



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 September 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 September 2006, if an item is called in *before* a decision is taken, *or*

4:00 pm on Wednesday 13 September 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 - 4)

To approve and sign the minutes of the meeting held on 14 August 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 September 2006 at 10.00am.

BUSINESS FOR THE EXECUTIVE MEMBER FOR HOUSING

ITEMS FOR DECISION

4. Delwood Tenants Choice Modernisation (Pages 5 - 12)

This report outlines details of an opportunity that is available to further invest in modernisation works to the Delwood Sheltered Scheme over and above those currently prescribed within the Housing Capital Programme.

5. Write Off of Former Tenant Balances (Pages 13 - 18)

To consider a report which seeks agreement to write off a number of former tenants arrears.

6. Customer Reward Scheme for Council Tenants (Pages 19 - 26)

To ask the Executive Member to consider a number of different incentives that could be used to reward loyal customers and encourage customers to abide by the terms and conditions of their tenancies.

7. Proposed disposal of Housing Revenue Account (HRA) land for affordable housing development (Pages 27 - 36)

This report requests the approval of the Executive Member for the leasehold disposal of two Housing Revenue Account (HRA) owned garage sites to housing associations for the building of new

affordable homes. The approval would be conditional on each site obtaining full planning permission for the schemes outlined.

ITEMS FOR INFORMATION

8. First Quarter Review of the 2006/07 Housing Capital Programme (Pages 37 - 42)

This report presents the first quarter review of the 2006/07 Housing Capital Programme and the resources available to support it and recommends that the Executive Member approves the variations.

9. Housing Revenue Account Service Plan - Monitor 1 (Pages 43 - 54)

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

10. Housing General Fund Service Plan - Monitor 1 (Pages 55 - 66)

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.

BUSINESS FOR THE EXECUTIVE MEMBER FOR ADULT SOCIAL SERVICES

ITEMS FOR DECISION

11. Strategy for Older Peoples Accommodation with Support (Pages 67 - 76)

This report outlines detailed proposals for accommodation for older people with support.

12. Adult Protection Committee Annual Report (Pages 77 - 100)

To inform the Executive Members of the work of the Adult Protection Committee for City of York and North Yorkshire as set out in its third Annual Report.

ITEMS FOR INFORMATION

13. First Quarter Review of the 2006/07 Social Services Capital Programme (Pages 101 - 106)

This report presents the first quarter review of the 2006/07 Social Services Capital Programme and the resources available to support it. The report also recommends that the Executive Member approves the variations.

14. Social Services 2006/07 Service Plan and Budget 1st Monitoring Report (Pages 107 - 134)

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. The report also highlights a projected overspend based on the first quarter monitoring and updates the Executive Member on action being taken to reduce expenditure.

15. City of York Councils Response to the Learning Disability Inspection (Pages 135 - 148)

This report gives the City of York Councils response to the Commission for Social Care Inspections Learning Disability Inspection in March 2006

16. 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

City of York Council

Minutes

MEETING	EXECUTIVE MEMBERS FOR HOUSING & ADULT SOCIAL SERVICES AND ADVISORY PANEL
DATE	14 AUGUST 2006
PRESENT	COUNCILLORS GREENWOOD (CHAIR), SUE GALLOWAY (EXECUTIVE MEMBER), SUNDERLAND (EXECUTIVE MEMBER), FAIRCLOUGH, NIMMO, FRASER AND HORTON
APOLOGIES	COUNCILLOR HILL MRS MILDRED GRUNDY (CO-OPTED NON-STATUTORY MEMBER) AND MS PAT HOLMES (CO-OPTED NON-STATUTORY MEMBER)

19. 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.

Councillor Fraser declared a personal non-prejudicial interest in Agenda Item 5 (minute 23 refers) as a member of Unison.

20. Minutes

RESOLVED: That the minutes of the last meeting held on 17 July 2006 be approved and signed as a correct record.

21. Public Participation

It was reported that there had been three registrations to speak under the Council's Public Participation Scheme on Agenda Item 5 (Confirmation of the arrangements for the In House restructure of Home Care services).

Liz Young, from Unison, addressed the committee regarding Unison's outstanding concerns on the restructure. These concerns included the change to more variable shift pattern and the impact on home life, the lost of the Senior Home Care Assistant and Team Leader, and the effect on vulnerable customers.

Mr Jack Archer raised issues regarding the consultations with voluntary groups such as Age Concern. Mr Archer thanked officers for consulting with Age Concern but wanted reassurance that Age Concern would still be able to apply for funding from ward committees. Mr Archer raised questions about what support would be provided to older people who were unable to collect pensions or go shopping, and whether the Council's scheme and Age Concern's Neighbour Scheme would work alongside each other.

Mr James Player spoke on behalf of Age Concern. He highlighted that his primary concern was about the tendering exercise for the three locality providers, what processes were in place to monitor the contracts and that the providers selected were good reliable organisations. Mr Player also raised concerns about the impact on frail older people who would lose their regular carers.

22. Housing Services Tenant Satisfaction Survey 2006/7

Members received a report which advised the Executive Member of the governments mandatory requirement to conduct the three yearly tenant satisfaction survey during 2006 using a postal survey method.

The report advised that during 2006/7 the Department for Communities and Local Government (DCLG) had made it a mandatory requirement for Local Authorities nationwide to use a postal survey methodology in conducting tenant satisfaction surveys. City of York Council had surveyed the satisfaction levels of it's tenants, annually, via a face to face survey for the past 16 years. Unfortunately, despite appealing to the Audit Commission who were leading the tenant surveys to allow York to continue to carry out a face to face survey, which was believed to provide more qualitative data, this appeal had been denied due to the requirement for a consistent approach nationwide. There was no further opportunity for appeal. This survey would replace the Annual Housing Service Monitor during 2006/7.

Members expressed their disappointment that the Audit Commission had denied the appeal to continue the surveys face to face and stated that a more qualitative response was received face to face.

Advice of the Advisory Panel

That the Executive Member for Housing be advised to note the contents of the 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: To inform the Executive Member.

23. Confirmation of the arrangements for the In-House restructure of Home Care services

Members received a report which informed the Executive Member on the progress of the review of the In House home care service. The Executive Member agreed in June 2006 to receive a further report which detailed the consultation process with staff on the proposed restructure and contractual changes that have taken place with staff following that report. The report submitted to the Executive Member in June included a financial appraisal of the Review of Home Care Services. Part of the review included the decision to award Locality Service Contracts to the Independent Sector. A

tendering exercise had been completed to identify the three locality providers.

The report advised that a number of concerns were raised through the consultation which were summarised in a table under paragraph 21.2 along with the management's response.

Two options were presented to Members:

Option1 – To endorse the proposals as laid out in the report.

Option 2 – To retain services in their current structures.

Officers updated Members that the Locality Service Contracts had not been awarded yet but that the tender documents were in and it was expected that the tenders would be well within the financial appraisal.

In response to some of the questions raised by the speakers, officers reported that there would not be an increase in the services provided by the independent sector but the proportion would actually drop slightly. Officers further reported that there were three main providers which had a good track record and there was consistent quality control.

Officers also confirmed that the in house service would complement Age Concern's services and it would assist customers in relation to tasks such as shopping, collecting pensions and paying bills.

Members queried whether there would be a review of the contracts and whether a report would be brought back to members once the consultation period had been completed. Officers reported that the start date would be around November/December and agreed to bring a report back six months after implementation.

Members queried what work was being done to relieve customer anxieties. Officers reported that once staffing arrangements had been confirmed, detailed work would be carried out regarding implications for customers. Officers were working with customers to ensure awareness of the implications and the changes that would occur for some of them.

The Executive Member for Adult Social Services thanked staff, officers and customers for their forbearance with the consultation and highlighted the need for a service that was fit for the future and purpose. She assured the speakers that she would be looking very carefully at the contracts to ensure that the customers did not have different carers from one week to the next, and recognised that customers liked continuity.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised to approve the proposal to establish the revised home care structure as described within the report.

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 improve the efficiency and effectiveness of the in house service and ensure that the service is fit for the future and meets the needs and aspirations of customers now and in the future.

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 6.00 pm.



CS2287

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

Report of the Director of Housing and Adult Social Services

Delwood Tenants Choice Modernisation**Summary**

1. This report outlines that an opportunity is available to further invest in modernisation works to the Delwood Sheltered Scheme over and above those currently prescribed within the Housing Capital Programme and recommends the Executive Member makes a decision on whether or not to take this opportunity.

Background

2. The Delwood Housing Sheltered Scheme was built in 1974 and is located in the Fulford area of York. It consists of 14 bedsits and 20 number 1-bedroom flats as well as a variety of other communal facilities. Apart from a scheme of bathroom adaptations carried out in 1998/99 no real major investment in the complex has been required since its construction and hence it is now due for modernisation consisting of new kitchens, electrical rewiring, heating systems and windows.
3. Due to the nature of the customer base and the fact that heating systems will be replaced the scheme has been programmed for the warmer summer months. Whilst undertaking the initial surveys it became obvious that a more suitable alternative to the existing bedsit layout could be provided by the Tenants Choice (TC) Scheme without the need for significant investment by simply relocating the kitchen when renewing all the units, pipework and electrical wiring (floorplans are attached as annex 1).
4. Enquiries were made with the Delwood Warden and the Tenancy Services Manager who noted that the bedsits were more often void and difficult to let and were often subsequently occupied by individuals either wishing to transfer to the 1 bedroom flats or who were not necessarily in need of, or suited to the particular sheltered accommodation or environment provided. At the time of drafting the report there were 5 applicants on the waiting list for 1-bedroom flats within the scheme however there are none for the bedsit accommodation.

5. In the last 2 years there have been 2 voids within the 20 number 1-bedroom flats (10% turnover) totalling 25 weeks turnaround with 4 offers per property giving a gross rent loss of £1525. The bedsits however have had 10 voids (72% turnover) totalling 83 weeks turnaround with an average of 5 offers per property giving a gross rent loss of £4735 thus confirming the lack of demand for the accommodation and its financial affect.
6. The physical alterations to facilitate this change will cost approximately £300 per property extra to the cost of the TC works as the bulk of the cost is already absorbed in the modernisation works already budgeted for which again can be absorbed within the TC costs for the scheme. However the change to the property will alter its material value and hence rental charge due to the complex calculation method.
7. The current 52 week formula rent for the bedsit accommodation is £45.86 per week which rents would move towards over the next 6 years, Property Services have reassessed the proposed accommodation leading to a revised 52 week formula rent of £51.25 this difference of £5.39 will be corrected over a period of 6 years. Therefore the extra amount payable by customers through choosing the alterations would be as follows (these figures exclude any inflation);

Year	Additional charge per week moving towards current bedsit formula rent	Extra charge per week moving towards new 1 bedroom formula rent	Total Rent Increase per week (52 week) excluding inflation.
2007/08	£1.19	£1.08	£2.27
2008/09	£2.38	£2.15	£4.53
2009/10	£3.56	£3.24	£6.8
2010/11	£4.75	£4.31	£9.06
2011/12	£5.94	£5.39	£11.33
2012/13	£5.94	£5.39	£11.33

8. Of the 14 current tenants occupying bedsits 9 are on Housing Benefit leaving 5 customers who would have to pay the extra Weekly charge.
9. The current 1 bedroom flats at Delwood have now been modernised and all dwellings have received new windows with contractors moving on to other schemes as a delay has been almost inevitable given the practical, consultation and formal processes to adhered to. The return to begin pre-surveys has been planned shortly following the EMAP report in order to have works begin in October and the full scheme completed by Christmas.

Consultation

10. Officers have held 2 consultation events at Delwood, primarily in April a general launch meeting was held at the scheme to prepare customers for the works. A secondary consultation event was held on the 6th of July for customers of bedsits only where staff presented laminated copies of potential floorplans and gave a detailed breakdown of the practical, physical and financial implications of the proposals. 12 of the 14 dwellings were represented (2 by carers) with 8 residents wishing the proposals to go ahead, 3 residents did not want the alterations and 1 undecided with the majority of comments being positive about having a separate bedroom to the living area.
11. Officers have also consulted the Council's own Building Control team regarding the alterations primarily due to the relocation of the kitchen. Building Control officers have noted that the kitchen is the highest risk area of fire in a residential property and thus the escape route from living areas should not usually pass via one. The proposed layout does have an escape route from the bedroom to the flat entrance door as being past the kitchen area. However the new upvc windows fitted to council dwellings are specified so that in every habitable room they act as an alternative escape route in case of fire due to specific egress hinges allowing large enough openings for escape onto ladders with assistance from the fire brigade.
12. In addition to the escape windows Delwood is fitted with a hard wired heat detection unit in every living room that will react in case of a heat surge from a fire and is directly connected to the fire station with a mains control panel by the main entrance door showing clearly the dwellings where the alarm has been raised. Building Control has therefore confirmed that with a separate smoke detector not connected to the emergency services fitted to each dwelling the layout is acceptable.

Options

13. **Option 1:** Undertake the TC works and make no alterations.
14. **Option 2:** Undertake the TC works including the alterations for those customers choosing the option with the associated rental alterations being introduced at the start of the 2007/08 financial year.

Analysis

15. Option – 1. The properties would be modernised to meet the decent homes standard however the bedsit properties would present a higher void loss risk through increased turnover.
16. Option – 2. The properties would be modernised to meet the decent homes standard and in the opinions of the majority of residents improved in layout to meet the needs/aspirations of customers. The properties would also present a lower void loss risk through reduced turnover.

Corporate Priorities

17. This proposal contributes to the corporate objectives:
 - 1.7 Provide a high quality housing landlord service meeting the aspirational expectation of the local community in both fabric condition and housing management standards.

Implications

Financial Implications

18. The cost of Option 2 can be absorbed within the Housing Capital Programme, should Option 1 be chosen it is doubtful that there will be a saving of £4,200 as tenants can choose alternative structural and miscellaneous schemes to allocate the monies to albeit there are reduced options due to the physical limitations of the type of accommodation.
19. Given the increased demand for 1-bedroom flats over bedsits there would be a reduction in potential future void loss.
20. The additional rental income from charging higher rents will be offset by changes in HRA subsidy entitlement therefore there will a nil effect on the HRA other than the potential savings on voids outlined above.

Human Resources Implications

21. There are no HR implications.

Equalities Implications

22. There are no equalities implications

Legal Implications

23. As noted such alterations to a property under the current calculation for rental charges will inevitably increase the charge to be levied against customers. There would therefore require a period of consultation with the 14 tenants in question regarding this proposed alteration. Should option 2 be agreed then any existing customers in the 14 dwellings in question that did not wish for the properties to be altered would receive the TC works as per Option 1.

Human Resources (HR) none

Equalities none

Legal none

Crime and Disorder none

Information Technology (IT) none

Property none

Other none

Risk Management

24. There are no known risks.

Recommendations

25. That the Executive Member endorses Option 2 that recommends where customers requests the bedsit properties in the Delwood Sheltered Scheme be altered to provide 1 bedroom accommodation with the associated rental alterations being introduced at the start of the 2007/08 financial year.

Reason: This will allow a choice for customers and where taken improve the quality and demand for the Housing Stock.

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 16/08/06

Specialist Implications Officer(s) none

Wards Affected: Fulford

All

For further information please contact the author of the report

Background Papers: None

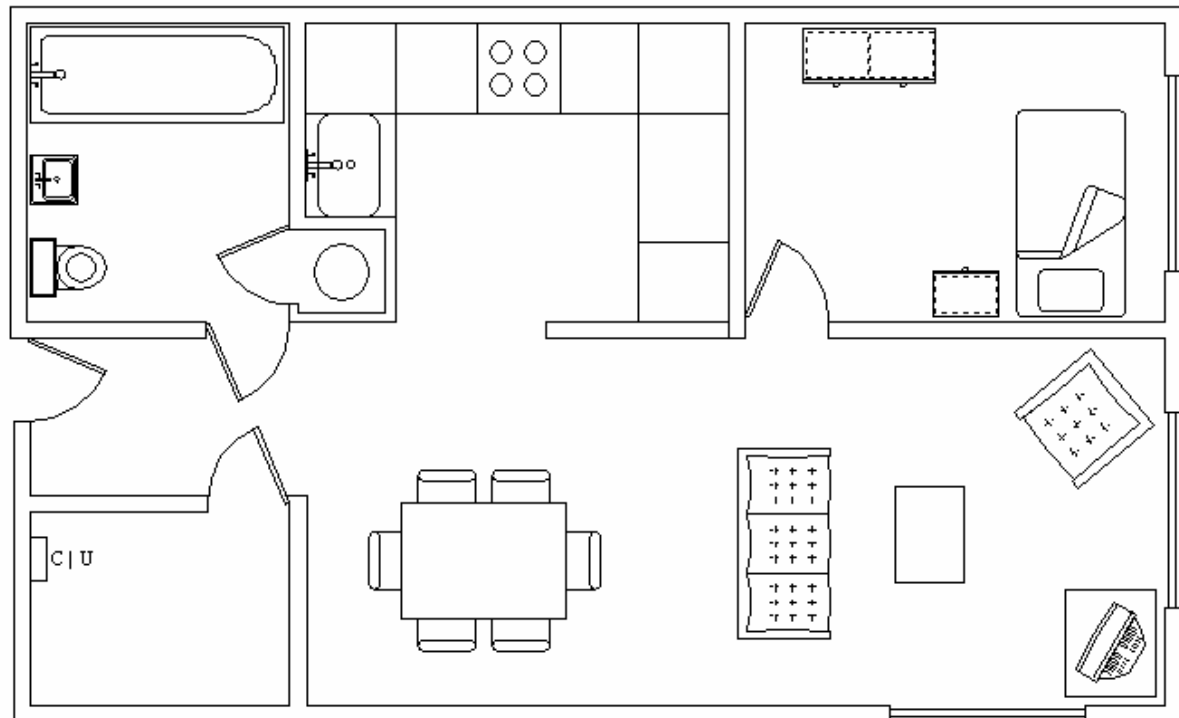
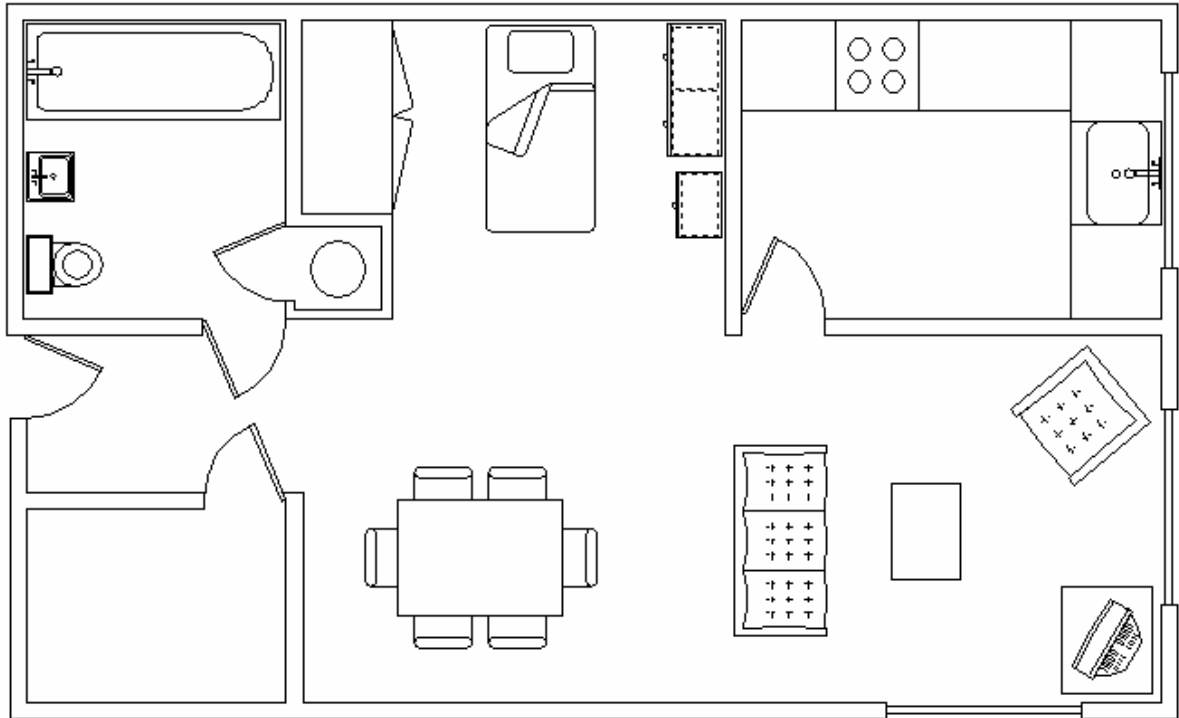
Annexes

Annex 1. Existing and Proposed Floorplans.

This page is intentionally left blank

**EXISTING AND PROPOSED FLOORPLANS
FOR THE DELWOOD SHELTERED HOUSING SCHEME**

Existing Layout



Proposed Layout

This page is intentionally left blank



CS2282

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

11 September 2006

Report of the Director of Housing and Adult Social Services

Write Off of Former Tenant Balances**Summary**

1. To seek agreement to write off a number of former tenants arrears.

Background

2. The district auditor requires outstanding balances to be examined and uncollectable debts to be written off each year. In the audit commissions Housing Inspection report in October 2002 they highlighted the need to write off bad debts more readily:
3. Former tenant arrears has had a significant effect on the additional contribution made each year within the HRA towards bad debts. The relatively low amount of bad debt written off contributes to the steady increase in required provision within the HRA. This has an adverse effect on resources available for expenditure.
4. Where a debt is written off this does not mean that the debt can not be resurrected if a former tenant is located or returns to York and seeks housing. Where a tenant is located or requests housing, the debt will be resurrected
5. Officer delegated powers are restricted to writing off debts of £2000 or less
6. As previously agreed by EMAP, write off reports will be brought to EMAP every six months. This will assist officers and members in the monitoring process and should give a clearer view on performance throughout the year.
7. Former tenant arrears are monitored weekly. The level of activity involved in recovery is based on the size of the debt. The Authority utilises a tracing database in line with Data Protection legislation to find where former tenants now live. Where a former tenant can be traced efforts are made to recover the debt in the traditional ways including letters, visits and phone calls and where appropriate court action is taken. The Authority also employ debt collection agents to collect debts from people who have moved away from York.

8. Details of individual cases are set out in annex A.

Consultation

9. None

Options

Option 1

10. Maintain these Former Tenant Arrears on account, this would lead to an increase in the bad debt provision and would go against good practice as commented on in the Housing Inspectors report in October 2002.

Option 2

11. Write the debts off on the understanding that if necessary they can be re activated at a later date.

Analysis

12. It is recommended that former tenant arrears are written off totalling £61,549.68. This represents 0.28% of the total debit. These are cases where we have attempted a number of traces but have been unable to obtain a forwarding address or knowledge of the former tenant's whereabouts. It also includes cases where the tenant has died and there were insufficient funds in the estate.

Corporate Objectives

13. 1.7 Provide a high quality housing landlord service meeting the aspirational expectation of the local community in both fabric condition and housing management standards.
- 8.6 Continue to provide sound and timely financial management, and improve medium and long term financial planning

Implications

14. **Financial** – These write offs can be contained within the provision of the Housing Revenue Account. The current provision is £1241K.
- **Human Resources (HR)** - None
 - **Equalities** - None
 - **Legal** - None
 - **Crime and Disorder** - None

- **Information Technology (IT)** - None
- **Property** - None
- **Other** - None

Risk Management

15. Not writing off debts that can not currently be recovered will help reduce the bad debt impact on the HRA. This reduces high risk financial implications for the HRA.
16. The risk of these debts never being recovered is high but has been improved due to the use of tracing IT package and more robust systems on checking for former debts when customers want rehousing.

Recommendations

17. That the Advisory Panel advise the Executive Member:

That the Executive Member approves Option 2 writing off of formers tenants arrears totalling £61,549.68 as detailed in the report

Reason: This is in line with the recommendations of the audit report detailed in paragraph 1 and also for the financial implications listed above

Contact Details

Author:

Denis Southall
Income Management Team
Leader / Support Services
Manager
Housing Services
Tel No.1277

Co-Author's Name
Title

Dept Name
Tel No.

Chief Officer Responsible for the report:

Bill Hodson
Head of Housing & Adult Social Services

Report Approved **Date** *Insert Date*

Chief Officer's name
Title

Report Approved **Date** *Insert Date*

Specialist Implications Officer(s)

None

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

None

All

For further information please contact the author of the report

Background Papers:

None

Annexes

Annexe A : List of individual debts over £2000 to be written off

FORMER TENANT WRITE OFF

ANNEX 1

OVER £2,000.00					
NAME	ACCT NO	ADDRESS	TCD	ARREARS	REASON
	60040577		07/12/03	£4,594.51	No Trace
	60035478		18/04/04	£3,961.19	eviction no trace
	60137586		19/02/06	£3,805.37	eviction no trace
	60032301		16/05/04	£3,252.07	eviction no trace
	60036120		31/08/03	£3,218.75	eviction no trace
	60026231		26/03/06	£2,816.60	Deceased no estate
	60041864		03/03/03	£2,768.77	eviction no trace
	60055272		16/01/05	£2,730.22	eviction no trace
	60036719		21/03/04	£2,690.22	eviction no trace
	60027389		12/03/06	£2,615.08	eviction no trace
	60024813		27/03/05	£2,562.07	eviction no trace
	60138059		23/07/06	£2,504.29	eviction no trace
	60037574		16/07/06	£2,457.27	eviction no trace
	60040310		13/04/03	£2,339.28	eviction no trace
	60089156		16/07/06	£2,292.06	eviction no trace
	60037743		16/10/05	£2,198.86	eviction no trace
	60056709		03/04/05	£2,158.40	eviction no trace
	60040765		26/03/06	£2,143.51	eviction no trace
	60039493		18/05/03	£2,121.84	eviction no trace
	60040413		06/05/02	£2,120.31	No Trace
	60141551		16/07/06	£2,084.71	eviction no trace
	60038744		19/03/01	£2,060.87	No Trace
	60040336		11/05/03	£2,053.43	eviction no trace
				£61,549.68	

This page is intentionally left blank

CS2284

Meeting of Executive Members for Housing and Adult Services and Advisory Panel 11 September 2006

Report of the Director of Housing and Adult Services

Customer Reward Scheme for Council Tenants

Summary

1. To ask the Executive Member to consider a number of different incentives that could be used to reward loyal customers and encourage customer to abide by the terms and conditions of their tenancies.

Background

2. The council has just under 8,000 tenants and 80% regularly pay their rent and 95% do not cause any significant nuisance. Housing Services has always used some form of encouragement to ensure customer compliance with the terms and condition of their tenancies. Tenants are not allowed to transfer with arrears, customers cannot have a garage if they are in arrears, and they cannot complete a right to buy if they are in arrears. These are negative sanctions rather than positive encouragement. The proposals suggested below aim to create a culture of rewarding good behaviour as well as taking action against unacceptable behaviour.
3. Most of the housing management services resources are spent on working with the minority of our customers who do not abide by the terms and conditions. We seldom have reason to contact customers who look after their home and garden, pay their rent, do not cause nuisance to anyone and take pride in their community. However with the introduction of annual visits this year, it is hoped that we can reward the majority and encourage more customers to act in a more positive way.
4. Recently the department has introduced the incentive to customers in temporary accommodation offering to reduce the debt by 50% of the amount that they have paid. The department has also introduced the "Good Neighbour" scheme in the allocations policy, "York Pride" blocks and "Tenant in Bloom" competition.
5. The importance of incentives is emphasised by the Audit Commission. Its Key Lines of Enquiry (KLOE) on housing income management says an excellent organisation "provides a mix of incentives and sanctions to encourage service

users to stay out of debt or reduce their arrears”. More recently, the government has emphasised the role of rewards and incentives through its Respect agenda.

6. A recent survey by Housing Quality Network revealed that a number of housing organisations have introduced some form of incentive scheme largely for general needs tenants and mainly to reward ‘good’ tenants. Whilst the impact of the schemes needs monitoring over a longer period the initial results from the survey suggest positive results.

Result Area	Number of Housing Organisation That Responded	Value to the Organisation
Membership numbers	8	Up to 85% tenant membership
Rent Arrears	5	0.2% to 4.3% reduction in arrears
Rent Collected	4	Up from 99% to 100% Collected
Re-let times	2	A reduction in the average void period from 24 to 21 days
Void rent loss	2	Up to 1.8% reduction

7. These proposals have been discussed with the Federation of Resident Associations at their July meeting and they welcome the idea of these incentives.

Options

Option one

8. It is proposed that the department introduce a number of incentive schemes on a pilot basis. These are listed below;
- i) The piloting of a quarterly prize draw scheme for tenants. The prize might be for £250 cash, Tickets for a West End Show, Christmas Hampers or goods such as an ipod. These are just a few examples.

To qualify for this schemes customers would have to;

- Have a clear rent and court costs account or have maintained a regular agreement to clear their account for the previous 13 weeks

(including those where any arrears are due entirely to delays in Supporting People payments)

- Have a current valid gas safety certificate where applicable
 - No tenancy breaches.
 - Do not owe Housing Services money for any other reason such as a recharge for repairs, former tenant arrears, and garage arrears.
- ii) The introduction of a loyalty discount card for customers which they will be able to use at number of leading national and local retail outlets in and around York.

To qualify for this scheme customers would have to have;

- A clear rent account and not owe money for any other reason;
 - A current gas safety certificate where applicable;
 - No other tenancy breaches.
- iii) When customers terminate their tenancy they should give four weeks notice and leave their home in a good state of repair. Therefore it is proposed that the department will give every tenant that completes the tasks listed below £25 for each element :
- Gives 4 weeks notice;
 - Leave the property in a good condition (i.e. good decorative order and good state of repair);
 - Allow a pre termination inspection and allow minor repairs to be carried out during the four weeks notice period, and were appropriate allows accompanied viewing while the property is still in occupation.
- iv) At present the scheme to encourage the homeless to repay their former tenant arrears is based on them maintaining repayments over a 26 week period. It is proposed to make an interim payment at 13 weeks to encourage them to maintain the momentum.

Option two

9. Do not implement these incentive schemes and maintain the current position.

Option three

10. To decide to partially implement the scheme by taking one or two of the initiatives that have been suggested in option 1.

Analysis

Option one

11. **Prize Draw** - A report will be run on the computer system to identify those customers that qualify for the draw with regard to their rent arrears.
12. Each account would be assigned a number. A set of 10 (note - as more customers will qualify on arrears criteria if agreements included) random numbers would then be generated. The first would be checked against the qualifying criteria and if successful the tenant(s) associated with this number would receive the prize. If they did not qualify the next tenancy identified would be looked at.
13. Customers who are awaiting housing benefits to be assessed and who have provided all relevant proof and information for their claim would be included. On average Housing Benefit is assessed in 40 days.
14. The success of the scheme will be measured by:
 - Number of clear rent and court costs accounts over time;
 - Reduction in amount of low level arrears & outstanding court costs ;
 - Reduction in the number of failed gas servicing appointments;
 - Reduction in the number of nuisance complaints;
 - Positive feedback on the pilot from customers and Residents forums.
15. Kirklees Neighbourhood Housing have been running similar prize draws for several years, following their first two draws they reported a reduction in the arrears off nearly £150K in a 5 month period with a reduction of the number of tenants in arrears of nearly 600 cases. Kirklees currently have 27,000 tenants. If the same level of reduction is seen in York, on a pro-rata basis, this would equate to a reduction in rent arrears of £44k.
16. **Customer Loyalty Card** - There are a number of Social Landlords that now reward their tenants with loyalty discount cards for customers who abide by the terms and conditions of their tenancy.
17. The leading company who supplies these cards is Countdown. They negotiate discounts with various high street and consumer brands. Customers who have loyalty card can make savings on:
 - Shopping (Sainsbury's, B&Q, ASDA, Curry's);
 - Home and Family (Mothercare, Homebase);
 - Dining out;
 - Leisure (Sealife, The Dungeon);
 - Travel and Accommodation (Thompson, Airtours, Thomas Cook);
 - Gift Vouchers;
 - Motoring (BSM, RAC);
 - Insurance and services.

18. The cost of these cards varies dependant on the number of cards that are ordered:
 - £6.00 per card : 2,500 - 4,999
 - £4.40 per card : 5,000 - 9,999
 - £3.50 per card : 10,000 - 24,999
19. **Customers terminating their tenancy** - Each year we have approximately 600 homes that become available for re-letting. The number of customers that gave 4 weeks notice in 2005/06 was 46%. In these cases the level of arrears at termination was on average £175, and the cost of repairs on the vacant home was £560 on average.
20. Where notice wasn't given, on the remaining 54% of terminations, the average arrears was £530 and the repair costs were nearly £1,000. The majority void properties can be re-let with repairs carried out after the new tenant moves in (this reduces the level of rent loss). Unfortunately 32% (192) of homes require repairs done before re-letting, inevitably this increases the rent loss and based on historic information it is estimated that the void loss doubles and the cost of repairs to these properties is £1,600 whilst with voids that can be let with minor repairs needed the average cost was less than £500.
21. It is proposed that providing customers give notice, leave their home in reasonable order and allow a pre-termination inspection and minor repairs to be carried out during the 4 weeks notice period they will receive £25 for each of these three elements.
22. The success of the scheme would be demonstrated by:
 - More customers giving notice;
 - Reduced repair costs to void properties;
 - Better maintained homes and gardens;
 - Less former tenant arrears and a reduction in the bad debt provision;
 - Reduced void rental loss.
23. Kirklees Neighbourhood Homes have been running a similar scheme for 12 months and they have completed some analysis of the effect. They found that 40% of their terminations qualified for the scheme and they paid out £37k. Nearly £11k of the payments were offset against other debts owed by the customers, however the most significant effect was assisting in improving the condition of their voids, reducing void clearance costs and improving void turnaround times, resulting in extra income of £260k for 2005/2006, as well as improving the service provided to tenants who are vacating their homes.
24. **Homeless incentive scheme** - So far 14 customers have started to repay their former tenant arrears on a regular basis this has resulted in £1,500 being recovered. An interim payment at 13 weeks will encourage these customers to continue to reduce their debt and persuade others to join the scheme.

Option two

25. If the authority does not adopt these incentives it will miss out on the opportunity to reward the majority of the tenants. It will also miss out on the potential to encourage customer loyalty to the authority.
26. In many of the recent inspections by the audit commission of excellent housing services, these schemes are increasing being seen as good practice. In the recent consultation paper on the governments 'respect agenda for housing management' positive incentives are seen as a core part of the standards.

Option three

27. If only part of the proposals in option one were implemented the costs would reduce, however there maybe a risk that the impact would not be as great and the potential saving would not be realised.

Corporate Priorities

28. Clearly all these schemes are intended to encourage our customers to abide by the tenancy agreement and are in line with the philosophy of York Pride.
29. Equally, by their nature, if successful, the council should benefit from a reduction in arrears, reduced costs on repairs, saving in staff time and rewarding loyal customers.

Financial Implications

30. **Prize Draw** – The cost of the draw would be £1500 a year. This could be met from existing resources and if approved it is proposed that the scheme is introduced this year with two draws at Christmas and Easter 2007
31. **Loyalty Cards** – The cost for the cards is dependant on how many are ordered. It is estimated that we would require 6,000 over a year period at a cost of £27k. Each card is valid for a year Countdown suggests that 50% of customers would be immediately eligible from the launch. Anyone who fell into arrears or breached their tenancy conditions would not be eligible for the loyalty card the following year. Whilst there is no firm evidence that performance improves as a direct result of loyalty card, the company anecdotally believe that for every pound invested the organisation get two back. Irwell Valley HA was the first to introduce such a scheme and they achieved over 100% collection for 3 consecutive years. Over 70% of their tenants no longer have arrears compared with 40% when they first started.
32. **Customers terminating their tenancies** – Based on the position last year 277 customer gave notice and therefore would be eligible for £25 for giving notice and potentially a further £50 for complying with the remaining 2 criteria. If this was the case the cost of the scheme would be £21k. If a further 50 customers were encouraged and as a result qualified this would cost a further £3,750. Based on the information from last year if another 50 customers gave notice and left their home in good condition the council could potentially save £17,750

on less arrears, £22k on reduced repairs and £8,650 on reduced rent loss, a total of £48,400. The scheme could potentially realise savings of £24k per annum.

33. Homeless incentive scheme – There are no further financial implications in making an interim payment at 13 weeks.
34. Its estimated that cost to the authority of introducing these schemes would be approximately £54k. If approved the funding would need to be considered as part of the 2007/08 budget process, however the cost of the schemes is expected to be offset by compensatory savings. The exact amounts of saving that will be made are difficult to predict. The table below attempts to give an indication.

Scheme	Cost of the Scheme	Potential Compensatory Saving	Net Saving
Prize Draw	£1,500	£10,000 off the arrears	£8,500
Loyalty Card	£27,000	£60,000 (based on info in para 32)	£33,000
Termination of Tenancy	£25,000	£48,000 (See para 32)	£23,000
Total	£53,500	£118,000	£64,500

Other Implications

35. There are no Human Resources, Equalities, Legal, Crime and Disorder, Information Technology, Property or other implications

Risk Management

36. The main risk associated with this proposal is that these initiatives will not generate sufficient compensatory saving to fund the schemes

Recommendations

37. The Executive Member is asked to approve option one, and agreeing to the setting up a pilot to adopt these incentives for a period of 12 months subject to funding being approved.
38. The Executive Member approve the start of the prize draw in the current financial year given that the cost can be contained within existing budgets.

Reason: The recommendation has been made because of the benefits that are predicted, such as the increased rental income that are detailed in the analysis section.

Contact Details

Author:

Tom Brittain
Housing Operations Manager
Housing Services
01904 551262

Chief Officer Responsible for the report:

Steve Waddington
Head of Housing Services

Report Approved

Date 16/8/06

Co-Author's Name

Title

Dept Name

Tel No.

Chief Officer's name

Title

Report Approved tick

Date *Insert Date*

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

All

For further information please contact the author of the report

Background Papers:

Various leaflets and reports from Kirklees Neighbourhood homes
Irwell Valley Housing Association 'Gold Service'
ODPM The respect standard in Housing Management published April 2006
Use of incentives schemes: a survey HQN Reward Exchange June 2006

Annexes:

None



CS2255

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

11 September 2006

Report of the Director of Housing and Adult Social Services

**Proposed disposal of Housing Revenue Account (HRA) land for
affordable housing development****Summary**

1. This report requests the approval of the Executive Member for the leasehold disposal of two Housing Revenue Account (HRA) owned garage sites to housing associations for the building of new affordable homes. The approval would be conditional on each site obtaining full planning permission for the schemes outlined in this report.
2. The report gives details of the sites and outlines the proposals for their redevelopment. The report highlights any issues that will need to be addressed before the sites can be submitted for planning permission.

Background

3. The need for additional affordable homes in York remains at a very high level. There are over 2,000 households on the housing waiting list and a further 300 on the register for low cost home ownership opportunities. The current supply of affordable housing cannot meet this need and therefore a key role of the council is to 'enable' the building of more affordable homes in partnership with local housing associations and private developers. The Council's Corporate Objectives and new 2006-2009 Housing Strategy prioritise the need to increase the supply of new affordable housing.
4. Each year the Housing Corporation (a government agency) invites housing associations, in full consultation with the local authority, to bid for Social Housing Grant to enable them to build or purchase new affordable homes. In 2006-2008 the Housing Corporation has awarded £6.5m of Social Housing Grant for new affordable homes in York. The two sites described in this report offer the potential to provide up to 18 affordable homes in the city and will be eligible for a proportion of the £6.5m Housing Corporation funding.
5. The two sites have been identified primarily through a series of desk-top feasibility studies and site visits. They will require the relocation if possible of a small number of council garage licensees.

Consultation

6. The Housing Strategy and Enabling team have held preliminary discussions with colleagues in Asset and Property Management and Planning and Sustainable Development for both of the sites. Primarily this was to establish whether the *principle* of developing these sites was acceptable. More detailed discussions will be needed prior to any submission by the housing associations for planning permission.
7. In 2005 the Executive Member visited both of the sites and agreed in principle to further work being undertaken to determine their suitability for affordable housing development.
8. A market analysis of these sites has confirmed they are unlikely to be of interest to a private developer (see paragraph 24 below). Because of this, their open market value is relatively low, and falls within the upper limits per plot set by the Housing Corporation.
9. If the recommendation of this report is approved officers will work with our housing association partners to take forward the detailed discussions and consultations needed prior to planning permission being sought on both of the sites. Information on the proposals has been provisionally added to the agenda's for the relevant Ward Committee in October pending the decision of this EMAP meeting.

Local Ward Members have been informed of the proposals and given the opportunity to comment. No comments have been received.

10. Full consultation with the local community will take place as part of the statutory planning requirements. In addition residents immediately adjacent to the sites and the licensees of the garages will also be informed of the proposals.

Options

11. Three options are presented for consideration:

Option One To support the long leasehold disposals of the Victoria Way and Fifth Avenue garage sites identified in this report to housing associations on the terms outlined in the analysis below, subject to satisfactory planning permission. If Members approve Option One, approval from the Director of Resources/Corporate Landlord will be sought to the disposals.

Option Two To support the principle of the long leasehold disposals of the Victoria Way and Fifth Avenue garage sites to housing associations on the terms outlined in the analysis below, subject to a further report or reports being brought to EMAP when all the planning issues have been addressed and full details of the proposed developments are known.

Option Three Not to redevelop one or none of the sites.

Analysis

12. The table below presents information on the two sites. Location plans for each site are attached as Annex 1 to this report. Please note the site plan boundaries are indicative at this stage and may be subject to some minor alteration.

Site	Ward	Estimated number, type and tenure of homes*	Housing Association partner
Victoria Way	Heworth	8 houses rent	York HA
5 th Avenue	Heworth	6 houses for rent 2 flats for rent 2 flats for low cost home ownership	Yorkshire Housing

* Nb: the number of homes may differ slightly from these due to planning restrictions or unforeseen circumstances.

13. The Housing Corporation have introduced very strict criteria on how much of the capital grant funding they pay housing associations is eligible for land acquisition costs. It is the view of the Housing Corporation that local authorities should 'gift' land to housing associations. However, they have agreed that where this is not possible an upper limit of £5,000 per plot for land acquisition will be allowed. If all of these homes were to be built the council could therefore expect a maximum receipt of £90k for the land disposals less any planning contributions that the housing associations are required to make and/or any abnormal development costs.
14. Taking each of the sites in turn.
15. **Victoria Way.** This is a small site of 0.18ha which held sixteen council garages. Ten of the garages were demolished in 2005/06 due to constant vandalism and a very low level of demand. Of the six remaining garages five are let on licenses with a one week notice period. The site is the subject of considerable vandalism and anti-social behaviour to the detriment of the neighbouring community.
16. It would be possible to only develop the demolished garages part of the site but for longer term sustainability it is strongly recommended that the remaining garages are included. There will need to be close liaison with the remaining licensees of the garages with a view to exploring whether alternative garaging can be found for them. On balance the costs associated with the loss of 6 garages must be weighed against the benefits of a redevelopment of this site for a small number of family houses that will enhance the neighbourhood and provide much needed affordable rented housing.
17. **Fifth Avenue.** This site extends to 0.127ha and is currently used as a garage court. Only six garages remain of which three are currently let. Most of the garages were demolished due to vandalism and the site has been considered for housing for a number of years. A small mixed tenure scheme of houses and

flats will greatly improve the appearance of this site and the immediate neighbourhood.

18. It is rarely possible to bring forward development proposals that have every piece of the jigsaw in place. Rather, the process requires that we first identify possible sites and ask housing associations to undertake some desk-top feasibility work. At the same time we discuss the *principal* of development with the relevant sections of the council including the Executive Member. Only then are the sites included in proposals for funding from the Housing Corporation.
19. If the Executive Member supports Option One, this will give sufficient assurance to our housing association partners for them to undertake the further work necessary to address any particular planning issues including those highlighted in this report. This work is essentially still “at risk” and there is no guarantee or presumption that the sites will receive planning permission. Option One is the recommendation of this report.
20. If the Executive Member feels it is more appropriate to support Option Two there is a risk that this could delay the development of the sites because we may need to bring individual reports to the Executive Member for each development site rather than as now having the opportunity to consider them together.

Corporate Priorities

21. Enabling the building of more affordable housing is a priority in the council's recently approved Housing Strategy 2006-2009. The proposals in this report will also contribute to the Council's Corporate Strategy 2006-09 including;
 - Improve the actual and perceived condition and appearance of the city's streets, housing estates and publicly accessible spaces.
 - 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.

Implications

22. **Financial.** The leasehold disposal of the 2 sites would generate a maximum capital receipt to the HRA of £90k subject to deductions for abnormal costs, which would need to be spent achieving the decent homes standard in order to retain 100% of the receipt, in line with the capital pooling regulations. Otherwise 50% of the receipt must be paid over to the Department of Communities and Local Government. The sites have no significant open market value and as such could not generate a higher receipt than would be received in the option recommended. There are currently 12 HRA garages split between the Victoria Way and Fifth Avenue sites and this will result in a maximum recurring revenue loss of £3k to the HRA, which can be met from savings in repairs to the garages. It is intended that the sites will be sold as they are, therefore there will be no costs incurred associated with demolition or clearance.

23. **Property.** Interest from the private sector would be minimal because of the number of units proposed and the location of the sites. It is not possible to comment on whether the price of £5,000 per plot for the land is a maximum sum that could be achieved. It is, however, the maximum that the Housing Corporation will permit. The decision for choosing housing association developments is that the benefits to the council in meeting corporate and housing objectives are greater than would be achieved if the sites were sold to private developers.
24. **Human Resources (HR).** There are no human resource implications
25. **Equalities.** There are no equalities implications
26. **Legal.** Enquiries are ongoing with Legal Services in respect of title checks being undertaken on both sites. These are not expected to prohibit development as proposed. Once the long leasehold disposals have been negotiated, Legal Services will formalise the transactions.
27. **Crime and Disorder..** As part of the redevelopment of the sites we will expect the housing to comply with Secured by Design principles and for the police architectural officer to be involved in an advisory capacity. In addition, redevelopment of these two sites will benefit their local communities by removing areas for anti-social behaviour to take place.
28. **Information Technology (IT).** There are no information technology implications
29. **Other.** As indicated, there have been informal discussions held with planning and highways officers. These will continue in more detail as the proposals develop.

Risk Management

30. The risks associated with the recommendations of this report relate primarily to the deliverability of the 2 sites for affordable housing. It is difficult to quantify the risk as each site will be considered in its own right as all the planning and community considerations are worked through.
31. There is a financial risk of the council foregoing some or all of the anticipated capital receipts from the leasehold disposal of the sites to housing associations either because of lack of planning permission or because of unexpected costs in developing them. However, the anticipated receipts are 'windfalls' and have not been assumed in any budget forecasts.
32. A wider corporate risk is that any reduction in the number of new affordable homes being built will increase pressure on the housing waiting list at a time when the need for more homes has rarely been greater. It will mean that affordable housing targets in the Housing Strategy are harder to meet. It may also mean that the grant funding from the Housing Corporation could not be spent unless alternative development opportunities were found; something that

will not reflect well on the local authority when future allocations of grant are being made.

33. If either of the sites cannot be developed this might also mean the council has to look at other ways of solving problems of vandalism, security and the detrimental impact of the sites on the local neighbourhood.
34. Nevertheless, in compliance with the council's risk management strategy it is not considered that the impact of these risks is so great as to warrant any special monitoring or separate action plan beyond the need of the Housing Strategy Manager to ensure regular project monitoring.

Recommendations

35. The Executive Member for Housing is asked to approve Option One of this report. This will allow more detailed feasibility work to be undertaken on all the sites immediately and protect the council's interest in the land because they will only be disposed of as and when planning permission is granted for affordable housing development.

Contact Details

Author:

Paul Stamp
Housing Strategy Manager
Housing and Adult Social
Services
Tel No.554098

Chief Officer Responsible for the report:

Steve Waddington
Head of Housing Services

Report Approved

Date 25/08/06

Specialist Implications Officer(s)

Financial
Debbie Mitchell
Head of Finance, Housing and Adult
Social Services
Tel No. 554161

Asset and Property Management
Valerie Inwood
Property Surveyor
Tel No. 553358

Housing and Adult Social Services
Tom Brittain
Housing Operations Manager
Tel No. 551262

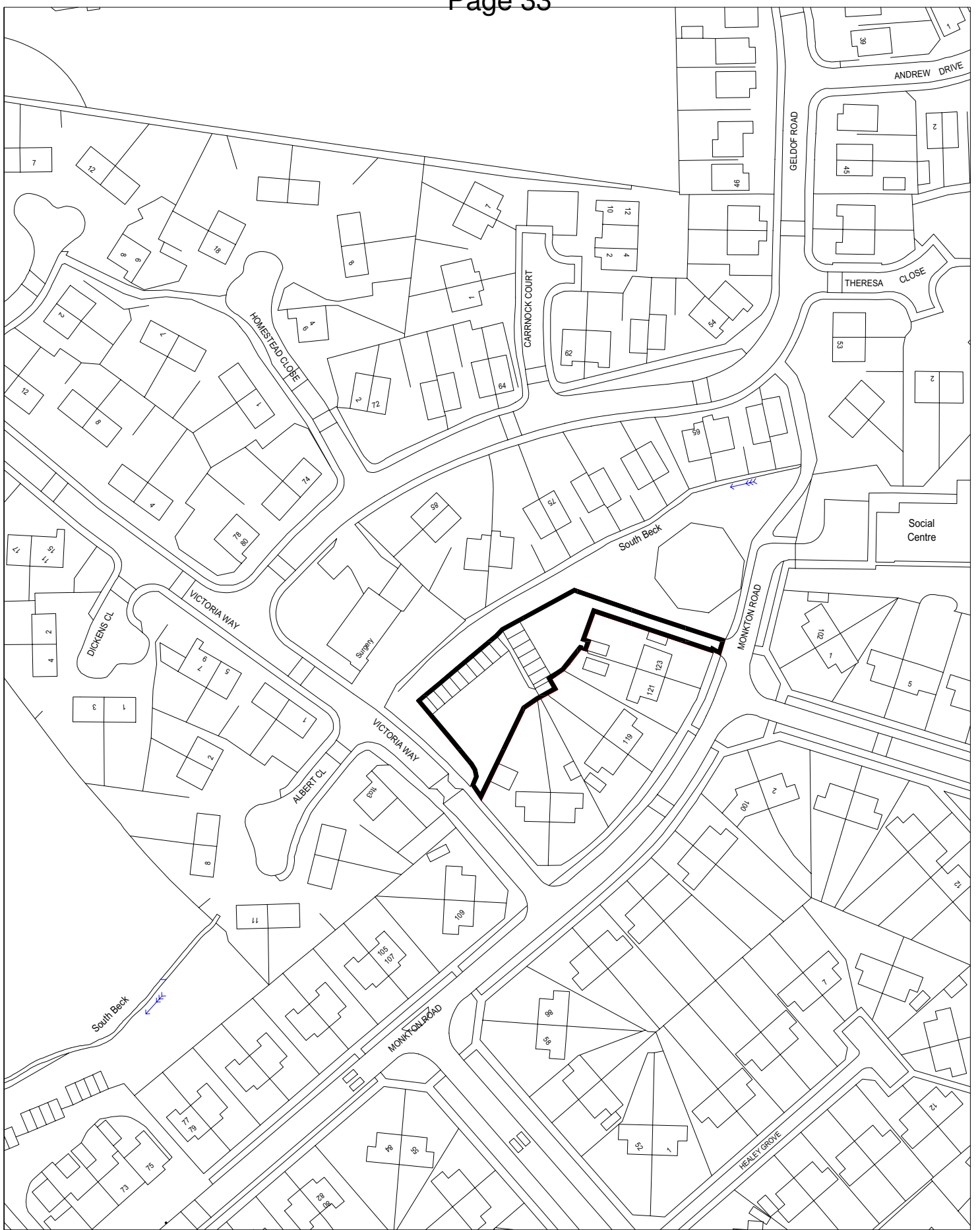
Wards Affected: Heworth

All *tick*

For further information please contact the author of the report

Background Papers: None

Annexes - Annex 1: Site plans of the Victoria Way and Fifth Avenue proposed affordable housing developments



Resources
Property Services

Victoria Way Proposed Site

SCALE: 1:1250 DRAWN BY: User Name
Originating Group: Property Services

DATE: 5/6/2006
Drawing No.

PS/A4/106809



This page is intentionally left blank



RESOURCES APM

□ Asset and Property Management □

Fifth Avenue Proposed Site

SCALE 1:1250

DRAWN BY CC

DATE 05/06/2006

Originating Group

Property Management

Drawing No.

PM/A4/106427



This page is intentionally left blank



CS2281

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

Report of the Director of Housing and Adult Services

First Quarter Review of the 2006/07 Housing Capital Programme**Summary**

1. This report presents the first quarter review of the 2006/07 Housing Capital Programme and the resources available to support it. The report also recommends that the Executive Member approves the variations.

Background

2. The approved Housing Capital Programme for 2006/07 is £10,075m. Annex 1 sets out the detailed cost centres.
3. The final outturn report of the Housing Capital Programme of 2005/06 reported to the Executive Member on the 5th of June confirmed a variation to the approved programme of £186k which was due to slippage of £50k and an underspend of £136k.
4. Staff have reviewed the programme of investment projects during the first quarter of 2006/07 and the resources needed to fund them. Any minor variations have been agreed within delegated powers.

Consultation

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

Options

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

Analysis

7. **Modernisation of Local Authority Homes (Capital Scheme)**, there are no variations within this section.
8. **Repairs to Local Authority Properties**, there are no variations within this section.

9. **Assistance to Older and Disabled People**, whilst there are no projected variations within Council Adaptations this is due to an increasing waiting list for such works, at the end of June ordered commitments had reached £88k against an annual budget of £200k whilst there is still a waiting list of 23 applicants for assisted bathing facilities. More detailed analysis of this issue will be brought to the Panel as part of the HRA Business Plan report later in the year.
10. **Housing Grants & Associated Investment**, there is one minor variation to Mandatory Disabled facilities Grants of £12k reduction due to changes in levels of subsidy and match funding levels.
11. **Miscellaneous**, there are no variations within this section. Officers were informed in mid July that they had been successful in achieving 75% grant funding for improvements to the 3 travellers sites of £302k over 2006/07 and 2007/08, more detailed information will be brought back in the second quarter report on expected timescales for delivery of the various elements of the project.
12. **Modernisation of Local Authority Homes (MRA)**, there is one minor variation to Capitalised Salaries of £17k due to budget amendments on revenue which has been offset by a reduction in revenue contribution.
13. **Repairs to Local Authority Properties**, there are no variations within this section

Corporate Priorities

14. 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

15. The Approved Housing Capital Programme for 2006/07 is £10,075m. The outcome of the minor variations agreed within officers delegated authority result in a £29k decrease in position hence the Programme will stand at £10,046k with £4,564k funded through the MRA.
16. Right to buy sales are expected to be lower than the original estimate of 40 sales at £65k. However, the average sale price is higher than budgeted for. The revised estimate is 35 sales at £74k. Due to the increase in property values there are fewer discount receipts and a reduction of £30k has been reflected as part of the Qtr 1 monitoring process. The total current surplus resources stands at £386k. It is suggested that the use of this funding be

considered when the priorities are set for the 2007/08 programme as part of the budget process.

Human Resources (HR) none

Equalities none

Legal none

Crime and Disorder none

Information Technology (IT) none

Property none

Other none

Risk Management

17. This report 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

18. The Executive Member is requested to note the progress on schemes and minor variations made under officers delegated authority.

Reason : To inform the Executive Member.

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 16/08/06

Specialist Implications Officers: None

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.

This page is intentionally left blank

HOUSING CAPITAL PROGRAMME 2005/06 TO 2007/08

CAPITAL SCHEME DETAILS							TOTAL	PROFILED					LATEST	LATEST	LATEST	
COST CENTRE	START YEAR	RO	TOTAL UNITS	IN YEAR UNITS	REVISED IN YEAR UNITS	SCHEME COST £'000	EXP TO 31/03/06 £'000	EXPENDITURE 31/07/06 £'000	EXP TO 17/08/06 £'000	COMMITMENTS £'000	TOTAL SPEND £'000	BAL OF ESTIMATE £'000	ESTIMATE 2006/2007 £'000	ESTIMATE 2007/2008 £'000	ESTIMATE 2008/2009 £'000	
A MODERNISATION OF LOCAL AUTHORITY HOMES																
1 Planned Programme to Tenants Choice Standard																
a) Kitchens	F769	04/05	MH	22	12	0	69	1	7	4	0	4	32	36	16	16
b) Backfills	F733	06/07	MH						73	0	0	553	553			
2 Safety and Security																
a) Communal Security Doors	F777	04/05	MH	248	110		249	136	9	2	23	25	0	25	35	53
b) Scooter Stores at Sheltered Schemes	F702	05/06	CK	6	3		264	43	0	3	10	134	147	74		
c) Burglar Alarms	F704	05/06	MH	150	50		63	13	6	1	0	1	15	16	17	17
d) Window Replacement	F705	05/06	MH	44	44		234	158	57	23	30	53	23	76		
f) Sheds & Garages	F786	04/05	MH	686	268		118	11	30	17	0	17	23	40	25	42
							<u>997</u>	<u>362</u>	<u>182</u>	<u>50</u>	<u>63</u>	<u>113</u>	<u>780</u>	<u>893</u>	<u>167</u>	<u>128</u>
B REPAIRS TO LOCAL AUTHORITY PROPERTIES																
3 Re-roofing Works	F771	RP	MH	360	141		1,176		0	0	0	0	450	450	350	376
4 Installation and Replacement of Heating Systems	F772	RP	MH	1,584	528		5,965	810	320	313	139	452	1,221	1,673	1,707	1,775
5 Communal Access Flooring	F782	04/05	MH	680	286		331	119	29	28	34	62	24	86	60	66
6 Improved Internal Communal Security Lighting	F787	04/05	MH	577	155		386	192	13	61	0	61	-11	50	70	74
7 External Communal Areas	F727	06/07	MH				198		30	39	1	40	32	72	60	66
8 Refurbish 92 Holgate Road	F729	06/07	MH	1	1				41	33	7	40	1	41		
9 Cladding Denis Wildes	F710	05/06	MH						0	-6	6	0	0			
10 Stairlifts	F716	05/06	MH						0	-7	0	-7	7			
							<u>8,056</u>	<u>1,121</u>	<u>433</u>	<u>461</u>	<u>187</u>	<u>648</u>	<u>1,724</u>	<u>2,372</u>	<u>2,247</u>	<u>2,357</u>
C ASSISTANCE TO OLDER & DISABLED PEOPLE																
11 Adaptations for the Disabled																
Council Adaptions	F760	RP	RA				856	256	67	64	19	83	117	200	200	200
12 Occupational Therapy Capitalised Salaries - Community Services	F736	RP	AT				277	70	23	24	0	24	45	69	69	69
							<u>1,133</u>	<u>326</u>	<u>90</u>	<u>88</u>	<u>19</u>	<u>107</u>	<u>162</u>	<u>269</u>	<u>269</u>	<u>269</u>
D HOUSING GRANTS & ASSOCIATED INVESTMENT																
13 Grants																
a) Mandatory DFG	E702	RP	RA				2,396	523	101	110	0	110	553	663	605	605
b) York Repair Grant	E720	RP	RA				1,975	520	165	162	0	162	323	485	485	485
c) Landlords Housing Grant	E713	RP	RA				240	0	0	0	0	0	80	80	80	80
d) Decent Homes Grants	E707	04/05	RA				292	76	0	17	0	17	55	72	72	72
e) Capitalised Salaries - Community Services	E714	RP	RA				315	81	26	56	0	56	22	78	78	78
f) Energy Efficiency Grant	E701	06/07	RA				330	0	0	0	0	110	110	110	110	110
							<u>5,548</u>	<u>1,200</u>	<u>292</u>	<u>345</u>	<u>0</u>	<u>345</u>	<u>1,143</u>	<u>1,488</u>	<u>1,430</u>	<u>1,430</u>
E MISCELLANEOUS																
14 Homeless Hostel	E730	04/05	TS				1,323	897	10	-44	0	-44	295	251	175	
15 Travellers	E703	06/07	BW				402	0	0	0	0	0	209	193		
							<u>1,725</u>	<u>897</u>	<u>10</u>	<u>-44</u>	<u>0</u>	<u>-44</u>	<u>295</u>	<u>460</u>	<u>368</u>	<u>0</u>
HOUSING CAPITAL PROGRAMME							<u>17,459</u>	<u>3,906</u>	<u>1,007</u>	<u>900</u>	<u>269</u>	<u>1,169</u>	<u>4,104</u>	<u>5,482</u>	<u>4,481</u>	<u>4,184</u>
MAJOR REPAIRS ALLOWANCE SCHEMES																
A MODERNISATION OF LOCAL AUTHORITY HOMES																
1 Tenants Choice Modernisation																

HOUSING CAPITAL PROGRAMME 2005/06 TO 2007/08

	COST CENTRE	START YEAR	RO	TOTAL UNITS	IN YEAR UNITS	REVISED IN YEAR UNITS	TOTAL SCHEME COST	PROFILED EXPENDITURE			COMMITMENTS	TOTAL SPEND	BAL OF ESTIMATE	LATEST ESTIMATE	LATEST ESTIMATE	LATEST ESTIMATE		
							£'000	31/03/06 £'000	31/07/06 £'000	17/08/06 £'000		£'000	£'000	2006/2007 £'000	2007/2008 £'000	2008/2009 £'000		
a) Miscellaneous Backfills	F700	RP	MH	216	16		2,463	822	150	127	20	147	3	150	731	760		
b) Capitalised Salaries - Housing	F793	RP	MH				1,280	290	82	61	0	61	250	311	336	343		
c) Tang Hall	F765	RP	MH	527	181		8,245	1,545	607	385	239	624	1,570	2,194	2,080	2,426		
d) Delwood	F730	06/07	MH	33	33		333		166	211	0	211	122	333				
e) Foxwood Phase 2	F720	06/07	MH	103	103		1,172		320	378	209	587	585	1,172				
f) Clifton	F732	06/07	MH	33	33		404		0	0	0	0	404	404				
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											89	95		
j) Walmgate	TBA	07/08	MH	48											334	132		
k) Thurston House (part)	TBA	08/09	MH	8												104		
							14,082	2,657	1,325	1,162	468	1,630	2,934	4,564	3,646	3,969		
B REPAIRS TO LOCAL AUTHORITY PROPERTIES																		
2 Window Replacement																		
a) 2005/06 Schemes							F724	05/06	MH									
									0	-14								
							0	0	0	-14	0	0	0	0	0	0	0	
TOTAL MAJOR REPAIRS ALLOWANCE SCHEMES							14,082	2,657	1,325	1,148	468	1,630	2,934	4,564	3,646	3,969		
a																		
GRAND TOTAL CAPITAL & MRA							31,541	6,563	2,332	2,048	737	2,799	7,038	10,046	8,127	8,153		



CS2280

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

11th September 2006

Director of Housing and Adult Social Services

Housing Revenue Account Service Plan - Monitor 1**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 later in 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 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. However, the following issues are particularly pertinent to housing.

- **Supporting People Programme** - the first round of Supporting People Service Reviews were completed in March 2006 and they identified where funding for services was ineligible or poor value for money. Retraction plans for removing the funding will be in place by September. The Commissioning Body has agreed priorities for any future investment, and spending remains within budget. The grant allocation for 07/08 has been announced and the reduction is smaller than previously anticipated at 2%.
- **Organisational Development** – training in PRINCE2 project approach has been delivered to key staff, and a toolkit for smaller projects, using PRINCE2 principles is now in development, with housing represented on the group developing the toolkit.

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 during the period:
 - The Tenant Compact has been redrafted with a work shop held for tenants in June and a further one planned for August to finalise the document
 - A solution design day to develop mobile working technology has been held and staff are currently finalising the contract with the supplier with a view to the introduction in the autumn.
 - New allocation system using 'bands' went live in May, with a choice based element for harder to let properties. This has resulted in 17 properties being let via choice based lettings since its introduction.
 - A corporate approach to debt has been developed with joint working between housing, and revenue and benefits on a Debt Strategy. Housing staff are also represented on the corporate Anti Poverty Strategy Group
 - HRA Business Plan has been updated with minor revisions and will be submitted to Government Office to be assessed as 'fit for purpose'

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 is non decent by 1st April 2007 of 12.78%. It is envisaged that this target will be met.

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 26.75 days from 32 days at last years outturn, average time to complete a non urgent repairs is down from 13.9 days to 7.68 days and the proportion of non decent homes continues to fall.
11. The voids process review is now complete and due to report back in August, and improvements implemented from October. Although the voids turn round time continues to fall it is hoped that the review will result in performance closer to the 21 day target. The first quarter performance on repairs is improving in most areas. Urgent repairs are on average taking 3.01 days compared to 3.86 days last year, non-urgent repairs are being completed on average in 7.68 days compared to 13.9 days last year. The percentage of repairs being completed within the target times is also increasing with 86.64% of emergency repairs being completed within target compared to 76.12% last year, 71.63% of P1's are being completed in target compared to 55.67% last year and 89.51% of P2's are being completed in target compared to 82.15% last year. The one area where performance has not improved is in carrying out repairs that are categorised as 'right to repair' Performance in this area has slipped from 72.64% to 67.75%. Work is being undertaken to identify why this area of work is showing an opposite trend to all other areas.
12. Performance on reduction of current rent arrears is on target to achieve the £150,000 cash reduction. Performance figures for 2006/07 are not directly comparable to performance from previous years as a result of moving from a fortnightly collection cycle to a weekly collection cycle.

Improve tenant satisfaction and opportunities for participation

13. Following the 2005/06 Annual Housing Services Monitor a number of areas for improvement were identified. This has resulted in a review of the Tenant Compact and exploring ways to include tenants in the monitoring and development of the repairs partnership. A report is to be discussed at September EMAP about various ways that the council can reward its loyal customers this has been to the Federation and has met with their approval.

Areas for Improvement

14. As identified in Paragraph 9 some of the repairs performance is disappointing, however this is an area of the service which will be subject to a detailed review in the autumn. It is anticipated that as changes to working practices and the IT system are established within the Repairs Partnership all areas of this service will benefit from improved performance.

New External Priorities

15. None

Significant Organisational Issues

16. None

Corporate Priorities

17. 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

18. Financial Implications

	Approved Budget £'000	Variation £'000	Variation %
Repairs and Maintenance Jobs General			
Brickwork - average job costs have increased, however overall demand for work has decreased causing an overall reduction in predicted expenditure	169	-66	-39.05
Electrical - average job costs have increased, however overall demand for work has decreased causing an overall reduction in predicted expenditure	288	-78	-27.08
Empty Home Repair - the numbers and costs of Scenario 3 voids- requiring extensive works- is continuing to rise	468	+51	+10.90
Joinery - the demand for work has increased slightly however average job costs have reduced causing and overall reduction in projected expenditure	677	-29	-4.28
Plastering - although the average job cost has decreased there has been a significant increase in demand for works causing an increase in projected expenditure	109	+94	+86.24
Plumbing - the average job cost has increased and there has been a significant increase in demand for works causing and increase in projected expenditure	345	+191	+55.36
Roofing	121	+33	+27.27
Other variations	<u>2,118</u>	<u>-19</u>	-0.90
	4,295	+177	+4.12
Decoration Allowance – saving due to decreased number of voids and lower customer take-up.	101	-22	-21.78
General Management			
Housing Operations – savings due to staff vacancies (-£40K) and transport,	2,357	-38	-1.61

	Approved Budget £'000	Variation £'000	Variation %
mainly scratch cards, (-£5k) offset by additional expenditure on SX3 consultancy (+£7k)			
Asset Management – saving due to staff vacancies	489	-17	-3.48
Sheltered Housing – saving due to staff vacancies (-£11k), lower utility usage than forecast (-£15k) and saving on cleaning (-£5k)	674	-31	-4.60
Peasholme Hostel – increased employee costs due to sickness cover (+£10k) and increase in food/cleaning (+£9k)	400	+19	+4.75
Temporary Accommodation - savings due to vacant support worker posts (£38k) offset by increase in cost of repairs (£48k) and increase in utility costs (£6k)	617	+16	+2.59
Grounds Maintenance - saving due to lower level of day to day gardening work	352	-12	-3.41
Lifts – due to a number of high value repairs above the standard maintenance contract	38	+13	+34.21
Housing Subsidy Payment – decrease in subsidy receivable due to lower than forecast interest rate	4,874	+54	+1.11
- offset by reduction in loan interest payable	1,109	-50	-4.51
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

	Approved Budget £'000	Variation £'000	Variation %
Rents – additional income due to:- reduction in RTB sales £44k reduction in income loss from voids £40k increase in income from stock not used as temp accom £62k Increase in rents from Peasholme Hostel £13k Offset by reduction in income from temporary accommodation £57k	-22,860	-102	-0.45
Supporting People – contingency for reduction in income not required in 2006/07.	-852	-121	-14.20
Internal Interest – increase mainly due to higher balance brought forward from the previous financial year.	-167	-136	-81.44
Other Minor Variations	4,005	+5	+0.12
Net change in working balance	-4,568	-245	-5.36
Variation in Turnover	92,351	+842	+0.91

- a) 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 £4,568k.
- b) The net variations of £245k together with the budgeted balance of £4,568k now give a total estimated balance on the HRA of £4,813k.
- c) 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 savings relating to the repairs partnership (£20k) are being closely monitored to ensure they can be achieved by the end of the financial year.
- d) 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)	Allocation of carry forwards agreed as part of the 2005/06 outturn report	
	a) Increase in repairs tendering budget	+6
	b) Increase housing operations expenditure (tenant DVD)	+10
	c) Increase in recharges (annual housing monitor)	+3.8
	d) Reduction in the available HRA balance	-19.8
ii)	Movement of Estate Managers between tenancy and income management teams	
	a) Reduction in staffing budget on tenancy teams	-52
	b) Increase in staffing budget on income management	+52
iii)	Slippage of revenue contribution to capital from 2005/06 to 2006/07 as approved as part of the 2005/06 outturn report	
	a) Increase in the revenue contribution to capital	+1,510
	b) Reduction in the available HRA balance	-1,510
iv)	Incorrectly coded post within asset management teams	
	a) Decrease in staffing budget on capital programme team	-32
	b) Increase in staffing budget on responsive repairs team	+32
	c) Increase in charge to HRA	+17
	d) Decrease in revenue contribution to capital programme	-17

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

Risk Management

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

Recommendations

21. The Executive Member is asked to

- Note the progress and achievements made in delivering the HRA Service Plan during the first quarter of 2006/07

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

Contact Details

Author:

Dilys Jones
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 30/08/06

Bill Hodson
Director of Housing and Adult Social Services
554000

Report Approved Date 30/08/06

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

Annexes

Annex 1 – HRA Key Performance Indicators

This page is intentionally left blank

HRA Service Plan

CUSTOMER BASED IMPROVEMENTS					
Measure	Q1 06/07	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
The proportion of non-decent LA homes at start of year	12.78%	14.79%	12.78%	10.06%	7.92%
SAP ratings of LA dwellings	Annual	70	71	72	73
Urgent repairs completed within government time limits (%)	66.64	72	90	93	96
Average time to complete non-urgent repairs	7.68 days	13.9 days	9	8	8
Average re-let times for LA dwellings	26.75 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	Q1 06/07	2005/6 outturn	2006/07 Target	2007/08 Target	2008/09 Target
Average re-let times for LA dwellings	26.75 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	Q1 06/07	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	3.83%	2.81%	3.6%	3.5%	3.4%
Rent lost through voids	0.22%	1.08%	1.0%	0.95%	0.90%
Average weekly management cost	£14.79	£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	Q1 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) *	4.52 (council av 2.81)	5.1%	At or below council wide average	At or below council wide average	At or below council wide average
Staff turnover *	2.74% (council av 2.32%)	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.



CS2279

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

11th September 2006

Director of Housing and Adult Social Services

Housing General Fund Service Plan - Monitor 1**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 later in 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. However, the following issues are particularly pertinent to housing.

- **Supporting People Programme** - the first round of Supporting People Service Reviews were completed in March 2006 and they identified where funding for services was ineligible or poor value for money. Retraction plans for removing the funding will be in place by September. The Commissioning Body has agreed priorities for any future investment, and spending remains within budget. The grant allocation for 07/08 has been announced and the reduction is smaller than previously anticipated at 2%.
- **Organisational Development** – training in PRINCE2 project approach has been delivered to key staff, and a toolkit for smaller projects, using PRINCE2 principles is now in development, with housing represented on the group designing the toolkit.

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. A number of achievements have been made during the period
 - Union Terrace Car Park site has been identified as a suitable location for the re provision of Arc Light. This was approved by the council Executive in May. Work continues with local residents through the Liaison Group and a detailed planning application will be submitted in the autumn.
 - 4 Fishergate has been identified for the re location of the Peasholme Centre This was approved by the council Executive in July.
 - A 3 year Housing Strategy was agreed by Members in April. The strategy will cover the period up to 2009/10 as this links to a number of key events: completion of decent homes, development of a number of key sites e.g. Hungate and plans for York Central. Still awaiting confirmation from Government Office that the strategy is 'fit for purpose'
 - An interim Housing Market Assessment was produced for the Germany Beck and Derwenthorpe planning inquiries. Scoping meetings have been timetabled with City Strategy to agree the commissioning of a new Housing Needs Survey / Housing Market Assessment in 2006/07.

- The specification for the refurbishment of Howe Hill Phase II is complete and the works out to tender
- The Department of Communities and Local Government (DCLG) has confirmed that the council has been awarded a capital grant of £301,670 for the upgrade and refurbishment of the 3 traveller sites
- Homeless Review Officer is now in post enabling a better quality and more consistent service
- Information sessions have been started for temporary housing customers to prepare them for an Introductory Tenancy and to support people through this process
- Skills audit of staff completed for the Homelessness team. This will enable appropriate training to be identified for staff
- More than 265 applications have been received to licence houses in multiple occupation. All technical staff are now fully trained to use the new assessment standard for houses.
- A new and extended select list of contractors introduced to deliver minor adaptation work.

Critical Success Factors (CSFs)

Reprovision of Arc Light

9. The council Executive on the 2nd May approved Union Terrace for the relocation of Arc Light, subject to planning permission. Work is progressing to the submission of detailed planning application in September 2006.

Housing Act 2004 – Introduction of new licensing arrangements for houses of multiple occupation, and the Housing Health and Safety Rating

10. Establishment of the new Housing Standards and Adaptations Team in June will provide a flexible team which can meet the challenges of both existing legislation, primarily the Housing Act which has emphasised the need for a stronger working relationship between the private sector housing teams.

Housing Needs information (including Gypsy and Traveller Needs)

11. Housing Services is working with City Strategy to scope the work required and based on this City Strategy are inviting tenders to undertake a full housing needs survey/housing market analysis that will form part of the evidence base for the Local Development Framework (LDF). We are also awaiting the outcome of work carried out by DTZ for the Government Office for Yorkshire and Humber on the region's housing markets, and will analyse the implications for York. The North Yorkshire Housing Forum is considering carrying out a gypsy and traveller needs survey on a sub regional basis.

Areas for Improvement

12. The 2005/2006 outturn report in June highlighted the difficulties achieving the annual affordable housing target of 200 homes due to changes in planning policy and delays on major housing schemes due to planning inquiries. It is estimated that the number of homes delivered this financial year may be as low as 68, however more homes than the target may be delivered in future years depending on the outcome of the local planning inquiries and the Regional Spatial Strategy.

New External Priorities

13. None

Significant Organisational Issues

14. None

Corporate Priorities

15. 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

16. Financial Implications

HOUSING GENERAL FUND						
Detail	2006/07 Approved Budget £'000			2006/07 Managers Revised Outturn £'000		
	Hsg GF Service Plan	Corporate Services Service Plan	Total Hsg GF	Hsg GF Service Plan	Corporate Services Service Plan	Total Hsg GF
Employees	1,111	154	1,265	1,022	158	1,180
Premises	157		157	239		239
Transport	53	1	54	53	1	54
Supplies and Services	899	9,319	10,218	958	9,027	9,985
Miscellaneous						
- Recharges	552	57	609	552	57	609
- Transfer Payments	1		1	1		1
Capital Financing	60		60	58		58
Gross Cost	2,833	9,531	12,364	2,883	9,243	12,126
Less Income	-1,595	-9,531	-11,126	-1,645	-9,243	-10,888
Net Cost	1,238	0	1,238	1,238	0	1,238

17. Summary Position - 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 £1,238k. 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.
18. This review indicates that overall there is no variation to the approved budget. There are however variations within the overall budget which require reporting and are as follows:-

	Budget £'000	Variance £'000	Variance %
<u>Private Sector Housing</u> Mainly due to employee savings due to vacancies	149	-10	-6.71
<u>Homelessness – Property Leases</u> Mainly due to a lower number of properties than forecast	64	-14	-21.88
<u>Homelessness Administration</u> Saving due to employee vacancies	127	-23	-18.11
<u>Travellers Sites</u> Employee savings (-£34k) due to vacancies, rental/supporting people income (-£21k), offset by bailiff costs due eviction (+£15k), increased repairs expenditure (+£67k) and expenditure on generator at James St (+£20k)	-41	+47	+114.63

19. 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.
20. 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. There are no virements to report in this quarter.
21. There are no Human Resources (HR), Equalities, Legal, Crime and Disorder, Information Technology (IT), Property or other implications

Risk Management

22. 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

23. The Executive Member is asked to

- Note the progress and achievements made in delivering the Housing General Fund Service Plan during the first quarter of 2006/07

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

Contact Details

Author:

Dilys Jones
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 30/08/06

Bill Hodson
Director of Housing and Adult Social Services
554000

Report Approved Date 30/08/06

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

Annexes

Annex 1 – Housing General Fund Key Performance Indicators

This page is intentionally left blank

Housing General Fund Service Plan

CUSTOMER BASED IMPROVEMENTS					
Measure	Q1 06/07	2005/06 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	1(1)	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	2	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	97.52%	97.64%	95%	95%	95%

PROCESS BASED IMPROVEMENTS					
Measure	Q1 06/07	Outturn	2006/07	2007/08	2008/09

	05/06	Target	Target	Target	
Produce revised five year housing strategy	Strategy produced Undergoing revisions to meet 'fit for purpose' criteria.	✓	-	-	
Produce older persons' housing strategy	Completed June 06 Approved by EMAP July 06	✓	-	-	
Produce revised housing needs survey	Subject to funding	✓	-	-	
Repeat homelessness acceptances	3	15	12	11	10
Development of new Arclight hostel	Site identified	✓	-	-	
Relocation of Peasholme Resettlement Centre	Site identified	✓	-	-	
All hostels to be incorporated into a planned maintenance programme	Ongoing	Ongoing	Ongoing	Ongoing	
Refurbish and upgrade essential elements across the three travellers' sites	Funding obtained	Ongoing	Ongoing	Ongoing	

FINANCE BASED IMPROVEMENTS					
Measure	Q1 06/07	Outturn 2005/6	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	Delegated 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	Exploring potential for including in the repairs partnership		✓	-	-

STAFF BASED IMPROVEMENTS					
Measure	Q1 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) *	4.52 (council av 2.81)	5.1%	At or below council wide average	At or below council wide average	At or below council wide average
Staff turnover *	2.74% (council av 2.32%)	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.

Targets for 183a have been amended since the submission of the service plan following finalisation 2005-6 outturn for that indicator. The targets here reflect those in the council plan.

This page is intentionally left blank



CS2228

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

Report of the Director of Housing & Adult Social Services

Strategy for Older People's Accommodation with Support**Summary**

1. The report outlines more detailed proposals for an accommodation with support strategy for older people.
2. The report focuses on the future use of the council's Elderly Persons Homes. The Executive Member is requested to give approval:
 - 2.1 for the further development of High Dependency beds in one home.
 - 2.2 to enter into a feasibility study on further developments in:
 - housing and support for older people and potential partnerships with third parties
 - specialisation within the council Elderly person's Homes
 - 2.3 to commence consultation with staff and customers on future developments in council Elderly People's Homes.

Background

3. In the last 5 years, various reports have been brought before Members, each making proposals on the development of 24 hour care services for older people. One key aspect of this report was the future use of Elderly Persons Homes (EPHs).
4. In October 2001, following a Best Value Review by the Nuffield Institute, a report recommended that the council should consider a more specialist role for its EPHs. The Review had highlighted the need for specialist care for people with mental health needs and for 'intermediate (recuperative) care which was aimed a reducing stays in hospital.

5. In November 2002, a further report was brought to Members, which focused on the role of EPHs and recommended:
 - The development of Morrell House as a specialist EMI unit
 - Further work to be undertaken to identify a 2nd unit
6. At the time of the November 2002, report, it had been estimated that there was a need for 50 beds providing specialist EMI residential care.
7. Since that report, Morrell House has moved to provide EMI care and in 2005, a successful growth bid was made to develop Windsor House as a 2nd EMI unit. The necessary structural work has started at Windsor and it is expected that Windsor House could be fully operational as a 2nd EMI unit by the end of this year.
8. In addition to developing EMI services, the council has also, over the last 3 years, developed High Dependency beds within existing EPHs, and currently there are 30 beds spread across 5 EPHs. These beds offer more intensive personal care and enable people within residential care to remain within their EPH rather than having to move into nursing care.
9. In the autumn of 2005 a partnership with the DoH and Oxford Brookes University began with the objective of creating a long-term commissioning strategy for older people's services. This takes the local Older People's strategy 'Never Too Old' and considers a combination of demographic and demand factors alongside the analysis of local services in order to clarify what services will be needed over a 10-15 year period.
10. In December 2005, a report "Accommodation with Support for Older People" was brought before Members. This report, through the early stages of the demographic projections and need analysis information, proposed a need for a 3rd EMI unit and an increase in High Dependency beds concentrated within 2 specialist units.
11. Parallel to this accommodation strategy, the reconfiguration of Home Care services is nearing completion. The focus of the new home care service will be for council services to be the lead provider for specialist home care services - EMI, Functional Mental Illness and High Dependency.
12. Developments in home care and the increase of both sheltered accommodation and extra care accommodation in the City have resulted in an annual decrease in the number of admissions to registered care supported by the Council, other than those people requiring specialist services. There are currently a number of vacancies within EPH's due to this effect.
13. The developments in home care and residential provision can provide the council with a solid foundation of specialist services which are designed to support people in their local communities as well as secure the future of EPH provision within council ownership and management. This coupled with the reducing demand for non-specialist residential care, implies that there is the

need for further review of the longer-term role of Elderly Peoples Homes that the Council supports. This will also need to consider how opportunities can be taken for capital investment in the current stock to develop more specialist roles.

EMI Projections

14. It is estimated that by 2010, 1 in 4 older people will suffer within some degree of dementia. Some may be able to be safely supported at home; for others, the need for 24-hour residential care will be the only safe option.
15. The development of Morrell House and Windsor House as EMI residential units will only meet the current known demand. It is essential that we begin to identify a 3rd EPH, which can be adapted for EMI care and have this service in place by 2010.

High Dependency projections.

16. Needs analysis data projected that the over 85yr old population within York will increase by 77% in the next 20years.
With increased age comes increased frailty and there is already evidence within our EPHs, that the needs of this group of older people will be intensive personal care support - this can be described as needing 2 care staff to carry out all daily functions such as transfer from bed to chair; dressing; bathing. There are implications for room sizes as there will be a need for equipment such as hoists to be situated within residents rooms to ensure safe moving and handling for staff and resident.
17. There are currently 7 people awaiting High Dependency beds and there is no current capacity to provide this service. This has resulted in people blocking key resources such as the Transitional Beds, Intermediate Care beds, CRUE beds etc.

Functional Mental Health projections

18. Older People with functional mental health problems need a different support approach to people with dementia. Through work with the PCT, we have identified an increasing number of older people who suffer from functional illnesses such as depression, schizophrenia, and psychosis resulting from earlier alcohol or drug abuse.

Carer Projections

19. As the size of the older population increases, so will the number of older carers supporting a dependent older person at home. Older peoples' preference is to remain in their own home for as long as possible but if the need for residential care does arise, then their wish (and their carers) is that

this care can be provided with a reasonably safe and easy access of the carer remaining at home. Therefore, we need to give special consideration to:

- A range of respite, day services and carer services to support people to remain at home
- Location of specialist residential units across the city in order to provide carers with a reasonable choice enabling them to continue to be involved in the lives of the person they cared for.

Sheltered Care Projections

20. The Older people's Housing Strategy has identified through consultation that the majority of people would then prefer to see support services develop around them in their homes as their needs increase, rather than move to alternative accommodation. With the increasing older population this will require a greater volume and variety of extra care accommodation to be available. This will require consideration of further development of council stock. It will also be important to consider developing partnerships with external organisations to ensure sufficient supply to provide for owner-occupiers and those who would wish to release equity from their home when moving to such accommodation. The needs of younger adults may also need consideration within any future developments.

Current Position: Selby and York Primary Care Trust Provision.

21. The financial position of the PCT has had an impact on the level of services they currently provide for older people.
- 21.1 The closure of Acomb Gales CUE meant a loss of a number of health beds for older people with dementia, but allowed for an investment in expanding the Community Mental Health Team for older people with EMI in the West area of the city. They are planning to further develop EMI community services across the rest of the city as soon as finances permit.
- 21.2 The PCT have, as part of their Financial Recovery Plan, advised the council that they will be reducing the number of Intermediate Care beds available across the City. The 2 key areas for reduction are the withdrawal of funding for staffing to support 11 beds at Grove House and a reduction of 5 beds at Archways intermediate Care unit.
- 21.3 Whilst the impact of these changes will only be clear in time, it is possible that older people will be discharged home with higher personal care needs. This would increase demands on community based high dependency services and would have the potential for an increased demand for high dependency residential beds in addition to known demand, described above.

Consultation

22. The Older Peoples Housing Strategy was developed following extensive consultation with older people and housing groups. The key messages from that exercise was that older people want to remain at home or in their local communities for as long as possible.

At this stage, there has been no formal consultation with older people or staff about the future role of EPHs bar the specific consultations carried out around Morrell House and Windsor House developments. A formal consultation exercise would need to be agreed if this report is approved.

Options

23. The overall strategic options are as follows

Option 1: To make no further changes to EPHs bar the changes already agreed at Morrell House and Windsor House.

Option 2: To develop a coherent 5-10 year strategy with health and housing partners which can meet the know current and future needs of older people by providing a range of specialist services across the city.

Grove House Options.

There are also specific options that need to be considered in relation to the beds at Grove House:

- to leave the beds empty and redeploy staff elsewhere within Adult services within the council redeployment policies.
- Remove the beds and use the space as office accommodation for the specialist home care team, which is currently short of space at Marjorie Waite Court.
- the retention of the 11 beds as High Dependency beds. (Either permanent or mixture of permanent and respite).
- To use the beds as step up / step down (recuperation) with charges applied as against the current position of beds offered free as part of the intermediate care system.

Analysis

24. The main risk in relation to each option is:

Option 1:

To remain a static service will mean that the councils EPH service will not be fit for purpose for the future.

- The loss of the Intermediate care beds will increase demand for high dependency services which if not available will have a major impact of budgets by an increase in admission to nursing homes.
- There is no additional capacity within Independent sector homes for EMI residential care. All known future developments are focusing in Nursing Care, as this is the major market for independent sector providers.
- The demand for non-specialist residential care is decreasing year by year as services to support people at home expand. There are already a number of vacancies within EPHs and these will increase leading to loss of income.

To summarise, to 'do nothing' will mean that the council will face increased expenditure alongside loss of income as EPHs becoming unviable resources.

Option 2:

- The need for a 3rd EMI residential unit is established from the information described above. The council holds valuable resources within its EPHs and therefore is in a very strong position to continue to be the lead provider for EMI Residential services. The development of the 2 existing units means that there will be a strong staffing foundation on which to develop a third unit and the PCT have indicated that they would support such a development by linking specialist EMI health workers to residential units across the city.
- There is a need for a smaller unit to provide support to older people with a functional mental illness. Willow House EPH already provides a well-respected service to older people who may have a history of functional mental illness and/or behaviours that challenge and are not easily managed within a more generic residential service. Willow House could be further developed as a unit for people with a functional mental illness and be registered for people aged 55+. Again, the PCT have indicated that they would be supportive of such a development and discussions have already started looking at joint staff training programmes to support the staff and current residents.
- Support to carers will be vital to underpin a strategy to move from generic older people residential care to specialist older people residential care. The support carers most need is good quality day and respite care and advice and information about financial benefits, voluntary sector services, equipment to aid daily living and advice and monitoring of their own health. As part of the Accommodation with Support Strategy, it is proposed that the feasibility of developing multifunctional centres by adapting existing EPHs is considered. Multi-functional centres could provide a range of services that carers want and could specialise if there were more than one- one for EMI and one for higher dependency physical care needs. The latter could support the reconfiguration of services from the Yearsley Bridge site (in particular Huntingdon Road Day Centre) and develop links with an Independent Living Centre to be developed in the City by 2010, as well as provide opportunities for a Self Assessment project for equipment and equipment demonstration services. Such

proposal would need further discussion with CSCI but it is not envisaged that registration of a respite service within a multifunctional centre would not provide major problems. In addition to providing a wide range of social care services under 'one roof' the model offers real opportunities for health and voluntary sector agencies to provide advice, primary care services etc.

- The longer-term aspects of the strategy involve the development of an approach towards releasing/obtaining capital for development and utilising the opportunity for creative partnerships to increase the amount of extra care accommodation available in the city. To move this forward, officers are currently considering making an application to the DoH for capital support towards an extra care scheme.

25. **Grove House options**

The options that do not utilise the beds for either permanent or short term residential provision will not make full use of available staff resources or maximise income to the authority.

The use of the beds as a step/up step down facility would be very similar to an intermediate care service and could lead to difficulties as it will require charges to be made for the service. It is anticipated that operationally this would not be as effective and may lead to challenges.

The release of the 11 beds at Grove House means that the council could develop an additional high dependency service within the existing beds in a discreet section of the building. This would meet current demand as well as free up other specialist resources across the whole system. This development would also complement the expansion of the community high dependency services as part of the reconfiguration of home care.

An increase of 11 high dependency beds would take the current resource level to 41 beds. Haxby Hall is already providing a number of beds. The most effective use of resources would be to provide the high dependency beds in 2 specialist units in balanced locations across the city. This would enable a concentration of care skills for staff plus give the city wide community based high dependency service excellent bases from which to develop an 'all round' service. It would be more cost effective as the provision of high dependency beds requires additional night support.

Further work would need to be done on environmental requirements but this can be done within existing resources. In addition, the development of a high dependency unit would be within CSCI regulations for registered residential care.

Corporate Priorities

26. The corporate priorities that are supported by these proposals are:
- Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest
 - 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

27. Financial

A detailed analysis of the overall financial implications over a 5-10 year period would be required if the Executive Member agrees the proposed service direction.

Within this detailed proposals and financial plans are required for the capital and revenue implications of developing alternative usage for EPH's to achieve the required level of specialisation.

A further report to the Executive Member will be presented identifying the full financial implications before a final agreement on the strategy is sought.

The financial implications of developing the 11 beds within Grove House as high dependency beds are set out in the table below and show that this proposal could generate a net saving of £13k in a full year. As these beds have been in use for intermediate care, and customers are not charged for this service, all the income generated would be additional income to the council. All customers receive a financial assessment and only pay the amount they can afford. Therefore the estimated income is based on an average amount, and may fluctuate depending on the financial circumstances of individual customers.

Detail	2006/07 £'000	2007/08 £'000
Increased staffing costs	42	84
Additional income	48	97
Net saving	6	13

28. Human Resources (HR)

A radical change in service direction has significant impact on staff. Any Human Resource implications would be identified during the detailed work and would be presented to the Executive Member before the final agreement on the strategy was sought.

Consultation has commenced with the seven staff at Grove House over the options that are under consideration and their own future.

29. **Equalities**

There are no Equalities implications

30. **Legal**

Dependent on the final strategy agreed, there might be legal implications relating to CSCI Registration and Service Level Agreements with the Primary Care Trust. Any formal partnership arrangements would be subject to guidance by Legal Services

31. **Crime and Disorder**

There are no Crime & Disorder implications

32. **Information Technology (IT)**

There are no IT implications

33. **Property**

There are no Property implications

34. **Other**

There are no other implications

Risk Management

35. The risks associated with implementing the proposals are at this point minimal given the need for a feasibility study to inform further decision making. The risks associated with Grove House are greater if the proposal is not implemented as this would result in a loss of potential income and greater human resource implications for those staff concerned.

Recommendations

36. That the Advisory Panel advise the Executive Member to:

- 1) Note the proposals contained within the report and give approval for a detailed feasibility study and consultation exercise to be undertaken.

Reason: To support the effective development of services to meet changing demographic requirements and customer needs

- 2) Approve the proposal for the use of the 11 beds at Grove House as a mixture of permanent and respite beds for people with high dependency.

Reason: To maximise the efficient use of resources.

Contact Details

Author:

Author's name *Keith Martin*
Title *head of Adult Services*
Dept Name *HASS*
Tel No. *4003*

Co-Author's Name *Anne Tidd*
Title *Group Manager*
Dept Name *HASS*
Tel No. *4155*

Chief Officer Responsible for the report:

Chief Officer's name *Bill Hodson*
Title *Director of Housing & Adult Social Services*

Report Approved **Date** *24/08/06*

Chief Officer's name
Title

Report Approved **Date** *Insert Date*

Specialist Implications Officer(s) *List information for all*

Implication *Financial*
Name *Debbie Mitchell*
Title *Finance Manager*
Tel No. *4616*

Implication *HR*
Name *Claire Waind*
Title *HR Officer*
Tel No. *4519*

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

All *tick*

For further information please contact the author of the report

Background Papers:

Best Value Review of 24 hour care for Older People - October 2001
Implementation of Best Value review - Adaptation of Elderly Persons Homes -
November 2002
Older People Accommodation with Support Strategy - December 2005



CS2285

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

11th September 2006

Report of the Director of Housing and Adult Social Services **Adult Protection Committee Annual Report**

Purpose of Report

1. To inform the Executive Members of the work of the Adult Protection Committee for City of York and North Yorkshire as set out in its third annual report.

Background

2. The Adult Protection Committee was set up in 2003 to respond to the requirements of Department of Health guidance on developing and implementing multi-agency policy and procedures for the protection of vulnerable adults against abuse. The title given for this initiative was “No Secrets”. The initiative arose from growing awareness of the need to have clear and immediate action across social services, the NHS and the Police to tackle incidents of abuse against adults and older people to match those required for the protection of children. However, Adult protection arrangements differ from those to protect children and there is still no statutory requirement to have a committee.
3. From the outset it was agreed that City of York and North Yorkshire County Council would collaborate to set up the same policies and procedures so that there could be seamless working with the NHS and the Police across local authority boundaries. Thus the committee covers the whole of both local authority areas and has one half time co-ordinator to support its work. In addition, in each PCT area there is a Local Adult Protection Group (LAPG) which is responsible for the more detailed implementation, monitoring and development and for maintaining and improving local networks to tackle abuse.
4. Adult protection procedures apply to any vulnerable person over the age of 18 who may be unable to look after him or herself and/or be unable to protect him or herself against significant harm or exploitation. It therefore includes people who:
 - are elderly;
 - are physically or mentally frail;
 - suffer from a mental illness including dementia;
 - have a physical or sensory disability;
 - have learning disabilities;
 - have a severe physical illness
5. “Abuse” is defined in the widest sense of the word so that it includes:

- **physical abuse**, including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions;
- **sexual abuse**, including rape and sexual assault or sexual acts to which the vulnerable person has not consented, or could not consent, or was pressurised into consenting;
- **psychological abuse**, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
- **financial or material abuse**, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;
- **neglect and acts of omission**, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating; and
- **discriminatory abuse**, including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment.

Consultation

6. The report is primarily for information. Comments have been received from members of the multi-agency panel in the preparation of the report.

Options

7. Members can provide comments on the annual report or merely note its contents.

Analysis

Key Issues in the Annual Report

8. Comments are invited on the whole report but the following issues are highlighted for noting:
 - There is improved data available on the number and type of abuse cases reported for investigation. Across the whole area about 60-70 cases are being investigated per quarter with about 18 of these in the York and Selby area. Abuse was substantiated in just over a quarter of the cases.
 - Physical abuse is suspected in 50% of cases and the vast majority of allegations (86%) concern abuse in the person's own home or in a residential setting.

- Across the area as a whole most abuse concerns older people (68%). That proportion is lower in York/Selby but largely due to a high number of reported cases concerning people with learning disabilities in one quarter of 2005 (which may be due to an aggregation of cases being logged at one time).
- The data enables us to compare our area against national and regional benchmarks and as it continues to be refined we will be able to use it more to plan preventative work.
- The APC has been in existence now for over 3 years and it is an appropriate time to take stock. The foundations and building blocks are in place for an effective system but we need to strengthen our links to other strategic bodies and also consider how adult protection fits within Local Strategic Partnerships (and Local Area Agreements), neighbourhood safety initiatives and the work to improve the general well being of adults set out in the Health and Social Care White Paper – “Our Health, Our Care, Our Say”. The Adult Protection Committee will be starting work this Autumn on working through these issues.

Corporate Priorities

9. The report relates to the corporate priority “ Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of healthy are the poorest.

Implications

Financial

10. The overall financial position stabilised in 2005/6 with funding pledged from all 4 PCTs in North Yorkshire and York. At this stage it is being presumed that all agencies will continue at least to support the APC at its current level in future years

11. Other

- **Human Resources** – no implications
- **Equalities** – no implications
- **Legal** – no implications
- **Crime and Disorder** – there will be a discussion at the APC about strengthening links to local safety partnerships
- **Information technology** – no implications
- **Property** – no implications
- **Other** – not applicable

Risk Management

12. The partnership with other agencies is not one that involves a lot of joint assets or expenditure and therefore the risks attached are relatively low. There is a risk that funding from other partners could be affected by reorganisation and restructuring but no specific indications at present.

This could present some financial risk to the council in terms of maintaining the necessary infrastructure for adult protection but the levels of money involved are small.

Recommendation

- 13. That the Executive Members and Advisory Panel comment on the work of the Adult Protection Committee and the issues highlighted in this report.

Reason

In order to improve the council's response to vulnerable people affected by abuse.

Author:

Bill Hodson

Director

Housing and Adult Social Services

554001.

Chief Officer Responsible for the report:

Bill Hodson

Director

Report Approved

Date 24/8/06

Bill Hodson

Director

Report Approved

Date Insert Date

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:

Annexes

- 1. City of York and North Yorkshire Annual Report 2005/06

**City Of York and North
Yorkshire**

**ADULT PROTECTION
COMMITTEE**

**Annual Report
2005-2006**

**CITY OF YORK & NORTH YORKSHIRE
ADULT PROTECTION COMMITTEE**

ANNUAL REPORT 2005-2006

CONTENTS	Pages
MESSAGE FROM THE CHAIR	2
ADULT PROTECTION COMMITTEE - PROGRESS	3-5
Key Achievements	3
Progress on key priorities	4
Training and awareness	5
Achievements/Progress 2005/6	
ADULT PROTECTION ACTIVITY	6-10
WORK OF THE LOCAL ADULT PROTECTION GROUPS	11-15
Achievements/Progress	11
Key Local Issues	11
Messages from the Local Adult Protection Groups (Chairs)	12-15
❖ Selby, York and Easingwold LAPG	12
❖ Scarborough, Whitby & Ryedale LAPG	13
❖ Hambleton & Richmondshire LAPG	14
❖ Craven & Harrogate LAPG	15
WORK OF THE PROJECT OFFICER	15
USE OF RESOURCES	16
KEY PRIORITIES 2006-2009	17
APPENDIX ONE	
• CONTACT DETAILS - GROUPS	18
APPENDIX TWO	
• LEAD AGENCIES	19

Message from the Chair

We are now into our fourth year as a committee and in previous Annual reports I have bemoaned the fact that there is much less awareness in society of the problems of adult abuse than child abuse – with the consequence that fewer resources are dedicated to tackling the problem. Whilst that is still the case, I think we are turning the corner.

The support and publicity generated by Comic Relief in 2005 seems to have had some impact on mainstream drama in bringing issues out into the open. There have also been high profile publicity campaigns by Action on Elder Abuse and some shocking ‘fly on the wall’ television documentaries showing abuse in institutional settings. No-one who has seen such video footage could fail to be both appalled and angered by the callous treatment of vulnerable people.

The partner agencies can build on this growing awareness of the issues. However we need to tread a fine line between heightened community concern and not injuring public confidence in care services. The vast majority of care workers are motivated to do their very best for their clients and the standard of most homes in our area is good. We need to be vigilant in tackling those who fall beneath this standard.

This year’s report contains more information than ever before on the number and type of abuse cases reported for investigation. A pattern has started to emerge of about 60-70 cases being investigated per quarter with physical abuse being suspected in 50% of cases. 86% of reported abuse takes place within the person’s own home or in a residential/nursing home and over two thirds of cases involve an older person. This data enables us to benchmark our area against national data and we hope to refine it further so we can use it to plan preventative work.

The report shows progress against the priorities set for 2005/6 and we have been able to move forward on most. Important activities relating to training and awareness raising amongst staff have continued and local groups have maintained momentum and interest - as shown by the success of local conferences.

I do feel that it is an appropriate time to take stock of the Adult Protection system and consider re-launching the Adult Protection Committee itself. We have put the foundations and building blocks in place for an effective system but I think we need to strengthen our links to other strategic bodies and also consider how adult protection fits within Local Strategic Partnerships (and Local Area Agreements), neighbourhood safety initiatives and the work to improve the general well being of adults set out in the Health and Social Care White Paper – “Our Health, Our Care, Our Say”. The Adult Protection Committee will be starting work this Autumn on working through these issues.

Finally, can I urge you to take this report to your board or committee for discussion. The more that agencies consider how they can contribute to the protection of vulnerable adults the safer people will be. If you do need more information please contact Sally Anderson, Adult Protection Co-ordinator – to whom I am indebted for this report.

Bill Hodson (Chair of the Adult Protection Committee)

Adult Protection Committee – Progress in 2005/6

Key Achievements

Adult Protection Committee and sub committees

- Audit of APC arrangements against 'Safeguarding Adults' guidance
- Development of work plan (incorporating priorities from 'Safeguarding Adults')
- Consolidation of Community Protection Units to include Vulnerable Person's officers, by North Yorkshire Police

Policy and Practice

- Adult Protection Monitoring enhanced and trend reports received quarterly
- Funding received from all four Primary Care Trusts
- Budget allocated for training priorities (£5K)
- Preparation work commenced for reviewing investigation procedures based on 'Safeguarding Adults' guidance

Training

- Training for investigators rolled out across York and North Yorkshire and programmed into NYCC base budget for 2006/7
- Training for Chairs of Strategy Meetings commissioned – to start 2006
- Multi-agency local awareness event attended by 80 delegates in Malton – June 2005
- Multi-agency local awareness event planned for Craven and Harrogate – planned for July 2006

Safeguarding Adults

In October 2005, the ADSS published 'Safeguarding Adults – A National Framework of Standards for good practice and outcomes in adult protection work'. This was developed through the ADSS-led national 'Safeguarding Adults' network, which combines partner representation alongside adult protection representatives from ADSS branches. It does not replace 'No Secrets', but aims to collect best practice and aspirations together into a set of good practice standards, intended to be used as an audit tool and guide by all those implementing adult protection work.

The definition of 'Safeguarding Adults' in the document is used to mean "all work which enables any adult 'who is or may be eligible for community care services' to retain independence, well being and choice and to access their right to live a life that is free from abuse and neglect"

At the time of publication, the City of York and North Yorkshire Adult Protection Committee continues to operate under the terms of reference, adopted in 2003, and aims 'to work together to protect vulnerable adults from abuse' and to implement the 'No Secrets' guidance.

Adult Protection Committee – Progress in 2005-6

Progress on key priorities 2005-6

Develop rolling programme of investigator training	
Promote Action on Elder Abuse awareness raising training materials	
Actively promote the use of the POVA list	
Produce an Annual Report	
Respond to consultations on national initiatives	
Improve understanding of the way investigations are carried out, by reviewing the procedures. Develop guidance on strategy meetings	
Introduce serious case review protocol	
Continue to develop improved systems for activity monitoring. Respond to guidance on national performance indicators	
Continue to develop and maintain links with other networks and national groups	
Continue to identify resources and partnerships to deliver shared training	
Develop training for chairs of strategy meetings	
Build on success of multi-agency awareness raising events	
Develop information for the public and user-friendly materials on adult protection	
Develop e-learning materials for training	
Continue to address the issue of funding for the Adult Protection Committee	
Develop information sharing protocol	
Develop ways of consulting and involving service users in monitoring and evaluation of policy and practice	
Multi-agency training for managers and lead officers	

Completed



Started/ongoing



Not yet started



TRAINING AND AWARENESS

Achievements/Progress in 2005-2006

- Four two day sessions of **training for investigators** was delivered, by the Ann Craft Trust (49 places), funded by partnership funding and match funding from the local authorities. Further courses will be delivered on a rolling programme as necessary.
- Two sessions of **training for chairs of strategy meetings** has been commissioned, to be delivered by the Ann Craft Trust by December 2006.
- **A Multi-agency awareness event** successfully organised by Scarborough, Whitby, Ryedale Local Adult Protection Group (LAPG) attended by 80 delegates. A further event is planned by Craven and Harrogate LAPG in July 2006.
- **Study Days** organised by University of York, funded by Workforce Development Confederation (NHS) for health and social care staff and managers in hospitals and nursing/residential homes. There have been 8 study days in Scarborough, Harrogate, York and Northallerton, providing training for 162 staff (Hospital 33, PCT 39, Nursing Homes 68, Social Services 18, Volunteers 4)
- **Foundation Training** delivered for social care staff on older people's, LDAF and mental health foundation courses. Includes module on recognising and responding to abuse and neglect (In 2005/6 there were 402 NYCC social care staff trained)
- Learning Support North Yorkshire provided a number of one-day **Protection of Vulnerable Adult** training sessions attended by 98 delegates.
- Project Officer developed **presentations** and supported a number of **information sessions** (Older People's Reference Group, NYCC Registered Managers, Quality Group, Domiciliary Providers – Harrogate, Housing wardens – Richmondshire, Person Centred Planning Team – York, Benefits and Assessment Team, Camphill Community, and Adult Tutors in Northallerton)

Adult Protection Activity

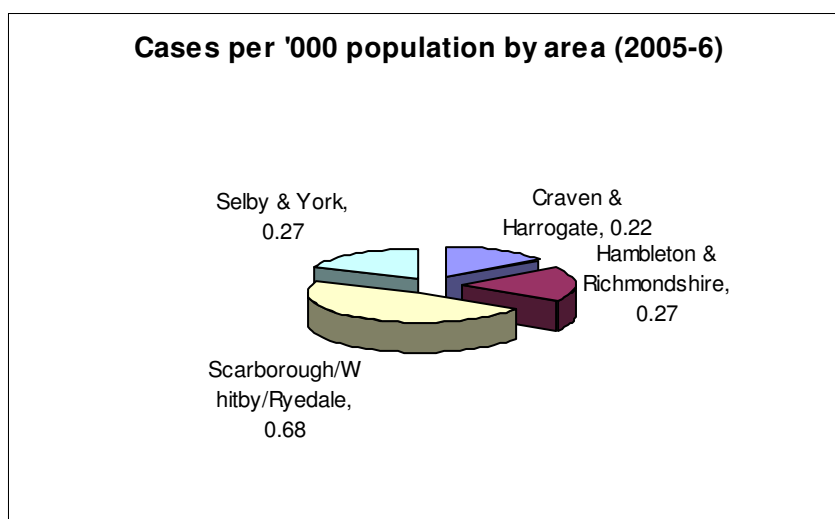
Since April 2004, the Adult Protection Committee has been receiving quarterly activity reports. This information has been summarised from the abuse of adults monitoring systems used by North Yorkshire Social Services and City of York Community Services to record the number of incidents of actual or suspected abuse that are investigated under the adult protection procedures. From April 2005, the activity monitoring form was modified to introduce information about client type, incident location and referrer. For comparison I have selected some of the data resulting from the Adult Protection National Data Monitoring Report, published March 2006, where data from 639 referrals and 8 local authorities was analysed over a 6 month period June to December 2005.

During the year 2005-2006 The records show that there have been a total of 262 cases investigated. In the majority of cases (217 or 83%) the investigation included a multi-agency strategy meeting or case conference.

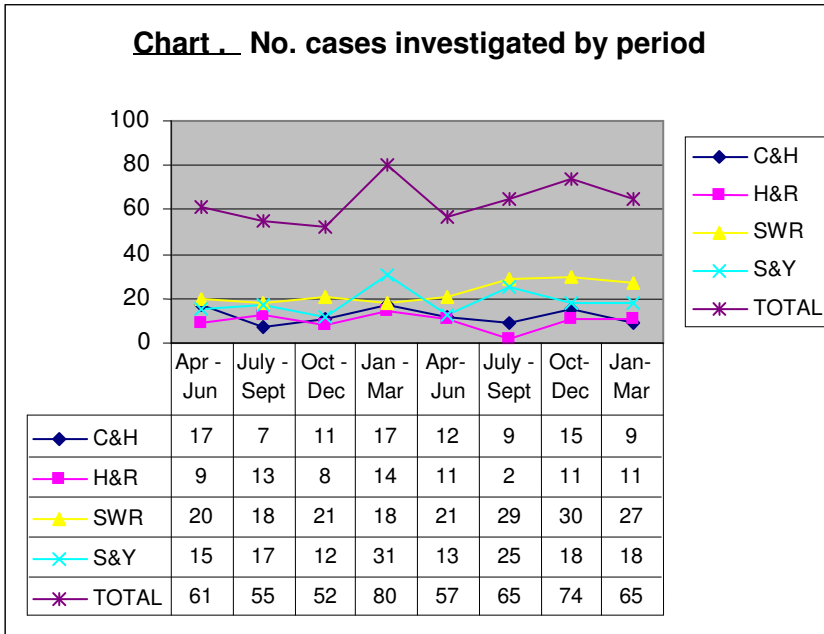
The following charts give a summary of the following information

- Number of Cases
- Outcome of investigations
- Type of abuse
- Client type
- Location of incident

NUMBER OF CASES

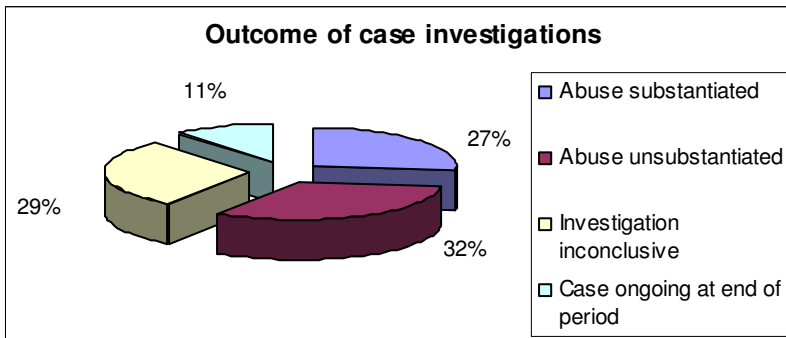


The chart above shows that the number of cases in each Local Adult Protection Group area varies from 0.22 in Craven and Harrogate to 0.68 in Scarborough/Whitby/Ryedale with an average of 0.34. In 2006/7 local groups will be considering these figures and exploring the basis for these variations.



The chart above shows the number of cases investigated for each quarter by area for the period April 2004 to March 2006, by Local Adult Protection Group area. The number of cases appears to be relatively stable for the whole period with a marked increase in January to March 2005. This is caused by an increase in cases in Selby for that period.

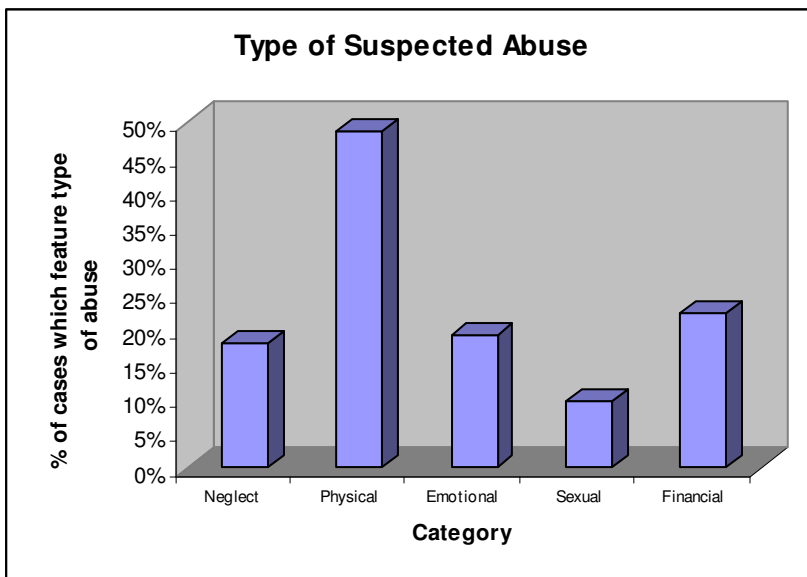
OUTCOME OF INVESTIGATIONS



The chart above shows the findings of abuse following an investigation. In just over a quarter of the cases (27%) abuse was substantiated and plans were made to protect the vulnerable adult.

In nearly a third of the cases (32%) abuse was not substantiated, while in the remainder of the cases, the investigation was inconclusive (29%) or still ongoing at the end of the monitoring period (each quarter) (11%). In these cases a variety of responses were made and there was often increased monitoring of the situation to ensure that the vulnerable adult was protected.

TYPE OF ABUSE



The chart above shows the proportion of cases in which different types of abuse were suspected. It is not possible to show the relative proportions of the type of abuse because the recording system recognises that more than one type of abuse can occur in each case and multiple abuse is found in many cases.

Main points to note: The most prevalent types of abuse for the whole period are physical and financial abuse. Physical abuse occurs in 50% cases, ranging from 46% for Hambleton & Richmondshire to 58% for Craven and Harrogate. Financial abuse occurs in 23% cases for the whole area, ranging from 11% in Hambleton and Richmondshire to 29% in Scarborough, Whitby, Ryedale.

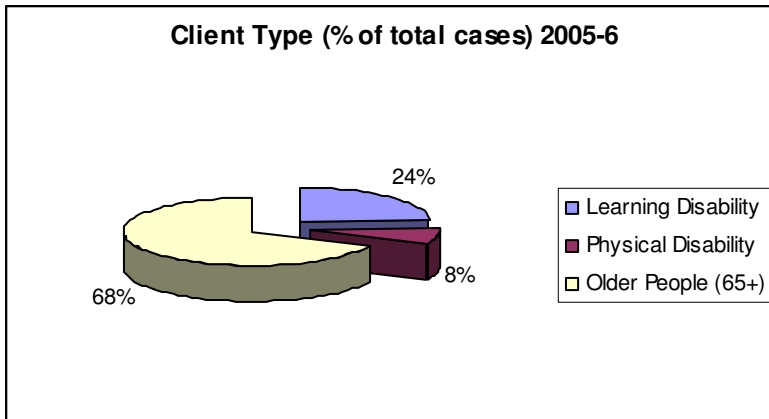
Although the general pattern appears to be similar to the national study, it is not possible to make a direct comparison due to the use of different categories and the fact that the study uses a multiple abuse category, whereas we record each type of abuse that is suspected in a case.

National Data (6.6.05 – 2.12.05)

Type of abuse	Physical	Sexual	Financial	Neglect	Psychological	Other*
% of cases	34%	8%	16%	15%	14%	12%

*Includes Institutional, Discrimination, Multiple abuse and Not known

CLIENT TYPE



Client type by area (percentage of total cases for each area) for the period April 2005 to March 2006

Main points to note: The majority of cases in each area affect older people aged 65 and over (including older people with mental health problems) (68%) with a range from 48% in Selby and York to 79% in Craven and Harrogate. A very small proportion of cases affect people with physical disabilities. The cases that affect people with learning disabilities show the greatest variation from 12% of cases in Craven and Harrogate to 40% in Selby and York, with an average for the whole area of 24%. The high figure for Selby and York appears to be due to a larger number of cases for the period July to September 2005.

Cases for adults aged 18 to 64 with mental health problems have not been included at this stage as they are not currently being collected in a consistent way.

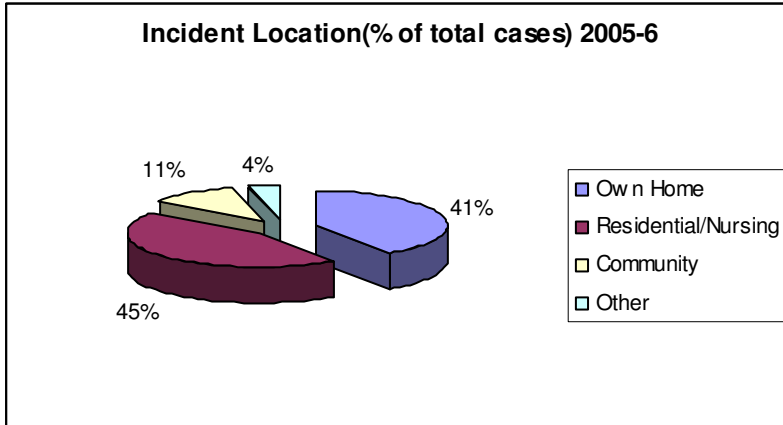
Compared with the national study, this area has a similar level of cases affecting people with learning disabilities and people with physical disabilities but a much higher proportion of cases affecting older people in the City of York & North Yorkshire. It is not possible to make a direct comparison as the national study uses additional categories.

National Data (6.6.05 – 2.12.05)

Vulnerable adult	Learning Disability	Physical Disability	Older Person	Mental Health	Other *
% of cases	25%	12%	37%	8%	18%

*Includes Frailty, Substance Misuse, Not known

LOCATION OF INCIDENT



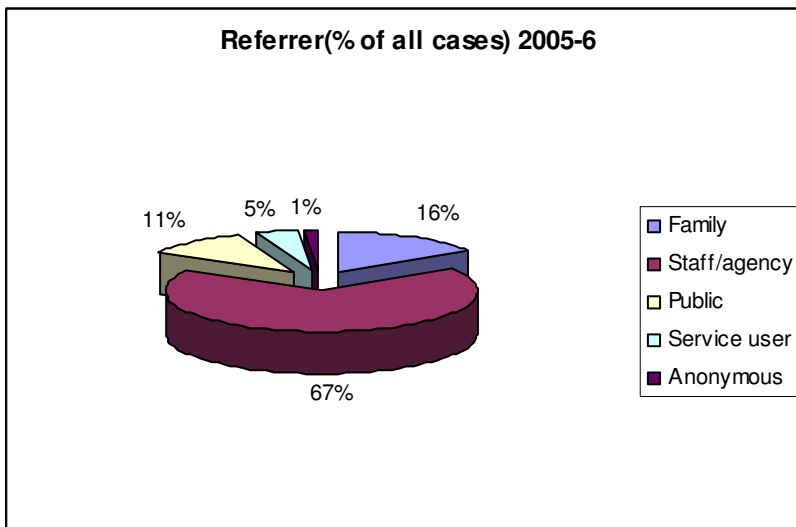
The majority of incidents occur in residential or nursing homes (45%) or service users' own homes (41%) Compared with the national study, it would appear that this a very similar pattern, although again it is not possible to make a direct comparison as the national study uses additional categories.

National Data (6.6.05 – 2.12.05)

Location	Own Home	Res/Nurs	Daycare	Community	Education (not used)	Hospital	Other*
% of cases	32%	38%	2%	3%	0	2%	23%

*Includes Perpetrators Home, Public Place, Relative's Home, Other, Not known

REFERRER



The majority of referrals are made by staff or other agencies (67%), while a significant proportion come from family members (16%) and members of the public (11%). Compared with the national study, it would appear that this a very similar pattern, although again it is not possible to make a direct comparison as the national study uses different categories. The number of referrals from service users themselves is low in both sets of figures.

National Data (6.6.05 – 2.12.05)

Referrer	Family	Staff /agency	Public	Service user	Anonymous	Other	Not known
% of cases	10%	46%	Not used	9%	0.3%	3%	32%

Work of the Local Adult Protection Groups

Achievements/Progress

During the year the Local Adult Protection Groups have:-

- **Monitored and evaluated** the ways that policies, procedures and practices are working through consideration of case studies.
- **Developed skills** of the members of the groups through training sessions and invited speakers
- **Increased awareness** of local staff and volunteers of the multi-agency policy and procedures through newsletters, meetings and events.
- **Reviewed the activity monitoring figures** and considered reasons for local variations and ways of increasing the level of reporting.

Key Local issues

Each Local Group submits a quarterly report to the Adult Protection Committee(APC), which includes issues that need consideration by the APC, so that there can be a co-ordinated approach across the APC area.

Partnership/ Partner organisations

- Relationships within and between criminal justice organisations/ and other organisations
- Links between adult protection with domestic violence
- Terms of Reference of local group/Relationship with APC
- Sustainability of groups
- Local variations in activity monitoring

Training

- Very positive feedback for training events and investigator training
- Identified need for training of chairs of strategy meetings
- Important to roll out regular multi-agency awareness training
- Mechanisms to cascade awareness training to more staff groups
- Use of other initiatives/networks to deliver training

Effective Procedures

- Support for people involved in adult protection process (at all levels)
- Importance of multi-agency communication
- Clear mechanism required for reporting back to referring agency/referrer
- Roles and responsibilities in investigations in integrated teams
- Points of entry into adult protection procedure – needs to be clear

Information and Publicity

- Lack of information for the general public and service users
- Use of other mechanisms to increase awareness e.g. links with community safety promotion.

Messages from the Chairs of Local Adult Protection Groups

Selby, York and Easingwold

This year, the group went through a period of change with the Chair, Karen Pavey, leaving in the first half of the year. Karen had worked hard to establish the group and my thanks go to her for that hard work and to Sally Anderson and Tom Roche for holding the fort whilst I have been getting settled into a new role in City of York and in a position to take up the role Karen has vacated.

During the year, the group started by evaluating the conference held in March 2005 attended by 100 delegates. This was considered to have been a very successful event and one that the group would wish to repeat.

Tony Jameson-Allen from the Learning network for dementia reported to the group that there had been a 90% response rate from local homes requesting support and training in raising awareness of dementia. As a result a network event was held for care homes. This was well attended with forty delegates. The network would next be organising an event on engaging older people in meaningful activities. Regular newsletters are produced in which an article on protecting vulnerable adults from abuse is to be included.

Related to the work on dementia, the local group has also started to consider raising awareness on the Mental Capacity Act to be introduced in April 2007.

During the year the group was joined by Joanne Ward in her role as Domestic violence co-ordinator. This has enabled the group to consider a wider range of issues.

The learning from the application of the procedures has led to the group seeking to reinforce some key components of the vulnerable adult procedures:

- The importance of communication between agencies
- The need for strong links between the day and out of hours services
- Information sharing between agencies
- Support to victims
- Awareness raising within the registered home sector.
- The role of agencies within initial strategy meetings

The group is looking to work with the City of York and North Yorkshire Adult Protection Committee and other local groups to relaunch and set clear objectives for the next year.

Planning for the introduction of the Mental Capacity Act and considering what impact this may have on the vulnerable adult working arrangements will figure strongly in this.

KEITH MARTIN. Chair and Head of Adults Services, City of York

Scarborough, Whitby and Ryedale

Local agencies in Scarborough, Whitby and Ryedale have continued to meet to coordinate their work in the field of adult protection. The group have regularly discussed issues arising from practice, inter-agency cooperation and promoting awareness amongst front line staff and managers.

The revised Multi-agency Adult Protection Procedures were launched locally on the 30th June 2005 in an event organised by the Local Adult Protection Group. This was attended by over 80 delegates from a range of organisations, with particularly strong representation from the police. The importance of the subject was emphasised by a local drama group who performed a short piece on issues affecting a family where the family member may be the subject of abuse. At times quite powerful, this provided opportunity for challenging and reflective discussion in small groups. The overwhelming response from those attending was very positive and the local group would like to consider a further similar event, although it is worth noting that considerable time and effort went into the organisation and there was considerable commitment from a number of individuals to make it happen.

There was also the opportunity during the year to work very closely with a number of Independent Sector Providers, mainly in the learning disability field, on coordinating those organisations own policies and procedures in dealing with allegations of abuse with the multi-agency procedures. This work was time consuming and detailed but helped significantly in raising knowledge and

awareness at all levels in the organisations and allowing broader practice issues to be discussed in the Local Adult Protection Group. The openness and willingness to participate by these organisations is greatly appreciated and particularly thanks must go to the Wilf Ward Trust whose staff worked with members of the Adult Protection Group in producing a Best Practice Guide on the interface between multi-agency procedures, personnel and disciplinary procedures within organisations and the role of the police. This guide has subsequently been presented to the City of York and North Yorkshire Adult Protection Committee and will be incorporated as a Good Practice Guide in the procedures in due course.

The local committee looks forward to supporting the work of the Adult Protection Committee and to raising the profile and awareness of adult protection across Scarborough, Whitby and Ryedale.

MICHAEL HUNT
Chair and General Manager,
Community Care
Scarborough/Whitby/Ryedale

Hambleton and Richmondshire

The Hambleton and Richmondshire Local Adult Protection Group has continued meet each quarter, allowing representatives from a range of partner organisations to be part of the local network for adult protection. Whilst average attendance at the meetings has reduced slightly from the previous year, the interest across the whole spectrum of partners has remained much the same.

Our plans in this year for improving awareness and promoting effective interagency working centred around the idea of “opening up” the local meetings to include a workshop session, inviting groups of staff/volunteers from partner agencies to join in. The aim of such sessions was to ensure that staff understood the local procedures and arrangements and had an opportunity to ask questions of the local group. A small group of Health staff attended the first session in September 2005. Another session is planned for later this year. Most importantly, behind the scenes, we know that the multi agency

partnership continues to operate to tackle instances of alleged abuse through our agreed procedures, helped in no small measure by the positive impact of the presence of a Vulnerable Person’s Officer (VPO) North Yorkshire Police. We look forward to the role the VPOs will play in further improving our partnership arrangements for responding in individual cases.

The group has done some work to refresh the action plan for 06/07. The group has committed to holding a staff event in the autumn, aiming to repeat the success achieved in previous years. We are also working on compiling a register of local groups/agencies that will show the position of each of the partners in respect to its arrangements for protecting adults and its role within the local partnership.

Once again, I look forward to another year of collaboration with colleagues who share a commitment to support and protect those who are vulnerable.

IAN PEASLEY
Chair and Area Manager – Learning Disabilities

Craven and Harrogate

The Craven and Harrogate group has continued to meet regularly. One meeting was held in Skipton to establish links with agencies in the Craven area and ensure local issues were being recognised. An outcome from this was the acknowledgement that there had been little recent opportunity for CHRD PCT staff in Craven to attend any training on adult protection and subsequently 68 staff attended training and awareness

sessions with further sessions planned for later this year. The group also welcomed the regular participation of the Police Vulnerable Persons Officers.

The group ran a successful workshop on the 5th July at Bolton Abbey Village Hall entitled “No Secrets, Working Together to Protect Vulnerable Adults from Abuse”. Speakers from Social Services, Housing, Police, Crown Prosecution Service, Commission for Social Care Inspection and Kirby’s

Solicitors described the roles and responsibilities each had in different stages of adult protection.

The key themes which emerged from the day were:

- suspicion of abuse must not be kept hidden
- communication and cooperation between agencies and individuals is essential
- protection of vulnerable adults needs to be part of the culture of all organisations
- staff knowledge and awareness of what constitutes abuse

so the group are considering another event later in the year. The scale of this response and the wide range of agencies, organisations and groups represented indicate that there is a great desire to engage on protection of vulnerable adult issues and suggests that the task for the group for the coming year must be to find ways to make meaningful contact with all of those interested.

KEVIN MILLAR
Chair and Head of Learning Disabilities, Craven, Harrogate and Rural District Primary Care Trust

Nearly 80 people attended but demand for places were almost double this and

Work of the Project Officer

During the year the Project Officer has continued to support the APC and its working groups and concentrated on the main priorities of the Adult Protection Committee.

Adult Protection Committee and sub committees

- Carried out an audit of APC arrangements against 'Safeguarding Adults' guidance and prepared work plan.

Policy and Practice

- Consolidated Adult Protection Activity Monitoring reporting system.
- Carried out preparation work for reviewing investigation procedures based on 'Safeguarding Adults' guidance

Training

- Developed costed training plan for 2005/6.
- Delivered awareness training and information sessions
- Developed training course and staff leaflet in partnership with NYCC Adult Learning Service.
- Planned and supported Multi-agency awareness events, Scarborough, Whitby, Ryedale, June 2005 and Craven and Harrogate, July 2006

Other activities

- Established Adult Protection Reference Group for NYCC Adult and Community Services
- Provided information in support of the Delivery Improvement Statement and Inspections for Learning Disability (CYC) and Physical and Sensory Impairment (NYCC)
- Represented the APC at regional meetings and conferences
- Responded to consultations including Green Paper 'Independence, Wellbeing and Choice'

USE OF RESOURCES

The work of the City of York and North Yorkshire Adult Protection Committee, Training Advisory Group and Local Adult Protection Groups is supported with financial contributions from partner agencies.

INCOME 2005/6

Partner	Amount
City of York Council	£6000
North Yorkshire Police	£5000
Selby & York PCT	£5000
Hambleton & Richmondshire PCT	£2400
Scarborough, Whitby, Ryedale PCT	£2900
Craven, Harrogate & Rural District PCT	£3750
North Yorkshire County Council	£6000*
TOTAL	£31,050

*In addition to this funding, NYCC provide support to the Project Officer (Adult Protection), including office accommodation, administrative support services and line management.

EXPENDITURE 2005/6

Heading	Amount
Project Officer	£23180
Project Officer (training)	£523
Annual Report - printing	£680
Meetings	£124
Training – Investigator (Ann Craft Trust)	£2000
Training – Chairing Strategy meetings (Ann Craft Trust)	£1300
Multi-agency awareness events	£1875
Sub total	£29682
Uncommitted	£1368
Total	£31050

KEY PRIORITIES 2006-2009

Following the preliminary audit of arrangements using the 'Safeguarding Adults' framework of good standards (see page 3), the Adult Protection Committee developed key priority areas and a rolling work plan. It was agreed that the following standards would be priority areas for 2006 -9. Further work will be done during 2006/7 to 'firm' up the detailed targets for each year and continue to develop an effective progress monitoring system.

The Partnership/ Partner organisations (Standards 1&2)

- Review the vision and objectives of the Adult Protection Committee
- Review partnership effectiveness and working arrangements
- Review partnership membership and identify which local partnerships the APC and LAPGs need to have links with
- Conduct an audit of partner agencies capacity for adult protection to inform future strategy
- Respond to national reporting requirements
- Develop a 'serious case review' protocol

Training and Awareness (Standard 5)

- Support local multi-agency awareness raising events
- Commission and deliver training for chairs of strategy meetings
- Develop multi-agency training for managers and lead officers
- Ensure that the training strategy is appropriately resourced

Effective procedures (Standard 9)

- Review and publish revised multi-agency referral and investigation procedures
- Develop information sharing protocol

Engaging Citizens (Standard 11)

- Develop information for the public and service users.
- Consider ways to involve service users and carers in all aspects of the work

CONTACT DETAILS - GROUPS

FOR FURTHER INFORMATION ABOUT **THE CITY OF YORK AND NORTH YORKSHIRE ADULT PROTECTION COMMITTEE, LOCAL ADULT PROTECTION GROUPS OR KEY AGENCIES**, PLEASE CONTACT:

Bill Hodson (**Chair**)
Director
Community Services
City of York Council
10/12 George Hudson Street
York YO1 6ZE
01904 613161
bill.hodson@york.gov.uk

Sally Anderson
Project Officer (Adult Protection)
North Yorkshire Social Services
County Hall
Northallerton
DL7 8DD
01609 532438
sally.anderson@northyorks.gov.uk

Kevin Millar
Head of Learning Disabilities
Craven, Harrogate and Rural
District PCT
The Hamlet, Hornbeam Park
Harrogate
HG2 8RE
01423 815150
kevin.millar@chrd-pct.nhs.uk

Michael Hunt
General Manager (Community
Care)
North Yorkshire Social Services
North Yorkshire House, 442-444
Scalby Road,
Scarborough
YO12 6EE
01723 508480/ 508689
(secretary)
michael.hunt@northyorks.gov.uk

Keith Martin
Head of Adult Services
City of York Community
Services
Community Services,
10/12 George Hudson Street,
York
YO1 6ZE
01904 613161
keith.martin@york.gov.uk

Ian Peasley
Area Manager (Learning
Disability)
North Yorkshire Social
Services
The Old School
East Road
Northallerton
DL6 1SZ
01609 771953
ian.peasley@northyorks.gov.uk

CONTACT DETAILS – LEAD AGENCIES

CITY OF YORK

Bill Hodson
Senior Assistant Director Strategic
Services
Community Services
City of York Council
10/12 George Hudson Street
York YO1 6ZE
01904 613161
bill.hodson@york.gov.uk

NORTH YORKSHIRE COUNTY COUNCIL

Neil Revely
Assistant Director
Adult and Community Services
North Yorkshire County Council

CRAVEN, HARROGATE AND RURAL DISTRICT PCT

Kevin Millar
Head of Learning Disabilities
Craven, Harrogate and Rural District
PCT
The Hamlet, Hornbeam Park
Harrogate
HG2 8RE
01423 815150
kevin.millar@chrd-pct.nhs.uk

HAMBLETON AND RICHMONDSHIRE PCT

Jacqui Bennett
Lead Nurse for Funded Nursing and
Adult Protection
Hambleton and Richmondshire PCT
Station Road Business Park
Station Road
Thirsk
YO7 1PZ
Jacqui.bennett@hrpct.nhs.uk

County Hall
Racecourse Lane
Northallerton
North Yorkshire
DL7 8DD
Neil.revely@northyorks.gov.uk

NORTH YORKSHIRE POLICE

DCI Alan Carey
North Yorkshire Police
Headquarters
Newby Wiske
Northallerton
DL7 9HA
Alan.carey@northyorkshire.pnn.police.uk

SCARBOROUGH, WHITBY AND RYEDALE PCT

Annie Beedle
Locality Manager, Whitby
Whitby Community Hospital
Springhill
Whitby
North Yorkshire
YO21 1EE
annie.beedle@swrpct.nhs.uk

SELBY AND YORK PCT

Kevin Pratt
Head of CAMHS, Addictions and
Older People's Services
Bootham Park Hospital
Bootham
York
YO30 7BY
kevin.pratt@sypct.nhs.uk



CS2278

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

Report of the Director of Housing and Adult Services

**First Quarter Review of the 2006/07 Social Services Capital
Programme****Summary**

1. This report presents the first quarter review of the 2006/07 Social Services Capital Programme and the resources available to support it. The report also recommends that the Executive Member approves the variations.

Background

2. The approved Social Services Capital Programme for 2006/07 is £586k of which £123k is grant funded income. Annex 1 sets out the detailed cost centres.
3. The final outturn report of the Social Services Capital Programme of 2005/06 reported to the Executive Member on 5th of June confirmed a variation to the approved programme of £98k, of which £23k was due to underspends and £75k due to slippage.
4. Staff have reviewed the programme of investment projects during the first quarter of 2006/07 and the resources needed to fund them. Any minor variations have been agreed within delegated powers.

Consultation

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

Options

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

Analysis

7. There has been a reduction of £3k in the expected grant funding income for Modernising EPH's resulting in an expected overspend for the scheme of £3k as the only minor variation.
8. The Improving Information Management grant has been confirmed for 06/07 as £93k. The Integrated Children's System grant has also been confirmed for 06/07 as £33k. However, this scheme has transferred to Learning, Culture & Children's Services Capital Programme to reflect the Council restructure along with the £8k slipped from 2005/06 to give a total of £41k in expenditure and resources. Both schemes are fully committed to spend the full grant in 06/07.

Corporate Priorities

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

Implications

Financial Implications

10. The approved Social Services Capital Programme for 2006/07 is £586k of which £123k is grant funded income. The outcome of the minor variations agreed within officers delegated authority and the variations outlined in the report mean the Programme will stand 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

11. This reports follows the due process and presents the first quarter position and does not request decisions from a number of options hence does not contain risk.

Recommendations

- 12. The Executive Member is requested to note the progress on schemes and minor variations made under officers delegated authority.

Reason: To inform the Executive Member.

Contact Details

Author:

Mark Grandfield, Asset
Manager
Housing and Adult Social
Services
Tel No.553733

Chief Officer Responsible for the report:

Steve Waddington, Head of Housing Services

Report Approved

Date

16/08/06

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	31/07/06 £'000	17/08/06 £'000	£'000	SPEND £'000	OF ESTIMATE	£'000	£'000	£'000
1				W746									
a)		RP	SL	35	344	74	30	20	0	20	70	90	90
b)					60	15	5	5	0	5	10	15	15
					404	89	35	25	0	25	80	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	56	81	184	265	18	283	0
c)					40	19	5	0	0	0	21	21	0
					-97				0	0	-97	-97	0
					251	17	61	81	184	265	-31	234	0
3				W762									
a)	04/05	TS	1		5		2	-11	6	-5	10	5	
					5	0	2	-11	6	-5	10	5	0
4				W756									
a)	04/05	TS	1		10		8	-12	1	-11	21	10	0
b)	04/05	TS	1		10		0			0	10	10	0
					20	0	8	-12	1	-11	31	20	0
5				W750									
a)	05/06	CK	1		2		2			0	2	2	0
					2	0	2	0	0	0	2	2	0
6				W760									
a)	05/06	PW	150		108		30	60	20	80	28	108	0
					-108		-61	-47		-47	-61	-108	0
					0	0	-31	13	20	33	0	0	0
7 a)		RP	RA	130	300		33	47	0	47	53	100	100
					300	0	33	47	0	47	53	100	100
TOTAL SOCIAL SERVICES CAPITAL PROGRAMME					982	106	110	143	211	354	145	466	205
TOTAL SOCIAL SERVICES CAPITAL PROGRAMME: GROSS EXPENDITURE					1,187	106	171	190	211	401	270	671	205
: INCOME					-205	0	-61	-47	0	-47	-158	-205	0
: NET (AS ABOVE)					982	106	110	143	211	354	112	466	205

This page is intentionally left blank



CS2277

**Meeting of the Executive Members for
Housing and Adult Social Services**11th September 2006

Report of the Director of Housing and Adult Social Services

Social Services 2006/7 Service Plan and Budget 1st 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 also highlights a projected overspend based on 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. For instance, we will need to reflect changes arising from the White Paper and develop our plans to reflect likely changes to NHS structures as they emerge. These changes can be reflected in future monitors.
3. The principle issue arising from the first monitor is the projected overspend and the actions already being taken to reduce expenditure. Some of these actions will have an impact on key performance indicators and so could affect our star rating in 2007.

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 2005/6 outturn for adult social services was £793k above budget with the main cost pressures being in home care for older people and services for people with learning disabilities. These cost pressures have been carried into the current year with an overspend being forecast for 2006/7. The situation remains very serious with a very large underlying cost pressure facing the department.
7. Action has been being taken since December 2005 to apply the guaranteed minimum standards to care packages and this has required a review of all existing home care customers. Although this has produced some savings they are not sufficient in themselves to bring expenditure back within budget. Further measures have therefore been introduced e.g. a waiting time for changes to packages of care which are not critical in nature.
8. The major change being undertaken to home care services will produce additional savings. Potentially, combined with the stricter application of existing eligibility criteria, these could be very significant once the new system is in place – planned from early December. The combination of all these measures could reduce the projected overspend to approximately £650k but this is highly dependent on the new home care arrangements operating close to budget in the last quarter of the year. In reality it will not be possible to confirm this until the new system is up and running.
9. The financial recovery plan for Selby and York Primary Care Trust is now starting to have a direct effect on council services. Most specifically, notice has been given to cease PCT funding of £100k for the intermediate care service at Grove House and this is the subject of a proposal within the report on older people's accommodation also on this agenda.
10. There is still a lot of uncertainty about the future structure of the new North Yorkshire and York Primary Care Trust which is due to come into being from 1st October. The Chief Executive is to be Janet Soo Chung who is currently Chief Executive of Sheffield South West PCT and who was formerly Chief Executive of East Riding and Hull Health Authority. Given that she is new to this area she is likely to come with her own ideas about the best way of structuring the PCT to meet the challenges it faces and it will be important for the council to be actively engaged in this process given the close partnership arrangements. A meeting is being arranged with the new Chair and Chief Executive to discuss partnership issues such as the possible appointment of a joint Director of Public Health.
11. The partnership arrangements with North Yorkshire County Council for Learning Disabilities are also due to change over the coming months. NYCC are completing the detailed consultation on a major restructuring of Adult and Community Services and have concluded that they would be better to appoint their own managers to commission and deliver learning disability services. Formal notice has been received to withdraw from the current partnership with effect from 1st April 2007. Although the agreement requires a 12 month notice period it is recommended that this notice is accepted as it would be very difficult to effect the changes needed part way through a financial year. This will have a financial impact on the management

structure of the integrated service and a report will be brought to the meeting in October setting the details out.

12. The Acting Chief Executive for Selby and York PCT has written to confirm that they wish to remain in partnership with the City Council as the lead commissioner/provider of the integrated service covering the York and Selby areas. This would require some amendments to the existing partnership agreement and this will also be reported to members in October.

Older People and Physical and Sensory Impairment

Achievements in first quarter (See Annex1)

13. The first quarter has reflected many of the achievements of the previous year with further improvement of the key indicators relating to assessments and review, consolidation of the support of people in their own homes, further reductions in admissions to permanent registered care and increased support to carers. The changes in commissioning of home care have been developed to the point where all consultation with staff has completed its first phase and the tender process for the contracting of external home care provision has been initiated.
14. 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, 36 carers receiving a service in the first quarter.
 - There were very positive results from the recent Personal Social Service survey, with 95% of home care customers in York are satisfied with the service they receive and only 3 per cent of customers report being dissatisfied with the service. Over 84 per cent of respondents said that they are usually or always kept informed about changes to their care and 96 per cent said that the service they received helped them get up and go to bed at times that suit them.
 - The adaptations to Windsor House are underway and should be due for completion at the end of September.
 - Key performance indicators, (Star rating blockers) are on target, although some improvements will be needed in recording ethnicity.
 - Delivery of equipment remains high achieving at 93.5%
 - The target for people receiving reviews has been difficult to achieve in previous years but is currently on target.
 - Changes in the Occupational Therapy services have significantly improved the assessment and review performance in that service. This makes a significant contribution to the overall performance of adult services..
 - There has been an overall increase in the number of Direct Payments recipients with 39 people with a disability and 6 older people in receipt of these.
 - Delayed discharges for social care reasons have increased slightly over the first quarter but remain at a very low level when compared regionally and nationally. This will remain the case in the second quarter but may be affected later in the year when the intermediate care beds at Grove House close and are reduced at the Archways, due to the PCT financial recovery plan.

- The electronic single assessment pilot has now been initiated within intermediate care with a number of staff now trained in its use. There may be an impact on this that will follow from the reduction of intermediate care beds.
- Project planning has now started for the re-provision of services at Huntingdon Road, staff and customers are involved in the consultation processes that underpin this.
- Consultation and planning events have taken place concerning the development of assistive technology and a full project plan is now being developed.
- Planning activity has concentrated on the continued development of the long-term commissioning plan for older people.
- A review of warden call services has been formally initiated to report to members later in the year.
- Customer outcomes have been further enhanced with 19 people with ill health or a disability, 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)

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

Fair Access

Implementing fair access to care according to the agreed threshold and guaranteed standards has continued and is near completion. 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 resulted in the first quarter in the number of older people (BV54) and people with a disability (C29) helped to live at home reducing from the final outturn from 2005/06. This trend will continue in the second quarter with changes in the meals service. However it may be reversed to an extent with the introduction of a new performance indicator and the home care restructure later in the year.

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 will be subject to further detail in the second quarter report.

A review of the Advice and Information function is being undertaken and will be completed in September. This review has involve consultation with customers carers and the voluntary sector.

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 has reduced from 7.03% in the last quarter of 2005/06 to 5.93% in the first quarter of 06/07. This reflects the support available to managers in managing absence and a more proactive partnership between the operational managers and Human Resource colleagues to use occupational health services.

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.

The assessment timescale indicator has improved during the quarter which reflects previous improvements in screening to reduce the number of assessments that have no outcome.

The care package delivery time has also improved during the quarter reflecting the reducing customer base with tighter application of guaranteed standards. However although this is expected to fall in the next quarter as some people will need to wait until resources are available before their care package can be delivered.

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

Improve joint planning and working with key partners.

There has been continued involvement with the PCT future planning streams although the concentration within the PCT on its financial recovery plan and within the NHS on Strategic Health Authority and PCT restructure has led to inevitable uncertainty in forward planning. Work on the long-term commissioning plan for older people's social care continues to involve PCT colleagues. This planning is linked to developing the action plan for the Selby & York Older people's strategy through the Older People's Partnership Board as well as the emerging objectives of the Local Area Agreement Health and Older People's well-being objectives.

Discussions with the PCT to develop joint commissioning plans for Older people & older people with mental health problems has moved on with discussion underway of piloting different approaches to linking local authority and NHS services.

The expression of interest for funding through the Partnership for Older People Programme was submitted as planned, but was however not shortlisted for submission of a full bid. The local agencies involved are now considering how any of these proposals could be pursued through more effective partnership working, without the funding being available.

Develop a more robust business planning approach

The work on the long-term commissioning plan for older people will deliver 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.

The Fair Charging services have now been combined within the Finance section of the Directorate, which will lead over time to more efficient processes being developed and put in place. A review of the Charging policy is currently underway and will be reported to members in due course.

The home care restructure and re-commissioning of external services will lead to greater efficiencies in home care provision, when completed.

Areas where performance did not achieve expectations

16. 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. Ways of improving this are under review along with the potential for involving partner agencies in promoting the approach.

The achievement of financial targets has not occurred with increase in cost pressure in both in-house and external services. This has resulted in action being taken in early July, the impact of which is expected to be detrimental to the performance in some areas of activity and will be reported in the next quarter monitoring report. Ethnicity recording is currently slightly below the acceptable level.

Information systems remain weak and fragmented and information available does not fully reflect all adult service activity. The planning for introduction of the Electronic Social Care Record and the replacement for the existing customer data base, (ISIS) will help to improve this.

Public information concerning social care services is not fully comprehensive and up to date and will be included in the review of Advice & information functions.

New external priorities or demands

17. 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 in just beginning to be released.

The continued and increasing financial pressures resulting from meeting the demand for greater flexibility to support people in their own homes. This has led to a review of the tasks that can be performed within home care packages.

The Commission for Social Care is making changes in how it assesses authorities and regulates registered services. The main impact of this will be experienced through:

- A greater focus on assessing the commissioning capacity and arrangements within the authority
- A focus within the regulation and inspection role of CSCI on outcomes of services.

There has during the first quarter of the year been an increase in the level of reported adult abuse cases. This will be considered in more detail in the next quarterly monitoring report if the trend continues.

Significant organisational issues

18. 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

19. 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

20. 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. See action plan and report for actions taken to reduce overspend	866	+1,478	
In House Home Care - continued reduction in hours per week due to difficulty in recruiting staff for evening and weekend work. Full effect of reduction is offset by overspends in other home care services such as Barstow House and Night time Care Team	<u>3,612</u> 4,478	<u>-147</u> +1,331	+29.7
Residential & nursing –decrease in Elderly placements offset by increase in Phys Dis placements. Projection also takes account of extra 0.65% increase to be paid to providers in York & her boundaries.	4,572	+95	+2.1
Direct payments –due predominantly to expensive packages for care in the West	37	+92	+248.6
Staffing underspends – posts being held vacant to support overall Dept'l position	1,153	-64	-5.6
Contracted Services – small underspend across adult services	416	-5	-1.2
Elderly Persons Homes –overspending on manuals pay (£185k) 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 (£431k) commensurate with previous years' outturns.	2,413	-246	-10.2
Meals Service – due to running down of the service. Apetito to takeover the running of the service from Aug 06.	5	+18	+360.0
Mobile Wardens and Warden Call –Staffing pressure offset by overachievement of income from Private tenants	150	+24	+16.0
Other minor variations	6,143	0	0.0
Total Older people & Physical Disabilities	19,367	+1,245	+6.4
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		-90	
Maximising the usage and efficiency of the in house team		-65	
Introduction of a waiting list for all but the customers in critical need		-50	
Continued reduction in the use of agency staff		-25	

Business Support – keep posts vacant for the remainder of the financial year		-63	
Reconfiguration of Home Care service, approved by members Aug 06, should result in the service being brought back in line with budget. The new service is due to start Nov 06 and action plan assumes budget will break even from that point on		-603	
Total Older people & Physical Disabilities to find		+349	

Learning Disabilities

Achievements

21. The following area should be noted.

A learning disability inspection by the Council for Social Care Inspection was undertaken in March 06. The result for the Council was a “serving most people well, with promising prospects for improvement” (in effect a 2 star rating).

There has been a continued improvement in performance of the service relating to some formal Performance indicators:

The number of people helped to live at home continues to rise

There are no people where ethnicity is not recorded

The number of direct payment users has increased

The % of people receiving a statement of needs is rising, now at 91.34%

A new work training scheme- “A Break in the Park” (café scheme) opened in July 06.

Ongoing participation in a National DOH pilot on individualised budgets and partnership working with families.

There has been a low turnover of staff within the learning disability service in the year- only 3.1% of staff, which has afforded some stability within the service
Stricter adherence to the application of eligibility criteria has been undertaken.

Critical Success Factors (CSF)

22. 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 44% 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. In addition a new work training scheme opened in July 06.

To increase the number of people helped to live at home

This figure continues to be high- currently at 91.34%.

Increase the number of people using individualised budgets or direct payments

The use of Direct Payments remains static at 19 for the customer group. However, progress on the DoH pilot of "In Control" use of individualised budgets is good, with plans to move to this method in 18months to 2 years or the whole service.

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 staff retention and workforce planning

This work is ongoing as part of a regionally driven workforce planning exercise for Learning disability services led by the Valuing People Regional Office. 44% of staff have now gained NVQ2

Improve joint planning and working with key partners.

Communication and planning within the integrated unit continues to be strong- liaisons with key partners North Yorkshire Social Services and also the Primary Care Trust continue with joint planning and significant progress on the following areas:

- Overall strategy for long term development of service begun with all relevant partners
- Commissioning long stay re-provision
- Accommodation review for customers
- Transitions planning

Areas for Improvement

23. The agreement of local targets to ensure measurements of success are easy to monitor- these to be agreed with the Partnership Board

To look at the way reviews are undertaken, based on a significant pressure area for maintaining numbers of reviews required as a performance indicator

Work with planning for older carers is required- a workshop with carers is planned for the Autumn

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.

Significant Organisational Issues

24. Financial planning in the next year in relation to continuing budget pressures. The number of people with complex needs is rising placing greater demands on the services resources.

The integrated partnership currently with Selby and York Primary Care Trust and North Yorkshire County Council(NYCC), will be altering from April 2007, to exclude NYCC. This will mean work to realign the partnership will be needed before that date.

Prospects for next 12 months

25. The following are the key opportunities and risks facing the service.
- The budget position poses a significant challenge. It affects the overall Learning Disability service both from the City of York Councils perspective but also that of the Primary Care Trust and North Yorkshire County Council- all have an impact on the ability to deliver on service plans and outcomes for customers.
 - The continued modernisation of resources- in particular the next phase of day service modernisation and respite services, will pose a significant opportunity in improving outcomes for people
 - The involvement in the individualised budget work, whilst posing some system change challenges also offers opportunities for the service and community services as a whole to have a better understanding of any likely issues arising from the expected adult social care white paper.

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 – an increase in the number of customers receiving intensive support in their own homes	269	+138	+51.3
Direct Payments – numbers maintained at 2005/06 levels	140	+109	+77.9
Transportation of clients – budget overspent in 2005/06 and pressure continues as number of customers remains constant	120	+126	+105.0
Flaxman Ave – staffing overspent due to members of staff on long term sick and maternity leave	319	+42	+13.2
Increase in contracted services following reduction in Supporting People grant paid to providers	1,151	+255	+22.15
Other minor variations	6,057	0	0
Total Learning Disabilities	8,056	+670	+8.32
Accommodation Review		-65	
Maximise use of Independent Living Fund (ILF)		-25	
Reconfiguration of Supported Living Schemes		-55	
Other savings across contracted services		-10	
Total Learning Disabilities to find		+515	+6.39

Mental Health

Achievements

27. The following should be noted.
- The Partnership Board has been revised to match the formal Partnership agreement.
 - 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 re-provision 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.

Sickness levels for CYC staff in the mental health service has dropped from 7.3% in April to 2.03% in June.

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.

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.
 - There are still no mental health service users moving to Direct payments. The volatile nature of mental health and the integrated service provision both mitigate against this. North Yorkshire will be leading work into considering 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 quarter will be consolidated. The result of an application for Supplementary capital expenditure may result in the potential for further service development.

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 from 2005/06 (£18k) partially offset by customer contributions (£8k)	25	+8	+32.0
Residential & nursing – underspend due to death of several customers and the beds they previously occupied remaining vacant	1,255	-119	-9.5
22 The Avenue – continued shortfall in Supporting People income due to contract value not being accurately reflected in the budget at the outset of this scheme	-276	+18	+6.5
Social Work Team – posts being held vacant and also difficulty in recruiting staff within certain teams	630	-40	-6.3
Other minor variations	551	0	0
Total Mental Health	2,185	-133	-6.1
No action needed at this stage		0	
Total Mental Health to find		-133	-6.1

Corporate Services**Achievements**

34. The following areas should be noted.
- Contract negotiations with Deloitte completed and contract for Social Care Replacement System signed
 - 100% achievement on returning statutory returns on time
 - First round of Job Evaluation benchmarking completed
 - Establishment of departmental wide Workforce Development Group

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

There was a delay of three months to the procurement phase of the project, to allow full evaluation of the best option for both Adults and Children's services. Having made the decision in May 2006 to procure separate systems, the project has agreed new milestones, to deliver a go live date at the end of June 2007.

Improved partnership with internal and external stakeholders

Restructuring of the Primary Care Trust to a York and North Yorkshire organisation has brought an opportunity to look at a shared commissioning framework, which would facilitate more systematic joint working

Supporting People programme

The first round of Service Reviews were completed by March 2006 and they identified where funding for services was ineligible or poor value for money. Retraction plans for removing the funding will be in place by September.

The Commissioning Body has agreed priorities for any future investment and spending remains within budget.

Next years' grant allocation has been announced and the reduction is smaller than anticipated at 2%. This is still the maximum level of reduction imposed by the DCLG.

Improving attendance in Department

There was a slight improvement in departmental absence figures last year, down from 22.02 FTE days in 2004/5 to 19.82. There is still a long way to go. A joint management union working group is developing changes to way absence is reported, recorded and monitored and will be looking at root causes and management approaches to the problem.

[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

Members agreed proposals for changes to the way home care is purchased in June and the Commissioning and Contract team have undertaken a tendering exercise to choose three locality providers for home care, which will be completed in August. There has been significant HR involvement to support the in-house teams in responding to the changes.

A long term (10-15 year) commissioning strategy for older people is in development.

Commissioners and finance staff are supporting 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 has started for the Social Care Replacement Programme

New management structures have been agreed for the Charging, Benefits and Financial Assessments Teams, and it is anticipated that process improvement work will deliver various efficiencies.

Organisational Development

Training in PRINCE2 project approach has been delivered to key staff, and a toolkit for smaller projects, using PRINCE 2 principles is now in development

Areas for Improvement

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

- Realistic solutions need to be found to improve the performance in response to complaints
- A more rigorous prioritising of work to ensure that key actions are achieved.
- Two bids or additional funding have failed (POPPS – Partnerships for Older People Programme, and Digital Challenge). Prioritising of such work may improve chances of success in future.

New external priorities or demands

37. The following were new work demands that were not predicted when the original service plan was agreed.
- The Local Area Agreement has required input from all parts of HASS and is due for agreement in September
 - The Primary Care Trust Restructure means that existing working arrangements need to be redefined and negotiated
 - The work on reducing overspends in adult social services has required additional time from finance, management information and IT staff.

Significant organisational issues

38. The following issues have impacted on the achievement of the service plan.
- Although Children's Services has moved to a new Directorate, the HR team has continued to provide the support to implement significant change, with the closure of one children's home
 - There has been no Policy and Planning capacity over last 9 months, due to sickness and the loss of a post through budget savings. This has had a significant impact on Corporate Services ability to support developments eg POPPS bid

Prospects for next 3 months

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

Budget

40. 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 to vacant posts	202	-5	-2.5
Finance - underspend on staffing due to vacant posts	478	-30	-6.3
Saving due to staff being appointed on lower grade than outgoing staff	0	-45	0
Other minor variations	1199	0	0
Total Corporate Services	1879	-80	-4.3

No action needed at this stage		0	
Total Corporate Services to find		-80	-4.3

Corporate Priorities

41. 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

42. **Summary Position** - The original budget estimate approved by Members was £31.9m. After approval of savings and growth and other approvals including insurance and recharge adjustments, the approved budget is £31.7m. This review indicates an overspend of £1,702k to the approved budget before actions needed to bring the overspend down, an increase 5.4%. If the actions being taken are achieved, the overspend could reduce to £651k, an increase of 2.1% to budget. Caution should be exercised in relation to the figures for the running costs of the new home care service. The calculations have been checked and appear to show that the service will be running close to the approved budget for the final quarter of the year but we will not know this for certain until the new system has been up and running for a period. These figures should therefore be regarded as the best available estimate at this stage.
43. Further savings could be considered to reduce the projected overspend of £651k. However, these would all involve some either reduction in service level, increased rationing of care packages or options to increase income. These will be discussed with the Executive Member and further options brought back to the October meeting.
44. 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 re-providing Windsor House as an EMI complex and retendering of the Community Support contract respectively.
45. 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	+37
• Learning disabilities	-3
• Older People & Physical Disabilities	-34

46. The Department remains in dispute with North Yorkshire Health Authority over customers paid for by CYC under Delayed Discharges scheme. Historically CYC paid for the placements and were reimbursed for the costs. NYCC are disputing that the customers are their responsibility and the matter has been referred to legal counsel. There is a potential budget pressure of £66k if it's determined that the customers are CYC's responsibility.
47. Further efforts are being made within the Department to reduce the expected overspend. Several posts are being held vacant with only essential posts being released after authorisation by the Departmental Management Team (DMT). A review of financial information to budget holders is also under way in order to ensure the financial implications of their decisions is apparent and quantifiable from information at their disposal.

48. **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

50. 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 potential impact of the above on key performance indicators
 - the implementation process for the new social care system
 - the financial and organisational challenges affecting our main partner the PCT

- the changes to the learning disability service arising from the County Council's decision to withdraw from the partnership

Recommendations

50. 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

51. 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 24/8/06

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 Tel No.

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

This page is intentionally left blank

Annex 1 Older People and Physical Impairment 2006/07

Balanced Scorecard of outcomes and measures

Customer based improvement

Measure	Target	Current
BV 201, D56 (PAF) number of people over 65 receiving direct payments per 100,000 population - change of definition in 2005/6	12	6
Local: reported numbers of delayed discharges which attract reimbursement	0	0
BV 54, C32 (PAF) – number of people aged 65+ whom authority helps to live at home, per 1,000 adults aged 65+	92	86.16
C29 (PAF): numbers of people (18-64) with physical/sensory impairments help to live at home	4.8	4.13
BV53, C28 (PAF) - households receiving intensive home care per 1,000 pop 65+	9.7	annual
%age of adult users assessed and/or reviewed in the year that had ethnic origin missing or not stated	Less than 10%	10.22%

Process based improvement

Measure	Target	End of year
BV 195, D55 (PAF) - % people aged 65+ receiving assessment within specified time scale (2 days)	76.5	76.08
BV 196, D56 (PAF) % of new customers aged 65+ receiving package of care within specified time scale (28 days)	85	94.12
BV56 – D54 (PAF)% items of equipment and adaptations delivered with 7 working days	96	93.52
BV58 (PAF D39) %age of people receiving a statement of their need and how they will be met (all customer groups)	92	90.57
D 40 (PAF) %age of people receiving an annual review or re-assessment	70	25.58 (1 st quarter)

Finance based improvement

Measure	Target	End of year
B12 (PAF) Cost of intensive social care for adults DIS return	To be set	Not yet available
B13 (PAF) Unit cost of residential and nursing care for older people DIS return	To be set	Not yet available
B16 (PAF) Unit cost of residential and nursing care for people with physical disabilities DIS return	To be set	Not yet available

Staff based improvement

Measure	Target	End of year
CP 14 - percentage of staff appraisals completed	90%	94%
BV 12 - days lost per year per FTE due to sickness absence	To be set	22.5
Percentage of staff registered social work staff receiving on average 30 hours post qualification professional development each year (90 hours over 3 years)	100%	Not yet available
BV 16a - percentage of staff with a disability (Community Services as a whole)	To be set	4.64
BV 17a - percentage of staff from and ethnic minority (Community Services as a whole)	To be set	1.53
Local CP58 - percentage of voluntary turnover of staff	To be set	2.98
S3: numbers of new staff undergoing Induction training (CM Review) newly employed staff within the first 6 months of employment	100%	Not yet available

This page is intentionally left blank

Annex 2 Balanced Score Card for Learning Disabilities

Customer Based Outcomes

Measure	Target	1 st Quarter
C30 - Adults with learning disabilities helped to live at home	2.0	3.32
BV 201, D56 (PAF) number of people receiving direct payments - change of definition in 2005/6 (NB target is for all adult service customers)	Not set	19
%age of adult users assessed in the year that had ethnic origin missing or not stated	Less than 10%	0%

Process Based Improvements

Measure	Target	1 st quarter
BV58 (PAF D39) %age of people receiving a statement of their need and how they will be met	94	91.34
D40 (PAF) %age of people aged 18 - 64 receiving an annual review or re-assessment	80	9.09%

Finance Based Improvements

Measure	Target	End of year
B14 Unit cost of residential and nursing care for adults with LD.	2004/5 + inflation	Not yet available
F3 Gross expenditure on day care as a % of expenditure on all non-residential care. (DIS)	Not yet set	Not yet available
F4 Proportion of expenditure on day and domiciliary services for adults with LD to expenditure on residential provision (DIS)	50%	Not yet available
F5 Total amount spent on advocacy services for learning disabled people (DIS)	£34.3k	£34.3k

Staff Based Improvements

Measure	Target	End of year
CP 14 - percentage of staff appraisals completed	50%	66%
BV 12 - days lost per year per FTE due to sickness absence	6.5	10.1
Percentage of staff registered social work staff receiving on average 30 hours post qualification professional development each year (90 hours over 3 years)	100%	Not available
BV 16a - percentage of staff with a disability (Community Services as a whole)	5%	5.42%
BV 17a - percentage of staff from and ethnic minority (Community Services as a whole)	1.6	1.52%
Local CP58 - percentage of voluntary turnover of staff	2.7%	3.1%
S3: numbers of new staff undergoing Induction training as % of newly employed staff within the first 6 months of employment	100%	100%
S1 - percentage of staff working in learning disability services achieving at least NVQ Level 2	35%	35%

Notes – Figures for equality are currently collected for the whole of social care. These figures therefore do not represent the position for learning disability services.

This page is intentionally left blank

Annex 3 Mental Health**Section 5: Balanced Scorecard of outcomes and measures****Customer based improvement****Target is for 2005/06 unless otherwise stated**

Measure	Target	Current
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	?	0
C31 - Adults with mental health problems helped to live at home per 1000 population 18-64	2.9 ?	2.43
%age of adult users assessed and/or reviewed in the year that had ethnic origin missing or not stated	Less than 10%	18.18
Government measures and targets in relation to access, first psychosis and reducing hospital admissions will need to be included once announced		

Process based improvement

Measure	Target	End of Year
BV58 (PAF D39) %age of people receiving a statement of their need and how they will be met	94	94.89
%age of people with MH problems receiving an annual review or re-assessment	82	21.56 (1 st quarter)
Partnership management agreement signed off	31/3/06	In place 1.4.06
New or revised local policies and protocols required by Mental Capacity Act	As per timetable for Act	

Finance based improvement

Measure	Target	End of year
B15 (PAF) Unit cost of residential and nursing care for adults with mental illness DIS return	Not yet set	Not yet available

Staff based improvement staff statistics are currently collated for the whole of adult services. Current position is quarter 3 2004/05 unless otherwise stated

Measure	Target	Current
CP 14 - percentage of staff appraisals completed (adult services as a whole)		94%
BV 12 - days lost per year per FTE due to sickness absence (adult services as a whole)	To be set	
Percentage of staff registered social work staff receiving on average 30 hours post qualification professional development each year (90 hours over 3 years)	100%	Not yet available
BV 16a - percentage of staff with a disability (Community Services as a whole)		4.64
BV 17a - percentage of staff from and ethnic minority (Community Services as a whole)		1.53
Local CP58 - percentage of voluntary turnover of staff (adult services as a whole)		14.5%
S3: numbers of new staff undergoing Induction training (CM Review) of newly employed staff within the first 6 months of employment	100%	Not collected

This page is intentionally left blank

Annex 4 Balanced Score Card for Corporate Services

Customer Based Outcomes

Measure	2005/06	Target	Current
All: % of visitors seen by an officers within 10 minutes			90%
% of visitors referred to the correct officer within a further 10 minutes			N/A
(All) answer external calls in 20 seconds or less	98.3%	95%	97.3%
(All) respond to external emails and correspondence within 10 working days	93.6%	95%	97%
(Complaints) Increased number of customer complaints dealt with within time ¹	64%	93%	Annual
(Complaints) Increased number of Ombudsman enquiries dealt with on time ¹	22%	70%	Annual
Department meets key milestones established by easy@york programme		Respond in agreed timescales	Achieved to date
(SP) Service users who are supported to establish and maintain independent living	New	N/A	End July
(SP) Service users who have moved on in a planned way from temporary living arrangements	New	N/A	End July
(SP) Fair access to people who are eligible for SP services ²	New	N/A	Annual
(IT)Key milestones in the implementation and embedding of social care system are met		As project plan	Procurement delayed 3 Months
(IT)System available to all existing users of ISIS		31/3/07	30/6/07
(IT)Longer-term support arrangements for system in place		31/3/07	30/6/07
(HR)Workforce strategy in place	New	31/3/07	Started
(HR)Corporate management competency framework in place		As per corporate plan	Delayed corporately
(HR)The department has clear standards for induction programmes.		1/9/06	Started
(HR)A system for monitoring that each staff member has completed the induction programme		1/9/06	Started
(HR)There is an effective mechanism for monitoring that appraisals are completed		1/6/06	Delayed but started
(HR)There is an effective mechanism for collating the results of the appraisals to inform training and development programmes		1/6/06	Delayed but started
(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	13.27%	To be set	Annual
(HR)Levels of staff absences have reduced (targets to be set dependent on work of internal audit)	19.82%	To be set	Annual
(Train) Domiciliary Care - relevant qualification National Vocational Qualification (NVQ) 2 or above	32%	40%	Annual
(Train) Learning Disabilities -relevant qualification NVQ 2 or above	28%	35%	Annual

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.

Measure	2005/06	Target	Current
(Plan/Com) Agreed tasks relevant to Corporate Services input to Yearsley Bridge site project completed		As per plan	In progress
(Plan/Com) Agreed tasks relevant to Corporate Services to deliver improvements in mental health achieved on time and to quality		As per improvement plans	None identified

Process Based Improvements

Measure	2005/6	Target	Current
(A&I) Clear statement of role and function of A&I exists		31/3/07	In progress
(A&I) Mutually agreed expectations between A&I and other divisions exist		31/3/07	In progress
(All) Framework of working principles and standards in place		30/9/06	In progress
(SP) Annual spend within funds provided by ODPM		0% overspend	On target
(SP) Plan for delivering strategy and reduced funding in place		31/7/06	Due 18 August
(SP) Revised Service Review methodology in place		31/7/06	In place
Tasks identified as responsibility of Corporate Services within project plans delivered within time and budget		As per plan	In progress

Finance Based Improvements

Measure	2005/06	Target	Current
Overall variation from Corporate Services budget within the department less than 1%		Each financial year	1 st Quarter

Staff Based Improvements

Measure	2005/06	Target	Current
Staff appraisal completed in year in Corporate Services	82%	80%	Annual
Average staff sick days below Departmental and Council wide average (in days/FTE)	6	6	Annual
Average level of incidence of absence below Departmental and Council wide average (in incidence /head count)	6.9%		Annual



CS2274(S)

Executive Members For Housing and Adult Social Services and Advisory Panel11th September 2006

Anne Bygrave- Head of Learning Disability Services

City of York Councils response to Learning Disability Inspection undertaken by CSCI in March 2006**Summary**

1. This report gives the City of York Councils response to the Commission for Social Care Inspections Learning Disability Inspection in March 2006

Background

2. The Commission for Social Care Inspection came to visit the City of York Council to undertake an inspection of service within Learning Disabilities in March 2006. This took place over ten days and included two service inspectors, a learning disabled assessor, and a supporter. The outcomes of that assessment were sent in a report to City of York Council in July 2006 and were presented to the Executive on the 11th of July 2006. Copies of that report had been circulated previously. There is a requirement that a formal response is given by the City of York Council to the CSCI Inspectors as to the way we will action any recommendations. In addition, six months from the report being presented, CSCI will request a progress report. This report contains information on the way in which we will respond to the inspection findings.

Context

3. The Learning Disability service is an integrated service consisting of an Integrated Partnership between City of York Council, North Yorkshire County Council (for Selby and Easingwold) and Selby and York Primary Care Trust. City of York Council is the Lead Agency for the management of all of the Learning Disability Services within this geographical area. This is facilitated through a Head of Service for Learning Disabilities who is employed by City of York Council.

Whilst the prime aim of the Inspection was to look at the City of York Council's services for people with Learning Disabilities, the report also takes into account the overall integrated service. The integrated service has been in place since April 2005 with a new Head of Service being appointed in June 2005. The inspection therefore, was within the first year of the integrated arrangement.

Format of the Report

4. By its very nature the report received from CSCI was detailed and some sixty pages long. For the purposes of this report, you will find at Annex 1, the Summary of Inspection Findings. In Annex 2 you will find against each recommendation the proposed or actual action to address the recommendation made.

Consultation

5. In order to facilitate this response, a number of groups have been consulted upon the content of the report. The Executive was given a presentation by the CSCI inspector and was able to contribute to the response. The Shadow Executive were also given the opportunity through a Shadow Executive Meeting, to comment on the report. All members of the Integrated Team have been given the opportunity to respond to issues within the report. A special meeting was called of the Valuing People Partnership Board to consider the report and to give responses (this Board consists of Statutory Bodies, Carers, People with Learning Disabilities). The leadership team of the Learning Disability Service also had the opportunity to comment and offer proposals. The directorate management team within Housing and Adult Social Services has also had the opportunity to do so.

Options

6. Not applicable

Analysis

7. Not applicable

Corporate Priorities

8. Not applicable

Implications

9. **Financial** None

- **Human Resources (HR)** None
- **Equalities** None
- **Legal** None
- **Crime and Disorder** None
- **Information Technology (IT)** (None
- **Property** None
- **Other** None

Risk Management

10.No known risks

Response to Recommendations

11.The response to recommendations is at Annex 2.

Recommendations

12 The Executive Member is asked to note the response to the Commission for Social Care Inspection, and the progress to date on the recommendations.

Contact Details

Author:
Anne Bygrave
Head of Learning Disability
Services
Housing and Adult Social
Services
Tel No.554045

Chief Officer Responsible for the report:
Bill Hodson
Director of H&ASS

Report Approved *tick* Date *Insert Date*

Bill Hodson
Director of H&ASS

Report Approved *tick* Date *Insert Date*

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

For further information please contact the author of the report

Background Papers:

All relevant background papers must be listed here.

CSCI Inspection report- Inspection of services for people with Learning Disabilities (previously circulated)

Internet link: www.csci.org.uk/PDF/york-learning-disabilities-march06.pdf

Annexes

Annex 1 Summary of Findings and Recommendations

Annex 2 Response to Recommendations

Summary of Findings and Recommendations

SUMMARY OF INSPECTION FINDINGS

Overall we judged that most people were being served well.

The City of York Council had given priority to learning disability services and there was strong leadership at a senior level. The modernisation of day services had resulted in more suitable services for the majority of people, including those with complex needs and older people. The Council was increasing its opportunities to assist people into training and paid employment. The Council had increased the number of people that it was helping to stay living at home and was embarking on a national pilot of direct payments, 'In Control', which aimed to give greater choice and independence to people.

The Council and Primary Care Trust had created an integrated learning disabilities team in April 2005 and this was starting to reap benefits from staff working more closely together. The Valuing People Partnership Board drove the strategy. The learning disability service plan reflected the Board's work, but there were few local performance measures used to monitor progress. The Council worked hard to include service users and carers in planning and development of services and there were examples of people with learning disabilities and their carers becoming actively involved and influencing services. There were many examples of information in accessible formats to keep people informed of services and developments.

The Council had drafted a commissioning strategy that was at an early stage. The Council were aware of the shortfalls of service areas and was considering how to address these needs. It was working with other local primary care trusts and North Yorkshire Council to make the best use of resources. The Council had begun person-centred planning some years ago and had appointed a co-ordinator post to accelerate the numbers of people who had access to this. Some family carers were trained to help others develop person-centred plans.

The Council had appointed a carer development worker to help implement the Carers Strategy. There were some useful services for carers, such as the flexible respite scheme, but there were limited opportunities for respite support in a home-based setting.

York funded an advocacy service although this was stretched to meet demand. There were a number of other groups that provided advocacy and an energetic self-advocacy group. The Council also worked with the People's Parliament.

The Community Services Directorate were working with Housing to review the supported accommodation and increase the capacity to move on accommodation for people with learning disabilities.

Overall we judged that the capacity for improvement was promising.

There was strong leadership and vision from senior managers that was inspiring staff to improve services for people with learning disabilities. This was twinned with strong commitment and support from the political leader. The Council and Primary Care Trust had set the foundations of an integrated team and there was a willingness to build on this. There was good communication ensuring that all layers of the organisation and key stakeholders understood the Council's strategic direction.

Good progress had been made in the modernisation of day services, increasing the numbers of people moving into employment and the numbers of people using direct payments. The Council had built capacity to focus on its key strategic objectives and had a number of dedicated posts to drive progress in the areas of day care modernisation, direct payments, person-centred planning and carer's services. The Council was engaging with its partners, including people with learning disabilities, to modernise its services and promote social inclusion.

The integrated structure had yet to address issues of shared monitoring of their strategic objectives, developing a joint commissioning strategy and integrated record keeping. The arrangements around maintaining separate budgets for the partners in the integrated team warranted review. The Council had introduced a performance management framework, but the culture of performance management had yet to be owned by front-line staff. Social care staff in the integrated team were qualified social workers and the numbers of qualified staff in provider services was increasing. There was a commitment to continuous professional development and learning from health care colleagues.

The Community Services Directorate was working strategically to improve more independent living options. The Council had a housing strategy for people with learning disability and an employment strategy. Some progress had been made in these areas. We saw limited evidence of partnership working with other council departments to promote the social inclusion of people with learning disabilities.

Response to Recommendations

	Recommendation	Response	Timeline	Lead
Standard 1: National Priorities and Strategic Objectives				
The Council is working corporately and with partners to deliver national priorities and objectives for Social Care and their own local strategic objectives to meet the needs of their diverse local communities.				
1.1	<i><u>Recommendation 1.1</u> The Community Services Directorate, together with its partners in the integrated learning disability service, should establish clear measurable targets with realistic timescales and clear lines of accountability to undertake the work plan it has identified.</i>	<u>Response 1.1</u> The Learning Disability Service, as part of the Housing and Adult Social Services Department, produces a service plan, which is agreed at the Valuing People Partnership Board. The contents of this Service Plan cover the main strategic objectives within the service. A more detailed Partnership Board's work plan which supplements the overall Service Plan, needs to have measurable targets with set time scales. The meeting of the Partnership Board agreed this and work will be undertaken to ensure this comes to fruition before the end of the calendar year.	Dec-06	Partnership Board Chairs
Standard 2: Cost and Efficiency				
Social Services commission and deliver services to clear standards of both quality and cost by the most effective economical and efficient means available.				

	Recommendation	Response	Timeline	Lead
2.1	<i><u>Recommendation 2.1</u> The Community Services Directorate, together with its partners, should complete its commissioning strategy, based on a needs analysis, to develop an understanding of supply, demand, population needs and market purchasing power.</i>	<u>Response 2.1</u> This piece of work is underway. This will bring together a needs mapping and existing costs database, which will allow an understanding of the supply and demand, issues from which will come the overall commissioning strategy. The integrated team are meeting at a team away day in October to finalise the draft contents of the Commissioning Strategy, which will then go to key stakeholders for consultation.	Draft Nov 06- for consultation. Final March 07	Head of Learning Disabilities/ Commissioning Manager
2.2	<i><u>Recommendation 2.2</u> The Community Services Directorate should ensure that there is no duplication of effort in the commissioning of social care services.</i>	<u>Response 2.2</u> The commissioning of social care services for Learning Disabilities is channelled through the Commissioning Manager. In addition, spot purchasing arrangements are through the social care team. A closer liaison between the two areas will ensure no duplication of effort when commissioning social care services.	On going	Commissioning Manager
2.3	<i><u>Recommendation 2.3</u> The Council, together with the Primary Care Trust and North Yorkshire County Council, should reconsider the benefits of introducing a pooled budget.</i>	<u>Response 2.3</u> Given the imminent restructuring to form the North Yorkshire and York Primary Care Trust and the financial deficits in the local NHS economy, it would be inadvisable for the Council to renegotiate an opportunity for pooled budgets at this time. This can however, be revisited by all key stakeholders in the next financial year.	Financial Year 07/08	LD Management Board

	Recommendation	Response	Timeline	Lead
2.4	<i>Recommendation 2.4 The Council, together with its partners, should accelerate its review of accommodation needs of people with learning disabilities.</i>	<u>Response 2.4</u> The Council had already started a review of accommodation needs prior to the inspection based upon people using existing supported living accommodation looking for different options. This review has now been completed and a work plan as a result of that has been drawn up to meet the challenges of the future.	Oct 06 finalised work plan- work ongoing	Head of Learning Disabilities
2.5	<i>Recommendation 2.5 The Community Services Directorate should maximise the potential financial benefits to itself and the wider benefits to service users of the Independent Living Fund.</i>	<u>Response 2.5</u> A concentrated piece of work was undertaken to apply for independent living fund monies where applicable. In addition, this is now a standard part of resource management within the care management team where it is possible that a person may receive an independent living fund contribution this is applied for.	On going	Locality manager _LD team
Standard 3: Effectiveness of Service Delivery and Outcomes for Service Users				
Services promote independence, protect people from harm and support them to make the most of their capacity and potential and achieve the best possible outcomes.				
3.1	<i>Recommendation 3.1 The Community Services Directorate should increase the use of direct payments.</i>	<u>Response 3.1</u> Information is given to each service user or carer as part of the assessment process on the use of direct payments. In addition, the Council has embarked upon the "In Control" individualised budgets work, which will in effect overtake the direct payments option. Until this is fully in place, we will continue to promote the use of direct payments within the area.	Ongoing. In Control project 06-08.	Head/ Deputy Head of LD and Direct Payments Lead Officer

	Recommendation	Response	Timeline	Lead
3.2	<i><u>Recommendation 3.2</u> The Council should give urgent attention to the needs of people living with ageing parents to plan and prepare for their future needs.</i>	<u>Response 3.2</u> A joint piece of work between Partnership board members and the carers services and carers groups is organized for October to look at how we can engage those individuals to offer assessments to plan and prepare for future needs. The outcomes from this will produce a work plan for how the council and its partners can support this agenda.	October 06- March 07 to develop work plan and implement	Head of LD and Partnership board
3.3	<i><u>Recommendation 3.3</u> The Community Services Directorate should determine the need for services outside of office hours for people with a learning disability and their carers, and respond accordingly.</i>	<u>Response 3.3</u> Since the inspection a new service has opened that is run over the weekends, to increase options for people with a learning disability. It is proposed that the needs for services over a wider range of hours can be scoped through the normal care assessment process. This will then feed into the strategic planning agenda. However, the use of Individualized budgets may well negate the need for this in the longer term, as people chose their own service configurations at times these feel they most need them.	Ongoing through the care management process	Locality manager _LD team
3.4	<i><u>Recommendation 3.4</u> The Community Services Directorate should consider extending the range of community based respite services and give current services a higher profile.</i>	<u>Response 3.4</u> Work is currently underway to scope other possible options for respite, and on receipt of the outcome of the work, the Directorate will take appropriate actions.	By March 07	Deputy Head of LD

	Recommendation	Response	Timeline	Lead
3.5	<i>Recommendation 3.5 The Council should review its workforce strategy to consider how it can attract and retain people with a learning disability into its employment and set a positive example to other employers in the city.</i>	<u>Response 3.5</u> As part of the Councils corporate priorities, under education, skills and learning, priority is given to people with mental health problems and physical and learning disabilities into work. This issue will be raised through the Corporate Management team and consideration of ways to deliver it be given corporately.	Mar-07	Director of Housing and Adult Social Services
3.6	<i>Recommendation 3.6 The Community Services Directorate should work with the direct payments support agency to identify and help to meet common training needs of participants and their personal assistants.</i>	<u>Response 3.6</u> Whilst there is an allocation of funds within the direct payment hourly rate itself to contribute towards these costs, participants have advised sometimes that it is hard to access appropriate training locally. The Direct Payments Support Agency (CVS) will prepare information for all participants on how they may access various opportunities that occur locally.	Oct-06	Direct Payment Lead Officer (Commissioning Manager)
Standard 4: Quality of Services for Users and Carers				
4.1	<i>Recommendation 4.1 The Community Services Directorate should ensure that issues raised by the 2005 case file audit are addressed.</i>	<u>Response 4.1</u> This will be progressed through the line management structures, to ensure compliance to the recommendations. This will be reinforced by the Directorate management team.	Ongoing	Head of LD
4.2	<i>Recommendation 4.2 The Community Services Directorate should ensure that the quality assurance systems focus on the impact for service users, in addition to process, practice and recording.</i>	<u>Response 4.2</u> Wider use of the Quality Assurance framework will be implemented. Information from the outcome of the use of the framework will be collated and reported to the Head of Service to ensure impacts are being monitored and responded to as appropriate.	Ongoing	Locality managers/commissioners

	Recommendation	Response	Timeline	Lead
Standard 5: Fair Access				
5.1	<u>Recommendation 5.1</u> The Community Services Directorate should clarify how it responds to people with a borderline/low average intellectual ability, who need support.	<u>Response 5.1</u> The Directorate will publish a statement clarifying its customer base. This will also be available to staff within care management teams- including the intake team and customer services (who receive referrals) to advise on any signposting that is needed.	Nov-06	Director of Housing and Adult Social Services
5.2	<u>Recommendation 5.2</u> The Community Services Directorate should produce accessible information on eligibility for services.	<u>Response 5.2</u> The Fair Access to Care Criteria on eligibility will be translated as much as is possible into easy read format.	October 06-	Head of LD
5.3	<u>Recommendation 5.3</u> <i>The Community Services Directorate should ensure that under-represented groups have fair access to services.</i>	<u>Response 5.3</u> The Directorate will continue working with the Partnership Board and other key partners in the City of York Council to promote the agenda of fair access for all groups of our local community. The Board's working group on Black and Ethnic Minority Inclusion has made links with other areas of the Council that will assist with this agenda.	Ongoing	Partnership Board
5.4	<u>Recommendation 5.4</u> <i>The Community Services Directorate should ensure that people have timely access to advocacy.</i>	<u>Response 5.4</u> The amount invested in the advocacy contract whilst appearing low, reflects the low level of funding corporately received through the national allocations policy. (one of the lowest in the country). In addition there are spot purchase arrangements made for individuals who require particular advocacy interventions.	No further action	

	Recommendation	Response	Timeline	Lead
Standard 6: Capacity for Improvement				
6.1	<i>Recommendation 6.1 The Community Services Directorate should ensure that performance management arrangements are fully embedded throughout the service.</i>	<u>Response 6.1</u> The move towards locally defined, as well as national driven performance targets will assist with the engagement of staff at all levels with in the learning disability service. Work within the care management team and provider services to support the development of these targets will also help for this to be owned by front line staff.	Ongoing	Locality manager _LD team & provider services an Head of LD
6.2	<i>Recommendation 6.2 The Community Services Directorate should introduce robust case file auditing systems.</i>	<u>Response 6.2</u> As mentioned in 4.1 above this will be progressed through the line management structures, to ensure compliance to the recommendations. This will be reinforced by the Directorate management team.	Ongoing	Head of LD
6.3	<i>Recommendation 6.3 The Council should ensure that the work undertaken to promote the objectives of Valuing People fully engages people from black and minority ethnic communities and meets their needs.</i>	<u>Response 6.3</u> As mentioned in 5.3 (above) the Boards working group on Black and Ethnic Minority inclusion, has made links with other areas of the Council that will assist with this agenda.	Ongoing	Partnership Board

	Recommendation	Response	Timeline	Lead
6.4	<i><u>Recommendation 6.4</u> The Community Services Directorate and its local authority partners should consider the potential benefits of a joint human resources strategy with the Primary Care Trust.</i>	<u>Response 6.4</u> The integrated partnership already affords opportunities to share learning and skill mix across the service as a whole. In relation to a wider strategy for people who work in learning disability services, joint work is going on to determine the local needs for the future of this workforce. This is being assisted by the regional confederation looking at workforce development with the Learning Disabilities services regionally.	Ongoing	Workforce and HR leads in PCT and CYC
6.5	<i><u>Recommendation 6.5</u> The Director of Community Services and Chief Executive should ensure that other departments of the Council are responsive to the needs of people with learning disabilities and promote their social inclusion.</i>	<u>Response 6.5</u> The City of York Council has recently developed a Social Inclusion group that is Council wide, chaired by a Councillor. This Councillor has also agreed to be a member of the Valuing People Partnership Board so that the needs of people with learning disabilities can be actively promoted at every opportunity within the corporate social inclusion agenda.	Ongoing	Partnership Board/ Social Inclusion Group in CYC and all Directorates