

# AGENDA

## Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Monday 25 January 2010**

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Time: **9.30 am**

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Place: **The Council Chamber, Brockington, 35 Hafod Road,  
Hereford**

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Notes: Please note the **time, date** and **venue** of the meeting.

For any further information please contact:

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# Agenda for the Meeting of the Adult Social Care and Strategic Housing Scrutiny Committee

## Membership

<b>Chairman</b>	<b>Councillor PA Andrews</b>
<b>Vice-Chairman</b>	<b>Councillor AE Gray</b>
	<b>Councillor ME Cooper</b>
	<b>Councillor H Davies</b>
	<b>Councillor BA Durkin</b>
	<b>Councillor MJ Fishley</b>
	<b>Councillor KS Guthrie</b>
	<b>Councillor MD Lloyd-Hayes</b>
	<b>Councillor JE Pemberton</b>
	<b>Councillor GA Powell</b>
	<b>Councillor RV Stockton</b>

<b>Non Voting</b>	<b>Mr R Kelly</b>	(Voluntary Sector)
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## **GUIDANCE ON DECLARING PERSONAL AND PREJUDICIAL INTERESTS AT MEETINGS**

The Council's Members' Code of Conduct requires Councillors to declare against an Agenda item(s) the nature of an interest and whether the interest is personal or prejudicial. Councillors have to decide first whether or not they have a personal interest in the matter under discussion. They will then have to decide whether that personal interest is also prejudicial.

A personal interest is an interest that affects the Councillor more than most other people in the area. People in the area include those who live, work or have property in the area of the Council. Councillors will also have a personal interest if their partner, relative or a close friend, or an organisation that they or the member works for, is affected more than other people in the area. If they do have a personal interest, they must declare it but can stay and take part and vote in the meeting.

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**AGENDA**

	<b>Pages</b>
<b>1. APOLOGIES FOR ABSENCE</b> To receive apologies for absence.	
<b>2. NAMED SUBSTITUTES</b> To receive details of any Member nominated to attend the meeting in place of a Member of the Committee	
<b>3. DECLARATIONS OF INTEREST</b> To receive any declarations of interest by Members in respect of items on the Agenda.	
<b>4. MINUTES</b> To approve and sign the Minutes of the meeting held on 14 December 2009.	1 - 6
<b>5. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY</b> To consider suggestions from members of the public on issues the Committee could scrutinise in the future.	
<b>6. REVENUE BUDGET MONITORING REPORT 2009/10</b> To the Committee of the financial position for Adult Social Care and Strategic Housing revenue budgets for the period to 30 <sup>th</sup> November 2009. The report lists the variations against budget at this stage in the year and a projected outturn for the year.	7 - 16
<b>7. UPDATE ON HOMELESSNESS PERFORMANCE</b> To provide an updated report on the progress towards the achievement of national performance indicator targets and other local performance indicators for Homelessness Services.	17 - 22
<b>8. UPDATE ON THE REVIEW OF THE FAIRER CHARGING POLICY</b> To provide the Committee with an update on the progress of the review of the Fairer Charging Policy for non-residential care services.	23 - 28
<b>9. REVIEW OF HOUSING ALLOCATION</b> To receive a report on proposed changes to Herefordshire's Housing Allocations Policy recommended by the Home Point Partnership Review Group.	29 - 52
<b>10. JOINT STRATEGIC NEEDS ASSESSMENT 2009</b> To receive a report on the Joint Strategic Needs Assessment 2009.	53 - 64
<b>11. COMMITTEE WORK PROGRAMME</b> To consider the Committee's Work Programme.	65 - 68



## **PUBLIC INFORMATION**

### **HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES**

The Council has established Scrutiny Committees for Adult Social Care and Strategic Housing, Children's Services, Community Services, Environment, and Health. An Overview and Scrutiny Committee scrutinises corporate matters and co-ordinates the work of these Committees.

The purpose of the Committees is to ensure the accountability and transparency of the Council's decision making process.

The principal roles of Scrutiny Committees are to

- Help in developing Council policy
- Probe, investigate, test the options and ask the difficult questions before and after decisions are taken
- Look in more detail at areas of concern which may have been raised by the Cabinet itself, by other Councillors or by members of the public
- "call in" decisions - this is a statutory power which gives Scrutiny Committees the right to place a decision on hold pending further scrutiny.
- Review performance of the Council
- Conduct Best Value reviews
- Undertake external scrutiny work engaging partners and the public

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#### **1. Identifying Areas for Scrutiny**

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Please note that the Committees can only scrutinise items which fall within their specific remit (see below). If a matter is raised which falls within the remit of another Scrutiny Committee then it will be noted and passed on to the relevant Chairman for their consideration.

#### **2. Questions from Members of the Public for Consideration at Scrutiny Committee Meetings and Participation at Meetings**

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(Please note that the Scrutiny Committees are not able to discuss questions relating to personal or confidential issues.)

## **Remits of Herefordshire Council's Scrutiny Committees**

### **Adult Social Care and Strategic Housing**

*Statutory functions for adult social services including:  
Learning Disabilities  
Strategic Housing  
Supporting People  
Public Health*

### **Children's Services**

*Provision of services relating to the well-being of children including education, health and social care.*

### **Community Services Scrutiny Committee**

*Libraries  
Cultural Services including heritage and tourism  
Leisure Services  
Parks and Countryside  
Community Safety  
Economic Development  
Youth Services*

### **Health**

*Planning, provision and operation of health services affecting the area  
Health Improvement  
Services provided by the NHS*

### **Environment**

*Environmental Issues  
Highways and Transportation*

### **Overview and Scrutiny Committee**

*Corporate Strategy and Finance  
Resources  
Corporate and Customer Services  
Human Resources*

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- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
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## **HEREFORDSHIRE COUNCIL**

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HEREFORDSHIRE COUNCIL

**MINUTES of the meeting of Adult Social Care and Strategic Housing Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Monday 14 December 2009 at 9.30 am**

**Present:** Councillor PA Andrews (Chairman)  
Councillor AE Gray (Vice Chairman)

Councillors: ME Cooper, H Davies, MJ Fishley, DW Greenow, KS Guthrie,  
MD Lloyd-Hayes and RV Stockton

**In attendance:** Councillors WLS Bowen and PJ Edwards

**150. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor OM Barnett (Cabinet Member, Older People), Councillors BA Durkin and JE Pemberton.

**151. NAMED SUBSTITUTES**

Councillor DW Greenow substituted for Councillor J E Pemberton.

**152. DECLARATIONS OF INTEREST**

Councillor AE Gray declared an interest as a provider of care for people with learning disabilities.

**153. MINUTES**

**RESOLVED:** That the Minutes of the meeting held on 30 October 2009 be confirmed as a correct record and signed by the Chairman.

**154. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY**

There were no suggestions from members of the public.

**155. REVENUE BUDGET MONITORING REPORT 2009/10**

The Committee received a report on the financial position of Adult Social Care and Strategic Housing revenue budgets for the periods to 31<sup>st</sup> October 2009. The Management Accountancy Manager reported that the forecast outturn position for Adult Social Care showed an over spend of £2.5 million. The forecast included £1.088m savings which had arisen from the recovery plan that was in place. Further recovery action was being undertaken.

He went on to say that the forecasts were based on client commitments identified within the different social care systems and had been projected forward. Planned implementation of a commitment accounting approach for homecare had encountered considerable software difficulties which were unlikely to be solved in the present financial year. Work was

progressing on the implementation of the finance module of the Frameworki system which would enable full commitment accounting in 2010-11.

The Management Accountancy Manager went on to say that the trend in care packages for 2009/10 indicated an increase in all areas except mental health where a more robust panel process for younger adults and the use of the mental health intermediate care project had helped to reduce the numbers going into residential care. Service Managers were challenging the content of care packages in all client groups put forward, and had access to void information in residential homes in order to aid their decision making.

The Management Accountancy Manager went on to highlight paragraph 23 of the report, which outlined the recovery plans which were designed to generate savings of £1.7m. He said that £75k had already been achieved through the hold on vacancies and the utilisation of void day care places. Further savings which totalled £1.089m had been assessed as being achievable and were included in the October forecast.

**Resolved:**

**That**

- a) **the current and forecast budget overspend be noted with concern and that the recovery plans to address the situation were supported.**
- b) **In the opinion of the Committee, proposed elements of the plan were unlikely to be deliverable in either the short or long terms.**
- c) **the suggestion in the Recovery Plan that consideration should be given to options to raise eligibility criteria for services was viewed with concern, as this would be particularly problematic.**

**and;**

- d) **given the demographic profile of the County and high expectations of a quality services from both Central Government and service users, in order to prevent similar overspends in 2010/11, a substantial increase in the base budget was required.**

**156. SUPPORTING PEOPLE PROGRAMME GRANT BUDGET POSITION**

The Committee received a paper on the Supporting People Grant budget. The Management Accounting Manager reported that the Grant was a Government funding stream for housing support which allowed approximately a million people to live independently in their homes. There were five thousand people in Herefordshire benefiting from the scheme, which had been in place since 2003. Over the previous six years there had been an accumulated underspend on the Grant, which had been ring fenced. From 2010/11, the Grant would be paid under the Area Based Grant, and would not be ring fenced. This would allow the Council to provide more flexible and innovative ways of supporting vulnerable people.

The Associate Director of Joint Commissioning reported that she was concerned over the expected 6% top-slicing of funds into the Area Based Grant. This would affect carers in Herefordshire, as well as having an impact on the Mental Health service. There were many other areas where grants had been used to develop core services. Many services across the Herefordshire Supporting People Partnership Boards remit were project based, and not core to the work of the Service.

In the ensuing discussion, the following points were made:

- Concern was raised over the issue of a top slice of 6% on the Area Based Grant.
- A Member said that it was important that an open and direct approach should be taken in order to communicate to service users what the situation was regarding funding, in order that they could fully understand why services were being reduced.

**RESOLVED: That the report be noted.**

**157. ADULT SOCIAL CARE PERFORMANCE MONITORING 2009/10**

The Committee received a report on Adult Social Care Performance Monitoring. The Associate Director of Joint Commissioning reported that the Council had received its rating from the Care Quality Commission (CQC) for the year, and was now rated as performing well, which was an important upward trend. The CQC had recognised real improvements in the robustness of management, performance and programme management. There were a number of areas that had been turned into an Action plan that would mean that the Council would be in a good position to report back to the inspectorate. The Chairman congratulated the Adult Social Care staff and the Associate Director of Joint Commissioning on this outcome.

The Associate Director presented her report, and said that whilst there were a number of areas of strength, there were issues associated with IT systems. She went on to say that of the national indicators reported, NI 136 (People supported to live independently) appeared to be performing poorly, but this was because not all the work undertaken had been previously recorded, such as telecare services and Third Sector support. The targets would be achieved when this situation was rectified. There were recording difficulties associated with NI 135 (Carers receiving a needs assessment or review and specific services), improvement in which would mean that it would be on target for the next report. There had been problems with NI 131 which were associated with the handover period of the patient from hospital discharge to social services care. This situation had been rectified, and the indicator would improve.

The Associate Director went on to say that delays in NI 130 (Social care clients receiving self directed Support) were reflected at a national level. A solution had been worked out in the county, whereby the Council would offer to administrate the budget on behalf of the user. It was therefore expected that this indicator would improve.

**RESOLVED: That the report be noted.**

**158. STRATEGIC HOUSING SERVICE PERFORMANCE**

The Committee received a report on Strategic Housing Performance Monitoring. The Head of Strategic Housing reported that there were two Local Area Agreement (LAA) indicators that were red flagged as being below target. These were NI 155 ( Number of affordable homes delivered) and NI 156 (Households in temporary accommodation). Every effort was being made to meet NI 155, despite the economic downturn. Whilst the targets would not be renegotiated with the Government Office for the West Midlands, the Council had received confirmation that the targets and out turns were cumulative, and that the additional delivery that was made in 2008/09 would count against the final three year total. Funding was being maximised to ensure that as many units as possible could be delivered in 2009/10. A progress report would be provided to the next meeting.

The Head of Strategic Housing went on to say that performance against LAA NI 156 (Households in Temporary Accommodation) was in a negative position in comparison to the 2008/09 outturn. In recent weeks the trend had been downward from a high of 118

reported at the end of the second quarter. The target for LAA 156 is 82, therefore there was a risk that the target for 2009/10 would be missed. Within the current figure there are 7 households in Bed and Breakfast which represented an improvement on recent levels of occupancy which had on occasions exceeded 12 households. There had also been increased interest in the National Mortgage Rescue Scheme.

In the ensuing discussion the following points were made:

- A Member said that she was concerned that some Private Landlords were not maintaining their properties up to a safe standard. The Head of Strategic Housing replied that this was a concern, and asked that Members should pass on any information on such Landlords so that the Private Landlord Enforcement Team could prevent this occurring.
- A Member said that she had been told by Landlords that they were unwilling to take tenants on housing benefits, as they felt that it was difficult to reclaim their properties. The Head of Strategic Housing said that the Council was looking at ways of formalising the arrangements between landlord and their tenants. One approach would be to let Registered Social Landlords to act on behalf of private landlords. There were a number of private sector landlords who were new to the market, and confusions did arise when incorrect notices were served on tenants.
- In reply to a Member's suggestion, the Head of Strategic Housing said that restructuring work was underway in order to ensure that the Housing Office was brought closer together with the Homelessness Team.

**RESOLVED: That the report be noted.**

**159. SAFEGUARDING BOARD, ADULT SOCIAL CARE – IMPROVEMENT PROGRAMME**

The Committee noted a progress report on Adult Safeguarding in Herefordshire. The Associate Director of Joint Commissioning reported that a great deal of progress had been made in this area since it had first been reported to the Committee in February 2009.

**RESOLVED: That the report be noted.**

**160. SCOPING REPORT FOR THE SCRUTINY REVIEW OF HOME CARE IN HEREFORDSHIRE**

The Committee noted the Scoping Report for the Scrutiny Review of Home Care in Herefordshire.

**RESOLVED:**

**That**

- a) the Scoping Statement for a Review of Home Care in Herefordshire be approved;
  - b) Councillors K Guthrie and P Andrews should be appointed to serve on the Review Group;
- and;
- c) Councillor A E Gray should be appointed as Chairman of the Review Group.

**161. HOMELESSNESS PREVENTION AND ALLEVIATION APPROACHES**

The Committee received a report on Homelessness prevention and alleviation approaches.

In reply to a question from a Member, the Head of Strategic Housing said that the Housing Allocations policy did not provide a priority status for members of the military. Armed forces personnel and their families who left military accommodation after leaving the forces would receive a priority assessment through the Council's homelessness schemes. Others who were already in settled accommodation would not be viewed as a priority. He went on to say that he would ask the Housing Teams to produce a leaflet designed to address the needs of forces personnel.

**RESOLVED: That the report be noted.**

**162. LIVING WELL WITH DEMENTIA – A NATIONAL STRATEGY - UPDATE ON IMPLEMENTATION**

The Committee received an updated report on the implementation in Herefordshire of the National Strategy 'Living well with Dementia'. The Associate Director of Joint Commissioning reported that there was a rapid rise of the condition in the County as a result of the local demographic, with 61% more people in Herefordshire over 65 by 2026, and it was important that there should be a widespread response to the problem.

She went on to say that the strategy was designed to ensure explicit working with the NHS, and there was a process in hand with the PCT to seek bidders for contracts to run mental health services across the County. There were advantages to be had as this approach offered economies of scale, and contracts would be awarded by the end of April 2010.

In reply to a query from a Member, the Associate Director of Joint Commissioning said that the budget of currently commissioned services amounted to £3.8m. She believed that new ways of working would be required in order to find ways of addressing the situation. The Primary Care Trust would work in partnership with the Council as they faced many of the same issues. She pointed out that residential care was not always appropriate in this area, and consideration might be given to specialist housing schemes with nursing support.

**RESOLVED:**

**That**

- a) the report be noted;**
- b) the Committee noted with concern the funding implications to the Council of the Strategy;**
- and;**
- c) regular updates on the strategy should be provided to the Committee.**

**163. COMMITTEE WORK PROGRAMME**

The Committee noted its Work Programme.

**RESOLVED: That the work programme be approved and reported to the Strategic Monitoring Committee.**





<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>25 JANUARY 2010</b>
<b>TITLE OF REPORT:</b>	<b>REVENUE BUDGET MONITORING REPORT 2009/10</b>
<b>PORTFOLIO AREA:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING</b>

## Wards Affected

County-wide

## Purpose

To advise members of the committee of the financial position for Adult Social Care and Strategic Housing revenue budgets for the period to 30<sup>th</sup> November 2009. The report lists the variations against budget at this stage in the year and a projected outturn for the year.

## Key Decision

This is not a key decision

## Recommendations

**THAT: the report be noted.**

## Reasons for Recommendations

1. To enable Scrutiny Committee to carry out its function in relation to the Adult Social Care and Strategic Housing revenue budget for 2009/10.

## Key Considerations

2. A detailed Budget Monitoring Report to 30<sup>th</sup> November 2009 is attached at Appendix 1 for Members' consideration.
3. The Adult Social Care budget sits within the Integrated Commissioning Directorate whilst the Strategic Housing budget sits within the Regeneration Directorate.
4. The summary position is set out in the table below.

	Annual Budget	July 09 Net Forecast Over or (Under) spend £000	October 09 Net Forecast Over or (Under) spend £000	November 09 Net Forecast Over or (Under) spend £000
Older People	14,931	945	316	610
Learning Disabilities	11,133	1,344	1,504	1,572
Mental Health	7,010	552	133	70
Physical Disabilities / Sensory Impairment	3,806	284	538	543
Section 75 Arrangements	895	34	118	118
Adults	(1,630)	(64)	21	(53)
Commissioning Directorate	1,536	(151)	(54)	(58)
Other Services	384	(324)	(71)	(177)
<b>Total Adult Social Care</b>	<b>38,065</b>	<b>2,620</b>	<b>2,505</b>	<b>2,625</b>
Strategic Housing	1,917	35	(30)	(77)
<b>Total</b>	<b>39,982</b>	<b>2,655</b>	<b>2,475</b>	<b>2,548</b>

### Adult Social Care

5. The forecast outturn position is an over spend of £2.625 million. The forecast includes savings of £1.059m arising from the recovery plan and £70k of from continuing healthcare pressures. Further recovery action is being undertaken and is outlined in the report. The detailed income and expenditure variances are set out in Appendix 1.
6. The final outturn position for 2008/09 was £713k overspent. This included a number of non-recurrent income adjustments totaling £217k, therefore the true value of the on-going commitments was approximately £930k over spent which set an immediate deficit as at 1<sup>st</sup> April on social care budgets. In addition inflation on contracts of 1.7% equating to £700k across all service costs for 2009/10. Giving a baseline starting position of £1.6m over spend.
7. The 2009/10 forecasts are based on current client packages paid to date adding in those approved at panel with an assumption that the current care will continue until 31<sup>st</sup> March 2009 for all types of service with the exception of Homecare. Payroll commitments are based on payments to date assuming staff will continue in service until 31<sup>st</sup> March unless otherwise stated, and managers assumptions where vacancies are due to be filled from the estimated start date. Homecare commitments are based on actual payments taking into account, disputed invoices and extrapolated to a full year. Any changes in outturn are quantified against the homecare system which records the hours approved and will indicate where there are major changes in the number of clients an hours delivered. The system presently does not hold all the package information and therefore is not adequate to use in order to supply an accurate commitment reporting. This is due to resolved by the implementation of Frameworki in April 2010.
8. The attached activity information table, appendix 2, shows the trend in packages for 2009/10 and indicates the increases in all areas except mental health. A more robust panel process for younger adults and the use of the mental health intermediate care project has helped to dampen down the affect of numbers going into residential care. Service Managers are now challenging care packages in all client groups put forward to panel, and have access to void information to aid their decision making.

9. Residential care is the most expensive category of care and the attached graph in appendix 2 illustrates the trend in residential numbers for the current year for each client group. The numbers are generally falling due to the move to Personal Budgets, apart from Older People which is at a relatively consistent level this year, but higher than 2008/09.
10. The key area of overspend is Learning Disabilities (£1,572k). Work is on-going to reduce the overspend by transferring clients out of residential care into supported living making use of block contracts and housing related support purchased through the supporting people programme. Savings will have a part-year effect of around £20k if achieved and the full-year effect for 2010/11 is estimated at around £120k. There will be an increase in spend due to the transition of four clients from children's services which if transferred at current cost level will have an impact of £279k in 2010/11. There is a further pressure due to the reduction of LSC funding for those clients going into further education.
11. Older People overspend is predicted to be £610k. There has been an increase of 33 new packages of which 18 are Residential care. The costs have increased also due to more complex care needs.
12. The number of residential voids is currently 15% of the total number of places equating to an annual cost of £518k. The number of residential voids has dropped from July to the end of November by 5 to 17 saving £35k. The number of day care voids is currently 10% of the total number of places and have fallen by 70 to 439 saving £60k. The number of contract voids is currently forecast to reduce by a further 10% from 1<sup>st</sup> January saving and is built into the forecast assumptions.
13. There have been increases for all client groups in the number of homecare packages agreed at panel. This is due to a combination of new clients and additional support hours required to meet increasing need following review. The recent bed crisis at the County Hospital has meant that patients were discharged in order to cope with exceptional demand. There is no budget to fund these packages.
14. The integrated community equipment store has seen an increase in the number of equipment issues by 3%, but a decrease of 8% in the number of pieces returned to the store. This is further emphasised by the number of purchases over £500 which has risen year to date to 65 compared to 35 for the whole of 2008/09. The impact of this is a £119k over spend if remedial action is not taken. The, overspend will be shared between the Council and the PCT on a 50:50 basis. The percentage of equipment returned to stores has been investigated and there are rigorous processes in place to reclaim equipment.
15. Modernisation projects being implemented, such as electronic monitoring, and external brokerage will enhance the customer experience and help to deliver services in a more efficient and effective way. The projects will start to show an impact on costs in 2010/11. Project implementation costs are fully funded by the Social Care Transformation Grant.
16. There has been a decrease in the projected staffing spend for the Integrated Commissioning Directorate due to staff vacancies.
17. Additional budget savings are expected of around £20k in 2009/10 from the hold on all non-essential spend within adult services and all agency staff are now approved by the relevant Head of Service. All other recovery action is noted in the plan below and Heads of Service will attend a further recovery meeting in December to ensure additional measures are in place to reduce the current overspend.

## Supporting People

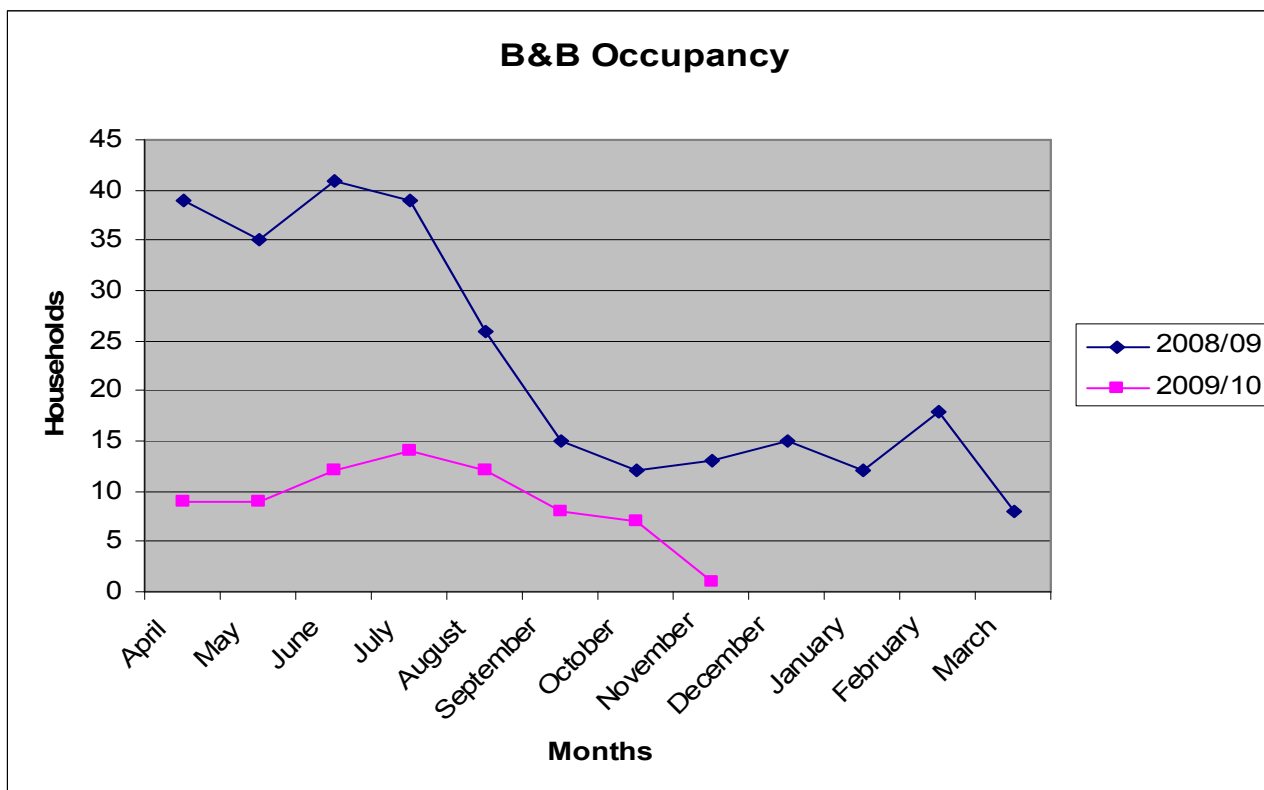
18. The 2009-10 grant is £5.88 million and fully committed. The cumulative carried forward under spend brought forward into 2009-10 was £4.83 million. A large proportion of the carry forward is committed to fund a number of pilot schemes and the shortfall between on-going costs and the annual grant. The expected carry forward under spend at year end, based on current commitments, will be £1.320m.
19. In 2010-11 the grant will be part of the Area Based Grant. The grant has now been divided into the Herefordshire Partnerships three priorities; Health and Wellbeing (£3.9m), Safer Communities £788k) and Stronger Communities (£1.7m) in order to secure funding for the future. Presently there is only funding guarantee for one year due to the annual grant announcement.

## Strategic Housing

20. Strategic Housing is projected to under spend by £77k. £75k of this is due to homelessness prevention. Prevention is forecast to spend more than in 2008/09 but less than the 2008/09 budget. The prevention budget was increased for 2009/10 but there has been lower than expected activity on rent/deposit loans. Up to £30,000 is expected to be utilised in pump priming local credit unions to arrange loans to help prevent homelessness..
21. In previous years the under-spend in prevention measures has been more than offset by overspending on temporary accommodation. This will not happen this year largely due to the success of the team in avoiding the use of expensive bed and breakfast accommodation. The graph below shows the occupancy of B&B at the end of each month in both 2008/09 and 2009/10 to date.

Category	April	July	August	Sept.	Oct.	Nov
Families with children	2	3	2	3	4	5
Other(couples, siblings)	1	1	1	1	0	0
Single	6	10	9	4	8	3
<b>Total</b>	<b>9</b>	<b>14</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>5</b>

20. The following table illustrates that the reduction in total B&B numbers which started in the last half of 2008/09 has been sustained so far this year.



22. There has been an expansion in the use of other temporary accommodation but this is much more cost effective as most of the cost can be recovered through housing benefit. As a result the temporary accommodation budget is forecast to be under-spent by about £8k.
23. Housing Needs is likely to under-spend by around £13k due to a staff vacancy.
24. Housing administration will overspend by £28k due to the agreed transfer of budget to integrated commissioning.

#### Recovery Plans

23. The Adult Social Care recovery plan has highlighted a number of actions which could potentially generate savings of £1.7m. £75k has already been achieved through the hold on vacancies and the utilisation of daycare voids. A number of other savings totalling £1.059m have been assessed as achievable and these are included within the October forecast and are as defined as:
  - a. The transfer of eligible expenditure to capital grants of £495k.
  - b. The transfer of eligible housing related support expenditure within adult services to the Supporting People Programme Grant of £500k.
  - c. The decrease in the residential voids from the transfer of clients following work completed by the emergency safeguarding team of £44k.
  - d. The movement of eligible expenditure to grants within learning disabilities of £20k.

Further measures identified for present and future financial stability include:

- e. Service Managers are currently working on agreeing backdated care payments for two Physical Disabilities clients where there is a dispute regarding county of residence. This would potentially have a one-off income of £125k with future annual cost savings of £62k.
- f. The new standard rate for residential care is still in progress and due to become effective on 1<sup>st</sup> April 2010. Contracts are currently working with providers where

they are providing information on an open book basis in order to establish a new standard rate. Rates from other local Authorities is also being gained to benchmark.

- g. There is currently a homecare pricing policy group who are looking at the charging rates to clients.
  - h. The implementation of electronic monitoring in order to ensure that more verification and payment of actual hours delivered during 2010/11.
  - i. The, impact on the hold on all non-essential spend of around £20k.
  - j. The transfer of learning disability clients into supported accommodation. Estimated at around £30k if moved by 1<sup>st</sup> January 2010 will now be in 2010/11 with an annual saving of £120k.
  - k. Review out of county placements within learning disabilities and the clients outside county with local PCT's where they now are eligible for continuing healthcare funding. Potential £125k in 2010/11.
  - l. Training on the fair funding calculator is underway with care managers and social workers. This will assist them in having more accurate cost information on what type of package cost should be appropriate for a specific clients need. There are currently 50 clients which have been identified where savings may be achieved by better negotiation with providers. This is likely to achieve cost savings in 2010/11.
  - m. The reclaiming of ILF (Independent Living Fund) currently £14k for current learning disability clients.
  - n. Automatic default to legal charge on property on admission to residential care. This will assist, in the reimbursement of cost of packages to be more effectively reclaimed.
24. An action plan to implement, monitor and review the recovery actions is in place and is regularly reviewed by senior management and financial services.

## **Financial Implications**

26. These are contained in the body of the report. The projected outturn is based upon results to the end of November 2009. The consequence of the 2009/10 overspend is a likely to affect the starting financial position for 2010/11.

## **Legal Implications**

27. None

## **Risk Management**

28. The risks are set out in the body of the report in terms of the potential over spend. The report notes the actions planned to address this potential overspend.

## **Consultees**

29. Not applicable

## **Appendices**

Appendix 1 - Revenue Budget Monitoring Report for 2009/10 Period to 30<sup>th</sup> November 2009

Appendix 2 - Activity Data relating to Adult Social Care

<b>Budget Monitoring to November 2009</b>	<b>Expenditure</b>			<b>Income</b>			<b>Net Totals</b>		
	<b>Annual Budget</b>	<b>Projected Outturn</b>	<b>Variance over / (under)</b>	<b>Annual Budget</b>	<b>Projected Outturn</b>	<b>Variance over / (under)</b>	<b>Annual Budget</b>	<b>Projected Outturn</b>	<b>Variance over / (under)</b>
	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>
<b>Adult Services</b>									
Older People	20,019	20,670	651	(5,088)	(5,129)	(41)	14,931	15,541	610
Learning Disabilities	16,119	17,752	1,633	(4,986)	(5,046)	(60)	11,133	12,705	1,573
Mental Health	8,702	9,023	321	(1,692)	(1,943)	(252)	7,010	7,080	70
Physical Disabilities / Sensory Impairment	4,101	4,866	765	(296)	(518)	(222)	3,806	4,349	543
Commissioning Directorate	2,049	1,970	(79)	(513)	(492)	21	1,536	1,478	(58)
Section 75 Arrangements	2,453	2,571	118	(1,558)	(1,558)	0	895	1,013	118
Modernisation	910	757	(153)	(748)	(748)	0	162	9	(153)
Provider Services	130	135	5	0	0	0	130	135	5
Public Contact	106	77	(29)	0	0	0	106	77	(29)
Transport	(13)	(13)	0	0	0	0	(13)	(13)	0
Adults	(1,616)	(1,576)	41	(14)	(108)	(94)	(1,630)	(1,683)	(53)
<b>Total Adult Social Care</b>	<b>52,960</b>	<b>56,234</b>	<b>3,273</b>	<b>(14,894)</b>	<b>(15,542)</b>	<b>(648)</b>	<b>38,067</b>	<b>40,692</b>	<b>2,625</b>
<b>Supporting People</b>									
Programme	5,887	5,887	0	(5,887)	(5,887)	0	0	0	0
Pilot Projects	0	0	0	0	0	0	0	0	0
<b>Total Supporting People</b>	<b>5,887</b>	<b>5,887</b>	<b>0</b>	<b>(5,887)</b>	<b>(5,887)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Strategic Housing</b>									
Homelessness	1,326	1,401	75	(329)	(515)	(186)	997	886	(111)
Management & Administration	135	163	28	0	0	0	135	163	28
Homepoint	281	281	0	(282)	(282)	0	(1)	(1)	0
Housing Needs	373	360	(13)	(61)	(61)	0	312	299	(13)
Private Sector Housing	1,084	1,054	(30)	(610)	(562)	48	474	492	18
<b>Total Strategic Housing</b>	<b>3,199</b>	<b>3,259</b>	<b>60</b>	<b>(1,282)</b>	<b>(1,420)</b>	<b>(138)</b>	<b>1,917</b>	<b>1,839</b>	<b>(77)</b>





**Adult Social Care - Package Activity Information**

**Learning Disabilities**

	April 2009	July 2009	October 2009	November 2009
Residential	112	115	105	102
Direct Payment	30	17	17	17
Supported Accommodation	51	50	49	48
Adult Placement	12	16	16	15
Personal Budget	15	37	38	40
<b>Total</b>	<b>220</b>	<b>235</b>	<b>225</b>	<b>222</b>

**Mental Health**

	April 2009	July 2009	October 2009	November 2009
Residential	237	237	226	216
Direct Payment	7	5	4	4
Supported Accommodation	16	16	16	16
Adult Placement	0	0	0	0
Personal Budget	0	1	4	7
<b>Total</b>	<b>260</b>	<b>259</b>	<b>250</b>	<b>243</b>

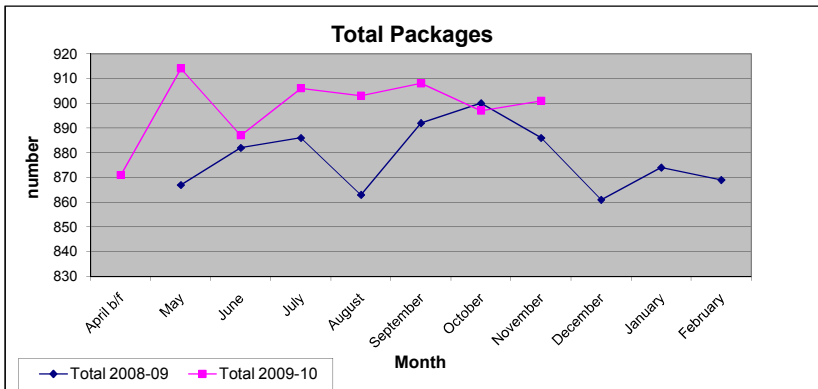
**Older People**

	April 2009	July 2009	October 2009	November 2009
Residential	260	269	267	278
Direct Payment	22	13	19	11
Supported Accommodation	7	7	6	6
Adult Placement	0	0	0	0
Personal Budget	0	18	19	27
<b>Total</b>	<b>289</b>	<b>307</b>	<b>311</b>	<b>322</b>

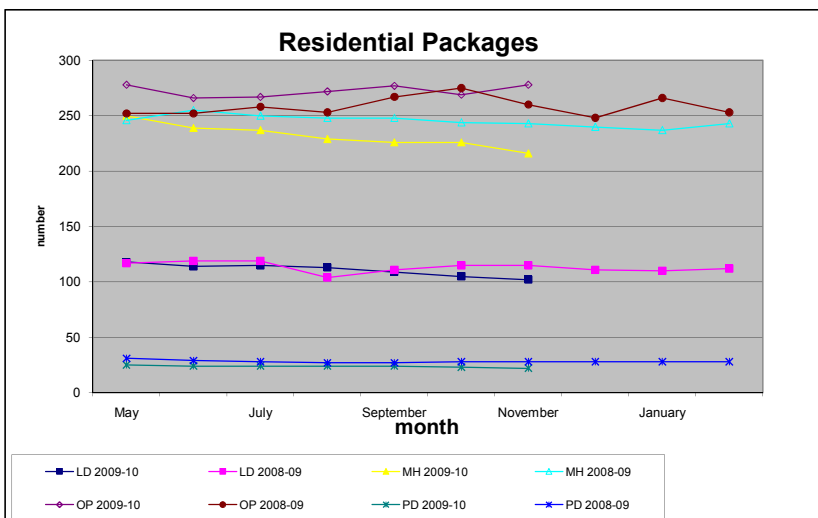
**Physical Disabilities**

	April 2009	July 2009	October 2009	November 2009
Residential	28	24	23	22
Direct Payment	65	49	51	51
Supported Accommodation	7	5	6	6
Adult Placement	0	0	0	0
Personal Budget	2	23	35	35
<b>Total</b>	<b>102</b>	<b>101</b>	<b>115</b>	<b>114</b>

The graph below shows the Total number of packages for 2009/10 across all groups compared with 2008/09



The graph below shows the trend in Residential packages for 2009/10 compared with 2008/09





<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>25<sup>TH</sup> JANUARY 2010</b>
<b>TITLE OF REPORT:</b>	<b>UPDATE ON HOMELESSNESS PERFORMANCE</b>
<b>PORTFOLIO AREA:</b>	<b>OLDER PEOPLE AND SOCIAL CARE, ADULTS</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

To provide an updated report on the progress towards the achievement of national performance indicator targets and other local performance indicators for Homelessness Services. The performance rating system being used in the new integrated corporate performance report has changed, and explanation of the ratings is shown at **Appendix A**.

### **Recommendation(s)**

**THAT**

- (a) the report on Homelessness performance be noted;  
and;**
- (b) areas of concern continue to be monitored.**

### **Key Points Summary**

- Local Area Agreement indicator for NI156 is red flagged as below target.
- Measures are being taken to improve the outlook for this indicator.

### **Reasons for Recommendations**

- To update Adult Social Care and Strategic Housing Scrutiny Committee Members on Homelessness Performance.
- To ensure Scrutiny Committee are kept apprised of homelessness pressures and performance.

## Introduction and Background

- 1 Strategic Housing performance on homelessness is monitored against the National Indicators (NI) that was introduced from April 2008 and a number of former Best Value performance indicators retained as local indicators. Regular reports are sent to the Government of the West Midlands and the Department for Communities and Local Government.
- 2 Scrutiny Committee resolved on 2<sup>nd</sup> October 2009 that a report on homelessness within the county be brought to committee on a six monthly basis and analysis of the key statistics has been carried out and is presented within this report and shown graphically in **Appendix A**

## Key Considerations

### Local Area Agreement

- 3 Strategic Housing has a target in place under Local Area Agreement (LAA) National Indicator, NI 156 – Number of Households in Temporary Accommodation. The target for 2009/10 and 2010/11 is 82 households in temporary accommodation.

### Homelessness Update

#### Highlights

- 4 **NI 156 (LAA)** – There continues to be pressure on the Homelessness and Housing Advice services. The number of households in temporary accommodation has increased steadily during 2009 from 98 at the end of March to 118 at the end of September. This compares to 111 households at the same time last year. It should be pointed out that although this figure is well below target, the total number of households in temporary accommodation at the end of December 2009 had decreased to 97 and activity is taking place in order to decrease this figure further and achieve the target for 2009/10 of 82 households by the end of the Financial Year. In addition the total amount of households in Bed and Breakfast accommodation has decreased to 4 on the 8<sup>th</sup> January 2010.
- 4a Improvement in this National Indicator is being achieved through the following activities:
  - Review of Service Level Agreements to facilitate move-on from supported housing schemes.
  - Enabling direct access by other support agencies to temporary supported housing schemes reducing numbers requiring accommodation under the Housing Act 1996.
  - A more robust approach to casework, and use of prevention tools such as the Prevention Fund and Rent Deposit Scheme.
- 5 **Local Indicator (BVPI 213) Homelessness Prevention** - The number of households assisted under the homelessness provisions of the 1996 Housing Act has increased from 536 in 2008/09 to 621 in 2009/10. The proportion of cases in which homelessness was prevented rose from 43% to 47%. Overall homelessness was prevented in 397 cases during 09/10 compared to 289 in the previous calendar year.
- 6 **Acceptances and Decisions** – In respect of the number of people presenting as homeless per quarter (i.e. decisions made), the number has increased as the year has gone on from 94 at the end of Quarter 1 to 110 at the end of Quarter 3. The number of acceptances has reduced slightly. Looking at this years position overall, compared to the same period last year, while the number of persons presenting as homeless has risen from 272 to 307 between January 2009 and end October 2009, the number of Acceptances has decreased from 182 to

174.

- 7 **Eligibility and Reasons for Homelessness** - The largest proportion of households accepted as eligible in the 2009/10 financial year come from the 'Lone Parent with Children- Female Applicant' category with a total of 73 households accepted as eligible. The main reason for homelessness was "parents no longer willing or able to accommodate" which accounted for 53 households. Violent breakdown of relationship resulting in homelessness resulted in 32 applications, and termination of private sector accommodation accounted for 29 applications that were accepted.
- 8 **Accepted Priority Group** - The largest vulnerable group presenting and being accepted as homeless during 2009 so far is the 'Families with children' group with 101 acceptances. This figure is slightly lower than for the same period last year (106 households).
- 9 As at 8<sup>th</sup> January 2010 Homelessness Prevention Officers were dealing with 426 active prevention cases. This represents a significant number of cases and is due in part to changes in service delivery including improving face-to-face access for customers to Housing Advice Service.

There are a variety of other homelessness statistics that are collected on a quarterly basis and are submitted to the Department of Communities and Local Government. This report gives a summary of some of this data, for further information contact Chris Jones by email at [chris.jones@herefordshire.gov.uk](mailto:chris.jones@herefordshire.gov.uk) or telephone 01432 261596.

## **Community Impact**

- 10 Not Applicable

## **Financial Implications**

- 11 None identified

## **Legal Implications**

- 12 None identified

## **Risk Management**

- 13 None identified

## **Consultees**

- 14 None identified

## **Appendices**

- 15 Appendix A.: Homelessness Key Performance Report

## **Background Papers**

None identified



**P1E Homelessness Statistical Analysis**

**Figure 1.1 Breakdown of NI 156 Number of households living in Temporary Accommodation**

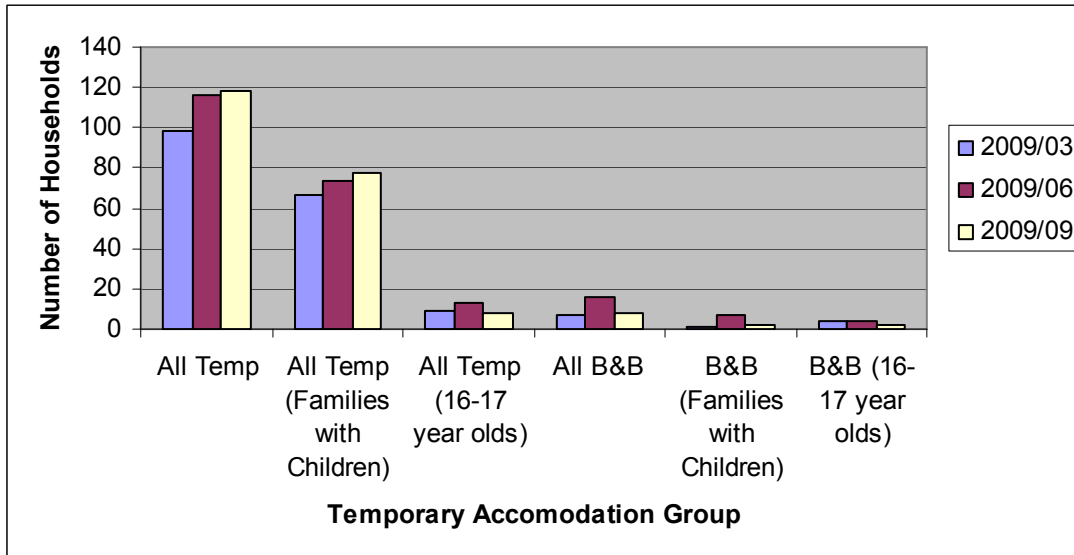
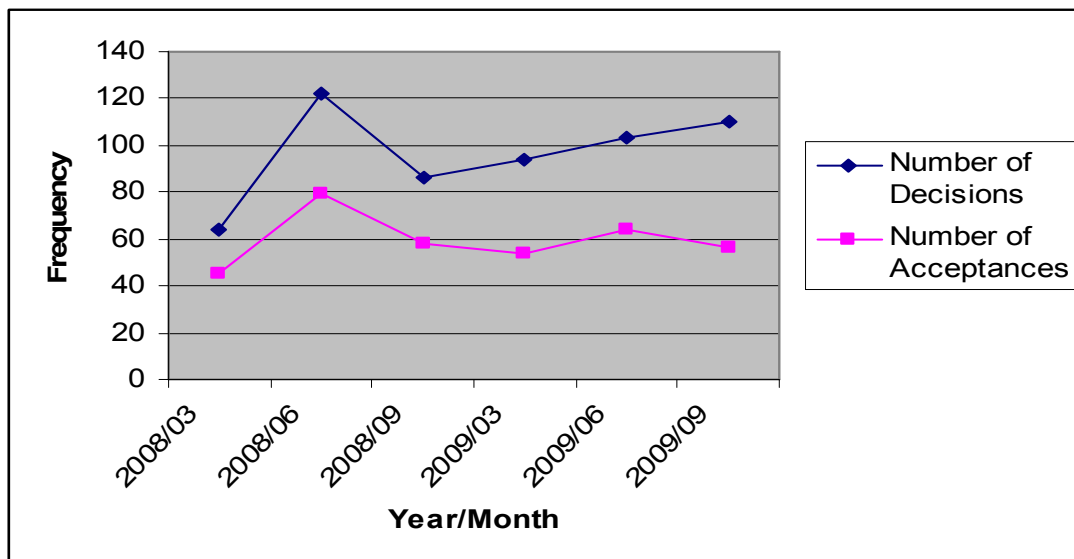


Figure 1.1 shows that the number of households in temporary accommodation increased during 2009 from 98 at the end of Quarter 1 to 118 at the end of Quarter 3. This compares to 111 households at the same time last year. It should be pointed out that although this figure is well below target, the total number of households in temporary accommodation at the end of December 2009 had decreased to 97 and activity is taking place in order to decrease this figure further and achieve the target of 82 households for NI 156 by the end of the Financial Year.

**Figure 1.2 Numbers of Homeless Decisions/Acceptances**



As can be seen in Figure 1.2, in terms of the numbers of people presenting as homeless per quarter i.e. decisions made so far during 2009, the number has increased as the year has gone on from 94 at the end of Quarter 1 to 110 at the end of Quarter 3. The number of acceptances however has not followed this pattern, increasing from 54 to 64 between Quarters 1 and 2 before decreasing to 56 at the end of Quarter 3. Looking at this years

position overall, compared to the same period last year, while the number of persons presenting as homeless has risen from 272 to 307, the number of Acceptances has decreased from 182 to 174.

**Figure 1.3 Breakdown of Eligible Household Groups**

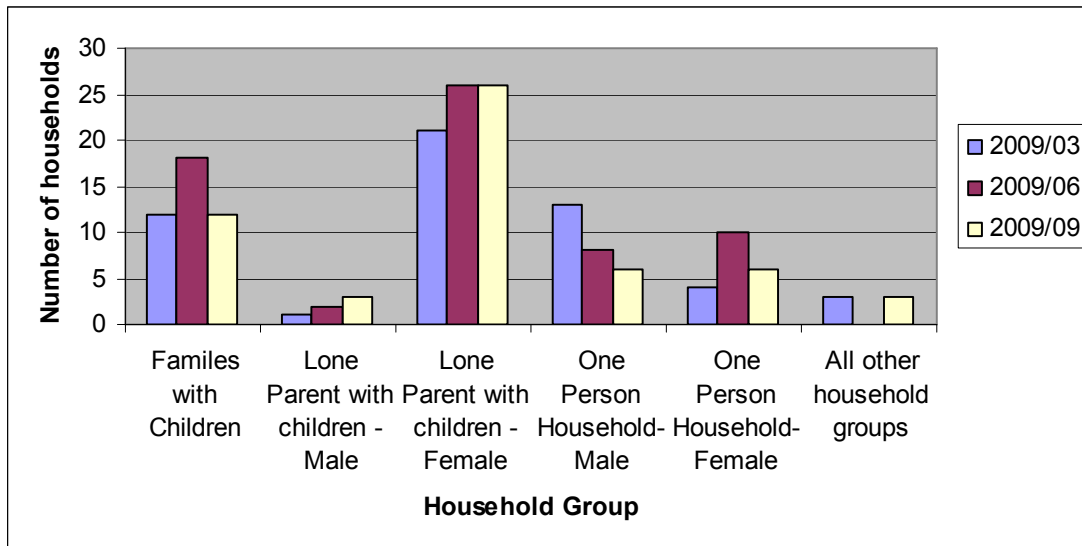


Figure 1.3 shows a breakdown of those households accepted as eligible so far during 2009/10 financial year, the largest proportion of which is the 'Lone Parent with Children-Female Applicant' category with a total of 73 households accepted as eligible.

**Figure 1.4 Breakdown of Vulnerable Groups accepted as eligible for Homeless provision**

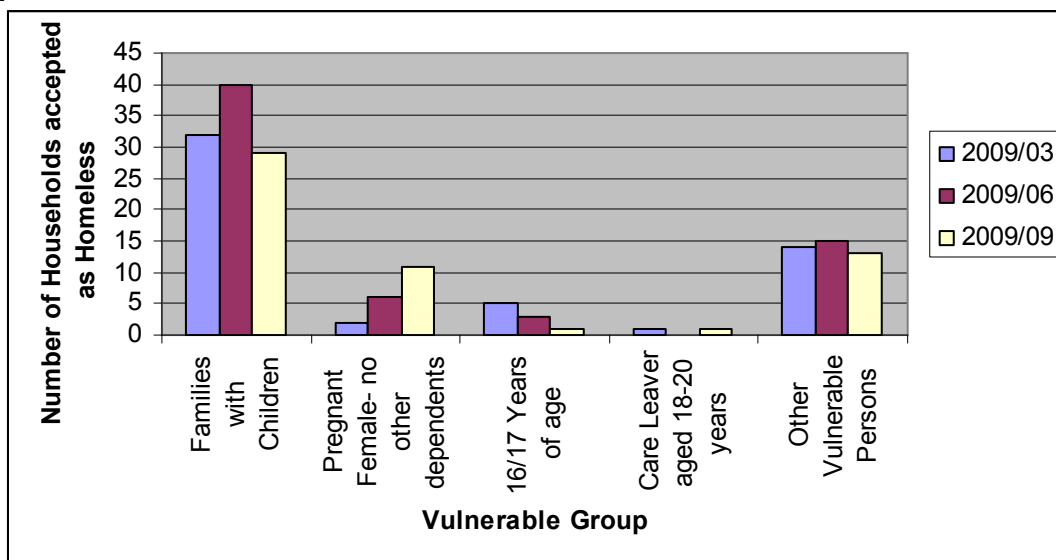


Figure 1.4 shows that the largest vulnerable group presenting and being accepted as homeless during 2009/10 is the 'Families with children' group with 101 acceptances. This figure is slightly lower than for the same period last year (106 households).

This appendix gives a summary of some of this data, for further information contact Chris Jones by email at [chris.jones@herefordshire.gov.uk](mailto:chris.jones@herefordshire.gov.uk) or telephone 01432 261596.





<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>25<sup>TH</sup> JANUARY 2010</b>
<b>TITLE OF REPORT:</b>	<b>UPDATE ON THE REVIEW OF THE FAIRER CHARGING POLICY</b>
<b>PORTFOLIO AREA:</b>	<b>OLDER PEOPLE AND SOCIAL CARE, ADULTS</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

To provide the Committee with an update on the progress of the review of the Fairer Charging Policy for non-residential care services.

### **Recommendation**

**THAT the report be noted.**

### **Introduction and Background**

1. In April 2008, some significant changes to the Council's Fairer Charging Policy were implemented following extensive consultation with service users, staff, and the general public. These changes included:
  - Removing the maximum charge for services
  - Charging for two carers where required
  - Charging for day care when service users went out on day trips
  - Including all occupational pension income in the financial assessment (previously 55 % was ignored)
  - Introduction of tariff income charged on capital held between the lower and upper capital limits.
  - Increasing charges for home and day care services.
2. It was recommended that the increase in charges should reflect actual costs, however following service user feedback about the cost of day care services, a charge of £4 per session was agreed, this charge has subsequently been increased in line with inflation. Cabinet requested that charges for day care should be reviewed again following the completion of the modernisation of day services project.

3. It was estimated that the above changes would generate an additional £404,000 income for the council per annum, however the total charges raised in 2008/9 were £689,740 providing an increase of £241,289. A report to scrutiny committee on the 3rd October 2008 provided the reasons for this, and the committee resolved that areas of concern continue to be monitored.

## Key Considerations

4. In light of the above, a further review of the policy is being conducted. This review has focused on identifying areas where there is potentially more scope to generate additional income whilst ensuring that the charging structure remains equitable to all service users.
5. Having undertaken some analysis of current client contributions and unit costs for services, and compared Herefordshire's charges with other regional authorities and the CIPFA Benchmarking Group as outlined in appendix 1. It has been concluded that;
  - Herefordshire's charges for home care, meals, and transport, are in line with the average charged by other local authorities
  - Herefordshire's day care charges are significantly lower than the average charged by other local authorities. The average charge for day care services in the CIPFA Benchmarking Group in 2009/10 is £11.77 per session compared with £4.15 in Herefordshire.
  - Herefordshire's average unit costs for day services compare reasonably with other comparable authorities, but there is a wide variance in costs across day services depending on the type of day service provision.
  - The majority of people that are paying the full charge for services because they either have capital above the current limit of £23,000, or have refused a financial assessment, are service users receiving day care, that are currently being charged at a subsidised rate.
  - The majority of people that attend the higher unit cost day services, are service users in the learning disability client group, however many of these people have been financially assessed as not having to make a contribution towards the services they receive.
  - Most local authorities, including Herefordshire do not charge carers for providing a carers service
  - Herefordshire's decision to make a standard charge for transport services is in line with 41% of local authorities in the CIPFA Benchmarking group, however 43% of authorities in that group do not charge for transport, and only 15% include transport charges in the financial assessment.
6. As a result of the above findings the key areas that are being explored are,
  - **Day Care** - consider applying standard charges for day care services based on the type of day care service provision. This will result in bands of varying charges that will closer reflect actual costs.
  - **Carer's Services** – fairer charging guidance provided by the Department of Health

states that services delivered under the Carers and Disabled Children Act 2000 can be charged for. A survey was conducted to find out how other councils approach charging for carers and the majority of those that responded to the survey did not charge for carers services where the service is provided to the carer, and not the cared-for. Like Herefordshire, many councils charge for services provided to the cared-for where they meet social care eligibility criteria. However it was felt that clearer guidance should be given to care managers on the services that they are purchasing to ensure that charges are applied where appropriate.

- **Transport** – consider the financial impact of removing the standard charge and implementing charging for those that meet the transport eligibility criteria based on financial assessment.
7. In addition to the above, and following guidance issued by the Department Of Health, the review is also considering the appropriate charging structures for Personalised Budgets and Supporting People.

## **Financial Implications**

8. Currently income generated from raising charges for domiciliary services is averaging £14,720 per week from 1,258 service users, against a target of £13,385 per week from 1,296 service users. Initial findings from work carried out on the above review to date show that there is some scope for obtaining additional income through raising day care charges based on the average unit cost, but this is limited because of the number of people that have been financially assessed as not having to pay anything towards the services they receive.

## **Appendices**

Appendix 1 – Comparison of charges for Non –Residential Care Services

## **Background Papers**

- Report to Adult Social Care and Strategic Housing Scrutiny Committee 3<sup>rd</sup> October 2008



**Comparison of Charges for Non-Residential Care Services**  
**Regional and CIPFA Group data**

**Regional Comparisons - Non Residential Care Charges**

<b>Home Care</b>		
<b>Authority</b>	<b>2009/2010 Charges Per Hour</b>	<b>Average Regional Cost</b>
Herefordshire	£14.15	£12.17

<b>Day Care Older People</b>		
<b>Authority</b>	<b>2009/2010 Charges Per Day</b>	<b>Average Regional Cost</b>
Herefordshire	£4.15	£19.50

<b>Day Care Learning Disability &lt;65</b>		
<b>Authority</b>	<b>2009/2010 Charges Per Day</b>	<b>Average Regional Cost</b>
Herefordshire	£4.15	£20.75

<b>Day Care Physical Disability &lt;65</b>		
<b>Authority</b>	<b>2009/2010 Charges Per Day</b>	<b>Average Regional Cost</b>
Herefordshire	£4.15	£22.62

<b>Day Care Mental Health &lt;65</b>		
<b>Authority</b>	<b>2009/2010 Charges Per Day</b>	<b>Average Regional Cost</b>
Herefordshire	£4.15	£19.75

<b>Meals</b>		
<b>Authority</b>	<b>2009/2010 Charges Per Meal</b>	<b>Average Regional Cost</b>
Herefordshire	£2.65	£3.05

<b>Transport Charges</b>		
<b>Authority</b>	<b>2009/2010 Charges Per Return Journey</b>	<b>Average Regional Cost</b>
Herefordshire	£1.30	£2.30

**CIPFA Benchmarking Group Comparisons**

<b>Non- Residential Charges</b>		
<b>Type of Charge</b>	<b>Herefordshire Charges 2009/10</b>	<b>Average Cost</b>
Hourly home care	£14.15	£12.49
Day Care	£4.15	£11.77
Meals	£2.65	£2.92
Transport – per return trip	£2.60	£1.41



<b>MEETING:</b>	<b>ADULT SOCIAL CARE &amp; STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>25<sup>TH</sup> JANUARY 2010</b>
<b>TITLE OF REPORT:</b>	<b>HEREFORDSHIRE'S HOUSING ALLOCATIONS POLICY</b>
<b>PORTFOLIO AREA:</b>	<b>ENVIRONMENT AND STRATEGIC HOUSING</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide.

### **Purpose**

To seek the Committee's comments on proposed changes to Herefordshire's Housing Allocations Policy recommended by the Home Point Partnership Review Group.

### **Recommendation(s)**

**THAT the Committee:**

- (a) notes the changes proposed and outlined in this report;
- (b) comments on the draft Allocations Policy attached at Appendix A

### **Key Points Summary**

- The Scrutiny Review of the Homepoint Allocations Policy identified a number of policy suggestions for consideration within any re-write of the policy.
- The Scrutiny Review Group resolved that a sub-group should be formed comprising the Homepoint Partner Organisations to review the current Allocations Policy and draft a revised policy.
- A number of policy amendments were incorporated into a draft Homepoint Allocations Policy and the report seeks Committee's views before the policy is considered for formal adoption by the Homepoint Partnership Board and Cabinet. The draft Policy is attached as an appendix to the report.

### **Alternative Options**

- 1 A range of policy options were considered in coming to the draft policy at **Appendix A**.

## Reasons for Recommendations

- 2 To enable Committee to note and provide comment on the draft allocations policy in advance of the policy being considered for approval by Cabinet and the Home Point Partnership Board.

## Introduction and Background

- 3 Adult Social Care and Strategic Housing Scrutiny Committee resolved to conduct a review of the Homepoint Allocations Policy as part of it's Scrutiny Review of Homepoint.
- 4 In the course of reviewing the Allocations Policy, the Scrutiny Review group arrived at a number of policy suggestions but resolved to suggest that a sub-group should be established comprising representation from the member organisations of the Homepoint Partnership for the purpose of reviewing and re-drafting the policy.
- 5 A Homepoint Partnership Review Group was duly formed and undertook a review of the policy taking into account comments from the Scrutiny Review Group. Also taken into account was new policy guidance issued by the Communities and Local Government Department in their publication, 'Fair and flexible – statutory guidance on social housing allocations for local authorities in England, issued 4<sup>th</sup> December 2009'.
- 6 The draft Housing Allocation Policy for Herefordshire is attached at **Appendix A**.
- 7 The draft at **Appendix A** will be subject to final consultation with the review group prior to consideration by the Home Point Board and Cabinet.

## Key Considerations

- 8 The draft allocations policy incorporates new policy clauses which may affect the banding priority of clients, clarifies policy wording where appropriate, and includes amendments which enable better use of available stock. However, Committee will be aware that the demand for affordable housing, reflected in the Homepoint waiting list, far outstrips the available supply.
- 9 Therefore, whilst this draft Allocations Policy aims to ensure the allocation of Registered Provider housing in Herefordshire is as transparent and equitable as possible, there will inevitably remain a number of households on the Common Waiting List for whom policy amendments will not result in significantly improving their chances of re-housing in the short-term.
- 10 The changes to the Allocations Policy are summarised below:-
  - The draft policy now incorporates the new Council logo reflecting the partnership with the Primary Care Trust.
  - The list of Homepoint Partners referenced in the policy has been amended to incorporate new Registered Providers who have joined the partnership since the last policy revision. The vast majority of Registered Housing available in the County is now advertised through Homepoint.
  - References to Registered Social Landlords (RSLs) changed to Registered Providers (RPs) the new legal term for Housing Associations.
  - The Policy wording has been changed in order to clarify the procedure for officers to add or change bids when applicants to whom the full homelessness duty is owed are not applying for properties regularly or are not applying for suitable properties. The aim of this policy is to



ensure applicants work proactively to secure settled accommodation through Homepoint and also helps reduce the average length of stay for applicants in temporary accommodation.

- Policy wording has been added to confirm that a Discharge of Homeless Duty can be achieved through an allocation by a private landlord to a property through an Assured Shorthold Tenancy. This ensures that applicants are aware that best use is made of all available housing options for discharging homelessness duty rather than simply through Homepoint or an allocation to a Registered Provider's property.
- Details have been provided to show where copies of allocations policy can be found. this is a statutory requirement.
- The Policy has been amended to include a facility for 5% of properties to be set aside and offered with preference for those downsizing. the Scrutiny Review Group was interested to explore how householders could be incentivised to downsize.
- Preference given to those needing adapted / suitable properties for medical need has been strengthened. The policy aims to ensure applicants are clear that the applicant's suitability for an adapted property may override relative banding. RSL's increasingly consult with Occupational Therapist's in matching significantly adapted property to a suitable applicant and the Scrutiny Review Group wished to see the appropriate letting of adapted property maximised.
- The policy clarifies that allocations may be made by Registered Providers under sensitive lettings policies and local lettings plans. This means that where a landlord requires to let a property in a sensitive way, for instance to better balance the age profile of a residential block or neighbourhood, there is the discretion to do so.
- The policy now references the facility for a partner to make a direct match to a property where an applicant has been identified as requiring a specific property / and or adaptations. This may include an offer to an existing tenant who is known to a partner who is in need of significant or specific adaptations and/or whose needs may be urgent.
- Under Multi-Agency Public Protection Arrangements (MAPPA), a person may be allocated to a specific property directly to ensure the risk of re-offending is minimised. the policy now includes the provision that potential Homepoint applicants who are being managed under MAPPA arrangements may be excluded from the waiting list to ensure they do not independently secure property which might cause them to pose an increased risk.
- The Policy has been amended to change the 'Priority' banding description to 'Priority Status'.
- The current allocations policy includes provisions which gives priority banding to Care Leavers 6 months before they leave care. The policy has resulted in far better outcomes for Care Leavers in Herefordshire, reducing the chances of Care Leavers having to reside in Bed and Breakfast accommodation. the revised policy has clarified the fact that priority applies for those where duty is held in Herefordshire. There remain separate provisions under Homelessness legislation contained in Part VII of the Housing Act 1996 for the status of Care Leavers generally.
- In addition to the policy which allows for a proportion of property to be prioritised for applicants downsizing there remains a policy which awards Gold band for qualifying households. the revised allocations policy now clarifies that the status only applies in respect of applicants wishing to downsize from partner landlord properties within Herefordshire.
- The policy now provides that the Silver band overcrowding criterion will be determined with regard to the upcoming Herefordshire Council policy for housing bedroom needs criteria. This policy is to be developed in consultation with the enforcement officers from the Private Sector Housing Team.

- Currently, the Silver banding status can be awarded to applicants who have a requirement for level access and the policy wording has been amended to 'suitable level access'.
- The current policy awards Silver band to applicants who wish to move on the basis that they have been subject to harassment. The revised policy has been amended to clarify that the banding is not awarded for isolated or one-off instances of harassment.
- The revised policy further clarifies what constitutes a local connection to Herefordshire. Applicants without a local connection to Herefordshire have a reduced priority for housing to an applicant who meets the local connection criterion.

## **Community Impact**

11 None as this report does not seek adoption of a policy.

## **Financial Implications**

12 None.

## **Legal Implications**

13 None.

## **Risk Management**

14 None.

## **Consultees**

15 The Home Point Partnership Review Group has been a consultee to this review and was formed following a recommendation by the Scrutiny review group. Members were selected for their wide ranging expertise in Social Housing.

## **Appendices**

16 Appendix A - Housing Allocations Policy.

## **Background Papers**

None identified.

# Housing Allocations Policy



## Introduction

Herefordshire Council no longer holds any housing stock, having carried out a transfer of its entire housing stock to Herefordshire Housing Ltd, a not-for-profit registered provider (RP). In addition to Herefordshire Housing, there are a number of other RPs operating in Herefordshire.

The Home Point partnership is the means adopted by the Council and a number of Registered Providers (RPs) to determine allocation of housing stock through a jointly operated choice-based lettings scheme. The following are members of the Home Point partnership, which operates under a partnership agreement:

Bromford Housing Group  
Elgar Housing Association  
Gloucestershire Housing Association  
Herefordshire Council  
Herefordshire Housing Ltd  
Kemble Housing  
Marches Housing Association  
Sanctuary Housing  
South Shropshire Housing Association  
Two Rivers Housing

The partnership funds the operation of Home Point Herefordshire to maintain a housing register, determine priority amongst those seeking social housing in Herefordshire, and advertise properties of member RPs that become available for letting. Home Point does not actually allocate the housing. Once it is determined who has greatest priority for a property that has been advertised through Home Point, the relevant landlord will then decide, using their own eligibility criteria, whether to make an allocation.

## Aims of the Allocation Policy

The demand for, and indeed need for, social housing exceeds available supply in the county. Therefore this housing allocation scheme endeavours to meet the following aims:

- To allow for the greatest degree of choice possible in the allocation of public housing;
- To ensure that those who have the greatest need of housing have the greatest opportunity to secure it;
- To help contribute to the development of sustainable communities;

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- To help the Council meet other identified strategic aims – including those surrounding Supporting People, prevention of homelessness etc.
- To assist in achieving mobility for existing tenants;
- To make the best use of available housing resources;
- To ensure that local people have priority in the allocation of housing in the county;
- To contribute to mobility within social housing;
- To promote independence;
- To contribute towards tackling social exclusion and poverty by creating an open and accessible system for allocating social housing;
- To contribute towards tackling discrimination;
- To enable the authority to meet its statutory duties – including duties owed to homeless households under Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002;
- To ensure simplicity and transparency whilst minimising subjectivity;
- To contribute towards the meeting of strategic aims of partner RPs.

### Statement of Choice

Herefordshire Council and the partner RPs involved in the Home Point selection scheme are committed to offering the greatest choice possible in the allocation of social housing in the county, whilst ensuring that housing goes to those with the greatest need.

There will be certain situations where choice cannot be offered in the allocation of housing – such as where an RP needs to make a management move as a matter of urgency. These circumstances are detailed within the scheme.

With the exception of these very limited circumstances, housing will only be allocated to applicants who bid for a specific property, and all applicants have the opportunity to bid for properties they are entitled to be considered for, having regard to household size and other eligibility criteria.

This enables those seeking housing in Herefordshire to identify the level of priority they are awarded within the allocation scheme, to develop awareness of the availability of accommodation suitable to their needs within the county, and to make informed decisions balancing their need for accommodation with

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the availability of properties meeting their requirements. Consequently applicants can decide whether to wait until they have sufficient priority to obtain the ideal property, or whether to lower their sights and bid for properties they are more likely to have a chance of obtaining. It will also enable applicants to make an informed choice about whether they wish to seek alternative solutions to their housing needs.

It should be recognised however that there is a very high demand for affordable social housing in Herefordshire, and that this demand cannot currently be fully met from available resources. Consequently only those in the greatest housing need are likely to obtain social housing, which means that the degree of choice in housing will always be limited.

Whilst keen to encourage and facilitate mobility within social housing, Herefordshire Council will ensure that in determining priorities for housing, a higher degree of preference will be awarded to applicants who have a local connection with the county.

Herefordshire Council is committed to extending choice of housing to those who are accepted as homeless under the statutory duties contained within Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002, as far as is compatible with the effective use of Council resources and the provision of temporary accommodation. Consequently those accepted as being owed the full housing duty under Part VII of the Housing Act 1996 will be given sixteen weeks from notification of acceptance within which to bid for properties through Home Point. If at the end of sixteen weeks they have not been bidding appropriately for a property, administering staff may bid on their behalf for each suitable property that becomes available and may change bids when an applicant has applied for a property that they are ineligible for. When a bid is successful for a suitable property this will then constitute as a nomination for the purposes of discharging the homeless duty.

The Homelessness duty may also be discharged through the offer and acceptance of an assured shorthold tenancy with a private landlord where agreed.

### Free assistance

Home Point staff are able to provide assistance to applicants for the process of participating in the choice-based lettings scheme. In particular assistance will be provided to anyone who may have difficulty participating due to disability, learning disability, illness, age, not speaking English, or any other reason that might make it harder for them to fully participate within the scheme.

### Information about the allocation scheme

Anyone who wishes is entitled to a free summary of the allocation scheme, which can be obtained from Home Point. A copy of the full scheme will be available to anyone who wishes to read it free of charge at Home Point, and copies may be purchased at a reasonable charge.

Applicants to Home Point are also entitled to request details from Home Point of information that has been used to make a determination on their application.

All properties are advertised through Home Point, and the banding of the successful applicant is publicised for each property that is let. This information should be sufficient for applicants to determine their prospects of success in obtaining housing, and roughly how long they are likely to have to wait to obtain such housing.

### Appeals

Any applicant to Home Point has a right to make an appeal if unhappy with the decision made by Home Point, whether this be a decision to exclude from registration with Home Point, or whether it be to do with the degree of priority awarded by Home Point. If an applicant wishes to appeal against a decision made by a partner RP not to allocate a property to them when they have made a successful bid through Home Point, they will need to contact the RP and follow the individual RP's own appeals procedure.

With regard to decisions made by Home Point, the applicant should appeal in writing and submit the appeal to Home Point. An applicant can appoint an advocate, and once appointed, Home Point will deal directly with the advocate.

There are two stages to the appeal process:

- Stage 1  
The appeal must be made in writing within 21 calendar days, stating the grounds for the appeal. The appeal will be considered by the Home Point Manager, and a decision will normally be given within 21 calendar days. In complex cases it may not be possible to give a decision in 21 days and it may take longer. Where this is the case the applicant will be notified in writing prior to expiry of the 21 day period.
- Stage 2  
If the applicant is unhappy with the decision made by the Home Point Manager they may request that a further review be carried out by the Home Point Board of Management or their nominated representative. This

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request must be made in writing within 7 days. Again a decision will normally be given in 21 days, subject to extension where necessary.

If still unhappy with the outcome of the appeal, the applicant may make a complaint to the Local Government Ombudsman.

A copy of the full appeals and complaints procedure is available from Home Point.

### False statements and withholding information

This scheme falls within the provisions of Part VI of the Housing Act 1996. Section 171 of the Act states:

- (1) A person commits an offence if, in connection with the exercise by a local housing authority of their functions under this Part –*
- (a) he knowingly or recklessly makes a statement which is false in material particular, or*
  - (b) he knowingly withholds information which the authority have reasonably required him to give in connection with the exercise of those functions.*

Home Point Herefordshire is the local housing authority's mechanism for discharging its functions under Part VI of the Act. Consequently where section 171 applies, Herefordshire Council may bring a prosecution.

Where false information is found to have been given, the applicant may also be excluded from registration with Home Point, and where false information has resulted in the applicant obtaining accommodation, the relevant RP may bring possession proceedings for recovery of the property.

### How the Scheme Operates

In order to apply for a home with a partner RP in Herefordshire, an applicant needs to register with Home Point. To register they must fill out an application form requiring relevant information about themselves and any household members whom they wish to have included in the application.

The application will then be assessed by Home Point and the applicant will be designated as falling within one of the bands indicated below.

Where there is a change in circumstances, the applicant must notify Home Point. Home Point will carry out an annual review of those registered with the scheme to ensure that details are current. Those who fail to respond to the review will have their registration removed.



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All properties managed by the partner RPs that become available for letting (with the exception of those specified below) will be advertised through Home Point. Those who are registered through Home Point can then bid for properties that are advertised, and Home Point will determine which of those bidding has the highest priority, using the guidance laid out below. The successful applicant will then be put forward to the RP, and the RP will carry out a check to confirm that the circumstances at the time of application still apply. Home Point does not however, allocate the property, the RP will then determine whether to allocate the property in accordance with their own allocations criteria. The individual RP allocations criteria can be obtained directly from the RP concerned.

Subject to complying with existing agreements under Section 106 of the Town and Country Planning Act 1990 (as amended) or other pre-existing 100% nomination arrangements for specific schemes, RPs will be able to advertise 25% of all available properties as only being open to applicants who are existing tenants (or to specify that for these properties first priority will be given to existing tenants) either with the relevant RP or with any other participating RP.

RPs may also set aside 5% of properties as they determine appropriate, to be advertised as only available to applicants in Gold or Silver or Bronze bands and 5% of properties to those wishing to downsize to free up larger accommodation.

Where a property has been adapted, is suitable for those with medical needs, is a sensitive let or has a local lettings plan in place, RPs may advertise and give preference to the most suitable applicants.

When a property is allocated by the RP, notification will be given in the Admag and on the Home Point website identifying the preference band of the successful applicant.

The partner RPs reserve the right to hold back properties from the Home Point choice-based scheme when the property has been specifically built or converted for an applicant with an identified medical need/s or when needed for urgent management reasons, which could include: temporarily accommodating another tenant whilst urgent repairs are carried out to their home; public safety considerations under Multi Agency Public Protection Panel recommendations; witness protection; or providing an immediate move to protect the safety of an existing tenant. This is not intended to be an exhaustive list. These properties will normally still be advertised by Home Point, but the advertisement will state that the property has been withheld by the landlord.

RPs will also have the right to withhold from this scheme supported housing schemes if they consider it appropriate.

### Information required for Registration

Home Point, in consultation with partner agencies, will determine what information will be required from applicants in order to register. The application form will only request information that is relevant, but may request general information to assist with assessing housing needs within the county at a strategic level.

### Exclusion from Registration

Applicants can only be excluded from registration in two circumstances:

- 1) On the basis of their immigration status as detailed in Section 160A of the Housing Act 1996 as amended by the Homelessness Act 2002.

Where the application form indicates that this may be an issue, Home Point will investigate to determine whether the applicant is eligible.

- 2) Where the applicant, or a member of their household, has been guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant. Behaviour would only meet this criteria if it was so serious that, had the applicant been a tenant of the local authority, the authority would have been entitled to a possession order against them by virtue of the behaviour. This is a stiff test, relating to an entitlement to possession on the following grounds:

- rent arrears
- breach of tenancy agreement
- nuisance or annoyance to neighbours
- conviction of using for immoral or illegal purpose
- damage or neglect
- conviction for arrestable offence committed in the locality of the premises
- domestic violence causing other to leave
- false statement to induce grant of tenancy
- premium paid for assignment
- tied accommodation - dismissed for misconduct.

Home Point will investigate the behaviour to make a determination of whether these conditions are met for exclusion from the register. Where exclusion is considered on the basis of behaviour affecting suitability to be a tenant, Home Point will also take account of any change in circumstances since the behaviour being relied upon to determine whether the applicant remains unsuitable as a result of that behaviour.

Applicants under Multi Agency Public Protection Panel Arrangements may upon the recommendation of the MAPP be excluded from registration and assisted separately.

Where an applicant is refused registration because of their behaviour, or that of a member of their household, they will be notified that they have a right to seek a review of this decision.

### Determining Priority amongst Applicants

Based upon the criteria detailed below, applicants will be placed in one of the following.

- Priority Status
- Gold Band
- Silver Band
- Bronze Band.

#### **1. Priority Status**

Unless specified otherwise in this policy, priority status will normally be valid for sixteen weeks from date of award as notified to the applicant by Home Point or the Homelessness & Housing Advice Team. If accommodation has not been secured in this period there will be a review carried out by Home Point staff. If no suitable properties have become available during that period the priority status will be extended for a further period at the discretion of Home Point. If the applicant has been bidding for suitable properties but has not been successful, the status may be extended for a further period at the discretion of Home Point. If however, the applicant has failed to bid for properties, or has been bidding for unsuitable properties, the reasons for this will be determined and if there are valid reasons the priority status may be extended for a further period at the discretion of Home Point, but where there are insufficient reasons the priority status will be withdrawn and the applicant will be placed in Gold band.

#### **1.1 Statutorily Homeless with a duty to re-house**

Where the Homelessness & Housing Advice Team has accepted a duty under Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002 to provide accommodation for an applicant who:

- Is eligible for assistance
- Is homeless
- Has a priority need for housing
- Is not intentionally homeless
- Has a local connection

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If statutory homeless applicants have not obtained accommodation using the priority status within sixteen weeks, the review outlined above will take place to decide whether to extend the sixteen week period. If it is decided not to extend the sixteen week period, priority status will be retained and waiting time will continue to accrue, but the Homelessness & Housing Advice Team will make bids on behalf of the applicant for any suitable properties that become available. When a successful bid is made for a property the applicant will be notified of this and, subject to rights of review under Part VII of the Housing Act 1996, this will constitute an offer of housing under Part VI as a discharge of the Council's homelessness duty. Should the applicant be rejected by the RP under their own allocations criteria, the homelessness duty will not be discharged and they will remain eligible for a further offer. If a suitable offer is refused the homelessness duty will be discharged and the applicant will cease to have priority status.

Under this heading only, priority status is awarded by the Homelessness & Housing Advice Team.

### **1.2 Agricultural Tied Accommodation is coming to an end**

The Rent (Agriculture) Act 1976 requires a local housing authority to use their best endeavours to provide accommodation for a qualifying displaced agricultural worker. Section 27 of the 1976 Act requires the authority to be satisfied:

- i) that the dwelling-house from which the worker is displaced is needed to accommodate another agricultural worker;
- ii) that the farmer cannot provide suitable alternative accommodation for the displaced worker; and,
- iii) that they ought to re-house him or her in the interests of efficient agriculture.

In reaching a decision, the authority may have regard to the advice of an Agricultural Dwelling-House Advisory Committee (ADHAC). The role of an ADHAC is to provide advice on the question of whether the interests of efficient agriculture are served by the re-housing of the worker, and on the urgency of the application. If the authority is satisfied that the applicant's case is substantiated, it is their duty under S.28 of the 1976 Act to use their best endeavours to provide suitable alternative accommodation for the displaced worker. In assessing the priority to be given to the application, the authority are also required to take into account the urgency of the case, the competing claims on the accommodation they can provide and the resources at their disposal.

Where the ADHAC recommends re-housing the applicant will usually be awarded priority status.

### **1.3 Young Person leaving care**

Where a young person who has been looked after, fostered or accommodated and has had a duty of care accepted by Social Care in Herefordshire and is close to being ready for independent living, they should be awarded priority status to enable a planned move on to independent accommodation. The priority status will be subject to the usual sixteen week rule, but if the care leaver has not obtained accommodation within sixteen weeks, the review carried out by Home Point into whether to extend the priority status will be sensitive to the need not to pressure care leavers into bidding for inappropriate accommodation.

### **1.4 Families referred by Social Care**

In rare circumstances Social Care will determine that there is an urgent need for a family to obtain alternative accommodation. Priority status will only be awarded in these circumstances where the referral is agreed jointly by Herefordshire Council's Head of Strategic Housing and the Head of Social Care Children's Services or the Head of Social Care Adult Services.

### **1.5 Move on from Supported Housing**

The Home Point partnership may enter into arrangements with specified supported housing projects whereby applicants who have been assessed as ready to move into settled accommodation will receive priority status. The project will contact Home Point when a resident is ready to move out through a managed process and an application will be taken from that resident who will then be awarded priority status banding. The normal sixteen week rule will apply to priority status awarded in this way.

The agreement between the Home Point partnership and the supported housing provider will require that, where appropriate, arrangements will be made for post tenancy support, and also allowing for Home Point to implement a control on the issuance of priority status, for instance, by limiting the provider to a set number of allocations of priority status each year.

### **1.6 Homelessness inevitable**

Where the Homelessness & Housing Advice Team has determined that an applicant living in private rented accommodation has been served with notice seeking possession and will become homeless and will be owed the full accommodation duty under Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002 because they are:

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- eligible for assistance
- in priority need for housing
- not intentionally homeless; and
- have a local connection

but they are not yet threatened with homelessness within 28 days so the statutory duty does not yet arise. This would only apply where the Homelessness & Housing Advice Team has determined that they would have no defence to possession proceedings and there is other way of preventing the loss of their current accommodation.

The awarding of priority status would provide the opportunity to obtain housing prior to becoming homeless, thereby avoiding the need for temporary accommodation. The usual sixteen week rule would apply to the priority status. Should the applicant actually become homeless before they obtain accommodation they will not obtain a new priority status, if the sixteen week period has expired bids will be made on their behalf under the homelessness discharge of duty procedure.

### **1.7 Special Cases Panel**

A Special Cases Panel consisting of two representatives nominated by the Home Point partnership has the discretion to award priority status in exceptional circumstances where they are satisfied that although the applicant does not fall within any of the priority categories, their needs are sufficient to justify priority status.

Referral to the Special Cases Panel can only be made by the Home Point Manager, where it is considered that a management transfer is not an appropriate/available response, and the applicant has a significantly high level of housing need that is not accurately reflected in this banding scheme.

An applicant who is dissatisfied either with a decision of the Special Cases Panel, or with a decision of the Home Point Manager not to refer to the Special Cases Panel, can seek a review of that decision using the appeals procedure.

The normal sixteen week rule will apply to priority status awarded in this way, unless the panel decide the severity of the situation warrants a direct match to a suitable property.

## **2. GOLD BAND**

### **2.1 Homeless without statutory responsibility to re-house**

This status is only awarded by the Homelessness & Housing Advice Team following issue of S.184 decision letter, and is awarded where an applicant is deemed to be eligible for assistance, but does not qualify for the full housing duty because they do not have a priority need, or

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they have made themselves intentionally homeless, or they do not have a local connection with Herefordshire. The further rules relating to reduced preference for those who do not have a local connection or who (or members of whose household) have been guilty of behaviour that affects their suitability as a tenant will apply in addition to this criterion for Gold banding.

**2.2 The Private Sector Housing Team has deemed your home to have the presence of Category 1 hazards, Bands A - C (Housing Health & Safety Rating System) that CANNOT be resolved or reduced to a Category 2 hazard within 6 months.** (Emergency cases will also be referred to the Homelessness & Housing Advice Team for further investigation).

**2.3 Verified high medical need, where a move will improve, or prevent deterioration of a condition**

This will apply where the applicant's condition is currently directly affected by their accommodation and a move is needed to have a positive effect on their condition, or where as a result of their condition their current accommodation is not suitable to their needs. An investigation will be carried out.

**2.4 A Notice to Quit or Repossession Order has been served**

Where any formal statement shows proof that the applicant's current accommodation is coming to an end; the applicant will be advised to make a homelessness application. The exception to this is for 16 - 17 year olds where the Homelessness and Housing Advice Team must first have completed a support assessment interview and investigation.

**2.5 Statutory Overcrowding**

If the applicant indicates a shortage of bedrooms, Home Point may investigate by making a home visit.

If the overcrowding is so extensive that Statutory Overcrowding is likely to be achieved, Home Point will measure the rooms when undertaking the home visit. Reference will then be made to the Housing Act 1985 regarding Statutory Overcrowding, with advice being sought from the Private Sector Housing team as necessary. Where Statutory Overcrowding exists, the GOLD band will be awarded.

**2.6 The applicant is in specialist or supported housing and no longer requires that level of support**

Where an applicant is currently in accommodation with some level of support, and it is the stated opinion of the support provider that the applicant needs either more or less support to meet their needs. Examples of this may be:

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- Where a tenant is in designated accommodation, but needs or requires sheltered accommodation
- Where a tenant is in rehabilitation accommodation and their caseworker believes they are in need of independent, general needs housing.

This would apply to occupiers of supported housing not covered by the Priority status award.

### **2.7 A tenant of one or more of the RP partners is under-occupying by one or more bedrooms and wishes to move to a smaller property**

Checks should be made by Home Point with the partner(s) concerned to validate the application by reference to the RP's own lettings criteria and ensure the property is situated within Herefordshire

## **3. SILVER BAND**

### **3.1 People suffering from ongoing direct harassment who want to move.**

All applications should be taken seriously and in line with the Partnership's victim centred approach. The admission of anyone onto the register who cites harassment as the main reason for making the application should lead to full investigation of all the circumstances surrounding the application.

Home Point will investigate all claims of harassment, if investigation involves the local Police crime reference numbers should be sought and the circumstances substantiated. Where the harassment is of a racist nature, the advice of the Local Race Equality Development Officer should be sought. Where the applicant is a tenant of an RP there will be liaison with the RP as part of the investigation.

In some cases of harassment it may be appropriate to refer to the Homelessness & Housing Advice Team to determine whether a homeless application is appropriate.

### **3.2a The Private Sector Housing Team has deemed your home to have the presence of Category 1 hazards, Bands A - C (Housing Health & Safety Rating System) that can be resolved or reduced to a Category 2 hazard within 6 months.**

### **3.2b The Private Sector Housing Team has deemed your home to have the presence of Category 2 hazards, Band D, (Housing Health & Safety Rating System).**



**3.3 Overcrowding - needing 1 or more additional bedrooms**

Subject to verification by Home Point staff, either via home visit or information from landlord.

Assessment will be based on Herefordshire Council's Bedroom Housing Needs Analysis Criteria.

**3.4 The applicant is lacking essential facilities, or sharing them with non-family members**

Although the lack of a vital service and/or sharing a bedroom can be accommodated under other criteria (most notably, Unfit Property legislation), this category is designed to provide immediate access to the waiting list prior to official confirmation of the statutory nature of the responsibility. As a consequence, waiting time can accrue from first registration if there is a delay in establishing the statutory duty.

It will be the responsibility of the Home Point staff to validate that any services are lacking, or that sharing of the bathroom, toilet or kitchen with non-family members is occurring by home visit or verification from landlord.

**3.5 A move is needed to give support to, or receive support from, family members**

This would only apply where NOT moving would cause physical, emotional or financial hardship to either party.

The address of each family member should be verified by Home Point and evidence will be required how the result of the move would provide the required support.

**3.6 The applicant's family is forced to live apart**

Where a family that has previously lived together find themselves in circumstances where it is impractical to reside in the same house, due to financial, work or other commitments.

The address of each member of family should be verified, with confirmation from employers or relevant reasons sought. A medical assessment to be sought where applicable.

Where families are forced to live apart because there is no accommodation available for them to live together, they should be referred to the Homelessness & Housing Advice Team to determine whether a homeless application is appropriate.

**3.7 The applicant or their family are in temporary accommodation (e.g staying with family or friends), are of No Fixed Abode, or where a homeless investigation is underway.**

Where a homeless investigation is underway, the applicant's status will be set to silver pending the outcome. This category is an attempt to reduce the workload on the homelessness department by giving some advantage to those who are being proactive within the system.

**3.8 Supported Accommodation Required**

Where an applicant is currently in general needs accommodation, but has expressed a desire for accommodation with a greater level of support or where an applicant has been referred to Home Point by a social partner (Social Care, Mind etc.) and a particular level of supported housing has been recommended.

It is the responsibility of the agency to ensure that any support that will be required by the applicant after re-housing is appropriate to their level of need. It will also be necessary for the agency staff to assess, in conjunction with the appropriate support agencies, the circumstances of each case and decide if an appropriate alternative course of action (e.g. addition of a Home Visitor to current accommodation, application for disabled adaptations etc.) may prove a viable alternative to re-housing. A medical assessment may also be required.

**3.9 The applicant is in, or is due to be in, full-time employment (16+ hours per week) which will mean excessive travel (over 1 hour each way)**

The employer must be contacted to verify hours and full time employment. Home Point should also verify home address, method of travel and duration.

**3.10 Relationship breakdown**

Where a couple that have split are forced to remain living in the same home due to financial or other limiting factors (e.g. a need to live in a particular area, but a lack of available homes in the private sector).

**3.11 The applicant has a child under 10, or is pregnant, *and* lives in a flat above ground floor**

Certificate from doctor to confirm pregnancy and or birth certificate of child to be sought. It will be necessary to establish that the property is not on the ground floor by contacting housing professionals or seeking landlord's confirmation.

### **3.12 The applicant has difficulty accessing vital services including public transport**

Where vital services include public transport, shop (general grocers), post office, bank, school (if applicable to family composition), pharmacy, doctor's surgery or hospital (if a pre-existing condition that requires hospital treatment).

### **3.13 Level access / improved level access accommodation required and there is no prospect of adaptations to property within 12 months**

Suitable proof will be required, i.e. confirmation from local occupational therapist and landlord. The applicant may be referred to other local authority departments for alternative assistance.

### **3.14 16-17 year olds facing homelessness whilst waiting for a support assessment interview.**

The applicant's status will be set to Silver band, this category is an attempt to encourage 16 -17 year olds to seek housing advice, mediation and support through the Homelessness and Housing Advice team and through Herefordshire's Social Care Department. If a duty of care is accepted by Social Care, a referral will be made to Home Point and Priority Status may be awarded.

## **4. BRONZE BAND**

**This to include all applicants who do not meet any of the criteria to fall into one of the other bands.**

## Preference within bands

Properties will be advertised through Home Point as they become available, anyone registered with Home Point will be entitled to bid for properties, unless there is a restriction placed upon those entitled to bid. For example some properties may be restricted under agreements pursuant to Section 106 of the Town and Country Planning Act 1990 (as amended) imposing conditions on who is able to bid, or RPs may adopt specific lettings criteria in relation to particular developments or areas in order to address identified problems. Partner RPs will also be entitled to advertise 25% of properties as available only for existing RP tenants in order to facilitate transfers.

If more than one person bids for a property, it will go to an applicant with priority status; if no priority applicant bids it will go to a Gold applicant; if no Gold applicant bids it will go to a Silver applicant; and if no Silver applicant bids it will go to a Bronze applicant. A bid for a property will not be considered if the applicant's household does not meet the size requirements for that property.

## HEREFORDSHIRE ALLOCATIONS POLICY

If more than one person from the same band bids for a property, it will go to the person who has the longest waiting time.

RPs may also set aside 5% of properties as they determine appropriate, to be advertised as only available to applicants in Gold or Silver or Bronze bands and 5% of properties to those wishing to downsize to free up larger accommodation.

Where a property has been adapted, is suitable for those with medical needs, is a sensitive let or has a local lettings plan in place, RPs may advertise and give preference to the most suitable applicants.

### **Those with no local connection with Herefordshire**

The Home Point choice based letting scheme aims to provide opportunities for anyone to obtain housing within Herefordshire, whilst providing a degree of preference to people who have a local connection with the county.

Consequently, those who have no local connection will be given reduced preference and will only be successful in a bid for a property where no-one else from the band that they are in (or a higher band), has bid for the property. Date of application will only be relevant if a choice is necessary between more than one applicant falling within the reduced preference category.

Local connection is defined in Part VII of the Housing Act 1996 as:

- Those who are normally resident in the area. Local Government Association guidelines define this as having resided in the area for six of the last twelve months, or three of the last five years, where residence has been out of choice;
- Those who are employed in the area– the Local Government Association guidelines define this as employment other than of a casual nature;
- Those who have family connections – the Local Government Association guidelines define this as immediate family members who have themselves lived in the area for five years;
- Special circumstances at the discretion of the local authority – this would enable Home Point to accept a local connection for those who live close to the border with Herefordshire but not quite inside it; those who grew up in the area but moved away and no longer meet the normal residence conditions; those who need to move to Herefordshire for urgent social reasons such as to receive/give support or to escape violence. This is not a definitive list and Home Point will be able to exercise discretion under this heading.

Homelessness requirements aside, applicants currently living in Herefordshire will normally be automatically assessed as having a local connection to the county.

## HEREFORDSHIRE ALLOCATIONS POLICY

Some properties may also require a local connection to the parish / town the property lies within, or if there is no one suitable, to the neighbouring parishes. It is recommended that the RP is contacted directly for specific information on each property.

### **Those whose behaviour affects their suitability to be a tenant**

Where there is evidence that an applicant has been guilty of behaviour that will make them less suitable as a tenant, but the behaviour is not so severe as to exclude them from registration, they can still register with Home Point but with reduced preference. This will need to be clearly notified to anyone who is affected by it.

This would include, but is not limited to:

- Those who have been previously evicted from RP or local authority housing for nuisance behaviour or for using the premises for unlawful purposes;
- Those who are, or have been, subject to anti-social behaviour orders or injunctions for anti-social behaviour;
- Those who have been convicted of criminal offences that involve behaviour linked to their accommodation – such as assaults on neighbours, serious anti-social behaviour, drug dealing from the premises or storing stolen goods on the premises (this is not an exhaustive list);
- Those who have been evicted from RP or local authority housing for rent arrears;
- Those who have left RP or local authority housing owing rent arrears.

Where there are former tenancy arrears, the reason for the arrears will need to be investigated and where they have arisen as a result of events beyond the control of the applicant they will be awarded preference. Equally, if the applicant has made an arrangement to clear former tenancy arrears and is maintaining this arrangement they will also be awarded preference for as long as the arrangements are adhered to.

It is not intended that a person's behaviour at one time in their life should permanently exclude them from social housing, therefore applicants who fall within the above anti-social behaviour or criminal conviction categories will only receive reduced preference if the incidents or convictions occurred within the previous twelve months. Where the incidents, court orders or convictions are more than twelve months old and there has been no repeat of the behaviour the applicant will not be given reduced preference, unless the incidents were of such an extreme nature that Home Point determine it is appropriate to do so.

### **Those with financial resources sufficient to secure alternative accommodation**

Reduced preference will be given to applicants who are considered to have sufficient financial resources to secure alternative accommodation as per set limits, reviewed annually. Financial resources will be taken to include income, capital and equity in an owner occupied property.

This will be determined through an assessment carried out by Home Point, having regard to the financial resources of the applicant and the cost and availability of alternative accommodation. The assessment will also have regard to special circumstances e.g where an older person is committed to paying for care or support costs in order to remain living independently - Income from Disability Living Allowance etc would be disregarded.

As with all other decisions made by Home Point under this policy any applicant who is deemed to have such resources will have a right of appeal against that decision.

### **Medical Assessment Procedure**

Where there is a verified high medical need which is directly affected by the applicant's accommodation and a move is needed to have a positive effect, Home Point may be able to assess them for the Gold banding.

Home Point has a 3 step approach for assessing medical needs. Information is initially taken from the application with any supporting evidence, then a home visit is carried out if necessary and then finally an independent medical assessment if required.

### **Local Lettings Policies**

Local lettings policies may be used to achieve a wide variety of policy objectives. For example, they could be used to deal with concentrations of deprivation or to create more mixed communities by setting aside a proportion of properties for applicants who are in employment or to enable existing tenants to take up an offer of employment. This is not intended to be an exhaustive list.

### **Equal Opportunities Statement**

The Home Point partnership believe that it is a fundamental right for everyone to be treated equally, with respect and dignity; in the implementation of this policy it will ensure that this right is promoted and upheld.



<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>25 JANUARY 2010</b>
<b>TITLE OF REPORT:</b>	<b>JOINT STRATEGIC NEEDS ASSESSMENT 2009</b>
<b>REPORT BY:</b>	<b>ASSOCIATE DIRECTOR OF INTEGRATED COMMISSIONING</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide.

### **Purpose**

To consider the key findings from the Joint Strategic Needs Assessment (JSNA), which, was approved by Cabinet on the 18 December 2009. Cabinet approved the key findings from the JSNA, and that regard should be given to the key findings in future plans, commissioning of services and budget decisions.

### **Recommendation**

**THAT: subject to any comments the Committee may want to make, the report be noted.**

### **Introduction and Background**

1. The JSNA is the key document that brings together understanding of the main needs of the people of Herefordshire.
2. It highlights the most important needs and how they are expected to change, as well as the public's views, and draws out the major challenges in respect of which action should be considered.
3. The key findings are summarised in Appendix 1 to this paper. The full JSNA has been circulated to Members of the Committee and is available to the public on request.
4. It has a central role to play in informing decisions about future plans, the commissioning of services and budget allocations.
5. The report submitted to Cabinet on 18 December 2009 is appended.

### **Background Papers**

- Full JSNA

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Further information on the subject of this report is available from  
Wendy Fabbro, Associate Director of Joint Commissioning on (01432) 344 344 ext 3877





<b>MEETING:</b>	<b>CABINET</b>
<b>DATE:</b>	<b>18 DECEMBER 2009</b>
<b>TITLE OF REPORT:</b>	<b>JOINT STRATEGIC NEEDS ASSESSMENT 2009</b>
<b>PORTFOLIO AREA:</b>	<b>CORPORATE STRATEGY AND FINANCE</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

To draw Cabinet's attention to the key findings from the latest Joint Strategic Needs Assessment (JSNA) so that regard can be had to them in future plans, commissioning of services and budget decisions.

### **Key Decision**

This is not a Key Decision.

### **Recommendations**

**THAT:**

- (a) **the key findings from the latest Joint Strategic Needs Assessment be noted; and**
- (b) **regard should be had to the key findings in future plans, commissioning of services and budget decisions.**

### **Key Points Summary**

- The JSNA is the key document that brings together understanding of the main health and social care needs of the people of Herefordshire.
- It highlights the most important health & social care needs and how they are expected to change, as well as the public's views, and draws out the major challenges in respect of which action should be considered.
- The key findings are summarised in Appendix 1 to this paper.
- It has a central role to play in informing decisions about future plans, the commissioning of services and budget allocations.

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Further information on the subject of this report is available from  
Steve Martin, Corporate Policy and Research Manager on (01432) 261877

- It needs to be publicised and widely accessible to the general public, partner organisations, interest groups and employees. It will be further developed with them.

## **Alternative Options**

- 1 The production and publication of a JSNA are statutory requirements. There are, therefore, no alternative options.

## **Reasons for Recommendations**

- 2 To meet statutory requirements and ensure that future plans, commissioning of services and budget decisions are informed by an up-to-date assessment of needs across the county.

## **Introduction and Background**

3. This is the second JSNA for Herefordshire. It has been produced in collaboration across the Council and NHS Herefordshire, in particular by Public Health, the Research Team, Children and Young People's Services (and the Children's Trust) and Integrated Commissioning.
4. As in 2008, it looks not just at the legal requirements regarding health and social care needs but at all the most important things that affect people's life-chances, quality of life and health and well-being.
5. It reflects considerable work during the past twelve months to develop our understanding. This draws on the expansion of arrangements to consult and involve the public and communities. New to this JSNA is the spotlight on localities, instead of just the county as a whole. This includes contrasting the distinctive needs of rural areas against those of urban parts of Herefordshire and will be developed further next year so there is a locality profile for each of the main individual rural areas. It will also aim to improve our modelling of possible future demand, so that services can prepare for different eventualities.
6. A fuller description of the background to the JSNA and how it will develop in future is in the opening paragraphs of the summary at Appendix 1.

## **Key Considerations**

7. The JSNA is not merely a document of record. On the contrary, its prime purpose and value is in helping the Council and partner organisations to identify priorities and determine what needs to be done to address them. This goes to the heart of what's required under Comprehensive Area Assessment (CAA). The JSNA therefore draws attention to the major challenges in respect of which action should be considered. Cabinet will wish to consider these matters, not least having regard to future decisions about plans, commissioning programmes and budget allocations.
8. The JSNA needs to be informed by the public's and other stakeholders' views, but at the same time it is intended to contribute significantly to their understanding of the needs of people across the county.
9. For these reasons, it is important that its findings should be communicated widely. It is therefore intended to publicise it and make the summary available in an attractive format at Info Shops, libraries, hospitals, doctors' surgeries and other community locations. The full document will be sent in hard copy to main partner organisations, GP practices and to others on request. The summary and the full document will also be available on a web-site, with the technical

appendices available via electronic links. In addition, the JSNA will be publicised internally to members and employees.

10. To ensure that its development is as well-informed as possible, it will be an agenda item for Partnership boards and the groups that exist for service users and carers.

## **Community Impact**

11. The impact of the JSNA will depend on what happens in response to its findings.

## **Financial Implications**

12. The only direct costs will be those incurred in printing and distributing the documents. These are expected to be about £3,200. They will be shared equally by the Council and NHS Herefordshire, and met from existing budgets.

## **Legal Implications**

13. The Local Government and Public Involvement in Health Act 2007 places a duty jointly on local authorities and PCTs to produce and publish a JSNA for their area.

## **Risk Management**

14. The first major risk is that the Council and NHS Herefordshire could fail to meet their statutory duties. The second is that insufficient regard could be paid to the JSNA's findings, which would undermine the Council's and partner organisations' basis for determining priorities, damage the interests of those most in need and be likely to affect adversely CAA and other external assessments. The proposals in this paper are intended to mitigate these risks.

## **Consultees**

15. The JSNA draws together information from a wide range of existing sources, including the State of Herefordshire Report, the Public Health Annual Report and other accredited national and local sources. Some of these have themselves been prepared in consultation with a wide range of partner organisations and interests.
14. Arrangements are being made for the JSNA to be presented and discussed with a range of groups and interests, including the Policy and Delivery Groups of the Herefordshire Partnership. Their views will be taken into account as the JSNA is updated and rolled forward.

## **Appendices**

16. Appendix 1 – JSNA summary.

## **Background Papers**

Full JSNA



## SUMMARY OF THE HEREFORDSHIRE JOINT STRATEGIC NEEDS ASSESSMENT 2009

### What the Joint Strategic Needs Assessment is for

This is a summary of the second *Joint Strategic Needs Assessment* for Herefordshire. It examines health and social care needs as well as the other main things that affect people's life-chances, quality of life and health and well-being. It helps Herefordshire Council, NHS Herefordshire and our partners identify what our priorities should be. These inform future plans and help us target money and services where they are needed most.

### What's new about this year's JSNA and how it will develop

Since the first *Joint Strategic Needs Assessment* in 2008, we have been continuing to increase our understanding through consultation and discussions with local people. This includes public consultation on strategic options, the *Herefordshire Quality of Life Survey*, the creation of the *Herefordshire 100* to ensure that the needs and views of minority groups are better understood, and generally by listening to what our customers are telling us, including at our improved Info Shops.

In addition, the development of personalised services in social and health care is providing a clearer perspective on the needs of the most vulnerable people in our community. New social care and health partnership boards are helping us to hear the views of service users, carers and their representatives.

During the last twelve months we have been examining the needs of different parts of Herefordshire, including the city and the market towns, as well as rural compared with urban areas. Next year we plan to build on this with a detailed assessment of each of the main rural areas, such as the Golden Valley. Building up a better picture of how much money is spent in different areas, what it is spent on and what it is achieving will give us a much more finely-tuned approach to setting priorities and allocating resources.

We also continue our focus on different groups across the county, including children and young people, older people, ethnic minorities and those who are vulnerable, as well as the major diseases and other factors that affect people's lives.

### What we know: the main facts and trends

Overall people in Herefordshire are healthy and living longer. Women live on average to 83, which is over a year longer than in England as a whole, with men living slightly longer than the national average.

Also, people born in Herefordshire are expected to live a greater proportion of their lives in good health and without a limiting long-term illness than nationally - healthy life expectancy at birth is over 71 for men and 75 for women.

Our young people generally get better qualifications than in England as a whole, with some 70 per cent achieving five or more A\* – C GCSE grades. The educational attainment of children leaving care in Herefordshire is among the best in the country.

Even with the recession, Herefordshire has much lower levels of unemployment and crime than nationally, and a much higher proportion of people (nearly nine out of ten) who are satisfied with their local area as a place to live.

Even so, there are a number of significant issues facing our communities. This assessment highlights the major issues that need to be tackled to improve health and well-being, and to reduce inequalities.

- The highest and most multiple deprivation (within the 25 per cent most deprived in England) is in parts of Hereford and Leominster, together with small pockets in some rural areas
- There is a strong association between health inequalities and other measures of deprivation, including educational under-attainment, low skills, unemployment, low income and poor housing condition
- Although levels of unemployment remain low compared to regionally and nationally, they have doubled as a result of the recession and been felt disproportionately by unskilled and semi-skilled people
- The number of under 16s is expected to continue to fall - by about 8 per cent between 2007 and 2016 - and thereafter to stabilise
- Although still low compared with regionally and nationally, the proportion of young people not in education, employment or training has risen as a result of the recession
- Although outcomes for children and young people are generally good, there is growing inequality in some areas and amongst specific groups of children and young people
- Income deprivation affecting children is significant in particular wards, reflecting the general pattern of multiple deprivation
- poor access to services affects more children and young people in rural areas
- one in four 11 year-old children are overweight or obese
- The dental health of children is poor, with two in every five having tooth decay or missing teeth. Lack of fluoride in water supplies plays a large part but also the majority of children do not consider their dental health when choosing what to eat
- High rates of young people, especially girls, smoke and drink alcohol and get drunk
- On the other hand, the proportion of young people who have never smoked is higher than nationally
- The number of teenage pregnancies is relatively low but has risen
- There has been a sharp rise in sexually transmitted diseases but this could be the result of better screening
- Numbers of ethnic minority pupils have grown in recent years to be over 5 per cent of the total in primary schools and over 4 per cent in secondaries. Children from mainland European backgrounds appear to do better than average at schools but other minority groups, particularly gypsies and travellers, less well
- The number of people aged 85 and over is expected to more than double by 2026 to 10,200. This group makes by far the greatest demands on health and social care and is at greatest risk of isolation and poor, inadequately heated housing
- There is an expected doubling by 2015 – to over 2,000 people – in the number of older people with dementia who will need support
- High levels of income deprivation – amongst the 10 per cent most deprived in England - are affecting an increasing number of older people in some parts of the county; for instance, nearly two in five in Bromyard Central, Hereford City, Leominster and small pockets in rural areas
- A quarter of the population lives in very sparsely populated areas (the highest proportion of any county-level authority area in England) and many face difficulty accessing some key services
- The levels of coronary heart disease and stroke are better than average but remain the county's biggest killers
- Smoking remains the single most important cause of premature death and ill-health
- There are higher than average levels of obesity amongst adults, which is a major contributing factor to poor health, disability and premature death

- Skin cancer levels are far higher than the national average, which may be related to the relatively high number of people working in land-based occupations.
- Although the number of people killed or seriously injured in road accidents has decreased over recent years, it is still slightly higher than the national rate, and there is also a higher rate of suicides
- The proportion of mothers breast-feeding has been going down but may now be increasing
- At nearly 900, the number of 18-64s with the most serious mental health disorders is much higher than would be expected. There is no present reason to believe that more people than this will require treatment in future
- But there is a need for more supported housing to enable people with moderate to severe mental health problems to live in the community
- Less serious mental health problems affect nearly one in five 18-64s. This number is not expected to change much, if at all, over the next few years but is likely to increase slightly over the longer-term
- The number of people with learning disabilities over 65 will double by 2015, and those with moderate disabilities living at home are likely to have high dependency as they age
- Expected increases in levels of disability, particularly amongst older people, will add significantly to the number of people having to provide care to their families or friends
- In rural areas, ambulance services are consistently failing to meet target times for getting to people
- Many people across the county, not least younger people, struggle to find affordable housing, and the demand for this is expected to continue to grow
- Herefordshire has a relatively small but growing black, Asian and minority ethnic population
- There are large numbers of migrant workers, mainly from Eastern Europe. There are several thousand at any one time in the summer but most stay for only a few months

## **What the people of Herefordshire have told us**

The ***Quality of Life Survey*** in autumn 2008 showed that:

- Nearly nine out of ten people were satisfied with their local area as a place to live, which put Herefordshire in the top quarter in the country
- The issues seen as most important and in need of improvement were people having access to housing they can afford, clean streets and public transport
- Services most frequently seen as difficult to access were the dentist, public transport, and cultural and recreational facilities
- Over three out of four said their health in general was good or very good
- A third thought that older people were able to get the support they needed to live at home for as long as they want
- About one in five saw a problem with people not treating each other with respect and consideration compared to the nearly three in five in 2007
- Fewer than one in eight thought there was a high level of anti-social behaviour, compared to over one in four in 2007
- Nearly two in three felt safe in their local area after dark, and over nine in ten during the day
- There had been significant drops in satisfaction amongst users of sports, leisure and cultural facilities, and parks and open spaces
- More than one in five felt well-informed about what to do in the event of a large-scale emergency such as flooding or pandemic flu, which puts Herefordshire in the top quarter nationally.
- Nearly nine in ten were satisfied with their GP, more than four in five with Hereford & Worcester Fire and Rescue service, over three in four with the local hospital, seven in ten with their

dentist, over half with West Mercia Constabulary and a third with the way Herefordshire Council runs things overall

At about the same time, the **joint council and NHS Herefordshire strategic options consultation** asked people to choose within limited budgets between *examples* of the kind of choices that we face over the coming years.

- For **council-led services** the improvements the public most wanted to see were:
  - measures to tackle traffic congestion
  - more support for families to protect vulnerable children
  - adult social care at least keeping up with increasing demand.
- To help pay for these, they were most prepared to see reductions in:
  - the arts, libraries and museums
  - concessionary leisure fees
  - subsidised bus services<sup>1</sup>.
- Also to help pay for priority improvements, most people were prepared to see increases in charges for car parking and non-residential social care.
- But they did not want to see reductions in:
  - the maintenance of minor roads and footways
  - youth services
  - short-term re-ablement therapy and support
  - support for carers
  - dementia and other mental health services.

For **NHS Herefordshire services** the package preferred by the majority of people was:

- improved access to NHS dental care
- enhancements in services to prevent and treat stroke
- more people with long-term health conditions being supported at home
- increased support for those at risk of falls
- more people receiving end of life care at home
- an increase in alcohol education for children and young people
- no reductions in the current levels of other services, except for...
- ...10 per cent fewer people getting high cost drugs and cosmetic surgery that meets NHS criteria.

## **The main challenges we face that require action**

- Addressing cost-effectively the needs and long-term prospects of areas and groups in the population suffering from multiple deprivation, including families with children, requires a co-ordinated approach to service commissioning and delivery
- The fall in under 16 year-olds poses major challenges to the sustainability of high quality children's services, especially in rural areas
- There are additional challenges to the provision of cost-effective services and access to facilities in rural areas that will require new approaches
- There is a continued need for long-term programmes to prevent the underlying conditions that cause coronary heart disease and stroke
- Efforts to discourage smoking and to support people to stop need to be re-doubled
- A more effective screening and a long-term prevention programme are needed to reduce the number of people getting skin cancer

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<sup>1</sup> This may seem to be at odds with people having said in the *Quality of Life Survey* that public transport was important and needed to improve. This is because the strategic options consultation required people to choose between options within a limited total budget.



- To reduce the numbers of overweight and obese children, programmes with prospective and actual parents and in schools need to be expanded
- More effective programmes are needed to reduce accidents
- And to reduce suicides, especially amongst 25-44 year-olds
- Action to promote breast-feeding needs to be intensified
- Access to NHS dental health care has improved but needs to be further enhanced
- Taking further measures to reduce the number of young people not in education, employment or training is important for the future strength of the county's economy, as well as producing social benefits
- More generally, the future strength of the county's economy and social cohesion require re-doubled efforts to raise skill levels
- Completing programmes to provide more cost-effective and personalised care for people that maximises their independence in their own homes and communities is vital, particularly in addressing the needs of the steadily increasing number of over 85s, including those with dementia
- In particular, re-ablement services need to be further developed
- These programmes need to be complemented by effective action planning to give effect to the wider *Older People's Strategy*, so that older people's contributions to their communities are maximised and they are able to live fulfilled lives that sustain their health and well-being
- There is a need to provide more support via GPs for people with common mental health problems
- More supported housing is needed so that people with moderate to severe mental health problems are helped to live in the community
- Community services for people with learning disabilities need to develop to meet the distinctive needs of the much larger number who will live into old age
- Cost-effective approaches need to be developed with local communities to enable growing numbers of families and friends who provide care to cope and lead fulfilled lives
- Imaginative approaches will continue to be needed to boost the supply of affordable housing
- Perceived barriers to health care affecting migrant workers, gypsies and travellers need to be addressed
- There is a need to ensure adequate opportunities for migrants to gain quickly a reasonable ability to speak English
- A substantial number of additional authorised pitches for gypsies and travellers are likely to be needed in the future
- The severe educational under-achievement of gypsy and traveller children needs continued attention

### **What more we need to know**

- Increased understanding of multiple deprivation and how best to combat it
- How people choose to meet their own needs if they have personalised rather than traditional services
- Enhanced financial analysis, comparing needs to existing service provision and expenditure patterns
- A fuller understanding of needs in specific parts of the county, including the main rural areas
- More extensive modelling of future trends affecting needs, including at ward level
- A fuller understanding of the needs and views of ethnic minorities, including educational achievement and the needs of pupils from different ethnic minority groups





<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>25 JANUARY 2010</b>
<b>TITLE OF REPORT:</b>	<b>COMMITTEE WORK PROGRAMME</b>
<b>REPORT BY:</b>	<b>DEMOCRATIC SERVICES OFFICER</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide.

### **Purpose**

To consider the Committee's work programme.

### **Recommendation**

**THAT**

- a) the Committee re-examine the current work programme to ensure that matters listed for future consideration remain appropriate subjects for scrutiny; and
- b) subject to any other comment or issues raised by the Committee the Committee work programme be approved and reported to the Strategic Monitoring Committee.

### **Introduction and Background**

1. A report on the Committee's current work programme is made to each of the scheduled quarterly meetings of this Scrutiny Committee. A copy of the work programme is attached as an appendix.
2. The programme may be modified by the Chairman following consultation with the Vice-Chairman and the Director in response to changing circumstances.
6. Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
7. Should Members become aware of any issues they consider may be added to the scrutiny programme they should contact either the Director or Democratic Services to log the issue so that it may be taken in to consideration when planning future agendas or when revising the work programme.

### **Background Papers**

- None identified.

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Further information on the subject of this report is available from David Penrose, Democratic Services Officer on (01432) 383690



**Adult Social Care and Housing Scrutiny Committee Work Programme 2009/10**  
**Work Programme Presented for Consideration on 25 January 2009**

<b>31 March 2010</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Performance Monitoring</li> <li>• Procurement of Mental Health Services</li> <li>• Report on a seminar on the Scrutiny Review of Housing Allocation</li> <li>• Review of Cabinet's Response to the Scrutiny Review of the Support to Carers in Herefordshire.</li> <li>• Review of Cabinet's Response to the Joint Scrutiny Review of the Transition From Leaving Care To Adult Life</li> </ul>
<b>21 June 2010</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Performance Monitoring</li> <li>• Action Plan Monitoring: the Scrutiny Review of the Support to Carers in Herefordshire, Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life</li> <li>• Report on a planned Scrutiny event to be held on the Affordable Housing Policy linked to the Local Development Forum</li> <li>• Safeguarding Board, Adult Social Care – Improvement Programme</li> <li>• Presentation by the Cabinet Member (Environment and Strategic Housing)</li> </ul>
<b>26 July 2010</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Performance Monitoring</li> <li>• Scrutiny Review of Home Care Services</li> <li>• Review of Cabinet's Response to the Scrutiny Review of Housing Allocation</li> <li>• Presentation by the Cabinet Member (Older People &amp; Social Care, Adults)</li> </ul>
<b>25 September 2010</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Performance Monitoring</li> <li>• Safeguarding Board, Adult Social Care – Improvement Programme</li> <li>• Review of Cabinet's Response to the Scrutiny Review of Home Care Services</li> <li>• Procurement of Mental Health Services - update</li> <li>• Action Plan Monitoring: Scrutiny Review of Housing Allocation</li> </ul>
<b>13 December 2010</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Performance Monitoring</li> <li>• Action Plan Monitoring: the Scrutiny Review of the Support to Carers in Herefordshire, Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life and the Scrutiny Review of Home Care Services</li> </ul>

<b>24 January 2011</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Safeguarding Board, Adult Social Care – Improvement Programme</li> <li>• Performance Monitoring</li> </ul>
<b>21 March 2011</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Performance Monitoring</li> <li>• Action Plan Monitoring: the Scrutiny Review of the Support to Carers in Herefordshire, Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life and the Scrutiny Review of Home Care Services</li> </ul>

**Further additions to the work programme will be made as required**