

Overview & Scrutiny Committee Tuesday 5 December 2023

A meeting of the above Committee will be held in Shire Hall, Market Place, Warwick on Tuesday 5 December 2023, at 6.00pm.

Councillor Milton (Chair)

Councillor D Armstrong

Councillor M Luckhurst

Councillor A Barton

Councillor J Payne

Councillor D Browne

Councillor P Redford

Councillor M Collins

Councillor D Russell

Councillor A Day

Councillor JP Sullivan

Councillor D Harrison

Emergency Procedure

At the commencement of the meeting, the emergency procedure for Shire Hall will be announced.

Agenda

1. Apologies & Substitutes

- (a) to receive apologies for absence from any Councillor who is unable to attend; and
- (b) to receive the name of any Councillor who is to act as a substitute, notice of which has been given to the Chief Executive, together with the name of the Councillor for whom they are acting.

2. Appointment of Vice-Chairman

To appoint the Vice-Chairman of the Committee for the remainder of the municipal year 2023/24.

3. Declarations of Interest

Members to declare the existence and nature of interests in items on the agenda in accordance with the adopted Code of Conduct.

Declarations should be disclosed during this item. However, the existence and nature of any interest that subsequently becomes apparent during the course of the meeting must be disclosed immediately. If the interest is not registered, Members must notify the Monitoring Officer of the interest within 28 days.

Members are also reminded of the need to declare predetermination on any matter.

If Members are unsure about whether or not they have an interest, or about its nature, they are strongly advised to seek advice from officers prior to the meeting.

4. **Minutes**

To confirm the minutes of the meetings held on 31 October 2023 and 14 November 2023 and to note the record of the Budget Review Group meeting 1 November 2023 (to be appended to the minutes of the Overview & Scrutiny Committee's meeting 5 December 2023). **(Pages 1 to 8)**

5. **Work Programme, Forward Plan & Comments from Cabinet & Council**

To consider a report from Governance. **(Pages 1 to 26)**

6. **HEART**

To consider a report from Housing. **(Pages 1 to 5 & Appendices 1 to 4)**

7. **Cabinet Agenda (Non-Confidential Items and Reports) – Wednesday 6 December 2023**

To consider the non-confidential items on the Cabinet agenda which fall within the remit of this Committee. The only items to be considered are those which Committee Services have received notice of by 9.00am on the morning after Group meetings. **(Circulated Separately)**

8. **Public & Press**

To consider resolving that under Section 100A of the Local Government Act 1972 that the public and press be excluded from the meeting for the following items by reason of the likely disclosure of exempt information within the paragraphs of Schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006.

9. **Cabinet Agenda (Confidential Items and Reports) – Wednesday 6 December 2023**

To consider the confidential items on the Cabinet agenda which fall within the remit of this Committee. The only items to be considered are those which Committee Services have received notice of by 9.00am on the morning after Group meetings. **(Circulated separately)
(Not for publication)**

10. **Minutes**

To confirm the confidential minutes of the meeting held on 14 November 2023. **(Pages 1 to 2)
(Not for publication)**

11. **Confidential Appendix to Item 5 - Work Programme, Forward Plan & Comments from Cabinet & Council**

To consider the confidential appendix from Governance. **(Page 1)
(Not for publication)**

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You can e-mail the members of the Committee at

standscommittee@warwickdc.gov.uk

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Overview and Scrutiny Committee

Minutes of the meeting held on Tuesday 31 October 2023 at Shire Hall, Warwick at 6.00pm.

Present: Councillor Milton (Chair); Councillors Armstrong, Barton, Boad, Collins, Day, Luckhurst, Payne, Redford and Williams.

Also Present: Councillor Chilvers – Portfolio Holder for Resources, Councillor Davison – Leader of the Council and Councillor King – Portfolio Holder for Place.

44. **Apologies and Substitutes**

- (a) An apology for absence was received from Councillor Browne.
- (b) Councillor Boad substituted for Councillor Russell and Councillor Williams substituted for Councillor D Harrison.

The Chair, on behalf of the Committee, asked the Committee Services Officer to write to the Labour Group Leader to point out that since the start of this municipal year, there had not been full attendance at meetings of the Committee by the Labour Group and to ask when full attendance could be expected. The Chair had already informally discussed this with the previous Labour Group Leader.

45. **Declarations of Interest**

There were no declarations of interest made.

46. **Minutes**

The minutes of the Overview and Scrutiny Committee meeting held on 19 September 2023 were taken as read and signed by the Chair as a correct record.

47. **Cabinet Agenda (Non-Confidential items and reports) – Thursday 2 November 2023**

The Committee considered the following items which would be discussed at the meeting of the Cabinet on Thursday 2 November 2023.

Item 6 – Abbey Fields Swimming Pools Project

The Committee welcomed Mr George Martin and Mr Rod Jones, representing people who signed a petition who both addressed the Committee for three minutes each on concerns relating to the Abbey Fields Swimming Pools Project.

The Committee supported the recommendations in the report with the following caveats and conditions which formed a recommendation to Cabinet:

1. the project undertook a review on the assurance of the environmental energy reduction measures;
2. an independent review of the costs was carried out; and
3. Cabinet should be provided with a full briefing on the previous site analysis that had been done so that they could be properly informed when making their decision.

(The meeting was adjourned at 7.40pm for a comfort break and resumed at 7.55pm.)

Item 7 – Local Government Association Corporate Challenge Report and Action Plan

The Committee thanked Officers and the Peer Review Team for the work undertaken and welcomed their feedback and recommendations.

The Committee noted the importance of financial awareness for all Members and clarity on the Council's real financial position. It emphasised the importance of data in terms of managing and measuring performance of services to residents.

The Committee, as part of its remit, would be taking a role in shaping the performance data in a positive and constructive way (Appendix 2 to the report – Peer Review Action Plan, recommendation 6).

Item 5 – Corporate Strategy

The Committee had scrutinised the draft Corporate Strategy at length previously, so further scrutiny was not considered necessary. The Chair had liaised with the Leader of the Council and had informed him that he would be asking Members if they had any further comments to pass to Cabinet.

The Committee was pleased to note how performance would be measured was defined in the Strategy but looked forward to receiving the actual targets and key performance indicators (KPI's). The Committee requested more clarity on the review process because the "who, what, when and how" was unclear.

48. Carbon Emissions Data and Climate Change Measures

The Committee considered a report from the Programme Director for Climate Change which provided an update on the Council's and District's carbon emissions data for 2022/23 as part of the annual update on the Climate Change Action Programme. The report also proposed a set of measures to enable in year progress to be monitored. These measures would be used by the Senior Leadership Team and Portfolio Holders to track progress and focus on priorities. They would also be included in six-monthly reports to Overview & Scrutiny Committee.

Appendix 1 to the report set out the Council's carbon emissions baseline data and the updated District carbon emissions data. Appendix 2 to the report set out the proposed "in year" climate change action programme measures.

In response to questions from Members, the Programme Director for Climate Change and Councillor Davison, Leader of the Council explained that:

- A "T & D loss" was an acronym for "Transmission and Distribution Loss" (the loss of electricity as it moved through the grid).
- In respect of Scope 2 Emissions (energy indirect emissions) it was difficult to separate how much of the change was due to national energy mix versus WDC demand because depending on which periods of time were examined, slightly different conclusions could be reached on the extent to which the Council was having an impact. This was one of the reasons why the Committee had asked for the in-year measures so that it was more apparent the immediate impact the Council was having. It was possible to split out the data in future reports if the Committee wanted this.
- The report content would be re-examined in future reports to make it more apparent what the chemical formulae represented and help to understand the amounts of emissions by comparison to examples people understood in their everyday lives.
- Action by the Council to reduce emissions had not had as much effect on Scopes 1 and 2 emissions. Any savings had been through national efforts, such as wind turbines. The ambition was to see the trend reduce much faster.
- The Council did not hold any data on savings through homeworking by its employees. Another Council had tried to quantify this but had admitted that much of its calculation had been estimated. This Council could try to estimate but the figure would not be wholly reliable because there were too many unknowns. A suggestion was made that a source of material on how this could be estimated might come from a FTSE100 company.
- It was not apparent why there was such a variation year by year for water. The Programme Director would look to see if the reasons for this were apparent and report back to the Committee.
- It was hoped that the first set of available measures would be available in six months' time for the Committee to review. It was also hoped that some of the measures would be available for managers to review on a quarterly basis.

The Chair asked the Committee Services Officer to put another update on the Work Programme (July 2024).

49. **Work Programme, Forward Plan and Comments from the Cabinet**

The Committee considered its work programme for 2023/24 as detailed at Appendix 1 to the report as well as the comments Cabinet had made to reports the Committee had scrutinised at its meeting in August (Appendix 2 to the report) and comments Council had made at its meeting 26 September on the Resident Engagement Strategy report (Appendix 3 to the report).

In respect of the Children's and Adults' Safeguarding Champion position, the Chair explained that the last two attempts to appoint to the position had been unsuccessful because the two Councillors chosen subject to being appointed to Overview & Scrutiny Committee had then not been appointed to the Committee. Consequently, the Committee was still

required to appoint to the position. Councillors Barton and Collins volunteered to find out more about the role from the Head of Safer Communities, Leisure and Environment to see if they wished to volunteer. The Chair would write to all Group Leaders asking them to check with their membership if there was a member of Overview & Scrutiny Committee who would take the role. The Committee agreed for the appointment to be approved at Council 15 November rather than waiting until the next meeting of Overview & Scrutiny Committee in December.

Looking forward to work scheduled for December:

1. the HEART Shared Service update report would be considered at Cabinet so the Chair suggested that the Committee would call in the Cabinet report rather than require an additional report written for the Committee;
2. the Q2 Budget Update 2023/24 report would be automatically called in for scrutiny from the Cabinet agenda;
3. if the Digital Strategy Update report went before Cabinet in December, this would be called-in for scrutiny; and
4. the SBRR report would be automatically called in for scrutiny if it was on the Cabinet agenda as it was now part of the Committee's remit.

Councillor Armstrong gave an update on the position in respect of the net zero carbon homes. There was ongoing discussion with the Programme Director for Climate Change and whether a Task & Finish Group was appropriate. He would report back to the Committee when a conclusion had been reached.

Resolved that:

- (1) appendices 1 to 3 to the Work Programme report be noted;
- (2) the Chair would write to Group Leaders asking them to consider who amongst their *qualifying membership would volunteer to be Children's & Adults' Safeguarding Champion (**must be a member of Overview & Scrutiny Committee*); and
- (3) The Committee agreed that Council should approve the appointment of the Children's & Adults' Safeguarding Champion 23/24 at its meeting 15 November.

(The meeting ended at 8.52pm)

CHAIR
5 December 2023

Overview and Scrutiny Committee

Minutes of the additional meeting held on Tuesday 14 November 2023 in the Town Hall, Royal Leamington Spa at 6.00pm.

Present: Councillor Milton (Chair); Councillors Armstrong, Barton, Boad, Browne, Collins, Day, D Harrison, Hunt, Luckhurst, and Russell.

Also Present: Councillor Billiald – Portfolio Holder for Arts and Economy, Councillor Chilvers – Portfolio Holder for Resources, Councillor Davison – Leader of the Council and Councillor King – Portfolio Holder for Place and Councillor Wightman – Portfolio Holder for Housing.

50. **Apologies and Substitutes**

- (a) An apology for absence was received from Councillor Redford.
- (b) Councillor Boad substituted for Councillor Payne and Councillor Hunt substituted for Councillor Sullivan.

51. **Declarations of Interest**

There were no declarations of interest made.

52. **Cabinet Agenda (Non-Confidential items and reports) – Wednesday 15 November 2023**

The Committee considered the following item which would be discussed at the meeting of the Cabinet on Wednesday 15 November 2023.

Item 4 – Future High Streets Fund Update

The Committee supported the recommendations in the report.

It stressed the importance of pursuing a balanced eco system and offers that complimented each other through the Future High Streets Fund.

53. **Public & Press**

Resolved that under Section 100A of the Local Government Act 1972 that the public and press be excluded from the meeting for the following item by reason of the likely disclosure of exempt information within the paragraphs of Schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006, as set out below:

Minute Number	Paragraph Number	Reason
54	3	Information relating to the financial or business affairs of any particular

person (including the authority holding that information)

54. **Cabinet Agenda (Confidential items and reports) – Wednesday 15 November 2023**

Item 6 – Confidential Appendix to Item 4 – Future High Streets Fund

The Committee discussed the confidential appendix and the minutes of this were recorded in the Committee’s confidential minutes 14 November 2023.

(The meeting resumed in public session.)

55. **Cabinet Agenda (Non-Confidential items and reports) – Wednesday 15 November 2023**

Urgent Item – Asset Compliance Committee & Resources

The Committee supported the recommendations in the report and thanked Officers for their hard work.

The Committee recommended to Cabinet that:

1. an appraisal report explaining how the situation the Council now found itself in and how this arose was prepared before the end of the year and should be presented to the Committee at the first opportunity; and
2. a more detailed Action Plan was progressed as soon as possible.

Members expressed some concern about deliverability of the work required and the potential impact on other services. The Committee had requested that a report was provided to it in the New Year to understand how the work would be effectively resourced and how the impact of this would be managed across the Council and its assets.

Item 3 – Participation in the West Midlands Investment Zone

The Committee supported the recommendations in the report and thanked Officers for their work on the report and also for ensuring that what was a complex matter was explained in understandable terms.

The Committee recognised the potential benefits to the District as a whole and its residents. The necessity of a no detriment provision on an ongoing basis throughout the lifetime of this arrangement was clearly understood and supported.

(The meeting ended at 7.42pm)

CHAIR
5 December 2023

Budget Setting Review Group

Record of the meeting held on Wednesday 1 November 2023 at Shire Hall, Warwick at 6.00pm.

Present: Councillors: Barton, Collins, Day, R Dickson, Falp, Hales, Luckhurst, Milton, and Tangri

Also Present: Councillor Roberts, Portfolio Holder – Neighbourhood; Councillor Chilvers, Portfolio Holder – Resources; Andrew Rollins, Head of Finance; Tony Sidhu, Principal Accountant (Systems); and Sophie Vale, Committee Services Officer.

1. **Appointment of Chair**

Councillor Milton was appointed to Chair the meeting.

2. **Apologies**

Apologies were received from Councillors Browne and Tangri.

3. **Declarations of Interest**

Councillor Falp declared an interest because her son worked in Neighbourhood Services at the Council, and her husband was involved in local football leagues which would be affected by some of the charges discussed in the report. However, she assured Members that she had an open mind and did not believe herself to be predetermined.

Councillor Barton declared an interest because he was occasionally hired for use the Royal Spa Centre but did not believe himself to be predetermined.

Councillor Milton declared an interest on behalf of the whole Group because it was understood that many, if not all, of them were regular users of the Council's leisure facilities and car parks.

4. **Cabinet Agenda (Non-Confidential items and reports) – Thursday 2 November 2023**

Item 4 – Fees and Charges 2024/25

The Budget Review Group had concerns about the increase in fees at the crematorium but were satisfied by the rationale behind the decision provided by officers.

The Group wished to draw Cabinet's attention to the following points regarding car parking charges:

1. the connection between car parking fees and other priorities such as the town centre economy and the climate emergency should be recognised. The Council's ambition to encourage net zero carbon methods of transportation should be reflected in the parking charges strategy. To understand the impacts of these connections better and define a way

forward in achieving the Council's goals, the Group encouraged officers to test hypotheses and pursue different avenues to find potential solutions;

2. the importance of having an aligned strategy with Warwickshire County Council in relation to transportation and car parking charges should be highlighted;
3. in future, the consultation for car parking charges should be widened to include all Town and Parish Councils and interested organisations such as the Chambers of Trade and Commerce for Leamington, Kenilworth, and Warwick; and
4. a review into car parking charges of all car parks linked to leisure facilities would be welcomed to ensure that they are fair and equitable across the District.

The Group welcomed the increase in charges for filming on Council land.

The Group wished to draw Cabinet's attention to the circa £170,000 of opportunity that had not been taken which could have been available had the projections of the last Medium Term Financial Strategy been followed.

(The meeting ended at 7.03pm)

CHAIR OVERVIEW & SCRUTINY COMMITTEE
5 December 2023

CHAIR AUDIT & STANDARDS COMMITTEE
19 December 2023

Overview & Scrutiny Committee
5 December 2023

Title: Work Programme, Forward Plan & Comments from Cabinet
Lead Officer: Lesley Dury, Principal Committee Services Officer
Portfolio Holder: Not applicable
Public report
Wards of the District directly affected: Not applicable

Summary

This report informs Members of Overview & Scrutiny Committee:

- (1) of the Committee's work programme for 2023 (Appendix 1);
- (2) responses that Cabinet and Council gave to comments and recommendations made by Overview & Scrutiny Committee and the Budget Review Group regarding the reports to Cabinet 2 November 2023 (Appendix 2);
- (3) responses that Cabinet and Council gave to comments and recommendations made by Overview & Scrutiny Committee regarding the reports to Cabinet 15 November 2023 (Appendix 3 and confidential Appendix 5);
- (4) responses that Joint Cabinet gave to comments and recommendations made by Overview & Scrutiny Committee regarding reports to Joint Cabinet 23 November 2023 (Appendix 4)

Recommendations

- (1) That Members consider the work programme (Appendix 1), the themes the Committee intends to scrutinise this year and agree changes to its Work Programme appropriately.
 - (2) That the Committee:
 - identifies any Cabinet items on the [Forward Plan](#) on which it wishes to have an input before the Cabinet makes its decision; and
 - nominates a Member to investigate that future decision and report back to the Committee.
 - (3) That Members note the responses made by the Cabinet and Council on the Comments from the Cabinet report (Appendices 2, 3 and confidential Appendix 5).
 - (4) That Members note the responses made by Joint Cabinet on the Comments made by Overview & Scrutiny Committee on the Revisions to the timetable for preparing the South Warwickshire Local Plan report. (Appendix 4).
 - (5) Members discuss the opportunities to further develop scrutiny at Warwick District Council.
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1 Background/Information & Reasons for the Recommendation

- 1.1 The five main roles of overview and scrutiny in local government are: holding to account; performance management; policy review; policy development; and external scrutiny.
- 1.2 Two of the five main roles of overview and scrutiny in local government are to undertake pre-decision scrutiny of Cabinet decisions and to feed into policy development.
- 1.3 The pre-decision scrutiny of Cabinet decisions falls within the role of 'holding to account'. To feed into the pre-decision scrutiny of Cabinet decisions, the Committee needs to examine the Council's Forward Plan and identify items which it would like to have an impact upon.
- 1.4 The Council's Forward Plan is published 28 days before each Cabinet meeting and sets out the key decisions that are expected to be taken by the Cabinet in the next twelve months.
- 1.5 A key decision means a decision made in the exercise of an executive function by any person (including officers) or body which meets one or more of the following conditions:

- (1) The decision is likely to result in the Council incurring expenditure or the making of savings in excess of £150,000. Excluded from this are all loans to banks or other financial institutions made in accordance with the Treasury Management Strategy.

Officers' delegated powers to make the cabinet decisions are subject to the key decision/call-in regime where it is likely that the Council would incur expenditure or make savings above the threshold of £150,000.

In relation to letting contracts the key decision is the proposal to let a contract for a particular type of work. The subsequent decision to award the contract to a specific contractor will not be a key decision provided the value of the contract does not vary above the estimated amount by more than 10% for contracts with a value of up to £500,000 or 5% for contracts of over £500,000.

- (2) The decision is likely to be significant in terms of its effects on communities living or working in any two or more Wards.

In considering whether a decision is likely to be significant, a decision-maker will need to consider the strategic nature of the decision and whether the outcome will have an impact, for better or worse on the amenity of the community or quality of service provided by the Council to a significant number of people living or working in the locality affected.

- 1.6 The Forward Plan is considered at each meeting and allows the Committee to look at future items and become involved in those Cabinet decisions to be taken if members so wish.

Agenda Item 5

- 1.7 The Forward Plan also identifies non-key decisions to be taken by Cabinet in the next twelve months, and the Committee, if it wishes, may also pre-scrutinise these decisions.
- 1.8 There may also be policies identified on the Forward Plan, either as key or non-key decisions, which the Committee could pre-scrutinise and have an impact upon how these are formulated.
- 1.9 The Committee should be mindful that any work it wishes to undertake would need to be undertaken without the need to change the timescales as set out within the Forward Plan.
- 1.10 At each meeting, the Committee will consider its work programme and make amendments where necessary, and also make comments on specific Cabinet items, where notice has been given by 9am on the morning after Group meetings. The Committee will also receive a report detailing the response from the Cabinet, on the comments the Committee made on the Cabinet agenda in the previous cycle.
- 1.11 The Committee will consider issues that have due significance with reference to the following criteria:
 - The number of residents impacted and the significance of that impact.
 - The amount of spend involved.
 - It concerns a strategic priority of the Council or key project.
- 1.12 On the day of publication of the Cabinet agenda all Councillors are sent an e-mail asking them to contact Committee Services, by 09.00am on the day of the Overview and Scrutiny Committee meeting to advise which Cabinet items they would like the Committee to consider.
- 1.13 The proposed plan at Appendix 1 has been developed in order for the Committee to focus on the four agreed core themes (Covid 19, Climate Change, Medium Term Financial Strategy and Business Plan). While this Committee will not have as much focus on the Medium-Term Financial Strategy, it will have to spend significant times looking at the other areas in detail.
- 1.14 The Committee considered a [report](#) at its meeting in August which talked through the ability to further develop scrutiny. The Committee agreed to bring comments forward to their meeting in December for consideration. The Chairman of the Committee has developed a proposal, with support from officers, which he will be sharing with the Committee ahead of the meeting. If the Committee support this draft proposal it will be developed into a full report for the Committee to consider at its meeting in January 2024.

**5 December 2023
(Cabinet meeting this cycle)**

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
Heart Shared Service Update since O&S meeting December 2022	O&S December 2022	Written report	Lisa Barker		
Q2 Budget Update 2023/24 from the Cabinet Agenda		Cabinet Report	Andrew Rollins	TBA	Part of the Committee's finance remit
Significant Business Risk Register		Cabinet Report	Chief Executive / Leader of the Council	TBA	Part of the Committee's finance remit
Postponed to January meeting: Environmental Enforcement Update subsequent to the report made in March 2023 (following recruitment of the new position reported in March 2023). Figures for rural areas to be provided if possible for discussion of measures put in place and what is required. "Heat map" information for the District to be provided. <i>(The Chair will</i>	March 2022, O&S	Written report	Zoë Court	TBA	

Appendix 1 – Overview & Scrutiny Committee Work Programme

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
<i>update the Committee on why the report has been postponed to January.)</i>					
Postponed: Digital Strategy Update from the Cabinet Agenda. <i>Postponed to early New Year (possibly February?) and will be part of the Change Programme.)</i>	O&S November 2021	Cabinet report	David Elkington	June 2024	Every six months

23 January 2024**(No Cabinet meeting this cycle)**

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
Six-month post opening update on the "Relocation of Office Accommodation and the Provision of Public Facing Access to Council Services	O&S February 2023	Written report	Steve Partner		
Update on Scrutiny Arrangements as per the recommendation made in the report to O&S 8 August 2023	O&S August 2023	Written report	Graham Leach		
A review of the waste and recycling contract, with emphasis on the financial considerations. Help in writing this report should be sought from the Head of Finance. See minutes 3 October, Work Programme item for full details, but Members would like to see if the terms and conditions of the	O&S 19 April 2023	Report	Zoe Court and Steve Partner with help from Andrew Rollins		The request for financial considerations to be added to this report arose from concerns on the figures presented at the 3 October meeting.

Appendix 1 – Overview & Scrutiny Committee Work Programme

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
contract agreed 12 months ago are still good for WDC, considerations and implications on the forthcoming budget.					

**6 February 2024
(Cabinet meeting this cycle)**

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
Future High Streets Fund update – the Committee asked for amendments to the Risk Register see confidential minutes 4 July 2023.	O&S February 2023	Written report unless the timing is in proximity to a report to Cabinet, in which case the Cabinet report will be called in instead if it deals with all the projects.	Martin O’Neill	Approx. June 2024 (TBC when mtg dates for 24/25 confirmed)	Every 3 months until further notice

5 March 2024
(Cabinet meeting this cycle)

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
Annual update from Shakespeare's England, looking back over the previous year's activity and forward to next year.	March 2023	Written report	Martin O'Neill and Councillor Bartlett	March 2025.	This is an annual report.
Summary of the role, responsibilities and performance of the SWCSP. Invite Councillor Falp (non-Exec rep) and the PH Safer Communities to O&S	This is a mandatory report.	Written report	Liz Young / Marianne Rolfe.	March 2025.	This is an annual report.
Review of the Significant Business Risk Register	Forward Plan ref 1374	Cabinet Report	Councillor Ian Davison and Chief Executive		

26 March 2024

(No Cabinet meeting this cycle)

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes

9 April 2024

(Cabinet meeting this cycle)

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
O&S End of Term report.	Standing Annual Item.	Written report.	Committee Services Officer.	April 2025.	Annual report
Noise Nuisance Investigations: Review of the Policy and the service area’s performance in respect of all forms of noise nuisance more generally. Additional data was requested in the next report (see minute 93, 19 April 2023, 4 paragraphs from the end of this minute, and also see the pre-scrutiny questions on the Council’s website for 19 April with the questions posed by Councillor Milton.	9 August 2022, 19 April 2023	Written report	Lorna Hudson		

Briefing Notes to All Councillors – April every year
Not for O&S Agenda, but to be emailed to all WDC Cllrs

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
Children's and Adults' Safeguarding Champions: End of Term Report.	Standing Annual Item.	Briefing note	Marianne Rolfe.	April 2025.	This is a briefing note to all Councillors.
Members' Annual Feedback on Outside Appointments / Annual review of membership/participation of Outside Bodies (Includes a short synopsis on Champions)	Standing Annual Items	Briefing note	Andrew Jones	April 2025	This is a briefing note to all Councillors.

First meeting of the Municipal Year 2024/25

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
Appoint Children's and Adults' Safeguarding Champion	Standing Annual Item.	Agenda item			On-going at the first meeting of each Municipal Year
To appoint members to the Budget Review Group (add the Group's remit which is saved to the annex in the Constitution)	Standing Annual Item.	Agenda item			On-going at the first meeting of each Municipal Year
Elect a Chair and Vice Chair if this was not done after Annual Council	Standing Annual Item				On-going at the first meeting of each Municipal Year

Meeting Date: To Be Advised

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
Council's Performance Data – to help shape the data in a positive and constructive way	The Committee's comment to Cabinet on the LGA Corporate Challenge Report and Action Plan	TBA	TBA		See O&S minute on Item 7 Cabinet Agenda, Local Gov Assoc Corporate Challenge Report and Action Plan, 31 October 2023
Final Accounts / Q4 Budget Update 2022/23 (Forward Plan ref 1,384)	Forward Plan	Cabinet report	Andrew Rollins / Steven Leathley		Part of the Committee's finance remit
Statement of Accounts 2021/22 (Forward Plan ref 1,312)	Forward Plan	Cabinet report	Andrew Rollins / Steven Leathley		Part of the Committee's finance remit

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
Review on the Identification and Remediation of Damp and Mould in Council Homes to include: <ul style="list-style-type: none"> • What was happening with the policy; • Was it being put into action; • The impact it has made. 	Committee meeting 8 August 2023	Written report	Steve Partner	Six months after implementation, so December 2023, CSO to chase Steve Partner for the date of implementation and then schedule a report six months following that implementation date.	
Review additional Licensing Scheme to include: <ul style="list-style-type: none"> • How effective it had been. • How many licenses had been issued. • Was there enough resources in place 	Committee meeting 8 August 2023	Written report	Paul Hughes	Six months after implementation, so December 2023, CSO to chase Paul Hughes for the date of implementation and then schedule a report six months following that implementation date.	

Appendix 1 – Overview & Scrutiny Committee Work Programme

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
Decide if an update is required on the Catering and Events Concessions Contract – Royal Pump Rooms and Jephson Gardens Glasshouse.	Committee meeting 26 September 2019. (8 November 2022 – an email was sent to David Guilding and Philip Clarke asking for the status.)	Informal update.	Dave Guilding / Philip Clarke.	TBA	
Update - plans to improve accessibility to, and the condition / cleanliness of, toilets for people living with disabilities.	Committee meeting 26 September 2019 and briefing note 8 December 2020.	Written report	Zoë Court	To be advised if applicable.	No officer will attend the Committee meeting unless there is a request.
Minimum Energy Efficiency Standards Enforcement Process – Private Sector Housing	O&S August 2020 (31 October 2022 – Cllr Cullinan sent an email to Lisa Barker asking for a date for the report and the response was sometime spring 2023.)	Written Report	Lisa Barker		A review was requested once the scheme had been in operation for 12 months. Covid affected the process.
Park Exercise Permits – annual review of the scheme	August 2020 (Update November 2022 on status - Ann Hill has advised that the current permit scheme is not working	Written report	Ann Hill		

Appendix 1 – Overview & Scrutiny Committee Work Programme

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
	and work needs to be undertaken to find out why that was, be it the rules of the scheme, the eligibility or enforcement. After speaking with Marianne Rolfe, she and Marianne decided to approach the relevant PAB when a revised scheme has been formalised.)				
Climate Change Action Programme Update	O&S 20 July 2023	Written report	Dave Barber		<ol style="list-style-type: none"> 1. Offsetting and any potential for getting involved in early policy development; 2. Issue of adaptation; 3. Data tracking and how this can be most efficient.

July 2024 meeting:

Title	Where did item originate from	Format	Lead Officer / Councillor	Next report date if applicable	Completion Date / Notes
Update to Carbon Emission Data and Climate Change Measures report	O&S 31 October 2023	Written report	Dave Barber		

September 2024 meeting:

At O&S 19 September 2023 the Committee requested an update on the Resident Engagement Strategy (report to Cabinet August 2023). The Committee is keen to understand a) how is it going? And b) what are we learning? (include some examples of changes that have been made as a result of the consultation.)

The question that sits behind this is as-to whether this is a good use of the Council's resources. There are benefits to us as a Council from getting resident feedback and what we'd like to get is visibility of those. This is 'value for money' in its broadest sense (No need to come with figures and a ROI.)

Housing is one of the biggest ways that we impact residents' lives and getting a bit more visibility amongst members of some of the good things we do but also some of the challenges residents face will be valuable.

Late October/early November 2024 meeting:

At O&S 3 October 2023, the Committee requested that the Corporate Strategy should be reviewed on a yearly basis, in the same way that the annual governance statement comes through scrutiny to make sure the Council is properly governed. More specifically, the Committee would like to see an annual strategy progress update, looking at the big picture and how the Council is working towards its goals and values. For more details, please see 3 October 2023 minutes.

"In response to the request from the Overview & Scrutiny Committee to provide clarity on the review process on the "who, what, when and how", this would be set out in the first annual report to Overview & Scrutiny Committee in November 2024".

**Responses from the meeting of Cabinet 2 November and Council 15
November on the O&S Committee's Comments
from its meeting 31 October 2023**

Item 4 – Fees and Charges

Budget Review Group Comment:

The Budget Review Group had concerns about the increase in fees at the crematorium but were satisfied by the rationale behind the decision provided by officers.

The Group wished to draw Cabinet's attention to the following points regarding car parking charges:

1. The connection between car parking fees and other priorities such as the town centre economy and the climate emergency should be recognised. The Council's ambition to encourage net zero carbon methods of transportation should be reflected in the parking charges strategy. To understand the impacts of these connections better and define a way forward in achieving the Council's goals, the Group encourages officers to test hypotheses and pursue different avenues to find potential solutions;
2. the importance of having an aligned strategy with Warwickshire County Council in relation to transportation and car parking charges should be highlighted;
3. in future, the consultation for car parking charges should be widened to include all Town and Parish Councils and interested organisations such as the Chambers of Trade and Commerce for Leamington, Kenilworth, and Warwick; and
4. a review into car parking charges of all car parks linked to leisure facilities would be welcomed to ensure that they are fair and equitable across the District.

The Group welcomed the increase in charges for filming on Council land.

The Group wished to draw Cabinet's attention to the circa £170,000 of opportunity that had not been taken which could have been available had the projections of the last Medium Term Financial Strategy been followed.

Cabinet Response:

The recommendations in the report were approved.

(The above will form a recommendation to Council on 15 November 2023)

Council Response:

The recommendations of the Cabinet on 2 November, as updated by the addendum circulated ahead of the meeting were approved.

Item 5 – Corporate Strategy

Scrutiny Comment:

The Overview & Scrutiny Committee had scrutinised the draft Corporate Strategy at length previously, so further scrutiny was not considered necessary. The Chair had liaised with the Leader of the Council and had informed him that he would be asking Members if they had any further comments to pass to Cabinet.

The Committee was pleased to note that how performance would be measured was defined in the Strategy but looked forward to receiving the actual targets and key performance indicators (KPI's). The Committee requested more clarity on review process because the "who, what, when and how" was unclear.

Cabinet Response:

The recommendations in the report were approved.

(The above will form a recommendation to Council on 15 November 2023)

Council Response:

The recommendations of the Cabinet on 2 November were approved.

Item 6 – Abbey Fields Swimming Pools Project

Scrutiny Recommendation:

The Overview & Scrutiny Committee supports the recommendations in the report with the following caveats and conditions:

1. the project undertakes a review on the assurance of the environmental energy reduction measures;
2. an independent review of the costs is carried out; and
3. Cabinet should be provided with a full briefing on the previous site analysis that has been done so that they can be properly informed when making their decision.

Cabinet Response:

The recommendations in the report were approved, along with the following recommendations from the Overview & Scrutiny Committee:

1. the project undertakes a review on the assurance of the environmental energy reduction measures;
2. an independent review of the costs is carried out; and
3. Cabinet should be provided with a full briefing on the previous site analysis that has been done so that they can be properly informed when making their decision.

(The above will form a recommendation to Council on 15 November 2023)

Council Response:

The recommendations of the Cabinet on 2 November were approved.

Item 7 – Local Government Association Corporate Challenge Report and Action Plan

Scrutiny Comment:

The Overview & Scrutiny Committee thanked Officers and the Peer Review Team for the work undertaken and welcomed their feedback and recommendations.

The Committee noted the importance of financial awareness for all Members and clarity on the Council's real financial position. It emphasised the importance of data in terms of managing and measuring performance of services to residents.

The Committee, as part of its remit, will be taking a role in shaping the performance data in a positive and constructive way (Appendix 2 to the report - Peer Review Action Plan, recommendation 6).

Cabinet Response:

The recommendations in the report and addendum were approved.

**Responses from the meeting of Cabinet 15 November and Council 15
November on the O&S Committee's Comments
from its meeting 14 November 2023**

Item 3 – Participation in the West Midlands Investment Zone

The Overview & Scrutiny Committee supported the recommendations in the report and thanked Officers for their work on the report and also for ensuring that what is a complex matter was explained in understandable terms.

The Committee recognised the potential benefits to the District as a whole and its residents. The necessity of a no detriment provision on an ongoing basis throughout the lifetime of this arrangement was clearly understood and supported.

Cabinet Response:

The following recommendations were approved:

Recommended to Council that an application for membership of the WMCA as a Non-Constituent member be made in the light of the recent enactment of the Levelling Up and Regeneration Act (LURA).

(The above will form a recommendation to Council on 15 November 2023)

Resolved that

- (1) the aspirations of, and supports the principle of participation in, the West Midlands Investment Zone (WMIZ) proposed to cover the WMCA area and Warwick District, conditional upon there being agreed without detriment position in respect of business rates income, be noted;
- (2) as a condition of agreeing to participate in the WMIZ there is a full commitment from partners to net zero carbon emissions from the proposed Gigafactory and related development, and to full commitment to bio-diversity net gain provisions, as set out in legislation as a minimum, within the WDC area, be agreed;
- (3) the governance arrangements for the WMIZ as set out in Appendix 1, being based on either a Joint Committee of the Cabinet or as part of an Investment Zone Board following attaining membership of the WMCA as a Non-Constituent member, using the principles set out in the report, be agreed in principle, but subject to:
 - (i) the Joint Committee/Investment Zone Board is based on one Council one vote;
 - (ii) decisions of the Joint Committee/Investment Zone Board are based on consensus only with any unresolved matters being referred for further discussion;
 - (iii) a further report being received on the full details of the constitutional arrangements before final commitment and agreement.

- (4) the local delivery arrangements as set out at Appendix 2 to the report, be agreed;
- (5) an agreement in principle to enter a Memorandum of Understanding (MoU) regarding business rates and their retention across the WMCA area and the Warwick District Council (WDC) area based on the principles in the report, subject to:
- (i) Confirmation from Department of Housing, Levelling Up and communities (DHLUC) providing legislative assurance (or amendments) that enables WDC to share its business rates outside of the District;
 - (ii) the Business Rates Retention (BRR) site is as shown on the map at Plan 1, excluding the UKBIC premises;
 - (iii) written assurance from the WMCA that the proposed Investment Plan for the Investment Zone will fully take account of WDC Strategy and requirements as a principle;
 - (iv) the other principles for determining the BRR spend, set out in the report are amended to reflect a fairness of distribution vis a vis the generation of business rates, after the contribution to initial infrastructure investment in the WMIZ, to deliver visible benefit for and within the District, and without detriment;
 - (v) the following paragraph is applied in practice, according to a more detailed definition of no detriment, to be agreed before final agreement and commitment:

'The allocation of retained business rates to be allocated by the WMCA through the established governance arrangements will be subject to a robust investment plan to be developed and approved by the IZ governance body. There will be a requirement within the investment plan that, over an agreed accounting cycle (not greater than 5-years), sufficient investment will be in projects in those authorities who would otherwise be benefitting from alternative business rate regimes, to ensure that they are no worse off than if they had not agreed to participate in the WMIZ. This will also reflect agreement between WMCA and Government that up until the point of a reset of business rates baselines, Government will allow relaxation of spending requirements within the Investment Zone business rates retention site to allow those rates retained to be invested in local growth.'
 - (vi) written assurance is provided from the WMCA that the BRR funding will only be used for additional expenditure schemes and not be a replacement for any current plans or proposals of the WMCA or its constituent members;
 - (vii) a further report being received on the full details of the financial arrangements before final agreement and commitment;

- (6) provision to be made within the budget for 2024/25 and up to a subsequent 4 years for project management, development management, highways and environmental team and support costs, as referred to in paragraph 1.7.7 of the report financed by up front provision from the Investment Zone government funding (£80m over 5 years) to deliver a prompt and responsive project management, development management, highways, environmental and related support services;
- (7) the Overview and Scrutiny Committee and the Audit and Standards Committee undertake an annual review of the scheme to assess the costs and benefits to the WDC area and report to Cabinet;
- (8) officers consider the financial impact of the amended BRR and of a no detriment position is considered when updating the MTFS; and
- (9) authority be delegated to the Chief Executive in consultation with the Section 151 Officer, Monitoring Officer, and the Leader of the Council to continue negotiations on all the matters above, to enable further reports to be brought forward where required; and
- (10) the no detriment clause needs to be as robust as possible and officers continue to negotiate on this basis.

Council Response:

The recommendations from Cabinet were approved.

Item 4 – Future High Streets Fund Update

Scrutiny Comment:

The Overview & Scrutiny Committee supported the recommendations in the report.

The Committee stressed the importance of pursuing a balanced eco system and offers that complimented each other through the Future High Streets Fund.

The remainder of the comment is in the confidential Summary of Comments document.

Cabinet Response:

The following recommendations were approved:

Resolved that

- (1) a request be made to DLUHC for the extension of time to spend the FHSF funds to September 2024, be agreed;
- (2) the progress being made in respect of the projects being funded through the FHSF, be noted;
- (3) the principal of the proposed approach being progressed in respect of the Stoneleigh Arms project outlined in confidential Appendix 1 to the report, be agreed;

- (4) officers be supported to continue discussions and bring back a final proposal for Cabinet consideration in relation to the information set out in confidential Appendix 1 to the report;
- (5) the approach in respect of the confidential site outlined in confidential Appendix 2 to the report, be supported;
- (6) authority be delegated to the Chief Executive, in consultation with Section 151 Officer, Group Leaders, the Arts and Economy Portfolio Holder to progress the proposals as set out in confidential Appendix 2 and to then provide a further report to approve the final details of the proposal; and
- (7) £287,000 is provided as a contribution to the scheme outlined in confidential Appendix 2 to the report, to be funded from WDC reserves, be agreed.

Urgent Item – Asset Compliance Committee & Resources

Scrutiny Comment:

The Overview & Scrutiny Committee supported the recommendations in the report and thanked Officers for their hard work.

Members expressed some concern about deliverability of the work required and the potential impact on other services. The Committee has requested that a report is provided to it in the New Year to understand how the work will be effectively resourced and how the impact of this will be managed across the Council and its assets.

Scrutiny Recommendation:

The Overview & Scrutiny Committee recommended to Cabinet that:

1. an appraisal report explaining how the situation the Council now finds itself in arose is prepared before the end of the year and should be presented to Overview & Scrutiny Committee at the first opportunity; and
2. a more detailed Action Plan is progressed as soon as possible.

Cabinet Response:

The following recommendations were approved:

Recommended to Council that:

- (1) the establishment of an Assets Compliance Committee with the remit as set out at Appendix 2 to the report, be agreed; and
- (2) the revision to the Constitution to include the role of Vice-Chair of Overview & Scrutiny Committee, be agreed.

(The above will form a recommendation to Council on 15 November 2023)

Resolved that:

- (1) the Governance Structure set out at Appendix 1 to the report, be noted;
- (2) the terms of reference of the Compliance Board (Social Housing Stock) as set out at Appendix 3 to the report, be noted;
- (3) the notification letter to Housing tenants as set out at Appendix 4 to the report, be noted;
- (4) the action plan for responding to the report, as set out at Appendix 5 to the report, be endorsed;
- (5) the use of £11,000 from the Service Transformation Reserve for 2023/24 for the employment of a Scrutiny Officer for this year and £47,290, per annum, be included within the budget for the next four years for this role, be agreed;
- (6) the expenditure with Pennington of £62,000 for consultancy work support & training, be noted;
- (7) an appraisal report explaining how the situation the Council now finds itself in arose is prepared at the first reasonable opportunity and should be presented to Overview & Scrutiny Committee at the earliest opportunity; and
- (8) a more detailed Action Plan is progressed as soon as possible.

Council Response:

The recommendations from Cabinet were approved with an amendment that the membership of the proposed Committee was two Councillors from each Group with either the Chair or Vice Chair of Overview & Scrutiny Committee attending as an observer.

**Responses from the meeting of Joint Cabinet 23 November 2023
on the Overview & Scrutiny Committee's Comments**

Item 5 – Revisions to the timetable for preparing the South Warwickshire Local Plan
The Overview & Scrutiny Committee noted the recommendations in the report and thanked officers for their work.

The Committee requested that a briefing on the background for all councillors is provided early next year, explaining the stage the Plan has reached and what future steps were planned.

(The Chair used his discretion to cancel the additional meeting of the Committee 20 November because only one Councillor raised questions on the report and these did not meet the criteria for a call in because they did not relate to the substance of the paper.)

Joint Cabinet Response:

The recommendations in the report were approved.

Officers confirmed that a briefing would be provided for all Councillors, to explain the stage the Plan had reached and what future steps were planned.

Agenda Item No: 6
Overview & Scrutiny: 5 December 2023

Title: HEART

Lead Officer: Lisa Barker lisa.barker@warwickdc.gov.uk

Portfolio Holder: Councillor Paul Wightman

Wards of the District directly affected: All

Approvals required	Date	Name
Portfolio Holder	26/11/2023	Cllr. Wightman
Finance	22/11/2023	Dilip Dabasia
Legal Services	24/11/2023	Kathryn Tebbey
Chief Executive	21/11/2023	Chris Elliott
Director of Climate Change		Dave Barber
Head of Service(s)	Author	Lisa Barker
Section 151 Officer	.../.../2023	Andrew Rollins
Monitoring Officer	23/11/2023	Graham Leach
Leadership Co-ordination Group		
Final decision by this Committee or rec to another Cttee / Council?	Yes	
Contrary to Policy / Budget framework?	No	
Does this report contain exempt info/Confidential? If so, which paragraph(s)?	No	
Does this report relate to a key decision (referred to in the Cabinet Forward Plan)?	No	
Accessibility Checked?	Yes	

Summary

This report provides an update to members in respect of the Home Environment Assessment and Response Teams (HEART) delivery of Disabled Facilities Grants and related services.

Recommendation(s)

- (1)** That the progress to provide one consistent service to deliver Disabled Facilities Grants and a Home Improvement Agency Service for the County be noted.
-

1. Reasons for the Recommendation

- 1.1 Since 2017 the five District and Borough Councils in Warwickshire and the County Council have delivered equipment and adaptations funded by Disabled Facilities Grants (DFG's), addressed housing conditions and provided associated financial support through the HEART. HEART is a shared service hosted by Nuneaton and Bedworth Borough Council (NBBC) and leadership and oversight is secured through the HEART Board, whose membership is formed from all of the Warwickshire District and Boroughs and Warwickshire County Council.
- 1.2 The key function of the HEART Service is to deliver DFG's to fund adaptations and deliver aligned funding and support to enable people to live independently in their own homes. These are typically property adaptations, including stair lifts, level access showers and similar, that enable older or disabled individuals to live in their own homes and avoid admittance to hospital or care facilities as a result of frailty or accident.
- 1.3 The initial HEART Shared Service agreement was set to expire in early 2022, however for a variety of reasons including the disruptions experienced as a result of the COVID-19 pandemic, a 12-month extension was agreed by all authorities, to enable some reflection on the delivery of the service by HEART and to enable the Board to deliver some of the improvements required following the service reviews.
- 1.4 The 12-month extension afforded the opportunity to consider in detail, the two external reviews and enabled progress against the priorities within the HEART Board Strategic Development Plan. There are clear partner expectations and the benefit of improved understanding of the 2021 White Paper for Social Care. The partnership has continued to benefit from specialist input from Foundations to ensure that decisions surrounding the future of this important provision are strategic, well informed and focused on the best interests of residents.
- 1.5 In December 2022 Cabinet approved for a new legal agreement for a five- year partnership be entered into.
- 1.6 Progress this year includes:
- Development of the Strategic Development Plan
 - Implementation of a new ICT system – Civica Cx
 - New Performance report introduced.
 - Introduction of a new Satisfaction Survey

- Agreement on HR processes for HAO Staff.
- Approval of revised Housing Assistance Policy
- Review of Service against best practice guidance
- New 5-year shared service agreement agreed.

1.7 The appendices of the report demonstrate progress and performance over the period as follows:

Appendix 1: HEART Strategic Development Plan 2023-2024

Appendix 2: HEART Annual Report April 22- March 23

Appendix 3: HEART Customer Satisfaction Survey: Report to Heart Board
Tuesday 3 October 2023

Appendix 4: HEART Performance Report Q1 2023/24

2. Alternative Option

2.1 No alternative options are proposed as the report is for information only.

3.0 Legal Implications

3.1 DFG is a mandatory grant and local authorities are legally required to provide help to those who meet the eligibility criteria, regardless of whether the authority has sufficient budgets to meet the requests. The Housing Grants, Construction & Regeneration Act 1996 sets out the purposes for which a DFG can be [provided and this is summarized as the works being necessary and appropriate to meet the needs of the individual, whilst being reasonable and practicable given the age and condition of the property.

3.2 The Regulatory Reform Order 2002 added flexibility to the above as it gave local authorities the power to determine their own policy and use their DFG 'allocation' to provide other forms of assistance to support people in their homes.

3.3 There are no immediate legal implications arising from this report.

4 Financial Services

4.1 There is a permanent established post dedicated to this role at Grade E1 which is currently filled. There is a revenue budget of £44,234 including pension and on-costs to meet the annual costs of the partnership.

4.2 The 2021 Social Care White Paper confirmed the Government's commitment to a national allocation of £570m until 2024-25. In 2021-22 Warwickshire authorities combined DFG allocation was £5,124,786. Nonetheless whilst the Government has committed to consulting on the current allocation formula at the current time there is no guarantee that the Warwickshire authorities' allocations will remain at the same level for the entire award period.

4.3 The HEART project has been established as a countywide shared service and has its own revenue budgets. The capital funding provided to Warwick District Council from central government to provide DFG's in passed directly to the HEART service for the same purpose.

- 4.4 Whilst HEART undertakes the assessment for adaptations in all tenures, DFG's fund private sector adaptations with the Housing Revenue Account covering the costs of adaptations for council tenants.

5 Corporate Strategy

- 5.1 WDC has adopted a Corporate Strategy which sets three strategic aims for the organisation.

- 5.2 Delivering valued, sustainable services:

DFG works enable people to maintain independence and remain safely in their homes.

- 5.3 Low cost, low carbon energy across the district:

There are limited environmental considerations, although the work around housing standards and general health and wellbeing does have regard for a warm and safe home which could include measures such as efficient central heating and appropriate insulation.

- 5.4 Creating vibrant, safe, and healthy communities of the future:

The provision of a holistic and speedy DFG installation is critical to the dignity and independence of those needing this type of adaptation to their home. A good example would be the benefits in terms of reductions in falls by the provision of a stair lift. The DFG programme is considered to be a contributor to improved health and wellbeing as a result of this and the faster an appropriate adaptation is delivered the better in terms of the health and wellbeing of the recipient and their family/carers.

6 Environmental/Climate Change Implications

- 6.1 There are limited environmental considerations, although the work around housing standards and general health and wellbeing does have regard for a warm and safe home which could include measures such as efficient central heating and appropriate insulation.

7 Analysis of the effects on Equality

- 7.1 There are no equality implications to be considered as part of this report although the provision of DFG's enables the quality of life of vulnerable and disabled people to be improved.

8 Data Protection

- 8.1 Not applicable for the purposes of this report

9 Health and Wellbeing

- 9.1 Included under 5.1 – 5.3.

10 Risk Assessment

- 10.1 The most significant weakness within this arrangement is the arm's length nature of partnerships / shared services and consequent distance from operational management that have caused some frustrations around addressing performance issues.

Supporting documents:

HEART Shared Service Partnership 7th December 2022

Project Reference / Number		HEART			Version & Date					
Project Name		DRAFT- HEART Strategic Development Plan 2023 -2024			Version 1.0					
Project Description		Strategic Improvement Plan for the Home Environment Assessment and Response Team (HEART) Service 2023-2024			July 2023					
Line No	Summary of Tasks	Linked actions	Board Owner	Operational Owner	Quantity		Completion Date	Current Update	Previous update	
					Percentage %					
					Start Date	End Date				Action Status
1	Business Plan								Update from meeting on 4th July 2023	
1.1	Annual review of HEART Business Plan		Angela Coates	Paul Coopey	30/06/2023	31.12.23	On Target	We will review this after we have considered Paul Coopey's annual report. End date to be amended from 30.09.23 to 31.12.23		
2	Partnership Agreement									
2.1	The Updated Partnership Agreement to be approved by all Partners and signed		Angela Coates		24/03/2023	04/07/2023	On Target	Angela provided the agreement for sign off and the Host is organising signatures		
2.2	Terms of Reference to Reflect Partnership Agreement requirements		Angela Coates		03/05/2023	04/07/2023	On Target			
3	Service Delivery Model									
3.1	Exploration of the new Foundations self-serve options for customers to be carried out by the service and a report prepared for Board on its potential uses for the HEART service delivery model		Nick Cadd	Paul Coopey	30/09/2023	31/12/2023	On Target			
3.2	The Board will seek to support the service to innovate to improve service delivery		Nick Cadd	Paul Coopey	30/09/2023	31/12/2023	On Target			
3.3	The Board to receive an analysis report comparing the service to the good practice described in the Government's Disabled Facilities Guidance document.		Nick Cadd	Louise Powell	30/09/2023	31/12/2023	On Target			
4	HR									
4.1	To consider whether the team structure meets the current demands of the service		Jane Grant	Paul Coopey	30/07/2023	31/12/2023	On Target	Work will commence in earnest following the outcome of the S151 Officer report at Board on 3rd October regarding the potential access to further capital to use for personnel. If the S151 rejects our request for additional revenue funding we will review the existing structure to consider if any changes are required.		
4.2	To receive an annual report to provide assurance that the HR Protocol meets the requirements of the service and of partner authorities		Jane Grant	Paul Coopey	01/01/2024	31/03/2024	On Target	No update at this stage - on target		
5	Finance									
5.1	To receive September Quarterly Finance report & progress any actions		Jane Grant	Lesley King	01/07/2023	30/09/2023	On Target			
5.2	To receive December Quarterly finance report & progress any actions		Jane Grant	Lesley King	01/10/2023	31/12/2023	On Target			
5.3	To receive March Quarterly finance report & progress any actions		Jane Grant	Lesley King	01/01/2024	31/03/2024	On Target			
5.4	To receive June Quarterly finance report & progress any actions		Jane Grant	Lesley King	01/04/2024	30/06/2024	On Target			
5.5	Annual Budget to be set		Jane Grant	Lesley King	30/11/2023	31/01/2024	On Target			
5.6	To receive and consider internal audit reports of the service		Jane Grant	Lesley King	04/07/2023	30/09/2023	On Target			
6	Reporting Requirements									
6.1	To receive September Performance & Service reports & progress any actions		Nick Cadd	Paul Coopey	01/07/2023	30/09/2023	On Target			

Project Reference / Number		HEART			Version & Date					
Project Name		DRAFT- HEART Strategic Development Plan 2023 -2024			Version 1.0					
Project Description		Strategic Improvement Plan for the Home Environment Assessment and Response Team (HEART) Service 2023-2024			July 2023					
Line No	Summary of Tasks	Linked actions	Board Owner	Operational Owner	Quantity		Completion Date	Current Update	Previous update	
					Percentage %					
					Start Date	End Date				Action Status
6.2	To receive December Performance and Service reports & progress any actions		Nick Cadd	Paul Coopey	01/10/2023	31/12/2023	On Target			
6.3	To receive March performance and service reports & progress any actions		Nick Cadd	Paul Coopey	01/01/2024	31/03/2024	On Target			
6.4	To receive June performance and service reports & progress any actions		Nick Cadd	Paul Coopey	01/04/2024	30/06/2024	On Target			
6.5	Annual Report to be received from HEART Service		Nick Cadd	Paul Coopey	01/05/2023	30/09/2023	At Risk		Paul to present Annual Report at the next meeting in October	
6.6	To find out & include comparative performance data in reports to Board		Nick Cadd	Paul Coopey	01/06/2023	01/09/2023	On Target			
7 ICT										
7.1	Updates received from ICT Project Team		Angela Coates	Paul Coopey	01/07/2023	30/12/2023	On Target			
7.2	Consider further developments of the case management software & hardware to support service		Angela Coates	Paul Coopey	01/07/2023	30/03/2024	On Target			
7.3	The potential requirements for interfaces between Civica CX and Mosaic require fully exploring and mapping		Pete Sidgwick	Paul Coopey	01/12/2023	31/03/2024	On Target			
8 Customer Satisfaction & Service Promotion										
8.1	To receive reports from customer satisfaction surveys & act on findings		Michelle Dickson	Paul Coopey	04/07/2023	30/03/2024	On Target		Reports to be presented to the next Board in October	
8.2	Carry out analysis of referral sources and trends to ensure reporting for the BCF can be completed - links to reporting requirements		Michelle Dickson	Paul Coopey	01/12/2023	30/03/2024	On Target			
9 Updating the Housing Assistance Policy										
9.1	Revised Housing Assistance Policy to be agreed and adopted by partners		Angela Coates	Paul Coopey	30/09/2023	01/10/2023	On Target	Angela provided the agreement for sign off. Partners need to confirm whether they have completed their governance arrangements	Current status: North Warwickshire - Signed Off Nuneaton - Sign off expected July/August Stratford - Sign off expect late summer Warwick - Sign off expected September	
9.2	Review HAP to ensure its effectiveness & that budget provision supports implementation		Lisa Barker/ Paul Hughes	Paul Coopey	01/03/2024	30/07/2024	On Target			



Home Environment
Assessment & Response Team

HEART Annual Report

April 2022 to March 2023

Introduction.

The year from April 2022 to March 2023 has ended and there are many reasons to be pleased with the way the HEART service is delivering for our customers.

We have received a record number of new cases and a highest amount of capital spend approved from the annual allocations from central Government. That's not to say it was all allocated so there is still more to do to achieve the required grant approvals within the year.

The unprecedented demand on the service, vacancies and projects being undertaken within the year has caused waiting lists to begin to rise, especially towards the end of the financial year. However:

- 836 customers had some form of grant approved within the year.
- 284 customers were assessed and referred to Council Housing teams for adaptations.
- 190 separate customers received social care equipment.

The service directly helped 1310 residents and households to remain independent within their homes and assisted to prevent accidents and ill health through the provision of major and minor adaptations, referrals, repairs and improvements to remove hazards.

The team and all involved with the service can be proud of these achievements making enabling people to better use their homes safely.

I would like to thank all the team members for carrying out all of broad range of important functions across the service and also for the support of the HEART Board for enabling us to achieve these goals. Our performance information system across the adaptations and home improvement service within Warwickshire is second to none within the sector and provides a sound basis for reporting on the achievements of the service.

This report is a new version of the annual report and has been redesigned to provide the details of financial performance, service performance, work and projects completed within the year and provide an insight into the work planned in the coming year.

I hope it is informative and helpful.

Paul Coopey
Head Of Home Environment Services
HEART

Contents

Financial Reports	Page 4
Service Performance	Page 7
Achievements and Challenges	Page 15
Planned Future Activity	Page 22

1 Financial Reports

1.1 Out turn for 2022/23

HEART BUDGET MONITORING 2022-23		MONTH			
			12		
Details	BUDGET 2022/23	Budget to Date	Paid to date	Variance to date	Comments
	£	£	£	£	
Salary related costs	1,519,923	1,519,923	1,451,504	(68,419)	Salary underspends
Running costs	54,302	54,302	31,337	(22,965)	
Payments to Partners	101,850	101,850	101,850	0	
TOTAL EXPENDITURE	1,676,075	1,676,075	1,584,690	(91,385)	
TOTAL INCOME	(1,676,075)	(1,676,075)	(1,547,552)	128,524	Deficit in income due to lower fee income and contribution from reserves yet to be applied.
NET (SURPLUS)/ DEFICIT on shared service (TO BE SHARED ACROSS PARTNERS/RESERVE)	(0)	(0)	37,139	37,139	£37k deficit to be funded by the contribution from reserves.

1.2 The outturn for 2022/23 was a deficit of £37k. However support from the reserve was budgeted at £97k and only £37k was required so £60k was able to be retained in the reserves to support future years or alternative spending. Overall the service performed within the budget parameters.

1.3 Budget for 2023/24

	Details	BUDGET 23/24
1	Salaries - NBBC - New HEART posts	759,928
2	Salaries - NBBC	164,291
3	Salaries - NWBC	40,027
4	Salaries - RBC	43,533
5	Salaries - WCC	502,004
6	Salaries - Warwick	41,816
7	Salaries - Stratford	40,329
8	Salary related costs	1,591,928
9	Training Costs	8,484
10	Flare licenses (ferret)	718
11	Travel and subsistence	2,800
12	Protective Clothing	2,040
13	Equipment - New & Maint	1,000
14	External IT support	19,590
15	API Links for new Civica	9,050
16	Printing and Stationary	500
17	Broadband connection WDC	700
18	Postage	1,500
19	Mobile Telephones	3,920
20	Advertising and promotions	4,000
21	Running costs	54,302
22	Contribution to NBBC original funding overhead arrangements	68,200
23	NBBC recharged costs - IT , insurance, finance and accommod	34,323
24	Contributions	102,523
25	TOTAL EXPENDITURE	1,748,753
26	Fee income - based on 70 % expenditure of expected capital bu	-614,974
27	Contribution from reserve for shortfall in fees	-50,910
28	Contribution from reserve for Staff	-18,757
29	Salary contribution - NBBC	-164,291
30	Salary contribution - NWBC	-40,027
31	Salary contribution - RBC	-43,533
32	Salary contribution - WDC	-41,816
33	Salary contribution - SDC	-40,329
34	Salary contribution - WCC	-502,004
35	In kind support	-68,200
36	Loss of Grant contribution*	84,093
37	Contribution from WCC for HAO appointed by HEART	-24,659
38	WCC Home safety check income - WCC strategic commission	-35,545
39	HRS funding	-152,000
40	Contribution from Public Health - all	-35,800
41	TOTAL INCOME	-1,748,753
42	NET (SURPLUS)/ DEFICIT on shared service (TO BE SHARED ACROSS PARTNERS/RESERVE)	0

1.4 The budget for 2023/24 was agreed during the year and is reproduced in the table above. The budget includes further support from reserves for this 2023/24. At the start of 2023/24 there is residual reserve (after in year contributions from reserve) of £97,340 should there be an adverse out turn.

1.5 Capital Allocation 23/24

	Grant Allocation 2023/24	Expected Additional Allocation	Total
	£	£	£
Nuneaton and Bedworth BC	1,652,119	144,164	1,796,283
Rugby BC	717,236	62,586	779,822
North Warwickshire BC	794,560	69,333	863,893
Warwick DC	999,427	87,210	1,086,637
Stratford BC	961,444	83,895	1,045,339
Total	5,124,786	447,189	5,571,975

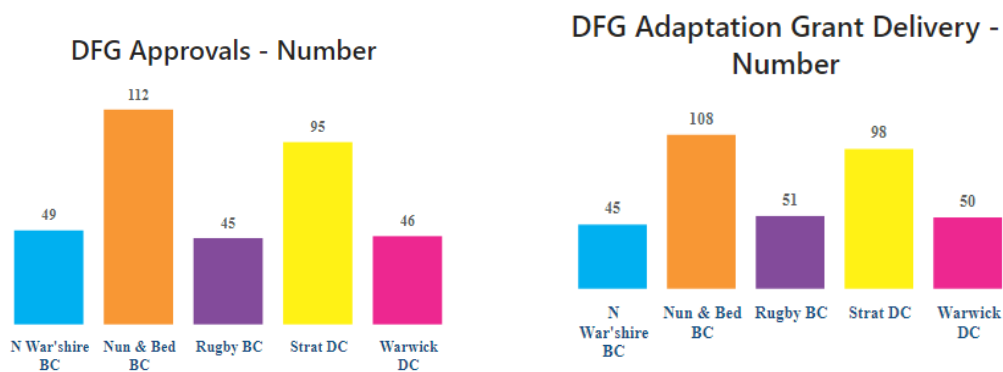
1.6 The capital allocations for 2023/24 are identical to the 2022/23 allocations. However it has been stated that there will be additional funding over the next 2 years from the Department of Health and Social Care. This will be capital allocations. The expected allocations are shown in the table above. This would represent a 9% increase on the previous year.

2 Service Performance

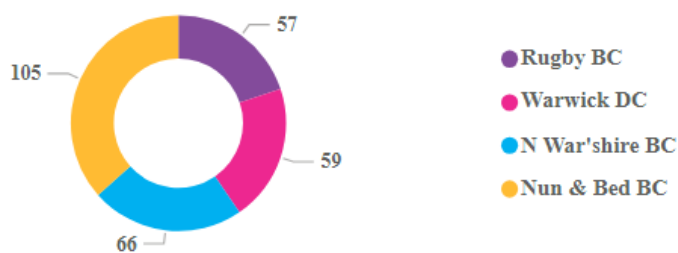
2.1 The following charts and data relate to the performance of the service across the majority of its services during the financial year. The final quarterly report provides more depth which has been shared with each partner member of HEART.

2.2 Grants

The service provides a range of grants funded via the DFG capital allocations and delivered under the Warwickshire shared Housing Financial Assistance Policy.



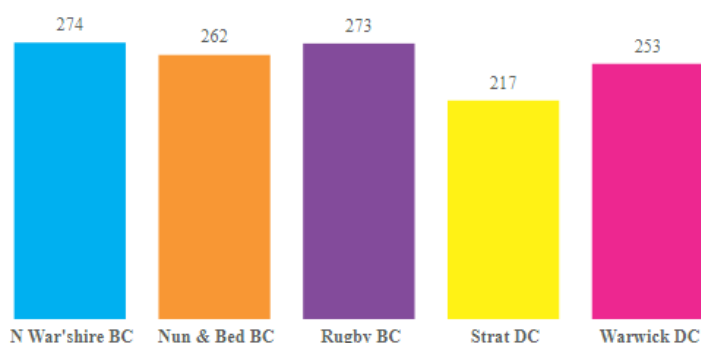
LA Referrals Made - Number



2.3 In total the number of referrals for council adaptations and the number of DFG approvals made by the team was 631. DFG's in the private sector amounted to 347 with 284 referrals for Council Housing.

The service completed 355 DFG's within the year.

Average End to End Times - Calendar Days



2.4 End to end times measure the time it takes from the enquiry to the service to when DFG works have been completed. The process is complex and requires assessments of needs and of the property and against the qualifying criteria for DFG's. The quotes and building works then need to be arranged on behalf of the customer. The end-to-end times vary widely due to the small and straightforward adaptations being compared against large and complex extensions and adaptations with either property difficulties or complex personal needs. Generally, the service operates on average within the same time frame across the 5 local authority areas.

Work Type Group	Case Count Works
Stairlift	98
Ramp	27
Level Access Shower	234
Extensions & Conversion (Adults)	22
Extensions & Conversion (Children)	6
Other	624

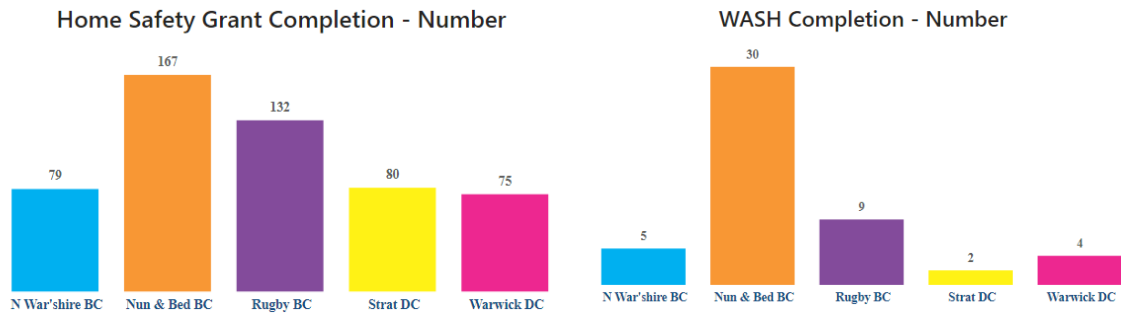
The service delivered 234 level access showers, 98 stairlifts and 28 extensions or conversions.



Level Access Shower Room funded through HEART with accessible wash basin and WC.



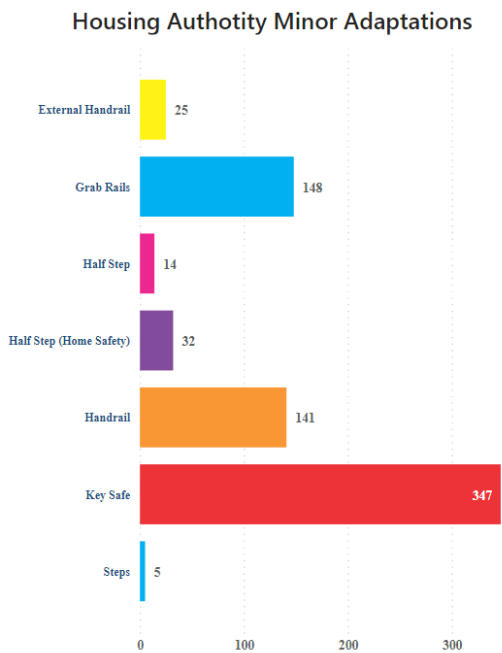
HEART funded access ramp and low threshold door.



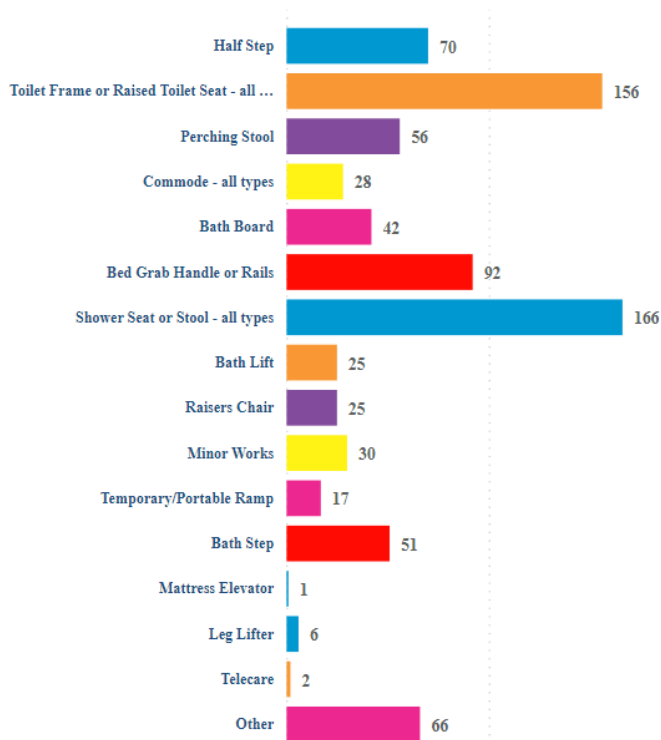
2.5 533 Home safety Grants were completed providing the minor adaptation described in the chart below.

2.6 50 Warm and Safer Homes Grants were completed removing 58 Category 1 hazards:

- Excess Cold: 35
- Damp and Mould: 12
- Personal Hygiene: 3
- Structural Collapse: 4
- Lighting: 1
- Electrical Hazards: 1

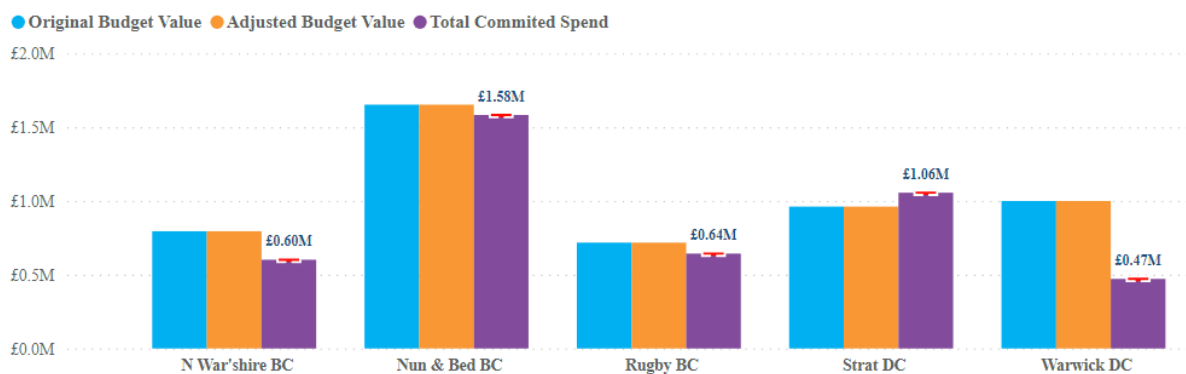


Social Care Equipment Provided



2.7 Being a multi-agency service HEART provides equipment from the Warwickshire County Council Integrated Community Equipment Service. We provided the equipment described above either as a stand-alone solution or in combination with other forms of assistance.

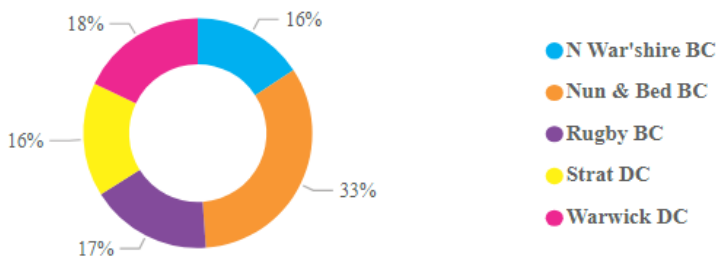
Budget Management



2.8 There was a slight over allocation of budget in Stratford-on-Avon District Council whilst over councils realised a slightly lower allocation than the budget. Warwick District Council provides a unique challenge in the take up of grants. It is hoped a revised Financial Assistance Policy will help to increase take up. Overall the service allocated £4.35m from the £5.1m allocation.

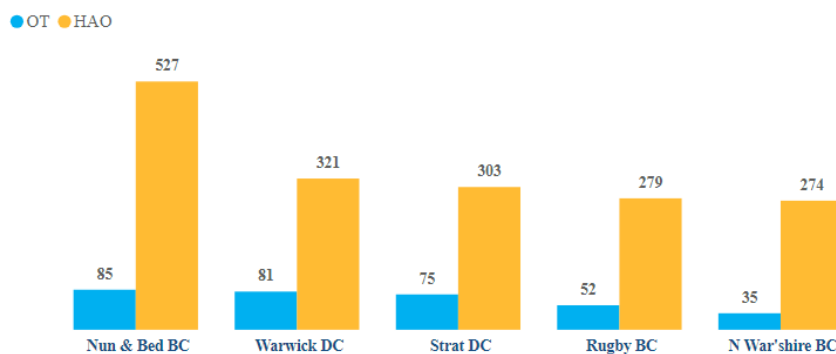
Local Authority	Enq Rec Q1	Enq Rec Q2	Enq Rec Q3	Enq Rec Q4	Enquiries Received
Nun & Bed BC	305	304	267	342	1218
Warwick DC	169	168	127	193	657
Rugby BC	142	170	151	168	631
Strat DC	154	148	128	160	590
N War'shire BC	145	148	143	142	578

Enquiries Received by Local Authority



- 2.9 Demand for the service and therefore new cases produced by the service totalled 3674 during the year. This is 30% higher than in 2018/19. Roughly the new cases for all authorities were equal except for Nuneaton and Bedworth where demand is roughly double. This reflects the allocations made by central government each year.

Completed assessments



- 2.10 Out Housing Assessment Officers carried out 1704 Home Environment Assessments relating to our Warwickshire residents ability to manage within their homes. Occupational Therapist carried out 328 Care Act Assessments.

2.11 Benchmarking – Foundations and Best Practice Guidance

- 2.12 Foundations: The National Co-ordinating Body for Disabled Facilities Grants and Home Improvement Agency in England, carry out some benchmarking

activities within the sector. In addition the Best Practice Guidance provides some targets for completing disabled facilities grants.

The best practice guidance provides the following targets for end to end times:

Type	Working Days	Calendar Days	Months
Urgent & Simple	55	77	2
Non-Urgent and Simple	130	182	6
Urgent & Complex	130	182	6
Non-Urgent & Complex	180	252	8.5

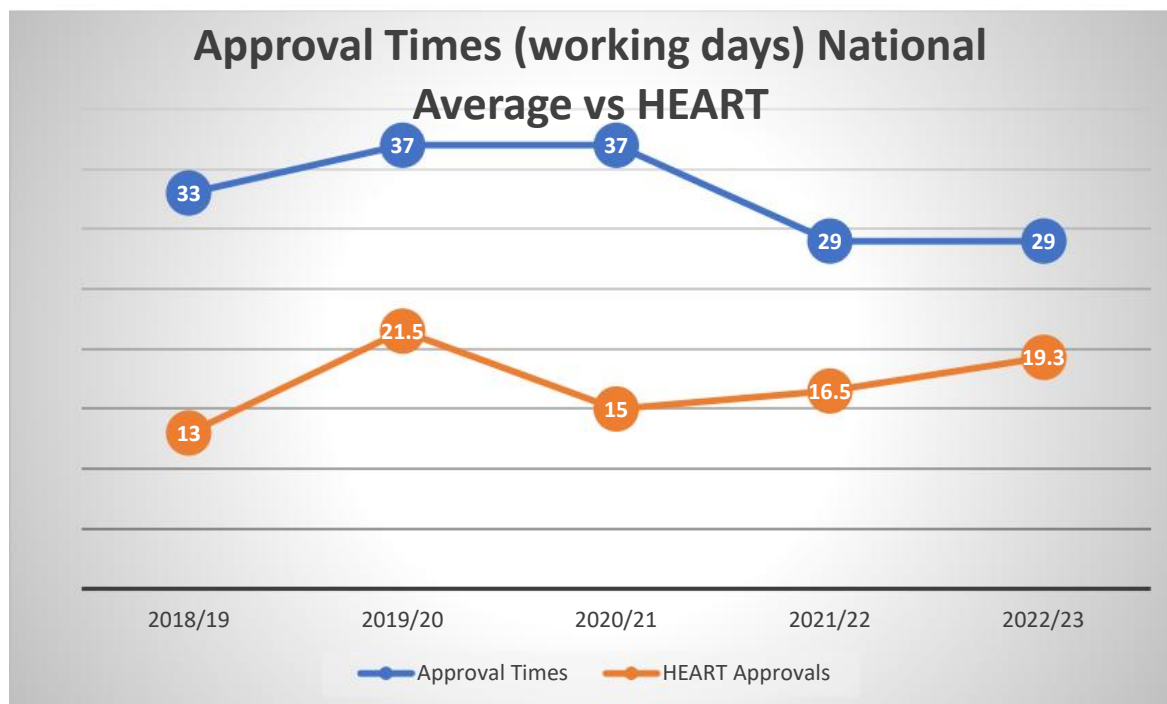
2.13 HEART achieved an average time of 252 days for all of our adaptations which corresponds with the non-urgent and complex time scale.

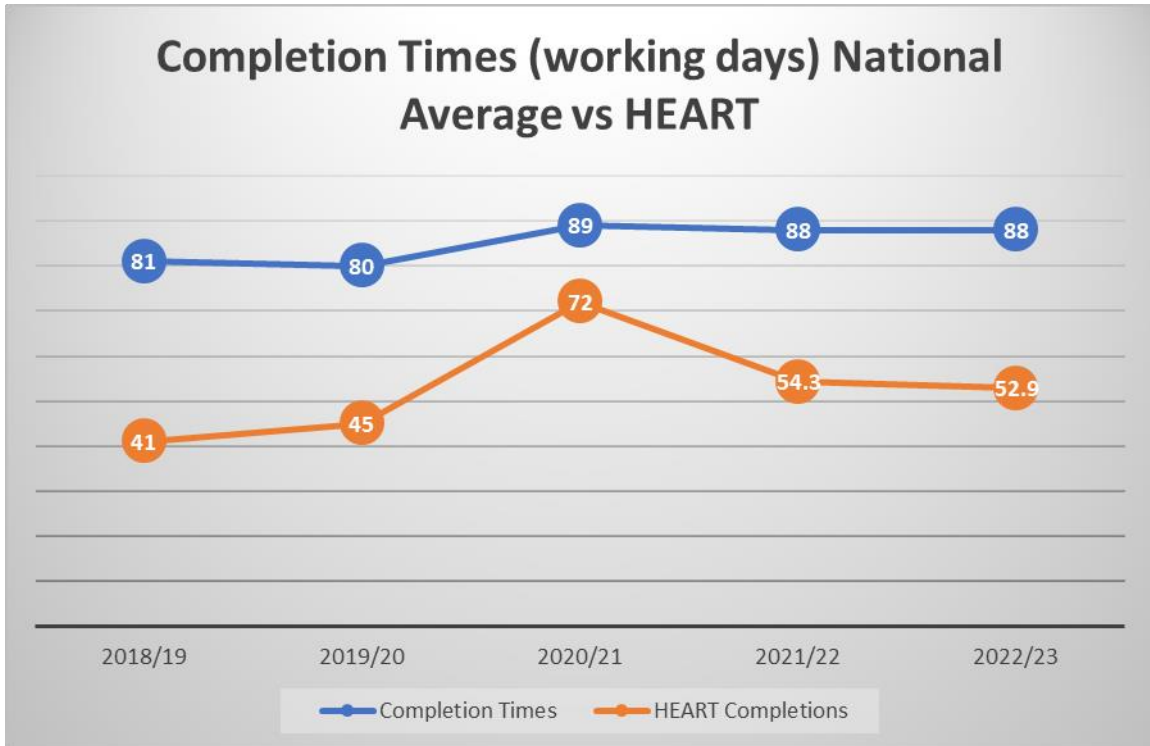
Single adaptation types took an average of:

Stairlifts 162 calendar days.

Showers 220 calendar days

Minor adaptations through the home safety grant took on average 49 days from enquiry to approval.





2.14 The above two charts compared HEART with the national average as collated by Foundations. Please note the national averages for 2022/23 are not yet available and so the previous year figure has been repeated.

HEART performs well against both grant approval times and works completions times.

3 Achievements and Challenges

3.1 IT Replacement

During the whole of 2022/23 the service has been working to implement a new IT system. Civica Cx was chosen as it provided consistencies with, the current IT system whilst having vastly improved functionality. Nuneaton and Bedworth as the Host was also implementing Cx across its regulatory services and parallel projects were in place reducing the need for HEART to go it alone with its own system.

- 3.2 Resources were allocated to the project and external expertise was acquired to push forward the development and configuration of the new system.
- 3.3 Whilst Civica Cx is provided as a bare bones system it needs a large amount of “localisation” to run the processes and procedures that are bespoke to any particular service.
- 3.4 Whilst the processes in HEART are well established, they needed to be dissected and re-engineered to take advantage of new capabilities and then built within the Cx system.

DFG Pathway within Cx using tasks, milestones, communications and automatic decisions to progress along the correct pathway.



- 3.5 For a small team this was a major challenge as there was no internal experience of designing and configuring IT systems, everything had to be learned. By the end of March 2023, the system has been configured to where

it could be tested by team members and to consider whether User Acceptance Criteria could be met.

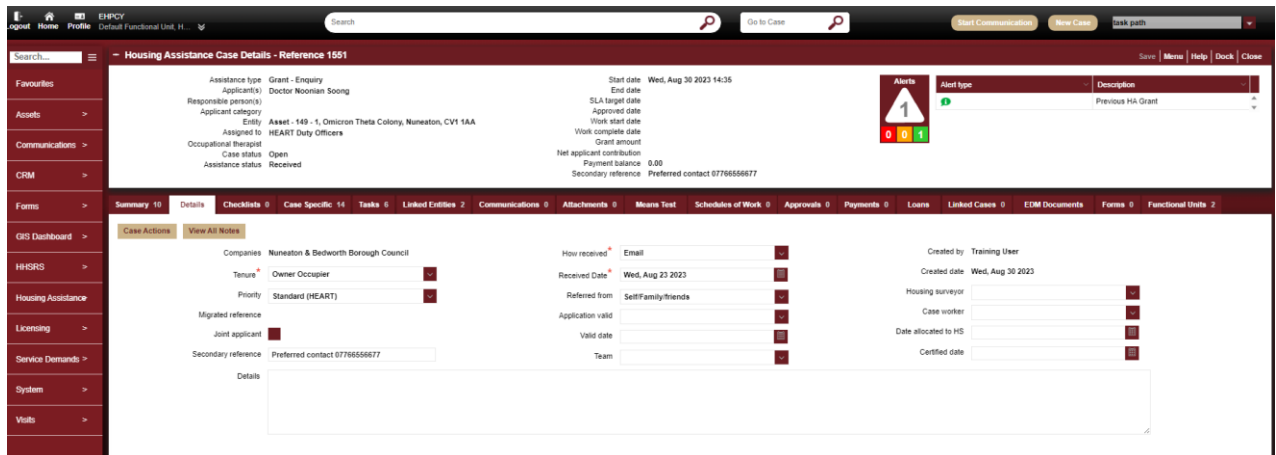


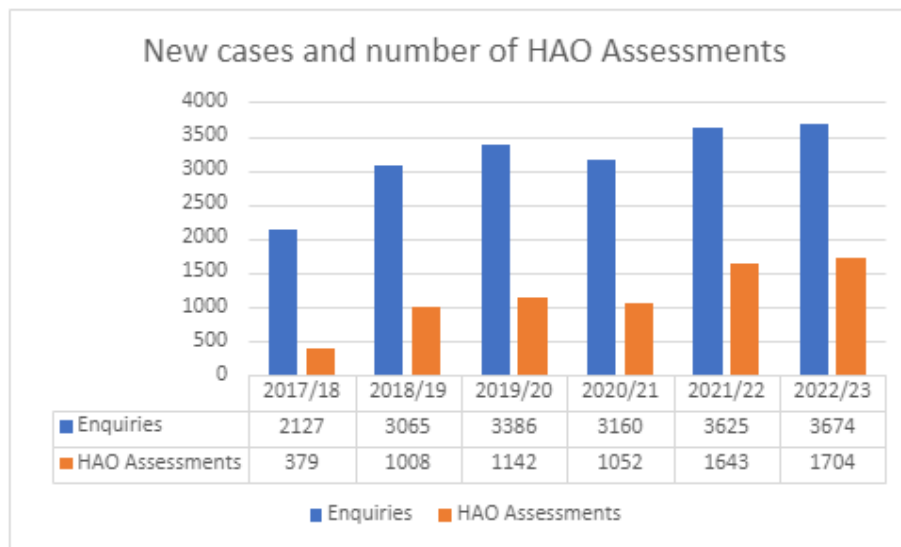
Fig: Screenshot of the test Cx system.

3.5 A staff training programme and implementation phased plan has been designed for 2023/24.

3.6 Demand and Capacity

3.7 In 2020/221 an external business consultant examined the service and determined that additional resources were required to meet in year demand. Whilst the service has sufficient capital resources, it requires additional revenue to increase capacity.

Demand for services has also been increasing over the years:



3.8 Therefore, the challenge remains with how to meet increasing demand. At the end of the year, waiting lists were increasing, partly due to increased demand and partly due to the Cx implementation which is utilising team resources.

Whilst capacity issues were forecast, it will remain a challenge to reduce the waiting lists especially if additional resources are not deployed.

3.9 New Performance Report

A new performance report was considered by Board and commissioned during the year. The service worked with an external data specialist to create a report that is largely automatically produced based on the agreed metrics. It makes use of Power Bi and provides a very comprehensive report on a quarterly basis. This allows partners and Board members to receive detailed data concerning the service, both holistically and bespoke to their authority.



Fig: Quarterly Performance Report Headings.

3.10 The report is likely to be one of the most comprehensive across the sector as it pulls together the total end to end process information and outputs from the service from social care equipment to extensions, and new cases to team assessments.

3.11 A future challenge will be to re-create the report during the Cx implementation project using the new database and reporting methods. Again, the service

intends to work with the data specialist to facilitate this development and any new functionality the system enables.

3.12 New Customer Satisfaction Survey.

During the year Rugby Borough Council assisted the service by updating and developing a new survey for customers of the service. The previous survey was resource intensive and was in the original form from 2016/17. The new survey will involve digital methods as well as direct customer interactions. It has also been simplified.

Continuing with support from Rugby, it will launch in the first quarter of 2023/24 and become part of the quarterly reporting process.

3.13 Agreement on HR processes for HAO Staff

The shared service has seconded employees from each of the partners with Housing Assessment Officers employed by each of the District and Borough Councils. This causes problems in terms of managing through diverse systems and processes across the 6 organisations for example 6 different sickness processes. As part of a move to streamline how this operates an HR Officers Group have been working to agree where the processes and systems can be harmonised. This will make it more efficient for line managers to provide management support to their team.

3.15 Whilst an outline of the streamlined processes has been agreed, the next step will be to implement this across the partnership, using the respective change management processes.

3.16 Agreement to extend the Partnership.

3.17 The 5-year term of the partnership agreement was extended by 1 year for 2022-2023. During the year considerable work was undertaken to refresh the Business Case and the Partnership Agreement to take the partnership forward for a further 5 years. All partners decided to remain within the partnership.

3.18 This will provide a firm basis on which to develop and enhance the service, and likely respond to national and local challenges and opportunities over the next 5 years.

3.19 The unique nature of the partnership, bringing together 6 different local authorities under the direction of shared Board of partners across the health, housing and social care economy for Warwickshire has been recognised in reviews and best practice.

Disabled Facilities Grant Delivery: Guidance for Local Authorities in England:

Local authorities should consider using a single, integrated team to handle the whole adaptation journey from first contact to completion of the works. A joint team, including both housing and social care professionals, overcomes the frustrations faced by clients when their case is passed between different organisations. There is emerging evidence that this more person-centred way of working reduces timescales and drop-out rates.

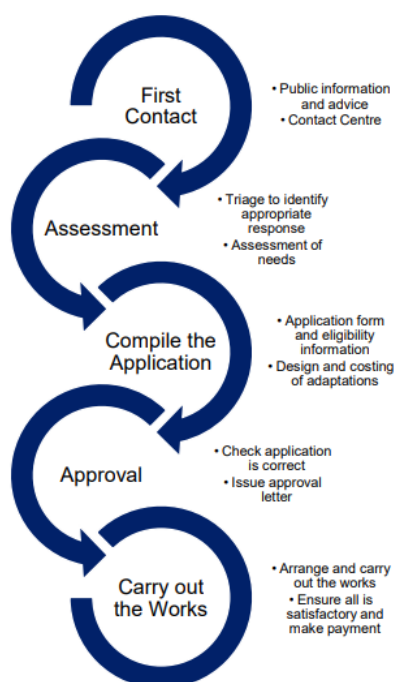


Fig: Disabled Facilities Grant Delivery: Guidance for Local Authorities in England: Elements of the DFG Process.

3.20 The HEART Partnership has been designed and will continue to meet the above criteria as set out in the Best Practice guidance delivering all elements of the DFG pathway and more.

3.21 Drafting of new Financial Assistance Policy

3.22 The current Housing Financial Assistance Policy was adopted in 2017 and was a further flagship achievement as it harmonised the diverse policies that existed within Warwickshire. It allowed the service to deliver an equitable service to all Warwickshire residents and removed variance in processes. As national capital allocations have increased over time and experience has

provided practical ideas to improve the policy, a new policy was drafted during 2022-2023.

- 3.23 This included consultation with the HEART delivery team and with the Housing Authorities Private Sector Housing Managers to ensure representation across the housing partners.
- 3.24 It is well known within the sector that the national means test is outdated and that the Government intends to review and update. It is also recognised that the maximum grant limits are not adequate.
- 3.25 Whilst Housing Authorities have discretion to set their own policies and thus the financial assistance provided, the Partnership has taken this opportunity to further review and update the policy to address some of the national constraints. The new policy will be offered for consideration by Housing Authorities during 2023.

3.27 Review of Service against best practice guidance

- 3.28 Following the publication of the Best Practice Guidance March 2022, the service took the opportunity to carry out a self-assessment against the guidance to identify:
- Where it exceeds the guidance
 - Where it meets the guidance
 - Where we could take action to improve to meet the guidance.

- 3.29 This was a major piece of work and team members from all levels were included to achieve a comprehensive review.

The assessment recognises the very good service provides by the Partnership and teams but also identified improvements that can be prioritised and progressed to further enhance the service.

It is intended that the finding will be reported to the partnership Board along with recommendations to include in the improvement work plan.

4 Planned Future Activity

4.1 Implementation of Cx System

- 4.2 The new year will be dominated by the implementation of the Cx IT system. The 1st Quarter will largely consist of configuration, testing, reconfiguration

and training. There is a target “go live” date for new enquires to be entered on the system scheduled for 1st June 2023.

- 4.3 At that stage the service will be using both the old and the new system with phased go live for different team when they will transfer new allocations on to the Cx system.
- 4.4 Training manuals, operation manuals and configuration manuals will also be necessary to ensure that the process is standardised across users.
- 4.5 As the system is in its infancy there will be changes and improvements within future released which should allow the service to improve how it uses the system. However adequate time and resources to system management will need to be provided and system champions developed to allow for continued improvement. This will be an ongoing work stream within the service which will be necessary to enable the service and the public to take advantage of new and evolving capabilities.
- 4.6 On top of the Cx system, a whole new reporting system will need to be implemented and whilst the expertise needs to be developed it will allow much better data analysis and reporting than can currently be achieved. Reporting capability will likely reduce in the meantime whilst implementation take place especially as data will be contained on two distinct system.

Resources will be stretched further during this period, and it is expected that performance will be hindered as a result.

4.7 Implementation of new Financial Assistance Policy

- 4.8 If adopted by partner Housing Authorities, then the new Financial Assistance Policy will need to be implemented. New and improved forms of assistance will be provided, and the systems and public facing information will need to be amended to deliver the new policy. Teams will need to be trained and supported to provide consistent service delivery.

- 4.9 The Cx system configuration will need to be amended along with the reporting requirements.

This will be a major challenge and likely take place in the second half of 2023-2024.

4.10 Expected Additional Capital Funding for 2023 and 2024.

- 4.11 On the 4th April 2023 the Government published the policy paper: **Next steps to put People at the Heart of Care.**

Contained within the paper was the following commitment and expectations:

The [Disabled Facilities Grant](#) (DFG) already provides funding for individuals to make substantial adaptations to their homes - with around 50,000 grants every year. But we need to complement this with agile, adaptive services to provide more modest interventions and assistance in quicker time.

Therefore, from spring 2023 we will be investing an additional £102 million over 2 years to increase funding and support for people to adapt or maintain their homes. This new money will be distributed as a capital top up to the £573 million per year DFG funding and managed in the same way through the BCF.

Local housing authorities already have flexibilities to use their DFG funding to fund supplementary services that are agile and help people stay independent, support hospital discharge and make minor adaptations. There are lots of examples of local authorities already doing this effectively - for example, through the commissioning and delivery of Home Improvement Agencies. We want to encourage local authorities to use this additional funding to provide more of these supplementary services, with the support of the recently updated [guidance for local authorities](#) to better assist their residents. This will better ensure safety, warmth and timely access to the right adaptations and small alterations.

- 4.12 If allocations are in line with the DFG allocations, then Warwickshire will be due to receive approximately £450,000 for each of 2023 and 2024. It is expected that the Government will review the impact of the additional funding.
- 4.14 As this will be distributed as a capital grant the Partnership and service will need to consider how best to spend this extra funding in addition to the yearly allocations. Whilst the new Financial Assistance Policy could help with higher limits proposed relating to home safety grants, we will need to consider streamlining, targeting and delivery.

4.15 Exploration of the new Foundations self-serve options for customers

Foundations, the national co-ordinating body for Disabled Facilities Grants in England has developed a self-serve portal for customers to enable customers to self-assess their homes to see how well it meets their needs.

[Housing Adaptation \(adaptmyhome.org.uk\)](https://adaptmyhome.org.uk)

It then places customers in touch with their local agency delivering adaptations.

- 4.16 The work programme includes exploring the portal to determine whether it can act as a access channel to the service and the confidence we could place on customers carrying out self-assessments or whether they require secondary assessments.
- 4.17 The outcome could provide valuable knowledge for the service and the sector in general and if positive provide links to the self-assessment on our own web site and promotional material.

4.18 Service Structure review

- 4.19 The service structure has remained largely unchanged since inception and now 6 years later with higher demand and knowledge of the type of cases, the service structure is due for consideration. In 2020 there was the addition of a Duty team to process the teams' enquiries and referrals and carry out screening assessments, offer advice, referrals, and signpost to other services.
- 4.20 Should new revenue become available to support additional employees then the structure should be scalable to allow demand to be met. Therefore, it is intended to reconsider the structure and the service needs to enable future developments over the next 5 years.

Heart Customer Satisfaction Survey

Report to Heart Board Tuesday 3 October 2023

From Mary Jane Gunn Communities and Projects Manager Rugby Borough Council

Introduction

In February 2023 the Heart Board agreed that RBC would undertake a customer satisfaction survey to understand the impact of the measures it was taking and customer satisfaction with the service.

Technical performance of the contractors delivering work remains the responsibility of Heart.

A survey approach was approved by the Heart Board in February 2023 and the approved surveys are attached.

We have sent a prework survey to everyone who came into the service in Q1 2023/24.

We have sent a post work survey to those who have entered the service and had their work completed within Q1 2023/24.

Post work surveys of those who came into the service in Q1 and who completed in a later quarter will be sent to beneficiaries on completion of their work.

We have surveyed by post and via Survey Monkey (online) We have sent out:

- 236 Pre work Surveys (13 were via Survey Monkey)
- 128 Post work surveys

We have had a strong response, particularly by post, and we are pleased to report the following response rates;

- Pre work Survey = 55 (23%) of those surveyed have completed our survey.
- Post Work Survey = 27 (21%) of those surveyed have completed our survey.

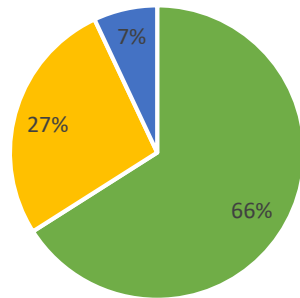
Headline Findings

From looking at the results of the surveys, the following conclusions can be drawn;

- After works were complete, 73% of people felt safe and warm in their home. Up 8% on those surveyed prior to work taking place.
- There has been a 6% reduction in people relying on carers or family members for support following completion of works.
- After works were completed, 42% felt they were at risk of falling in their homes which is a 3% reduction from those who hadn't had work completed.
- Following on from completion of works, 62% felt they could live independently at home which is a 3% rise on those that hadn't had works done.
- After works had been completed, 8% of people felt that the condition of their home was affecting their health, this is an 8% reduction from those that had not had works completed.
- Prior to works being completed, only 46% of people were aware of their benefit entitlement, whereas after works had been completed, this rose to 64%.
- 81% found the service easy to access.
- 88% were satisfied they were kept informed of the progress of the work.
- 92% were satisfied with the employed contractor (with 8% undecided)
- 84% were satisfied with the time taken to complete the works.

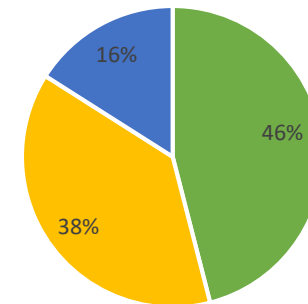
Pre-Work Survey Results

I feel safe and warm in my home

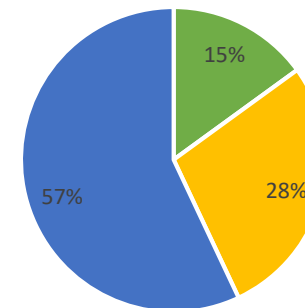


■ Agree ■ Neither ■ Disagree

I feel at risk of falling in my home

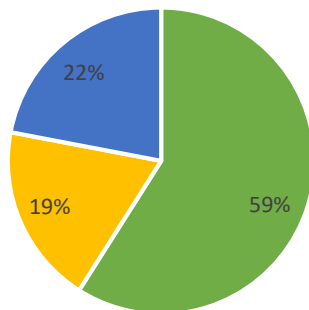


I am worried about being able to afford to remain living at my home



■ Agree ■ Neither ■ Disagree

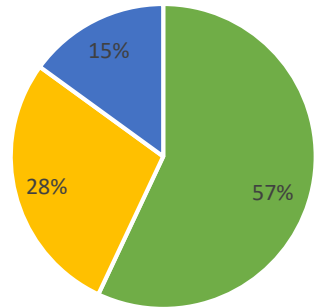
I am able to live independently in my home



■ Agree ■ Neither ■ Disagree

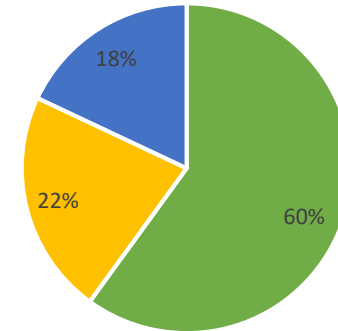
Pre-Work Survey Results

I can afford to heat my home



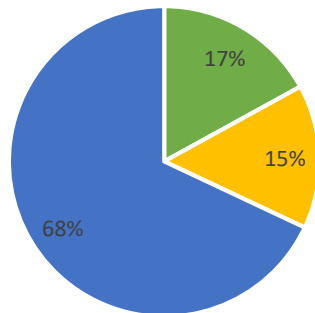
■ Agree ■ Neither ■ Disagree

I am reliant on carers or family for support in carrying out daily activities



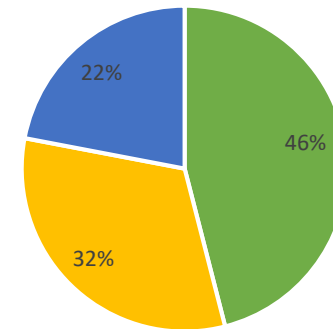
■ Agree ■ Neither ■ Disagree

The condition of my home is affecting my health



■ Agree ■ Neither ■ Disagree

I know what benefits I am entitled to

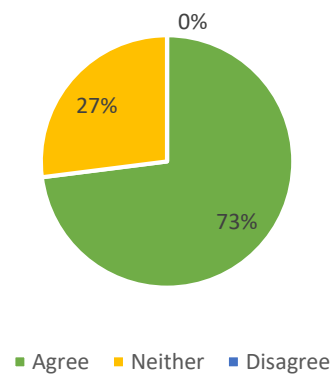


■ Agree ■ Neither ■ Disagree

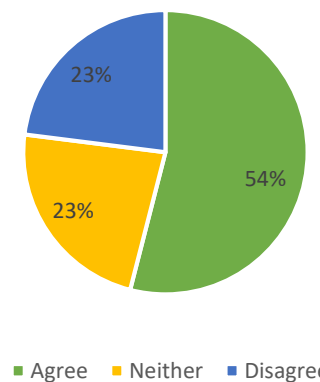
Post-Work Survey

Those surveyed after work had been completed were asked similar questions along with further work satisfaction questions, we found that;

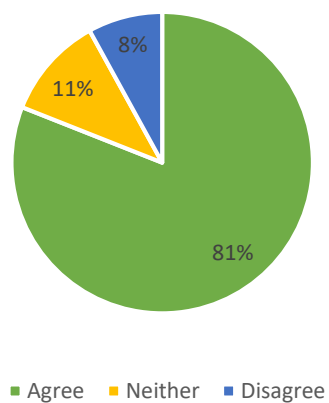
I feel safe and warm in my home



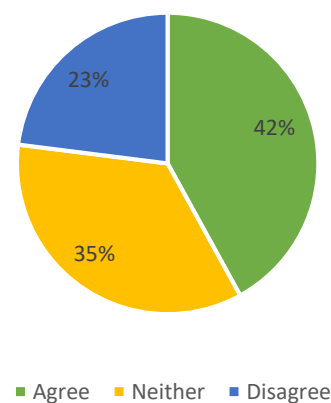
I am reliant on carers or family for support in carrying out daily activities



I feel confident I can manage in my home

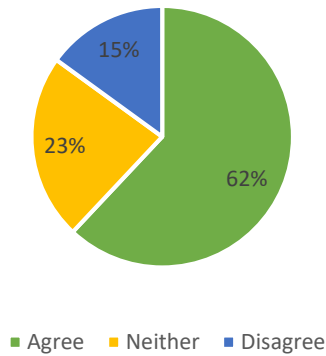


I feel at risk of falling in my home

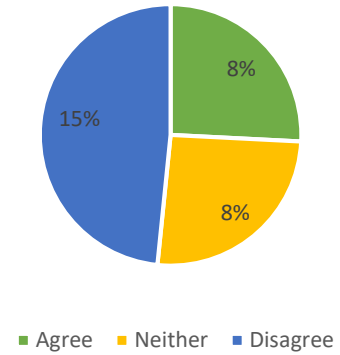


Post-Work Survey

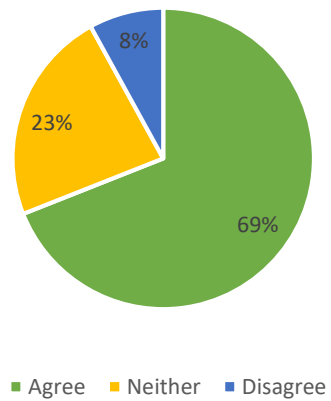
I am able to live independently in my home



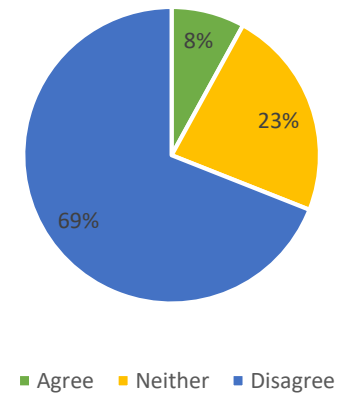
The condition of my home is affecting my health



I can afford to heat my home

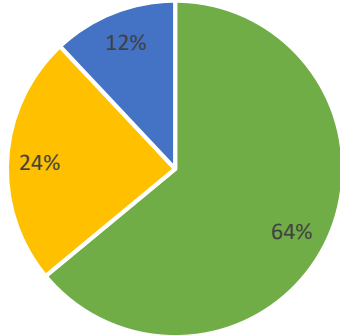


I am worried about being able to afford to remain in my home



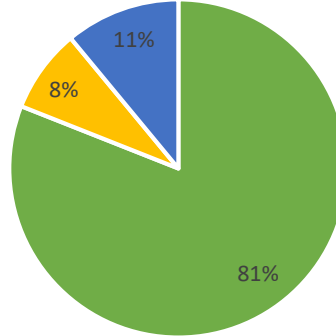
Post-Work Survey

I know what benefits I am entitled to



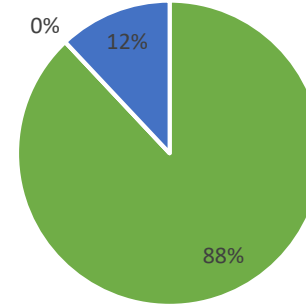
■ Agree ■ Neither ■ Disagree

I found the service easy to access



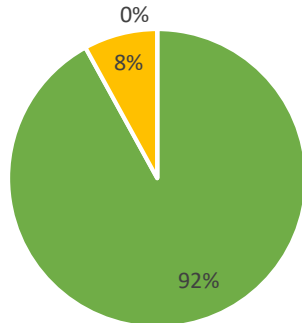
■ Agree ■ Neither ■ Disagree

I was kept informed about the progress of the work



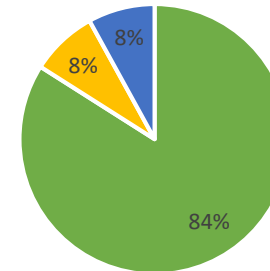
■ Agree ■ Neither ■ Disagree

I was satisfied with the contractor employed to do the work



■ Agree ■ Neither ■ Disagree

I was satisfied with the time taken from my initial enquiry to works being completed



■ Agree ■ Neither ■ Disagree

Lessons Learnt

Surveying by post is a method that suits Heart's beneficiaries, as demonstrated by the stronger return by post. We have used the SurveyMonkey analytics to present the information gathered in Quarter 1 but in future we will use a BI Dashboard to present the information gathered.

MJG 21 September 2023



DFG Approvals	DFG Adaptation Grant Delivery	DFG Average Costs
Timescales	Social Care Equipment	Housing Authority Equipment
WASH Grant Delivery	Budget	Home Safety Grant Delivery
Hospital Discharge	Enquiries	Waiting List / Assessments Completed
Local Authority	Enquiries by Source	Cancellation Reasons

Select Financial Year ▼

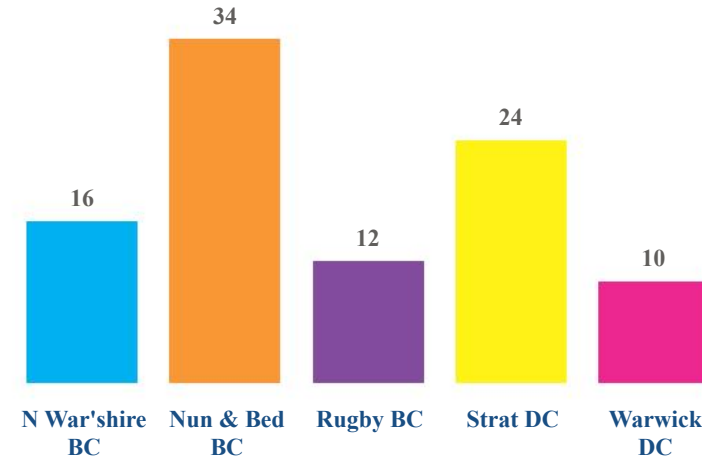
FY16/17	FY20/21
FY17/18	FY21/22
FY18/19	FY22/23
FY19/20	FY23/24



DFG Approvals - Number

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	16		16		16		16
Nun & Bed BC	34		34		34		34
Rugby BC	12		12		12		12
Strat DC	24		24		24		24
Warwick DC	10		10		10		10
Heart Service	96		96		96		96

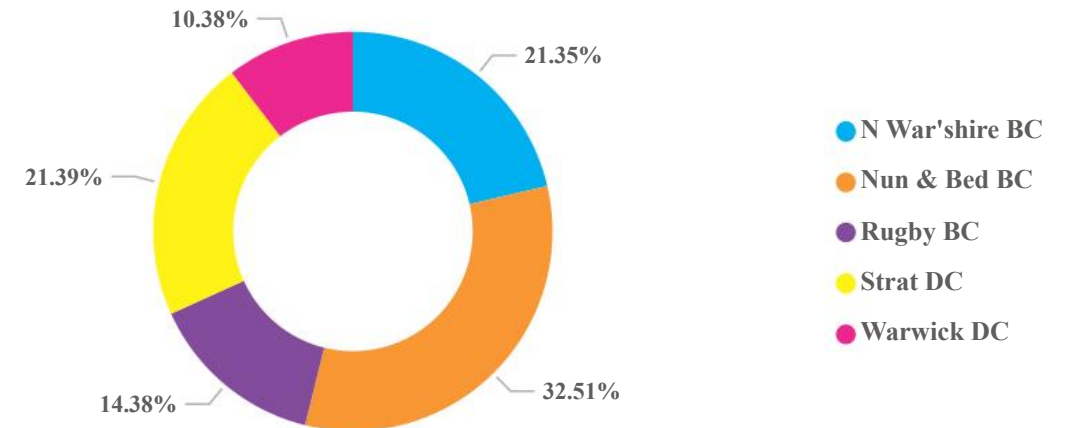
DFG Approvals - Number



DFG - Approval - Value of Works

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	£212,474		£212,474		£212,474		£212,474
Nun & Bed BC	£323,570		£323,570		£323,570		£323,570
Rugby BC	£143,097		£143,097		£143,097		£143,097
Strat DC	£212,897		£212,897		£212,897		£212,897
Warwick DC	£103,297		£103,297		£103,297		£103,297
Heart Service	£995,336		£995,336		£995,336		£995,336

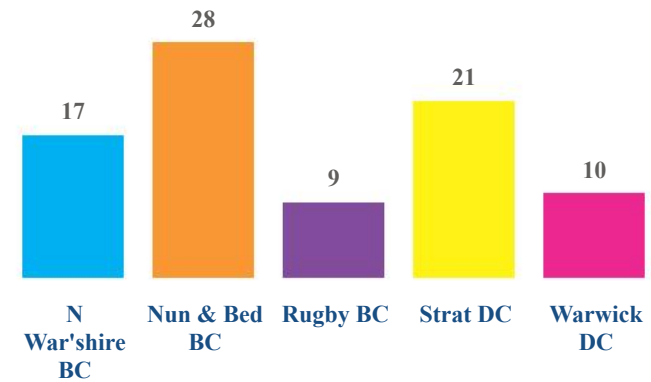
DFG - Approval - Value of Works



DFG Adaptation Grant Delivery - Number

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	17		17		17		17
Nun & Bed BC	28		28		28		28
Rugby BC	9		9		9		9
Strat DC	21		21		21		21
Warwick DC	10		10		10		10
Heart Service	85		85		85		85

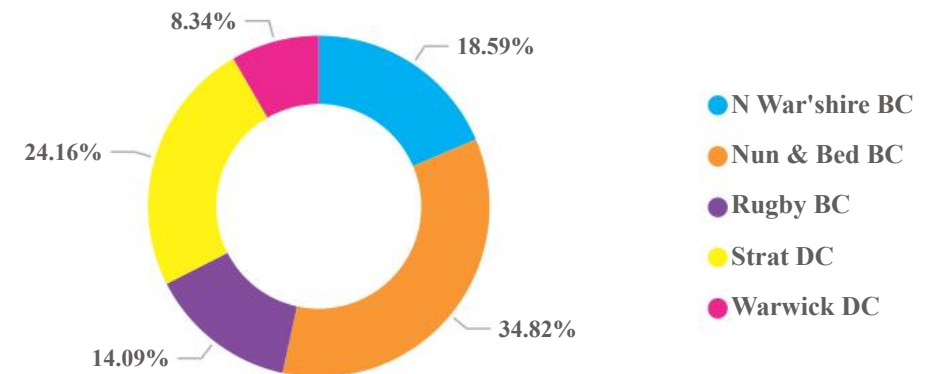
DFG Adaptation Grant Delivery - Number



DFG - Adaptation Grant Delivery - Value of Grants

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	£139,560		£139,560		£139,560		139,560.43
Nun & Bed BC	£261,427		£261,427		£261,427		261,426.89
Rugby BC	£105,756		£105,756		£105,756		105,756.39
Strat DC	£181,354		£181,354		£181,354		181,354.12
Warwick DC	£62,636		£62,636		£62,636		62,636.13
Total	£750,734		£750,734		£750,734		750,733.96

DFG - Adaptation Grant Delivery - Value of Grants



Average Costs of Completed DFG Works - Overall

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	£8,209		£8,209		£8,209		£8,209
Nun & Bed BC	£9,337		£9,337		£9,337		£9,337
Rugby BC	£11,751		£11,751		£11,751		£11,751
Strat DC	£8,636		£8,636		£8,636		£8,636
Warwick DC	£6,264		£6,264		£6,264		£6,264
Heart Service	£8,832		£8,832		£8,832		£8,832

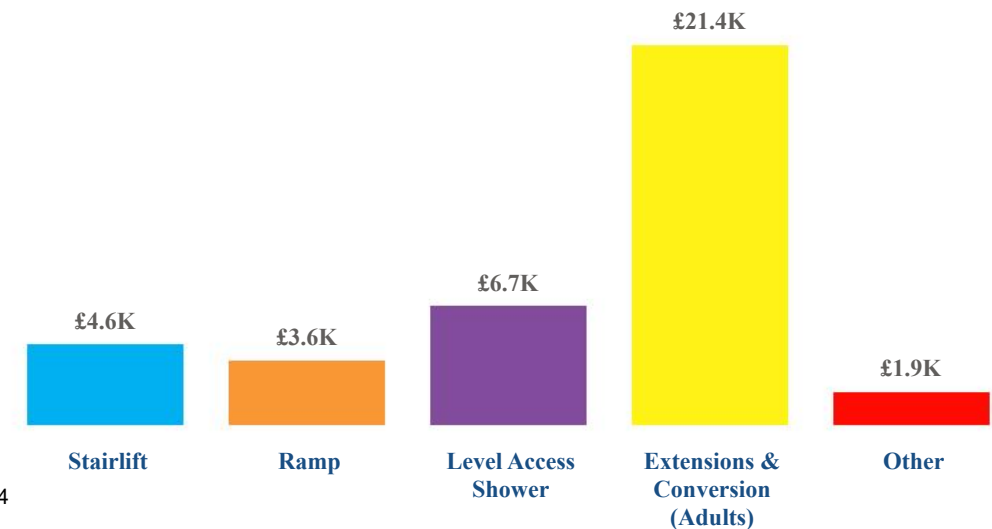
Average Costs of Completed DFG Works - Overall



Average costs YTD

Work Type Group	Case Count Works	Avg Works Costs	Avg End to End Time Enquiry to Works Completion
Stairlift	19	£4,554	198
Ramp	12	£3,605	218
Level Access Shower	57	£6,684	228
Extensions & Conversion (Adults)	4	£21,416	311
Other	128	£1,868	243

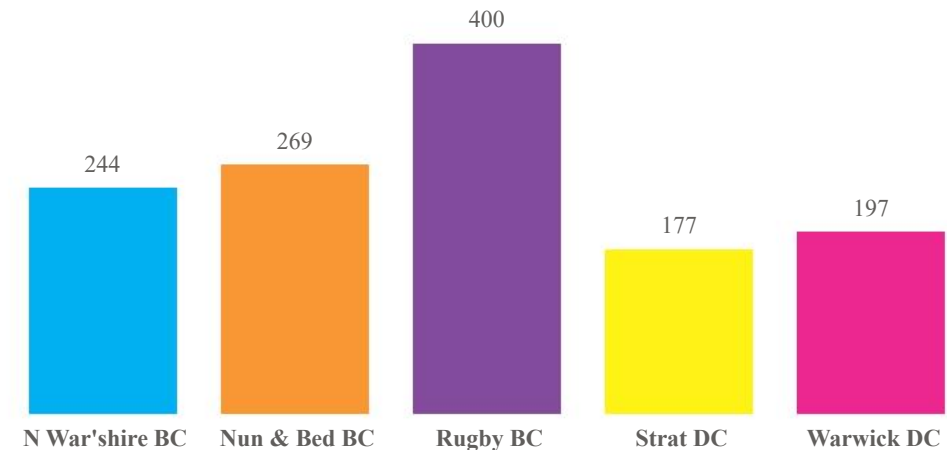
Average costs



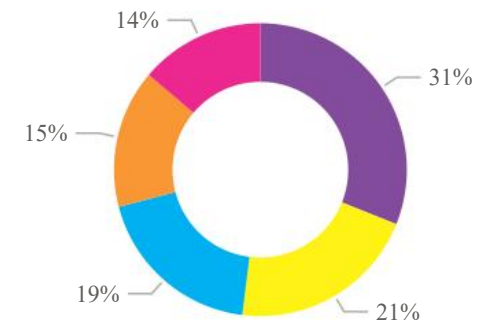
Average End to end DFG case delivery timescales

LA Short	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	244		122		81		244
Nun & Bed BC	269		134		90		269
Rugby BC	400		200		133		400
Strat DC	177		89		59		177
Warwick DC	197		98		66		197
Total	249		125		83		249

Full Year by LA Short



LA Short	Enq to Telephone Assessment (all cases)	Telephone Assessment to Visit (all cases)	Visit to Contractor Visit	Contractor Visit to Quote	Quote to Apprv	Apprv to Start Work	Start Work to Completion Work	Avg End to End Time Enquiry to Works Completion	Completion Work to Case Closed
Warwick DC	8	59	70	5	25	57	6	197	44
Rugby BC	7	84	61	32	26	26	62	400	42
Strat DC	10	54	55	10	31	40	15	177	21
Nun & Bed BC	6	67	53	7	29	36	24	269	40
N War'shire BC	7	72	37	10	27	32	23	244	17
Total	7	68	53	11	28	38	23	249	31



DFG Delivery Commentary

96 DFG approvals were processed in the 1st Quarter of 2023. This was slightly higher than the quarterly average for last year which stood at 88. There tends to be some variation between the quarters so it compares favorably with Q1 from last year which stood at 92 approvals. The total value of DFG approvals was £995k which was similar to Q4 from 2022/23.



Completions were slightly lower than last year with 85 grants completed compared with 93. Completions follow closely the number of approvals and average out over time.

The value of completed adaptations was substantially lower than last year amounting to £750k. This was 25% lower than the previous year and reflects a lower average grant value of £8.8k down from £11.7k. The reason for this is the low number of extensions and conversions being completed in this quarter which stood at 4. Whilst this is normal variance with the average cost of extensions over £30k and Children's over £40k, it shows in the figures if there are higher or lower numbers in any one quarter.

The average delivery time was 249 calendar days. This is similar to last year which over the full year gave an average figure of 251 days.

There were very good times in the SDC and WDC of 177 and 197 days respectively. These translate in to 126 days and 140 days when counting working days only.

Rugby has a poor average this quarter of 400 days. This is due to a comparatively small number of completed adaptations (9) being skewed by one extension that took 600 days to complete. This was due to the complex needs of the customer who was in hospital when it was originally referred to HEART. The adaptations being delivered were also challenging with works being scheduled to take place after one set of works had completed to allow the full range of adaptation to be completed.

Excluding the Rugby exception, the delivery times in the North are generally worse due to higher demand. At around 255 calendar days (182 working days) to complete adaptations this is significantly higher than in SDC and WDC. The team has will operate flexibly and support different areas as we try to balance the service but we do operate 2 distinct waiting lists. Potentially this is an area that can be examined in the future to create a more balanced waiting lists.

Higher demand and more cases being open to the teams will impact these figures in the future though it is to be expected with the CX implementation and increasing enquiry levels.

End of March 2023



Staffing levels improved from 72% at the end of March to 92% at the end of the June 2023 due to recruitment and long term sickness ending (over 2 weeks and the end of the period).

As is widely known the service is facing challenges that includes the level of staffing in the face of increasing capital budgets, increased demand and the project to roll out a new IT system.

During April and May some of the operational staff have been assisting with testing and troubleshooting on the new system and effectively becoming champions. This will enable them to support others in the future.

Also training began which has further impacted capacity. The development has been shielded from the operational staff, implementation will have an effect.

The Duty Team went live on the 1st June with a phased go live process planned for July August and September for the other teams.

Whilst we expected the implementation to have an impact on performance, we are also facing increased demand into the service. Whether this is a bubble or permanent will become clear in time, however both are combining lengthen waiting lists for both duty screening and personal assessments.

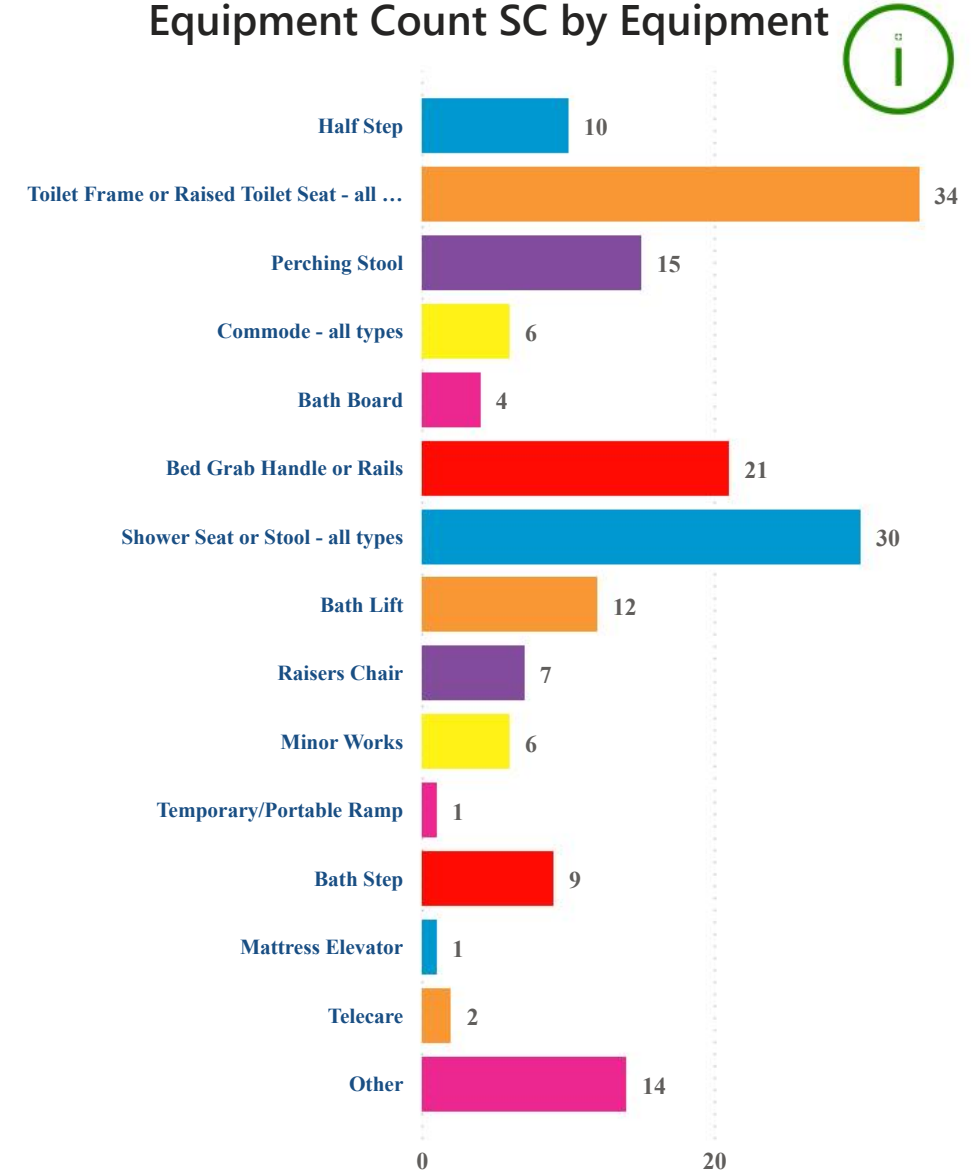
Capacity due to the IT implementation will be affected through Q1 and Q2 and also there will be changes that follow to deliver the proposed Housing Assistance Policy.

The service utilises casual staff to assist with the duty process as the small team can not cope with the level of enquiries at present. However this can only be financed by salary savings in other areas.

Staffing Levels as of 30 June 2023 ■

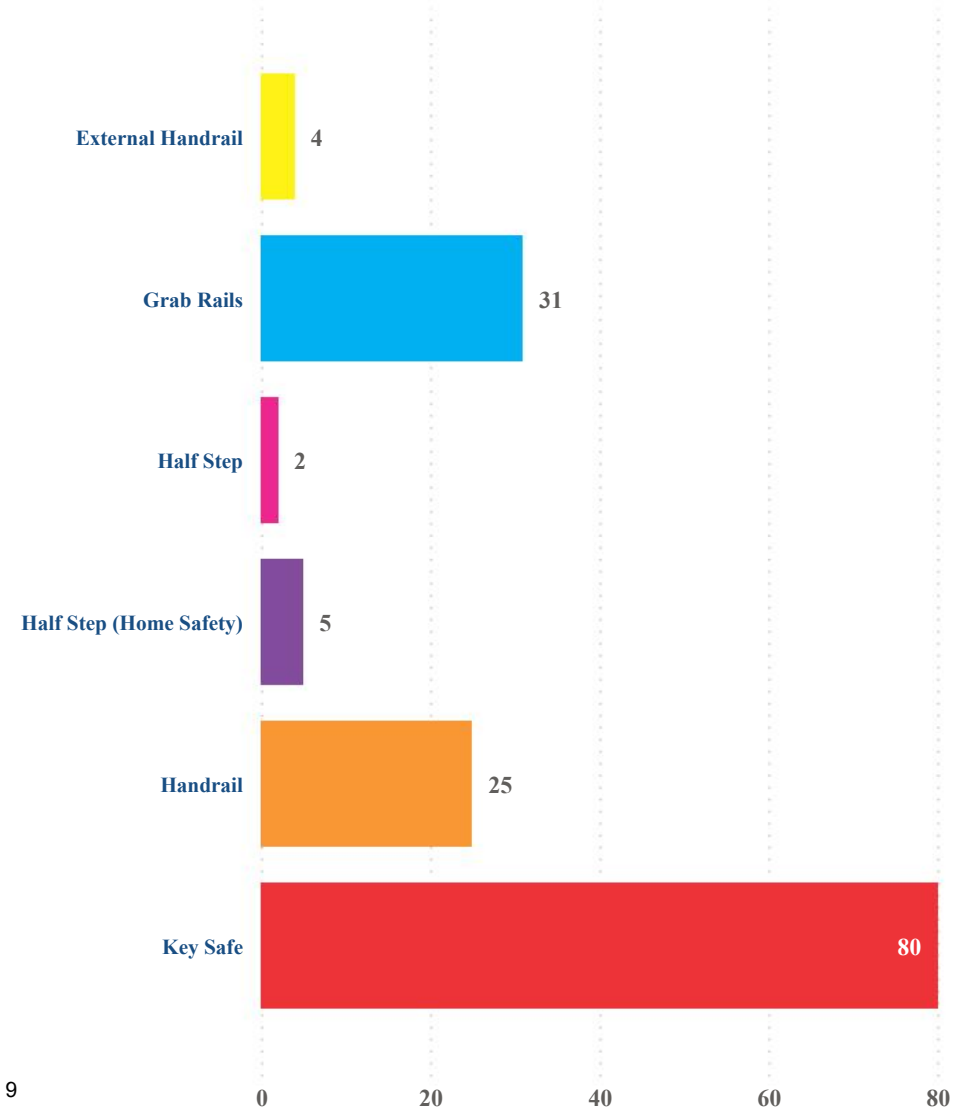
Social Care Equipment	N War'shire BC	Nun & Bed BC	Rugby BC	Strat DC	Warwick DC	Total
Half Step	1	9				10
Toilet Frame or Raised Toilet Seat - all types	11	15	1	4	3	34
Perching Stool	6	6	1	1	1	15
Commode - all types	1	3	1	1		6
Bath Board	1	2			1	4
Bed Grab Handle or Rails	5	7	1	3	5	21
Shower Seat or Stool - all types	7	7	6	7	3	30
Bath Lift	2	6	2	1	1	12
Raisers Chair		3		1	3	7
Minor Works		1		2	3	6
Temporary/Portable Ramp		1				1
Bath Step	2	3	2	1	1	9
Mattress Elevator			1			1
Telecare		2				2
Other	1	6		4	3	14
Total Equipment	37	71	15	25	24	172

Equipment Count SC by Equipment



Equipment	N War'shire BC	Nun & Bed BC	Rugby BC	Strat DC	Warwick DC	Total
External Handrail	2	2				4
Grab Rails		20	2	1	8	31
Half Step		2				2
Half Step (Home Safety)	1	1		1	2	5
Handrail	4	14	1	3	3	25
Key Safe	15	36	21	4	4	80
Total Equipment	22	75	24	9	17	147

Equipment Count HA by Equipment



Equipment Commentary



Perhaps a more immediate indication of capacity and issues with flow is the delivery of both Housing and Social Care minor adaptations or equipment.

The service delivered 172 pieces of social care equipment in the 1st quarter compared to an average of 208 items per quarter in the previously year.

Housing minor adaptations stood at 147 compared with an average of 178 in the previous year.

Both of these represent an 18% drop in provision on the previous year and suggests that performance across the service could be affected to this extent, at least through 2023/24 as the IT and financial assistance policy changes are implemented.

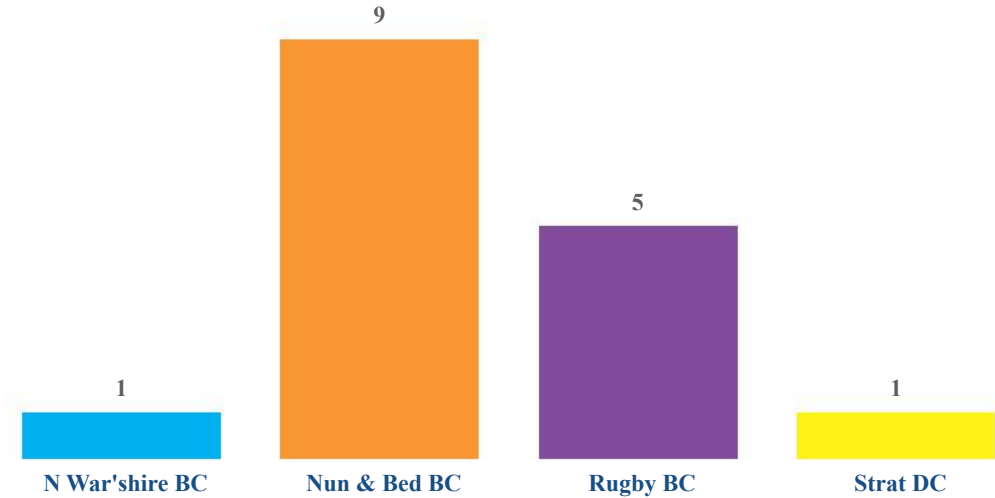
Shower stools and toilet frames / seats remain the main items of social care equipment being provided.

Key safes and grab rails remain the most frequent items being provided under the Home Safety Grant through housing assistance policy.

WASH Completion - Number

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	1		1		1		1
Nun & Bed BC	9		9		9		9
Rugby BC	5		5		5		5
Strat DC	1		1		1		1
Heart Service	16		16		16		16

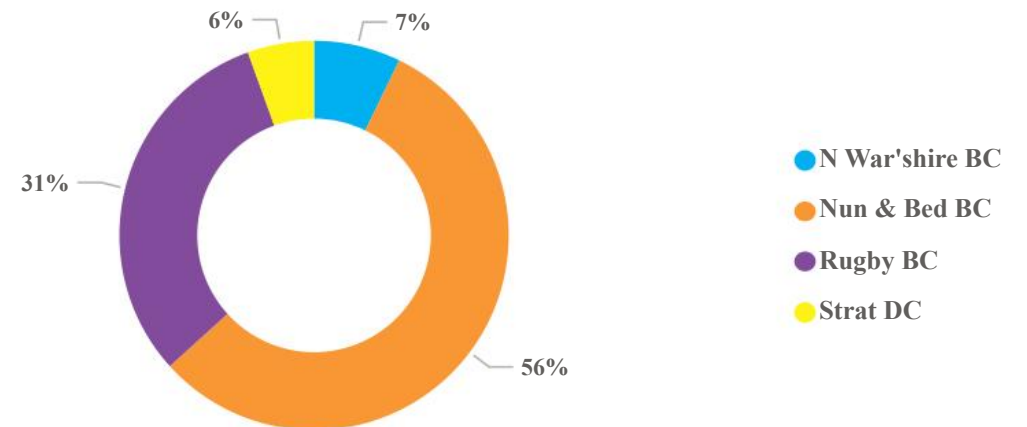
WASH Completion - Number



WASH Completions - Value of Works

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	£11,479		£11,479		£11,479		£11,479
Nun & Bed BC	£89,114		£89,114		£89,114		£89,114
Rugby BC	£49,590		£49,590		£49,590		£49,590
Strat DC	£8,777		£8,777		£8,777		£8,777
HEART Service	£158,961		£158,961		£158,961		£158,961

WASH Completions - Value of Works





16 WaSH grants have been completed in the first quarter of 2023.

As we move over to the new Cx system there will be initial problems with recording the details of the hazards being recorded as we await a system upgrade.

Each grant removes housing hazards and in total 28 hazards have been removed or reduced to acceptable levels.

This includes:

Excess Cold: 15
Damp and Mould: 6
Personal Hygiene: 2
Falls Between Levels: 1
Electrical Hazards: 2
Structural Collapse: 2

The type of works carried out includes:

Window replacement
Central heating provision
Roof replacement / repairs
Electrical works
Rising damp works
Hot water provision
Insulation

More stability within the Home Improvement Team following the team restructure has enabled an increase in activity in this area compared to 11 WaSH grants being completed in the 1st Quarter in the previous year.

Hospital Discharge Completion - Number

Local Authority Q1 Q2 Half Year Q3 3/4 Year Q4 Full Year

Hospital Discharge Completion - Number

Hospital Discharge Completions - Value of Works

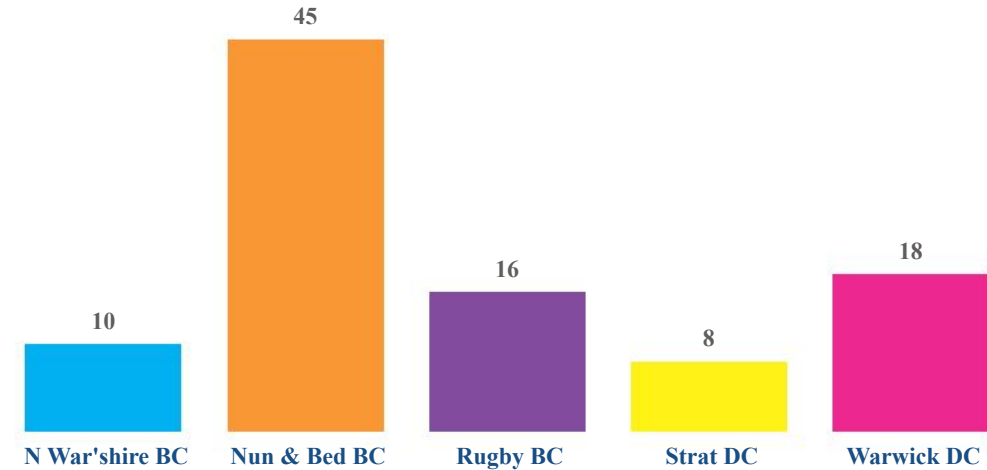
Local Authority Q1 Q2 Half Year Q3 3/4 Year Q4 Full Year

Hospital Discharge Completions - Value of Works

Home Safety Completion - Number

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	10		10		10		10
Nun & Bed BC	45		45		45		45
Rugby BC	16		16		16		16
Strat DC	8		8		8		8
Warwick DC	18		18		18		18
Heart Service	97		97		97		97

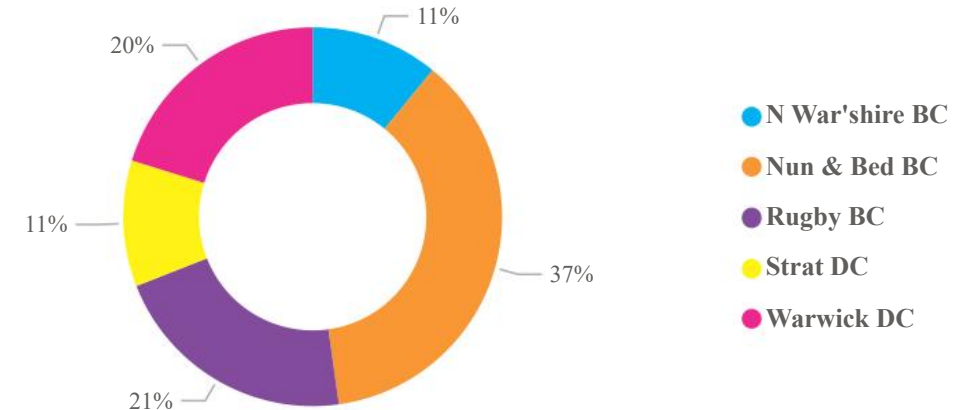
Home Safety Completion - Number



Home Safety Completions - Value of Works

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	£2,829		£2,829		£2,829		£2,829
Nun & Bed BC	£9,555		£9,555		£9,555		£9,555
Rugby BC	£5,506		£5,506		£5,506		£5,506
Strat DC	£2,789		£2,789		£2,789		£2,789
Warwick DC	£5,233		£5,233		£5,233		£5,233
HEART Service	£25,913		£25,913		£25,913		£25,913

Home Safety Completions - Value of Works



Home Safety Grant Commentary



As mentioned with the delivery of minor adaptations having reduced by 18% there is a matching fall in the delivery of Home Safety grants, having reduced from 188 in Q1 last year, to 97 in Q1 this year.

This reduction again represents the impacts on the team with increased demand, and IT implementation.

As a more time grant to deliver, this activity can likely indicate when the team is under pressure. However as we provide key safes from hospital referrals through this route, it is also impacted by external factors e.g. lower referrals would result in a lower number of home safety grants.

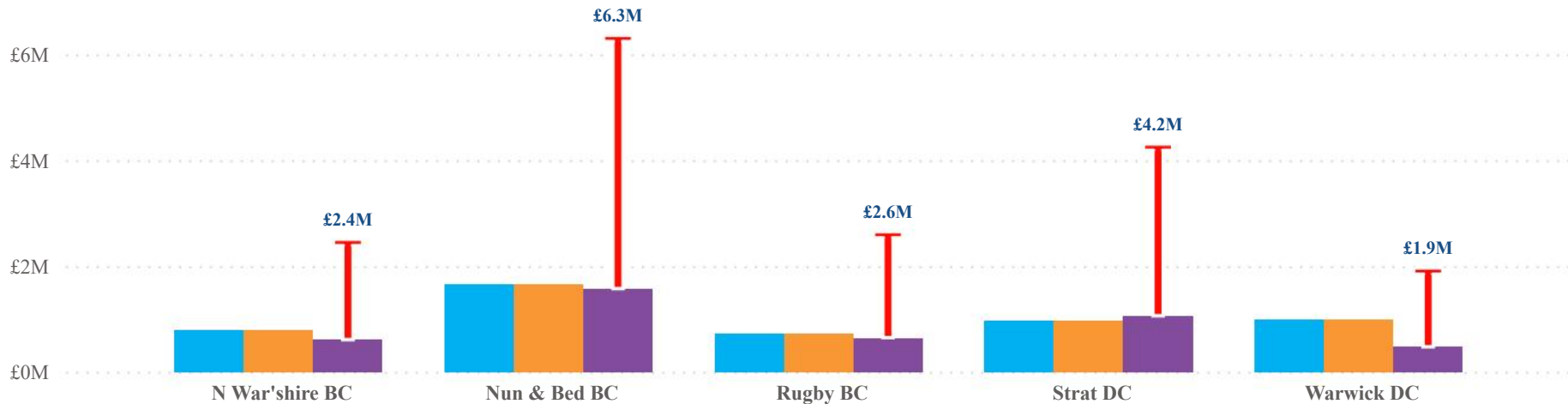
IT implementation pressure should resolve over the next 2 quarters, though increased demand will continue to affect delivery whilst it remains high.

Budget Management

Local Authority	Original Budget Value	Adjusted Budget Value	Value of Completed Grants YTD	Total Committed Spend	Remaining Budget	Profile Target	Profile Approval Rate %	% Approval	% Budget Remaining	Current Year End Forecast	Forecast under/over
N War'shire BC	£794,803	£794,803	£625,988	£612,000	£182,803	£198,701	308.00%	77.00%	23.00%	£2,448,000	£1,653,197
Nun & Bed BC	£1,652,624	£1,652,624	£1,549,201	£1,576,081	£76,543	£413,156	381.47%	95.37%	4.63%	£6,304,326	£4,651,702
Rugby BC	£717,545	£717,545	£674,207	£648,601	£68,944	£179,386	361.57%	90.39%	9.61%	£2,594,403	£1,876,858
Strat DC	£961,737	£961,737	£1,237,612	£1,062,078	£-100,341	£240,434	441.73%	110.43%	-10.43%	£4,248,311	£3,286,574
Warwick DC	£999,732	£999,732	£653,133	£476,883	£522,849	£249,933	190.80%	47.70%	52.30%	£1,907,534	£907,802
Heart Service	£5,126,441	£5,126,441	£4,740,141	£4,375,644	£750,797	£1,281,610	341.42%	85.35%	14.65%	£17,502,574	£12,376,133

Budget Management

● Original Budget Value ● Adjusted Budget Value ● Total Committed Spend



Budget Changer

100%



Budget Commentary



Capital Budget

NB - Due to the issue with the report being locked to 2022/23 financial figures the above table is copied from a different report and may be slightly inaccurate over accounting by about £50k.

Overall, approvals across Warwickshire are relatively high, committing a rate of 90% of the available capital allocation. NWBC and RBC are at or above 100% approval rate at the end of Q1. Nuneaton and Stratford are above 90%.

If approvals continue at this rate, then there may be a favorable out turn with fee income at year end, however given this is the first quarter figures then the forecast would not be subject to change.

Increased fee income would reduce the amount required to support the service funded from reserves which stands at approximately £51k in the current budget.

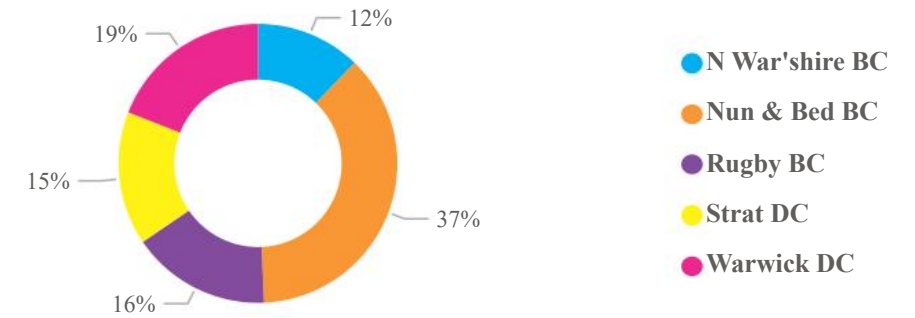
It must be kept in mind that much of this work has taken place prior to the IT implementation and therefore future figures could be reduced as the impact works through.



Local Authority	April	May	June	Total
N War'shire BC	43	43	3	89
Nun & Bed BC	131	131	9	271
Rugby BC	50	68		118
Strat DC	64	49		113
Warwick DC	74	65		139
Heart Service	362	356	12	730

Local Authority	Enq Rec Q1	Enq Rec Q2	Enq Rec Q3	Enq Rec Q4	Enquiries Received
N War'shire BC	89				89
Nun & Bed BC	271				271
Rugby BC	118				118
Strat DC	113				113
Warwick DC	139				139

Enquiries Received by Local Authority



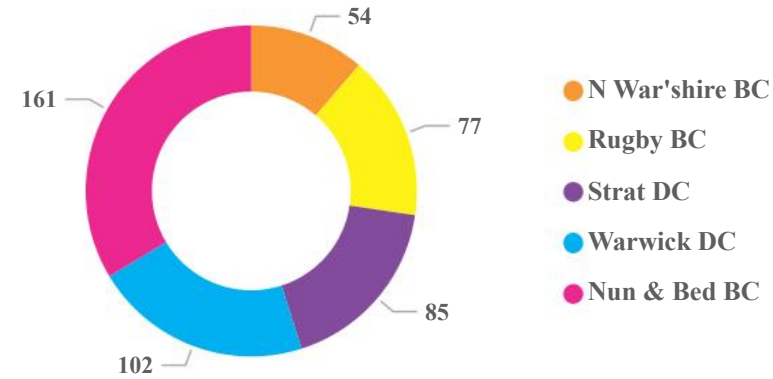
Enquiries Received Local Authority



Waiting List

LA Short	FY Q1	Total
N War'shire BC	54	54
Nun & Bed BC	161	161
Rugby BC	77	77
Strat DC	85	85
Warwick DC	102	102
Total	479	479

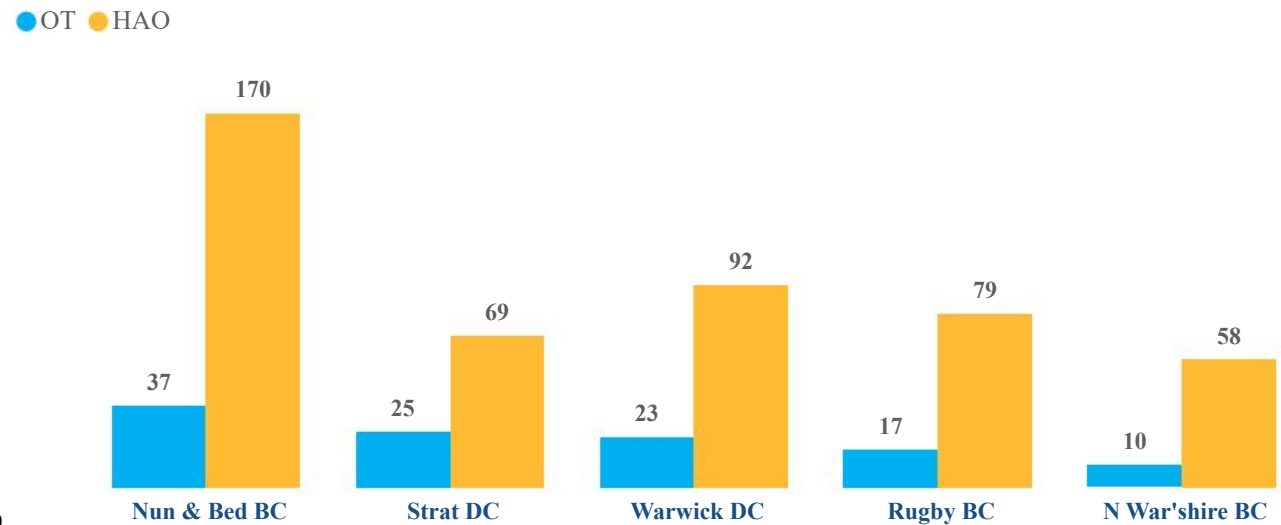
Waiting List



Completed assessments

LA Short	FY Quarter		FY Q1		Total	
	OT	HAO	OT	HAO	OT	HAO
N War'shire BC	10	58	10	58	10	58
Nun & Bed BC	37	170	37	170	37	170
Rugby BC	17	79	17	79	17	79
Strat DC	25	69	25	69	25	69
Warwick DC	23	92	23	92	23	92
Total	112	468	112	468	112	468

Completed assessments



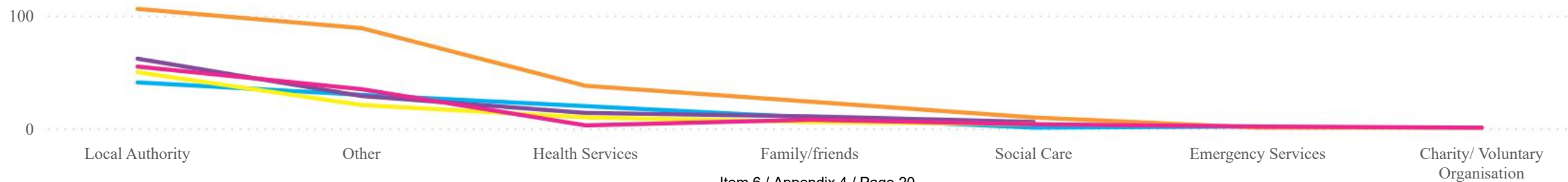
Enquiries by Source

Enquiry Source	N War'shire BC	Nun & Bed BC	Rugby BC	Strat DC	Warwick DC	Total
Local Authority	41	106	62	50	55	314
Other	30	89	29	21	35	204
Health Services	20	38	14	10	3	85
Family/friends	10	24	11	6	8	59
Social Care	1	10	6	4	4	25
Emergency Services	2	1			2	5
Charity/ Voluntary Organisation		1			1	2
Total	104	269	122	91	108	694

FY Q1	FY Q2	FY Q3	FY Q4
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Enquiries by Source

LA Short ● N War'shire BC ● Nun & Bed BC ● Rugby BC ● Strat DC ● Warwick DC





Data for this section is now contained on 2 different systems whilst we transition to Cx. Therefore it will be incomplete in the charts.

The first 3 months of the year has resulted in a significant increase in the number of cases created due to enquiries being received compared with last year with figures recorded as:

April: 291 vs 362

May 307 vs 356

June 317 vs 467

Totals 915 vs 1185 = a 29% increase year on year.

June's figure is partly due to an improved recording process on Cx. There are approximately a further 350 enquiries into the service during the quarter that do not make it as a case on the system.

This explains why the duty team is being over stretched and struggling to keep up with demand and causing significant delays in responding at the duty screening stage.

Whilst the duty team of 3 is fully staffed at present, we have made increasing use of casual staff using salary underspends elsewhere in the service to try to stay on top of the demand. Even so, HAO support has been necessary at times especially when staff are on leave. This will have a corresponding impact on the delivery later in the process.

This level of enquiries leading to cases being created would give a figure of 4700 for the year which is almost 50% higher than the figure for 2020/21, when the duty team was created.

The Assessment waiting list at the end of the first Quarter was approximately 804 on Flare and perhaps about 280 of the enquiries received in June. This gives a total of approximately 1084 cases waiting for an assessment. This is up from 683 at the end of the previous quarter and reflects the higher demand.

Assessments, generally still being carried out on Flare at this point, were similar in numbers to Q1 from last year.

LA Referrals Made - Number

LA Short	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
Nun & Bed BC	33		33		33		33
N War'shire BC	14		14		14		14
Warwick DC	6		6		6		6
Rugby BC	5		5		5		5
Total	58		58		58		58

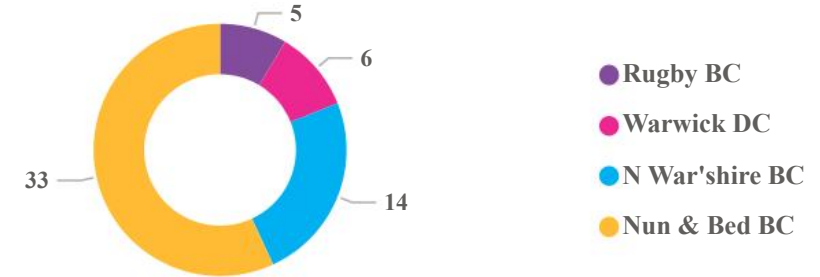
LA Completions - Number

LA Short	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	3		3		3		3
Nun & Bed BC	1		1		1		1
Rugby BC	1		1		1		1

Avg End to End LA Case Delivery Timescales

LA Short	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	175		88		58		175
Nun & Bed BC	322		161		107		322
Rugby BC	215		107		72		215
Warwick DC	456		228		152		456

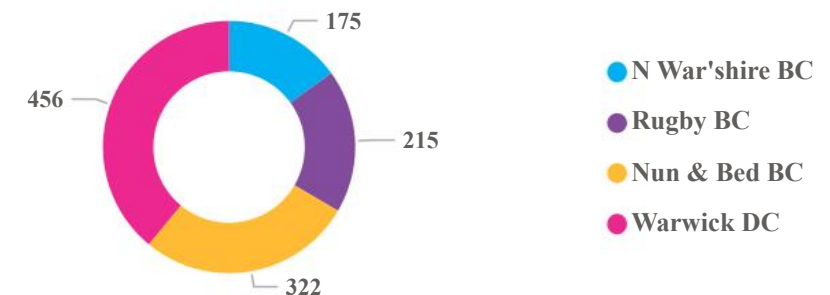
LA Referrals Made - Number



LA Completions - Number



Avg End to End LA Case Delivery Timescales

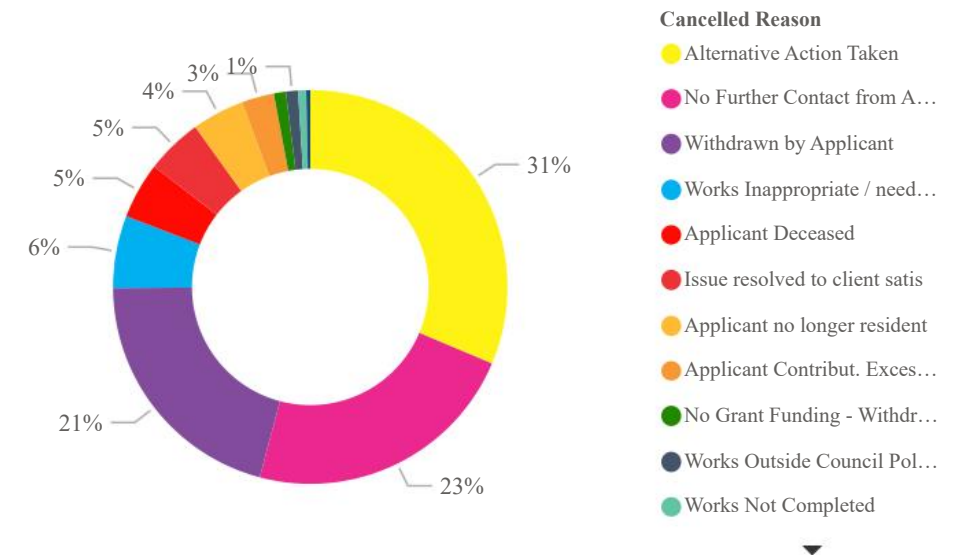


Cancellation Reasons

Cancelled Reason	N War'shire BC	Nun & Bed BC	Rugby BC	Strat DC	Warwick DC	Total
Alternative Action Taken	16	32	16	13	18	95
Applicant Contribut. Excessive		3	1	1	3	8
Applicant Deceased	2	8	2	1	1	14
Applicant no longer resident	1	8		2	2	13
Issue resolved to client satis	5	2	4		3	14
No Further Contact from App'nt	12	19	9	13	16	69
No Grant Funding - Withdrawn b	1	2				3
Withdrawn by Applicant	11	21	13	8	10	63
Works Inappropriate / needs ch	1	9	1	4	3	18
Works not Carried Out					1	1
Works Not Completed			2			2
Total	49	105	48	43	58	303



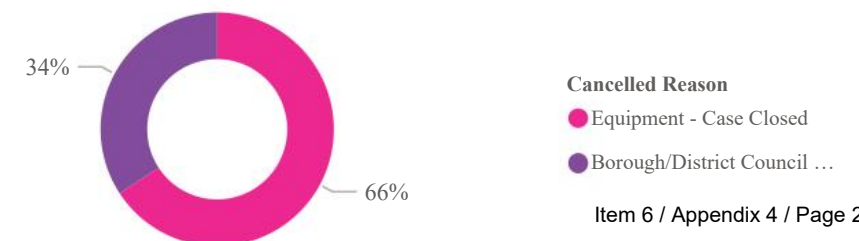
Cancellation Reasons



Other Outcomes

Cancelled Reason	N War'shire BC	Nun & Bed BC	Rugby BC	Strat DC	Warwick DC	Total
Equipment - Case Closed	10	15	5	8	10	48
Borough/District Council Adapt	3	9	7		6	25
Total	3	11	7	8	6	27

Other Outcomes



Benchmark Data - Grant Values and % of grants reaching £30k or above (Source Foundations)

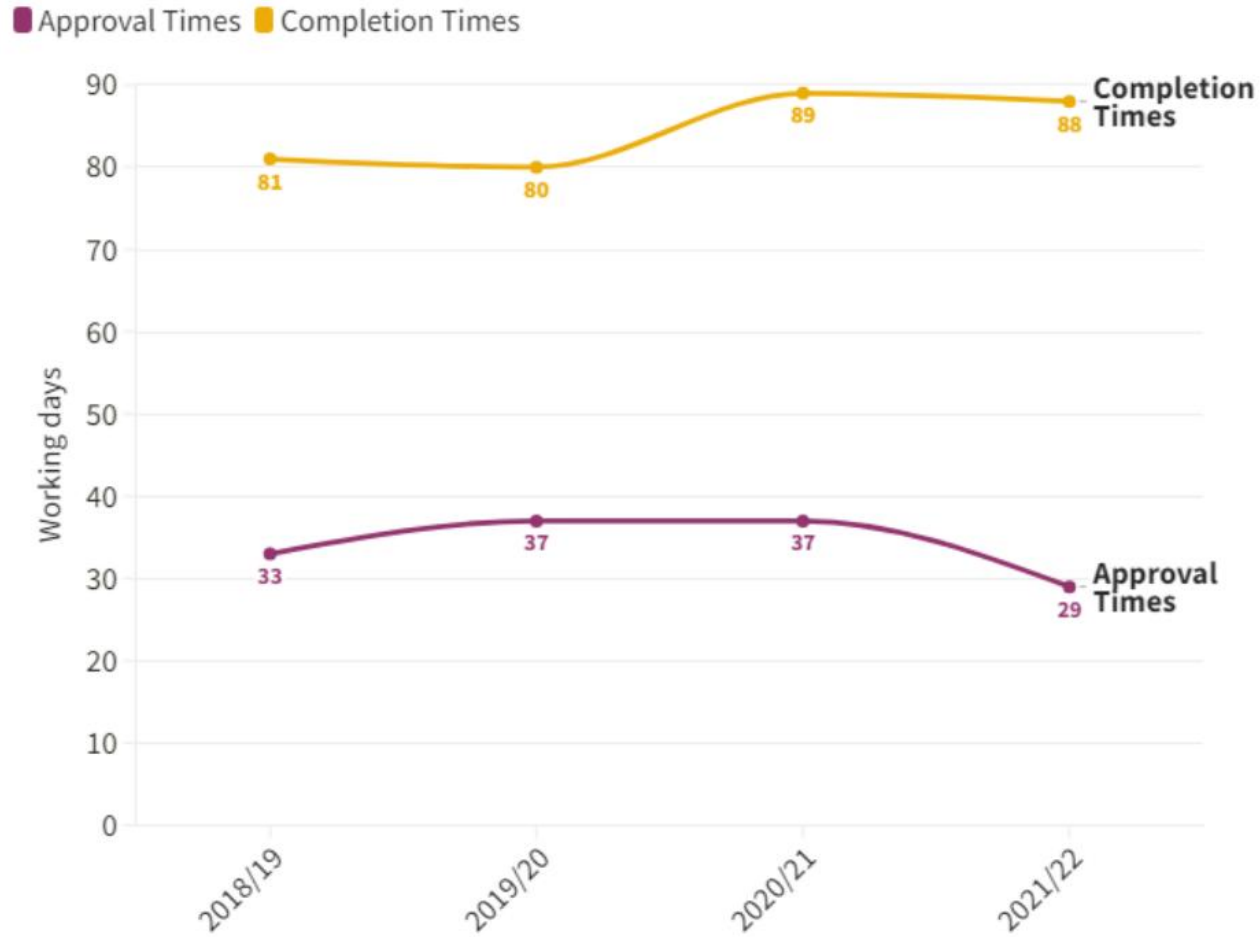
Quarter 1 2023/24

Grant Values for HEART: (Completed in Quarter)
Less than £5k = 20%
£5k to £15k = 75%
Over 15k = 5%

Q1 2023/24

% of grants £30k or above for HEART
Above £30k = 2.5%

Benchmark Data - Approval and Completion times in Working Days (Source Foundations) (approval times from after the submission of a valid application form).



HEART Approval and Completion Times

Q1 2023/24

Approval = 28 calendar days or 20 working days

Approval to completion = 61 calendar days or 43 working days

Compliments & Complaints

Compliments

The service to provide details of any 'compliments' received regarding the service

5 compliments were received during Quarter 1

"Mum's ramp is in and looks fantastic, she is over the moon. Thank you so, so, much."

"Just a short note to thank you for my wet room. I cannot speak more highly at the consideration and efficiency of the installing. They really were excellent from start to finish."

"Ben was an absolute star and the work completed is fantastic, so thanks guys as always for being fab!"

"I just wanted to say a big thank you for all your help and assistance. I know I go on but the chair has literally transformed my everyday life. The smallest things can change the way you live from day to day and honest I'm really grateful for all your help!"

"Thank you for sending the forms through. You were very good with my Mother and you have a lovely, warm and comforting manner that puts people such as my mother at ease."

Complaints

Details of any, Stage 1, Stage 2, or Ombudsman complaints to be included.

Qtr. 1 – April 2023

Stage 1

SK (NBBC) - Relative not happy about assessment waiting time of 12 weeks.

Stage 2

There were no stage 2 complaints

Ombudsman

No Ombudsman complaints were received during April

Qtr. 1 – May 2023

Stage 1

SW (NBBC) – Customer displeased with assessment waiting time of 12 weeks. HEART offered an OT Assessment quicker than 12 weeks, however following the means test the customer's contribution was more than the maximum grant available via the DFG. McMillian, and WCC contact details given to customer for possibility of other financial assistance.

JW (NWBC) - Customer displeased with Millbrook delivery timescales. Millbrook details given to customer so they can contact them directly as they are a separate organisation to HEART.

PL (NBBC) - Customer complaining that officer didn't turn up for scheduled visit and didn't call. Customer received an apology from HEART for the officer attending their appointment late.

Stage 2

There were no Stage 2 complaints.

Ombudsman

No Ombudsman complaints were received during May

Qtr. 1 – June 2023

Stage 1

There were no stage 2 complaints

Stage 2

JW (NWBC) - Customer displeased with HEART response asking them to contact Millbrook directly regarding delivery timescales. HEART have reported this issue to WCC.

Ombudsman

No Ombudsman complaints were received during June