and In Staffordshire's communities people are able to live independent and safe lives, supported where this is required (adults).

Link to Council's Strategic Plan Outcomes and Priorities

Be healthier and more independent

A joined up approach to **Health, Care and Wellness** that encourages people to take responsibility for their own health and plan for their future, so that we can support those who really need it.

We review our work programme from time to time. Sometimes we change it - if something comes up during the year that we think we should investigate as a priority. Our work results in recommendations for NHS organisations in the county, the County Council and sometimes other organisations about how what they do can be improved, for the benefit of the people and communities of Staffordshire.

Councillor Jeremy Pert

Chair of the Healthy Staffordshire Select Committee

If you would like to know more about our work programme, please get in touch with Chris Ebberley, Manager and Democratic Services Manager on 01785 276164 or chris.ebberley@staffordshire.gov.uk

In Staffordshire, the arrangements for health scrutiny have been set up to include the county's eight District and Borough Councils. The Healthy Staffordshire Select Committee is made up of elected County Councilors and one Councillor from each District or Borough Council. In turn, one County Councillor from the Committee sits on each District or Borough Council overview and scrutiny committee dealing with health scrutiny. The Healthy Staffordshire Select Committee concentrates on scrutinising health matters that concern the whole or large parts of the county. The District and Borough Council committees focus on scrutinising health matters of local concern within their area.

Work Programme 2020/21

Date	Topic	Background/Outcomes	
Committee Meetings, Reviews and Consultations			
		Background	Outcomes from Meeting
15 April 2020 (additional meeting)	Modernising Adult Social Care Programme. An update, containing an evaluation of the introduction of the service (SCC)		Meeting cancelled
May/June 2020 TBC (Informal Meeting)	Staffordshire Health and Care Green Paper - - Informal Workshop		
Scrutiny Review (Public session July 2020 TBA)	Urgent Care and Delayed Transfers of Care.	Item raised at Triangulation meeting.	Currently on-hold
8 June 2020	Community First Responders – Reconfiguration by West Midlands Ambulance Service University NHS Foundation Trust		<p>RESOLVED – (a) That the report/presentation be received and noted.</p> <p>(b) That the impact of the above-mentioned changes on the Trusts' performance metrics be monitored closely and that further scrutiny of the Trusts' operations be undertaken at the appropriate time, as necessary.</p> <p><i>Members scrutinised and held West Midlands Ambulance Service University NHS Foundation Trust to account over their recent decision to make changes to (i) the vehicles used by Community First Responders (CFRs); (ii) range of drugs routinely carried by CFRs and; (iii) the training received, and qualifications attained by CRFs. In addition, they learned of the Trust's expectations for the future of the CFR initiative having regard to these changes and the impact on service delivery to the residents of Staffordshire.</i></p> <p><i>Whilst the Trust were unable to re-visit their decisions, they acknowledged the Committee's criticisms regarding the limited consultation and communication with local communities undertaken prior to implementation of the new arrangements. They therefore undertook to ensure that such measures on future service reconfigurations were robust, meaningful and took account of local concerns. In addition, the Trust gave the Committee assurances regarding the future of the CFR service in general and the contribution they foresaw it would make to the continued provision of an Outstanding service to the residents of the County.</i></p>

6 July 2020	(i) Staffordshire Healthwatch Contract Update (SCC)		
	<p>(ii) CCG – Financial Exception Report (CCGs)</p> <p>(i) Mental Health Burden and 2020 Covid-19 Pandemic in Staffordshire (Mental Health Trusts)</p> <p>(ii) Residential Care Provision and 2020 Covid-19 Pandemic in Staffordshire (SCC)</p>	<p>Requested at meeting on 16 September 2019</p> <p>Requested following meeting on 8 June 2020</p>	<p>RESOLVED - (a) That the reports/presentations be received and noted.</p> <p>(b) That the contact details of Midlands Partnership NHS Foundation and North Staffordshire Combined Health Care NHS Trusts' 24/7 emergency mental health helpline (to be supplied) be circulated to (i) Members of the Committee; (ii) all Staffordshire County Councillors and (iii) Leaders of all Staffordshire District/Borough Council's for dissemination, as appropriate.</p> <p>(c) That the Chairman highlights the importance of improving links between NHS mental health service providers and schools having regard to the 2020 Covid-19 Pandemic, with Staffordshire County Council's Cabinet Members for Learning and Employability and; Children and Young People, as necessary</p> <p>(d) That the mental health burden arising from the 2020 Covid-19 Pandemic in Staffordshire be monitored closely and that further scrutiny of mental health service providers be undertaken at the appropriate time, as necessary.</p> <p>They received a joint presentation/report from (i) the Director of Health and Care; (ii) Chief Executive of Midlands Partnership NHS Foundation Trust and; (iii) Chief Executive Officer North Staffordshire Combined Healthcare NHS Trust regarding the mental health burden arising from the 2020 Covid-19 Pandemic in Staffordshire.</p> <p>Members scrutinised and held the Trusts to account over the various measures they had implemented to deal with the effects of the Pandemic including:- (i) service changes to comply with social distancing guidelines; (ii) forward planning for a potential increase in demand; (iii) ensuring access to services by existing patients were maintained and; (iii) their efforts to reach residents in high risk groups who were not already known to providers. With regard to the County Council's Public Health responsibilities, they heard that whilst the longer-term effects of the pandemic were not yet known, actions to improve mental health in the wider population would require a sustained system-wide, multi-agency approach lasting many years.</p> <p>In response to the above, the Committee identified certain immediate actions aimed at improving access to services in the County.</p> <p>RESOLVED - (a) That the presentation/report be received and noted.</p> <p>(b) That the impact of the 2020 Covid-19 Pandemic on Care Homes in Staffordshire be monitored closely and that further scrutiny of relevant commissioners be undertaken at the appropriate time, as necessary.</p> <p>They received a presentation/report from the Deputy Leader and Cabinet Member for Health, Care and Wellbeing regarding Residential Care Provision and the 2020 Covid-19 Pandemic in Staffordshire.</p> <p>Members learned that whilst approximately 50 % of Care Homes in the County had recorded at least one case of the virus (amongst residents and staff), all Homes had been affected to a degree (i) operationally;</p>

			<p>(ii) clinically and/or; (iii) financially. However, in line with Central Government requirements, the County Council had implemented a Care Homes Support Plan to provide (i) Advice and guidance; (ii) training in infection control; (iii) supplies of Personal Protective Equipment; (iv) surveillance and response to cases and outbreaks; (v) Clinical support; (vi) testing; (vii) intensive support with staffing where required; (viii) arrangements to reduce the movement of staff and; (ix) additional funding. They were pleased to note that the plan had helped to alleviate the position in respect of the above-mentioned areas but agreed to keep Staffordshire's response to the Pandemic under review as the situation both nationally and locally developed.</p>
10 August 2020	Backlog of hospital appointments as a result of Covid-19 (Acute Trusts, CCGs)	Requested at pre-Agenda preview on 26 June 2020	<p>RESOLVED – (a) That the joint presentation/report be received and noted.</p> <p>(b) That the impact of the 2020 Covid-19 Pandemic on the backlog of hospital appointments be monitored closely and that further scrutiny of health Partners be undertaken at the appropriate time, as necessary.</p> <p>The Committee received a joint presentation/report from (i) Staffordshire Clinical Commissioning Groups (CCG); (ii) University Hospitals of North Midlands NHS Trust; (iii) School Aged Immunisation Service (SAIS); (iv) University Hospitals of Derby and Burton NHS Foundation Trust and; (v) Royal Wolverhampton NHS Trust regarding the backlog of hospital appointments arising from the Covid-19 pandemic.</p> <p>Members were provided with detailed statistical and graphical information relating to:- (i) Capacity; (ii) performance against the NHS Two Week Cancer Wait Target; (iii) progress in reducing the 62 and 104 Days Cancer Pathways backlogs; (iv) Cancer Endoscopy Waits; (v) progress with regard to the implementation of various Cancer Screening Programmes; (vi) Follow-up Appointments; (vii) Routine Surgery Referral to Treatment Pathway Waiting Lists; (viii) Accident and Emergency Unplanned Pathways and; (ix) Inpatient and Outpatient Activity etc.</p> <p>Members scrutinised and held the CCGs, Trusts and SAIS to account over their performance asking questions and seeking clarification where necessary. They learned that whilst the Pandemic initially had a significant impact on the NHS, many of those services which had been halted, were now in the process of being restored. Other services such as routine GP appointments had adapted/been managed remotely during the crisis in order to comply with social distancing guidelines. In addition, they were pleased to note that Staffordshire NHS Trusts/CCGs had robust plans in place for the recovery period until March 2021 and had refreshed their long-term Plans to take account of the significant change in circumstances which had occurred including identification of future risks and challenges and appropriate measures to mitigate their impact. Also, the joint working which had taken place in Health was noted and welcomed.</p> <p>The Committee went on to make various suggestions as to how the recovery phase could be improved for the benefit of residents in the County and undertook to keep the developing situation with regard to Covid-19 under close scrutiny, as necessary.</p>
14 September 2020	(i) Hearing Aids (CCGs) (ii) Winter Plans (Acute Trusts, CCGs, SCC)	Requested at pre-Agenda preview on 26 June 2020	
26 October 2020	(i) Social Care Green Papers (National and Staffordshire) (SCC) (ii) Learning Disability Services (Day and Respite Care) (SCC)	Requested at pre-Agenda preview on 28 August 2020	
30 November 2020	(i) Community First Responders – Update from WMAS on progress following 8 June 2020 attendance (ii) Digital Exclusion (CCGs)	Requested at pre-Agenda preview on 28 August 2020	

January 2021 (date to be arranged)	Tackling obesity – Inquiry Day (CCGs and SCC)	Requested at pre-Agenda preview on 28 August 2020	
1 February 2021	Care Homes – (i) Future Demand and; (ii) Critical Issues (SCC)	Requested at pre-Agenda preview on 28 August 2020	
16 March 2021			

Suggested Items	Background	Possible Option
Role of Community Hospitals	The Committee wish to explore the role of the Community Hospitals within the wider Health Economy	North of the County – Part of the consultation with the Joint Committee with Stoke on Trent South of the County – Part of the STP consultation
Consideration of the range of approaches to sharing information between PCTs (Now CCGs) and education.	Referral from the Education Scrutiny Committee Closing the Gap Scrutiny Review. Scrutiny and Support Manager to undertake further work and report to the Committee	

Chairman's Activity

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Working Groups/ Inquiry Days/Briefing Papers :

Membership

Jeremy Pert (Chairman)
Paul Northcott (Vice-Chairman)
Charlotte Atkins (Shadow Vice-Chairman)

Philip Atkins
Tina Clements
Janet Eagland
Ann Edgeller
Phil Hewitt
Dave Jones
Kath Perry
Jeremy Pert
Bernard Peters
Ross Ward

Borough/District Councillors

Ann Edgeller (Stafford)
Maureen Freeman (Cannock)
Richard Ford (Tamworth)
Barbara Hughes (Staffordshire Moorlands)
Adam Clarke (East Staffordshire)
Janet Johnson (South Staffordshire)
David Leytham (Lichfield)
Ian Wilkes (Newcastle-under-Lyme)

Calendar of Committee Meetings

at County Buildings, Martin Street, Stafford. ST16 2LH
(at 10.00 am unless otherwise stated)

~~15 April 2020 (additional meeting) – Meeting Cancelled~~

~~8 June 2020~~

~~6 July 2020~~

~~10 August 2020~~

14 September 2020

26 October 2020

30 November 2020

1 February 2021

16 March 2021

NB: In considering their work programme for the year, Members are advised to have regard to the likelihood of referrals from Corporate Review Committee arising from the Covid-19 epidemic.

Delivery of Disabled Facilities Grants (DFGs)

Report of Councillor Angela Lax, Cabinet Member for Regulatory, Housing and Health



Date: 15th September 2020
 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 2019/2020 plus an overview of delivery during quarter one of 2020/2021 and the impact of the coronavirus pandemic. It also provides information on the work being done to drive performance and the improvements to date.

2. Recommendations

- 2.1 That Members consider and comment on the delivery of DFGs in 2019/20, the measures that the council and SILIS¹ Partnership are taking to drive performance, and the improvements that have happened to date.
- 2.2 That Members note the challenges that Millbrook have encountered post Covid 19, the high demand for the service and the volume of cases in the pipeline.

3. Background

- 3.1 The council has a statutory duty to provide DFGs to eligible households’ subject to the eligibility criteria and means test as outlined in legislation². We have used the services of a Home Improvement Agency (HIA) to deliver DFGs for many years and since April 2018, have been part of the county-wide SILIS Partnership. This is a Staffordshire County Council (SCC) contracted service which the named authorities’ access through a Participation Agreement. The current contract began April 2018 for five years until March 2023 with the potential to extend for two further years until March 2025. The contract was awarded to Millbrook Healthcare Ltd which currently operates six HIA services across the UK.
- 3.2 As was highlighted in the report to this committee on 26th June 2019, there have been issues with the performance of the contract since the start and in early 2019 the Partnership issued Millbrook with a Service Improvement Plan but did not take any formal contract remedial actions. In August 2019 Foundations, the national HIA support service, completed an audit of the service which resulted in multiple service improvement recommendations being made. As Millbrook did not action all of these, in January 2020 the Strategic Project Board (Chief Executives group) issued a formal improvement notice to Millbrook. The outcome of this was better engagement by the Millbrook senior leadership and the reviewing and re-issuing of the Service Improvement Plan that is being monitored by a director. Millbrooks Executive Board also now consider performance of the Staffordshire contract at every Board meeting and they have recently confirmed in writing that due to the size of the contract

¹ Supporting Independent Living in Staffordshire Partnership (Staffordshire County Council, Lichfield District Council, Newcastle Under Lyme Borough Council, South Staffordshire District Council, Stafford Borough Council, Staffs Moorlands Borough Council, Tamworth Borough Council)

² Housing Grants Construction and Regeneration Act 1996

and the reputational damage of not delivering it correctly, it has the full attention of the Group Chief Operating officer and Group Chief Executive, and they are committed to supporting the delivery of the service in accordance with the detailed contract.

- 3.3 To assist with performance management, in April 2020 the Partnership commissioned the Director of Cherrywhite Consultancy Services as Project Manager for the partnership to oversee the whole of the contract and support service improvement. Lichfield also retained Cherrywhite’s services to continue to manage the cases and DFG delivery on our behalf, which means that cases can be closely monitored and any issues across the partnership can be escalated swiftly.

Millbrook Performance 2019/2020

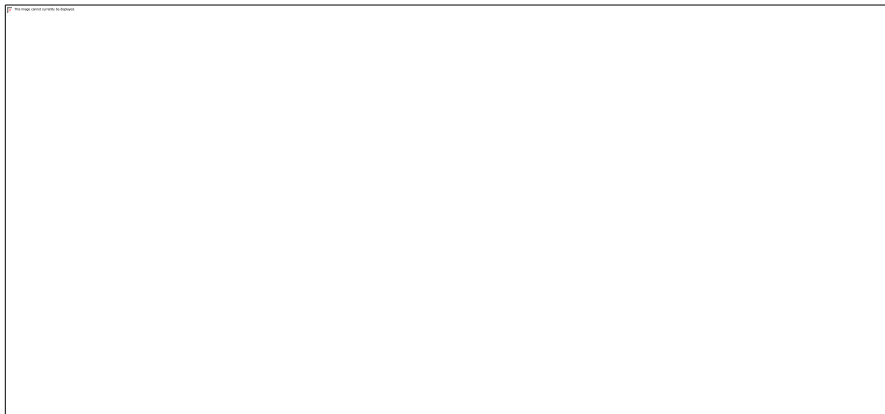
- 3.4 In 2019/20 60 grants were completed at a total spend of £659,427 and a further 12 grants were approved totaling £131,368. This meant that 55% of the total budget of £1.2m was spent, and we committed a further 11% making a total spend and commitment of 66% as shown in the table below:

Status	Number of Grants / Cases	Total (£)	Percentage (%) of Budget
Spent	60	£659,427	55%
Committed	12	£131,368	11%
TOTAL	72	£790,795	66%

(Table A – DFG spent, and committed breakdown)

Referrals and closed cases

- 3.5 Millbrook received 201 referrals between 1st April 2019 and 31st March 2020; compared with 271 for the full year of 2018-19. They closed 144 referrals during 2019-20; 60 of which were closed following the completion of works and 84 did not proceed to grant completion as detailed in the chart below.



(Chart A – Closure reasons)

The majority (23) were means tested (MT) out which meant that their income/ and or savings were too high to qualify for a grant. For the cases which ‘no longer require an adaptation’ and ‘client funding own works’ there are multiple reasons behind this. We are working with Millbrook to look at more effective closure reasons and outcomes for the new case management system as many of the cases which have been closed are as a result of a refusal to declare information relating to income and savings to enable a means test to be carried out and/or as a result of a high contribution. Therefore, the picture regarding these cases becomes confused and would suggest that the means test and declaration of financial information is a larger proportion than these figures would initially suggest. Lack of contact remains a further significant reason for cases not proceeding and this lack of contact refers to a lack of response from the client to contact attempts by Millbrook. A protocol regarding

contact attempts was agreed with Millbrook and is being followed, and includes attempts both by telephone and in writing over a period of weeks, which are documented on the system, before a case is closed.

Where a client has moved this is primarily because a property has not been suitable for adaptation and in one case a client decided to move rather than undertake the significant works that would be required. Whilst 6 clients did pass away during the year, this is not unusual given the majority of the client group for DFG and does not reflect excessive waits which resulted in a client passing away prior to works being completed.

As highlighted in the report of 26 June 2019, there have been challenges with the county council front door service which is the initial point of contact for anyone needing to be assessed by an occupational therapist. The Partnership have worked with the county on this and a single revised referral form has been developed to try and remove the anomalies in the referral process. We are working together to improve the process and the Project Manager has recently agreed the following with the County commissioning officer:

- From 1st September there is a single referral route via the agreed form and one email to replace the current multiple routes
- Final referral form agreed and an agreed protocol and route for incomplete and rejected referrals has been finalised
- The project manager will be working with SCC to improve the information on the SCC website which can then be mirrored at a local level
- The use of the SCC Care Identification number has been agreed and the Project Manager will be providing information regarding referral outcomes to SCC to enable more effective monitoring and identification of savings in the wider public purse, e.g. from reduced care package requirements.

Key Performance Indicators (KPIs)

3.6 From the start of the contract it was agreed that the KPIs would not be enacted for the first 6 months to allow the partnership to develop, and as was highlighted in the report on 26th June 2019 it was further agreed at the January 2019 SPB that the partnership would suspend any KPI sanctions until April 2019.

During 2019/20 measuring performance has continued to be a challenge and so to assist with this a revised, simplified, definition of 'simple' and 'complex' adaptations was adopted in September 2019. However, during 2019-20 it became apparent that despite agreeing revised definitions they were not being appropriately and consistently applied within Millbrook's ICT system and so it was not possible to monitor KPI's accurately. Following a recommendation of the audit, Millbrook are changing to a new ICT system later this month and all new, live and completed cases for 20-21 will be added to the new system to provide a single data source. We expect that all the data issues will be resolved through this change and we will then be able to confidently report on KPI's for this financial year.

Many of the challenges outlined in the report of 26 June 2019 continued to impact delivery in 2019/20, resulting in cases not progressing as quickly as they should. Some analysis of performance has been carried out by the project manager across the partnership based upon the cost of works as shown in tables below. Performance against the agreed KPIs remains below that expected, however delays beyond Millbrook's control such as applications being with a landlord for permission, or an occupational therapist for approval can add days or weeks of time to approval and completion of works so the figures below should be treated with some caution, particularly, as noted above more accurate KPI information will not be available until the new ICT system is operational later this month.

Enquiry to Grant approval 2019-20 – Table B

	All cases	Less than £5k	£5,001 - £10k	£10,001 - £20k	£20,001 - £30k
	Mean Average	Mean Average	Mean Average	Mean Average	Mean Average
Lichfield	29.6	29.5	27.5	33.9	27
ALL Areas	23.8	20.3	23.7	25.1	28.9

Grant approval to completion 2019-20 – Table C

	All cases	Less than £5k	£5,001 - £10k	£10,001 - £20k	£20,001 - £30k
	Mean Average	Mean Average	Mean Average	Mean Average	Mean Average
Lichfield	16.6	9.8	13	18.8	32.5
ALL Areas	16.3	13.6	12.9	17.8	35.2

Enquiry to completion 2019-20 – Table D

	All cases	Less than £5k	£5,001 - £10k	£10,001 - £20k	£20,001 - £30k
	Mean Average	Mean Average	Mean Average	Mean Average	Mean Average
Lichfield	46.2	39.4	40.5	52.6	59.5
ALL Areas	40.1	33.9	36.6	42.8	64.1

Performance monitoring and improvements

3.7 This section provides an overview of performance monitoring, changes and improvements that have taken place across the partnership since the last report.

- The commissioning of Cherrywhite Consultancy Services, as Project Manager for the partnership to oversee the whole of the contract and support service improvement from April 2020
- In Lichfield a weekly tracker regarding case progress is received and reviewed to ensure cases are being progressed. This means that issues are raised straight away with Millbrook to allow for faster resolution and also ensures that cases are progressed in the correct way
- A monthly partnership report is produced by Cherrywhite regarding case progression and numbers/value of grant approved by local authority area and enquiry information
- Millbrook have appointed their own experienced Occupational Therapist to review and complete assessments meaning a higher confidence in the level of assessment and works being recommended
- Following a recommendation of the audit, a new ICT system (Foundations Case Manager, a bespoke DFG case management system) has been procured by Millbrook to replace their in-house system, which has significant flaws within its reporting system. The new system is in user-acceptance testing currently following initial configuration and should enable more automation and document generation and more accurate reporting which will be fully operational by October 2020.

- There has been a staff restructure
- A revised complaints procedure has been approved
- A Covid risk assessment has been developed to ensure clients, staff and contractors remain safe whilst also allowing applications and works to progress where it is safe to do so.

Performance and demand for DFG’s in 2020-21

3.8 The demand for and ability to deliver DFGs during Q1 of 2020-21 has been significantly impacted by the Covid 19 pandemic. However, the Partnership, in agreement with Millbrook, decided to focus efforts on progressing cases through to grant approval stage to enable budget commitment whilst acknowledging that works would not be able to be completed.

Therefore, the focus during Q1 of 2020-21 was on grant approvals and this saw the following achieved:

- 28 Cases were approved with a total value of £338,267
- Only 2 cases had works completed to a value of £6,678³

In total, Millbrook currently have (as at the end of July 2020) 122 open cases with a total estimated value of £2,483,817.

Since 1st April 2020 there has been a significant reduction in requests for service due to Covid 19 with only 29 referrals being received during April to June 2020. We are starting to see a return to pre-Covid 19 levels of enquiries with 19 referrals being received in July.

Covid 19 has presented a number of challenges for DFG delivery nationwide, but it also provided the opportunity for Millbrook to assess all ongoing cases and ensure staff worked to obtain grant approval, which means that works can now start as lockdown and working restrictions ease. However, the nature of DFG works and the client group mean that extra risk assessments and safeguards are needed to ensure the safety of both clients, staff, and contractors. Where adequate safety arrangements can be agreed works are being carried out. Progress is being closely monitored to ensure the safety of all involved.

Alternative Options	As the partnership has issued a formal improvement notice the only option available is formal action to end the contract and then decide on alternative provision. Alternative service delivery options would however need to be fully profiled and costed in detail. Our options could include setting up an in-house service by employing additional staff, partnering with other local authorities to develop a shared service model, work with Registered Providers to look at alternative delivery models for their tenants whilst retaining the private sector delivery ‘in-house’ or procuring an alternative external HIA provider either alone or in partnership with other local authorities.
Consultation	This committee have received previous reports on DFG delivery.
Financial Implications	1. The budget for DFGs comprises monies received from the Government’s Better Care Fund (BCF) which is passported to us from the county council and the council’s own capital programme. The government allocation for Lichfield District for 2020-21 is £977,562, the same as in 2019-20.

³ This comprised 3 adaptations:

- 1 – where works completed prior to lockdown but invoice was delayed until post April
- 1 – emergency stair lift for hospital discharge
- 1 – works completed after lockdown restrictions eased

	<p>2. The DFG capital budget for 2019/20 was £1.2m. This year's current available budget is £2.1 m; we anticipate that we will commit £1m to £1.5m so the budget will need to be re-profiled and carried forward to future years.</p> <p>3. Millbrook generate a fee of 16% (+VAT) for completed adaptations which is eligible for grant funding and so comes out of the capital budget.</p> <p>4. The cost of Cherrywhite to support DFG delivery in Lichfield and for our share of the wider SILIS partnership project management in 2020/21 will be up to a maximum of £36,750 +VAT.</p>
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Contribution to the Delivery of the Strategic Plan	The Strategic Plan 2020-2024 has four corporate priorities; the one that delivery of DFG's will mostly contribute to is 'enable people' as having an adaptation can lead to greater independence both in and outside someone's home and an improved quality of life.
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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 home owners on a low income who would otherwise be unable to afford to adapt their home.
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Crime & Safety Issues	None identified.
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Environmental Impact	Environmental improvements to properties would be made in new build extensions that would have a high standard of insulation.
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GDPR/Privacy Impact Assessment	None identified
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RISK	Risk Description	How We Manage It	Severity of Risk (RAG)
A	Millbrook performance does not improve	The contract is being robustly managed at district and partnership level. We are being supported by an experienced DFG consultant (of Cherrywhite Consultancy Services) to assist in managing the contract on our behalf. Each case is monitored at least monthly and issues raised to enable faster resolution and effective case progression.	Amber
B	There is the risk of reputational damage if dissatisfied applicants complain to the council	Complaints will be thoroughly investigated and are actively monitored by the project manager and partnership.	Amber
C	The DFG budget is not fully spent	The budget will be re-profiled in year to reflect expected spend. Through active monitoring, we will try to ensure that more than the BCF allocation is committed.	Amber

C	Reduction in referrals from MPFT, especially since Covid 19.	We are currently working on data to quantify this and are in discussions with the county council and MPFT to ensure that accurate referrals are sent through to Millbrook.	Amber
Background documents:			
<p>Housing, Homelessness and Rough Sleeping Strategy 2019-2024 – https://www.lichfielddc.gov.uk/housing-strategy/download-housing-strategies?documentId=211&categoryId=20015</p> <p>CHH O&S committee meeting 26th June 2019 report on DFG delivery https://democracy.lichfielddc.gov.uk/ieListDocuments.aspx?CId=143&MId=1516&Ver=4</p> <p>Health and Wellbeing Strategy 2018-2020- https://www.lichfielddc.gov.uk/Council/Health-and-wellbeing-strategy.aspx</p>			

Glossary of Terms

Term	Definition
HIA	Home Improvement Agency
MT	Means Test
DFG	Disabled Facilities Grant
SCC	Staffordshire County Council
SG	Steering Group
SPB	Strategic Partnership Board
MPFT	Midlands Partnership Foundation Trust
BCF	Better Care Fund

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