



Notice of meeting of

Executive Members for Housing & Adult Social Services and Advisory Panel

To: Councillors Greenwood (Chair), Sue Galloway
(Executive Member), Sunderland (Executive Member),
Fairclough, Nimmo, Fraser, Horton, Hill
Mrs Mildred Grundy (Co-opted Non-Statutory Member)
and Ms Pat Holmes (Co-opted Non-Statutory Member)

Date: Monday, 11 December 2006

Time: 5.00 pm

Venue: Guildhall

AGENDA

Notice to Members - Calling In:

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

10:00 am on Friday 8 December 2006, if an item is called in *before* a decision is taken, *or*

4:00 pm on Wednesday 13 December 2006, if an item is called in *after* a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

2. Minutes (Pages 1 - 6)

To approve and sign the minutes of the meeting held on 30 October 2006.

3. Public Participation

At this point in the meeting members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Panel's remit can do so. Anyone who wishes to register or requires further information is requested to contact the Democracy Officer on the contact details listed at the foot of this agenda. The deadline for registering is Friday 8 December 2006 at 10.00am.

BUSINESS FOR THE EXECUTIVE MEMBER FOR HOUSING

ITEMS FOR DECISION

4. Housing Revenue Account Service Plan and Budgets 2007/2008 (Pages 7 - 22)

The report advises of the revenue estimates for the Housing Revenue Account (HRA) for the financial year 2007/2008. Annex 1 provides a detailed analysis of the HRA's proposed budget.

5. Housing General Fund Service Plan and Budget 2007/08 (Pages 23 - 44)

This report presents the 2007/08 budget proposals for Housing General Fund. It includes the budget for 2006/07 to show the existing budgets, the budget adjusted and rolled forward from 2006/07, the allocation of pay and price increases for the portfolio, budget service pressure proposals and savings options for the portfolio area, and budget options subject to consultation.

6. Review of Housing Fees and Charges (Pages 45 - 50)

This report recommends a revision of fees and charges, which fall within the Housing portfolio.

7. Housing Rents And Management And Maintenance Allowance 2007/08 (Pages 51 - 54)

This report asks the Executive Member to consider the rent guidelines and the management and maintenance allowances issued by the Department for Communities and Local Government (DCLG) for 2007/08.

8. Housing Revenue Account Business Plan (Pages 55 - 60)

This report seeks member's approval of the Revised Housing Revenue Account Business Plan 2006/7-2008/9.

ITEMS FOR INFORMATION

9. Second Review of the 2006/07 Housing Capital Programme and programme for 2007/08 to 2010/11 (Pages 61 - 70)

This report presents the second quarter review of the 2006/07 Housing Capital Programme, the resources available to support it and recommends that the Executive Member approves the variations. The report also includes the proposed capital programme for 2007/08 to 2010/11.

10. Housing General Fund Service Plan – Second Monitor (Pages 71 - 80)

This report provides the Executive Member with updates and progress on Housing General Fund Service Plan agreed from April 2006. A separate report details the Housing Revenue Account.

11. Housing Revenue Account (HRA) Service Plan - Second Monitor (Pages 81 - 92)

This report provides the Executive Member with updates and progress on HRA Service Plan agreed from April 2006. A separate report details the Housing General Fund.

BUSINESS FOR THE EXECUTIVE MEMBER FOR ADULT SOCIAL SERVICES

ITEMS FOR DECISION

- 12. Service Plans and Revenue Budget Estimates 2007/08** (Pages 93 - 142)

This report presents an update to the Service Plans for 2007/8 and the 2007/08 budget proposals for Adult Social Services.

- 13. Standard charges for the use of Residential Homes, Non-Residential Centres and Discretionary Social Care Charges** (Pages 143 - 154)

The purpose of this report is to seek approval for the level of charges to other local authorities for the use of services within the Social Services portfolio for residential care homes and non-residential centres, and of the maximum charge made to residents of the homes. The report also considers the level of discretionary social care charges.

ITEMS FOR INFORMATION

- 14. Second Review of the 2006/07 Social Services Capital Programme and programme for 2007/08 to 2010/11** (Pages 155 - 160)

This report presents the second quarter review of the 2006/07 Social Services Capital Programme and the resources available to support it.

- 15. Social Services 2006/7 Service Plan and Budget 2nd Monitor report** (Pages 161 - 190)

This report provides the Executive Members with an overview of progress on Service Plans agreed in January 2006. This report covers service plans for social services and corporate services. Elements of the Corporate Services monitoring are also relevant to the Housing service plans.

16. Annual Review of Adult Social Services (Pages 191 - 198)

This report informs the Executive Members of the outcome of the annual performance rating by the Commission for Social Care Inspection (CSCI) of adult social services in York.

17. Any other business which the Chair considers urgent under the Local Government Act 1972

Democracy Officer:

Name: Tracy Johnson

Contact details:

- Telephone – (01904) 551031
- E-mail – tracy.johnson@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

This page is intentionally left blank

About City of York Council Meetings

Would you like to speak at this meeting?

If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 10.00 am** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088

Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

Access Arrangements

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an interpreter providing sufficient advance notice is given. Telephone York (01904) 613161 for this service.

যদি যথেষ্ট আগে থেকে জানানো হয় তাহলে অন্য কোন ভাষাতে তথ্য জানানোর জন্য সব ধরনের চেষ্টা করা হবে, এর জন্য দরকার হলে তথ্য অনুবাদ করে দেয়া হবে অথবা একজন দোভাষী সরবরাহ করা হবে। টেলিফোন নম্বর (01904) 613161.

Yeteri kadar önceden haber verilmesi koşuluyla, bilgilerin tercümesini hazırlamak ya da bir tercüman bulmak için mümkün olan herşey yapılacaktır. Tel. (01904) 613161.

我們竭力使提供的資訊備有不同語言版本，在有充足時間提前通知的情況下會安排筆譯或口譯服務。電話(01904) 613161。

کسی بھی دوسری زبان میں معلومات کی دستیابی ترجمہ شدہ معلومات، ترجمان کی شکل میں یقینی بنانے کے لئے ہر ممکن کوشش کی جائے گی، بشرطیکہ اس کے لئے پہلے سے سنا سب اطلاع کی جائے۔ ٹیلی فون (01904) 613161

Holding the Executive to Account

The majority of councillors are not appointed to the Executive (38 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Advisory Panel (EMAP)) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

Who Gets Agenda and Reports for our Meetings?

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to; and
- Public libraries get copies of **all** public agenda/reports.

City of York Council

Minutes

MEETING EXECUTIVE MEMBERS FOR HOUSING & ADULT
SOCIAL SERVICES AND ADVISORY PANEL

DATE 30 OCTOBER 2006

PRESENT COUNCILLORS GREENWOOD (CHAIR),
SUE GALLOWAY (EXECUTIVE MEMBER),
SUNDERLAND (EXECUTIVE MEMBER),
FAIRCLOUGH, NIMMO, FRASER, HORTON,
MRS MILDRED GRUNDY (CO-OPTED NON-
STATUTORY MEMBER) AND MS PAT HOLMES
(CO-OPTED NON-STATUTORY MEMBER)

APOLOGIES COUNCILLOR HILL

39. Declarations of Interest

Members were invited to declare at this point in the meeting any personal or prejudicial interests they might have in the business on the agenda.

Cllr Fraser declared a personal non prejudicial interest in agenda items 5 and 8 (minutes 43 and 46 refer) as a retired member of Unison.

Cllr Horton declared a personal non prejudicial interest in agenda item 8 (minute 46 refers) as his in laws were having adaptation work carried out.

40. Exclusion of Press and Public

RESOLVED: That the public and press be excluded from the meeting during consideration of Annex 1 to agenda item 5 on the grounds that it contains information relating to individuals. This information is classed as exempt under Paragraph 1 of Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to information) (Variation) Order 2006.

41. Minutes

RESOLVED: That the minutes of the last meeting held on 1 September 2006 be approved and signed as correct record.

42. Public Participation

It was reported that there had been no registrations to speak under the Council's Public Participation scheme.

43. Learning Disability Services – Integrated Arrangements April 2007 onwards

Members received a report which advised of the changes due in the Integrated arrangements for the Learning Disability services from April 2007. It was for information and decision.

The report advised that CYC had recently been given formal notification from NYCC that it wished to withdraw from the Integrated Partnership arrangement. This was to allow NYCC to implement a countywide structure, which was not in line with current integrated arrangements in the Selby and Easingwold area. SYPCT had given assurances that they wished to continue in the Integrated Partnership, with City of York Council as Lead agency for the whole of the SYPCT area.

Members were asked to consider two options:

Option 1

To discontinue with an integrated learning disability service with our colleagues in Health at SYPCT.

Option 2

To continue the integrated partnership with the reduced partnership of SYPCT and CYC as key partners.

Members agreed that a letter should be written to North Yorkshire County Council in response to their notice of withdrawal from the Integrated Partnership arrangement.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised to

- (i) Accept the recommendation of Option 2, which is to continue the integrated partnership with the reduced partnership of SYPCT and CYC as key partners subject to the loss of income being addressed;
- (ii) Write to North Yorkshire County Council in response to their notice of withdrawal from the Integrated Partnership arrangement.

Decision of the Executive Member for Adult Social Services

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To ensure that the Integrated Service can continue to provide high quality services.

44. Withdrawal Of The Waiver Of Customer Charges On Discharge From Hospital

Members received a report which asked the Executive Member to amend the current charging policy so that, with effect from the 4th December 2006, new social services customers discharged from hospital did not receive the first 2 weeks of their service free of charge.

Members were presented with two options:

Option 1 – to retain the current policy whereby any new customers discharged from hospital receive the first 2 weeks of their service free of charge.

Option 2 – to amend the current policy so that all customers pay for their services from the date the service starts, regardless of how they are referred to social services. This was the recommended option.

Cllrs Fraser and Horton requested their votes against the recommendation be recorded.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised to approve option 2 so that the 2 week waiver of charges on discharge from hospital no longer be applied with effect from the 4th December 2006.

Decision of the Executive Member for Adult Social Services

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To ensure the charging policy was fair and applied equitably. To generate additional income for the council.

45. HRA Land Disposal (Affordable Housing) - Victoria Way Update

Members received a report which presented the Executive Member with details of the site boundary for a proposed housing development at Victoria Way/Monkton Road and requested approval for the disposal of this land to a registered social landlord subject to satisfactory planning permission being obtained.

The 11 September 2006 meeting of Housing and Adult Social Services EMAP approved the recommendations contained in the report '*Proposed disposal of Housing Revenue Account (HRA) land for affordable housing development*'. The report gave details of two sites – Victoria Way, and 5th Avenue that were proposed to be developed for affordable homes. Plans showing the boundaries of the sites were attached to the report. For one of these sites, Victoria Way, further investigative work had shown that the site boundary needed to be slightly larger than that shown on the 11 September EMAP report for the proposed development to be viable. It was

therefore considered prudent to seek confirmation of the approval for the long leasehold disposal of this site, with an amended boundary, to a Registered Social Landlord.

Two options were presented to Members for consideration:

Option One: To support the long leasehold disposal of the Victoria Way garage site as amended and shown at Annex One of this report to a housing association subject to the conditions that were approved at the 11 September Housing and Adult Social Services EMAP. This was the recommended option.

Option Two: To withdraw support for the long leasehold disposal of the Victoria Way garage site.

Advice of the Advisory Panel

That the Executive Member for Housing be advised to approve Option 1 of this report.

Decision of the Executive Member for Housing

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: This would allow for a better designed development of housing that fully utilises the land available and does not leave areas of the site open to neglect or anti-social behaviour.

46. Housing Repairs Partnership - Update

Members received a report which was an update on the progress of the Housing Repairs Partnership Agreement and sought approval to deliver the council adaptations, on a 12 month pilot, through the Partnership.

The contract for the delivery of adaptations work to council homes for older and vulnerable tenants was won by Commercial Services (Neighbourhood Services) in 1998. This contract had now expired, although the current contractual arrangements had been extended and prices renegotiated to ensure continuity of service. However procurement options for the future now needed to be agreed and considered in line with other arrangements in place for the delivery of work to council properties.

It was proposed that the adaptations work be delivered within the already agreed principles of the repairs partnership and benefit from the advantages and improvements that partnership working had already delivered for the responsive repairs service, and that this arrangement be reviewed in 12 months time. The service would continue to be delivered by the teams in Housing and Neighbourhood Services however the same issues of efficiency and duplication would be reviewed as with the repairs service.

The Executive Member for Housing offered her congratulations to staff of the Housing Repairs Partnership on the fantastic results achieved and the improved performance.

Advice of the Advisory Panel

That the Executive Member for Housing be advised to

- (i) Note the progress and achievement of the Housing Repairs Partnership;
- (ii) Agree the recommendation that the Adaptations work to the Councils HRA housing stock be delivered within the already agreed principles of the Housing Repairs Partnership, on a 12 month pilot with the out come reported back to Members.

Decision of the Executive Member for Housing

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To inform the Executive Member of progress and achievements of the Repairs Partnership and to seek approval for inclusion of the adaptations work within the Partnership.

47. Revision To The Homeless Persons Incentive Scheme For Repayment Of Former Tenant Arrears

Members received a report that asked the Executive Member to approve a revision to the existing scheme that encourages homeless persons to reduce their former tenancy arrears and speed up their eligibility for permanent accommodation.

At EMAP on 11th September 2006 members were asked to amend the scheme to make it more attractive to customers and encourage more of them to take up the scheme. It was included in the 'Customer rewards' report, on which there was significant debate about other elements of this report and the original proposals were amended. Unfortunately this part of the report was overlooked.

Two options were presented to Members for consideration:

Option 1 - At present the scheme to encourage the homeless to repay their former tenant arrears was based on them maintaining repayments over a 26 week period. It was proposed to make an interim payment at 13 weeks to encourage them to maintain the momentum.

Option 2 – Maintain the existing arrangement.

Advice of the Advisory Panel

That the Executive Member for Housing be advised to approve option 1 to amend the existing pilot.

Decision of the Executive Member for Housing

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To encourage greater participation in the scheme.

CLLR SUE SUNDERLAND
EXECUTIVE MEMBER FOR HOUSING

CLLR SUE GALLOWAY
EXECUTIVE MEMBER FOR ADULT SOCIAL SERVICES

CLLR JANET GREENWOOD
Chair of Advisory Panel
The meeting started at 5.00 pm and finished at 5.45 pm.



CS2297

Meeting of the Executive Members for 11th December 2006 Housing and Adult Social Services and Advisory Panel

Report of the Director of Housing and Adult Social Services

Housing Revenue Account Service Plan and Budgets 2007/2008

Summary

- 1 The report advises of the revenue estimates for the Housing Revenue Account (HRA) for the financial year 2007/2008. Annex 1 provides a detailed analysis of the HRA's proposed budget.

Background

- 2 Local Housing Authorities are required, by legislation, to keep a HRA. The Local Government and Housing Act 1989 stated that items of income and expenditure only relating to Council housing must be contained within the account. Thus the terms 'ring-fenced' or 'landlord' account are now referred to, as transfers between the HRA and General Fund are normally prevented.
- 3 The Act also outlined the new subsidy arrangements whereby subsidy would be allocated on a 'notional' HRA. This account is based on Government assessments of what local authorities should charge in rents and expenditure on management and maintenance etc., rather than what they actually do.
- 4 Authorities have a duty to ensure that the HRA balances, to keep the budget under review and to take all reasonable steps to avoid a deficit. In previous years any surplus on the account was used to fund the housing capital programme through a direct revenue contribution to capital.
- 5 As identified within the Business Plan, the HRA is required to make a net saving year on year. Any growth must therefore be matched by compensatory savings elsewhere within the account.

Service Planning

- 6 An update to the service plans for the period 2006-2009 is attached at Annex 2. This is provided so that members are aware of any changes we can foresee to the plans for 2007/8 and can take these into account when coming

to their views about budget decisions for next year. Members attention is particularly drawn to the sections covering the updates on the significant drivers for change and improvement and the impact on the services.

- 7 In summary, the key issues to note at this meeting are:
- a. **The Respect Standard for Housing Management** - In 2006 the DCLG issued the 'Respect Standard for Housing Management' this action is needed to ensure the council meets that standard, via its Housing Service, and associated Partnerships. A key aim of the Respect Standard is to ensure that communities perceive estates as safer places to live.
 - b. **Review service priorities and standards for repairs** - Repairs are currently categorised into three levels of urgency, with associated target timescales. The purpose of the review will be to look at end-to-end repair timescales, including reducing repeat visits. The aim of this review will be to increase the number of repairs completed within category. Increase the number of repairs completed in one visit and Increased customer satisfaction with service
 - c. **Decanting of tenants from, and the Demolition of, 100 'Discus' Bungalows** - The discus bungalows are of non-traditional construction and would be difficult and costly to bring up to the decent homes standard. In March 2006, EMAP approved demolition of the bungalows. A project manager was appointed in July 2006 and a project plan has been produced. A board including Discus residents, ward members and senior council officers are monitoring project delivery.

Rent Restructuring

- 8 Government have issued guidance on the restructuring of rents and this has been implemented with effect from 1st April 2002. A report elsewhere on the agenda asks the Executive Member to agree and refer the guideline rent increase in York of 5% to the Executive for approval. Any effects on the HRA have been included in the HRA budgets at Annex 1.

Supporting People

- 9 Supporting People (SP) is the government's initiative to change the way support services are funded. From April 2003 funding routes via government agencies and Housing Benefit were removed and a Supporting People Grant is paid to and administered by the local authority. Through the SP strategy three yearly reviews of all SP grant funded services is required.
- 10 Previously all supporting people funding, including that for council tenants currently charged to the HRA, was to be accounted for within the general fund. Authorities were given discretion to account for support services delivered to tenants either within the HRA or the general fund. These services were left within the HRA and the resulting SP income is included in the HRA.

- 11 Service reviews are continuing to be undertaken and there could be a reduction in the SP income to the HRA in future years. Estimates of the effects are included within the HRA.

Negative Subsidy

- 12 The two major sources of funding HRA expenditure have been Government subsidy and rent income. Due to the removal of the payment of rent rebates through the HRA there is now a net surplus on the 'notional HRA' as the rent income now exceeds the subsidy payable by the government for HRA expenditure on management and maintenance etc. This results in a 'negative' subsidy payable by the authority to the government of £5,354k for 2007/08. This compares to £4,902k for 2006/07.

	2006/2007 Estimate	2007/2008 Estimate
	£'000	£'000
HRA subsidy payable (including MRA)	16,937	17,824
Notional Rent Income from Council tenants	(21,839)	(23,178)
Subsidy	(4,902)	(5,354)

Borrowing and Debt Repayment

- 13 From 1 April 2004 authorities can determine for themselves what capital investment is required and have the freedom to borrow (within prudential principles) to deliver housing services. Some supported borrowing continues and the interest charges for the elements used to fund HRA capital expenditure is paid from the HRA and refunded through subsidy. Prudential borrowing which takes place over and above the (supported) capital financing requirement is "unsupported" in that the authority must find the means of paying back interest and principal from within its own resources. There are no proposals to undertake prudential borrowing for HRA purposes in 2007/08.
- 14 Previously authorities were required to make a revenue provision to repay 2% of net HRA debt and this was funded through HRA subsidy. Authorities are no longer compelled to make this provision and any voluntary contribution will not be paid by subsidy. Guidance suggested it would be advisable to make a voluntary contribution. From 2004/05 it was considered prudent to continue to make a provision based on the previous rules of 2% of the outstanding HRA debt and that future borrowing be repaid over the life of the capital scheme eg tenants' choice would be repaid over 30 years. This shall continue in 2007/08.

Consultation

- 15 None

Options

- 16 Members of EMAP are asked for their comments or alternative suggestions on the investment and savings proposals shown in paras 21-22.

Analysis

- 17 The 2006/2007 latest budget at Annex 1 (a report on which can be found elsewhere on this agenda) provides an analysis of current service activity as a backdrop to discussing any changes that may be required for the 2007/2008 financial year.
- 18 Included in the figures below and at Annex 1 are the following:
- a) Increase in average rent of 5%, increasing the average rent from £54.37 to £57.09
 - b) Increase in management and maintenance allowances of 5.2%, increasing the allowance per property from £1,353.25 to £1,423.92.
 - c) Increase in major repairs allowance of 3.4%, increasing the allowance per property from £563.88 to £583.33.
 - d) The negative housing subsidy of -£5,354k as detailed in paragraph 12.
 - e) The outcome of the review of fees and charges for 2007/08, a report on which can be found elsewhere on this agenda.
- 19 The base budget represents the ongoing cost of providing the existing approved level of service. Budgets include a 2.5% provision for pay. The amount used for price increases is 2.3% or actual where these are known.
- 20 The 2007/08 budget takes account of the following variations from the probable 2006/07 budget:

		2006/07 Estimated Outturn Q2	Variation	Variation	Variation
		£'000	£'000	£'000	%
	i) Savings				
a	Repairs and Maintenance – expenditure to be brought back in within budget (refer to second monitor report elsewhere on agenda)	4,427		-132	-2.98

		2006/07 Estimated Outturn Q2	Variation	Variation	Variation
		£'000	£'000	£'000	%
b	Energy Costs – 06/07 forecast overspend non recurring(refer to second monitor report elsewhere on agenda)	90		-46	-51.11
c	Peasholme – 06/07 forecast overspend non - recurring(refer to second monitor report elsewhere on agenda)	413		-13	-3.15
d	Temporary Accommodation – 06/07 forecast overspend non-recurring(refer to second monitor report elsewhere on agenda)	680		-43	-6.32
e	Rents income - rent increase from 1 April offset by reduced income due to sales of council homes and increased void loss from Discus Bungalows.	-22,952		-941	-4.10
f	Sheltered housing – increase in fees and charges	-419		-37	-8.83
g	Revenue contribution to capital – reduction in contribution required.	2,016		-1,104	-54.76
	Other minor variations			-30	
h	Savings proposals			-77	
				<u>-2,423</u>	
	ii) Additional Costs				
i	Contingency - general provision for pay and prices as described in paragraph 17.	18,292	+360		+1.97
j	Decoration Allowance – 06/07 underspend non-recurring (refer to second monitor report elsewhere on agenda)	82	+19		+23.17
k	General Management	4,617			
	- Increased expenditure for IT development		+25		+0.54

		2006/07 Estimated Outturn Q2	Variation	Variation	Variation
		£'000	£'000	£'000	%
	- Removal of 05/06 carry forward for partnering work		-6		-0.13
	- Asset Management – staff vacancy savings non recurring (refer to second monitor report elsewhere on agenda)		+14		+0.30
	- Removal of 05/06 carryforward for tenant DVD		-10		-0.22
	- Removal of non recurring growth for mobile working		-25		-0.54
	- Housing Operations – staff vacancy savings and other non recurring underspends (refer to second monitor report elsewhere on agenda)		<u>+71</u>		<u>+1.54</u>
			+69		+1.49
l	Sheltered Housing – staff vacancy savings non recurring (refer to second monitor report elsewhere on agenda)	651	+23		+3.53
m	Caretaking (employees) – increased cost reflecting reduction in vacancies	164	+15		+9.15
n	HRA subsidy	4,902			
	- Increase in allowances		-784		-15.99
	- Increase in guideline rent		<u>+1,236</u>		+25.21
	- Increase in negative subsidy payment		+452		+9.22
o	Voluntary debt repayment – increase in amount as repayment towards supported capital expenditure	321	+23		+7.17
p	Reduction in Supporting People income	-973	+148		+15.21
q	Defects Act – reduction in subsidy as per DCLG schedule	-31	+29		+93.55
r	Increase in actual loan interest	1,079	+53		+4.91
s	Increase in depreciation charge due to increase in major repairs allowance from government	-4,645	+138		+2.97

		2006/07 Estimated Outturn Q2	Variation	Variation	Variation
		£'000	£'000	£'000	%
t	Interest Received – reduced revenue cash interest due to reduction in year end working balance	-318	+107		+33.65
	Other minor variations		+21		
	Variations to working balance b/f	-5,139	+304		+5.92
u	Growth proposals		+44		
			<u>1,805</u>		
	Total Net Variations		-618		
	Plus estimated balance brought forward 31.3.07		-4,835		
	To give estimated working balance at 31.3.08		-5,453		

Budget Variations 2007/2008

21 The growth items are detailed as follows:

Recurring growth items

(a) Pay increments

Under the national pay scheme employees are entitled to an annual increment where they are not at the top of their agreed pay scales. The net cost after allowing for new starters at the lower point of the grade is £44k.

£44,000

Total All Growth

£44,000

22 **The savings / additional income proposals are:**

(a) Reduction in administrative budgets (mainly software expenditure)

This budget has previously underspent and it is now possible to reduce the budget for this expenditure.

Saving £10,000

(b) Reduction in void loss

Based on continued improvement in performance and changes resulting from the review of the voids process, to be completed in 2006/07, it is felt that further savings can be achieved.

Saving £40,000

(c) Reconfiguration of Tenants Choice Team

Relocation of Tenants Choice team to the Acomb Office to be alongside asset management group will enable the deletion of the vacant Tenants Choice Team Leader post and regrading of 2 remaining team leaders posts to reflect additional responsibility in managing the tenant's choice team.

Saving £7,600

(d) Removals

Reduction in the contingency budget for emergency accommodation for council tenants who may require temporary accommodation outside the councils usual provision.

Saving £5,000

(e) HASS corporate services

A number of savings proposals have been put forward from within corporate services on IT and HR. These services currently charge a proportion of their costs to HRA, so a proportion of any savings achieved is also attributable to HRA.

Saving £14,000

Total savings / additional income

£76,600

Corporate Priorities

23 The budget represents the opportunity to reprioritise resources towards corporate priority areas. A key example of this happening within this portfolio area is:

- The savings on administrative budgets and void loss will improve efficiency and free up more resources which can be directed towards 'improving the quality and availability of decent affordable homes in the city'

Implications

24 **Financial** - The result of all the variations outlined in paragraphs 17 -22 is an in-year surplus of £1,530k. The brought forward working balance of £4,835k from 2006/07 is to be used to make a revenue contribution to capital schemes of £912k. The remainder brought forward of £3,923k together with the in year surplus of £1,530k leaves a working balance of £5,453k on the account.

- 25 The HRA surplus is broadly in line with that forecast in the HRA business plan, a report on which can be found elsewhere on the agenda. It is therefore suggested that the HRA surplus, after using £912k as a revenue contribution, remains on the account to be reviewed once the HRA business plan is updated to reflect both the budget detailed in this report and the 06/07 outturn position. Members are reminded that the HRA surplus is needed to fund future years in line with the Business Plan approved at Housing EMAP in July 2005.
- 26 **Human Resources (HR)** – There will be a reduction in 1 FTE (post currently vacant) and re-grading of 2 FTE's to reflect additional responsibilities.
- 27 There are no Equalities, Legal, Crime and Disorder, Information Technology (IT), Property or Other implications.

Risk Management

- 28 Key reporting mechanisms to Members on budget matters will continue to be through two mid-year monitoring reports and the final Revenue Outturn report for the year. These reports will also address the progress made on investments and savings included in the budgets.
29. The budget setting process always entails a degree of risk as managers attempt to assess known and uncertain future events. This year has demonstrated the difficulty of achieving this. As with any budget the key to mitigating risk is prompt monitoring and appropriate management control. As such updated figures and revised corrective actions will be monitored via Directorate Management Teams, Corporate Management Team and the monitor reports during the year.

Recommendations

- 30 The Executive Member is asked to consider the budget proposals for Housing Revenue Account for 2007/08 contained in this report and listed below and provide comments to be submitted to the Budget Executive on 16 January 2007.
- 2007/2008 Estimate as set out in paragraphs 17 – 20 and Annex 1.
 - Growth proposals as set out in paragraph 21.
 - Savings / additional income proposals as set out in paragraph 22.
 - The brought forward surplus of £4,835k is included within next financial year to be used as outlined in paragraphs 24 -25.

Reason: to ensure a balanced 2007/08 HRA budget is submitted to the Executive.

Contact Details

Author:

Debbie Mitchell
Head of Housing & Adult Social
Services Finance
Tel No. 554161

Jayne Pearce
Housing Accountant
Housing & Adult Social Services
Tel No. 554175

Chief Officer Responsible for the report:

Bill Hodson
Director of Housing & Adult Social Services

Steve Waddington
Head of Housing Services

Simon Wiles
Director of Resources

Report Approved **Date** 20/11/2006

Specialist Implications Officer(s) *None*

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

Budget Files

Annexes

Annex 1 – Housing Revenue Account
Annex 2 – 2007/08 HRA service plan stage 1

ORIGINAL ESTIMATE	PROJECTED OUTTURN Q2	ACTIVITY AREA	BASE BUDGET	GROWTH	SAVING	TOTAL BUDGET
2006/07	2006/07		2007/08	2007/08	2007/08	2007/08
£'000	£'000		£'000	£'000	£'000	£'000
Expenditure:						
Repairs & Maintenance						
4284	4427	Jobs General	4415			4415
910	901	Projects	923			923
260	242	Estate Improvements	242			242
17	23	Publicity	18			18
101	82	Decoration Allowance	102			102
46	46	Rechargeable Repairs	47			47
<u>5618</u>	<u>5721</u>		<u>5747</u>			<u>5747</u>
General Management						
1620	1674	Recharges	1730		-14	1716
2997	2943	Housing Services	3067	37	-23	3081
<u>4617</u>	<u>4617</u>		<u>4797</u>	<u>37</u>	<u>-37</u>	<u>4797</u>
Special Services						
16	16	Central Warden	17			17
719	651	Sheltered Housing	720	4		724
44	90	Energy Costs	54			54
401	413	Single Homeless	416			416
596	680	Temporary Accommodation	658	3		661
6	1	York Independence Bungalow	6			6
359	346	Grounds Maintenance	360			360
159	164	Caretaking - Employees	184			184
17	18	- Cleaning	18			18
2	3	- Communications	3			3
38	46	Lifts	38			38
3	3	Communal Aerials	3			3
6	6	Contribution to Energy Efficiency	6			6
<u>2366</u>	<u>2437</u>		<u>2483</u>	<u>7</u>		<u>2490</u>
Rents etc.						
5	5	Rent & Rates	5			5
140	150	Insurance	154			154
2		RTB Legal Fees	1			1
<u>147</u>	<u>155</u>		<u>160</u>			<u>160</u>
66		Housing Benefits				
Provision for Bad and Doubtful Debts						
150	145	Council Housing	151			151
<u>150</u>	<u>145</u>		<u>151</u>			<u>151</u>
Housing Subsidy						
4873	4902	HRA Subsidy	5354			5354
<u>4873</u>	<u>4902</u>		<u>5354</u>			<u>5354</u>
Capital Charges						
9226	9226	Depreciation	9226			9226
321	321	Voluntary Debt Repayment	344			344
15921	16111	Interest	16111			16111
24	27	Debt Management	25			25
<u>25492</u>	<u>25685</u>		<u>25706</u>			<u>25706</u>
<u>43329</u>	<u>43662</u>	TOTAL EXPENDITURE	<u>44398</u>	<u>44</u>	<u>-37</u>	<u>44405</u>

ORIGINAL ESTIMATE	PROJECTED OUTFURN	ACTIVITY AREA	BASE BUDGET	GROWTH	SAVING	TOTAL BUDGET
2006/07	2006/07		2007/08	2007/08	2007/08	2007/08
£'000	£'000		£'000	£'000	£'000	£'000
Income:						
Rents						
-22208	-22397	Council Housing	-23275		-35	-23310
-115	-120	Single Homeless	-124			-124
-531	-435	Temporary Accommodation	-500		-5	-505
<u>-22854</u>	<u>-22952</u>		<u>-23899</u>		<u>-40</u>	<u>-23939</u>
Non Dwellings Rents						
-258	-261	Council Garages	-268			-268
-231	-242	Council Shops	-241			-241
-14	-15	General Rents	-14			-14
<u>-503</u>	<u>-518</u>		<u>-523</u>			<u>-523</u>
Charges for Services and Facilities						
-156	-157	Fees & Charges - Council Housing	-160			-160
-113	-111	Cookers - Council Housing	-111			-111
-4	-1	- Temporary Accommodation	-1			-1
-19	-19	Charges - Central Warden	-19			-19
-428	-419	Fees & Charges - Sheltered Housing	-456			-456
-1	-1	- Temporary Accommodation	-2			-2
-81	-87	Leaseholder Admin Charge	-87			-87
<u>-802</u>	<u>-795</u>		<u>-836</u>			<u>-836</u>
Contribution Towards Expenditure						
-12	-12	- Central Warden				-13
-11	-12	- Sheltered Housing	-13			-11
-46	-46	- Single Homeless	-11			-47
-852	-973	- Rechargeable Repairs	-47			-826
-921	-1043	- Supporting People	-826			-897
			<u>-897</u>			<u>-897</u>
Housing Subsidy						
-31	-31	Defects Act	-2			-2
<u>-31</u>	<u>-31</u>		<u>-2</u>			<u>-2</u>
Transfer from General Fund						
-3	-3	Amenities Shared by the Whole Community	-3			-3
-28	-28	Warden Recharge - Temporary Accommodation	-29			-29
<u>-31</u>	<u>-31</u>		<u>-32</u>			<u>-32</u>
<u>-25142</u>	<u>-25370</u>	TOTAL INCOME	<u>-26189</u>		<u>-40</u>	<u>-26229</u>
<u>18187</u>	<u>18292</u>	NET COST OF SERVICE	<u>18209</u>	<u>44</u>	<u>-77</u>	<u>18176</u>
AMRA						
-15921	-16111	Interest Charged to HRA	-16111			-16111
1109	1079	Loan Interest	1131			1131
-4648	-4645	Non-Dwelling Depreciation	-4507			-4507
Interest Received						
-167	-318	Revenue Cash	-212			-212
-9	-9	Mortgages	-7			-7
<u>-1449</u>	<u>-1712</u>	NET OPERATING SURPLUS / DEFICIT	<u>-1497</u>	<u>44</u>	<u>-77</u>	<u>-1530</u>
503	2016	RCCO	912			912
-946	304	SURPLUS / DEFICIT IN THE YEAR	-585	44	-77	-618
-3567	-5139	(SURPLUS) / DEFICIT BROUGHT FORWARD	-4835			-4835
-946	304	(SURPLUS) / DEFICIT IN YEAR	-585	44	-77	-618
-4513	-4835	(SURPLUS) / DEFICIT CARRIED FORWARD	-5420			-5453



Service Plan 2007/08 (Stage 1)

Service Plan for: Housing Revenue Account

Directorate: Housing & Adult Social Services

Service Plan Holder: Steve Waddington

Workplans: Tenancy Services, Support Services, Business Support, Resettlement, Temporary Accommodation, Income Management, Service Development, Customer Services, Responsive Repairs, Tenants Choice, Projects, Housing Standards & Adaptations

Director: Bill Hodson

EMAP : Housing & Adult Social Services- Sue Sunderland

1. Service description & objectives

Service description

The Housing Revenue Account is the council's housing landlord service, managing approximately 8,100 tenancies and 411 leasehold properties

- **Tenancy Services**
 - Estate management
 - Void management
 - Allocations
 - Tenancy enforcement
- **Support Services**
 - Income management
 - Maintaining the housing register
 - Right to buy and leaseholder administration
 - Customer Services
- **Asset Management**
 - Responsive repairs
 - Repairs to void properties
 - Planned and capital maintenance (including Tenants' Choice)
- **Service Development**
 - Develop and monitor the HRA Business Plan
 - Reviewing and developing plans, policies and procedures
 - Service Improvement
 - Training and staff development
 - Ensuring customers are involved in the service

Main customers:

- Existing City of York Council tenants
- Applicants for City of York Council housing
- People living in hostels owned by the HRA

Service objective 1	Meet the Decent Homes Standard by 2010
Service objective 2	Increase tenant satisfaction
Service objective 3	To be customer focused
Service objective 4	To assess the impact of the revised allocation policy
Service objective 5	Reduce the time it takes to relet void properties
Service objective 6	Increase the level of rent collected and reduce the level of arrears
Service objective 7	Through partnering provide an excellent responsive repairs service
Service objective 8	Work with tenants in developing sustainable communities'
Service objective 9	Work in partnership to reduce anti-social behaviour
Service objective 10	Ensure leaseholders have an opportunity to be involved in the development of the service
Service objective 11	To deliver an excellent aids and adaptations service
Service objective 12	Meet the needs of vulnerable tenants
Service objective 13	Ensure appropriate training and staff development opportunities
Service objective 14	Ensure value for money

2. Significant drivers for change and improvement	
Driver	Effect on service delivery
High quality Council Housing	Programme of improvements to reach the decent homes standard and the York Standard
Sustainable communities and estates	Work is needed in partnership with key stakeholders to respond to the Respect Agenda
Value for money	Appropriate and revised partnership agreements for delivery of services in place. For example: Neighbourhood pride, Tenants Choice, Gas and responsive repairs
Excellent Housing Service	Self assessment of service areas against the Audit Commissions Key Lines of Enquiry and delivery of associated action plans
Involving tenants in shaping and monitoring the housing service	Develop capacity of tenants to shape the service, develop new methods of involving tenants. Work is also required to ensure customer feedback drives service improvements.
3. Priority improvement for 2007/08 & beyond	
Performance improvement	Reason why improvement is required
Produce comprehensive training plan for the housing service	Ensure skilled and motivated workforce and maximise impact of training budget expenditure, identifying areas of common need where value for money could be obtained.
Other comments to note	

4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
<p>Ensure that key partners are engaged in delivering actions to meet the respect standard Sign up to the Respect Standard for Housing Management Communities perceive estates as safer places to live measured via the Annual Housing Monitor and Talkabout surveys</p>	<p>Work in partnership to reduce anti-social behaviour. Work with tenants in developing sustainable communities</p>	<p>New By October 2007</p>	<p>Links to the Corporate Priority to Reduce the actual and perceived impact of violent aggressive and nuisance behaviour on people in York</p>	<p>In 2006 the DCLG issued the 'Respect Standard for Housing Management' this action is needed to ensure the council meets that standard, via its Housing Service, and associated Partnerships.</p>
<p>Review service priorities and standards for repairs in consultation with customers and publish revised standards</p>	<p>To Increase customer satisfaction Through partnering provide and excellent responsive repairs service</p>	<p>To commence March 2007</p>		<p>Repairs are currently categorised into three levels of urgency, with associated target timescales. The purpose of the review will be to look at end to end repair timescales, including reducing repeat visits.</p>
<p>Decanting of tenants from and Demolition of 100 'Discus' Bungalows Residents involved via constituted association Residents rehoused on a temporary or permanent basis Properties across three sites vacant and sites available for disposal</p>	<p>Meet the Decent Home Standard by 2010 Work with tenants in developing sustainable communities</p>	<p>New Vacant site by April 2008</p>	<p>Meeting the Decent Homes Standard Addressing wider housing strategy issues including provision of affordable housing. Links to older persons housing strategy</p>	<p>The discus bungalows are of non-traditional construction and would be difficult and costly to bring up to the decent homes standard, In 2006 members approved demolition of the bungalows. A project manager was appointed in July 2006 and a project plan has been produced [November 2006] . Project delivery is being monitored by a board including Discus residents, ward members and senior council officers.</p>
<p>Peasholme Centre Relocation programme completed</p>	<p>Modern facility</p>	<p>By January 2008</p>	<p>Rough Sleeping Strategy Homelessness Strategy</p>	



CS2298

**Meeting of the Executive Members for
Housing and Adult Social Services and
Advisory Panel**11th December 2006

Joint Report of the Director of Housing and Adult Social Services and the Director of Resources

Housing General Fund Service Plan and Budget 2007/08**Purpose of Report**

- 1 This report presents the 2007/08 budget proposals for Housing General Fund. It includes:
 - the budget for 2006/07 (Annex 1) to show the existing budgets
 - the budget adjusted and rolled forward from 2006/07
 - the allocation of pay and price increases for the portfolio
 - budget service pressure proposals and savings options for the portfolio area (Annexes 2 and 3)
 - budget options subject to consultation (Annexes 4 & 5).
- 2 Budget Council will be held on 21 February 2007 and will make decisions on the overall budget for the Council. In order to facilitate the decision making process the Executive are meeting on 16 January to consider the preferences identified by the individual portfolio Executive Members and the results of the consultation. The Housing Executive Member is therefore asked to consider the budget proposals and identify their preferences which will be considered by the Executive following consultation. EMAP is invited to provide comments on the budget proposals in this report.

Background

- 3 The Council's Medium Term Financial Strategy was adopted by the Executive on 11 July 2006. This paper is the result of ongoing work against this agreed framework.
- 4 The provisional Local Government Finance settlement for 2007/08 was included in the settlement papers for 2006/07 received in January 2006, which alongside the 2006/07 settlement provided indicative figures for 2007/08. A consultative draft settlement for 2007/08 is expected by early December. However, it is not expected that there will anything other than minor changes from the figures currently used.
- 5 The figures in the 2006/07 settlement indicated that the increase in government funding in 2007/08 nationally would be 4.0% but for York the

figure is 3.2% or an additional £1.192m. However, there is no guarantee that this allocation will not change when the final grant settlement is announced in late January 2007, although any changes are expected to be minor.

Service Planning

- 6 An update to the service plans for the period 2006-2009 is attached at annex 6. This is provided so that members are aware of any changes we can foresee to the plans for 2007/8 and can take these into account when coming to their views about budget decisions for next year. Members attention is particularly drawn to the sections covering the updates on the significant drivers for change and improvement and the impact on the services.
- 7 In summary, the key issues to note at this meeting are:
- a. **Review private sector investment approach including balance between grants and loans, a range of choices** - Private sector housing is the dominant tenure in York, comprising 85% of stock. The range and type of loans and grants needs to be reviewed in the light of the private sector stock condition survey, and available resources to ensure value for money.
 - b. **Analyse impact of the Affordable Housing Policy** - To ensure maximum investment into the city for new affordable homes.
 - c. **Review the Homelessness Strategy and produce a new strategy** – There is a statutory requirement for the council to review its Homeless Strategy by July 2008.

Budget Proposals for Housing General Fund

- 8 A summary of the budget proposals is shown in Table 1 below. Further details on each individual element are presented in the subsequent paragraphs. The annexes also contain other potential growth and savings items which at this stage are not being recommended to Members.

Table 1 - Summary of Budget Proposals

	Para. Ref	£(000)
Base Budget 2007/08		1,202
Provision for pay increases		30
Provision for price increases		6
Other Budget Pressures:		
Staff Increments		19
Service Pressure proposals (Annex 2)		17
Savings proposals (Annex 3)		-86
Proposed Budget 2007/08		1,188

Base Budget (£1,202k)

- 9 This represents the latest budget reported to Members, updated for the full year effect of decisions taken during 2006/07, e.g. supplementary estimates.

Pay Inflation (+£30k)

- 10 These calculations are based on a pay increase for APT&C of 2.5%. The negotiations for the 2007/08 settlement have not yet concluded, although there is pressure from the Treasury that increases are kept under 2%.

Price Inflation (+£6k)

- 11 The budget proposes that, due to the underlying low rate of inflation, there is a general price freeze on most budgets. The amount allowed for price inflation is to fund known price increases, e.g. contract payments and fuel bills. This figure is a net figure. Fees and charges are generally increasing by 2.3%, but this is varied by directorates as part of growth/savings by national constraints/requirements. Where increases are proposed in excess of this the additional income is reflected in the savings totals offered. See separate report for further information.

Other Budget Pressures (+£19k)

- 12 These represent pressures over which the service has no influence, e.g. changes to funding and expenditure which are due to national policy initiatives or to, for example, the implications of the moving dates of Easter on service provisions.

Service Pressures (+£17k)

- 13 In the Finance Strategy report to the Executive on 11 July 2006 a sum of £7.291m was included as the estimated amount that would be needed to meet increasing demand for services and to allow for reprioritisation of service provision.
- 14 A range of options for service pressure proposals has been considered and in view of the overall available resources it is proposed that only those proposals shown in Annex 2 are included in the consultation list as the preferred options for Housing General Fund. The proposals put forward are the result of a rigorous assessment process, which included looking at the risk to customers and staff, legislative requirement, proven customer demand and the Council's corporate objectives.

Savings Proposals (-£86k)

- 15 Members will be aware that the 2006/07 budget savings were significant and that all Directorates are operating within a tight financial environment. In seeking to achieve savings for the 2007/08 budget Directorates have examined budgets with a view to identifying savings that have a minimum impact on the services provided to the public, customers and the wider Council. Instead they have concentrated on initiatives that;
- improve quality and efficiency

- take advantage of ongoing service and/or Best Value reviews
- generate income
- address budgetary underspends
- improve cash flow and interest earnings
- generate savings from the technical and financial administration functions of the Council

16 Annex 3 shows the full list of savings proposals for the Housing General Fund portfolio.

Fees and Charges

17 The details of the proposed fees and charges for the services provided by this portfolio are set out in a separate report which can be found elsewhere on this agenda.

Consultation

18 This paper commences the Council's budget consultation, both in terms of formal discussions with the Business and Voluntary sectors, but also as a mechanism for the public to comment on the proposals made in the report.

Options

19 Members of EMAP are asked for their comments or alternative suggestions on the investment and savings proposals shown in Annexes 2 and 3.

Analysis

20 All the analysis is provided in the body of the report and the annexes.

Corporate Priorities

21 The budget represents the opportunity to reprioritise resources towards corporate priority areas. A key example of this happening within this portfolio area is:

- Saving HAS 27 – Identification of alternative funding for early intervention and prevention – contributes to 'improve efficiency and reduce waste to free up more resources'

Implications

22 The implications are:

- Financial - The financial implications are dealt with in the body of the report.
- Human Resources – There will be a reduction of 0.5FTE, although the post is currently vacant so there will be no redundancy.
- Equalities – There are no equality implications to this report.
- Legal – There are no legal implications to this report.
- Crime and Disorder – There are no specific crime and disorder

- implications to this report.
- Information Technology - There are no information technology implications to this report.
- Property/Other - There are no property or other implications to this report.

Risk Management

- 23 Key reporting mechanisms to Members on budget matters will continue to be through two mid-year monitoring reports and the final Revenue Outturn report for the year. These reports will also address the progress made on investments and savings included in the budgets.
- 24 The budget setting process always entails a degree of risk as managers attempt to assess known and uncertain future events. This year has demonstrated the difficulty of achieving this. As with any budget the key to mitigating risk is prompt monitoring and appropriate management control. As such updated figures and revised corrective actions will be monitored via Directorate Management Teams, Corporate Management Team and the monitor reports during the year.

Recommendations

- 25 The Executive Member is invited to
- a. Provide comments on the budget proposals for consultation for 2007/08 contained in this report, which will be considered by the Budget Executive on 16 January 2007.
 - b. To consider the budget proposals for consultation for Housing General Fund for 2007/08 contained in this report and listed below and provide comments to be submitted to the Budget Executive on 16 January 2007.
 - 2007/08 Base budget as set out in paragraph 9;
 - Service Pressure proposals as set out in Annex 2;
 - Savings proposals as set out in Annex 3;

Reason: to ensure a balanced 2007/08 budget is presented to the Executive.

Contact Details

Authors:

Debbie Mitchell
Head of Housing and Adult Social
Services Finance
Tel: 01904 554161

Jayne Pearce
Housing Accountant
Tel: 01904 554175

Chief Officers responsible for the report:

Bill Hodson
Director of Housing and Adult Social
Services
Tel: 01904 554000

Simon Wiles
Director of Resources
Tel: 01904 551100

Specialist Implications Officer(s) None

Wards Affected: *List wards or tick box to indicate all* **All** ✓

For further information please contact the author of the report

Background Working Papers

Reports to individual EMAP meetings

Annexes

Annex 1 - 2006/07 Budget

Annex 2 - Service Pressure Proposals

Annex 3 - Savings Proposals

Annex 4 - Service pressure proposals not recommended

Annex 5 - Savings proposals not recommended

Annex 6 - 2007/08 stage 1 service plan

Housing - Summary

Annex 1

Revenue Budget by Detailed Head	2006/2007 Budget £000's	Revenue Budget by Cost Centre	2006/2007 Budget £000's
Employees	1,231	Housing Non Landlord	1,212
Premises	213		
Transport	49		
Supplies and Services	9,985		
Miscellaneous			
– Recharges	609		
– Transfer Payments	1		
Capital Financing	60		
Gross Cost	12,148		
Less Income	(10,936)		
Net Cost	1,212	Net Cost	1,212

Housing - Corporate Services

Revenue Budget by Detailed Head	2006/2007 Budget £000's	Revenue Budget by Cost Centre	2006/2007 Budget £000's
Employees	153	Supporting People	0
Premises	0		
Transport	1		
Supplies and Services	9,052		
Miscellaneous			
– Recharges	57		
Capital Financing	0		
Gross Cost	9,263		
Less Income	(9,263)		
Net Cost	0		

Housing - Housing Non Landlord

Annex 1

Revenue Budget by Detailed Head	2006/2007 Budget £000's	Revenue Budget by Cost Centre	2006/2007 Budget £000's
Employees	1,077	Contribution to HRA	3
Premises	213	Homelessness Casework Team	460
Transport	48	Private Sector Housing	339
Supplies and Services	934	Strategy and Enabling	303
Miscellaneous		Temporary Accommodation	107
– Recharges	552	Travellers	0
– Transfer Payments	1		
Capital Financing	60		
Gross Cost	2,885		
Less Income	(1,673)		
Net Cost	1,212	Net Cost	1,212

SERVICE PRESSURE PROPOSALS

ANNEX 2

Ref	Brief Description	Net Cost 2007/08 £(000)	Full Year 2008/09 £(000)	Full Year 2009/10 £(000)
HSG 1	<p>Howe Hill Rent Restructuring</p> <p>Rent restructuring is the Government's initiative to set social housing rents on a national basis, the core of which is that all rents are calculated using the formula rent as laid out in government guidance. Rent restructuring is being implemented for HRA dwellings and this growth request is to enable it to be implemented for Howe Hill to bring consistency across CYC social housing. This item is linked to Howe Hill saving.</p>	17.00	44.00	76.00
Total		17.00	44.00	76.00

This page is intentionally left blank

Ref	Brief Description	Net Saving 2007/08 £(000)	Full Year 2008/09 £(000)	Full year 2009/10 £(000)
HSS 1	<u>Golden Triangle Partnership - reduction in contributions</u> Reduction in contributions towards the Golden Triangle Partnership (GTP) as it has been confirmed that the Project Manager's costs (managed on behalf of the partnership by Leeds City Council) can be capitalised against the capital funding allocation for the GTP agreed from the Regional Housing Board. This is in place until 2010/11.	10.00	10.00	10.00
HSS 2	<u>Identification of alternative funding for the Early Intervention and Prevention Contract</u> To identify alternative funding for a service providing early intervention and prevention of rough sleepers. The current service provides a drop in centre, counselling and street work to encourage rough sleepers to use hostel accommodation.	35.00	35.00	35.00
HSS 3	<u>Reduce Admin resource in Homelessness</u> Reduction of 0.5 FTE admin resource within the casework team	8.00	8.00	8.00
HSS4	<u>Reduce the funding available to subsidise the Private Lease Scheme</u> Reduction in the money available to subsidise the rents for those properties the authority leases from private owners and RSLs for temporary accommodation.	13.00	13.00	13.00
HSS5	<u>Off set impact of Howe Hill Rent Restructuring</u> Reduced costs and additional unit income following modernisation. This saving is linked to growth item for Howe Hill rent restructuring	17.00	44.00	76.00
HSS6	<u>De-Minimis Savings</u> Efficiencies within Private Sector Housing	3.00	3.00	3.00
		86.00	113.00	145.00

This page is intentionally left blank

OTHER GROWTH

ANNEX 4

Ref	Brief Description	Net Cost 2007/08 £(000)	Full Year 2008/09 £(000)	Full year 2009/10 £(000)
HSG 2	Private Sector Stock Condition Survey To carry out a private sector stock condition survey. The evidence will be used to inform the Private Sector Housing Strategy to be developed during 2007.	70.00	0.00	0.00
HSG 3	Housing Needs Survey - BME/Older People As part of the LDF process, the city must conduct a comprehensive and up to date housing needs survey (HNS) and housing market analysis. Funding for the main part of the HNS is expected to come from LDF budget. However, more detailed analysis of the housing needs of particular groups including older people and BME communities is needed to inform the housing as well as planning needs of the city.	15.00	0.00	0.00
		85.00	0.00	0.00

This page is intentionally left blank

Ref	Brief Description	Net Saving 2007/08 £(000)	Full Year 2008/09 £(000)	Full year 2009/10 £(000)
HSS 7	To cease or restructure a service within the Housing Service.	34.00	34.00	34.00
HSS 8	Reduce staff within Housing Service.	13.90	13.90	13.90
		47.90	47.90	47.90

This page is intentionally left blank



Service Plan 2007/08 (Stage 1)

Service Plan for: Housing General Fund

Directorate: Housing & Adult Social Services

Service Plan Holder: Steve Waddington

Workplans: Housing Strategy, Housing Standards & Adaptations, Resettlement, Homelessness Casework, Temporary Accommodation and Travellers, Service Development, ??Asset Management- Social Services Capital Programme?

Director: Bill Hodson

EMAP : Housing & Adult Social Services – Sue Sunderland

1. Service description & objectives

The Housing General fund covers the following key functions:

- **Homelessness**

- Provides advice and information in accordance with the Housing Act 1996 In 2005/6 619 homelessness decisions were made
- Contract sand provides homelessness prevention services, in 2005/6 127 cases of homelessness were prevented
- Provides suitable temporary accommodation and relevant support to those people who are statutorily homeless . in 2005/6 there was an average across the four quarters of 242 households in temporary accommodation of which 162 were families with children
- Co-ordinates, contracts and provides services in accordance with the Rough Sleepers Strategy The number of rough sleepers at the latest count in October 2006 was 4
- Manage three traveller sites

- **Housing Standards and Adaptations**

- Housing Standards and Adaptations
- Administers grant assistance to people living in the private sector in accordance with the law and council policies, including disabled facility grants. In 2005/6 148 Repair grant applications were made, and 26 landlord grants
- Works with the York Home Improvement Agency and the Energy Efficiency Advice Centre.
- Provides the statutory enforcement function in accordance with Housing Act and related legislation. In 2005/671 Houses in multiple occupation were inspected and 89 registered
- 21 empty properties were returned to use
- The service investigates complaints regarding poor housing (310 on 2005/6)

- **Housing Strategy**

- Develops, reviews and monitors the housing strategy and other specific strategies and policies.
- Undertakes research in relation to specific policies
- Responds to government consultation and completes the Housing Investment Programme (HIP) return
- Represents the council on housing issues in regional and sub regional activities

- **Affordable Housing**

- Identifies the need for affordable and specialist accommodation through research and surveys
- Negotiates and draws up agreements with developers and registered social landlords (RSLs) regarding the provision of housing in new developments
- Develops and supports proposals for funding from the housing corporation and regional housing board
- Contributes to the renewal of development land owned by the council for housing purposes
- Contributes to cross authority initiatives, especially through the Golden Triangle and North Yorkshire Housing Forum
- In 2005/6 148 units of affordable housing were completed (60 flats and 88 houses) , and planning permission was granted for 115 units

- **Service Development**

- Reviewing and developing plans, policies and procedures
- Service Improvement
- Training and staff development
- Ensuring customers are involved in service improvements

Our main customers are:

- Individuals and families living in York who have housing needs
- People who have difficulty accessing appropriate accommodation or improving their current accommodation whether because of issues of affordability or because they are vulnerable in other ways
- People who are at risk of losing their homes

OUR SERVICE OBJECTIVES ARE:

- | | |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service objective 1 | ➤ To provide leadership and champion the importance of housing within the city |
| Service objective 2 | ➤ Provide sufficient new affordable homes in York |
| Service objective 3 | ➤ To ensure that all housing provided in the City is appropriate and meets the needs of all its citizens |
| Service objective 4 | ➤ Influence, develop and deliver priorities of the regional housing strategy |
| Service objective 5 | ➤ Influence the Local Development Framework |
| Service objective 6 | ➤ Prevent people from losing their homes or sleeping rough |
| Service objective 7 | ➤ To promote the achievement of the decent homes standard in private housing stock and to encourage good quality management of the private rented sector |

2. Significant drivers for change and improvement

Driver	Effect on service delivery
Decent Good Quality Homes	Demolition of 100 Discus bungalows and reprovion to meet needs of those residents wishing to move, plus additional affordable housing.
Corporate Priority – ‘Improve the quality and availability of decent, affordable homes in the city’	Increased number of affordable homes Increased percentage of people whose housing needs are met. Reduction in number of people who are homeless/sleeping rough
Outcome of 2006 Housing Market Assessment and Needs Survey	Respond to the findings and aim to meet identified needs.
Regional and Sub Regional working	Examine implications of Housing Needs survey results for Regional and sub regional agenda
Government Target to reduce Temporary accommodation units by 50% by 2010	Action plan in place including measures to reduce the numbers in temporary accommodation. Overall goal to increase affordable housing supply should also have an impact
Decent Homes in the Private Sector	Variety of methods to improve condition of private sector homes
Changes to Supporting people funding formula	Potential reduction in level of service funded by SP – need
Changing demographics	Use demographic information and the results of the housing needs assessment to develop appropriate housing choices to meet the needs and aspirations of older people, and deliver the Older Persons Housing Strategy

3. Priority improvement for 2007/08 & beyond**Performance improvement****Reason why improvement is required**

Produce & deliver comprehensive training plan for the housing service	Ensure skilled and motivated workforce and maximise impact of training budget expenditure, identifying areas of common need where value for money could be obtained.
Resources allocated to carry out a private sector housing stock condition survey to inform future policy and strategy	Funding not available in 2006/7 and current information will become out of date in 2007. 85% of housing in York is in the private sector, and the new survey is need to inform investment decisions and future strategy.
Other comments to note	

4. New or changed actions for 2007/08 and beyond				
Action	Service plan outcome	New? / Change?	Links to note	Comments
Review Private Sector investment approach including balance between grants and loans, a range of choices	To promote the achievement of the decent homes standard in private housing stock Value for Money	New September 2007	Links to private sector decent homes target Private sector stock condition survey (see section 3 above)	Private sector housing is the dominant tenure in York, comprising 85% of stock. The range and type of loans and grants needs to be reviewed in the light of the private sector stock condition survey, and available resources.
Analyse impact of the Affordable Housing Policy	Provide sufficient new affordable homes	New	City Strategy Development Control service plan Corporate Priority – 'Improve the quality and availability of decent, affordable homes in the city'	Revised Affordable Housing Policy introduced April 2005
Reprovision of Arc-light facility to provide more appropriate direct access accommodation including facilities for health, education and training.	Prevent people sleeping rough	Updated Site has been identified – currently in the planning process . Scheme to start on site by March 2007	Rough sleeping Strategy Homelessness strategy	Delivering in partnership with York Housing Association, with funding from DCLG. The project is steered by a multi agency board
Reprovision of Peasholme Resettlement facility	To ensure that all housing provided in the City is appropriate and meets the needs of all its citizens	Updated By January 2008	Rough sleeping Strategy Homelessness strategy	To provide alternative accommodation for resettlement facility built to current standards.
Work with sub-regional partners in North Yorkshire and the Leeds City region to analyse housing needs and markets	Influence, develop and deliver priorities of the regional housing strategy			
Review the Homelessness Strategy and produce new Strategy Refreshed approach	Links to service objective 'to prevent people from losing their homes and sleeping rough	New Action to complete by July 2008.	Supporting People strategy	

to tackling and preventing homelessness				
<p>Decanting of tenants from and Demolition of 100 'Discus' Bungalows</p> <p>Residents involved via constituted association Residents rehoused on a temporary or permanent basis Properties across three sites vacant and sites available for disposal</p>	<p>To ensure that all housing provided in the City is appropriate and meets the needs of all its citizens</p>	<p>New Vacant site by April 2008</p>	<p>Meeting the Decent Homes Standard Addressing wider housing strategy issues including provision of affordable housing. Links to older persons housing strategy</p>	<p>The discus bungalows are of non-traditional construction and would be difficult and costly to bring up to the decent homes standard, In 2006 members approved demolition of the bungalows. A project manager was appointed in July 2006 and a project plan has been produced [November 2006] . Project delivery is being monitored by a board including Discus residents, ward members and senior council officers.</p>



CS2306

Meeting of the Executive Members for Housing and Adult Social Services and Advisory Panel 11th December 2006

Report of the Director of Housing and Adult Social Services

Review of Housing Fees And Charges

Summary

1. This report recommends a revision of fees and charges, which fall within the Housing portfolio.

Background

2. As reported in the 'Housing Rents and Management and Maintenance Allowances 2007/8' elsewhere on the agenda, the recommended average rent increase for 2007/8 is 5%. Other Housing Revenue Account fees and charges have been reviewed to include a 5% uplift for accommodation and 2.3% (inflation) for other fees and charges.

Travellers Sites

3. The Council owns three Travellers' Sites, comprising a total of 55 pitches. The rents are currently £39.11 per week, excluding water and sewerage charges which will be recovered by setting economic charges retrospectively each quarter. The support charges, which are treated separately, are currently £29.00.
4. It is proposed to apply the guideline rent increase of 5%. This will make the rents for each pitch £41.07 per week. The support charges for any customer in receipt of Housing Benefit is paid through Supporting People grant. The estimated additional income is £5k.

Homelessness

5. It is intended in 2007/08 to commence the process of rent restructuring for hostels. It is already being implemented for all HRA dwellings and the expectation from Department of Communities and Local Government (DCLG) rent restructuring guidance is that it will also be implemented for hostels in order for there to be consistency across all social housing. The principles of rent restructuring are outlined in the 'Housing Rents and Management and Maintenance Allowances 2007/8' report elsewhere on this agenda. It is proposed that the rent restructuring for Peasholme Hostel will be delayed until

the relocation of the hostel is complete so it can form part of an overall review of budgets and charging at the hostel.

Ordnance Lane Hostel

6. Ordnance Lane is a hostel with 31 places for families who need temporary accommodation as a result of homelessness. Since this hostel falls in the HRA, it is proposed to apply the guideline rent increase of 5% to the rent portion of the charges for this hostel. This will generate approximately £3.5k of additional income.

Crombie House

7. Crombie House has places for 10 families who need temporary accommodation as a result of homelessness. As this hostel falls within the HRA it is proposed to apply the guideline rent increase of 5% to the rental portion of the charges. After implementing rent restructuring guidance it will generate no additional income.

Holgate Road

8. Holgate Road hostel has places for 5 families who are homeless. This hostel falls within the HRA and it is proposed to apply the guideline rent increase of 5% to the rental portion of the charges. This will generate approximately £1k of additional income

Peasholme Hostel

9. Peasholme Hostel has 22 places for residents who are single and homeless. This hostel falls within the HRA and it is proposed to apply the guideline rent increase of 5% to the rental portion of the charges. This will generate approximately £6k of additional income.

Howe Hill Hostel

10. Howe Hill Hostel has 27 places for both single applicants and families who are homeless. Whilst the hostel is within the general fund it is proposed to apply the guideline rent increase of 5% to the rental portion of the charges. After applying rent restructuring guidance there will actually be a reduction in income of approximately £17k. The impact of this has been included in the Housing General Fund Budget 2007/08, a report on which is elsewhere on this agenda.

Administration of Private Sector Grants

11. Private Sector Grants are payable in accordance with the grants policy up to a maximum grant of £6000. The administration charge on is recovered as a flat rate fee of £500 per grant. It is not proposed to increase this charge.

Garage Rents

12. The Council owns 986 garages. It is proposed that all garage rents will be increased in line with inflation by 2.3%. The charges for garages varies

dependent on whether they are in high, normal or low demand. This will generate approximately £6k of additional income. The effect of this increase will be as follows:

Rate	Client	2006/7	2007/8
Normal	Council tenants	£5.27	£5.39
	Private	£5.27 + VAT £0.92	£5.39 + VAT £0.94
High demand	Council tenants	£6.31	£6.46
	Private (local connection)	£12.02 + VAT £2.10	£12.30 + VAT £2.15
	Private (no local connection)	£15.50 + VAT £2.71	£15.86 + VAT £2.78
Low demand	Tenure neutral	£2.67	£2.73

Cookers

13. The Council rents gas and electric cookers to over 2000 customers, at present rents vary depending on the age of the cooker. Members have previously agreed to end the supply of new cookers but continue to maintain existing cookers.
14. The most recently supplied cookers are currently £3.86 per week for gas and electric are £3.79 per week. It is proposed to increase the charge by 2.3%. The new charges for the most recently supplied cookers will be £3.95 for gas and £3.88 for electric. This will generate approximately £2.5k of additional income.

Consultation

15. Consultation has been carried out with central finance regarding the proposed increase in fees and charges.

Options

16. Option 1 – To agree the charges as set out in the report
17. Option 2 – To not accept the charges

Analysis

18. Option 1 – Agreement of this option would enable the council to continue to provide its services within budget and deliver on the improvements relating to these client groups as set out in the Housing Services Improvement Plan.

19. Option 2 – Agreement of this option would result in a reduction in budgeted income to the service, which would result in a reduction in service provision to these client groups.

Corporate Priorities

20. Specific links can be made to the following:

“Outward facing”

- Improve the actual and perceived condition and appearance of city’s streets, housing estates and publicly accessible spaces
- Improve the quality and availability of decent affordable homes in the city
- Improve the health and lifestyles of people who live in York, among the groups whose levels of health are the poorest

Implications

21. **Financial** – The overall implication of the proposed changes would be increased income of £19k to the HRA and a reduction in income of £12k to Housing General Fund. These implications have been included within the relevant budget reports, which can be found elsewhere on this agenda.
22. There are no Human Resources (HR), Equalities, Legal, Crime and Disorder, Information Technology (IT), Property or Other Implications.

Risk Management

23. There are no risks associated with this report.

Risk Mitigation

24. N/A

Recommendations

25. The Executive Member is asked to consider the proposals for the 2007/08 Housing fees and charges contained in this report and provide comments to be submitted to the Budget Executive on 16th January 2007.

Reason: to ensure a balanced 2007/08 HRA budget is submitted to the Executive.

Contact Details

Author:

Steve Waddington
Head of Housing Services
01904 554016

Chief Officer Responsible for the report:

Steve Waddington
Head of Housing Services
01904 554016

Report Approved Date 20th Nov 06

Bill Hodson
Director of Housing and Adult Social Services
01904 554000

Report Approved Date 20th Nov 06

Specialist Implications Officer(s)

Financial
Jayne Pearce
Housing Accountant
(01904) 554175

Wards Affected: List wards or tick box to indicate all

All

For further information please contact the author of the report

Background Papers:

None

Annexes:

None

This page is intentionally left blank



CS2299

**Meeting of the Executive Members for
Housing and Adult Social Services and
Advisory Panel**11th December 2006

Report of the Director of Housing and Adult Social Services

**Housing Rents And Management And Maintenance Allowance
2007/08****Summary**

1. This report asks the Executive Member to consider the rent guidelines and the management and maintenance allowances issued by the Department for Communities and Local Government (DCLG) for 2007/08.

Background**The Guideline Rent**

2. Rent restructuring (detailed in a report to Chief Officer in Consultation with Executive Member for Housing in December 2001) is the process of restructuring council rents towards a property's formula rent.
3. The formula rent takes account of various factors including the number of bedrooms a property has, property valuation and average earnings. The guideline rent increase proposed annually by the DCLG (which for 2007/08 is 4.1%) is then applied each year to the formula rent.
4. After applying the guideline rent increase of 4.1% the average council weekly formula rent figure for 2007/08 is £61.30. In 2006/07 it was £58.90.
5. The actual average council weekly rent figure in 2006/07 is £54.37. When applying the guideline rent increase and continuing to implement rent restructuring the 2007/08 average increase in council rents (52 weeks) in York would be 5.82%. This is above the DCLG recommended limit of 5%. Options are outlined in para's 13 to 15 on whether or not to reduce the average increase to within DCLG guidelines.

Management and Maintenance Allowance

6. The management and maintenance allowances are based upon objective indicators of local authorities' need to spend on both housing management and maintenance. In determining the allowances, weightings are given to different dwelling types and allowances made for 'social factors' such as crime levels.
7. The government's provision for City of York Council draft management and maintenance allowances per dwelling in 2007/08 is £1423.92, an increase of 5.2% on last year's actual figure of £1353.25.
8. A target allowance is set which is considered to be the real need to spend and this is set at £1427.95 per dwelling in York. In future years the authority's allowance will be increased until the target is reached. The target allowance will be increased by inflation each year.

Major Repairs Allowance

9. The major repairs allowance represents the estimated long term average amount of capital spending required to maintain a local authority's housing stock in its current condition. The major repairs allowance forms part of the resources for the housing capital programme.
10. The government's provision for City of York Council draft major repairs allowance per dwelling in 2007/08 is £583.33, an increase of 3.4% on last year's actual figure of £563.88.

Implementation Timetable

11. It is necessary to serve notices on tenants to vary their current rent and a minimum of four weeks notice is required.

Consultation

12. None

Options

Option 1

13. In order to reduce the rent increase to within the DCLG limit of 5% a flat rate reduction across all council dwelling rents could be applied which would reduce each individual property rent by £0.45 per week and reduce the average increase to 5%. The Housing Revenue Account (HRA) would not lose any income by reducing the average increase from 5.82% to 5% as the reduction in increase from 5.82% to 5% is compensated for by the DCLG through the rental constraint allowance, which forms part of the housing subsidy calculation.

Option 2 – RECOMMENDED OPTION

14. In order to reduce the rent increase to within the DCLG limit of 5% a reduction of £1.17 could be applied to bedsits and 1 bed flats. Both of these dwelling types are more difficult to let. Of 597 relets in 05/06 60% were bedsits or 1 bed flats therefore applying the rent reduction in these areas may make them easier to let and whilst they are void the rent loss will be reduced. This option would also be in line with DCLG guidance which states ‘Local authorities who are adhering to the policy on rent restructuring.....are encouraged to have regard to the policy intention to create more realistic differentials for larger properties when adjusting their rents to set their average rent increase to 5%.’ The HRA would not lose any income as the reduction in increase from 5.82% to 5% is compensated for by the DCLG through the rental constraint allowance which forms part of the housing subsidy calculation.

Option 3

15. To ignore DCLG recommendations and increase council dwelling rents by 5.82%. This option would not generate any additional income for the HRA and is difficult to justify as the reduction in increase from 5.82% to 5% outlined in options 1 and 2 is compensated for by the DCLG through the rental constraint allowance as part of the Housing subsidy calculation.

Analysis

16. The Housing subsidy calculation assumes that rent restructuring policy will be followed and therefore a 5% average increase in actual rents will be applied to council rents. If this is not applied the HRA will lose £22k for every 0.1% reduction below 5%.

Corporate Priorities

17. Complying with the rent restructuring policy will maximise the resources available to the HRA which will help to improve the quality and availability of decent homes within the city.

Implications

18. Implications are outlined below:
- **Financial** - The financial implications have been included within the 2007/08 Housing Revenue Account budget elsewhere on this agenda.
 - **Human Resources (HR)** - none
 - **Equalities** - none

- **Legal** - It is necessary to serve notices on tenants to vary their current rent and a minimum of four weeks notice is required.
- **Crime and Disorder** - none
- **Information Technology (IT)** - none
- **Property** - none
- **Other** - none

Risk Management

19. There is a risk to the long term viability of the HRA should the rent increase not be agreed as income will be lower than accounted for in the HRA business plan which could effect future planned expenditure.

Recommendations

20. That option 2 is approved and the rent increase in York of 5% be referred to Executive for approval.

Reason: To enable a balanced HRA and comply with rent restructuring policy.

Contact Details

Author:

Debbie Mitchell
Head of Housing & Adult Social
Services Finance
Tel No. 554161

Jayne Pearce
Housing Accountant
Housing & Adult Social Services
Tel No. 554175

Chief Officer Responsible for the report:

Bill Hodson
Director of Housing & Adult Social Services

Steve Waddington
Head of Housing Services

Report Approved **Date** 20/11/2006

Specialist Implications Officer(s) *None*

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

DCLG Housing Revenue Account Subsidy Determinations November 2006
OIC Housing December 2001 – Implications of Rent Restructuring

Annexes

None



CS2305

**Meeting of the Executive Members for
Housing & Adult Social Services and
Advisory Panel**11th December 2006

Report of the Head of Housing Services

Housing Revenue Account Business Plan**Purpose of Report**

1. To seek member's approval of the Revised Housing Revenue Account (HRA) Business Plan 2006/7-2008/9. The HRA Business Plan is attached at Annex A (due to its size, hard copies have only been provided to Members, but the document is available on the council's website www.york.gov.uk under Council Meetings.)

Background

2. The council is required to produce a comprehensive business plan for its own housing stock to complement its Housing Strategy (which covers all housing in York). The HRA Business Plan sets out the detailed investment to be made in the housing stock to meet the government's decent homes standard.
3. An option appraisal report was considered by members in March 2005, which outlined the financial projections to enable the authority to meet the government's decent homes standard by 2010/11. The options appraisal report was considered by the Federation of Tenants & Residents Associations and the Tenant Compact Panel. Both groups gave an unanimous view that the council should continue with its' strategy of stock retention with in-house management of the housing service.
4. In previous years there has been a requirement on stock-holding housing authorities to submit the HRA Business Plan to Government Offices for assessment against national 'Fit for Purpose' criteria. However, in a letter dated 25th October 2006 to the Head of Housing Services, Government Office for Yorkshire and the Humber (GOYH) have advised that following discussions between the Department of Communities and Local Government (DCLG) there is no longer to be a requirement for HRA Business Plans to be signed off by Government offices as 'Fit for Purpose', although they will continue to provide advice and support in the preparation for Business plans where requested, and expect to be contacted along with other stakeholders as part of the consultative process attached to the production of the HRA Business Plan.

Consultation

5. An early draft of the plan was shared with GOYH for initial comments in April this year. These comments have been used to inform the attached final draft. In view of the correspondence from GOYH referred to in paragraph 4 above, a copy of the plan will be submitted to GOYH following sign off by members.
6. The draft Business Plan will be discussed in detail with the Chair of the York Federation of Community and Residents Associations (YFCRA) and will be discussed with the wider group at their December meeting. It is also proposed that residents representatives will be invited to be part of a group which monitors progress with the business plan.
7. The Housing Strategy 2006-9 of which the Business Plan is a constituent part was subject to wide consultation with a variety of stakeholders earlier in 2006.

Options

8. **Option 1** - To approve the Business Plan.
9. **Option 2** - To ask for changes to the Business Plan

Analysis

10. The Business Plan has been developed to take account of:
 - the councils strategic objectives and priority improvement statements;
 - the Housing Strategy for the city;
 - the Government 's key priorities:
 - delivering decent homes,
 - E Government,
 - tackling anti social behaviour and the 'Respect' agenda
 - promoting social inclusion
11. The Business Plan sets out the detailed financial plan for investment in council homes to ensure all achieve the decent homes standard by 2010. At present approximately 1,034 (13% of all council homes) do not meet the standard currently. The business plan (figures 17 & 18) sets out our timetable and investment profile to ensure that we achieve zero non-decent homes by 2010/11. This is a key government objective and a priority in the Council's Corporate Strategy 2006-9.
12. The Business Plan also highlights the wider HRA capital investment which as an authority we have made a commitment to. This includes the continuation of the York Standard, which is a higher standard than the Decent Homes standard, environmental & security improvements linked to the York Pride / Safer Cities initiatives.
13. The current financial projection on the HRA up to 2010/11 has enabled a number of proactive decisions to be made. The updated business plan

includes increased funding of £50k for disabled adaptations to City of Council homes, to meet current demand, and the bringing forward of some non-decent homes expenditure. These decisions will be reviewed on an annual basis subject to a review of the financial position.

14. The Business plan includes an overview of the activities of the Housing landlord service and reviews key actions and priorities.

Corporate Priorities

15. The HRA Business Plan sets out in detail how the council can will deliver the council housing element of the corporate priority to 'Improve the quality and availability of decent, affordable homes in the city', by reducing the number of homes below the decency standard.
16. The York Pride improvements included in the Business Plan also contribute to the Corporate Priority to 'Improve the actual and perceived condition and appearance of the city's streets, housing estates an publicly accessible spaces.'

Implications

Financial

17. **Capital Summary** - The information below details the expenditure required to meet the current priorities as set out in the housing capital programme i.e. Decent Homes Standard, York Standard (Tenants Choice), and York Pride. It also assumes an increase of £50k in the £200k per annum budget for adaptations. See appendix VI of the HRA business plan at Annex A for the breakdown of capital income and expenditure. The information below shows a summary of the capital expenditure on HRA

	Income (£'000)	Expenditure - (£'000)
Decent Homes, including York Standard		£ 43,735
York Pride		£ 3,162
Assistance to Older & Disabled People		£ 1,912
Total Expenditure		£ 48,809
Estimated Available Resource	£ 48,809	

18. **Revenue Summary** - The revenue projections show that ongoing savings will be required to enable the HRA to balance and continue to make a revenue contribution to capital. See Appendix 5 of the HRA business plan at Annex A.
19. HRA assumptions are based on static performance on voids and arrears based on 2006/7 budgets provision. Improved performance will result in cost savings

to the service that can be used to balance the HRA or increase the revenue contribution to capital.

20. In reaching the above financial income projections an assessment of the level of Right To Buy's (RTB's) has been made. In recent years we have seen this number of RTB completions reduce drastically. Predicting the level of RTB's is not an exact science and as such a slight increase or decrease in the level can have a major impact on both the available capital and revenue. The current financial projections are based on an average of 35 RTB's per annum. This is the lowest the projection has ever been and is based on the current levels of sales. An increase of 10 RTB's would have the effect of increasing the available capital receipt by £192k. This equates to an increase in available capital receipt of approximately £750k by 2010.
21. There are no Human Resources (HR), Equalities, Legal, Crime and Disorder, Information Technology (IT), Property or Other implications arising from this report.

Risk Management

22. The Business Plan sets out how the council proposes to meet the Decent Homes Standard by 2010/11 from and the resources required to meet the standard.

Recommendations

23. That the Executive Member approve the business plan (option 1).

Reason

24. A thorough review of the plan took place in consultation with members, residents and Government office in 2005, and this years plan represents only minor amendments to the existing plan projections and an update on progress.

Contact Details

Author:
Steve Waddington
Head of Housing Services
Tel No. 01904 554016

Chief Officer Responsible for the report:
Steve Waddington
Head of Housing Services

Report Approved **Date** 20/11/2006

Specialist Implications Officer(s)

Financial
Jayne Pearce Housing Accountant
Tel No. 01904 554175

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

Letter from Government Office for Yorkshire and the Humber to the Head of Housing Services dated 25th October 2006 regarding HRA Business Plans.

Annexes

Annex A – City of York Council Housing Revenue Account Business Plan 2006-9 including appendices **(These documents are available on the Council's website www.york.gov.uk, under Council Meetings on the homepage or by contacting Tracy Johnson, Democracy Officer on 01904 551031 or email tracy.johnson@york.gov.uk).**

This page is intentionally left blank



CS2296

**Meeting of the Executive Members for
Housing and Adult Social Services and
Advisory Panel**11th December 2006

Report of the Director of Housing and Adult Services

**Second Review of the 2006/07 Housing Capital Programme and
programme for 2007/08 to 2010/11****Summary**

1. This report presents the second quarter review of the 2006/07 Housing Capital Programme, the resources available to support it and recommends that the Executive Member approves the variations. The report also includes the proposed capital programme for 2007/08 to 2010/11.

Background

2. The approved Housing Capital Programme for 2006/07 is £10,046k with £4,564k funded through the MRA. Annex 1 sets out the detailed cost centres.
3. Staff have reviewed the programme of investment projects during the second quarter of 2006/07 and the resources needed to fund them. Any minor variations have been agreed within delegated powers.

The Council wide Capital Programme

4. The current approved Council capital programme runs until March 2009 and is investing over £130m in the asset base of the city, of which the council is financing over £51m through capital receipts and borrowing.
5. The Council is legally required to set a 3 year capital budget, however, it is proposed that the 2007/08 budget process considers a 4 year capital programme, running from 1st April 2007 until 31st March 2011. This will align it with the 4 year political cycle which runs from May 2007 until May 2011.
6. The current high level of capital investment, a decline in the amount of surplus assets available to sell, and uncertainty surrounding the capital receipt from the sale of land at Osbaldwick means that it would be imprudent for the Council to commit to additional capital receipt funded schemes as part of this years process.
7. Therefore, apart from continued investment in the 8 rolling programme schemes beyond 2008/09, there is no additional capital receipt funding for

new schemes, over and above the current approved programme, which are not fully funded from external sources. Annex 2 summarises the proposed capital programme for 2007/08 to 2010/11.

Consultation

8. There has been no consultation carried out to produce this report.

Options

9. As this report is for information, no options have been included.

Analysis

Table 1. Modernisation of Local Authority Homes (Capital Scheme)

Scheme	Approved Budget 2006/07 £k	Revised Costs 2006/07 £k	(Under)/Overspend 2006/07 £k	2006/07 Slippage £k	Slippage to 2007/08 £k
Scooter Stores	147	49	(76)	(22)	22
Total	147	49	(76)	(22)	22

10. The slippage on scooter stores has been due to long term sickness and staff vacancies delaying progress, the underspend is due to the expected costs of schemes reducing following the early feasibility stages. There are minor variations resulting in a projected increase in expenditure of £6k. This is made up of £6k increase in Burglar Alarms, an increase in communal security doors of £23k and £23k decrease in Sheds and Garages.
11. There is recommendation for an additional cost centre within the Capital Section in order to undertake demolition of a pair of semi-detached dwellings in the Monkton Road area which have been undermined by subsidence and have been reported as structurally unsafe by both the Council's own engineers department as well as partner engineering practise. Both 102 Monkton Rd and 1 Barfield Rd are Orlit Homes with pre-cast concrete frames and shallow foundations. The nature of the isolated ground movement affecting them has put under stress this pre-cast frame to virtual failure point where remedial repairs are considered to be almost impractical.
12. Work has begun to produce a critical options appraisal for future use of the site, which is in the same area as Leisure Services 68 Club on Monkton Road; Housing Services children's play area and sites recently purchased from Housing Services for affordable housing provision by a local Registered Social Landlord.
13. Contractors with experience in this field had submitted a quotation to repair the two properties, with initial costs expected at £130,000. However this could rise upon removal of the external cladding and exposure of the concrete frame.

14. The Council owns 86 other Orlit homes in the area and they do not appear to be suffering from similar defects. However a research project will be carried out in 2007/08 by York Consultancy into the future maintenance requirements of these types of properties.
15. The cost associated with demolishing these properties in £24k. This is a combination of £20k works and £4k home loss to the one customer who has been relocated. The second property was void at the time of reporting. There will be revenue implications associated with the removal of these 2 homes from the stock.

Table 2 – Repairs to Local Authority Properties

Scheme	Approved Budget 2006/07 £k	Revised Costs 2006/07 £k	(Under)/Overspend 2006/07 £k
Internal Communal Security Lighting	50	103	53
Total	50	103	53

16. The increase in Security Lighting has arisen due to the extensive lighting requirements of certain 'types' of blocks flats which have not received such works under York Pride before and hence were over the average unit cost applied during budget setting rounds.
17. There have been further minor variations within officers delegation on various modernisation schemes resulting in a projected decrease of £48k, this is made up of a reduction of £24k in Communal Access Flooring and a £24k reduction in External Communal Areas.

Assistance to Older and Disabled People

18. There is a minor variation of an increase of £7k on Capitalised Salaries. There has arisen the requirement for a new Cost Centre line to be established, a number of the Discus Bungalows contain adaptations therefore when the tenants relocate new adaptations will be required to be provided which will be over and above the Cost Centre of F760 as this is for newly assessed provision. It is understood that the current adaptations within the bungalows amounts to £167k to replace over an expected 3 year period as per table 3 and funded by an increase in Revenue Contribution.

Table 3 – Discus Bungalow Adaptations

Scheme	2006/07 £k	2007/08 £k	2008/09 £k
Discus Bungalow Adaptations	20	120	27
Total	20	120	27

Housing Grants & Associated Investment

19. There are minor variations resulting in an increase of £14k, these being an increase of £20k in the York Repairs Grant, an increase of £14k in Salaries and a decrease of £20k in the Landlords Housing Grant.

Miscellaneous

20. There are no variations within this section. As confirmed at first quarter grant funding has been received for refurbishment works to the travellers sites, this is to be profiled over 2 years with predominantly external works as well as electrical infrastructure upgrades to James Street and Osbaldwick in 2006/07 and the Clifton site will receive external works and internal amenity block works in 2007/08.

Table 4. Modernisation of Local Authority Homes (MRA)

Scheme	Approved Budget 2006/07 £k	Revised Costs 2006/07 £k	(Under)/Overspend 2006/07 £k
Foxwood Phase 2	1,172	1,229	57
Total	1,172	1,229	57

21. The projected increase in Foxwood Phase 2 is due to an increase in costs of central heating upgrades for Tenants Choice. There have been further minor variations within officers delegation on various modernisation schemes resulting in a projected decrease of £40k, this is made up of an increase of £9k on Tang Tall Tenants Choice and a reduction of £49k on Clifton Tenants Choice.

Repairs to Local Authority Properties

22. There are no variations within this section.

Corporate Piorities

23. The Capital Programme contributes to the Corporate Aims of meeting and exceeding the Government's Decent Homes Standard by 2010 as well as improving the health, well being and independence of York residents through grants, adaptations and independent living.

Implications

Financial

24. The Approved Housing Capital Programme for 2006/07 is £10,046. The outcome of the minor variations agreed within officers' delegated authority and the variations outlined in the report result in a £5k decrease in position

hence the Programme for 06/07 will stand at £10,041k with £4,581k funded through the MRA.

25. There are revenue implications of the proposed demolition outlined in paragraph 8. There will be a loss of rent of £6k offset by a saving on negative subsidy payment of £2k. This overall decrease in income to the HRA will be offset by savings on repairs.
26. The proposed programme for 2007/08 to 2010/11 attached at annex 2 is fully funded from ring fenced housing resources including the Major Repairs Allowance.
27. There are no Human Resources (HR), Equalities, Legal, Crime and Disorder, Information Technology (IT), Property or Other implications.

Risk Management

28. This reports follows the due process and presents the current out turn position and does not request decisions from a number of options hence does not contain risk.

Recommendations

29. To inform the Executive Member who is requested to:
 - a. Note the progress on schemes, approve variations in tables 1, 2 and 4 and note minor variations made under officers' delegated authority
 - b. To agree the recommendation of demolition and payment of home loss as outlined in paragraph 11 & 15.
 - c. That approval is also given for the Revenue Contribution for funding of Adaptations to Discus Bungalow customers as noted in paragraph 17 and table 3.
 - d. To consider the proposed capital programme schemes for 2007/08 to 2010/11 and recommend the proposals to the Budget Executive on 16th January 2007.

Reason: to achieve a balanced capital budget.

Contact Details

Author:

Mark Grandfield
Asset Manager
Community Services
01904 553733

Chief Officer Responsible for the report:

Steve Waddington
Head of Housing Services

Report Approved

Date 15/11/06

Steve Waddington
Head of Housing Services

Report Approved

Date 15/11/06

Specialist Implications Officers:

Financial – Debbie Mitchell, Head of Housing and Adult Social Services Finance

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

Housing Capital Programme 2006/07

Annexes

Annex 1 – Housing Capital Programme 2006/07

Annex 2 – Housing Capital Programme 2007/08 to 2010/11

HOUSING CAPITAL PROGRAMME 2006/07 TO 2008/09

		COST CENTRE	START YEAR	RO	TOTAL UNITS	IN YEAR UNITS	REVISED IN YEAR UNITS	TOTAL SCHEME COST £'000	EXP TO 31/03/06 £'000	PROFILED EXPENDITURE 30/09/06 £'000	EXP TO 24/10/06 £'000	COMMITMENTS £'000	TOTAL SPEND £'000	BAL OF ESTIMATE £'000	LATEST ESTIMATE 2006/2007 £'000	LATEST ESTIMATE 2007/2008 £'000	LATEST ESTIMATE 2008/2009 £'000
CAPITAL SCHEME DETAILS																	
A MODERNISATION OF LOCAL AUTHORITY HOMES																	
1 Planned Programme to Tenants Choice Standard																	
	a) Kitchens	F769	04/05	MH	22	12	0	69	1	14	22	0	22	14	36	16	16
	b) Backfills	F733	06/07	MH		84	53	553		193	14	0	14	539	553		
2 Safety and Security																	
	a) Communal Security Doors	F777	04/05	MH	248	110		272	136	15	2	23	25	23	48	35	53
	b) Scooter Stores at Sheltered Schemes	F702	05/06	CK	6	3		188	43	0	3	10	13	36	49	96	
	c) Burglar Alarms	F704	05/06	MH	150	50	63	69	13	10	2	0	2	20	22	17	17
	d) Window Replacement	F705	05/06	MH	44	44		234	158	76	41	16	57	19	76		
	f) Sheds, Garages & Houses	F786	04/05	MH	686	268		95	11	40	17	0	17	0	17	25	42
	g) Demolition		06/07	MH		2									24		
								1,480	362	348	101	49	150	651	825	189	128
B REPAIRS TO LOCAL AUTHORITY PROPERTIES																	
	3 Re-roofing Works	F771	RP	MH	360	141	137	1,176		65	93	423	516	-66	450	350	376
	4 Installation and Replacement of Heating Systems	F772	RP	MH	1,584	528		5,965	810	657	471	76	547	1,126	1,673	1,707	1,775
	5 Communal Access Flooring	F782	04/05	MH	680	286		307	119	48	39	23	62	0	62	60	66
	6 Improved Internal Communal Security Lighting	F787	04/05	MH	577	155		439	192	25	63	0	63	40	103	70	74
	7 External Communal Areas	F727	06/07	MH				174		58	47	1	48	0	48	60	66
	8 Refurbish 92 Holgate Road	F729	06/07	MH	1	1		41		41	40	0	40	1	41		
	9 Cladding Denis Wildes	F710	05/06	MH				0		0	1	6	7	-7	0		
	10 Stairlifts	F716	05/06	MH				0		0	-7	0	-7	7	0		
								8,102	1,121	894	747	529	1,276	1,101	2,377	2,247	2,357
C ASSISTANCE TO OLDER & DISABLED PEOPLE																	
11 Adaptations for the Disabled																	
	Council Adaptions	F760	RP	RA				856	256	100	95	34	129	71	200	200	200
	Discus Bungalows	F761	06/07	RA				167	0	0	0	0	0	20	20	120	27
	12 Occupational Therapy Capitalised Salaries - Community Services	F736	RP	AT				284	70	34	38	0	38	38	76	69	69
								1,307	326	134	133	34	167	129	296	389	296
D HOUSING GRANTS & ASSOCIATED INVESTMENT																	
13 Grants																	
	a) Mandatory DFG	E702	RP	RA				2,396	523	198	192	310	502	161	663	605	605
	b) York Repair Grant	E720	RP	RA				1,995	520	225	224	175	399	106	505	485	485
	c) Landlords Housing Grant	E713	RP	RA				220	0	0	0	3	3	57	60	80	80
	d) Decent Homes Grants	E707	04/05	RA				292	76	0	32	31	63	9	72	72	72
	e) Capitalised Salaries - Community Services	E714	RP	RA				329	81	39	46	0	46	46	92	78	78
	f) Energy Efficiency Grant	E701	06/07	RA				330		5	35	20	55	55	110	110	110
								5,562	1,200	467	529	539	1,068	434	1,502	1,430	1,430
E MISCELLANEOUS																	
	14 Homeless Hostel	E730	04/05	TS				1,323	897	54	-24	24	0	251	251	175	
	15 Travellers	E703	06/07	MH				402		29	22	0		209	193		
								1,725	897	83	-2	24	0	251	460	368	0
HOUSING CAPITAL PROGRAMME								18,176	3,906	1,926	1,508	1,175	2,661	2,566	5,460	4,623	4,211
MAJOR REPAIRS ALLOWANCE SCHEMES																	
A MODERNISATION OF LOCAL AUTHORITY HOMES																	
1 Tenants Choice Modernisation																	

HOUSING CAPITAL PROGRAMME 2006/07 TO 2008/09

	COST CENTRE	START YEAR	RO	TOTAL UNITS	IN YEAR UNITS	REVISED IN YEAR UNITS	TOTAL SCHEME COST	EXP TO 31/03/06	PROFILED EXPENDITURE 30/09/06	EXP TO 24/10/06	COMMITMENTS £'000	TOTAL SPEND	BAL OF ESTIMATE	LATEST ESTIMATE 2006/2007	LATEST ESTIMATE 2007/2008	LATEST ESTIMATE 2008/2009
							£'000	£'000	£'000	£'000		£'000	£'000	£'000	£'000	£'000
a) Miscellaneous Backfills	F700	RP	MH	216	16	18	2,463	822	150	140	10	150	0	150	731	760
b) Capitalised Salaries - Housing	F793	RP	MH				1,280	290	156	159	0	159	152	311	336	343
c) Tang Hall	F765	RP	MH	527	181		8,254	1,545	1,017	744	74	818	1,385	2,203	2,080	2,426
d) Delwood	F730	06/07	MH	33	33		333		333	213	0	213	120	333		
e) Foxwood Phase 2	F720	06/07	MH	103	103		1,229		660	618	27	645	584	1,229		
f) Clifton	F732	06/07	MH	33	33		355		0	0	0	0	355	355		
g) Tenants Choice Various	TBA	07/08	MH	12			133					0	0		24	109
h) Askham Bryan	TBA	07/08	MH	5			52					0	0		52	
I) Nether Poppleton	TBA	07/08	MH	17			184					0			89	95
j) Walmgate	TBA	07/08	MH	48			466					0			334	132
k) Thurston House (part)	TBA	08/09	MH	8			104					0				104
							14,853	2,657	2,316	1,874	111	1,985	2,596	4,581	3,646	3,969
B REPAIRS TO LOCAL AUTHORITY PROPERTIES																
2 Window Replacement																
a) 2005/06 Schemes	F724	05/06	MH				0		0	-3	0	-3				
							0	0	0	-3	0	-3	0	0	0	0
TOTAL MAJOR REPAIRS ALLOWANCE SCHEMES							14,853	2,657	2,316	1,871	111	1,982	2,596	4,581	3,646	3,969
GRAND TOTAL CAPITAL & MRA							33,029	6,563	4,242	3,379	1,286	4,643	5,162	10,041	8,269	8,180

HOUSING CAPITAL PROGRAMME 2007/08 - 2010/11

	COST CENTRE	TOTAL UNITS	IN YEAR UNITS	TOTAL SCHEME COST £'000	LATEST ESTIMATE 2007/2008 £'000	LATEST ESTIMATE 2008/2009 £'000	LATEST ESTIMATE 2009/2010 £'000	LATEST ESTIMATE 2010/2011 £'000	
CAPITAL SCHEME DETAILS									
A MODERNISATION OF LOCAL AUTHORITY HOMES									
1 Safety and Security									
	a) Communal Entrance Security Doors	F777	154	37	125	38	25	33	29
	b) Scooter Stores at Sheltered Schemes	F702	3	3	74	74			
	c) Burglar Alarms	F704	189	43	74	16	18	19	21
	d) Window Replacement	F705							
	e) Sheds & Garages	F786	183	42	106	23	23	27	33
	f) Asbestos				148	35	36	38	39
					527	186	102	117	122
B REPAIRS TO LOCAL AUTHORITY PROPERTIES									
	3 Re-roofing Works	F771	596	149	2,198	521	540	559	578
	4 Structural works	TBA	43	10	275	65	67	71	72
	5 Installation and Replacement of Heating Systems	F772	1,947	444	4,508	973	1,113	1,121	1,301
	6 Insulation	TBA	248	62	112	26	28	29	29
	7 Communal Access Flooring	F782	825	250	390	100	98	81	111
	8 Internal Communal Security Lighting	F787	828	250	295	70	83	64	78
	9 External Communal Areas	F727			167	40	46	38	43
	10 Stairlifts	TBA	11	5	59	29	30		
	11 Non trades feasibility	TBA			15	15			
	12 Re-rendering	TBA	110	50	480			214	266
					8,499	1,839	2,005	2,177	2,478
C ASSISTANCE TO OLDER & DISABLED PEOPLE									
13 Adaptations for the Disabled									
	Council Adaptions	F760			1,000	250	250	250	250
	Discuss Bungalows	F761			147	120	27		
	14 Occupational Therapy Capitalised Salaries - Community Services	F736			296	71	73	75	77
					1,443	441	350	325	327
D HOUSING GRANTS & ASSOCIATED INVESTMENT									
15 Grants									
	a) Mandatory DFG	E702			2,420	605	605	605	605
	b) York Repair Grant	E720			1,940	485	485	485	485
	c) Landlords Housing Grant	E713			320	80	80	80	80
	d) Decent Homes Grants	E707			288	72	72	72	72
	e) Capitalised Salaries - Community Services	E714			312	78	78	78	78
	f) Energy Efficiency Grant	E701			440	110	110	110	110
					5,720	1,430	1,430	1,430	1,430
E MISCELLANEOUS									
	16 Homeless Hostel	E730			175	175			
	17 Travellers	E703			193	193			

HOUSING CAPITAL PROGRAMME 2007/08 - 2010/11

CAPITAL SCHEME DETAILS	COST CENTRE	TOTAL UNITS	IN YEAR UNITS	TOTAL SCHEME COST	LATEST ESTIMATE	LATEST ESTIMATE	LATEST ESTIMATE	LATEST ESTIMATE
				£'000	2007/2008	2008/2009	2009/2010	2010/2011
				£'000	£'000	£'000	£'000	£'000
HOUSING CAPITAL PROGRAMME				368	368			
MAJOR REPAIRS ALLOWANCE SCHEMES								
A MODERNISATION OF LOCAL AUTHORITY HOMES								
1 Tenants Choice Modernisation								
a) Miscellaneous Backfills	F700	500	125	4,800	1,139	1,179	1,220	1,262
b) Capitalised Salaries - Housing	F793			1,312	315	324	332	341
c) Tang Hall	F765	566	237	5,845	2,244	2,416	1,185	
d) Horsman Avenue	TBA		21	237		237		
e) Clifton	F732	82	8	997	98	174		725
f) Askham Richard	TBA	25		25		25		
g) Nether Poppleton	TBA	20	20	175	175			
h) Miscellaneous	TBA	51		527			527	
i) Walmgate	TBA	21	21	190	190			
j) Acomb	TBA	57		739			59	680
k) Villages	TBA	30		319			319	
l) Clementhorpe	TBA	43		461			461	
m) Holgate	TBA	22		252			252	
n) City	TBA	26		353				353
o) Lowfield	TBA	135		1,226				1,226
				17,458	4,161	4,355	4,355	4,587
2 Other Modernisation								
a) Kitchens	F769	20	5	67	16	16	17	18
b) Installation and Replacement of Heating Systems	F772	753	231	1,735	508	420	466	341
				1,802	524	436	483	359
TOTAL MAJOR REPAIRS ALLOWANCE SCHEMES				19,260	4,685	4,791	4,838	4,946
GRAND TOTAL CAPITAL & MRA				35,817	8,949	8,678	8,887	9,303



CS2294

Meeting of the Executive Members for 11th December 2006 Housing and Adult Social Services and Advisory Panel

Director of Housing and Adult Social Services

Housing General Fund Service Plan – Second Monitor

Summary

1. To provide the Executive Member with updates and progress on Housing General Fund Service Plan agreed from April 2006. A separate report details the Housing Revenue Account.

Background

2. The Executive Member agreed Service Plans for the following areas in February 2006
 - Housing Revenue Account
 - Housing General Fund
3. The process and structure followed guidelines set out by the Corporate Centre. It was agreed that the Executive Member would receive monitoring reports at agreed periods throughout the year. It was also acknowledged that both the creation of service plans and the method of monitoring were an evolving process.
4. This report covers the following areas:
 - Achievements made since April 2006
 - Updates on the Critical Success Factors (CSFs)
 - Areas for improvement identified throughout the year
 - New external priorities or demands identified
 - Significant organisational issues
 - Performance on Key Performance Indicators (KPIs) (attached as Annex 1)
5. There are many aspects of the service plan for functions in the Corporate Services element of the Adult Social Services plan that relate to housing. Rather than repeat what is included in another report on the agenda the Executive Member is referred to the companion report for Adult Social Services.

Consultation

6. As this report is for information only no consultation is required.

Options

7. This report is an overview of progress against agreed objectives and a report on the projected expenditure for 2006/7. Specific options are not being recommended to the Executive Member as part of this report.

Analysis

Achievements since April 2006

8. There are also a number of specific achievements and improvements underway during the period:
 - Arc Light re-provision- the planning application has been submitted by York Housing Association with a decision due in January 2007;
 - Peaseholme relocation - Plans are being developed for the re-provision of the service to 4 Fishergate. Final plans will be submitted to the council during November and a decision due in January 2007;
 - EMAP approval has been obtained (subject to planning permission) for redevelopment of Victoria Way/Monkton Rd and 5th Avenue garage sites for 19 affordable homes;
 - The Housing Strategy and Older Peoples Housing Strategy were published in September. There is no longer a requirement for these documents to be signed off by Government Offices as 'fit for purpose' although they will continue to provide advice and support as appropriate;
 - First quarter monitoring of the Housing Strategy action plan is underway. This will be reported to Housing Service Management Team (HSMT) on 10 January 2007;
 - Refurbishment works have commenced on the Travellers Sites with joint funding obtained from Government Office for Yorkshire and The Humber (GOYH).

Critical Success Factors (CSFs)

Reprovision of Arc Light

9. The planning application for the re-provision of Arc Light at Union Terrace has been submitted with the consultation on the application running until 20th November. The Housing Corporation are willing to match fund the scheme with the Department of Communities and Local Government, however this capital money has the same timetable as the government grant and requires the project to start on site before the end of March 2007.

Housing Act 2004 – Introduction of new licensing arrangements for Houses of Multiple Occupation and the Housing Health and Safety Rating

10. The programme to ensure the licensing of all eligible Houses in Multiple Occupation (HMO's) across York is underway. 400 applications have been issued at the beginning of November 2006. 283 applications have been returned to the Council and 270 full licences subsequently issued. The remaining 13 licenses are being assessed for eligibility. A programme of inspections of licensed properties has commenced. One application was refused, as the license holder was not deemed to be a fit and proper person, however a license has been awarded to an alternative landlord to manage this single property.
11. The sixth landlord's conference took place on 8 November 2006 to promote key elements of the Housing Act 2004, to update landlords on the Housing Health and Safety Rating System, the new definition of a House in Multiple Occupation (HMO), licensing of Houses in Multiple Occupation (HMO). The seminar was planned to build on the success of the earlier conferences.

Housing Needs information (including Gypsy and Traveller Needs)

12. Housing Services is working with City Strategy to scope the councils information requirements. City Strategy in partnership with Housing Services have completed a tendering exercise to commission a full housing needs survey/housing market analysis that will form part of the evidence base for the Local Development Framework (LDF). Fordhams have been appointed to carry out the work with surveys being sent out in January 2007 and the final report being available in April.
13. The North Yorkshire Housing Forum has been awarded a Regional Housing Board grant of £55k to commission sub regional research on the needs and aspirations of gypsy and traveller groups across York and North Yorkshire. It is expected that the tender will be awarded during January 2007

Areas for Improvement

14. As a result of the delays linked to the major planning enquiries, combined with the expected initial reduction in planning applications following the introduction of the new affordable housing policy, the affordable homes target is not likely to be achieved during 2006/7. It is estimated that the number of homes delivered this financial year may be as low as 68, however it is anticipated that the council could exceed it's target in future years dependent on the outcome of the local planning inquiries and the Regional Spatial Strategy.
15. It is increasing difficult to identify sites in York for affordable housing due to market pressure on the price of residential land. It is essential that the council take a central role in identifying opportunities for affordable housing which is one of the corporate objectives.

New External Priorities

16. None

Significant Organisational Issues

17. None

Corporate Priorities

18. The service plan reflects many of the council objectives and priorities, and many of the actions related to council objectives and initiatives. Specific links can be made to the following:

“Outward facing”

- Improve the actual and perceived condition and appearance of city’s streets, housing estates and publicly accessible spaces
- Reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York
- Improve the life chances of the most disadvantaged and disaffected children, young people and families in the city
- Improve the quality and availability of decent affordable homes in the city

“Improving our organisational effectiveness”

- Improve our focus on the needs of customers and residents in designing and providing services
- Improve the way the Council and its partners work together to deliver better services for the people who live in York

Implications

Financial Implications

19. The original budget estimate for Housing General Fund approved by Members was £1,333k. After approval of savings and growth and other approvals including insurance and recharge adjustments, the approved Housing General Fund budget is now £1,212k. However, this report deals only with the Housing General Fund Service Plan column. For details of Corporate Services variations please refer to the Social Services report elsewhere on this agenda.
20. This review indicates that there is a forecast underspend of £67k. The variations are as follows:-

	Budget £'000	Variance £'000	Variance %
<u>Homelessness – Property Leases</u> Mainly due to a lower number of properties than forecast	64	-19	-29.69

	Budget £'000	Variance £'000	Variance %
<u>Bed and Breakfast</u>			
Lower than forecast number of customers	371	-135	-36.39
Offset by reduction in income	<u>-321</u> 50	<u>+133</u> -2	+41.43
<u>Howe Hill Hostel</u>			
Saving due to employee vacancies (-£26k), lower repair costs(-£8k),	270	-34	-12.59
SP income (-£7k)	<u>-284</u> -14	<u>-7</u> -41	-2.46
<u>Strategy and Enabling</u>			
Saving due to vacancies (-£36k) and savings on printing and market research (-£9k) offset by reduction in recharge to HRA (+£35k)	256	-10	-3.91
Other Minor Variations	856	+5	+0.58
Total Housing General Fund	1,212	-67	-5.53

21. Growth and Savings - As part of the budget process members agreed growth items of £29k. In order to balance the council's overall budget, savings of £86k were also agreed. All growth and savings are currently on target.
22. Virements - The Director has been given delegated authority to transfer available resources of up to £100k from one budget head to another within the agreed delegation scheme. Individual budget holders use these virement rules throughout the year to amend budgets. Any avoidable overspends can therefore be met by identifying, or curtailing expenditure within other budget heads. Virements to report in this quarter are as follows:-

Description	Variation £'000
Osboldwick Travellers Site Bailiff costs	
a) Increase in bailiffs budget	+22.5
b) Decrease in Howe Hill costs following extension and modernisation	-22.5
James Street Travellers Site Repair costs	
a) Increase in James Street repairs budgets	+17.9
b) Decrease in Howe Hill Costs following extension and modernisation	-17.9

23. There are no HR, Legal, Equalities, Crime and Disorder, IT, Property or Other implications associated with this report.

Risk Management

24. The most significant risks that have to be managed during the year are:
- increasing budget pressures and the overall financial position
 - Increasing numbers of homeless households
 - Decreasing number of affordable homes through S106 agreements due to policy changes and outcome of planning inquiries

Recommendations

24. The Executive Member is asked to
- Note the progress and achievements made in delivering the Housing General Fund Service Plan.

Reason: to inform the Executive Member on progress on the service plan and progress against objectives

Contact Details

Author:

Kate Grandfield
Strategy and Enabling Manager
554198

Debbie Mitchell
Head of Housing & Adult Social
Services Finance
554161

Chief Officer Responsible for the report:

Steve Waddington
Head of Housing
554016

Report Approved Date 20/11/06

Bill Hodson
Director of Housing and Adult Social Services
554000

Report Approved Date 20/11/06

Specialist Implications Officer(s)

Financial (co-author)

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

Housing General Fund Service Plan 2006/07
Housing General Fund Service Plan Outturn Report 2005/06 – June 2006 Housing and Adult Social Services EMAP
Housing General Fund Service Plan Q2 2006/07

Annexes

Annex 1 – Housing General Fund Key Performance Indicators Q2 2006/07

Housing General Fund Service Plan

CUSTOMER BASED IMPROVEMENTS					
Measure	YTD 06/07	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
Average (3 year) annual number of affordable dwelling completions	Annual	149	200	200	200
Average (3 year) annual number of affordable dwelling planning permissions	Annual	New	450	300	1,000
Average time in temporary accommodation – time spent in Bed & Breakfast #	Annual	4.66 weeks (BV183a)	3.5 weeks	3 weeks	3 weeks
Number of families with children in B&B for more than 6 weeks at end of quarter. Please indicate (in brackets) how many of these have been housed under discretionary powers	2(2)	Q1 5(5) Q2 3(3) Q3 3(3) Q4 1(1)	For the only families with children in b&b for more than 6 weeks to be housed under discretionary powers	For the only families with children in b&b for more than 6 weeks to be housed under discretionary powers	For the only families with children in b&b for more than 6 weeks to be housed under discretionary powers
Average time in temporary accommodation – time spent in hostels	Annual	10.71 weeks (BV183b)	9 week	8 weeks	7 weeks
Rough sleeping BVPI 202	4	2	4	4	4
Make homes decent for vulnerable people in private housing	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
% of private sector homes vacant for more than 6 months	Annual based on the HIP return	0.08%			
Private dwellings returned into use	Annual	21	21	22	23
70% off vulnerable people living in private housing to have decent homes by 2010	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
% of landlords satisfied with housing regulation enforcement	Annual	80%	80%	80%	80%
% customers satisfied with the grant service	Annual	80%	95%	95%	95%
% of service requests first response with 3 days	100%	99.9%	95%	95%	95%
% of minor adaptations installed with 7 days from assessment	96.93%	97.64%	95%	95%	95%

PROCESS BASED IMPROVEMENTS					
Measure	YTD 06/07	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
Produce revised five year housing strategy	Strategy produced Undergoing revisions to meet 'fit for purpose' criteria.		✓	-	-

Produce older persons' housing strategy	Approved by EMAP July 06	-	✓	-	-
Produce revised housing needs survey	Consultants appointed Sep 06	Subject to funding	✓	-	-
Repeat homelessness acceptances	11	15	12	11	10
Development of new Arclight hostel	Planning Application Submitted	Site identified	✓	-	-
Relocation of Peasholme Resettlement Centre	Architects finalising design	Site identified	✓	-	-
All hostels to be incorporated into a planned maintenance programme	Work underway	Ongoing	✓	✓	✓
Refurbish and upgrade essential elements across the three travellers' sites	Works underway	Funding obtained	Ongoing	Ongoing	Ongoing

FINANCE BASED IMPROVEMENTS

Measure	YTD 06/07	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
Av (3 year) annual number of affordable dwelling completions	Annual	149	200	200	200
Av (3 year) annual number of affordable dwelling planning permissions	Annual	New	450	300	1,000
Average time in temporary accom. – time spent in B & B	Annual	4.66 weeks (BV183a)	3.5 weeks	3 weeks	3 weeks
Implement WISH and other equity release schemes	Delegate authority approved for Sheffield to manage CYC staff trained		Ongoing	Ongoing	Ongoing
Undertake HMO licensing	Implemented in April 06	Charging system in place	Ongoing	Ongoing	Ongoing
Renew council adaptations contract	Included in Repairs Partnership		✓	-	-

STAFF BASED IMPROVEMENTS

Measure	YTD 06/07	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
% of staff who have received full induction programme within 12 months of starting	Annual	95%	100%	100%	100%

Staff appraisal in each functional area	Annual	46%	100%	100%	100%
% of staff expressing satisfaction with their job *	Annual	72%	90%	92%	94%
Average staff sick days in each functional area meet standard (in days/FTE) *	Info not available for this period for technical reasons	5.1%	At or below council wide average	At or below council wide average	At or below council wide average
Staff turnover *	Info not available for this period for technical reasons	13.4%	At or below council wide average	At or below council wide average	At or below council wide average

Staff measures marked * are departmental figures for Housing and Adult Social Services, rather than the housing service alone.

Note – some targets differ from those set out in the service plan reports in February 2006, as they were revised following the finalisation of outturn figures in April 06.

This page is intentionally left blank



CS2295

**Meeting of the Executive Members for
Housing and Adult Social Services and
Advisory Panel**

11th December 2006

Director of Housing and Adult Social Services

Housing Revenue Account (HRA) Service Plan - Second Monitor**Summary**

1. To provide the Executive Member with updates and progress on HRA Service Plan agreed from April 2006. A separate report details the Housing General Fund.

Background

2. The Executive Member agreed Service Plans for the following areas in February 2006
 - Housing Revenue Account
 - Housing General Fund
3. The process and structure followed guidelines set out by the Corporate Centre. It was agreed that the Executive Member would receive monitoring reports at agreed periods throughout the year. It was also acknowledged that both the creation of service plans and the method of monitoring were an evolving process.
4. This report covers the following areas:
 - Achievements since June 2006
 - Updates on the Critical Success Factors (CSFs)
 - Areas for improvement identified throughout the year
 - New external priorities or demands identified
 - Significant organisational issues
 - Performance on Key Performance Indicators (KPIs) (attached as Annex 1)
5. There are many aspects of the service plan for functions in the Corporate Services element of the Adult Social Services plan that relate to housing. Rather than repeat what is included in another report on the agenda the Executive Member is referred to the companion report for Adult Social Services. However, the following issue is particularly pertinent to housing:
 - **Supporting People Programme** – Following service reviews funding has been withdrawn from a number of housing schemes not strategically

relevant for Supporting People. Resources from elsewhere within the HRA had already been allocated to meet this reduction so there are no further implications of this loss of funding .

Consultation

6. This report is for information only, no consultation is required.

Options

7. This report is an overview of progress against agreed objectives and a report on the projected expenditure for 2006/7. Specific options are not being recommended to the Executive Member as part of this report.

Analysis

Achievements since April 2006

8. There are also a number of specific achievements and improvements underway during the period:
 - A review of the rechargeable repairs process is underway, key objectives include maximising income and improving information to customers
 - The introduction of reward schemes through a prize draw and the introduction of the 'End of Tenancy Incentive Scheme'
 - Development of the DVD for new tenants, outlining tenancy rights and responsibilities, is underway
 - The introduction of regular pre-tenancy training for homeless families
 - Housing Services has agreed its improvements to be launched on the council's new website during December 2006
 - Partnering Arrangements have been signed to deliver the Tenants Choice and separate Central Heating Replacement programmes as the main vehicles to deliver the Decent Homes Standard over the next 4 years
 - The remodeling of unpopular bedsit accommodation into 1 bedroom accommodation at a housing sheltered scheme is underway
 - A more joined up and co-ordinated approach is being developed in partnership with Children's Services to address issues affecting young people and children. Launched with a seminar in October, the initial focus will be on improving communications and a joint response through the Nuisance Action Group

- The 'Respect' standard for housing management has been launched nationally. A landlord who signs up to the standard is making a public commitment to deliver good services to prevent anti-social behaviour and create a culture of respect. Initial work has been undertaken within Housing Services to identify appropriate actions for York and actions required to sign up for the standard
- EMAP approval for the adaptations contract for council homes to join the Repairs Partnership- between Housing Services and Neighbourhood Services was obtained on the 30th October

Critical Success Factors (CSFs)

Remain on Target to meet the Decent Homes Standard by 2010

9. The service remains on target to meeting the decent homes target by 2010. As at 1st April 2006 14.79% of the council housing stock was non decent. By 1st April 2007 this is expected to be 12.78%.

Improved Performance across all landlord functions

10. There are a number of improvements in the performance of the service which should be highlighted;
 - the average re-let time has reduced to 24.85 days from 32 days at end of 2005/06
 - the number of non decent homes continues to fall
11. **Voids review-** The 'check' and 'plan' stages of the voids review process are now complete and the findings will be reported to the Repairs Partnership Board on 15th November. The new voids procedure will be the vehicle to improve performance against this key target.
12. **Repairs-** Urgent repairs are on average taking 1.95 days to complete compared to 3.86 days at end of 2005/06, non-urgent repairs are being completed on average in 8.37 days compared to 13.9 days at end of 2005/06.
 - The percentage of repairs being completed within the target times is also increasing with 89.39% of emergency repairs being completed within target compared to 76.12% at end of 2005/06. 73.67% of P1's are being completed in target compared to 55.67% at end 2005/06 and 86.90% of P2's are being completed in target compared to 82.15% at end 2005/06.
 - Performance has improved significantly in carrying out repairs that are categorised as 'right to repair' Performance in this area has improved to 83.46% from 72.64% at end of 2005/06.

Improve tenant satisfaction and opportunities for participation

13. The revised Tenant Compact is in draft form.
 - The Repairs Partnership Board are considering ways to involve tenants in the monitoring and development of the repairs partnership.
 - The Mature Partnership Agreement between Neighbourhood Pride Unit and Housing Services has been agreed in principle and a work plan, to underpin this, is being jointly developed to be agreed in January 2007. This will ensure the development of tenant participation across the service.

Areas for Improvement

14. Repairs performance is improving as shown in paragraph 12. The Repairs Partnership Board and Repairs Partnership Operations Group continue to meet on a monthly basis to drive forward service improvements.

New External Priorities

15. None

Significant Organisational Issues

16. None

Corporate Priorities

17. The service plan reflects a number of the councils objectives and priorities found in the '13 Improvement Statements' . Specific links can be made to the following:

“Outward facing”

- Improve the actual and perceived condition and appearance of city's streets, housing estates and publicly accessible spaces
- Reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York
- Improve the life chances of the most disadvantaged and disaffected children, young people and families in the city
- Improve the quality and availability of decent affordable homes in the city

“Improving our organisational effectiveness”

- Improve our focus on the needs of customers and residents in designing and providing services
- Improve the way the Council and its partners work together to deliver better services for the people who live in York

Implications

18. Financial Implications

	Approved Budget £'000	Variation £'000	Variation %
Repairs and Maintenance - Jobs General			
Anti-Condensation works– lower than forecast unit installations	13	-9	-69.23
Brickwork – lower average job value	115	-13	-11.30
Under Occupation – phased development of the scheme to release under occupied housing resulting in reduced uptake.	48	-30	-62.50
Damp Proof Work – lower number of units fitted and alternative lower cost options than full damp proofing utilised	22	-12	-54.55
Decoration – only low value works have been required.	8	-7	-87.50
Plumbing – increased number of jobs at a higher average value	387	+133	+34.37
Roofing – increased number of jobs	113	+74	+65.49
Rubbish Clearance – reduction in the number of jobs	57	-7	-12.28
Other variations	<u>3,532</u> 4,295	<u>+3</u> +132	<u>+0.08</u> +3.07
Decoration Allowance – saving due to decreased number of voids and lower customer take-up.	101	-19	-18.81
General Management			
Housing Operations – savings due to staff vacancies (-£77K) offset by	2,357	-71	-3.01

	Approved Budget £'000	Variation £'000	Variation %
additional use of temporary staff (+£19k). Savings on transport, mainly scratch cards (-£5k), office equipment/stationery (-£10k), computer software (-£8k) offset by additional expenditure on printing (+10k)			
Asset Management – saving due to staff vacancies (-£33k) offset by lower recharge (+£19k)	517	-14	-2.71
Sheltered Housing – saving mainly due to staff vacancies (-£7k), lower equipment purchase requirements than forecast (-£8k) and saving on cleaning (-£4k)	674	-23	-3.41
Energy Costs – billing problems which have now been resolved have led to the payment of a number of outstanding invoices	44	+46	+104.55
Peasholme Hostel – mainly increased employee costs due to sickness cover (+£10k) and increase in cleaning costs (+£3k)	400	+13	+3.25
Temporary Accommodation - savings due to vacant support worker posts (-£18k) offset by increase in cost of repairs (+£61k)	637	+43	+6.75
Caretaking – saving due to handyperson vacancy	179	-15	-8.38
Lifts – increased repair costs due to ageing passenger lifts	38	+8	+21.05
Rent Rebate Subsidy Limitation – due to changes in the formula rent, HRA rents are within the housing benefit limit rent and no contribution to the general fund should be required in 06/07.	66	-66	-100.00

	Approved Budget £'000	Variation £'000	Variation %
Housing Subsidy Payment – decrease in subsidy receivable due to lower than forecast interest rate	4,874	+28	+0.57
- offset by reduction in loan interest payable	1,109	-30	-2.71
Capital Charges			
An increase in interest charged due to the increase in value of HRA assets	15,921	+190	+1.19
This is reversed out in the AMRA account to leave actual interest charged	-15,921	-190	-1.19
Rents – additional income due to:- reduction in RTB sales (-£36k) reduction in income loss from voids (-£31k) increase in income from general stock not used as temp accom (- £123k) Increase in rents from Peasholme Hostel (-£5k) Offset by reduction in income from general stock used for temporary accommodation (+£123k)	-22,880	-72	-0.31
Shops – occupancy level higher than forecast	-231	-11	-4.76
Supporting People – contingency for reduction in income not required in 06/07 but may be needed in future years	-852	-121	-14.20
Internal Interest – increase mainly due to higher balance brought forward from the previous financial year.	-167	-151	-90.42

	Approved Budget £'000	Variation £'000	Variation %
Revenue Contribution to the Capital Programme – increased contribution to capital for discuss bungalow adaptations (refer to housing capital second monitor report elsewhere on this agenda)	1,996	+20	+1.00
Other Minor Variations	2,303	+8	+0.35
Net change in working balance	-4,540	-295	-6.50
Variation in Turnover	92,419	+792	+0.86

FINANCIAL SUMMARY

19. Summary Position - The original 2006/07 budget reported to members on 6th February 2006 had a working balance of £4,513k. After a number of budget adjustments, including the allocation of recharges and insurances, the balance on the HRA is now estimated to be £4,540k.
20. The net variations of £295k together with the budgeted balance of £4,540k now give a total estimated balance on the HRA of £4,835k. This is an increase of £22k since the first monitoring report that went to the executive member on 11th September 2006.
21. Growth and Savings - As part of the budget process members agreed growth items of £66k and savings of £244k. A review indicates that all growth is currently on target. The saving (£10k) relating to communal electricity will not be achieved due to previous year billing issues that have resulted in outstanding bills being paid in 06/07. This situation should not recur in future years. The savings relating to the repairs partnership (£20k) are being closely monitored to ensure they can be achieved by the end of the financial year.
22. Virements - The Director has been given delegated authority to transfer available resources of up to £100k from one budget heading to another within the agreed delegation scheme. Individual budget holders use these virement rules so that any avoidable overspends can be met by identifying, or curtailing expenditure within other budget heads. Virements to report within this quarter are as follows:

	Description	Variation £'000
i)	Creation of budget for Discus Bungalows Project Manager	
	a) Increase in salaries budget	+34
	d) Reduction in the available HRA balance	-34
ii)	Incorrectly coded handy person post	
	a) Decrease in estate improvement budget	-18
	b) Increase in caretaking salaries budget	+18
iii)	Change of post in asset management team – senior maintenance surveyor to maintenance surveyor	
	a) Decrease in asset management salaries budget	-6
	b) Increase in the available HRA balance	+6
iv)	Creation of Holgate Road Hostel Budget	
	a) Increase in HRA Expenditure	+19.6
	b) Increase in HRA Income	-19.6

23. There are no Human Resources (HR), Equalities, Legal, Crime and Disorder, Information Technology (IT), Property or other implications.

Risk Management

24. The most significant risks that have to be managed during the year are:
- Increasing budget pressures and the overall financial position

Recommendations

25. The Executive Member is asked to
- Note the progress and achievements made in delivering the HRA Service Plan.

Reason: to inform the Executive Member on progress on the service plan and progress against objectives.

Contact Details

Author:

Kate Grandfield
Strategy and Enabling Manager
554198

Debbie Mitchell
Head of Housing & Adult Social
Services Finance
554161

Chief Officer Responsible for the report:

Steve Waddington
Head of Housing
554016

Report Approved **Date** 20/11/06

Bill Hodson
Director of Housing and Adult Social Services
554000

Report Approved **Date** 20/11/06

Specialist Implications Officer(s) Finance as above (co-author)

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

All relevant background papers must be listed here.

HRA Service Plan 2006/07

HRA Service Plan Outturn Report 2005/06 – June 2006 Housing and Adult Social
Services EMAP

HRA Service Plan Monitor Q1 2006/07

Annexes

Annex 1 – HRA Key Performance Indicators Q2 2006/07

HRA Service Plan

CUSTOMER BASED IMPROVEMENTS					
Measure	2006/7 YTD	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
The proportion of non-decent LA homes at start of year	Annual	12.78% (1034 homes)	10.06% (810 homes)	7.92% (635 homes)	5.61% (448 homes)
SAP ratings of LA dwellings	Annual	70	71	72	73
Urgent repairs completed within government time limits (%)	83.46%	72	90	93	96
Average time to complete non-urgent repairs	8.37 days	13.9 days	9	8	8
Average re-let times for LA dwellings	24.85 days	32 days	21 days	18 days	15 days
Compliance with CRE code for rented housing	Yes	Yes	Yes	Yes	Yes
Tenant satisfaction with the Housing Service	Annual	78%	86%	89%	92%
Tenant satisfaction with opportunities for participation in management and decision making	Annual	55%	76%	76%	78%

PROCESS BASED IMPROVEMENTS					
Measure	2006/7 YTD	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
Average re-let times for LA dwellings	24.85 days	32 days	21 days	18 days	15 days
Percentage of rent collected	Annual	97.19%	98.64%	99.07%	99.4%
Development of Anti-poverty Strategy	In progress	N/a	✓	-	-

FINANCE BASED IMPROVEMENTS					
Measure	2006/7 YTD	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
Percentage of rent collected	Annual	97.19%	98.64%	99.07%	99.4%
Rent arrears as a proportion of the rent roll	3.86%	2.81%	3.6%	3.5%	3.4%
Rent lost through voids	0.47%	1.08%	1.0%	0.95%	0.90%
Average weekly management cost	£16.91	£15.39	£15.00	£14.50	£14.00
Planned maintenance / responsive repair split	Annual	68:32	60:40	65:35	70:30

STAFF BASED IMPROVEMENTS					
Measure	2006/7 YTD	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
% of staff who have received full induction programme within 12 months of starting	Annual	95%	100%	100%	100%
Staff appraisal in each functional area	Annual	46%	100%	100%	100%
% of staff expressing satisfaction with their job *	Annual	72%	90%	92%	94%
Average staff sick days in each functional area meet standard (in days/FTE) *	Info not available for this period for technical reasons	5.1%	At or below council wide average	At or below council wide average	At or below council wide average
Staff turnover *	Info not available for this period for technical reasons	13.4%	At or below council wide average	At or below council wide average	At or below council wide average

Staff measures marked * are departmental figures for Housing and Adult Social Services, rather than the housing service alone.

Note – some targets differ from those set out in the service plan reports in February 2006, as they were revised following the finalisation of outturn figures in April 06.



CS2301

Meeting of the Executive Members for Housing and Adult Social Services and Advisory Panel

11th December 2006

Joint Report of the Director of Housing and Adult Social Services and the Director of Resources

Service Plans and Revenue Budget Estimates 2007/08

Purpose of Report

1 This report presents an update to the Service Plans for 2007/8 and the 2007/08 budget proposals for Adult Social Services. It includes:

- the budget for 2006/07 (Annex 1) to show the existing budgets
- the budget adjusted and rolled forward from 2006/07
- the allocation of pay and price increases for the portfolio
- budget service pressure proposals and savings options for the portfolio area (Annexes 2 and 3)
- other budget service pressure proposals and savings options for the portfolio area (Annexes 4 and 5)

(A separate report details the proposed fees and charges for 2007/08.)

- updates to service plans for
 - Older People & Physical Disability Services (Annex 6)
 - Learning Disability Services (Annex 7)
 - Mental Health Services (Annex 8)
 - Corporate Services (Annex 9)
- 2 Budget Council will be held on 21 February 2007 and will make decisions on the overall budget for the Council. In order to facilitate the decision making process the Executive are meeting on 16 January to consider the preferences identified by the individual portfolio Executive Members and the results of the consultation. The Adult Social Services Executive Member is therefore asked to consider the budget proposals and identify their preferences which will be considered by the Executive following consultation. Members are invited to provide comments on the budget proposals in this report.

Service Background

- 3 Some updates to the service plans for the period 2006-2009 (agreed at the January EMAP) are attached at annexes 6-9. These are provided so that members are aware of any changes we can foresee to the plans for 2007/8 and take these into account when coming to their views about budget decisions for next year. Members attention is particularly drawn to the sections covering the updates on the significant drivers for change and

improvement and the impact on the services.

4 In summary, the key issues to note at this meeting are:

a) The White Paper – Our Health, Our Care Our Say

An outline implementation document has been published by the Department of Health which gives key milestones for some of the initiatives promised by the White Paper. The service plans need to anticipate these changes and move in the direction set out in the White Paper e.g. more work is being done to promote direct payments and to develop individualised budgets for self directed support (the 'In Control' project)

b) Increasing demand for services and the need for long term commissioning decisions

The work on the long term needs of older people in York and the gap analysis (i.e. what needs to be put in place to meet those needs) will be ready for the January meeting. This will be key to determining some of our long term commissioning decisions and we will want to work on this in partnership with the PCT.

The ongoing budget pressures means that decisive action will need to be taken to ensure that the council is able to meet future needs *and* to operate within a balanced budget. This means being clear about priorities and targeting services at those people in most need.

c) Changes to Mental Health legislation

The Mental Capacity Act is due to come into effect in April 2007 and has significant implications on the council's statutory duties. In the Queen's Speech the government announced that it is now ready to bring forward more comprehensive changes to the Mental Health Act. These contain controversial measures that have wide reaching implications.

d) The need to continue the momentum to modernise and improve services for customers

The extensive work done in 2006 to reconfigure home care services shows the benefit of radical reviews to improve efficiency and sharpen the focus of services. A major piece of work is underway to modernise day care for people with disabilities to build on the success of previous projects e.g. the re-provision of Hebden Rise.

e) The introduction of improved IT systems to enable the council to meet statutory requirements and improve efficiency

The first phase of the implementation of the new system, Frameworki, is due to take place in July 2007 with 2 further phases until completion in Summer 2008. This is the biggest project in the department and will have very significant impacts on staff time in the run up to July. The departmental management team have identified the benefits that need to be realised by this investment and there will be a major programme of staff training to prepare people for the new ways of working.

f) The creation of the North Yorkshire and York Primary Care Trust

The new senior management team is being assembled but some key

appointments have not yet been made e.g. the Director of Public Health. The financial position remains critical with an overspend of £24.5 m predicted provided savings of over £42m are achieved in the Recovery Plan. This continues to present risks to the council if further savings measures are needed.

As yet it has not been possible to get more clarity about the local accountability structures for York and the impact of changes on our key partnerships.

Financial Background

- 5 The Council's Medium Term Financial Strategy was adopted by the Executive on 11 July 2006. This paper is the result of ongoing work against this agreed framework.
- 6 The provisional Local Government Finance settlement for 2007/08 was included in the settlement papers for 2006/07 received in January 2006, which alongside the 2006/07 settlement provided indicative figures for 2007/08. A consultative draft settlement for 2007/08 is expected by early December. However, it is not expected that there will anything other than minor changes from the figures currently used.
- 7 The figures in the 2006/07 settlement indicated that the increase in government funding in 2007/08 nationally would be 4.0% but for York the figure is 3.2% or an additional £1.192m. However, there is no guarantee that this allocation will not change when the final grant settlement is announced in late January 2007, although any changes are expected to be minor.

Budget Proposals for Adult Social Services

- 8 A summary of the budget proposals is shown in Table 1 below. Further details on each individual element are presented in the subsequent paragraphs. The annexes also contain other potential growth and savings items which at this stage are not being recommended to Members.

Table 1 - Summary of Budget Proposals

	Para. Ref	£(000)
Base Budget 2007/08	9	31,763
Provision for pay increases	10	480
Provision for price	11	390
Other Budget Pressures: Staff Increments	12 - 13	119
New expenditure/income due to grant and service transfers	14	0
Full year effect of 2006/07 growth and supplementary estimate items	15 -16	0
Service Pressure proposals (Annex 2)	18 - 19	2,040
Savings proposals (Annex 3)	20 - 21	(899)
Proposed Budget 2007/08		33,893

Base Budget (£31,763k)

- 9 This represents the latest budget reported to Members, updated for the full year effect of decisions taken during 2006/07, e.g. supplementary estimates.

Pay Inflation (+£480k)

- 10 These calculations are based on a pay increase for APT&C of 2.5%. The negotiations for the 2007/08 settlement have not yet concluded, although there is pressure from the Treasury that increases are kept under 2%.

Price Inflation (+£390k)

- 11 The budget proposes that, due to the underlying low rate of inflation, there is a general price freeze on most budgets. The amount allowed for price inflation is to fund known price increases, e.g. contract payments and fuel bills. This figure is a net figure. Fees and charges are generally increasing by 2.3%, but this is varied by directorates as part of growth/savings by national constraints/requirements. Where increases are proposed in excess of this the additional income is reflected in the savings totals offered. See separate report for further information.

Other Budget Pressures (+£119k)

- 12 These represent pressures over which the service has no influence, e.g. changes to funding and expenditure which are due to national policy initiatives or to, for example, the implications of the moving dates of Easter on service provisions
- 13 The only item to have a direct budgetary impact on Social Services is the payment of staff increments of £119k.

New Expenditure/Income due to Grant and Service Transfers (£0k)

- 14 In the provisional settlement there were no transfers between FSS and direct grant that have budgetary impact on the net cost of this portfolio.

Full Year Effect of 2006/07 Growth and Supplementary Estimate Items

- 15 There were no growth items were approved in 2006/07 where there is a full year cost in 2007/08 for the Adult Social Services portfolio.
- 16 No approval was given in 2006/07 for some one-off growth items where the cost was split partially in 2006/07 and partially in 2007/08.

General Contingency

- 17 Members should note that there are potential expenditure pressures that may materialise in 2007/08 but which are not yet certain or not quantifiable at this stage. The issues are listed in Table 3 below and it is assumed that if they materialise then funding will be requested from the General Contingency.

Table 3 - Contingency Issues for 2007/08

	£(000)
Contingency Issues for 2007/08	
<i>Housing and Social Services:</i>	
Repayment of customer contributions towards health care costs	280
Total	280

Service Pressures (£2,040k)

- 18 In the Finance Strategy report to the Executive on 11 July 2006 a sum of £7.291m was included as the estimated amount that would be needed to meet increasing demand for services and to allow for reprioritisation of service provision.
- 19 A range of options for service pressure proposals has been considered and in view of the overall available resources it is proposed that only those proposals shown in Annex 2 are included in the consultation list as the preferred options for Adult Social Services. The proposals put forward are the result of a rigorous assessment process, which included looking at the risk to customers and staff, legislative requirement, proven customer demand and the Council's corporate objectives. Annex 4 details service pressure proposals not recommended.

Savings Proposals (£899k)

- 20 Members will be aware that the 2006/07 budget savings were significant and that all Directorates are operating within a tight financial environment. In seeking to achieve savings for the 2007/08 budget Directorates have examined budgets with a view to identifying savings that have a minimum impact on the services provided to the public, customers and the wider Council. Instead they have concentrated on initiatives that:
- improve quality and efficiency
 - take advantage of ongoing service and/or Best Value reviews
 - generate income
 - address budgetary underspends
 - improve cash flow and interest earnings
 - generate savings from the technical and financial administration functions of the Council
- 21 Annex 3 shows the full list of savings proposals for the Adult Social Services portfolio. Annex 5 details other saving proposals.

Fees and Charges

- 22 The details of the proposed fees and charges for the services provided by this portfolio are set out in a separate report. Where fees and charges increases are being set above the inflation requirement they have been included in Annex 3.

Consultation

- 23 This paper commences the Council's budget consultation, both in terms of formal discussions with the Business and Voluntary sectors, but also as a mechanism for the public to comment on the proposals made in the report.

Options

- 24 Members of EMAP are asked for their comments or alternative suggestions on the investment and savings proposals shown in Annexes 2 and 3.

Analysis

- 25 All the analysis is provided in the body of the report and the annexes.

Corporate Priorities

- 26 The budget represents the opportunity to reprioritise resources towards corporate priority areas. Key examples of this happening within this portfolio area are:

- The investment of £500k in those customers who have complex care needs will help improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest.

Implications

- 27 The implications are:

- Financial - the financial implications are dealt with in the body of the report.
- Human Resources – there are staffing issues relating to the service restructures within Learning Disability services. Staff and Trade Union consultation is currently underway.
- Equalities – There are no equality implications to this report.
- Legal – The contingency item concerning the liability to repay customer contributions towards their health care may have to be referred to Legal for their opinion.
- Crime and Disorder - There are no specific crime and disorder implications to this report.
- Information Technology - There are no information technology implications to this report.
- Property - There are no property implications to this report.
- Other - There are no other implications to this report

Risk Management

- 28 Key reporting mechanisms to Members on budget matters will continue to be through two mid-year monitoring reports and the final Revenue Outturn report for the year. These reports will also address the progress made on investments and savings included in the budgets.

- 29 The budget setting process always entails a degree of risk as managers attempt to assess known and uncertain future events. This year has

demonstrated the difficulty of achieving this. As with any budget the key to mitigating risk is prompt monitoring and appropriate management control. As such updated figures and revised corrective actions will be monitored via Directorate Management Teams, Corporate Management Team and the monitor reports during the year.

Recommendations

30 The Executive Member and Advisory Panel is invited to provide comments on the budget proposals for consultation for 2007/08 contained in this report, which will be considered by the Budget Executive on 16 January 2007.

31 The Executive Member is asked to consider the budget proposals for consultation for Adult Social Services for 2007/08 contained in this report and listed below and provide comments to be submitted to the Budget Executive on 16 January 2007:

- 2007/08 Base budget as set out in Table 1;
- Service Pressure proposals as set out in Annex 2;
- Savings proposals as set out in Annex 3;

Reason: to ensure a balanced 2007/08 budget is presented to the Executive.

Contact Details

Authors:

Debbie Mitchell
Head of Finance
Housing and Adult Social Services
(01904) 554161

Steve Tait
Principal Accountant
Housing and Adult Social Services
(01904) 554166

Chief Officers responsible for the report:

Bill Hodson
Director of Housing and Adult Social Services

Simon Wiles
Director of Resources

Report Approved **Date** 20.11.06

Specialist Implications Officer(s) None

Wards Affected: *List wards or tick box to indicate all* **All**

For further information please contact the author of the report

Background Working Papers

Reports to individual EMAP meetings

Annexes

Annex 1 - 2006/07 Budget

Annex 2 - Service Pressure Proposals

Annex 3 - Savings Proposals

Annex 4 – Other Service Pressure Proposals

Annex 5 – Other Savings proposals

Annex 6 - Older People and Physical Disability Services Stage 1 Service Plan

Annex 7 - Learning Disability Services Stage 1 Service Plan

Annex 8 – Mental Health Stage 1 Service Plan

Annex 9 – Corporate Services Stage 1 Service Plan

Social Services – Summary

Annex 1

Revenue Budget by Detailed Head	2005/2006 Budget £000's	Revenue Budget by Cost Centre	2004/2005 Budget £000's
Employees	19,709	Corporate Services	1,965
Premises	882	Learning Disabilities	8,141
Transport	1,408	Mental Health	2,119
Supplies and Services	24,580	Older People and Physical & Sensory Impairment	19,538
Miscellaneous			
– Recharges	2,828		
– Transfer Payments	4,617		
Capital Financing	1,039		
Gross Cost	54,956		
Less Income	(23,300)		
Net Cost	31,763	Net Cost	31,763

Social Services – Corporate Services

Revenue Budget by Detailed Head	2005/2006 Budget £000's	Revenue Budget by Cost Centre	2005/2006 Budget £000's
Employees	2,875	Head of Service	212
Premises	7	Advice and Information Team	227
Transport	19	Commissioning and Contracting	340
Supplies and Services	1,040	Corporate Support	5
Miscellaneous		Finance	559
– Recharges	706	Management Information and IT	446
– Transfer Payments	4,116	Policy and Planning	82
Capital Financing	86	Quality Assurance & Complaints	88
Gross Cost	8,742	Training and Staff Development	6
Less Income	(6,884)		
Net Cost	1,965	Net Cost	1,965

Social Services – Learning Disabilities

Annex 1

Revenue Budget by Detailed Head	2005/2006 Budget £000's	Revenue Budget by Cost Centre	2005/2006 Budget £000's
Employees	1,972	Head of Service	51
Premises	159	Assessment and Purchasing	6,302
Transport	412	Flaxman Avenue	279
Supplies and Services	6,422	Small Day Services	728
Miscellaneous		Yearsley Bridge	781
– Recharges	300		
– Transfer Payments	16		
Capital Financing	273		
Gross Cost	9,554		
Less Income	(1,413)		
Net Cost	8,141	Net Cost	8,141

Social Services – Mental Health

Revenue Budget by Detailed Head	2005/2006 Budget £000's	Revenue Budget by Cost Centre	2005/2006 Budget £000's
Employees	1,392	22 The Avenue	59
Premises	55	Day Services – Clarence Street	301
Transport	21	Assessment and Social Work	1,759
Supplies and Services	2,028		
Miscellaneous			
– Recharges	170		
– Transfer Payments	0		
Capital Financing	106		
Gross Cost	3,682		
Less Income	(1,563)		
Net Cost	2,119	Net Cost	2,119

Social Services – Older People and Physical & Sensory Impairment

Annex 1

Revenue Budget by Detailed Head	2005/2006 Budget £000's	Revenue Budget by Cost Centre	2005/2006 Budget £000's
Employees	13,470	Assessment and Purchasing	5,120
Premises	660	Community Equipment Loan Service	353
Transport	958	Corporate Services - Provision	131
Supplies and Services	15,179	Emergency Duty Team	182
Miscellaneous		EPH Service	3,834
– Recharges	1,652	Hospital Discharge Team	475
– Transfer Payments	485	Huntington Road Day Centre	408
Capital Financing	574	Head of Service	198
Gross Cost	32,978	Private Sector Adaptations	193
Less Income	(13,440)	Support for Living at Home Service	4,267
		Service Locality North – Assessment & Purchasing	1,386
		Service Locality South and East – A & P	1,114
		Service Locality West – A & P	1,434
		Transport	-6
		Yorkcraft	449
Net Cost	19,538	Net Cost	19,538

This page is intentionally left blank

Budget 2007/08
Service Pressures recommended

Annex 2

Ref	Recommended Service Pressure item	£'000	£'000	£'000
		07/08	08/09	09/10
hag1	Adult Social Services - Addressing Current Service Pressures			
	The trend towards retaining customers independence by providing services within their own home allied to the increasingly complex care needs of individuals continues to put pressure on the Departmental budget. Work is ongoing to model our services to reflect these changes in the longer term but this bid is to ease pressure presently as the upward trend for such services continues.	500.00	500.00	500.00
hag2	Supporting People - Continued Reduction in Government Funding			
	The reduction in SP govt grant means that funding will be withdrawn from a range of providers, mainly in LD and PD services. As the Council has a statutory duty to fund most of the customers the majority of the shortfall in funding must be picked up by the council. However, not all the shortfall is CYC's liability and work is ongoing to identify the estimated £197k in savings to offset the growth bid of £897k.	897.00	897.00	897.00
hag3	Transitions from Children's Budget			
	The bid is for known individuals who are transferring from Children's Services into adulthood with LD & PD needs. The anonymised cases concerning these individuals can be bought forward for inspection should that be requested.	145.00	145.00	145.00
hag4	Reduction in Preserved Rights Grant			
	The original funding allocated by the Govt has not been sufficient to meet the costs of those individuals supported by this Grant The gap in funding is widened by the continuing reduction in this grant.	120.00	120.00	120.00
hag5	Meeting CSCI Standards on Staffing at EPH's			
	Additional staffing is required in EPH's in order to maintain minimum CSCI standards. This proposal is funded from the additional income that has been generated within the homes and should be reviewed in tandem with the savings proposal re additional EPH income.	100.00	100.00	100.00
hag6	Loss of NYCC Funding			
	NYCC have withdrawn from the integrated LD service. Part of their commitment to this service was to part fund some of the LD management team which is still required in order to run the whole integrated service. Resources will also be required to manage the smooth retraction of NYCC from the service.	22.00	22.00	22.00
hag7	Loss of Mental Health Grant			
	Growth required to meet the expected shortfall in MH grant for 2007/08. The grant is used to fund a range of staff posts across the Mental Health Service. This is the minimum level of staffing required to deliver a safe service to customers.	30.00	30.00	30.00
hag8	Reprovision of an EPH as EMI/Dementia unit			
	To change the use of an existing EPH to enable the home to accommodate people with dementia and other mental health needs.	0.00	100.00	100.00
hag9	ESCR/ISIS Replacement			
	The replacement of the existing social care system (ISIS) is a major strategic priority for HASS and one of its highest risk projects. An IT project team is in place funded until 31/3/07. The delivery of the replacement system is on course after delays. This growth bid is to continue the existing project team until the system is implemented and for one additional post to support the new elements of the system including increased use of DMS.	226.00	0.00	0.00
		2,040.00	1,914.00	1,914.00

This page is intentionally left blank

Recommended Savings Proposals

Ref	Recommended Savings Item	£000 07/08	£000 08/09	£000 09/10
-----	--------------------------	---------------	---------------	---------------

De minimis**Adult Social Services**

8	8	8
8	8	8

has1	Staffing Reductions in Corporate support			
	Full year effect of the saving already taken in 2006/07. Removal of Team Leader post, reduction in hours of scale1/2 post and cuts in equipment and other services	18.00	18.00	18.00
has2	Bringing Customers Back into Area from Out of County Provision			
	Full year effect of the saving already taken in 2006/07 of rehousing people with appropriate support in the local area. This affects directly the commissioning budget and would mean using local resources with additional staffing, rather than out of county placements.	65.00	65.00	65.00
has3	Develop Extra Care Services			
	Full year effect of the saving already taken in 2006/07. Management arrangements merged within in house home care and extra care services.	35.00	35.00	35.00
has4	Combine Hew Horizons and Community Base			
	Amalgamation of New Horizons and Community Base Day Resources to provide a 20 place service to be run from the existing Community Base facility.	28.42	28.42	28.42
has5	Raise Cap from £40 to £80 for Non Residential Charges where Customers have Savings in Excess of £21k.			
	As part of the 2006/07 budget process members agreed that when a customer had savings in excess of £21k they would pay the full cost of their services. A cap was introduced so that no individual would pay anymore than £40 per week over and above what they had paid in the previous year. The proposal is to increase this cap to £80. 23 customers currently benefit from the £40 cap at a cost to the council of £40k per year.	22.50	22.50	22.50
has6	Deletion of Finance Post			
	Delete vacant senior accounting technician post on the Social Services team. This will reduce the support available to budget managers within the dept.	27.50	27.50	27.50
has7	IT Hardware Replacement			
	Reduction in budget to replace IT hardware. Replacement of old equipment may have to be met from within service budgets.	6.00	6.00	6.00
has8	Head of Community Services Consultancy			
	Reduction in flexibility to support various initiatives across the dept.	21.00	21.00	21.00
has9	Various savings across Support Services budgets			
	Various savings across Support Services budgets including Training, IT and HR budgets	34.00	34.00	34.00
has10	Restructure Respite Service at Flaxman Ave			
	The staffing restructure of Flaxman Avenue respite service to realign staff positions and alter rota patterns to be more cost effective	21.41	28.00	28.00
has11	Withdraw Waivers for 2 Weeks Transitional Care per Customer			

Recommended Savings Proposals

Ref	Recommended Savings Item	£000 07/08	£000 08/09	£000 09/10
	Currently people ready for discharge from hospital but unable to return home are offered the option of a transitional care bed up to a maximum of 6 weeks. The current policy is that the initial 2 weeks charge is waived in order to encourage people to leave acute health care.	12.50	12.50	12.50
has12	Withdraw Waivers for 2 Weeks Care per Customer on Discharge from Hospital			
	New customers discharged from hospital who are in need of home care currently have the initial 2 weeks charge waived in order to encourage people to leave acute health care.	20.00	20.00	20.00
has13	Increased EPH Income			
	Achievement of additional income to offset increased costs from CSCI staffing requirements. NB this income is being used to fund CSCI staffing requirements and cannot be taken in isolation of the growth bid for additional staffing.	100.00	100.00	100.00
has14	Increase Non Residential Charges by 5% Over Inflation			
	This would result in the following increases in charges. Homecare from £14 per hour to £15 per hour. Day care from £3 per session to £3.30 per session. Transport from £1.20 per session to £1.70 per session.	39.00	39.00	39.00
has15	Increase Customer Income			
	Currently the council's charging policy is to disregard 50% of disability related benefits in lieu of an individual assessment of Disability Related Expenditure (DRE). This is an extremely generous policy which leaves many customers with amounts in excess of their actual DRE. Individual DRE assessments would continue to be made available to those who requested them, or had very complex needs. This proposal suggests that customers are left with 35% of their disability related benefits but capped at a £15 increase. The saving would fall if a lower cap was approved.	244.00	244.00	244.00
has16	Efficiencies to meet Supporting People funding shortfall			
	The £897k growth bid for loss of Supporting People funding is gross of £197k saving which needs to be achieved. A working group has been set up to investigate all schemes currently funded through Supporting People to determine whether efficiencies can be made.	197.00	197.00	197.00
		891.33	897.92	897.92
Total Savings		899.33	905.92	905.92

Ref	Other Service Pressures	£ 07/08
hag9	Sickness Monitoring	
	Continued investment required in a system to improve procedures for dealing with sickness and reduce the high absence rate. This approach is intended to be self funding as sickness levels fall and agency/overtime cover is not required.	62.00
hag10	Appointeeships	
	Bid needed to staff appropriately for expected increase in appointeeships. Although not a statutory duty the council may lose income when its customers lose benefits due to their lack of capacity.	60.00
hag11	Training & Development - CPD	
	There is a requirement for all social workers to have continuing professional development. This bid is required to fund the necessary training opportunities to ensure the workforce meets statutory requirements.	50.00
hag12	Delivering the Health & Social Services White Paper - Policy, Planning & QA	
	There is presently only one policy and planning post within Social Services restricting the Dept's ability to deal effectively with new legislation. This post would look at the impact of the white paper whilst also investigating and planning for demographic changes.	40.00
hag13	Increased Business and Planning Support to the Dept.	
	An attempt to recognise the workload pressures within the department that contribute to the high amount of sickness absence within Social Services. Proposal to increase the number of business support and planning roles	30.00
hag14	Increase in Number of Criminal Record Bureau/POVA Checks	
	Additional groups of staff will require these checks to ensure they can work in social services.	20.00
hag15	Increase in Occupational Health Costs	
	The work to reduce staff sickness absence has resulted in an increase in the number of referrals to Occupational Health. These referrals are key to ensuring staff can return to work as soon as possible after any sickness absence.	20.00
hag16	Single Assessment Process IT	
	Bid required to continue ongoing work with NYCC in establishing joint processes and procedures for older people, to collect and share information and map out older people's health care needs.	10.00
hag17	Fair Price for Care	
	This bid is intended to raise the value of Residential and Nursing Care payments to Independent Sector homes in line with what has been independently assessed as a fair price for care. The Dept has consulted and is working with various providers through the Independent Care Group (ICG) not only to bridge this gap but to ensure providers still accept placements from CYC at what they deem unacceptably low prices. This bid would move providers halfway towards a fair price for care.	275.00
hag18	General Social Care Council - Registration for Non-Social Care Workers	
	The General Social Care Council requires all Care Workers to be registered with them. Care workers are a lower paid group of staff and this bid would fund their first registration fee.	25.00
		592.00

This page is intentionally left blank

Page 111
Budget 2007/08
Other Savings Proposals

Annex 5

Ref	Other Savings Proposals	£000
has18	Reduction in mental health contracted services	43.00
has19	Withdrawal of funding for advocacy service	22.00
has20	Withdraw funding from various voluntary sector contracts	90.30
has21	Removal of subsidy from supported employment scheme	101.00
has22	Raising of eligibility criteria	175.00
		431.30

This page is intentionally left blank

Annex 6



**Service Plan 2007/08
(Stage 1)**

Service Plan for:	Older People & Physical Disability Services
Directorate:	Housing & Adult Social Services
Service Plan Holder:	K Martin
Workplans:	
Director:	Bill Hodson
EMAP :	Housing and Adult Social Services

1. Service description & objectives

Service description

Community Services Older People and Adults with Physical Disabilities provides social care to people over 18 years old who need support to live fulfilling lives as citizens in their communities. Support is also offered to carers to enable them to continue to care for their relatives. Services include: -

Assessment

Community Care assessments which identify the needs of individuals and, where appropriate, their carers. Assessments follow a generic format, which can be expanded to include specialist assessments from Occupational Therapists and Sensory Impairment workers. The assessments forms the bank of information from which a care plan is developed and agreed. All people in receipt of services have a review 6 weeks after the start of services and then at least an annual re-assessment.

	2004	2005
Approximate number of referrals pa	4,000	2145
Number of "open" customers	4095	4600
Number receiving service	2849	3460
%age with service	70	75

Provision

Advice and Information

Advice and Information is available through leaflets, from staff at the Advice and Information centres, (managed by Housing), and the Assessment service. Written information can be made available in a range of formats and languages to meet the needs of people with sensory impairments from black and minority ethnic communities. The service funds welfare benefits advice and financial assessments under the Fair Charging system. The service also financially supports a number of voluntary organisations to provide advice and information.

In House Provision

Services provided directly through in-house provision include home care, residential respite day services, equipment, adaptations and supported employment. Our workforce is trained to or in the process of training to national standards.

Services provided directly through in-house provision include home care, residential care, respite care, day services, provision of equipment to aid daily living, minor and major adaptations to property and transport.

Our workforce is trained to or in the process of training to national standards.

Commissioning/Contracted Services

A significant range of services are purchased from the independent and voluntary sector and include residential and nursing home care; respite services; EMI Nursing; day care; personal or home care and transport.

Partnership Working

An increasing number of assessment services are carried out jointly with health colleagues. These include Hospital Discharge; Occupational Therapy services; Intermediate Care. We also have a number of assessment staff based within health settings such as Renal Social Workers, in the Accident and Emergency department of York Hospital and within the PCT Intermediate Care unit. We also offer professional support to social workers employed by the Hospital Trust and the PCT.

The integrated Community Equipment Loan service is an excellent example of partnership

working.

Service objectives

Our overall aim within community services is to increase the quality of life opportunities to all vulnerable adults with mental health, disabilities, learning difficulties, ageing or illness so they can live safe and fulfilling lives.

We will do this by:

- increasing independence and delaying the need for more intensive support services.
- providing effective joined up services which allow them to take more control over their own lives.
- encouraging individual choice and providing equal and effective access to services that support their quality of life independence and inclusion in the community they live.
- ensuring assessments are comprehensive; sensitive to the diversity within our community; delivered promptly and fairly; involve people fully in a way which will reflect their views and wishes
- ensuring support and services are provided in a way that offers people as much choice as possible.
- recognising and supporting the crucial role of carers.
- promoting a culture of tolerance that is free from bullying, harassment and intimidation for customers and staff alike.
- working in partnership with other agencies to achieve a set of common aims; provide continuous improvement for our customers; provide a more seamless service for customers; reduce duplication
- deliver services which give value for money to the people of York
- ensuring that we have competent staff that are well managed and develop their skills and knowledge to provide a high quality service

Specifically for older people and physical and sensory impairment services we will also do this by ensuring that we contribute to the development of modernised social care in response to National Service Frameworks for Older People and Long Term Conditions and other related initiatives.

External Drivers	
<p><u>SOCIAL INCLUSION AGENDA</u> Social Exclusion Unit - various initiatives relevant to adult social care:</p> <ul style="list-style-type: none"> • Health inequalities • Equality agenda 	<ul style="list-style-type: none"> • Increased emphasis on supporting people with disabilities into employment • Personalised support – links to Green Paper and expected White Paper • The need to develop supported housing for people with lower levels of need.
<p>Adult Services White Paper (Our Health, Our Care Our Say- published early 2006:</p> <ul style="list-style-type: none"> • Greater emphasis on commissioning • Greater emphasis on public health & prevention • Self- directed care • expansion of direct payments / individual budgets/ assistive technologies 	<ul style="list-style-type: none"> • Planning, delivering and monitoring service provision against the achievement of the 7 outcomes within the White Paper • May require changes to the integration arrangements between health and social care • May require reconfiguration of service provision if direct payments uptake expands significantly and with introduction of individual budgets • May require shift in culture/practice re assessments towards self-assessment/ outcomes focus and social workers supporting customers to develop their own packages of care • Will need stronger links with primary care and communities to develop diversionary alternatives to more intensive support.
<p><u>CARE SERVICES EFFICIENCY DELIVERY PROGRAMME</u></p> <ul style="list-style-type: none"> • Strategic commissioning: <ul style="list-style-type: none"> ○ ODPM and DH drive to encourage regional approaches to procurement ○ E government target to provide on line procurement by 2005 ○ Improving Assessment & Review • Putting People in control • Promoting Well –being • Embedding technology 	<ul style="list-style-type: none"> • Developing longer term commissioning plans in conjunction with the NHS commissioning organisation • Increased links with neighbour authorities for service development and joint commissioning of specialist provision. • Support for smaller local organisations to enable them to meet any new requirements • Closer links with corporate and regional procurement centres • Streamline assessment processes • ON-line access for customers • Resource difficulties if savings are taken in a cashable form.
<p><u>Carers (Equal Opportunities) Act</u> New PIs introduced</p>	<ul style="list-style-type: none"> • Need to improve number of carer assessments undertaken, • Improve quality of carer assessment outcomes • New emphasis on supporting employment, training and leisure needs of carers • Implement flexible services to carers
<p><u>ELECTRONIC SOCIAL CARE RECORD</u></p> <ul style="list-style-type: none"> • All new & current social care records to be held electronically when new data base is introduced in 2007 	<ul style="list-style-type: none"> • Changed recording practices for all social care staff • More detailed agreements on information sharing with customers • Will encourage development of mobile working and hand held technologies • Substantial data loading to scan current files by agreed dated

	<ul style="list-style-type: none"> • Issues around integrated teams and PCT/SSD systems eg integrated mental health record
<p><u>EXTERNAL REGULATIONS CSCI</u> Regulation of provision/commissioned services</p> <ul style="list-style-type: none"> • Changes to an outcome focus in the way that CSCI assess the performance of the authority and the standards as applied to services. 	<ul style="list-style-type: none"> • Need to keep abreast of changing regime and ensure Department structures/systems able to deal with new requirements. • Those councils with a robust self-regulatory infrastructure will be less exposed to external inspection – may need to review/strengthen Department’s regulatory capacity
<p><u>PREVENTION</u></p> <ul style="list-style-type: none"> • Public Health White Paper 2004; White paper 2006: • Emphasises key role of Local Authorities in promoting health of population, and importance of partnership approach in developing prevention services • Key themes of public health include: smoking cessation; alcohol & substance misuse; accidents; diet & nutrition; mental health; sexual health; physical activity and health inequalities • Key themes of prevention include self directed care; carer support; community support and assistive technology <p>Reforming emergency care</p> <ul style="list-style-type: none"> • Aim is to identify ‘very vulnerable’ people (aged 75+) who tend to bounce in and out of hospital, and proactively case manage their care needs in order to stabilise their condition and avoid unnecessary admissions- this remains an SYPCT priority • Fair Access to Care Services 	<ul style="list-style-type: none"> • Full implications of both White Papers have yet to be worked out with the new PCT • Main themes are being considered as objectives within the LAA. <ul style="list-style-type: none"> • Multi-disciplinary teams established by NHS- some expectation that team will be enhanced with social care staff • Structure of community services may require a generic worker role • Fair Access being implemented through guaranteed standards and annual review of eligibility.
<p><u>DEMOGRAPHIC CHANGES</u></p> <ul style="list-style-type: none"> • Increase in number of older people in the community • Increase in number and longevity of younger adults with disabilities • Changing patterns of caring - fewer working age adults to support aging population /more older carers • Changing expectations off carers and individuals for independence from their families • Isolation due to these changing family patterns 	<ul style="list-style-type: none"> • Requirement for long-term commissioning strategy to inform the service change agenda. • Increase in numbers of people likely to request/require community care assessments/services • Increased demand for complex care packages • Increased demand for dementia services, and access to functional mental health services for older people • Increased need to support carers effectively • Increased demand for independent supported housing.
<p><u>OLDER PEOPLE’S NSF</u> – National priorities Aims to improve the standards of care to all elderly people, offering integrated services which will allow elderly people to receive appropriate care at home, in residential or nursing homes and in hospitals. Local priorities will be reaffirmed in early 2006.</p>	<ul style="list-style-type: none"> • Need to implement the NYC/York and York strategies. • The development of Out of Hospital. • Older people want more say in their own care - i.e. more of a professionally supported approach rather than a professionally directed approach - this needs to be central to the Assessment, Care

<p>These currently include:</p> <ul style="list-style-type: none"> • Self-directed care - more power and control to older people over their own lives • Services that promote health improvement • Services that enable independent living • Widening the partnership beyond health and social care • Services that are more 'joined up' • Planning for future needs 	<p>Management and Review process- self assessment is encouraged</p> <ul style="list-style-type: none"> • Continued involvement of older people in planning and strategy - via the Partnership Board and the OP Assembly, & LAA structure • Continued development of Intermediate Care Services • Need to ensure services do not discriminate on grounds of age
<p><u>SINGLE ASSESSMENT PROCESS (SAP)</u></p> <ul style="list-style-type: none"> • The single assessment process (introduced in the NSF for older people), aims to make sure older people's care needs are assessed thoroughly and accurately, but without procedures being needlessly duplicated by different agencies 	<ul style="list-style-type: none"> • Pilots currently in place, with view to rolling out SAP more widely • Will establish cross-agency agreement to a project plan for longer term that will then be implemented • Need to build into all related areas of ESCR implementation • Need to raise staff awareness of SAP and its implications
<p><u>LONG TERM CONDITIONS NATIONAL SERVICE FRAMEWORK:</u></p> <p>The NSF for Long Term Conditions has a particular focus on the needs of people with neurological disease and brain or spinal injury, and will consider some of the generic issues of relevance to a wide range of people with long-term conditions and disabilities.</p> <p>Linked to the Long-term conditions initiative for chronic conditions and the 'Improving the Life Chances of Disabled People' document for disabled people there are expectations of health & social care to change delivery of local services to people with long-term conditions and disabilities within national standards within a framework of local partnership for provision of service model and appropriate pathways of care:</p>	<ul style="list-style-type: none"> • Arranging and delivering a comprehensive range of health and social care provision for people with disabilities and long-term conditions that includes: <ul style="list-style-type: none"> ○ A range of accommodation from supported housing to registered residential and nursing care ○ Opportunities to engage in fulfilling day time/vocational/leisure and community activities ○ Support to carers ○ Support at all stages of a condition ○ Integration of provision and processes where agreed
<p><u>PCT RECONFIGURATION</u></p> <ul style="list-style-type: none"> • The confirmation of the new NY & York PCT will take place early in 2007 & will focus on: • Separation of commissioning & provider structures • Introduction of patient led, primary care based model • Budget delivery 	<ul style="list-style-type: none"> • Stronger links of social care and primary care at locality level to support individual care/case management and locality service development. • Potential creation of integrated/joint approaches to: <ul style="list-style-type: none"> ○ Commissioning ○ Service provision • Revisions to the assessment process • Further remodelling of integrated services to deliver savings required from PCT budget settlement

<p><u>DELAYED DISCHARGES</u></p> <ul style="list-style-type: none"> The Community Care (Delayed Discharges) Act introduced a system of reimbursement for delayed hospital discharges and removes local authorities' ability to charge for community equipment and intermediate care 	<ul style="list-style-type: none"> Use of grant to negotiate before April 2007 Focus currently on acute services – potential to extend to other service areas, (yet to be confirmed when this will be a requirement)
<p><u>SENSORY IMPAIRMENT</u></p> <p>Range of standards to comply with in relation to sensory impairment</p>	<ul style="list-style-type: none"> Government standards are providing tools for benchmarking of local services and frameworks for future development work
<p><u>Mental Capacity Act</u></p> <p>New Act in place from April 2007 with statutory duties for local authorities</p>	<p>Priority Action will be to have in place:</p> <ul style="list-style-type: none"> A commissioned independent advocacy service Training in awareness and assessment for all relevant staff Coordination of implementation through a LA led Steering Group
<p><u>Develop services to become more appropriate & responsive to Black and minority community</u></p>	<ul style="list-style-type: none"> Links with Black and minority communities need strengthening Staff training Monitoring of performance through star blocker PI's
<p><u>EMPLOYMENT/LIFE-LONG LEARNING</u></p> <p>This theme has been embedded in a range of national initiatives eg. Welfare to Work. Has been given added impetus by 'Improving the Life Chances of Disabled People' and social exclusion initiatives) – may also be an issue in new NSF for Long Term Health Conditions. The outcome of the ALI inspection will determine the employment service workplan.</p>	<ul style="list-style-type: none"> Strength of drivers in this area unclear until relevant policy/guidance published Will have some implications for individual budgets Action Plan from ALI inspection when complete.
<p><u>Local Wage differentials</u></p>	<ul style="list-style-type: none"> PCT and other care agencies are competing in number of areas for staff with similar skills set (eg OTs) . Wage differentials make staff retention and recruitment more problematic. Neighbouring authority pay settlements and employment conditions also impact on recruitment and retention
<p>Corporate Drivers</p>	
<ul style="list-style-type: none"> Job Evaluation implementation 	<ul style="list-style-type: none"> Time required to resolve any outstanding issues beyond April 2007
<p>Administration and Accommodation review</p>	<ul style="list-style-type: none"> Longer-term implications re 2007 onwards
<p>Transforming York – Access to Services (Easy@york)</p>	<ul style="list-style-type: none"> Review content of Community Service's information on the web and ensure it meets e-gov targets. Longer-term IT implication to ensure integration with CS systems.

	<ul style="list-style-type: none"> • Longer- term impact of one stop shop unclear at this stage. • Preparation for direct access for customers through internet at later stage in programme development.
Achievement of Equalities Standard	<ul style="list-style-type: none"> • Use outcome of Equality Impact Assessments to develop specific action points and implement these following development of Equalities Plan
Better use of resources	<ul style="list-style-type: none"> • Identify savings for Gershon review and Care Services efficiency programme. • Implementation of Audit recommendations - Improved procurement/contracting & charging practices • Preparation for CPA 2 assessment- Linking with the LAA development and specific programmes for older people, health and well-being • CPA theme around “use of resources and Value for Money” • Implementation of council wide procurement strategy • Replacement of Council FMS system • Links with Service Improvement Team • Introduction of ESCR
Directorate Drivers Recruitment & retention	<ul style="list-style-type: none"> • Continued application of sickness management system across Adult Services • Joint approaches to social care recruitment required across sector • Specific issues affecting posts will need to be considered where staff are working in integrated services
Achieving budget balance	<ul style="list-style-type: none"> • Divert activity from more intensive provision with use of technology & prevention services • Tight application of current eligibility
Partnership working	<ul style="list-style-type: none"> • Establishment of robust partnership agreements including HR, IT & finance • Caldicott and partnership information sharing protocols • Working across organisational IT system • HR assimilation/ parity issues • Common/integrated training approaches
Improving performance	<ul style="list-style-type: none"> • Star rating and other DoH performance indicators- Changes to star rating framework may require new or changes to performance management information • CPA cross cutting themes • Improving attendance performance in department • Additional time needed to input data into two systems Reducing sickness & absence • Application of Fair Access to care eligibility criteria • Consistency of social care processes & delivery Maintaining performance in areas of complexity and high volume. • Monitoring performance against LAA objectives.

Improving the skills and competencies of managers and staff	<ul style="list-style-type: none"> • Induction/Foundation training and undertake further development work to expand delivery to all departments in Adult Services. • Continue to work on improving system of budget monitoring to ensure most up to date and accurate info available is reported to members. • Improve IT training and support to enhance basic IT skills and gain the most from standard and specialist software.
Service Drivers	
OT Service integration with PCT OT service to provide single referral point	<ul style="list-style-type: none"> • Organisational and professional cultural changes • HR – recruitment and retention • Need clearer partnership agreement with PCT
Home support services (Home Care, Extra Home Care, Warden Call and Night Support Service)	<ul style="list-style-type: none"> • Finalise implementation of changes & review performance over first six months • Make further adjustments as required.
Elderly Mentally Infirm – strategy	<ul style="list-style-type: none"> • Joint remodelling with PCT of services to Older people with mental health problems • Also to have an impact on the number of people in community NHS facilities needing community support
Fair price for care	<ul style="list-style-type: none"> • Decrease in budget and risk that market may be de-stabilised. Need to ensure market maintains its stability
Modernisation of day service provision for people with physical impairment	<ul style="list-style-type: none"> • Lead provided by services for people with learning difficulties need to be reflected in day support for people with PSI • Will be linked to development of individual budgets
Further development of the older people's accommodation & support strategy	<ul style="list-style-type: none"> • Finalising and implementing the remodelling of the accommodation and support services- specialisation of roles of EPH's • Further development of dispersed supported housing and extra care services • Support developments to Discus Housing
Maximising external income	<ul style="list-style-type: none"> • Changes and efficiencies in the discretionary charging system • Developing potential bids for external funding to use when required. • Effective use of grants
Improve flexibility of staffing resources	<ul style="list-style-type: none"> • Ensure availability of staffing to support strategic direction of services- particularly home care • Ensure there is an effective workforce development plan in place

3. Priority improvement for 2007/08 & beyond	
Performance improvement	Reason why improvement is required
HRDC reprovision & transport review	<ul style="list-style-type: none"> • Release of land from Yearsley/HRDC site • Day service modernisation • Improving PD services
Third sector investment (linked with expansion of prevention services alongside eligibility changes	<ul style="list-style-type: none"> • Development of prevention strategy • White Paper implementation • Alternative services to deflect demand from intensive services.
Development of Warden service	<ul style="list-style-type: none"> • Managing Assistive Technology • Managing risk to people outside of service • Complementing risk management to those with services
Implementation of Mental capacity act	<ul style="list-style-type: none"> • Legislation
Other comments to note	
The Service Plan will be developed before the final submission to reflect priorities aligned with the Health & Social care White Paper seven outcomes	

4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Brief description of action or project.	<p>What was the service plan outcome this action was/is helping to achieve? (check scorecard section of 2006/07 service plan)</p> <p>If it's a new action/project – please consider what outcome it might help achieve and add it here.</p>	Briefly explain whether the action is either new or what changes have taken place regarding delivery/implementation.	Briefly mention whether this action is linked to another priority, outcome or improvement.	Briefly provide comments or contextual information about this action.
<ul style="list-style-type: none"> • Mental Capacity Act 2005 Implementation on 1 April 2007 	Will have an impact on the delivery of choice and respect outcomes of the White Paper	New	White paper & Vulnerable Adult protection	Statutory function of LA from April 2007
Improve % of care homes that meet CSCI standard 15	Health & well being of older people	New	LAA	
<p>Focus on improvements that need to be continued from the 06/07 Balanced Scorecard will be:</p> <ul style="list-style-type: none"> ➤ Number of older people supported at home ➤ Improved flexible support to carers ➤ Improve customer choice & control ➤ Improved assessment & review targets ➤ Establishing a clear funding policy for purchased residential & nursing care ➤ Achieving budget balance ➤ Improving staff attendance ➤ Improving staff skills 	<p>Supporting Independence of older people</p> <p>Achieving financial efficiency & meeting audit requirements</p> <p>Staff based improvement</p>	<p>Existing</p> <p>Existing</p> <p>existing</p>	<p>LAA</p> <p>Corporate Objectives /internal audit</p> <p>Corporate objective</p>	

This page is intentionally left blank

Annex 7



**Service Plan 2007/08
(Stage 1)**

Service Plan for: Learning Disabilities
Directorate: Housing & Adult Social Services
Service Plan Holder: Anne Bygrave
Workplans:
Director: Bill Hodson
EMAP : Housing and Adult Social Services

1. Service description & objectives

Service description

The Learning Disability Service is an integrated one covering all City of York's Local Authority geographical boundary and health services for adults within the previous Selby and York Primary Care Trust boundary.

In its entirety the integrated service offers support to a population of 750 adults across the combined area of City of York Council and the Primary Care Trust area

Within Housing and Adult Social Services in the City of York, it provides an assessment service to identify needs and then arranges relevant supports, or offers advice and support to help meet those assessed eligible needs through a variety of different provider organizations and commissioning methods.

The service offered:

- is to adults who have a Learning Disability
- is to young people who are in the "transitional" phase from childhood to adulthood (16-24), who have learning disabilities, physical or sensory impairments who are ordinarily resident in the area.

The service is split into two three functions:

- the assessment team
- the in-house provider supports
- the commissioning and contracting function

The assessment team consists of 10.6 WTE staff that work with approximately 490 people at any one time.

The in-house provision team consists of staff offering a service to 180 different customers. It offers a residential short break facility, traditional day supports through 7 different service units, a service for 1:1 support for people with complex needs, and a home based support service.

The commissioning and contracts function commissions and manages a number of block and individual placements including residential accommodation, day supports, short break service and supported living schemes.

Partnership Working

The integrated team consists of a range of health and social care professionals delivering a multi professional approach to outcomes. In its totality the team consists of some 250 WTE and an annual budget of £21m

Service objectives

The Vision of the service and therefore its intent is:

" Adults with Learning Disabilities are treated as real citizens- to be supported using self directed model of support based upon real views, informed choice and realistic aspirations."

In essence we are

- Striving for a model of self directed support with views from the family and their networks giving ownership for making things happen.
- We are looking at a continuum of support where services are joined up and an understanding of shared risk and acceptance of this risk by family members and individuals themselves.

Driver	Affect on service delivery
<ul style="list-style-type: none"> • “Valuing People- the new strategy for people with learning disabilities for the 21st Century” • “Our Health , Our Care, Our Say”- Social Care white paper- 2006 • Partnership Working • Adherence to performance indicators that are crucial to success of business • Modernisation agenda (of Day Services - Yearsley Bridge) • CSCI report -Accommodation needs of people with learning disabilities that have Older Carers • CSCI report)-Increase options for home based respite support 	<ul style="list-style-type: none"> • Implementation of strategies put in place to meet Valuing People objectives • Work towards individualised budgets as per the paper • Further and sustained integration with Health Service locally and other CYC departments. • Ensure service responds to changing performance drivers and targets • Increase in choices for customers • Development of options for housing • Development of home based respite options
3. Priority improvement for 2007/08 & beyond	
Performance improvement	Reason why improvement is required
Increase in number of people receiving a review of their services and supports	One of performance indicators for Housing and Adult Social Services- currently below target achievement level.

4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Brief description of action or project.	<p>What was the service plan outcome this action was/is helping to achieve? <i>(check scorecard section of 2006/07 service plan)</i></p> <p>If it's a new action/project – please consider what outcome it might help achieve and add it here.</p>	Briefly explain whether the action is either new or what changes have taken place regarding delivery/implementation.	Briefly mention whether this action is linked to another priority, outcome or improvement.	Briefly provide comments or contextual information about this action.
Reprovision of home support for people in Joseph Rowntree accommodation in the City	More accommodation options for people living in the City	New- bought about by JRF plans to modernise accommodation	No	Major re-provision programme in the City affecting some 50 customers currently living in JR Housing
Specialist Service provision within City for people with complex needs	Development of localised supports for people with complex needs	New- bought about by increased cost pressure for out of County placements and also availability of quality supports	Yes- Valuing People driver of localised services wherever possible	Bringing people back from Out of County to newly developed services
A “Voice” for people with complex needs	Increased citizenship opportunities for people with complex needs	New	Yes- Valuing People driver of citizenship for all	Wider links into the Inclusion agenda for those with complex needs

Annex 8



**Service Plan 2007/08
(Stage 1)**

Service Plan for: Mental Health
Directorate: Housing & Adult Social Services
Service Plan Holder: K Martin
Workplans:
Director: Bill Hodson
EMAP : Housing and Adult Social Services

1. Service description & objectives

Service description

Services for people of working age with mental health needs are provided within an integrated service provided by Selby & York Primary Care Trust and City of York Council, led by the PCT.

Assessment and Community Support

The CYC funded services include Mental Health Act '83 statutory duties undertaken by Approved Social Workers (ASW). They and the Mental Health Community Support Workers, who provide intensive support to customers with severe and enduring mental health needs, are integrated within 4 Community Mental Health Teams, Assertive Outreach, Early intervention and Crisis Resolution Teams.

Customers receiving service @ 31/12/05	490 (estimated)
Number of new customer over 12 month period	190 (estimated)
Assessments were made under the Mental Health Act 1983: (½ year figures currently available)	130

Provision (In house)

An ASW provides statutory and social work support to the Forensic Inpatient and Community Service. The Mental Health Training and Mental Health Accommodation Officers provide their own respective services across mental health services in York.

Residential provision – number of rehabilitation and crisis beds	13
Residential provision – respite beds	1
People attending day services	178

Provision (Independent)

Residential& nursing places	82
Residential provision – respite places	0

Service objectives

Our overall aim within community services is to increase the quality of life opportunities to all vulnerable adults with mental health, disabilities, learning difficulties, ageing or illness so they can live safe and fulfilling lives.

We will do this by working in partnership between CYC and the Primary Care Trust to provide an integrated health and social care mental health service for adults of working age with mental health problems that will support its customers by:

Improving the alignment of commissioning and budget planning between the local authority and PCT
Increasing independence and delaying the need for more intensive support services.

Providing effective joined up services, which allow them to take more control over their own lives.

Encouraging individual choice and providing equal and effective access to services that support their quality of life independence and inclusion in the community they live.

Ensuring assessments are comprehensive; sensitive to the diversity within our community; delivered promptly and fairly; involve people fully in a way which will reflect their views and wishes

Ensuring support and services are provided in a way that offers people as much choice as possible.

Recognising and supporting the crucial role of carers.

Promoting a culture of tolerance that is free from bullying, harassment and intimidation for customers and staff alike.

Working in partnership with agencies external to the integrated service to achieve a set of common aims; provide continuous improvement for our customers; provide a more seamless service for customers;

reduce duplication

Commissioning, procuring and delivering services which give value for money to the people of York
Ensuring that we have competent staff that are well managed and develop their skills and knowledge to provide a high quality service

2. Significant drivers for change and improvement

Driver

Affect on service delivery

Adult Services White Paper (Our Health, Our Care Our Say- published early 2006:

- Greater emphasis on commissioning
- Greater emphasis on public health & prevention
- Self- directed care
- expansion of direct payments / individual budgets/ assistive technologies

Electronic Social Care Record

- All new & current social care records to be held electronically when new data base is introduced in 2007

Changing Patterns Of Demand

- Increasing complexity of cases
- Increasing referrals made to addiction service including higher levels of dual diagnosis (mental health and addiction)
- Requirement to provide more talking therapies and services to the BMI client group

Mental Health Act Amendment Bill

Act likely to be implemented 1 April 2008 but not definitive date. CSIP consulting with L/As & PCT's re implementation & training implications

- Planning, delivering and monitoring service provision against the achievement of the 7 outcomes within the White Paper
- May require changes to the integration arrangements between health and social care
- May require reconfiguration of service provision if direct payments uptake expands significantly and with introduction of individual budgets
- May require shift in culture/practice re assessments towards self-assessment/ outcomes focus and social workers supporting customers to develop their own packages of care
- Will need stronger links with primary care and communities to develop diversionary alternatives to more intensive support.
- Changed recording practices for all social care staff
- More detailed agreements on information sharing with customers
- Will encourage development of mobile working and hand held technologies
- Substantial data loading to scan current files by agreed dated
- Issues around integrated teams and PCT/SSD systems e.g. integrated mental health record (IMHER)
- Increased demand for complex care packages
- Ned for robust care management processes
- Increased need to support carers effectively
- Increased aspirations for employment
Expectation of independent living models of provision
- LA will still be responsible for approving the new AMHP role. Significant training and familiarisation will be required.
- Impact of less restrictive treatment in the community on services and practice unclear at present
- See Priorities: 3

National Service Framework

Delivery of local services to national standards within a framework of local partnership

- Arranging and delivering a comprehensive range of social care provision for people with mental health problems that includes:
- A range of accommodation from supported housing to registered residential and nursing care
- Opportunities to engage in fulfilling vocational/leisure and community activities
- Support to the carers of people with mental health problems
- Delivery of activity targets on Crisis Resolution and Home Treatment and Early Intervention in Psychosis services.
- Community development for black and ethnic minority groups

PCT Reconfiguration

- Implementation of new structures and recruitment to the posts
- Separation of commissioning & provision of Mental Health Services
- Budget delivery
- Development for the long-term organisational model for the provision of mental health services within the patch.

- Development of commissioning relationships within the partnership
 - Stronger links of social care and primary care within & external to the partnership
- Caldicott and partnership information sharing protocols
Working across organisational IT systems
HR assimilation/ parity issues

Customer choice in booking & accessing services

- New ways of arranging working patterns for staff
- May require reconfiguration of service provision if direct payments uptake expands

Implementation of Mental Capacity Act 2005 on 1 April 2007

- Engagement of services with the Local Implementation Network
- Involvement with CSIP re implementation & training
- Training relevant staff within integrated services.
- Final Code of practice out Dec 06 and Guidance/regulations published– priorities established – see 3

Develop services to become more appropriate & responsive to Black and minority community

- 1 community development worker to be appointed by April 2007, a second by December 2007 to improve services to people from Black and minority
- Monitor change in use of services to identify any service change or intervention required for ethnic communities

<p><u>Job Evaluation implementation</u></p> <p><u>Recruitment & retention</u></p> <p><u>Improving performance</u></p>	<ul style="list-style-type: none"> • Time required to resolve any outstanding issues beyond April 2006 • Continued application of AHP system with LA component of integrated service <p>Issues around ASW recruit & retention: see priorities: 3</p> <ul style="list-style-type: none"> • Star rating and other DoH performance indicators- Changes to star rating framework may require new or changes to performance management information • Current duplication of recording for staff required to input data onto 2 separate databases
3. Priority improvement for 2007/08 & beyond	
Performance improvement	Reason why improvement is required
<p>Performance recording targets</p> <p>Mental Capacity Act 2005 Implementation on 1 April 2007</p> <p>Mental Health Act Amendment Bill</p>	<p>Low recording of ethnicity and assessments timescales especially</p> <p>3 Priorities highlighted:</p> <ol style="list-style-type: none"> 1. Establishment of Local Implementation Network (LIN) and completion of self assessment toolkit 2. Commissioning of Independent Mental Capacity Advocate Service (IMCA) which is operational on 1 April 2007 3. Training Plan must be signed off by CSIP before training grant can be accessed. Training programme across all relevant agencies to be formulated and implemented by 1 April 2007 <p>Likely implementation date is 1 April 2008 but not yet confirmed – when timescale confirmed by Govt: Significant training programme for all relevant staff across agencies</p> <p>Specialist training will be required for the new Responsible Clinicians and Approved Mental Health Professionals</p>

Other comments to note	
<p>The Service Plan will be developed before the final submission to reflect priorities aligned with the Health & Social care White Paper seven outcomes</p>	

4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Brief description of action or project.	What was the service plan outcome this action was/is helping to achieve? <i>(check scorecard section of 2006/07 service plan)</i> If it's a new action/project – please consider what outcome it might help achieve and add it here.	Briefly explain whether the action is either new or what changes have taken place regarding delivery/implementation.	Briefly mention whether this action is linked to another priority, outcome or improvement.	Briefly provide comments or contextual information about this action.
Mental Capacity Act 2005 Implementation on 1 April 2007	Will have an impact on the delivery of choice and respect outcomes of the White Paper	New	White paper & Vulnerable Adult protection	Statutory function of LA from April 2007
Mental Health Act Amendment Bill	Delivery of ASW function and other statutory requirements is affected by the Act	New		Planning required in 2007/08 for change in statutory function from 2008

This page is intentionally left blank

Annex 9



Service Plan 2007/08

(Stage 1)

Service Plan for: Corporate Services
Directorate: Housing & Adult Social Services
Service Plan Holder: G Terry

Workplans:

- Complaints and Information
- Corporate Support
- Customer Advice
- Face to Face (Mediation)
- Finance, including benefits advice
- Human Resources
- IT
- Management Information
- Planning and Commissioning
- Supporting People
- Training

Director: Bill Hodson
EMAP : Housing and Adult Social Services

1. Service description & objectives

Service objectives

The primary role of Corporate Services is to support and enable staff in Community Services to achieve the council's strategic and business objectives for adult social care and housing. It also plans commissions contracts and in some instances delivers services for the residents of York that maintain their independence, keeps them safe from risk and improves their quality of life. It aims to achieve this by

- providing an easy, equitable access for residents to the services provided by Community Services.
- reducing the demand for services provided by Community Services by providing good information, advice and signposting to alternative appropriate services
- commissioning and contracting services that are outcome focussed, provide quality and are value for money.
- ensuring that people who require support to maintain or access housing receive effective services.
- helping people who are in dispute (neighbour, education, young people) resolve their differences.
- ensuring that complaints and information enquiries in the department are handled swiftly, effectively and within statutory guidance
- providing support services (HR, Finance, training, IT, Management Information, general admin/ secretarial) to other parts of the department in the most efficient, effective and timely manner.
- contributing to the delivery of corporate initiatives related to specific functions

ensuring that the department complies with corporate and statutory guidance/regulation in relation to their functional areas.

Service description

Corporate Services' prime customers are internal to the directorate i.e. other divisions. However, there are external customers in relation to some of the functions such as complaints, mediation, customer advice:

Functions:

Description	Statistics
<p>Finance services provide advice to the Executive Members, Management Team and all teams across Community Services on accounting and financial matters. This work includes preparation of revenue and capital estimates, regular monitoring reports of income and expenditure in key areas, preparation of final accounts, completion of financial returns and grant claims, payments to private sector providers.</p> <p>Advice on benefits is also given to customers receiving non-residential social care.</p>	<p>Financial assessment for 2750 residential customers and 1200 homecare customers managing budgets with a turnover of approx £190M</p> <p>£750k pa in additional government income benefits for individual customers of social care</p>
<p>The Customer Advice Centre at the hospital and in George Hudson Street provide a single gateway to all Community Services. The Emergency Duty Team (joint with NYCC) act as out of hours access point for emergencies and give advice on how to gain access during office hours where there is no need for immediate action.</p>	<p>Around 50,000 enquiries handled each year.</p>
<p>The Planning and Commissioning team ensure the effective planning and commissioning of quality, value for money services for customers of adult social care. It also supports policy development in response to local or</p>	

government priorities	
The Supporting People team ensure the effective planning and commissioning of quality, value for money supported housing services across health, social care and probation for the city.	Administer a grant of over £9M funding 210 services secured within 189 contracts, providing support for 4500 customers through 45 different organisations
Management information assemble and collate information on needs and activity, delivering government statistical returns, and regular performance monitoring	Over 250 service PI's collated and reported on monthly and quarterly basis . Statutory returns made twice yearly in social care
IT services develop and maintaining information technology systems, to record and support social care and housing activity electronically	500 IT users, and 15 major databases supported (12 social care, 3 housing) Largest database holds 250k records; 20 emails, 25-30 telephone support requests received per day.
Human resources provide administration and professional HR advice to managers within Community Services as well as contributing to corporate initiatives.	FTE equivalent staff supported in department is 1,075 Annual recruitment around 350 HR staffing issues requiring formal action with in year (ie disciplinary, grievance, regrading, probation, sickness) around 131. Miscellaneous one off requests for specific HR advice = 100+ Daily enquiries handled by team 100+
Training team organise through direct provision or commissioned training NVQ, post qualification and other training primarily for social care	The training team supported around 60 staff a year to achieve NVQ and commissioned/administered 200 training courses
Complaints and information team ensures the department meets its statutory and corporate responsibilities.	Complaints team manages the response to around 330 complaints, 15 Ombudsman, 60 MP 500 Councilor and 50 Freedom of information enquiries a year. It co-ordinates the production of leaflets and web based information for the department.
The mediation service offers a range of mediation support to tenants, work place and offenders / victims. It also offers the service to Selby District Council	Range of work each year includes <ul style="list-style-type: none"> • 100 referrals neighbour dispute of which 50 became cases, • 40 anti social behaviour cases & 60 workshops, • Homelessness 50 cases,
Corporate Support Service provides full administrative support and deals daily with building maintenance, security and practical health and safety issues for staff in the George Hudson Street complex. Also the Blue Badge disabled parking scheme	2800 new or reissued blue badges pa 81,000 items of outgoing post p.a. Secretarial service to Director and 4 Heads of Service

2. Significant drivers for change and improvement

Driver	Affect on service delivery
Electronic recording and delivery of information	<ul style="list-style-type: none"> • Systems to deliver Single Assessment Process with PCT/Hospital. • Integrated Children's system and its links with adult social care • Introduction of Electronic Social Care Records (ESCR) • Impact will be delivery of IT systems, training on systems and supporting business process re-engineering
Adult Social Care White Paper	<ul style="list-style-type: none"> • Significant changes to long-term delivery of adult social care across all customer groups, and to commissioning and contracting arrangements

Supporting People funding arrangements	<ul style="list-style-type: none"> • Likely reduction in grant • Reconfiguring commissioned services • Managing closure or change of services as well as introducing new services
HR Strategy	<ul style="list-style-type: none"> • Job Evaluation • Management Competencies • Absence Management
3. Priority improvement for 2007/08 & beyond	
Performance improvement	Reason why improvement is required
Departmental complaints, timescales for meeting statutory and corporate standards	To ensure that an effective and timely service is provided to complainants

4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Workforce strategy in place	<p>The Department has a work force that delivers effective customer and business results:</p> <p>Staff and managers are:</p> <ul style="list-style-type: none"> • Informed about departmental priorities and expectations • Have the information to undertake the tasks required • Are motivated to achieve the best results <p>The department is clear about its current and future workforce needs, has a strategy for achieving these, and has delivered results in agreed priority areas during the lifetime of the plan.</p> <p>Staff and managers with the appropriate competencies (skills and knowledge) trained or developed</p>	Change		Delay in establishment of Workforce Development Group and other new demands has meant that all the workforce targets have slipped into 2007
(HR)Corporate management competency framework in place		Change		
(HR)The department has clear standards for induction programmes.		Change		
(HR)A system for monitoring that each staff member has completed the induction programme		Change		
(HR)There is an effective mechanism for monitoring that appraisals are completed		Change		
(HR)There is an effective mechanism for collating the results of the appraisals to inform training and development programmes		Change		
System available to all existing users of ISIS	New social care systems including Single Assessment Process requirements (SAP) procured and embedded in department meeting ESCR standards and delivering identified business benefits.	Change		Delay in procurement has resulted go live date moving to June 07 Previously reported top members
Longer-term support arrangements for system in place		Change		
Electronic SAP pilot has been evaluated		Change		
Various support activities in relation to other service plans	To improve the effectiveness of the delivery of organisational development and change	Change		Other service plans identify a number of projects and development areas that will dependent on the contribution of Corporate Services.

This page is intentionally left blank



CS2300

Meeting of the Executive Members for Housing & Adult Social Services and Advisory Panel

11th December 2006

Joint Report of the Director of Housing & Adult Social Services and Director of Resources

Standard charges for the use of Residential Homes, Non-Residential Centres and Discretionary Social Care Charges

1. Purpose of Report

- 1.1 The purpose of this report is to seek approval for the level of charges to other local authorities for the use of services within the Social Services portfolio for residential care homes and non-residential centres, and of the maximum charge made to residents of the homes. The report also considers the level of discretionary social care charges.

2. Background

Standard weekly charges for Residential Care Homes and Non-Residential Centres as shown in Annex A:

- 2.1 A source of income for social services is derived from charges to other local authorities for purchasing services e.g. North Yorkshire Social Services Department who purchase residential and day care places for individuals who continue to be their responsibility. Many of this group of people are either resident in, or regular users of, residential and non-residential services.
- 2.2 There is a requirement for the department to set these standard charges both to charge other authorities and to set the maximum charge payable by residents. The estimated number of other local authority service users and full charge payers is as follows:-

<u>Service</u>	<u>Number of Users</u>
(i) Elderly Persons Homes	52
(ii) Residential Respite Care for Adults with Learning Disabilities (Flaxman Avenue)	2
(iii) Residential Respite Care for Adults – Mental Health (22 The Avenue)	0
(iv) Day Centres for Adults (Other Local Authorities)	22

- 2.3 The power to raise charges is contained in Section 22(2) of the National Assistance Act 1948. The proposed charges are derived from a calculation set by national guidelines issued to local authorities. The calculation of the charge for an individual place is based on the estimated expenditure and occupancy throughout the year of the service concerned. The charges also include the increase for pay of 2.5% and other services of 2.3% where appropriate, local authority management and support to these services and a charge to represent the value of the property in which the service is based in the form of an asset rental.
- 2.4 The decrease in the proposed 2007/08 weekly charge for Residential Respite Care for Adults – Mental Health is due to a rise in occupancy levels of 20%. The rise in occupancy and the income generated thereof should offset any loss of income due to the reduction in the value of the charge.

Discretionary Social Care Charges as shown in Annex B:

- 2.5 Discretionary charges for customers receiving services such as home care or day care are subject to a charge. However, customers are financially assessed and the resulting amount paid is based on their ability to pay. There is an appeals procedure whereby any customer can ask for their circumstances to be reconsidered to ensure no customer is put in financial difficulties as a result of these charges. The services this relates to are:

- **Personal home care**
- **Day care**
- **Transport**

- 2.6 Within the discretionary charges in Annex B there are services provided where we could charge a flat rate without applying a means test. This can be justified, as such charges substitute for ordinary living costs. This applies to the following services:

- **Laundry**
- **Warden Call**
- **Meals**

Rounding

- 2.7 All of the discretionary charges calculated within Annex B have been rounded to the nearest 5 pence for charges of less than £5 or to the nearest 10 pence for charges over £5.

Financial Assessment and 50% disregard of Disability Related Expenditure (DRE)

- 2.8 City of York's current policy when undertaking an individual's financial assessment is to disregard 50% of any disability related benefit they receive. This policy is felt to be generous in comparison to neighbouring authorities.
- 2.9 The budget report puts forward a proposal to disregard 35% of their disability related benefits (e.g. an individual would retain 35% of their benefits as opposed to 50% previously) but cap any increases to £15 per week. This would generate £224k extra income for the authority.
- 2.10 Any alterations to the value of the disregard, or the level of cap would affect the value of the savings proposals put forward in the main budget report.

Personal Home care

- 2.11 The current gross hourly cost of personal home care as provided by the council (which includes on-costs and recharges) is approximately £17.07 and this figure is estimated to rise to £18.58 in 2007/08. The council currently charges £14.00 per hour though many customers pay less than this after being financially assessed.
- 2.12 The 2007/08 budget report contains a savings proposal which suggests an increase of 5% over inflation in the charge for personal home care from £14.00 per hour to £15.00 per hour.

Day Care

- 2.13 The current cost of day care as provided by the council is £49.06 per day and is expected to rise to £53.52 in 2007/08. However, when agreeing this charge the Executive Member agreed to continue to use current charges rather than using the actual costs of providing the service as this would cause distress and hardship to customers.
- 2.14 The 2007/08 budget report elsewhere on this agenda contains a savings proposal which suggests an increase in the charge for day care from £3.00 per day or session to £3.30 per day or session.

Transport

- 2.15 The current cost of a return journey in 2006/07 is £10.00 per return journey and expected to rise to £10.23 in 2007/08. This assumes only an inflationary increase on the 2006/07 charge and the volatility of fuel prices would obviously impact on this unit cost.
- 2.16 The 2007/08 budget report elsewhere on this agenda contains a savings proposal which suggests an increase in the charge for transport from £1.20 per day to £1.70 per day.

Laundry

- 2.17 The council provides a residual laundry service for a small number of remaining customers. The service undertakes an estimated 320 loads of washing per year in total. In 2005/06 it was agreed that the service would be charged at a rate of 37% of the unit cost. The estimated unit cost for 2007/08 of £9.36 per load would equate to a charge of £3.45 per load, an increase of 5 pence per load.

Meals charges

- 2.18 The Meals Service has been outsourced to Apetito and the Department no longer operates a Meals on Wheels service. Customers attending Day Centres will, however, continue to be offered a meal and pay a flat rate charge. The proposal is to increase this charge by inflation from £2.30 in 2006/07 to £2.35 in 2007/08.

Warden Call

- 2.19 It is proposed to increase charges for this service by inflation. Charges from April 2007 would therefore increase by 10 pence per week from £3.90 to £4.00.

3. Consultation

- 3.1 It is intended that the Social Services User Consultation Panel will be consulted upon the proposed charges at its meeting in December 2006. An event is also currently being organised to consult several representative bodies on this matter.

4. Options

- 4.1 There are no alternative options regarding the standard weekly charges for residential care homes and non-residential centres as shown in Annex A. There is a legislative requirement that the charges are calculated following national guidelines provided to all local authorities. In arriving at the figures quoted the guidelines have been strictly followed.
- 4.2 The calculation of the charge for an individual place is based on the estimated expenditure and occupancy throughout the year of the service concerned. The charges also include an allowance for an increase in pay and for inflation on other services, local authority management and support to these services and a charge to represent the value of the property in which the service is based in the form of an asset rental.
- 4.3 There are alternative options to the discretionary charges in Annex B. These could include:-
- Option A would be to increase the discretionary charges to the amounts proposed within this report.
 - Option B would be not to increase the discretionary charges but leave them at the 2006/07 rates or to increase them by less than the amounts proposed within this report.
 - Option C would be to increase the discretionary charges by more than the amounts quoted within this report.

5. Analysis

5.1 The following table provides further analysis of the available options:

5.2 Discretionary Charges

	OPTION A	OPTION B	OPTION C
Options	Increase discretionary charges to the amounts quoted in this report.	Leave discretionary charges at 2006/07 rates or increase them by less than the amounts quoted in this report.	Increase discretionary charges by more than the amounts quoted within this report.
Pros and Cons	The people subject to discretionary charges should accept their revised charges and continue to use our services.	By leaving the discretionary charges at 2006/07 levels or by increasing them by less than the proposed amounts the council's income will be reduced if option B is chosen instead of option A and fewer services could therefore be provided.	By increasing the discretionary charges by more than the amounts proposed we could generate more revenue but could also cause severe hardship and distress to our customers. This could lead to some people no longer using our services.

6. Corporate Priorities

6.1 This report contributes towards corporate priorities by collecting income efficiently in order to reuse these resources to improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest.

7. Financial Implications

7.1 If option A is chosen and charges are set at the amounts quoted within this report the council may increase its income from 2006/07 levels, dependent upon the amounts customers have been assessed as being able to pay as referred to in paragraph 2.5. However, this should only cover the increased cost or a proportion of the increased cost, of providing the service.

7.2 As charges for laundry and warden call are not based on the customer's ability to pay any increase would generate additional income for the council.

7.3 If option B is taken instead of option A the council would have reduced levels of income and may need to reduce services to meet this loss.

7.4 If option C is decided upon instead of option A this would create additional levels of income if all customers continued to use services with a higher increase in charges.

7.5 If a decision other than the 35% disregard and £15 cap is chosen (para 2.8 – 2.10) the authority would lose income and may need to reduce services to meet this loss.

8. Human Resources (HR) Implications

8.1 This report does not make any recommendations in respect of staffing and changes in structure or job plans so there are no HR implications.

9. Equalities Implications

9.1 This report has no equalities implications.

10. Legal Implications

10.1 The standard weekly charges for residential care homes and non-residential centres as shown in Annex A must be amended in line with the National Assistance Act 1948. The Chartered Institute of Public Finance and Accountancy (CIPFA) Financial Information Service book shows that “residents in accommodation managed by the local authority are expected to pay at the maximum, the ‘standard’ charge fixed by the local authority (section 22(2) of the 1948 Act), or where the resident satisfies the authority that he/she is unable to pay the standard fixed rate, a lower rate based upon the resident’s ability to pay.”

10.2 The Health and Social Services and Social Security Adjudications Act 1983 (HASSASSA Act 1983) gives councils a discretionary power to charge adult recipients of non-residential services. The charging policy adopted by the council should also be in line with guidance issued from the Department of Health in September 2003. The guidance is called Fairer Charging Policies for home care and other non-residential Social Services and aims to help councils design reasonable and fair charging policies and seeks to ensure greater consistency in charging policies.

11. Crime and Disorder Implications

11.1 This report has no crime and disorder implications.

12. Information Technology

12.1 This report has no information technology implications.

13. Property Implications

13.1 This report has no property implications.

14. Other implications

14.1 This report has no other implications.

15. Recommendations

- 15.1 The Executive Member is asked to consider the fees and charges proposals for consultation for Adult Social Services for 2007/08 contained in this report and listed below and provide comments to be submitted to the Budget Executive on 16 January 2007.
- 15.2 That the following charges be approved to commence from 2nd April 2007
 - (a) the standard weekly charges for residential care homes and non-residential centres as shown in Annex A.
 - (b) the discretionary charges as shown in Annex B.
 - (c) the amount of disability related benefit disregarded reduces from 50% to 35% as per paragraphs 2.8 – 2.10.

Reason: To ensure a balanced 2007/08 budget is presented to the Executive.

Contact Details

Author:

Debbie Mitchell
Head of HASS Finance
Tel: (01904) 554161

Steve Tait
Principal Accountant
Tel: (01904) 554166

Anne Bygrave
Head of Learning Disabilities

Keith Martin
Head of Adults Services

Specialist Implications Officer(s)

Debbie Mitchell
Head of Finance
Housing and Adult Social Services
01904 554161

Wards Affected:

All

Chief Officer Responsible for the report:

Bill Hodson
Director of Housing & Adult Social Services

Simon Wiles
Director of Resources

Report Approved **Date** 20.11.06

For further information please contact the author of the report

Background Papers

The National Assistance Act 1948
The Health and Social Services and Social Security Adjudications Act 1983
Department of Health Guidance issued September 2003 on Fairer Charging Policies for Home Care and other non-residential Social Services
Chartered Institute of Public Finance and Accountancy (CIPFA) Financial Information Service Book, Volume 22

Annexes

Annex A - Standard Charges For Residential Care Homes And Non-Residential Centres

Annex B - Discretionary Charges Payable From 2nd April 2007

This page is intentionally left blank

Annex A

STANDARD CHARGES FOR RESIDENTIAL CARE HOMES AND NON-RESIDENTIAL CENTRES

Type of Service	Current Weekly Charge 2006/07 £	Proposed Weekly Charge 2007/08 £
i. Residential Homes		
Elderly Persons Homes	426.92	432.42
Residential Respite Care for Adults – Mental Health (22 The Avenue)	887.88	701.27
Residential Short Breaks for Adults with Learning Disabilities (Flaxman Avenue)	1,097.90	1,123.15

This page is intentionally left blank

DISCRETIONARY CHARGES**PAYABLE FROM 2nd APRIL 2007**

Type	Unit Cost 2006/07 £	Charge 2006/07 £	Estimated Unit Cost 2007/08 £	Proposed Charge 2007/08 £
Personal Home Care	17.07 per hour	14.00 per hour	18.58 per hour	15.00 per hour
Day Care	49.06 per day	3.00 per day or session	53.52 per day	3.30 per day or session
Transport	10.00 per return journey	1.20 per day	10.23 per return journey	1.70 per day
Laundry*	9.13 per load	3.40 per load	9.36 per load	3.45 per load
Warden Call**	9.38 per week	3.90 per week	10.00 per week	4.00 per week
Meals at Day Centres	2.36 per meal	2.30 per meal	2.42 per meal	2.35 per meal

* Laundry only provided as part of an existing package of care

** Warden Call includes Mobile Warden visiting service

This page is intentionally left blank



CS2292

**Meeting of the Executive Members for
Housing and Adult Social Services and
Advisory Panel**

11 December 2006

Report of the Director of Housing and Adult Services

**Second Review of the 2006/07 Social Services Capital
Programme and programme for 2007/08 to 2010/11****Summary**

1. This report presents the second quarter review of the 2006/07 Social Services Capital Programme and the resources available to support it.

Background

2. The approved Social Services Capital Programme for 2006/07 is £671k of which £205k is grant funded income. Annex 1 sets out the detailed cost centres.
3. Staff have reviewed the programme of investment projects during the second quarter of 2006/07 and the resources needed to fund them. Any minor variations have been agreed within delegated powers.
4. The current approved Council capital programme runs until March 2009 and is investing over £130m in the asset base of the city, of which the council is financing over £51m through capital receipts and borrowing.
5. The Council is legally required to set a 3 year capital budget, however, it is proposed that the 2007/08 budget process considers a 4 year capital programme, running from 1st April 2007 until 31st March 2011. This will align it with the 4 year political cycle which runs from May 2007 until May 2011.
6. The current high level of capital investment, a decline in the amount of surplus assets available to sell, and uncertainty surrounding the capital receipt from the sale of land at Osbaldwick means that it would be imprudent for the Council to commit to additional capital receipt funded schemes as part of this year's process.
7. Therefore, apart from continued investment in the 8 rolling programme schemes beyond 2008/09, there is no additional capital receipt funding

for new schemes, over and above the current approved programme, which are not fully funded from external sources.

8. The department has £205k of rolling programme schemes as shown in the table below.

	2007/08	2008/09	2009/10	2010/11	Total
	£000	£000	£000	£000	£000
Community Equipment Loan Service (CELS)	105	105	105	105	420
Disability Support Grant	100	100	100	100	400
Total	205	205	205	205	820

Consultation

9. There has been no consultation carried out to produce this report.

Options

10. As this report is for information, no options have been included.

Analysis

11. There are no variations to report this quarter.

Corporate Priorities

12. The Capital Programme contributes to the Corporate Aims of improving the health, well being and independence of York residents.

Implications

Financial Implications

13. As there are no variations the Programme will remain at £671k of which £205k is grant funded income.

Human Resources (HR) none

Equalities none

Legal none

Crime and Disorder none

Information Technology (IT) none

Property none

Other none

Risk Management

14. This reports follows the due process, presents the latest position and does not request decisions from a number of options hence does not contain risk.

Recommendations

15. That the Executive Member notes the continuation of the existing capital programme schemes in future years as outlined in paragraph 8.

Reason: to inform the Executive Member and ensure a balanced capital programme in 2007/08.

Contact Details

Author:

Mark Grandfield
Asset Manager
Housing & Adult Social Services
Tel No: 553733

Chief Officer Responsible for the report:

Steve Waddington
Head of Housing Services

Report Approved **Date** 15/11/06

Specialist Implications Officer(s) *none*

Wards Affected: *List wards or tick box to indicate all*

For further information please contact the author of the report

Background Papers: none

Annexes

Annex 1 – Social Services Capital Programme 2006/07

This page is intentionally left blank

CAPITAL SCHEME DETAILS				TOTAL	EXP TO	PROFILED EXP	TOTAL EXP	COMMITMENTS	TOTAL	BALANCE	2006/07	2007/08	2008/09
COST CENTRE	START YEAR	RESP. OFFICER	REVISED IN YEAR UNITS	SCHEME COST £'000	31/03/05 £'000	30/09/06 £'000	24/10/06 £'000	£'000	SPEND £'000	OF ESTIMATE	£'000	£'000	£'000
1				W746									
a)		RP	SL	35	344	74	45	35	0	35	55	90	90
b)					60	15	8	7	0	7	8	15	15
					404	89	53	42	0	42	63	105	105
2				W751									
a)	04/05	TS	1		25	-2	0	0	0	0	27	27	0
b)	04/05	TS	1		283	0	170	129	142	271	12	283	0
c)					40	19	3	0	0	0	21	21	0
					-97				0	0	-97	-97	0
					251	17	173	129	142	271	-37	234	0
3				W762									
a)	04/05	TS	1		5		4	-11	6	-5	10	5	
					5	0	4	-11	6	-5	10	5	0
4				W756									
a)	04/05	TS	1		10		16	-5	1	-4	14	10	0
b)	04/05	TS	1		10		0			0	10	10	0
					20	0	16	-5	1	-4	24	20	0
5				W750									
a)	05/06	CK	1		2		2	0	0	0	2	2	0
					2	0	2	0	0	0	2	2	0
6				W760									
a)	05/06	PW	150		108		58	68	20	88	20	108	0
					-108		-61	-61	0	-61	-47	-108	0
					0	0	-3	7	20	27	-27	0	0
7 a)		RP	RA	130	300		50	56	28	84	16	100	100
					300	0	50	56	28	84	16	100	100
TOTAL SOCIAL SERVICES CAPITAL PROGRAMME					982	106	295	218	197	415	51	466	205
TOTAL SOCIAL SERVICES CAPITAL PROGRAMME: GROSS EXPENDITURE					1,187	106	356	279	197	476	195	671	205
: INCOME					-205	0	-61	-61	0	-61	-144	-205	0
: NET (AS ABOVE)					982	106	295	218	197	415	51	466	205

This page is intentionally left blank



CS2293

**Meeting of the Executive Members for 11th December 2006
Housing and Adult Social Services and
Advisory Panel**

Report of the Director of Housing and Adult Social Services

Social Services 2006/7 Service Plan and Budget 2nd Monitor report

Summary

1. To provide the Executive Members with an overview of progress on Service Plans agreed in January 2006. This report covers service plans for social services and corporate services. Elements of the Corporate Services monitoring are also relevant to the Housing service plans.

The report highlights a significant reduction in the projected overspend notified at the first quarter monitoring and updates the Executive Member on action being taken to reduce expenditure.

Background

2. This report updates the 4 draft service plans for Corporate Services, Learning Disabilities, Older People & People with a Physical or Sensory Impairment and Mental Health. These are 3 year plans and should be regarded as work in progress. Updates to changes that will impact on 2007/8 are set out in the accompanying paper that looks at budget proposals for next year.
3. The annexes to this report show progress on the performance targets that will affect the star rating for 2007. Action has been taken to restrict expenditure to try to bring the budget back in line but that could have an impact on some key indicators e.g. the number of people supported at home.

Consultation

4. The report is for primarily for information and although no formal consultation has been undertaken many of the plans and proposals have already been discussed with partners.

Options

5. This report is an overview of progress against agreed objectives and a report on the projected expenditure for 2006/7. Specific options are not being recommended to the Executive Member as part of this report.

Analysis of context

6. Members will recall that the first quarter monitor forecast an overspend of around £1.7m with home care being the most critical area. Action has been taken in 3 main ways to address this overspend:
 - a) A complete restructure of the in house care services with the focus being on an initial enabling service (the Promoting Independence Team), a Home Support Service and a range of specialist services.
 - b) Tendering of 3 locality based home care contracts for ongoing support in the community
 - c) Ensuring that care packages are in line with the council's guaranteed standards.

The new services went live on 4th December but it will be several weeks before the new arrangements are fully in place.

7. This report confirms that we are still on line to reduce the overspend forecast at the end of the first quarter by about £1m. However, this cannot be completely confirmed until the actual expenditure figures for December and January are confirmed – to check that they are inline with the projected savings.
8. Initial meetings have been held with the Chief Executive of the Yorkshire and Humber Strategic Health Authority and the Chief Executive and Chair of the North Yorkshire and York Primary Care Trust – as well as with one of the non-executive Board members who lives in York. The senior management team is still being assembled at the PCT and there is not yet clarity about future accountability and partnership arrangements. The financial recovery plan is due to reduce the overall deficit of the PCT to about £24.5m in 2006/7 provided savings of over £42m are delivered. As yet no additional impact has been felt in terms of increased costs to the council but this is being kept under close review.

Older People and Physical and Sensory Impairment (See Annex1)

Achievements in second quarter

9. The second quarter reflects improved performance on key indicators relating to the provision of statement of needs and recording of ethnicity which was an indicator giving concern in the previous report. The performance on provision of equipment and reviews undertaken has been maintained at the same level and are in line with the targets. The increase in support to carers has now shown a 200% increase since June with the flexible services on offer. All key indicators, even those that have reduced in performance are still broadly in line with targets.

The changes in commissioning of home care are being implemented from week beginning 4th December. This involved in the second quarter:

- considerable consultation with staff before the introduction of new contracts
- the completion of the tendering activity to select three locality independent sector providers
- the substitution of meals on wheels services with frozen meals for the majority of meals service customers

10. The main achievements are as outlined below:

- The number of older people and people with disabilities admitted to registered care continues at a low level
- The delivery of services to carers has improved significantly with the introduction of the flexible services, 116 carers having received a service at the end of the second quarter, (an additional 80).
- The adaptations to Windsor House have been completed and staff recruited underway with new admissions due to begin in December.
- Delayed discharges for social care reasons have increased slightly over the second quarter but remain at a very low level when compared regionally and nationally. This will not yet reflect any impact of the reduction of intermediate care beds at Grove House and the Archways, due to the PCT financial recovery plan.
- Project planning continues for the re-provision of services at Huntingdon Road, with staff and customers are involved in the consultation processes that underpin this.
- Work to deliver assistive technology continues with important progress being made to improve disaster recovery arrangements . Consultation on the best use of the funding is suggesting that a targeted approach to help manage identified risks for customers is the most likely way forward.
- Planning activity has concentrated on the continued development of the long-term commissioning plan for older people and the authority has been involved in disseminating the outcome from this project through DoH seminars. The first draft will be presented to the Executive Member in January.
- The next phase of the Accommodation & Support strategy has been reported to members and further work will now be undertaken to develop specialist roles for the Local Authority EPH's.
- Customer outcomes have been further enhanced with 36 people with ill health or a disability from April to September 2006, benefiting from the Dispensary Fund administered by the Directorate, including support for respite holidays, furniture, bedding, carpet, mattresses, cookers, fridges and washing machines.

Critical Success Factors (CSF)

11. The following are the CSF identified in the service plan and a comment on their current position.

12. Fair Access

Implementing fair access to care according to the agreed threshold and guaranteed standards has continued. Services have been withdrawn where these did not warrant provision under the guaranteed standards. This work enables the authority to be confident in the delivery of services consistently to a large customer group. It has also enabled the authority to release resources for distribution to others who meet the criteria. This has been a major project for the Assessment and Purchasing Teams and a potentially difficult period for customers affected. It is of significant credit to those teams that the changes have been managed without any risks to customers or significant rise in complaints.

This has resulted in the second quarter in a further reduction in the number of older people (BV54) and people with a disability (C29) helped to live at home. This may be reversed to an extent with the introduction of a new performance indicator and the home care restructure later in the year.

A review of the Advice and Information function has now been completed. This review has involved consultation with customers carers and the voluntary sector.

13. Improve staff retention and workforce planning

The adult services section will be heavily involved in a new Directorate workforce planning initiative. This is designed to promote much stronger links between the appraisal and staff development processes for what is a very large and diverse staff group with constantly changing requirements from national and local drivers.

The work with Active Health Partners continues and the average monthly sickness absence level in the second quarter is broadly the same as the first quarter.

14. Improve performance for Assessment Timescales and Care Package delivery

These are 2 of the key performance indicators which contribute to a council overall Performance Assessment.

In July additional action was needed to bring expenditure into line with budgets that resulted in the introduction of waiting lists for new customers where resources could not be released. This has had an impact on the key indicator requiring delivery of services within 28 days of the completion of the assessment. However this indicator is still within target. All those waiting for a care service are regularly contacted to ensure their needs have not changed.

Revised referral systems that have been introduced within the Occupational Therapy Service continue to reduce delays in assessments.

15. Improve joint planning and working with key partners.

There has been some continued involvement with the PCT future planning streams although the concentration within the PCT on its financial recovery plan and restructuring has extended the uncertainty in forward planning. The majority of joint planning during this quarter has focussed on producing the Local Area agreement objectives and agreeing the performance measures.

Joint planning to meet the requirements of the Older people's Strategy has continued through the partnership structures that include mental health for working age adults, older people's mental health services and the Older people's Partnership Board.

Planning has also been initiated with the PCT to develop stronger links at a primary care level with social care services.

16. Develop a more robust business planning approach

The work on the long-term commissioning plan for older people will shortly result in the production of a document that delivers a more effective needs assessments and match of service model and investment to needs.

The capacity for planning within the section remains low, with little planning time available to support the section and posts being held vacant due to the financial pressures.

A business change group has now been established to oversee the improvements needed within Adult services in readiness for the introduction of the new social care data base and electronic social care record policy. Staff have been made aware of this and will receive training as required.

The home care restructure and re-commissioning of external services is near to implementation and it remains an expectation that this will deliver efficiencies.

The specialisation of elderly person's homes through the Accommodation & Support strategy will improve outcomes for customers and give further efficiencies as the strategy develops.

Areas where performance did not achieve expectations

17. The following areas are ones where performance has not met targets set or projects have slipped against their predicted timescale.

The number of people over 65 who have opted for Direct Payments has not yet increased within the current financial year. There have however been a number of recent enquiries for this and it is anticipated there will be some increase as a result..

The achievement of financial performance within budget is still a major challenge as described in the financial section. However performance has improved significantly since the first quarter with action being taken to ensure it is the guaranteed minimum standards that are being applied and to reduce demand through the introduction of waiting times for packages of care where people have moderate or substantial needs. During the period July to September , 4 people with moderate needs and 19 people with substantial needs had a waiting period of up to 4 months (moderate) or two months (substantial). Of these, only 3 were new customers and all other requests were for additional hours of support linked to increasing need. All customers who are waiting are contacted regularly and their position reviewed if their needs have changed. This has also had a slight impact on the performance of

the delivery of care packages within 28 days of completing assessments, as described in the appendix.

There remain concerns being expressed in respect of public information that is available on social care services not being fully comprehensive and up to date. This is being included in the review of Advice & information functions.

New external priorities or demands

18. The following have been new priorities or demands requiring attention during the quarter, that were not reflected in the original service plan:

Preparation for the Mental Capacity act being introduced in April 2007. Guidance has been released and the City of York Council will be responsible for establishing the interagency co-ordination & training arrangements as well as commissioning the required independent advocacy service to cover the City. There is a small grant that is allocated to establish the infrastructure as this will be a small amount of £18,750, working in collaboration with north Yorkshire Council to jointly commission the service is being considered.

The changes to the way that the Commission for Social Care assesses authorities and regulates registered services will have a greater impact in the second half of the year as the authority prepares for the increased focus on:

- Assessing the commissioning capacity and arrangements within the authority
- The regulation and inspection role of CSCI emphasising outcomes of services.

The trend during the first quarter of the year, towards an increase in the level of reported adult abuse cases has continued to rise. There appears to be an increased awareness of abuse leading to more cases where staff have reported abuse by colleagues or family members. The most significant are of reporting has been one local nursing home where 6 reports of abuse were received over a 4 month period – all reports have been investigated and there has been a joint approach between the council and CSCI to address issues with the senior managers of the home.

Significant organisational issues

19. The following issues are having an impact on the achievement of the service plan.

Financial planning for the medium term in context of budget pressures in 2005/06.

There may be financial risks from the PCT financial recovery plan unless the impact for social care is considered within a joint planning framework.

Staff availability and capacity to undertake essential preparation for new commissioning and service development plans.

Preparation for the introduction of the electronic social care record and replacement of the customer data base will require a significant commitment from operational

staff in the Assessment and Purchasing arm of the service and may have an impact on care management performance indicators.

Work is currently underway to improve information governance and information sharing protocols including the training of staff in information security.

Prospects for next quarter

20. The dominant feature of the second quarter and the remainder of the financial year will be the impact of measures taken to bring expenditure back into line with the budget.

Budget

21. The table below provides the approved budget and major variations which require reporting together with the actions required to contain expenditure within budget

OLDER PEOPLE & PHYSICAL DISABILITIES	Budget £'000	Variation £'000	Variation %
Community Support – continued effect of overspend in 2005/06. However, budget should come in line from 2007/08 due to reconfigured service. Overspend shown is against the phased budget up to 4 th Dec 06 when new service starts – see Action plan for savings target from 4 th Dec 06 to year end.	1,226	+1,074	
In House Home Care - continued reduction in hours per week due to difficulty in recruiting staff for evening and weekend work. New service to commence from 4th Dec 06 whereby in house team has target to reduce non contact time and non achievement of this target will increase year end overspend.	4,143	-29	
	5,369	+1,045	+19.5
Residential & nursing –decrease in Elderly placements offset by increase in Physical Impairment placements. Projection also takes account of £60k pressure due to deficit in income from North Yorks & York PCT for North Yorks Health Authority (NYHA) customers.	4,555	-71	-1.6
Direct payments –due predominantly to expensive packages for care in the West.	37	+162	+437.8
Staffing underspends – posts being held vacant to support overall Departmental position.	1,623	-108	-6.7
Elderly Persons Homes – overspending on pay (£281k) due to high levels of sickness in some homes (in some instances due to infections within units) plus continued pressure of staffing to minimum CSCI standards. This is offset by overachievement of income (£335k) commensurate with previous years' outturns. Income has dropped from previous quarter due to a number of high fee payers being discharged from homes.	2,413	-54	-2.2
Meals Service – due to transitional arrangements following the decision to transfer this service to an external provider.	6	+58	+966.7
Mobile Wardens and Warden Call – staffing pressure of £155k due to continued long term absence.	150	+150	+100.0
Repairs and Maintenance – due to increased cost of repair and maintenance work.	213	+29	+13.6

Equipment – budget managers holding back on non essential equipment to assist overall budget position	63	-32	-50.8
Catering – High occupancy in homes has resulted in increased spend on catering supplies.	100	+22	+22.0
Other minor staffing underspends in Yorkcraft	791	-20	-2.5
Other minor variations	4,217	0	0.0
Total Older people & Physical Disabilities	19,538	+1,181	+6.0
Implementation of new Home Care Service realising savings through efficiencies within internal Home Care Service and improved financial terms of new contracts		-220	
Continued review of customers to ensure current eligibility criteria strictly adhered to. A further review is being done of customers receiving less than 2 hours home care per week		-48	
Maximising the usage and efficiency of the in house team before new service begins.		-21	
Introduction of a waiting list for all but the customers in critical need		-33	
Continued reduction in the use of agency staff		-17	
Total Older People & Physical Disabilities to find		+842	+4.3

Learning Disabilities (See Annex 2)

Achievements

22. The following area should be noted.

- An internal service audit was undertaken in relation to the “Cornwall” judgement (Health Care Commission and CSCI joint report on failings in Learning Disability Services – July 06).The Integrated Partnership measured well against this audit.
- We have maintained:
 - i. the number of people helped to live at home at a consistent level.
 - ii. The number of people receiving a direct payment
 - iii. The percentage of people receiving a statement of their needs
- There has been an improvement in performance in the number of reviews of service that have been undertaken
- The work training scheme- “A Break in the Park” (café scheme) which opened in July 06 is starting to attract more business, particularly in its outside catering scheme.
- A CSCI inspection at Flaxman Avenue respite centre found the service as good- with a few minor changes needed to reach commendable
- Stricter adherence to the application of eligibility criteria has been undertaken.
- A successful Carers day was held in the City, for carers of people with Learning Disabilities, and some local actions are being formulated to assist carers to get relevant supports.(One of the CSCI inspection recommendations)

- Work has begun in earnest on the next phase of modernisation of the day services within the city.

Critical Success Factors (CSF)

23. The following are the CSF identified in the service plan and a comment on their current position

The discharge of in-patients from the long stay units in Health

Over 60% of people have been discharged from NHS inpatient care- with a plan in place for the remaining in-patients through the next 18 months-2 years.

To increase the number of people in work

There continues to be a modest rise in the number of people with a learning disability in work.

Increase the number of people using individualised budgets or direct payments

The use of Direct Payments remains static at 19 for the customer group. Progress on Individualised budgets is good with some 3 people now using this method, and processes being put into place to increase this..

Review & improve financial management information systems

Regular monitoring of budgets and performance indicators with service managers in situ. Regular liaison with finance support in place. The tracking systems and monitoring arrangements within the team have improved significantly and we are able to track spending effectively

Improve joint planning and working with key partners.

The future of the Integrated service within the new PCT structure has been confirmed, with a re-signing of the Partnership Agreement, continuing City of York Council as the Lead Agency for Learning Disability Services.

Areas for Improvement

24.

- The agreement of local targets to ensure measurements of success are easy to monitor- these to be agreed with the Partnership Board by the end of the calendar year
- To look at the way reviews are undertaken, based on a significant pressure area for maintaining numbers of reviews required as a performance indicator – a day to consider this with key stakeholders is being held in late November
- Achievement of financial targets has not occurred with increase in cost pressures as peoples needs increase and costs increase for service provision.
- Further work is required to improve a range of home based respite services- preliminary work has begun on this.

Prospects for next 12 months

25. The following are the key opportunities and risks facing the service.
- The budget position continues to pose a significant challenge.
 - The continued modernisation of resources and systems- in particular the next phase of day service modernisation and respite services, and the use of individualised budgets will pose a significant opportunity in improving outcomes for people.

Budget

26. The table below provides the approved budget and major variations which require reporting together with the actions required to contain expenditure within budget.

LEARNING DISABILITIES	Budget £'000	Variation £'000	Variation %
Community Support – a continued high level of number of customers receiving intensive support in their own homes	435	+67	
Offset by Supporting People & Continuing Care income		-202	
Residential & nursing – increase in number of individuals with complex care needs	<u>3,918</u>	<u>+162</u>	
	4,353	+27	+0.6
Direct Payments – budget overspent in 2005/06 and pressure continues as number of customers remains constant	140	+109	+77.9
Transportation of clients – budget overspent in 2005/06 and pressure continues as number of customers remains constant	120	+124	+103.3
Flaxman Ave – staffing overspent due to members of staff on long term sick and maternity leave	319	+42	+13.2
Day Centre staffing – underspend on Yearsley Bridge partially offset by small overspends throughout the other day services	412	-35	-8.5
Service Manager (provision) - holding back spend on non essential equipment to offset service overspend	87	-23	-26.4
Reduction in Supporting People funding		+255	+100.0
Other minor variations	2,708	0	0
Total Learning Disabilities	8,154	+532	+6.5
Accommodation Review		-65	
Maximise use of Independent Living Fund (ILF)		-17	
Reconfiguration of Supported Living Schemes		-55	
Total Learning Disabilities to find		+395	+4.8

Mental Health (See Annex 3)

Achievements

27. The following should be noted.
- The Partnership Board has been revised to match the formal Partnership agreement. The Board has now had two meetings.
 - Service remains on target with the main NSF service development objectives.
 - The provision of Statement of needs and reviews are well within target for the year.
 - The implementation of plans to restructure the rehabilitation and recovery services. This included the replacement of Redroofs with a supported living service, the opening of a recovery unit within Bootham Park, the movement of residents from Stray Garth to Acomb Gables
 - The reprovision of New Lane as a supported living scheme run by a Housing Association will follow when plans are complete.

Critical Success Factors (CSF)

28. The following are the CSF were identified in the service plan and a comment on their current position.

Strengthen partnership arrangements with PCT

The Mental Health Partnership agreement has been revised and approved by Members. Protocols covering specific aspects of the policy are currently being put in place and the constitution of the Partnership Board being revised. The new agreement became operational on 1st April 2006.

Review & Improve financial management information systems

Revised financial arrangements were included in the revised partnership agreement and financial management arrangements have been put into place for 2006/07 budget management and reporting.

Improve staff retention and workforce planning i.e. Approved Social Workers (ASWs)

There are currently two staff undertaking ASW training. There are however some risks with delivery of this service as there are currently three vacancies. These have now been cleared for recruitment. The success of this will be reported in the next quarter.

The average sickness level in the last quarter has remained at the same level of 4.44% as with the first quarter. This is lower than the average level for Adult services overall.

Improve performance information

As with other areas of the adult services progress with information systems remains dependent on replacement to ISIS and introduction of Electronic Social Care Record

(ESCR). Data entry is still reliant on dual entry for a majority of social care information.

Direct Payments

There has been an improvement in achievement against target with one mental health service user who has moved to Direct payments

Areas where performance did not achieve expectations

29. The following areas are ones where performance has not met targets set or projects have slipped against their predicted timescale
- The recording of ethnicity is currently well below the target and will need corrective action.
 - The Council is working with NYCC and CSIP on an awareness raising day which is to be held on Nov 22 for staff within the L/As and NYYPCT. CSIP is leading work focusing upon how the barriers to improvement can be overcome for this customer group.

New external priorities or demands

30. The following issues have impacted on the service planning.
- Impact of budgetary problems within both PCT and in social care services.
 - Planning for the Mental Capacity Act to be introduced in April 2007.
 - Planning for the Mental Health Act amendments due to be introduced in 2007.

Significant organisational issues.

31. The following organisational issues have impacted on the achievement of the service plan.
- Changes in the PCT and Strategic Health Authority infrastructure.
 - Establishing the formal Partnership arrangements;
 - Financial planning for medium term in context of budget pressures in 2006/07 and savings required in 2007/08 period and impact of Supporting People changes.
 - Further organisational change;
 - Developing clear Pathways of care
 - Developing supported living schemes to improve the proportion of community based services.
 - Reconfiguration of the Community Mental Health Teams to 4 areas.

Prospect for next quarter

32. During the next quarter those developments that have been implemented during the first two quarters will be consolidated.

Budget

33. The table below provides the approved budget and major variations in accordance with the financial regulations.

MENTAL HEALTH	Budget £'000	Variation £'000	Variation %
Community Support – continued pressure to kennel dogs and other unusual costs (£26k) partially offset by customer contributions (£8k).	25	+18	+72.0
Residential & nursing – underspend due to death of several customers and the beds they previously occupied remaining vacant.	1,252	-56	-9.5
22 The Avenue – mainly due to vacancies	420	-58	-13.8
Social Work Team – posts being held vacant and difficulty in recruiting staff within certain teams	630	-38	-6.0
Rehab and Recovery team – small staffing overspend	65	+14	+21.5
Other minor variations	551	0	0
Total Mental Health	2,119	-120	-5.7
No action needed at this stage		0	
Total Mental Health to find		-120	-5.7

Corporate Services (See Annex 4)

Achievements

34. The following areas should be noted.
- The Draft LAA was completed in September as planned
 - Additional resources have been allocated to the Complaints team to help address the increased workload
 - Benefits advice team, who moved from Resources to HASS in the summer have increased the income of customers who are receiving non-residential services by almost £8,000 per week. This would equate in a full year to around £700k.

Critical Success Factors (CSF)

35. The following are the CSF identified in the service plan and a comment on their current position. Some of the CSFs relate to social service areas.

Replacement of Social Care recording system

The project is still on target for the new implementation date of the end of June 2007. There have been no new delays to the project

Improved partnership with internal and external stakeholders

High level discussions are in progress with the new Primary Care Trust to establish shared processes to support joint commissioning.

Internal discussions with Heads of Services and their managements teams continue to agree priorities roles and responsibilities in shared work plans

Supporting People programme

Retraction plan for ineligible Supporting People funding has now been agreed and is in the process of being implemented

Plans to develop new services for the agreed priority customer groups, and within the available budget, are under consideration.

There is no further news on future funding arrangements for the programme for DCLG, but current projections suggest the Programme will remain within balance for the next three years if the ineligible funding is retracted as planned.

Improving attendance in Department

The joint management union working group is making good progress, and linking to the Council wide group looking at absence management. It is expected that some changes will be introduced within the department from early next year.

[Easy@york](#) - Ensuring a effective engagement and transition

To date we have achieved all that has been required by the Programme, within the set timescales.

Adult Services changes supporting and responding to the modernisation agenda

The tendering exercise for three locality home care providers was successfully completed in August, as planned. Preparations are now in hand to support the transfer of care between providers by December.

The long term (10-15 year) commissioning strategy for older people is still in development. The next stage will be to consult with key stakeholders.

Commissioners and finance staff continue to support the 'In Control' project for People with Learning Disabilities, which will pilot 'individualised budgets', a key part of the Governments White Paper.

Gershon and efficiencies

Business Benefit realisation work continues for the Social Care Replacement Programme

Process improvement work has begun for the Charging, Benefits and Financial Assessments Teams, and it is anticipated that will deliver various efficiencies.

Organisational Development

The toolkit for medium and small projects has now been developed and is ready to be used. It will be trialled initially and reviewed

Areas for Improvement

36. A more rigorous prioritising of work to ensure that key actions are achieved.

New external priorities or demands

- The Primary Care Trust Restructure continues to impact on joint working arrangements.
- The work on reducing overspends continues in adult social services requiring additional time from finance, management information and IT staff.

Significant organisational issues

37. The following issues have impacted on the achievement of the service plan.
- The HR team supporting HASS has experienced staff turnover and vacancies which has reduced their ability to support business areas and complete developmental work
 - There has been no Policy and Planning capacity over last 9 months, due to sickness and the loss of a post through budget savings and this has reduced the support available to the business to plan and prepare for service change and development

Prospects for next 3 months

38. The agenda is large, and capacity stretched. Prioritisation will be essential to delivery of key actions

Budget

39. Corporate Services spans both social services and housing functions such as Supporting People. The budget and major variations for the social services funding

which require reporting are set out below together with the actions to be taken to contain expenditure within budget

CORPORATE SERVICES	Budget £'000	Variation £'000	Variation %
Corporate Support – underspend on staffing due delay in appointing staff to the ISIS implementation team.	143	-13	-9.1
Finance - underspend on staffing due to vacant posts	478	-30	-6.3
Saving due to staff appointed on lower grade than outgoing staff	0	-30	0
Other minor variations	1,303	0	0
Total Corporate Services	1,924	-73	-3.8
Use of Departmental Contingency		-350	
Total Corporate Services to find		-423	-21.9

Corporate Priorities

40. The original service plans agreed by the Executive set out details of the various corporate priorities that this set of service plans contribute to.

Financial Implications

41. Summary Position - The original budget estimate approved by Members was £31.9m. After approval of savings and growth and other items, including insurance and recharge adjustments, the approved budget is £31.7m. This review indicates an overspend of £1,520k (4.8%) to the approved budget, compared to the first monitor which highlighted a potential overspend of £1,702k. If the actions being taken are achieved, the overspend could reduce to £648k, an increase of 2.2% to budget.

Growth and Savings - As part of the budget process members agreed growth items of £305k. In order to balance the council's overall budget, savings of £552k were also agreed. £49k worth of growth and £65k of savings have slipped due to delays in reproviding Windsor House as an EMI complex and retendering of the Community Support contract respectively.

Virements - The Director has been given delegated authority to transfer available resources of up to £50k from one budget head to another within the agreed delegation scheme. Individual budget holders use these virement rules throughout the year to amend budgets. Any avoidable overspends can therefore be met by identifying, or curtailing expenditure within other budget heads. The following variations have therefore been identified:

Description	£'000
Savings from new staff appointed on a lower spinal column point than the previous postholder	
• Corporate Services	+30
• Learning disabilities	-3
• Older People & Physical Disabilities	-27

The Department is in the process in reconfiguring its Home Care Service. The new service is budgeted to break even over a full financial year and the overspend attributable to the Home Care Service should drop from £1,338k reported at Qtr1 to £625k by the year end. This projection has reduced significantly partly due to the targets set within the internal home care team. Savings should also be generated from the newly tendered external contracts partly due to the new arrangements whereby the independent sector providers will bill for actual contact time only. Previous arrangements with some providers allowed them to bill to the nearest fifteen minutes, irrespective of the time spent with the customer. It should be noted that if the efficiencies are not achieved within the in house team, if the contracted hours are not adhered to and if home care activity rises beyond the budgeted level, the overspend could once again rise towards the first quarter figure of £1,338k.

Further efforts continue to be made within the Department to reduce the overall overspend. Several posts are still being held vacant with only essential posts being released after authorisation by the Departmental Management Team (DMT).

42. **Other Implications**

Human Resources (HR)

There are no immediate implications to report.

Equalities

There are no immediate implications to report.

Legal

There are no immediate implications to report.

Crime and Disorder

There are no immediate implications to report.

Information Technology (IT)

The issues related to IT are covered in the corporate services section of this report.

Property

There are no immediate implications to report.

Other

None

Risk Management

43. The most significant organisational risks to be managed during this period will continue to be:
- The budget pressures and financial position as set out in earlier paragraphs
 - The implementation process for the new social care system

- The financial and organisational challenges affecting our main partner the PCT

Recommendations

44. The Executive Member is asked to note and comment on the progress made in delivering Adult Social Services and Corporate Services plans.

Reason: To assure that the objectives for adult social services are being delivered in line with the agreed service plans

45. The Executive Member is asked to note and comment on the projected overspend on adult social services and the measures taken and planned to reduce this.

Reason: To ensure that robust plans are in place to bring expenditure on adult social services much closer to the approved budget.

Contact Details

Author:

Hywel Beynon
Acting Head of Corporate Services
Housing and Adult Social Services
01904 554004

Anne Bygrave
Head of Learning Disabilities
Housing and Adult Social Services
01904 554045

Keith Martin,
Head of Adult Services
Housing and Adult Social Services
01904 554003

Chief Officer Responsible for the report:

Bill Hodson
Director

Report Approved Date 18/11/06

Debbie Mitchell
Head of Finance
Housing and Adult Social Services
01904 554161

Specialist Implications Officer(s)

Debbie Mitchell
Head of Finance
Housing and Adult Social Services
01904 554161

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

Annexes

1. Balanced scorecard for Older People and Physical and Sensory Impairment
2. Balanced scorecard for Learning Disabilities
3. Balanced scorecard for Mental Health
4. Balanced scorecard for Corporate Services

Annex 1 Balanced Score Card Older People and Physical Disability 2006/7 2nd monitor

CUSTOMER BASED IMPROVEMENTS					
Measure	Q2 06/07	2005/06 outturn	2006/07 Target	2007/08 Target	2008/09 Target
Number of people over 65 receiving direct payments	5	6	12	15	18
Local: reported numbers of delayed discharges which attract reimbursement	3	2	0	2	2
BV 54, C32 (PAF) – number of people aged 65+ whom authority helps to live at home, per 1,000 adults aged 65+	84.92	92	92	160*	165*
C29 (PAF): numbers of people (18-64) with physical/sensory impairments help to live at home	4.14	4.8	4.8	45.5*	46*
BV53, C28 (PAF) - households receiving intensive home care per 1,000 pop 65+	9.29	9.4	9.7	9.9	10
%age of adult users assessed and/or reviewed in the year that had ethnic origin missing or not stated	9.16%	7	Less than 10%	Less than 10%	Less than 10%
* From 2007/08 the balance sheet measure will reflect the LAA indicator that is a combined measure of care and non-care managed services provided to support people at home.					

PROCESS BASED IMPROVEMENTS					
Measure	Q2 06/07	Outturn 05/06	2006/07 Target	2007/08 Target	2008/09 Target
BV 195, D55 (PAF) - % people aged 65+ receiving assessment within specified time scale (2 days)	74.97	73.5	76.5	76.5	77
BV 196, D56 (PAF) % of new customers aged 65+ receiving package of care within specified time scale (28 days)	90.23	85	85	92	93

BV56 – D54 (PAF)% items of equipment and adaptations delivered with 7 working days	93.88	94	96	95	95
BV58 (PAF D39) %age of people receiving a statement of their need and how they will be met (all customer groups)	89.77	90	92	93	94
D 40 (PAF) %age of people receiving an annual review or re-assessment	47.83 (1 st quarter-projects to 96% p.a.)	66	70	80	85

FINANCE BASED IMPROVEMENTS					
Measure	Q2 06/07	Outturn 2005/6	2006/07 Target	2007/08 Target	2008/09 Target
B12 (PAF) Cost of intensive social care for adults DIS return	Not yet available	£503	To be set		
B13 (PAF) Unit cost of residential and nursing care for older people DIS return	Not yet available	£395	To be set		
B16 (PAF) Unit cost of residential and nursing care for people with physical disabilities DIS return	Not yet available	£651	To be set		

STAFF BASED IMPROVEMENTS					
Measure	Q2 06/07	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
CP 14 - percentage of staff appraisals completed	94% Annual	94	90%	94%	95%
BV 12 - days lost per year per FTE due to sickness absence	to check	10.41%	9%	8%	7%
Percentage of staff registered social work staff receiving on average 30 hours post qualification professional development each year (90 hours over 3 years)	Not yet available		100%	100%	100%
BV 16a - percentage of staff with a disability (Community Services as a whole)	4.64	4.64	5%	5.5%	6%
BV 17a - percentage of staff from and ethnic minority (Community Services as a whole)	1.53	1.53	2%	2.5%	3%
Local CP58 - percentage of	2.98	2.98	2.8	2.7	2.6

voluntary turnover of staff	to check				
S3: numbers of new staff undergoing Induction training (CM Review) newly employed staff within the first 6 months of employment	Not yet available		100%	100%	100%

This page is intentionally left blank

Annex 2 Balanced Score Card Learning Disabilities 2006/7 2nd monitor

CUSTOMER BASED IMPROVEMENTS					
Measure	Q2 06/07	2005/06 outturn	2006/07 Target	2007/08 Target	2008/09 Target
C30 - Adults with learning disabilities helped to live at home	3.23	2.5	2.0		
BV 201, D56 (PAF) number of people receiving direct payments - change of definition in 2005/	19 for LD	19	15		
%age of adult users assessed in the year that had ethnic origin missing or not stated	0%	0.00%	Less than 10%		

PROCESS BASED IMPROVEMENTS					
Measure	Q2 06/07	Outturn 05/06	2006/07 Target	2007/08 Target	2008/09 Target
BV58 (PAF D39) %age of people receiving a statement of their need and how they will be met	92.07	90.97%	94		
D40 (PAF) %age of people aged 18 - 64 receiving an annual review or re-assessment	25.33(2 nd quarter)	83.67%	80		

FINANCE BASED IMPROVEMENTS					
Measure	Q2 06/07	Outturn 2005/6	2006/07 Target	2007/08 Target	2008/09 Target
B14 Unit cost of residential and nursing care for adults with LD.	End of year Figure	£797	2004/5 + inflation		
F3 Gross expenditure on day care as a % of expenditure on all non-residential care. (DIS)	End of year Figure	56%	Not yet set		
F4 Proportion of expenditure on day and domiciliary services for adults with LD to expenditure on residential provision (DIS)	End of year Figure	80%	50%		
F5 Total amount spent on advocacy services for learning disabled people (DIS)	£34.3k		£34.3k		

STAFF BASED IMPROVEMENTS					
Measure	Q2 06/07	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
CP 14 - percentage of staff appraisals completed	End of Year Figure		50%		
BV 12 - days lost per year per FTE due to sickness absence	End of Year Figure		6.5		
Percentage of staff registered social work staff receiving on	End of Year		100%		

average 30 hours post qualification professional development each year (90 hours over 3 years)	Figure				
BV 16a - percentage of staff with a disability (Community Services as a whole)	End of Year Figure		5%		
BV 17a - percentage of staff from and ethnic minority	End of Year Figure	1.52%	1.6%		
Local CP58 - percentage of voluntary turnover of staff	End of Year Figure		2.7%		
Numbers of new staff undergoing Induction training (CM Review) newly employed staff within the first 6 months of employment	100%		100%		
Percentage of staff working in learning disability services achieving at least NVQ Level 2	44%		35%		

Annex 3 Balanced Score Card Mental Health 2006/7 2nd monitor

CUSTOMER BASED IMPROVEMENTS					
Measure	Q2 06/07	2005/06 outturn	2006/07 Target	2007/08 Target	2008/09 Target
BV 201, D56 (PAF) number of people receiving direct payments per 100,000 population - change of definition in 2005/6 NB target is for all of adult services for people 18-64	1	0	2	3	4
C31 - Adults with mental health problems helped to live at home per 1000 population 18-64	2.23	2.5	2.5	4.0*	4.0*
%age of adult users assessed and/or reviewed in the year that had ethnic origin missing or not stated	12.08	7	Less than 10%	Less than 10%	Less than 10%
* From 2007/08 the balance sheet measure will reflect the LAA indicator that is a combined measure of care and non					
Government measures and targets in relation to access, first psychosis and reducing hospital admissions will need to be included once announced					

PROCESS BASED IMPROVEMENTS					
Measure	Q2 06/07	Outturn 05/06	2006/07 Target	2007/08 Target	2008/09 Target
BV 195, D55 (PAF) - % people receiving assessment within specified time scale	33.3	49.67%	76.5	80	85
BV 196, D56 (PAF) % of new customers receiving package of care within specified time scale (28 days)	100	100%	85	90	95
BV58 (PAF D39) %age of people receiving a statement of their need and how they will be met	92.2	93.57%	94	94.5	95
%age of people with MH problems receiving an annual review or re-assessment	58.49 (2nd quarter)	75.71%	82	84	85
Partnership management agreement signed off	In place 1.4.06		31/3/06	N/A	N/A
New or revised local policies and protocols required by Mental Capacity Act			As per timetable for Act	N/A	N/A

FINANCE BASED IMPROVEMENTS					
Measure	Q2 06/07	Outturn 2005/6	2006/07 Target	2007/08 Target	2008/09 Target
B15 (PAF) Unit cost of residential and nursing care for adults with mental illness DIS return	Not yet available	£451	Not yet set		

STAFF BASED IMPROVEMENTS					
Measure	Q2 06/07	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
CP 14 - percentage of staff appraisals completed (adult services as a whole)	94% annual	94	90	94%	95%
BV 12 - days lost per year per FTE due to sickness absence (adult services as a whole)		10.41	To be set	8%	7%
Percentage of staff registered social work staff receiving on average 30 hours post qualification professional development each year (90 hours over 3 years)	Not yet available		100%	100%	100%
BV 16a - percentage of staff with a disability (Community Services as a whole)	4.64	4.64	5%	5.5%	6%
BV 17a - percentage of staff from and ethnic minority (Community Services as a whole)	1.53	1.53	2%	2.5%	3%
Local CP58 - percentage of voluntary turnover of staff (adult services as a whole)	14.5%	2.98	2.8	2.7	2.6
S3: numbers of new staff undergoing Induction training (CM Review) of newly employed staff within the first 6 months of employment	Not collected		100%	100%	100%

Annex 4 Balanced Score Card Corporate Services 2006/7 2nd monitor

Customer based improvements	06/07 year to date	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
All: % of visitors seen by an officers within 10 minutes	90%	92%	92%	To be set	To be set
% of visitors referred to the correct officer within a further 10 minutes	90%	92%	92%	To be set	To be set
(All) answer external calls in 20 seconds or less	97.3%	98.3%	95%	To be set	To be set
(All) respond to external emails and correspondence within 10 working days	85%	93.6%	95%	To be set	To be set
(Complaints) Increased number of customer complaints dealt with within time ¹	Annual	64%	93%	To be set	To be set
(Complaints) Increased number of Ombudsman enquiries dealt with on time ¹	Annual	22%	70%	To be set	To be set
Department meets key milestones established by easy@york programme	Achieved to date	N/A	Respond in agreed timescales	Respond in agreed timescales	Respond in agreed timescales
(SP) Service users who are supported to establish and maintain independent living	1 st quarter Average 94.6%	N/A	N/A	To be set	To be set
(SP) Service users who have moved on in a planned way from temporary living arrangements	1 st quarter Average 76%	N/A	N/A	To be set	To be set
(SP) Fair access to people who are eligible for SP services ²	Annual	New	N/A	To be set	To be set
(IT)Key milestones in the implementation and embedding of social care system are met	Procurement delayed 3 Months No further delays	New	As project plan	-	-
(IT)System available to all existing users of ISIS	On target for 30/6/07	New	31/3/07	30/6/07	-
(IT)Longer-term support arrangements for system in place	On target for 30/6/07	New	31/3/07	30/6/07	-
(HR)Workforce strategy in place	In progress, behind plan	New	31/3/07	30/6/07	-

¹ It is likely that we will not achieve these targets with current resources. More realistic targets may need to be set.

² Information on this indicator is collected by DCLG and at present it is not known when we will receive feedback from them.

Customer based improvements	06/07 year to date	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
(HR)Corporate management competency framework in place	On track against corporate plan	New	As per corporate plan	-	-
(HR)The department has clear standards for induction programmes.	In progress Delayed	New	1/9/06	-	-
(HR)A system for monitoring that each staff member has completed the induction programme	In progress Delayed	New	1/9/06	-	-
(HR)There is an effective mechanism for monitoring that appraisals are completed	In progress Delayed	New	1/6/06	-	-
(HR)There is an effective mechanism for collating the results of the appraisals to inform training and development programmes	In progress Delayed	New	1/6/06	-	-
(HR)The level of turnover of staff is comparable to other similar authorities with a target over next five years to achieve the level of best practice authorities	Annual	13.27%	To be set	To be set	To be set
(HR)Levels of staff absences have reduced (targets to be set dependent on work of internal audit)	Annual	19.82%	To be set	To be set	To be set
(Train) Domiciliary Care - relevant qualification National Vocational Qualification (NVQ) 2 or above	Annual	32%	40%	To be set	To be set
(Train) Learning Disabilities -relevant qualification NVQ 2 or above	Annual	28%	35%	To be set	To be set
(Plan/Com) Agreed tasks relevant to Corporate Services input to Yearsley Bridge site project completed	In progress	New	As per plan	As per plan	-
(Plan/Com) Agreed tasks relevant to Corporate Services to deliver improvements in mental health achieved on time and to quality	On track	New	As per improvement plans	As per improvement plans	

Process Based improvements	06/07 year to date	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
(A&I)Clear statement of role and function of A&I exists	On target	New	31/3/07	-	-
(A&I)Mutually agreed expectations between A&I and other divisions exist	On target	New	31/3/07	-	-
(All)Framework of working principles and standards in place	Delayed	New	30/9/06	-	-
(SP)Annual spend within funds provided by ODPM	On target	New	0% overspend	0% overspend	0% overspend
(SP)Plan for delivering strategy and reduced funding in place	Agreed 18	New	31/7/06	-	-

Process Based improvements	06/07 year to date	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
	August				
(SP)Revised Service Review methodology in place	In use	New	31/7/06	-	-
Tasks identified as responsibility of Corporate Services within project plans delivered within time and budget	In progress	New	As per plan	As per plan	As per plan

Finance based improvements	06/07 year to date	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
Overall variation from Corporate Services budget within the department less than 1%	Projected underspend 4.3%	Budget structure new for 2006/7	√	√	√

Measure	06/07 year to date	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
Staff appraisal completed in year in Corporate Services	Annual	82%	80%	To be set	To be set
Average staff sick days below Departmental and Council wide average (in days/FTE)	Annual	6	√	√	√
Average level of incidence of absence below Departmental and Council wide average (in incidence /head count)	Annual	6.9%	√	√	√

This page is intentionally left blank



HASS04

Meeting of Executive Members for Housing and Adult Social Services and Advisory Panel

11th December 2006

Report of the Director of Housing and Adult Social Services

Annual review of Adult Social Services

Purpose of Report

1. To inform the Executive Members of the outcome of the annual performance rating by the Commission for Social Care Inspection (CSCI) of adult social services in York.

Background - Performance Rating

2. A Record of Performance Assessment (ROPA) is compiled by CSCI during the course of the year (in this case 2005/6). This mainly consists of the performance information against key indicators but also a view on our progress against national and local priorities.
3. CSCI have written to the Director to confirm that the council continues to serve **MOST** people well and that the service has **PROMISING PROSPECTS** for improvement. The combination of these two assessments is a **TWO STAR** rating.
4. This is a particularly pleasing outcome as members will be aware that the department has been grappling with major challenges and ongoing budget pressures but has still been able to maintain a high level of performance for customers and to make good progress on modernisation and service improvement. This overall finding is consistent with the outcome of the inspection of learning disability services in 2006.

Consultation

5. The report is primarily for information.

Options

6. The report is primarily for information.

Analysis

7. The evidence provided by CSCI to support this finding is set out in the Record of Performance Assessment (ROPA). This is now a very lengthy

document that runs to 62 pages. The full document is available to members on request but the summary by CSCI is attached as Annex 1.

Corporate Priorities

8. This primarily relates to the priority to Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest.

Implications

9. **Financial** - no implications arising directly from this report
10. **Other**
 - **Human Resources** – the areas for improvement include improving performance on reducing sickness absence, addressing recruitment and retention issues and continued training support for staff.
 - **Equalities** – monitoring of take up of services by people from ethnic minorities remains a key performance indicator and there is a requirement for the council to ensure there is fair access for all sections of the community.
 - **Legal** – no implications arising directly from this report
 - **Crime and Disorder** - no implications arising directly from this report
 - **Information technology** - no implications arising directly from this report
 - **Property** – no implications arising directly from this report
 - **Other** – not applicable

Risk Management

11. No new risks arising from this report. Improvement in 2006/7 could be affected by the action being taken to bring expenditure closer in line with the approved budget.

Recommendation

12. That the Executive Member notes and comments on the annual assessment of adult social care by CSCI.

Reason : To ensure that the improvements achieved in 2005/6 are recognised by the council and that members are aware of the areas highlighted for improvement in the future.

Contact Details

Author:

Bill Hodson
Director
Housing and Adult Social
Services
554001.

Chief Officer Responsible for the report:

Bill Hodson
Director

Report Approved

Date 18/11/06

Specialist Implications Officer(s)

None

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers: None

Annexes

1. City of York Record of Performance Assessment for Adult Social Care
2005/6

This page is intentionally left blank

The council has consolidated last year's performance and in many areas delivered improvements on performance last year, detailed as follows: -.

National Priorities and Strategic Objectives

- CSCI Inspection of Services for People with Learning Disabilities resulted in a "most and promising judgement".
- Increased the number of people receiving 5 or more hours of home care.
- The use of residential intermediate care to support hospital discharge or prevent admission has increased significantly to support effective rehabilitation.
- No delayed transfers of care with minimal reimbursement days.
- Significant increases in Extra Care Housing support.
- Securing service user and carers views on the design and delivery of services.
- Integrated Learning Disability Team with health.
- The Supporting People budget is used imaginatively to support a number of targeted pilot schemes for supported housing.
- Good arrangements are in place in the Mental Health Service integrated with health to seek and act on the views of service users and carers.
- Access to drug treatment services have improved.
- The number of breaks for carers have improved **(Area for Improvement from 2005)**.

Cost and efficiency

The self evaluative approach is a continuing feature.

Effectiveness of service delivery and outcomes

- Percentage of intensive home care.
- Telecare support.
- Older People (PAF C30) and Learning Disabled adults (PAF C32) **(Area for Improvement from 2005)** helped to live at home.
- Learning disabled adults in paid work **(Area for Improvement from 2005)**.
- Younger learning disabled people undertaking voluntary work.
- Delivery of minor adaptations.
- Numbers of adults and older people receiving Direct Payments (PAF C51).

Quality of services for users and carers

- Provision of 85% of services within 4 weeks for new clients (older people) (PAF D56).

Fair Access

- Percentage of assessments leading to the provision of a service for adults and older people (PAF E50). **(Area for Improvement from 2005).**

Capacity for improvement

- Strong leadership and vision from Senior Managers.
- Positive outcomes for service users (older people and people with complex needs) as a result of the modernisation of day services.
- Capacity built to take forward with partners key strategic objectives to address issues of social inclusion.
- 10-15 year, joint commissioning plan for Older Peoples Services.
- Joint monitoring and annual review of contracts (Supporting People).

Summary of Areas for Improvement

The strengths identified above show that the council has continued to make improvements, and is mostly making positive progress. The council should seek further improvement in the areas below. Where some improvement was made this year, some areas of activity may appear both as an improvement and an area for improvement in this section.

National Priorities and Strategic Objectives

- From the action plan of the CSCI Learning Disability Inspection
 - evidence of progress/planned action for a number of recommendations.
 - need to re examine the response on availability of advocacy **(Area for Improvement from 2005).**
 - too many "ongoing" actions without measurable progress.
- The use of non-residential intermediate care to support hospital discharge and effective rehabilitation.
- The council should examine with its partners in health, priorities in future funding of services.
- Services for carers (PAF C62).
- Breaks for black and minority ethnic carers.

Cost and efficiency

- Costs of intensive social care for adults and older people (PAF B12) and unit costs of home care (PAF B17). **(Both Areas for Improvement from 2005).**

Effectiveness of service delivery and outcomes

- Number of adults with Learning Disabilities who had planned short

term breaks in their care plan.

- Enhance performance for older people helped to live at home with non-care managed support.

Quality of services for users and carers

- Timely completion of assessments (including D55) and reviews (D40) **(Area for Improvement from 2005).**
- Providing people with a statement of their needs (PAF D39) **(Area for Improvement from 2005).**

Fair Access

- Ensuring that under-represented groups have fair access to services.

Capacity for improvement

- Staff turnover, vacancies and staff sickness **(Areas for Improvement from 2005).**
- Training for staff to identify and assess risks to vulnerable adults.

This page is intentionally left blank