



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, and Hill
Mrs Mildred Grundy (Co-opted Non-Statutory Member) and Ms Pat Holmes (Co-opted Non-Statutory Member)

Date: Monday, 30 October 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 27 October 2006, if an item is called in *before* a decision is taken, *or*

4:00 pm on Wednesday 1 November 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. Exclusion of Press and Public

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

3. Minutes (Pages 1 - 12)

To approve and sign the minutes of the meeting held on 11 September 2006.

4. 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 27 October 2006 at 10.00am.

BUSINESS FOR THE EXECUTIVE MEMBER FOR ADULT SOCIAL SERVICES

ITEMS FOR DECISION

5. Learning Disability Services – Integrated Arrangements April 2007 onwards (Pages 13 - 20)

This report advises Members of the changes due in the Integrated arrangements for the Learning Disability services from April 2007. It is for information and decision.

6. Withdrawal Of The Waiver Of Customer Charges On Discharge From Hospital (Pages 21 - 24)

The purpose of this report is to ask the Executive Member to amend the current charging policy so that, with effect from the 4th December 2006, new social services customers discharged from hospital do not receive the first 2 weeks of their service free of charge.

BUSINESS FOR THE EXECUTIVE MEMBER FOR HOUSING

ITEMS FOR DECISION

7. HRA Land Disposal (Affordable Housing) - Victoria Way Update (Pages 25 - 34)

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

8. Housing Repairs Partnership - Update (Pages 35 - 44)

This report is an update on the progress of the Housing Repairs Partnership Agreement and seeks approval to deliver the council adaptations, on a 12 month pilot, through the Partnership.

9. Revision To The Homeless Persons Incentive Scheme For Repayment Of Former Tenant Arrears (Pages 45 - 48)

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

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

Democracy Officer:

Name: Tracy Johnson

Contact details:

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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.

City of York Council

Minutes

MEETING	EXECUTIVE MEMBERS FOR HOUSING & ADULT SOCIAL SERVICES AND ADVISORY PANEL
DATE	11 SEPTEMBER 2006
PRESENT	COUNCILLORS GREENWOOD (CHAIR), SUE GALLOWAY (EXECUTIVE MEMBER FOR ADULT SOCIAL SERVICES), SUNDERLAND (EXECUTIVE MEMBER FOR HOUSING), NIMMO, LIVESLEY (AS SUBSTITUTE FOR FAIRCLOUGH), FRASER, HORTON AND HILL
APOLOGIES	COUNCILLOR FAIRCLOUGH, MRS MILDRED GRUNDY AND MS PAT HOLMES

24. 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 personal non-prejudicial interests in agenda items 11 (Strategy for Older Peoples Accommodation with Support) and 14 (Social Services 2006/07 Service Plan and Budget 1st Monitoring Report) as a member of Unison.

25. Minutes

RESOLVED: That the minutes of the last meeting of the Executive Members for Housing and Adult Social Services and Advisory Panel held on 14 August 2006 be approved and signed as a correct record.

26. Public Participation

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

27. Delwood Tenants Choice Modernisation

Members received a report which outlined details of an opportunity that was available to further invest in modernisation works to the Delwood Sheltered Housing Scheme over and above those currently prescribed within the Housing Capital Programme.

The report presented two options for consideration:

- Option 1 - to undertake the Tenants Choice works and make no alterations;
- Option 2 – to undertake the Tenants Choice works and make alterations to the layout of bedsits, by relocating the kitchens, to provide one bedroom accommodation, for those customers who wanted this, with the

associated rental alterations being introduced at the start of the 2007/08 financial year.

Advice of the Advisory Panel

That the Executive Member for Housing be advised:

- (i) That Option 2 be endorsed and that, where a customer requests, the bedsit properties in the Delwood Sheltered Housing Scheme be altered to provide 1 bedroom accommodation, with the associated rental alterations being introduced at the start of the 2007/08 financial year.

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 allow a choice for customers and, where this is taken, to improve the quality and demand for the housing stock.

28. Write Off of Former Tenant Balances

Members received a report which sought agreement to write off a number of former tenants arrears.

The report presented two options for consideration:

- Option 1 – to maintain the former tenants arrears on account;
- Option 2 – to write the debts off, on the understanding that if necessary they can be reactivated at a later date.

With regards to the write-offs proposed relating to tenancies ceased in 2006, Members highlighted the need to re-examine procedures to ensure that further checks were triggered in case individuals could subsequently be traced and the debts recovered.

Advice of the Advisory Panel

That the Executive Member for Housing be advised:

- (i) That Option 2 be approved and the former tenants arrears totalling £61,549.68 be written off, as detailed in the report;
- (ii) That, with regards to the write-offs proposed relating to tenancies ceased in 2006, procedures be re-examined to ensure that further checks are triggered.

Decision of the Executive Member for Housing

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

- REASON:
- (i) In line with the recommendations of the Audit Commission's 2002 Housing Inspection Report, as detailed in paragraph 2 of the report, and given that the write offs could be contained within the provisions of the Housing Revenue Account, as detailed in the financial implications section of the report;
 - (ii) In case individuals could subsequently be traced and the debts recovered.

29. Customer Reward Scheme for Council Tenants

Members received a report which asked them 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.

The report presented three options for consideration:

- Option 1 – To introduce a number of incentive schemes on a pilot basis:
 - i) The piloting of a quarterly prize draw scheme for tenants;
 - ii) The introduction of a loyalty discount card for customers which they will be able to use at a number of national and local retail outlets in and around York;
 - iii) The provision of a £25 reward to tenants terminating their tenancy for completions of each of the following tasks:
 - giving 4 weeks notice,
 - leaving the property in good condition,
 - allowing a pre-termination inspections and minor repairs to be carried out during the four weeks notice period and, where appropriate, allowing accompanied viewing while the property is still in occupation;
 - iv) With regards to the scheme to encourage the homeless to repay their former tenant arrears based on them maintaining repayments over a 26 week period, the provision of an interim payment at 13 weeks to encourage them to maintain momentum;
- Option 2 – To maintain the current position and not implement these incentive schemes;
- Option 3 – To partially implement the scheme by introducing one or two of these initiatives.

Some Members expressed concern that the loyalty card and the prize draw would not provide an additional incentive for tenants to pay their rent, especially given the odds of winning the prize draw. They also questioned how equity would be ensured between different tenants in different situations. With regards to the loyalty card, Members highlighted the need to investigate other benefits that may be offered apart from the Countdown discount card, emphasised the difficulty of assessing savings that the pilot scheme achieved given the crossover with the prize draw, and expressed concern that the Council would be perceived as endorsing the firms involved and about the risks associated with this.

It was proposed that Option 3 be approved, to pilot the prize draw and the termination of tenancy incentive schemes but not the loyalty card at this point in time. Councillor Horton proposed and Councillor Fraser seconded an amendment to remove the prize draw from the schemes to be piloted. On being put to the vote, this amendment was lost.

Advice of the Advisory Panel

That the Executive Member for Housing be advised:

- (i) That Option 3 be approved and it be agreed that a pilot be set up to adopt the prize draw and termination of tenancy incentives for a period of 12 months, subject to funding being approved, but not the loyalty card at this point in time;
- (ii) That the start of the prize draw in the current year be approved, given that the cost can be contained within existing budgets.

[Councillor Horton requested that his vote against this motion be recorded.]

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 provide the benefits set out in paragraphs 11-24 of the report, including increased rental income.

30. Proposed disposal of Housing Revenue Account (HRA) land for affordable housing development

Members received a report which requested approval 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.

The report presented three options for consideration:

- Option One - To support the long leasehold disposals of the Victoria Way and Fifth Avenue garage sites to housing associations on the terms outlined in the analysis section of the report, subject to satisfactory planning permission and approval from the Director of Resources/Corporate Landlord.
- 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 section of the report, subject to a further report or reports being brought to the Executive Members and Advisory Panel when all the planning issues had been addressed and full details of the proposed developments were known.
- Option Three - Not to redevelop some or all of the sites.

Advice of the Advisory Panel

That the Executive Member for Housing be advised:

- (i) That Option One of the report be approved and the long leasehold disposals of the Victoria Way and Fifth Avenue garage sites to housing associations, on the terms outlined in the analysis section of the report, be supported, subject to satisfactory planning permission and the approval of the Director of Resources/the Corporate Landlord.

Decision of the Executive Member for Housing

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

REASON: This 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.

31. First Quarter Review of the 2006/07 Housing Capital Programme

Members received a report which presented the first quarter review of the 2006/07 Housing Capital Programme and the resources available to support it.

The report advised that there was one minor variation to Mandatory Disabled Facilities Grants of £12k reduction due to changes in levels of subsidy and match funding level, and one minor variation to Capitalised Salaries of £17k due to budget amendments on revenue which had been offset by a reduction in revenue contribution. 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 would be brought back in the second quarter report on expected timescales for delivery of the various elements of the project.

Advice of the Advisory Panel

That the Executive Member for Housing be advised:

- (i) That the progress on schemes and minor variations made under officers' delegated authority be noted.

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.

32. Housing Revenue Account Service Plan - Monitor 1

Members received a report which provided them with updates and progress on Housing Revenue Account (HRA) Service Plan agreed from April 2006.

The report advised that 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 was now estimated to be £4,568k. The net variations of £245k together with the budgeted balance of £4,568k now gave a total estimated balance on the HRA of £4,813k. As part of the budget process Members agreed growth items of £66k and savings of £244k. A review indicated that all growth was currently on target. The savings relating to the repairs partnership (£20k) were being closely monitored to ensure they could be achieved by the end of the financial year.

The Head of Housing Services reported that the HRA Business Plan was currently being updated and would be brought back to the December 2006 meeting of the Executive Member and Advisory Panel (EMAP).

The Executive Member for Housing thanked staff for their hard work delivering the achievements set out in the report.

Advice of the Advisory Panel

That the Executive Member for Housing be advised:

- (i) That the progress and achievements made in delivering the HRA Service Plan during the first quarter of 2006/07 be noted.

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 on progress on the service plan and progress against objectives.

33. Housing General Fund Service Plan - Monitor 1

Members received a report which provided them with updates and progress on the Housing General Fund Service Plan agreed from April 2006.

The report advised that the original budget estimate for the 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 was now £1,238k. This review indicated that overall there was no variation to the approved budget. 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 were currently on target.

Advice of the Advisory Panel

That the Executive Member for Housing be advised:

- (i) That the progress and achievements made in delivering the Housing General Fund Service Plan during the first quarter of 2006/07 be noted.

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 on progress on the service plan and progress against objectives.

34. Strategy for Older Peoples Accommodation with Support

Members received a report which outlined detailed proposals for accommodation for older people with support.

The report advised that the overall strategic options were as follows:

Option 1: To make no further changes to Elderly People's Homes 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 known current and future needs of older people by providing a range of specialist services across the city.

In the light of the Primary Care Trust's (PCT) decision to withdraw funding for staffing to support 11 intermediate care beds at Grove House, there were also specific options that needed to be considered in relation to these beds:

- 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 was 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.

The Executive Member for Adult Social Services expressed regret at losing the intermediate care beds at Grove House owing to the PCT's financial problems.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised:

- (i) That the proposals contained within the report be noted and approval for a detailed feasibility study and consultation exercise to be undertaken be given;
- (ii) That 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 be approved.

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.

- REASONS:
- (i) To support the effective development of services to meet changing demographic requirements and customer needs;
 - (ii) To maximise the efficient use of resources.

35. Adult Protection Committee Annual Report

Members received a report that informed them of the work of the Adult Protection Committee for City of York and North Yorkshire as set out in its third Annual Report.

Comments were invited on the whole report but the following issues in the Annual Report were highlighted for noting:

- There was improved data available on the number and type of abuse cases reported for investigation. Across the whole area about 60-70 cases were 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 was 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 was 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 enabled the comparison of the area against national and regional benchmarks and as it continued to be refined could be used more to plan preventative work.
- The APC had been in existence now for over 3 years and it was an appropriate time to take stock. The foundations and building blocks were in place for an effective system but there was a need to strengthen 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 would be starting work this Autumn on working through these issues.

It was reported that information in future reports would be broken down between the York and Selby areas. It was also suggested that the information should be broken down between the public and private sectors.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised:

- (i) That the comments on the work of the Adult Protection Committee and the issues highlighted in the report be noted.

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: In order to improve the Council’s response to vulnerable people affected by abuse.

36. First Quarter Review of the 2006/07 Social Services Capital Programme

Members received a report that presented the first quarter review of the 2006/07 Social Services Capital Programme and the resources available to support it.

The report advised that the approved Social Services Capital Programme for 2006/07 was £586k of which £123k was grant funded income. The outcome of the minor variations agreed within officers’ delegated authority and the variations outlined in the report meant the Programme would stand at £671k of which £205k was grant funded income.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised:

- (i) That the progress on schemes and minor variations made under officers’ delegated authority be noted.

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 inform the Executive Member.

37. Social Services 2006/07 Service Plan and Budget 1st Monitoring Report

Members received a report which provided them with an overview of progress on Service Plans agreed in January 2006. The report covered service plans for Social Services and Corporate Services. The report also highlighted a projected overspend based on the first quarter monitoring and updated Members on action being taken to reduce expenditure.

The report advised that after approval of savings and growth and other approvals including insurance and recharge adjustments, the approved budget was £31.7m. This review indicated an overspend of £1,702k to the approved budget before actions were taken to bring the overspend down, an increase of 5.4%. If the actions being taken were 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. Further savings could be considered to reduce the projected overspend of £651k. However, these would all involve either some reduction in service level, increased rationing of care packages or options to increase income. These would be discussed with the Executive Member and further options brought back to the October meeting.

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 had slipped due to delays in re-providing Windsor House as an Elderly Mentally Infirm (EMI) complex and retendering of the Community Support contract respectively.

With regards to Older People and Physical and Sensory Impairment, Members noted that the delivery of services to carers had improved significantly with the introduction of the flexible services, with 36 carers receiving a service in the first quarter, and requested that information be circulated indicating what proportion of carers this figure represented. It was reported that implementing fair access to care according to the agreed threshold and guaranteed standards had continued and was near completion. Members noted that services had been withdrawn where they did not warrant provision under the guaranteed standards and requested that information be circulated indicating how many customers had been affected by this.

Members requested that future reports use a clearer format for the scorecards of performance outcomes and measures attached as annexes.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised:

- (i) That the progress made in delivering Adult Social Services and Corporate Services plans be noted;
- (ii) That the projected overspend on Adult Social Services and the measures taken and planned to reduce this be noted.

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.

REASONS: (i) To assure that the objectives for Adult Social Services are being delivered in line with the agreed service plans;

(ii) To ensure that robust plans are in place to bring expenditure on Adult Social Services much closer to the approved budget.

38. City of York Council's Response to the Learning Disability Inspection

Members received a report which gave the City of York Council's response to the Commission for Social Care Inspections' (CSCI) Learning Disability Inspection in March 2006.

The report advised that 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 11th July 2006. There was a requirement that a formal response was given by the City of York Council to the CSCI Inspectors as to the way any recommendations would be actioned. In addition, six months from the report being presented, CSCI would request a progress report.

Annex 1 of the report consisted of a summary of inspection findings and Annex 2 set out, against each recommendation, the proposed or actual action to address the recommendation made.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised:

(i) That the response to the Commission for Social Care Inspection, and the progress to date on the recommendations, be noted.

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 inform the Executive Member.

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 7.10 pm.



CS2303

Meeting of Executive Members for Housing and Adult Social Services and Advisory Panel30th October 2006

Report of the Director of Housing and Adult Social Services

Learning Disability Services – Integrated Arrangements April 2007 onwards**Summary**

1. This report advises Members of the changes due in the Integrated arrangements for the Learning Disability services from April 2007. It is for information and decision.

Background

2. The Learning Disability Service is an integrated partnership; lead managed by the City of York Council (CYC) on behalf of the Selby and York Primary Care Trust (SYPCT) and North Yorkshire County Council (NYCC) for the Selby and Easingwold area. This partnership has been in place since April 06 and covers the following areas:

- Lead Management
- Lead Commissioning
- Budget management.

These areas of responsibility and accountability lie with City of York Council as a lead agent to deliver on behalf of partner agencies.

- 2.1 CYC has recently been given formal notification from NYCC that it wishes to withdraw from the Integrated Partnership arrangement. This is to allow NYCC to implement a countywide structure, which is not in line with current integrated arrangements in the Selby and Easingwold area. SYPCT have given assurances that they wish to continue in the Integrated Partnership, with City of York Council as Lead agency for the whole of the SYPCT area.
- 2.2 Impact of the Decision:

The Impact of NYCC's decision has the following consequences:

- Customer impacts:

- A clear care pathway exists for customers now in that they have one way into the integrated teams services for the whole of the Selby Easingwold and York area. This service covers all health and social care supports for the area. This will change after April 07, in that access to Health Services for NYCC customers will be through a different care pathway.
- The current Partnership Board (Consisting of customers, carers, voluntary and private providers and professional staff) covers the whole of the geographical area. This will change from April 2007, with customers for Selby having their own Partnership Board administered by NYCC and customers from Easingwold becoming part of the Hambleton and Richmondshire Board.

- Staff impacts:

NYCC care management staff will transfer back into the direct management of NYCC rather than through CYC management line. In real terms this is 4 staff posts.

- Financial Impacts.

NYCC contributes towards a number of posts within the CYC structure. There will be a deficit to CYC bought about by the withdrawal of this funding. The total deficit is £21k.

Details of which posts this affects and the financial details are in Confidential Annex 1.

Consultation

3. There has been no formal consultation on this issue; however, discussions have taken place between NYCC and CYC and SYPCT and also with the Chairs of the Learning Disabilities Partnership Board, and Partnership Board members.

Options

4. Members are asked to consider two options:

Option 1

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

Option 2

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

Analysis

5. Option 1.

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

- Customers would be disadvantaged in that Health and Social Care would be managed separately with differing lines of accountability within the York Boundary itself
- The positive benefits around the integration of the service identified recently in both the recent CSCI report (serving most people well with promising prospects- a 2 * rating) and the Health Care Commission scrutiny, would be jeopardised in the future
- Any financial deficits shown would still be present, as the number of hours required to undertake the Locality manager and Assistant Locality manager job would be as per outlined in the report
- Staff would be demotivated by the changes in management lines and care pathways for customers

Option 2

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

- Customers would maintain as much stability in provision of their services as is possible, with health and social care for the York area remaining as is.
- All the reasons for why integration was entered into in the first instance would remain.
- Staff would maintain the status quo and this would add stability to the service.
- The service could continue to improve (recognition of this in the recent CSCI report) through the greater integration of its services.

Corporate Priorities

6. To continue to support the corporate priority of further integration with key partners.

Implications

7. **Financial**

The detail of financial implications as they affect individual posts is included in Confidential Annex 1.

The summary is that 6 posts are affected within CYC resulting in a total loss of income from NYCC of £55k per annum. Additional contributions from SYPCT and a change to staffing hours within 3 posts has negated the need for £34k of this amount leaving a net shortfall in income of 21k. This loss of income will need to be considered as part of the 2007/08 budget process or efficiency

savings generated so that the loss of income can be funded from within the Learning Disability Service.

Human Resources (HR)

Staff are aware of the formal notification from NYCC to withdraw from the Integrated Partnership arrangement. The withdrawal of funding will impact on a number of staff and consultation has commenced in accordance with City of York Council's management of change procedures.

In order to mitigate any redundancies as a result of the withdrawal of funding, the affected staff are considering reduction in working hours and at present these arrangements are being formalised (please see confidential annex 1 for details).

Equalities No issues

Legal No issues

Crime and Disorder No issues

Information Technology (IT) No issues

Property No issues

Other No issues

Risk Management

- 8. No issues

Recommendations

- 9. Members are asked to accept the recommendation of Option 2, which is to continue the integrated partnership with the reduced partnership of SYPCT and CYC as key partners subject to the loss of income being addressed.

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

Contact Details

Author:

Anne Bygrave
Head of Learning Disabilities
Housing and Adult Social
Services
Tel No.554045

Chief Officer Responsible for the report:

Bill Hodson
Director of Housing and Adult Social Services

Report Approved

Date 12 October 2006

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

Financial
Name Debbie Mitchell
Title Finance Manager
Tel No. 4161

HR
Name Claire Waind
Title HR Business Partner
Tel No.4519

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

All

For further information please contact the author of the report

Background Papers:

Learning Disability Partnership Agreement

Annexes

Annex 1 - CONFIDENTIAL

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By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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CS2307

**Meeting of Executive Members for Housing
and Adult Social Services and Advisory Panel**30th October 2006

Report of the Director of Housing and Adult Social Services

**Withdrawal Of The Waiver Of Customer Charges On Discharge
From Hospital****Summary**

1. The purpose of this report is to ask the Executive Member to amend the current charging policy so that, with effect from the 4th December 2006, new social services customers discharged from hospital do not receive the first 2 weeks of their service free of charge.

Background

2. The current policy of not charging for the first two weeks service when a new social services customer is discharged from hospital was introduced in order to encourage people to leave hospital and prevent bed blocking. The purpose of this was to offer an incentive to those customers. All customers receive a benefits check and a financial assessment to ensure that no one has to pay more than they can afford which will ensure that no customer is placed at risk through the removal of the 2 week waiver.

Consultation

3. Consultation has been carried out with senior managers in the Primary Care Trust (PCT).

Options

4. Option 1 – to retain the current policy whereby any new customers discharged from hospital receive the first 2 weeks of their service free of charge.
5. Option 2 – to amend the current policy so that all customers pay for their services from the date the service starts, regardless of how they are referred to social services. This is the recommended option.

Analysis**Option 1**

6. The current policy is inequitable as those customers who start to receive home care without having been in hospital have to pay for this as soon as the service starts.

Option 2

7. Amendment of the current policy would ensure that all customers are treated the same and pay the amount they can afford.

Corporate Priorities

8. This report supports the corporate priority to improve efficiency and generate additional income.

Implications

Financial implications

9. The recommended option of removing the 2 week waiver would generate additional income of £15k in the current financial year and £30k in a full year. Customers will only contribute the amount they can afford and some customers will not have to contribute anything towards the cost of their care.

Human Resources (HR) implications

10. There are no HR implications.

Equalities

11. There are no equalities implications.

Legal

12. There are no legal implications.

Crime and Disorder

13. There are no crime and disorder implications.

Information Technology (IT)

14. There are no IT implications.

Property

15. There are no property implications.

Other

16. There are no other implications.

Risk Management

17. There are no known risks associated with this report.

Recommendations

18. That option 2 be approved so that the 2 week waiver of charges on discharge from hospital is no longer applied with effect from the 4th December 2006.

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

Contact Details

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Chief Officer Responsible for the report:

Bill Hodson
Director of Housing & Adult Social Services

Report Approved **Date** 16 October 2006

Specialist Implications Officer(s)

None

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

All

For further information please contact the author of the report

Background Papers:

None

Annexes:

None

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

30 October 2006

Report of the Director of Housing and Adult Social Services

HRA Land Disposal (Affordable Housing) - Victoria Way Update

Summary

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

Background

2. The 11 September 2006 meeting of Housing and Adult Social Services EMAP approved the recommendations contained in the report '*Proposed disposal of Housing Revenue Account (HRA) land for affordable housing development*'. The report gave details of two sites – Victoria Way, and 5th Avenue that are proposed to be developed for affordable homes. Plans showing the boundaries of the sites were attached to the report.
3. For one of these sites, Victoria Way, further investigative work has shown that the site boundary needs to be slightly larger than that shown on the 11 September EMAP report for the proposed development to be viable. It is therefore considered prudent to seek confirmation of the approval for the long leasehold disposal of this site, with an amended boundary, to a Registered Social Landlord.

Consultation

4. Further to the consultation detailed in the 11 September EMAP report, the proposals for the site will also have been discussed at the Huntington and New Earswick Ward Committee on 12 October and the Heworth Ward Committee on 25 October. A verbal update on the outcome of these will be given at this meeting.

Options

5. Two options are presented for consideration.

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

Analysis

8. The Victoria way garage site is a small site which held 16 council garages. Ten of the garages were demolished in 2005/06 due to 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 subject to considerable vandalism and anti-social behaviour to the detriment of the neighbouring community.
9. As shown on the site plan at Annex One, relatively little additional land is required for this proposed development, the plan presented at the 11 September EMAP is shown at Annex Two. There is no current access or right of way across this additional land and there would be no further impact on the community than in the existing proposals. Indeed, were this land not to be included as an integral part of any development there is a risk that it would become an area of nuisance and litter/dumping and the site would have a restricted viability. It should be noted that the parts of the area within the site are classed as public highway and these will be extinguished or incorporated within the development as part of the planning application/ permission process.

Corporate Priorities

10. 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

11. **Financial**. The leasehold disposal of this site would generate a maximum capital receipt to the HRA of £40k 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 site has 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 6 HRA garages in use on the Victoria Way site and this will result in a maximum recurring revenue loss of

£1.5k 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.

12. **Property.** Interest from the private sector would be minimal because of the number of units proposed and the location of the site. 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.
13. **Human Resources (HR).** There are no human resource implications
14. **Equalities.** There are no equalities implications
15. **Legal.** Enquiries are ongoing with Legal Services in respect of title checks being undertaken on the site. These are not expected to prohibit development as proposed. Once the long leasehold disposals have been negotiated, Legal Services will formalise the transactions.
16. **Crime and Disorder.** As part of the redevelopment of the site 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 the site will benefit the local community by removing areas where anti-social behaviour could take place.
17. **Information Technology (IT).** There are no information technology implications
18. **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

19. The risks associated with the recommendations of this report relate primarily to the deliverability of the site for affordable housing. It is difficult to quantify the risk as the site will be considered in its own right as all the planning and community considerations are worked through.
20. There is a financial risk of the council foregoing some or all of the anticipated capital receipts from the leasehold disposal of the site to a housing association either because of lack of planning permission or because of unexpected costs in developing it. However, the anticipated receipt is a 'windfall' and has not been assumed in any budget forecasts.
21. 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.

22. If the site 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 site on the local neighbourhood.
23. 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. It is worth emphasising that the opportunities for crime and disorder will be further reduced through the most effective use of this site area and the designing out of any 'dead' space such as that which would be left if this additional land is not included as an integral part of the development.

Recommendations

24. The Executive Member for Housing is asked to approve Option One of this report.

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

Contact Details

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Report Approved

Date 4 October 2006

Specialist Implications Officer(s)

Financial

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Housing and Adult Social Services

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Wards Affected: Heworth

All *tick*

For further information please contact the author of the report

Background Papers:

'Proposed disposal of Housing Revenue Account (HRA) land for affordable housing development' Report to the meeting of the Executive Members for Housing and Adult Social Services and Advisory Panel, 11 September 2006.

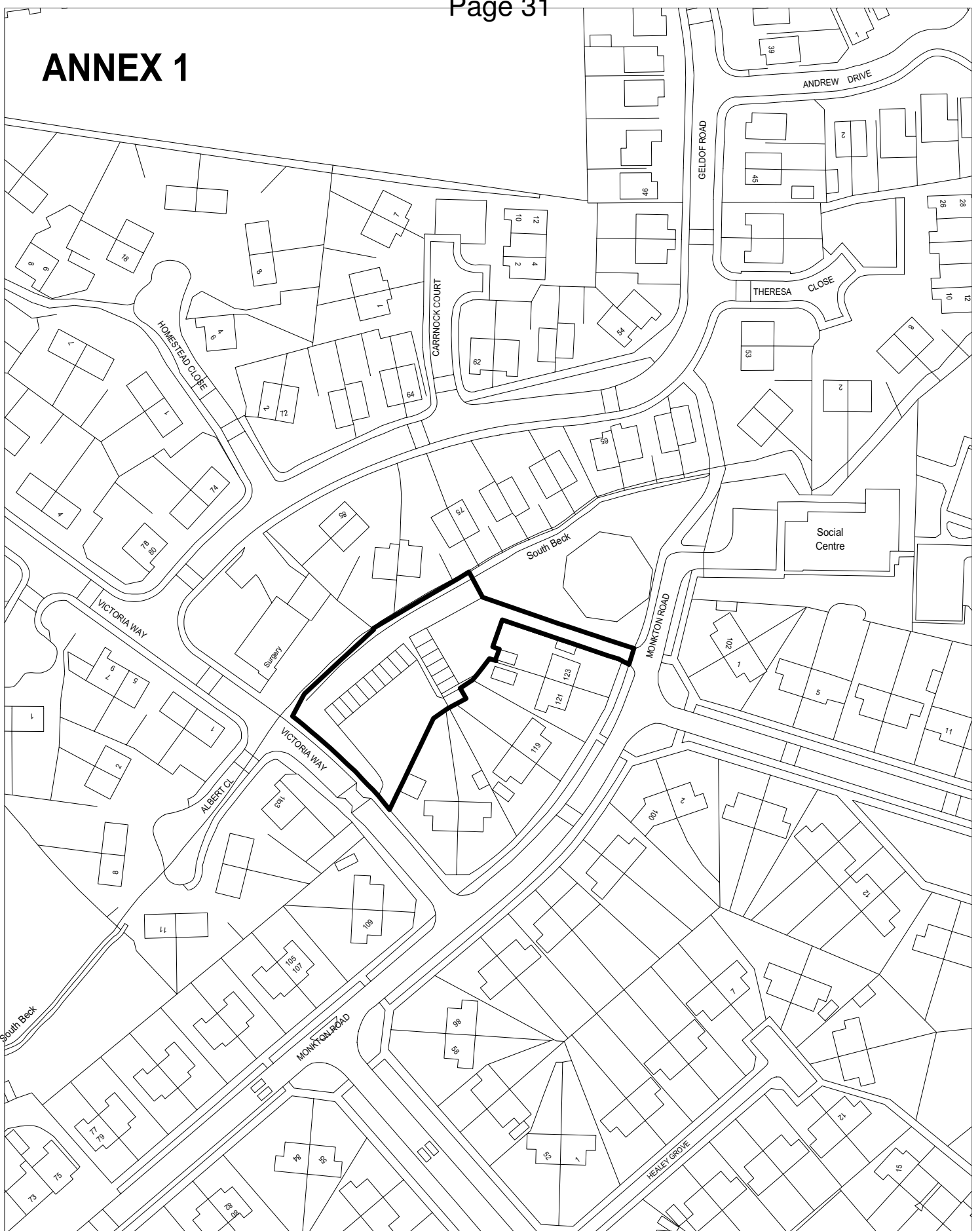
Annexes

Annex One: Amended site boundary of Victoria Way garage site.

Annex Two: Original site boundary of Victoria Way garage site (as presented to Members at 11th September Housing and Adult Social Services EMAP)

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ANNEX 1



Victoria Way Proposed Site



SCALE: 1:1250

DRAWN BY: GR

DATE 16/10/2006

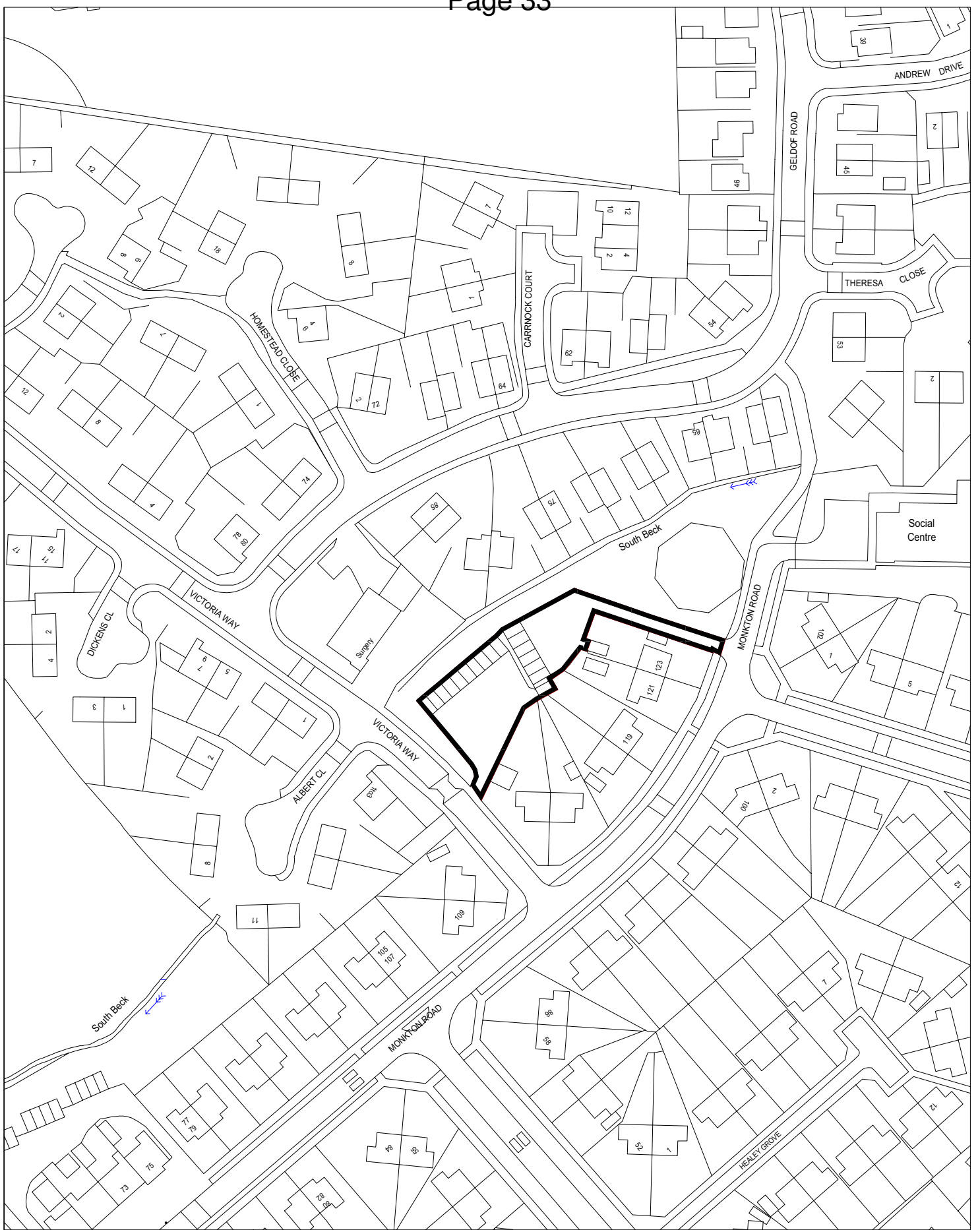
Originating Group:

Property Services

Drawing No.

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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



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

30th October 2006

Report of the Director of Housing and Adult Social Services
Report of the Director of Neighbourhood Services

Housing Repairs Partnership - Update

Summary

1. This report is an update on the progress of the Housing Repairs Partnership Agreement and seeks approval to deliver the council adaptations, on a 12 month pilot, through the Partnership.

Background

2. In September 2003 the Executive approved in principle, the procurement of housing repairs, from Commercial Services (Neighbourhood Services), and the implementation of a partnering agreement between Community Services (Housing and Adult Social Services) and Commercial Services (Neighbourhood Services).
3. The details of the Partnership were agreed in November 2004 and replaced the R10 contract, tendered under CCT in 1996, for the delivery of the repairs service to council homes in July 2005.
4. A Service Level Agreement was developed which outlined the basis of partnership working together in a culture of cooperation, openness and trust to deliver the best possible service to our customers. The principles of this agreement are:
 - Delivery of a high quality repairs and maintenance service;
 - Maintain customer satisfaction;
 - Continuous Improvement;
 - Joint control and responsibility for costs, and provide the service customers want within the agreed budget;
 - Work towards reducing the actual cost of delivering the service;
 - Eradicate duplication, bureaucracy and waste;

- Promote 'right first' time;
- Ensure value for money;
- Reduce disputes;
- Be motivated.

It is against these broad principles that the success of the Partnership should be judged.

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

Consultation

6. The update on the partnership is for information only therefore there has been no specific consultation, however the Annual Housing Service Monitor, which is an annual survey of satisfaction of council tenants with the service they receive, reported in 2005 that seventy-seven per cent of respondents were satisfied with the way the Council deals with repairs. This is a reduction in satisfaction on the previous year but it should be highlighted that the survey was carried out only a few months after the partnership was established and therefore any improvements in satisfaction levels as a result of the change in working should be reflected in the 2006 AHSM. Recent customer satisfaction of P2 repairs (those which were un appointed and/or non urgent during July show an improved level of overall satisfaction across all areas of the service from initial reporting of a repair to quality of workmanship and completion.

Options

7. This report is an update on the progress of the Partnership, the specifics of which have already been agreed by Executive. The options for the council adaptations work will be dealt with later in this report

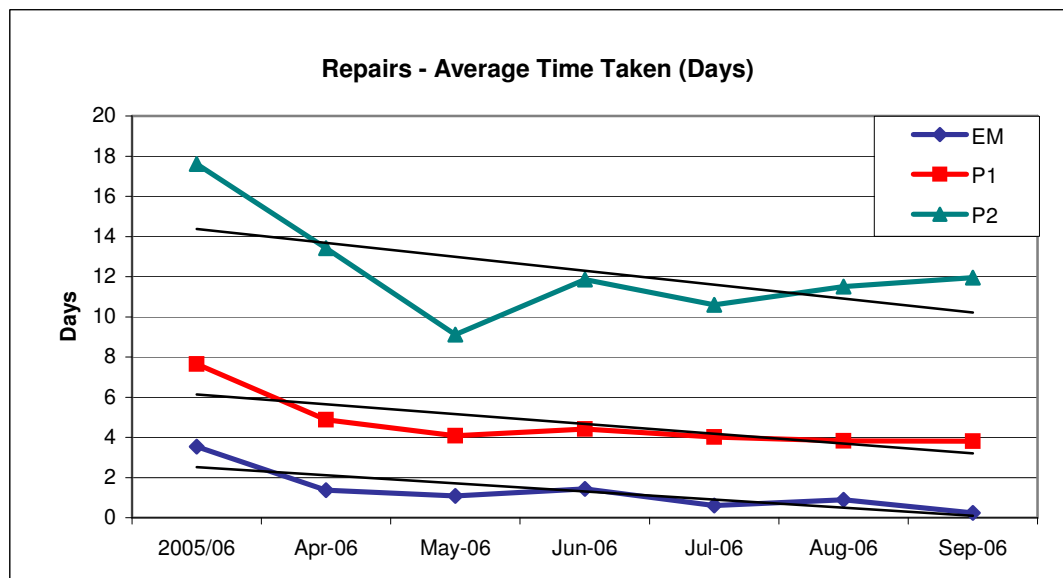
Analysis

8. Prior to the establishment of the Partnership the responsive repairs service to council homes was independently bench marked against comparator organisations. This bench marking exercise concluded that:
 - the costs of the service were competitive;
 - a higher than average number of repairs were carried out by appointment;
 - that there was a clear commitment to continuous improvement;

- there was a genuine desire by the management team to succeed;
 - there were high levels of customer satisfaction, but inconsistencies in performance particularly on satisfaction with repairs to new tenants, and the turn round of void properties.
9. The service has been delivered through the partnership agreement since July 2005 and although there is still considerable work for the Partnership Board and the management teams to do in changing the culture in which staff work there have been some notable achievements.

Achievements of the Housing Repairs Partnership since July 2005

- **Performance** is improving. The start of the partnership coincided with the introduction of a new IT system for the reporting of repairs and a move away from the traditional bonus system for trade operatives. Initially there were a small number of issues with data collection, interpretation, and IT problems which have been resolved. The performance information for the current financial year demonstrates the improvements in service delivery established through the partnership. For example the average time taken to complete an **emergency repair** is now only **0.98 days** against a 05/06 average of 3.53 days. **P1** performance has decreased from 7.65 days in 05/06 to **4.18 days** and similarly **P2** performance has decreased from 17.61 days to **11.43 days**. The time it takes to **let our homes** has also reduced from **32.27 days** to a current average of **25.24 days** at a time when the number of Scenario 3 properties which need major works is increasing.



- **Voids** process has been reviewed using a 'systems thinking' approach. This has been an end to end review of this part of the service i.e. from termination notice to new tenant in. Although this review involves more than just the repairs service it is a valid example of where a partnership

relationship can add value to process improvement when shared goals of reduced cost and improved output are a joint target.

- **Costs** of the repair service have started to reduce and much work is still being done to bring the service back within the approved budget.
 - **Improved working practise** has resulted in the ending of the operative bonus system for Neighbourhood Services staff and shifting the emphasis on whole departmental service delivery rather than individual operatives performance. This allows operatives to get the repairs completed 'right first time' without the complication of linking to individual earnings. There is also an increased flexibility for operatives to vary the original order to ensure the correct end product is delivered to the customer within a quality framework. All improvements are aimed at achieving a reduction in duplication and waste within the system of both partners
 - **Training and staff development** opportunities for staff have been created by the establishment of links with Leeds College of Building for training of local work force, this is allowing a number of apprenticeships to be placed within the department. Neighbourhood Services have also directly appointed 6 apprentices.
 - **Neighbourhood Services** are moving to a new location at Hazel Court before the end of the year. These facilities will further enhance NS ability to improve service delivery.
10. There is still much to do to improve the service that is delivered to customers, and ensure value for money for both tenants and the council. However there is commitment from the Partnership Board to build on the success of the past year and work will commence in autumn 2006 on comprehensive systems review of the day to day repairs service, assessing our service against the 'excellent standard' expected by the Audit Commission. This self assessment will identify any gaps in the service and areas for improvement. Some improvements have already been identified.

Areas for Improvement

- **Cultural change** in the way staff work from both directorates work and see their individual role with in the partnership contributing towards to overall success of the service. More work need to be done by senior manager in both directorates to emphasis the principles of the Repairs Partnership.
- **Review of operational procedures within Housing and Neighbourhood Services** is underway to enable a more customer focussed service to meet the actual goals, this is to be facilitated by restructuring the operational procedures around the outputs required.
- **Neighbourhood Services are working with the Office of Government Commerce to appoint a major supplier**, this service will allow for

dramatic efficiencies by controlling van stocks more effectively as well as reducing the time waiting for materials.

Council Adaptations

11. Adaptation work for older and disabled customers in council properties is currently delivered as a separate contract to the responsive repairs. This work was won by competitive tender by the then Commercial Services in 1998. Annual uplifts to reflect price increases have been negotiated since 2002 but this arrangement needs to be reconsidered as it was established in the climate of Compulsory Competitive Tendering of the 1990s before the focus on best value. The Adaptations work is being delivered within a similar contractual arrangement as the R10 repairs contract prior to July 2005, when council Executive agreed to delivery of the service within a partnership arrangement, between Housing and Neighbourhood Services, and the establishment of the Housing Repairs Partnership. The principles of the partnership have already been agreed and set out within the Service Level Agreement.
12. The total value of the Adaptations work is £200k although approximately £90k is for specialist equipment e.g. stair lifts, through floor lifts, and therefore it is estimated that the remaining £110k worth of work is delivered by Neighbourhood Services. This work falls broadly within 2 main categories.
 - Minor adaptations – adaptations up to the value of £1k that do not require construction or structural work other than simple fitting, such as bolting to a wall or floor. These are the majority of jobs including, grab rails, lever taps, simple electrical works such as raising a socket and temporary ramps.
 - Major adaptation – likely to cost in excess of £1k and require some construction or structural work, and the input of the Adaptations Surveyor. These work include external ramps and bathing adaptations.
13. The costs of providing the adaptations service have been benchmarked by Housing Quality Network (HQN), the same organisation that carried out the benchmarking exercise prior to entering the partnership. Neighbourhood Services costs are slightly higher than the market when compared on a like for like basis, however it is felt that the economies of scale that could be achieved as a result of integrating the adaptations work into the partnership, which has an annual value of approximately £3m, will result in reducing costs. Value for money will be closely monitored over the 12 month pilot period.
14. The Housing Standards and Adaptations team monitor satisfaction with the adaptations service and send out quarterly monitoring questionnaires. The average response rate for 2005/2006 was over 50% and of those that responded over 95% thought the service they received was good or excellent. Customer satisfaction over the 12 month pilot period will be closely monitored and analysed

15. It is proposed that the adaptations work is delivered within the already agreed principles of the repairs partnership and benefit from the advantages and improvements that partnership working has already delivered for the responsive repairs service, and that this arrangement is reviewed in 12 months time. The service will continue to be delivered by the teams in Housing and Neighbourhood Services however the same issues of efficiency and duplication will be reviewed as with the repairs service.
16. A number of Performance Indicators relating to this element of the service will be added to the Partnership relating to cost, speed of delivery and customer satisfaction these are detailed below. It is anticipated that due to the relatively small number of jobs within the adaptations work progress can be monitored on a monthly bases and as long as the jobs and codes are correctly set up on Servitor, each job can be monitored and analysed, commitment against actual cost. Detailed analysis of this discrete area of work may highlight some particular issues of best practise for the wider partnership .

PERFORMANCE INDICATOR	CPA	Statutory	Local	Operational
Percentage change in actual cost of repairs and adaptations			✓	
Average cost of a basket of 20 most common adaptations				✓
Percentage of jobs (repairs and adaptations) completed on first visit			✓	
% of minor adaptations delivered from the date of assessment to works completed within 20 working days		✓		
% of major adaptations delivered from date of assessment to works completed within 60 working days		✓		
% of minor adaptations completed within 15 days of works being ordered		✓		
% of major adaptations completed within 40 working days		✓		
Satisfaction with adaptation service			✓	
Percentage of customer feedback cards and adaptation satisfaction survey forms received to jobs raised				✓
Percentage upheld fault finding resulting from post inspections of completed work of adaptations				✓

17. It is anticipated that capability measures could be piloted using the adaptations work. This is an end to end measure of all activities from the Occupational Therapist assessment date to ordering of works through to works complete on site. Development of these measures will help in managing variation in the works. It is acknowledged that there are some activities outside this scope but this measurement has been agreed as retrospective data can be provided to calculate the baseline. Over the next 12 months the time taken for all jobs can be measured and closely monitored.

Corporate Priorities

18. Specific links can be made to the following:

“Outward facing”

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

“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
- Improve efficiency and reduce waste to free up resources

Implications

19. **Financial** – The adaptations will still be carried out within the existing budget of £110k. Although initially costs are likely to increase, there are other benefits of including this work in the existing repairs partnership as outlined in paragraphs 16 and 17.
20. **Human Resources (HR)** – There are HR / TUPE implications of Neighbourhood Service not delivering the adaptations work. Currently 2.5 posts in Neighbourhood Services would be at risk if an external contractor won any competitive tender.
21. **Equalities** – the adaptations work delivers an essential service to some of our most elderly and vulnerable tenants allowing them to remain living

independently, and allowing them to return home from hospital in the case of illness.

22. **Legal** – the partnering arrangement have already been established and agreed, therefore there are no further legal implication of including the adaptations work to existing arrangements. If the adaptations work is competitively tendered then the process and selection of a contractor will comply with the council procurement arrangements.
23. **Crime and Disorder** - none
24. **Information Technology (IT)** – None
25. **Property** - none
26. **Other** - none

Risk Management

27. The most significant risks that the partnership have to manage are:
 - Increase in costs and inability to deliver the service within the existing budget;
 - Decrease in customer satisfaction;
 - Decline in overall performance;
 - Service to elderly and vulnerable customers is not maintained at the current high standard;

Risk Mitigation

28. Monthly operational meetings are held where Housing and Neighbourhood Services review the financial projections and the performance of the partnership. In addition to this, there is a monthly partnership board meeting where key strategic issues relating to the partnership are discussed and decisions taken.

Recommendations

28. The Executive Member is asked to
 - Note the progress and achievement of the Housing Repairs Partnership
 - Agree the recommendation that the Adaptations work to the Councils HRA housing stock is delivered within the already agreed principles of the Housing Repairs Partnership, on a 12 month pilot with the out come reported back to Members.

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

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Report Approved **Date** 4th Oct 06

Bill Hodson
Director of Housing and Adult Social Services
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Terry Collins
Director of Neighbourhood Services
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Report Approved **Date** 4th Oct 06

Specialist Implications Officer(s)

Housing and Adult Social Services, and Neighbourhood, Finance Managers

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

All

For further information please contact the author of the report

Background Papers:

Housing Repairs Partnership Executive Report November 2004
Service Level Agreement in support of a Partnership Agreement between
Community Services and Commercial Services (agreed November 2004)

Annexes

None

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**Meeting of the Executive Members for
Housing and Adult Social Services and
Advisory Panel**30th October 2006

Report of the Director of Housing and Adult Services

**Revision To The Homeless Persons Incentive Scheme For
Repayment Of Former Tenant Arrears****Summary**

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

Background

2. On 6th March 2006 members approved a scheme whereby a pilot incentive scheme on the repayment of former tenant arrears in the case of current homeless applicants.
3. Under the scheme that was approved if a customer makes regular payments as agreed in a payment plan over a continuous 6 month period the council will reduce the customers debt by the equivalent of 50% of what they have paid. For example, a customer makes a weekly payment of £5 for a 6 month period amounting to £130 CYC will further reduce their arrears by a further £65.
4. At EMAP on 11th September 2006 members were asked to amend the scheme to make it more attractive to customers and encourage more of them to take up the scheme. It was included in the 'Customer rewards' report, members will recall that there was significant debate about other elements of this report and the original proposals were amended. Unfortunately this part of the report was overlooked.

Consultation

5. The Federation of tenant and residents association were consulted on the 'Customer Reward' report in August 2006 and fully endorsed it.

Options

6. Option 1 - 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.

7. Option 2 – Maintain the existing arrangement

Analysis

8. Option 1 – This will encourage greater participation in the scheme. So far 17 customers have started to repay their former tenant arrears on a regular basis this has resulted in £2,500 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.
9. Option 2 – Less customers will take advantage of the scheme.

Corporate Priorities

10. Specific links can be made to the following:

“Outward facing”

- Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest
- 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

Implications

11. Financial implications - There are no further financial implications in making an interim payment at 13 weeks.
12. There are no Human Resources (HR), Equalities, Legal, Information Technology, Crime and Disorder, Property or Other implications.

Risk Management

13. The main risk associated with this proposal is that the initiative will not result in customers taking up the initiative and they will end up in temporary accommodation for a longer period

Recommendations

14. The Executive member for Housing approves option 1 to amend the existing pilot.

Reason: to encourage greater participation in the scheme.

Contact Details

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Chief Officer Responsible for the report:

Bill Hodson
Director of Housing and Adult Services

Report Approved

Date 4/10/2006

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:

Emap report 11/9/2006 Customer Reward Scheme for Council Tenants
Emap report 6/3/2006 Review of the way Former tenant arrears are dealt with for homeless applicants

Annexes

None

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