

Overview and Scrutiny Committee

Tuesday 6 February 2018

A meeting of the above Committee will be held at the Town Hall, Royal Leamington Spa on Tuesday 6 February 2018 at 6.00pm.

Membership:

	Councillor Mrs Falp (Chairman)	
Councillor Bromley		Councillor Naimo
Councillor Mrs Cain		Councillor Parkins
Councillor Davison		Councillor Mrs Redford
Councillor Miss Grainger		Councillor Shilton
Councillor Mrs Knight		Vacancy (Lib Dem)

Emergency Procedure

At the commencement of the meeting, the Chairman will announce the emergency procedure for the Town Hall.

Agenda

1. Apologies and 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. 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 entered on the form to be circulated with the attendance sheet and declared 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.

3. **Minutes**

(a) To confirm the minutes of the meeting held on 3 January 2018.
(Item 3a/Page 1)

(b) To note the minutes of the Health Scrutiny Sub-Committee meeting held on 16 January 2018.
(Item 3b/Page 1)

4. **Comments from the Executive**

To consider a report from Democratic Services. **(Item 4/Page 1)**

5. **HEART Project Progress Report**

To consider a report from Housing Services **(Item 5/Page 1)**

6. **Welfare Reforms**

To consider a report from Finance **(Item 6/Page 1)**

7. **Review of the Work Programme and Forward Plan**

To consider a report from Democratic Services. **(Item 7/Page 1)**

8. **Executive Agenda (Non-confidential Items and Reports) – Wednesday 7 February 2018**

To consider the non-confidential items on the Executive 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 day of the meeting.

**You are requested to bring your copy of that agenda to this meeting.
(Circulated separately)**

9. **Public and 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 item by reason of the likely disclosure of exempt information within the paragraphs 1,2 & 3 of Schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006.

10. **Executive Agenda (Confidential Items and Reports) – Wednesday 7 February 2018**

To consider the confidential items on the Executive 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 day of the meeting.

**You are requested to bring your copy of that agenda to this meeting.
(Circulated separately)**

Published on 29 January 2018

General Enquiries: Please contact Warwick District Council, Riverside House, Milverton Hill, Royal Leamington Spa, Warwickshire, CV32 5HZ.

Telephone: 01926 456114
E-Mail: committee@warwickdc.gov.uk

Enquiries about specific reports: Please contact the officers named in the reports.

You can e-mail the members of the this Committee at
o&committee@warwickdc.gov.uk

Details of all the Council's committees, councillors and agenda papers are available via our website www.warwickdc.gov.uk/committees

Please note that the majority of the meetings are held on the first floor at the Town Hall. If you feel that this may restrict you attending this meeting, please call (01926) 456114 prior to this meeting, so that we can assist you and make any necessary arrangements to help you attend the meeting.

**The agenda is also available in large print, on request, prior to the meeting by calling
01926 456114.**

Overview and Scrutiny Committee

Minutes of the meeting held on Wednesday 3 January 2018 at the Town Hall, Royal Leamington Spa at 6.00 pm.

Present: Councillor Mrs Falp (Chairman); Councillors Bromley, Mrs Cain, Davison, Miss Grainger, Gill, Naimo, Parkins, Mrs Redford and Shilton.

Also Present: Councillors Phillips and Thompson.

64. **Apologies and Substitutes**

- (a) There were no apologies for absence.
- (b) Councillor Gill substituted for Councillor Mrs Knight.

65. **Declarations of Interest**

There were no Declarations of Interest made.

66. **Minutes**

- (a) The minutes of the meeting held on 28 November 2017 were taken as read and signed by the Chairman as a correct record.
- (b) The minutes of the meeting of the Health Scrutiny Sub-Committee held on 21 November 2017 were noted.

67. **Comments from the Executive**

The Committee considered a report from Democratic Services which detailed the responses the Executive gave to the comments the Overview and Scrutiny Committee made regarding the reports submitted to the Executive on the 28 November 2017.

Resolved that the report be noted.

68. **Executive Agenda (Non-confidential items and reports) – Thursday 4 January 2018**

The Committee considered the following items which would be discussed at the meeting of the Executive on Thursday 4 January 2018.

Item 3. Revisions to the Scheme of Delegation & Council Procedure Rules

The Committee supported the report with the following exceptions.

The Committee had concerns about the revision to include the need for the five objections to be from different addresses, this was because the Committee felt this was removing the rights of individuals. It was agreed the Development Manager and the Democratic Services Manager would look at this with the Portfolio Holder and Chairman of Planning Committee and bring an amendment to either Executive or Council ahead of the final decision.

OVERVIEW AND SCRUTINY COMMITTEE MINUTES (Continued)

The Committee welcomed, after discussion and agreement with Officers, that the proposal to delegation DS(70) (iv) should remain within the scheme of delegation and therefore the current proposal to remove this should be withdrawn.

The Committee had concerns about delegation DS(70) (iii)(b) and the potential for this to imply that Parish/Town Councils may lose the right for their objection to bring the matter to Planning Committee. The Development Manager and the Democratic Services Manager would look at this with the Portfolio Holder and Chairman of Planning Committee and bring an amendment to either Executive or Council ahead of the final decision.

Item 4. Housing Allocations Policy review

The Committee supported the recommendations in the report.

The Committee welcomed the agreement from the Portfolio Holder to widen the criteria to address the situation where the property allocation quotas might mean it could be better to be in a lower priority band compared to higher bands e.g. regarding the balance between band 2's and band 3's demand and available properties. The Committee supported the following revision to the section on the imbalance of the housing register to remove this potential issue within paragraph 2 on Item 4/ page 12;

"It is proposed that this should be monitored and if the situation does not improve the Head of Housing, in consultation with the Portfolio Holder, should have delegated authority to re-balance the quotas to secure that a greater proportion of the out-of-balance properties would be advertised to the higher priority band to redress the balance.

The Committee welcomed that the 4th paragraph on Item 4, page 14 of the report would be amended to read "For applicants in this situation that cannot be considered under homelessness legislation....".

The Committee was mindful of the proposed delegation to the Head of Housing in consultation with the Portfolio Holder to make minor changes to the Policy (Item 4 Page 15). It noted that the intention to this would be to accommodate any amendments by statute, government guidance or to enable clarity on policy and its intentions. Therefore the Committee welcomed that the Portfolio Holder would incorporate details of these changes as part of his annual report to the Committee.

Item 6. Homelessness Initiatives and the New Legislation

The Committee noted the report and welcomed the work being undertaken in homelessness initiatives and strongly encouraged the continued dialogue between Housing Associations and this Council to help tackle this problem.

(As part of the discussion on the above Executive item the Committee received a presentation from Head of Housing, Housing Strategy & Development Manager and the Housing Portfolio Holder.)

OVERVIEW AND SCRUTINY COMMITTEE MINUTES (Continued)

69. Review of the Work Programme & Forward Plan

Resolved that

- (1) the work programme be amended so that the Update on Enforcement Project group be brought to the February meeting of the Committee; and
- (2) the Task Finish Group for the Role of Warwick District Council Chairman proceeds with Councillors Ashford, Mrs Knight and Margrave.

70. Health & Community Protection – Portfolio Holder Update

The Committee considered a briefing note from Councillor Thompson, Portfolio Holder, Health & Community Protection, giving an update on his portfolio.

In response to questions from Members, Councillor Thompson explained that:

- the graphs for CCTV within the report were cumulative and not the number of cases per quarter;
- Uber operated within the District as Private Hire Vehicles. Under current legislation this could not be stopped because they were operating under a licence from another Local Authority. Any changes to this would be required within legislation and therefore any change would need to be raised with local MPs;
- the local Uber drivers/vehicles were operated under a licence from Wolverhampton City Council. Therefore this presented a problem for this Council as it had no control of these individuals within the District.
- he accepted the significant concerns about Uber and would raise this with MPs;
- Wolverhampton CC was proactive in undertaking inspections outside its area and had been investigating issues raised about drivers when operating outside its area;
- he understood the need for the Resilience Training for Councillors to be repeated and would liaise with his officers on this matter;
- the last Health Scrutiny considered a report on air quality and whilst this would not directly identify pollution from aircraft it would capture issues within the air quality overall; and
- Health & Wellbeing Strategy priorities would be reported to the Health Scrutiny Sub-Committee on 16 January 2018.

The Chairman thanked Councillor Thompson for answering the questions.

(The meeting finished at 8.29 pm)

CHAIR
6 February 2018

Health Scrutiny Sub-Committee

Minutes of the meeting held on Tuesday 16 January 2018 at the Town Hall, Royal Leamington Spa at 6.00 pm.

Present: Councillor Parkins (Chairman); Councillors Mrs Falp, Mrs Knight and Mrs Redford.

Also Present: Councillor Thompson.

14. Apologies and Substitutes

- (a) An apology for absence was received from Councillor Quinney; Councillor Mrs Cain had sent an apology for absence via email which was not read until after the meeting; and
- (b) There were no substitutes.

15. Declarations of Interest

There were no declarations of interest.

16. Minutes

The minutes of the meeting held on 21 November 2017 were taken as read and signed by the Chairman as a correct record.

17. Embedding Health and Wellbeing Strategically

The Sub-Committee considered a report from Health & Community Protection which provided an update on how health and wellbeing had been embedded at a strategic level.

The Health and Wellbeing (HWB) Approach detailed the Council's three priorities:

- to embed HWB at a strategic level;
- to promote HWB to the wider community (Warwickshire Health and Wellbeing Strategy priorities as sub-headings to this priority); and
- to address the HWB of our staff.

The report focussed upon the delivery of objective one – to embed health and wellbeing at a strategic level.

There were four main actions which had been identified as being important to ensure that this objective could be delivered:

- ensure our policies, strategies, plans, projects and key decisions address HWB;
- engage and enable staff / elected members to incorporate HWB into their roles;
- ensure that we were working in partnership to deliver HWB objectives; and

HEALTH SCRUTINY SUB-COMMITTEE MINUTES (Continued)

- ensure that the HWB arrangements between stakeholders were working correctly and that feedback loops were established.

In June 2017, the Sustainable Communities Strategy was integrated into the Fit for the Future programme to form the new priorities for the Council.

As a result, the Council's reports template was changed to integrate the Fit for the Future table, which allowed officers to demonstrate the contributions that the subject matter of the report made towards the priority themes of the Council.

Officers were drafting guidance documents to help authors of reports have an overview of all of the relevant supporting strategies and their priorities, in order to effectively demonstrate in the report the contributions that were being made by the proposals of the report.

Officers had formed a Health Officer Group which mapped the contributions of the service areas to the health and wellbeing approach of the Council, and to the wider Warwickshire Health and Wellbeing strategy (and this was detailed in the annual update to the Sub-Committee on 21 November 2017).

This had allowed officers to collaborate better, integrate health and wellbeing factors into specific projects which were being undertaken. e.g. fuel poverty in Lapworth.

These measures were being further progressed by providing staff training in 2018 in 'making every contact count'; this would enable officers to signpost routinely, where appropriate, to key health messages and support.

The Council had reaffirmed lines of communication and created challenges where there had previously been none, in order to ensure that Councillors representing the Council on health committees, health and wellbeing boards or oversight groups were able to have a two way communication to support their roles.

A South Warwickshire partnership had been formed (as detailed previously in the annual update report to the Sub-Committee in November 2017).

Warwick District Council was part of the working group which was reviewing the Joint Strategic Needs Assessment (JSNA) methodologies. As part of the JSNA, a profiling tool had been created which collated all of the data held about areas (down to super-output area size geographies).

This profiling tool allowed officers, the Council and decision makers, to consider the available evidence of the health of a geographical area in order to target resources effectively. This tool had been used as part of the evidence which had shaped the upcoming proposals for the voluntary service contracts to be put out for tender in spring 2018.

The JSNA tool had been introduced to all service areas through the health officers' group, and it was proposed that service areas used the tool to continue to use the evidence contained within it to evidence the need and help to target Council resources.

HEALTH SCRUTINY SUB-COMMITTEE MINUTES (Continued)

The JSNA tool had been used to help demonstrate the priority areas for the Council's own Health and Wellbeing Strategy moving forward and would help to shape the focus of the South Warwickshire partnership group.

In 2018/19, the JSNA would conduct place-based profiles which would further map specific issues, with the identified geographies of populations of 30-50,000 people.

The Council would continue to work towards the integration of formal Health Impact Assessments in 2018/19 for all major decisions.

In response to questions from Members, the Head of Health & Community Protection advised that:

- Councillors could be provided with training as well as staff;
- Progress in making headway with the South Warwickshire Health & Wellbeing Partnership had proved slower than anticipated because the local authority in Stratford on Avon had only signed up to the partnership five months ago. It was hoped to make progress in the early part of 2018 but one hindrance to this was that the parties had not yet agreed priorities.
- It was still possible that the SW Health & Wellbeing Partnership would not work; it was proving very difficult to get stakeholders to the table with the number of parties involved. It would need a year before it might be operational and to merge the work of the Health Scrutiny Sub-Committee into this, might require further time beyond that.
- Place based profiling would not be available for two years, but the JSNA tool was being used now to determine the priorities for the District.

Resolved that the report be noted.

18. Health and Wellbeing Priorities and Action Plan 2018-20

The Sub-Committee considered a report from Health & Community Protection which outlined the Health and Wellbeing Strategic Approach and Action Plan for 2018-20 and sought approval for these.

The Council's Health and Wellbeing Approach had three priorities which had been explained in minute 17 above.

Appendix 1 to the report gave details of the Council's strategic approach to Health and Wellbeing 2018-20 and within these, the priorities for 2018-20 were identified. These had been identified through review of the Director of Public Health report, Health and Wellbeing Board priorities and the use of the Joint Strategic Needs Assessment for the District.

The Director of Public Health's annual report had highlighted key performance measures for the Warwickshire population and allowed comparisons between districts and boroughs (detailed in appendix 1, section 2 of the report).

HEALTH SCRUTINY SUB-COMMITTEE MINUTES (Continued)

The Health and Wellbeing Board, through a series of workshops, had agreed to focus on a number of specific areas:

- making prevention everybody's business (including out of hospital, Public Health and community capacity elements);
- improving housing and wellbeing;
- ensuring early help for vulnerable children;
- integration and co-location of services; and
- adding value to acute service design.

The Joint Strategic Needs Assessment profiling tool highlighted a number of statistics which had helped to shape the priorities and actions detailed in the Council's own Health and Wellbeing Approach, i.e. percentage of people living in rented accommodation, number of people in receipt of support packages, percentage of people finding it difficult on their current income, self-harm admissions, people admitted to hospital as emergencies which should not require admission, number of suicides, number of people with long-standing illnesses or disabilities and the heat map of these statistics.

Section 3 of appendix 1 gave details of the action plan, within each of the Council's three priorities of the Health & Wellbeing Approach.

In response to questions from Members, the Head of Health & Community Protection advised that:

- where the Action Plan showed training for staff, this also included Councillors. The Action Plan would be amended to change "staff" to "staff and Councillors". This would ensure that all Councillors knew they were included;
- Councillors would be provided with front-line training for mental health – ref 2.6 on the Action Plan;
- Much of the work had already been covered to encourage breast feeding in the District, but when it was ready to roll out, it would be presented for scrutiny;
- A directory of services to support HWB, Councillors and community in their roles would help various organisations involved give young people access to services;

Resolved that

- (1) the updated health and wellbeing strategic approach and action plan 2018-20 is supported;
- (2) Item 2.11 on the action plan "Empower communities to deliver support to tackle mental health and suicide rates and social isolation" is put on the Sub-Committee's Work Programme for the first meeting in the 2018/19 municipal year;
- (3) Item 2.15 on the action plan "Improved housing conditions in which residents live" is put on the Sub-Committee's Work Programme

HEALTH SCRUTINY SUB-COMMITTEE MINUTES (Continued)

for the first meeting on the 2018/19 municipal year; and

- (4) Members will receive a demonstration of the profiling tool before the next meeting.

19. Review of the Work Programme & Forward plan

The Sub-Committee considered a report from Democratic Services which informed it of its work programme for 2018 and the current Forward Plan for February to April 2018.

The Committee Services Officer was asked to find out why neither Councillor Mrs Falp nor Councillor Mrs Knight were receiving invitations to the Health & Wellbeing outside bodies on which they represented the Council. The response would be sent to them by email.

The Members then considered their Work Programme for the coming months and the Forward Plan.

The Committee Services Officer informed Members that in respect of the item on the Work Programme concerning policy on regulating the Private rented sector, she had received a response from the Housing Strategy & Development Manager that the Council was still waiting for the Government to commence various provisions in the Housing & Planning Act 2016 and publish regulations. Therefore, the Council could not develop a policy until it had received this guidance. The Government had not announced a timetable for the work, but it was unlikely that the work would be done until the new municipal year.

Resolved that there be no amendments made to the Work Programme other than those added under minute 18.

20. Updates from Councillors sitting on Outside Bodies dealing with Health & Wellbeing

Warwickshire County Council's Adult Social Care and Health Overview & Scrutiny Committee

Councillor Mrs Redford confirmed that she had sent Members the minutes from the last two meetings of the Adult Social Care and Health Overview and Scrutiny Committee (OSC) which had been held at the County Council in September and November 2017. She informed Members that she was participating in a Task & Finish Group reviewing GP Services. The Adult Social Care and Health OSC had also agreed that a Task and Finish Group was established to review the new CAMHS (Child and Adolescent Mental Health Service) service. The Adult Social Care and Health OSC would be working jointly with the Children and Young People Overview & Scrutiny Committee on this Task & Finish Group.

Councillor Mrs Redford advised that she would send Members of the Health Scrutiny Sub-Committee agendas and minutes for the Adult Social Care and Health OSC ahead of the Sub-Committee's meetings to allow the Members

HEALTH SCRUTINY SUB-COMMITTEE MINUTES (Continued)

the opportunity to contribute to the initiatives the County Council's Committee was progressing.

Warwickshire County Council's Health and Wellbeing Board

Councillor Thompson, Portfolio Holder Health & Community Protection informed Members that:

- This was the fourth year of the Health & Wellbeing Strategy. 93 outcomes had been highlighted in the report, which were split into 22 areas.
- Five of the priority areas identified for 2017/18 impacted on housing, and these were areas that the District Council could impact.
- The Joint Strategic Needs Assessment (JSNA) had featured heavily on the agendas, and the JSNA had now been categorised into geographical areas. At the last meeting of the HWB, all interested parties had agreed to push forward with pilot JSNAs, with the exception of Nuneaton Council.
- Councillor Thompson along with Rugby Borough Council was pushing for a pharmaceutical needs assessment to be conducted because of the huge growth of housing in their respective Councils' boundaries.

Councillor Thompson would send Members links to papers for the HWB meetings so that they could raise any issues affecting the District with him.


Members expressed concerns that they still felt that the Health Scrutiny Sub-Committee was not allowing them to affect health and wellbeing issues within the District. Officers explained that the District Council did not lead on some of the health and wellbeing issues which Members wished to debate; these were done at a higher level. For instance, the provision of GP services was discussed at County Council level and the District Council could not have much impact because it did not have the power. The purpose of the Health Scrutiny Sub-Committee was to scrutinise the areas that the District Council directly could affect and the work being done in these areas was spelt out in the Action Plan detailed at minute 18. It was suggested to Members that they choose to scrutinise areas of work on this Action Plan and if they wished to do this in any depth, then a Task & Finish Group could be established on the authority of the Overview & Scrutiny Committee. Officers suggested that Members may wish to focus on particular aspects of work on the Action Plan because trying to cover a whole subject matter in its entirety may prove too difficult for the Sub-Committee with four meetings a year.

Members were informed that they should liaise with Councillors Mrs Redford and Thompson if they felt there were areas requiring work that only the County Council could do.

It was agreed that in the Municipal Year 2018/19, the Sub-Committee would focus its attention on housing and mental health issues (items 2.11 and 2.15 on the Action Plan). Appropriate guest speakers would be invited to meetings but these invitations would not be for general coverage of these topics, but for information on very specific issues that the Sub-Committee wished to focus upon.

HEALTH SCRUTINY SUB-COMMITTEE MINUTES (Continued)

(The meeting finished at 7.33 pm)

	Overview and Scrutiny Committee – 6 February 2017	Agenda Item No. 4
Title	Comments from the Executive	
For further information about this report please contact	Lesley Dury, Committee Services Officer, 01926 456114 or committee@warwickdc.gov.uk	
Wards of the District directly affected	N/A	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	3 January 2018	
Background Papers	Executive Minutes – 4 January 2018	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No
Equality Impact Assessment Undertaken	No
Not Applicable.	

Officer/Councillor Approval		
Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive		Andrew Jones
Head of Service		
CMT		Andrew Jones
Section 151 Officer		
Monitoring Officer		Andrew Jones
Finance		
Portfolio Holder(s)		
Consultation & Community Engagement		
Not Applicable.		
Final Decision?	Yes	
Suggested next steps (if not final decision please set out below)		

1. Summary

- 1.1 This report informs the Overview & Scrutiny Committee of the response the Executive gave to their comments regarding the reports submitted to the Executive 4 January 2018.

2. Recommendation

- 2.1 The responses made by the Executive are noted.

3. Reasons for the Recommendation

- 3.1 This report is produced to create a dialogue between the Executive and the Overview and Scrutiny Committee. It ensures that the Overview and Scrutiny Committee are formally made aware of the Executive's responses.
- 3.2 Where the Overview & Scrutiny Committee have made a recommendation as opposed to a comment the Executive are required to respond to the recommendation(s) made, including whether or not they accept the recommendation(s).

4. Policy Framework

4.1 Fit for the Future (FFF)

The Council's FFF Strategy is designed to deliver the Vision for the District of making it a Great Place to Live, Work and Visit. To that end amongst other things the FFF Strategy contains several Key projects.

The FFF Strategy has 3 strands – People, Services and Money and each has an external and internal element to it. The table below illustrates the impact of this proposal if any in relation to the Council's FFF Strategy.

FFF Strands		
People	Services	Money
External		
Health, Homes, Communities	Green, Clean, Safe	Infrastructure, Enterprise, Employment
<u>Intended outcomes:</u> Improved health for all Housing needs for all met Impressive cultural and sports activities Cohesive and active communities	<u>Intended outcomes:</u> Area has well looked after public spaces All communities have access to decent open space Improved air quality Low levels of crime and ASB	<u>Intended outcomes:</u> Dynamic and diverse local economy Vibrant town centres Improved performance/productivity of local economy Increased employment and income levels
Impacts of Proposal		
Nil	Nil	Nil
Internal		
Effective Staff	Maintain or Improve Services	Firm Financial Footing over the Longer Term

<u>Intended outcomes:</u> All staff are properly trained All staff have the appropriate tools All staff are engaged, empowered and supported The right people are in the right job with the right skills and right behaviours	<u>Intended outcomes:</u> Focusing on our customers' needs Continuously improve our processes Increase the digital provision of services	<u>Intended outcomes:</u> Better return/use of our assets Full Cost accounting Continued cost management Maximise income earning opportunities Seek best value for money
Impacts of Proposal		
Nil	Dialogue between Scrutiny and Executive enables robust decision making and ensures all elements of the proposal in respect of service provision are taken into account.	Nil

4.2 **Supporting Strategies**

Each strand of the FFF Strategy has several supporting strategies; however, this report is for governance purposes. It is important that when the Executive has not accepted a recommendation made by the Scrutiny Committee, an explanation has been provided.

4.3 **Changes to Existing Policies**

There are no changes to existing policies.

4.4 **Impact Assessments**

There are no new policy changes in respect of Equalities.

5. **Budgetary Framework**

5.1 All work for the Committee has to be carried out within existing resources.

6. **Risks**

6.1 This Committee contributes to the effective minimisation of risk by fulfilling its duties in a timely manner and scrutinising the work undertaken by the Executive.

7. **Alternative Option(s) considered**

7.1 This report is not produced and presented to the Committee, and Members refer to the minutes from the relevant meeting of the Executive.

8. **Background**

- 8.1 As part of the new scrutiny process, the Committee is no longer considering the whole of the Executive agenda.
- 8.2 On the day of publication of the Executive 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 Executive items they would like the Committee to consider.
- 8.3 As a result the Committee considered the items detailed in appendix 1. The response the Executive gave on each item is also shown.
- 8.4 In reviewing these responses Committee can identify any issues for which they would like a progress report. A future report, for example on how the decision has been implemented, would then be submitted to the Committee at an agreed date which would then be incorporated within the Work Programme.


**Response from the meeting of the Executive on O&S Committee's Comments
- 3 January 2018**

Items no.	3	Title	Revisions to the Scheme of Delegation & Council Procedure Rules	Requested by	Labour Group
Reason considered	To scrutinise the Revisions to the Delegation Agreement regarding the Planning Committee trigger procedures.				
Scrutiny Comment	<p>The Overview & Scrutiny Committee supported the report with the following exceptions.</p> <p>The Overview & Scrutiny Committee had concerns about the revision to include the need for the five objections to be from different addresses, this was because the Committee felt this was removing the rights of individuals. It was agreed the Development Manager & Democratic Services Manager would look at this with the Portfolio Holder and Chairman of Planning Committee and bring an amendment to either Executive or Council ahead of the final decision.</p> <p>The Overview & Scrutiny Committee welcomed, after discussion and agreement with Officers, that the proposal to delegation DS(70) (iv) should remain within the scheme of delegation and therefore the current proposal to remove this should be withdrawn.</p> <p>The Overview & Scrutiny Committee had concerns about delegation DS70(iii)(b) and the potential for this to imply that Parish/Town Council may lose the right for their objection to bring the matter to Planning Committee. The Development Manager & Democratic Services Manager would look at this with the Portfolio Holder and Chairman of Planning Committee and bring an amendment to either Executive or Council ahead of the final decision.</p>				
Executive Response	The recommendations in the report were approved subject to the changes to DS(70) not being taken forward at this stage and officers are asked to consider these in the light of the comments made by the Scrutiny Committee.				

Items no.	4	Title	Housing Allocations Policy Review	Requested by	Green Party
Reason considered	<ol style="list-style-type: none"> 1. possible broadening of paragraph 2 on item 4/ page 12; this potentially perverse situation of it being better to be in a lower band may apply to other bands and bedrooms e.g. regarding the transfer band and band 2 2. Rephrase "that do not fall to be considered" on page 14 (4th paragraph of split households) 3. Section 14, page 15 is laudable; but what definition of 'minor policy changes' is being used? 				

Scrutiny Comment	<p>The Overview & Scrutiny Committee supported the recommendations in the report.</p> <p>The Committee welcomed the agreement from the Portfolio Holder to widen the criteria to address the situation where the property allocation quotas might mean it could be better to be in a lower priority band compared to higher bands e.g. regarding the balance between band 2's and band 3's demand and available properties. The Committee supported the following revision to the section on the imbalance of the housing register to remove this potential issue within paragraph 2 on Item 4/ page 12;</p> <p>"It is proposed that this should be monitored and if the situation does not improve the Head of Housing, in consultation with the Portfolio Holder, should have delegated authority to re-balance the quotas to secure that a greater proportion of the out-of-balance properties would be advertised to the higher priority band to redress the balance.</p> <p>The Committee welcomed that the 4th paragraph on Item 4, page 14 of the report would be amended to read "For applicants in this situation that cannot be considered under homelessness legislation....".</p> <p>The Committee were mindful of the proposed delegation to the Head of Housing in consultation with the Portfolio Holder to make minor changes to the Policy (Item 4 Page 15). They noted that the intention to this would be to accommodate any amendments by statute, government guidance or to enable clarity on policy and its intentions. Therefore the Committee welcomed that the Portfolio Holder would incorporate details of these changes as part of his annual report to the Committee.</p>
Executive Response	<p>The recommendations in the report were agreed subject to an implementation date of no later than 1 August 2018 and the amendments as outlined in the comments of the Overview & Scrutiny Committee.</p>

Items no.	6	Title	Homelessness Initiatives and the New Legislation	Requested by	Labour Group
Reason considered					To understand further how the scheme will operate in practice and to discuss the current and potential future initiatives.
Scrutiny Comment					The Overview & Scrutiny Committee noted the report and welcomed the work being undertaken in homelessness initiatives and strongly encouraged the continued dialogue between Housing Associations and this Council to help tackle this problem.
Executive Response					The Executive thanked the O&S Committee for its comments.

 Overview & Scrutiny Committee 6 February 2018		Agenda Item No. 5
Title	HEART project progress report	
For further information about this report please contact	Lisa Barker Head of Housing Services Email: lisa.barker@warwickdc.gov.uk Ken Bruno Housing Strategy and Development Manager Email: ken.bruno@warwickdc.gov.uk	
Wards of the District directly affected	All	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	28 th September 2016 - Executive Minute no. 49	
Background Papers	None	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No
Equality Impact Assessment Undertaken	No

Officer/Councillor Approval		
Officer Approval	Date	Name
Deputy Chief Executive	18/01/2018	Bill Hunt
Head of Service	05/01/2018	Lisa Barker
CMT	17/01/2018	Chris Elliott
Section 151 Officer	19/01/2018	Mike Snow
Monitoring Officer	18/01/2018	Andrew Jones
Portfolio Holder(s)	18/01/2018	Councillor Peter Phillips
Consultation & Community Engagement		
None.		
Final Decision?	Yes	
Suggested next steps (if not final decision please set out below)		

1. Summary

- 1.1 This report informs the Overview and Scrutiny Committee of current operational and financial performance with the new countywide Home Environment Assessment and Response Team (HEART) shared service.

2. Recommendations

- 2.1 That Overview and Scrutiny Committee notes the performance of HEART as set out in appendices one and two.

3. Reasons for the Recommendations

- 3.1 The HEART service began operating across the whole of Warwickshire on 1st April 2017. Appendix One to this report provides an update for members on the transition, progress and performance for the first two quarters of 2017/18 while Appendix Two provides a financial report for the same period.

4. Policy Framework

4.1 Fit for the Future (FFF)

The Council's FFF Strategy is designed to deliver the Vision for the District of making it a Great Place to Live, Work and Visit. To that end amongst other things the FFF Strategy contains several key projects. The FFF Strategy has 3 strands – People, Services and Money and each has an external and internal element to it. The table below illustrates the impact of this proposal if any in relation to the Council's FFF Strategy.

FFF Strands		
People	Services	Money
External		
Health, Homes, Communities	Green, Clean, Safe	Infrastructure, Enterprise, Employment
<u>Intended outcomes:</u> Improved health for all. Housing needs for all met. Impressive cultural and sports activities. Cohesive and active communities.	<u>Intended outcomes:</u> Area has well looked after public spaces. All communities have access to decent open space. Improved air quality. Low levels of crime and ASB.	<u>Intended outcomes:</u> Dynamic and diverse local economy. Vibrant town centres. Improved performance/productivity of local economy. Increased employment and income levels.
Impacts of Proposal		
The HEART service enables people with physical disabilities to meet their housing needs and remain in their own homes for longer.	None.	None.

Internal		
Effective Staff	Maintain or Improve Services	Firm Financial Footing over the Longer Term
<u>Intended outcomes:</u> All staff are properly trained. All staff have the appropriate tools. All staff are engaged, empowered and supported. The right people are in the right job with the right skills and right behaviours.	<u>Intended outcomes:</u> Focusing on our customers' needs. Continuously improve our processes. Increase the digital provision of services.	<u>Intended outcomes:</u> Better return/use of our assets. Full cost accounting. Continued cost management. Maximise income earning opportunities. Seek best value for money.
Impacts of Proposal		
None.	None.	None.

4.2 **Supporting Strategies**

Each strand of the FFF Strategy has several supporting strategies. The Council adopted the current Housing and Homelessness Strategy in April 2017. This includes an objective of supporting people to sustain, manage and maintain their housing and an action of implementing, monitoring and evaluating the new HEART service.

4.3 **Changes to Existing Policies**

Not applicable – this is a progress report on a shared service.

4.4 **Impact Assessments**

An impact assessment has not been completed because this is a progress report on a shared service.

5. **Budgetary Framework**

5.1 The HEART project has now been set up as a countywide shared service and has its own revenue budgets. The capital funding previously provided to Warwick District Council from central government to provide Disabled Facilities Grants is passed directly across to the HEART project for the same purpose.

5.2 Specific financial information is included in Appendix Two.

6. **Risks**

6.1 Not applicable – this is a progress report on a shared service.

7. **Alternative Option(s) considered**

7.1 Not applicable – this is a progress report on a shared service.

8. **Background**

8.1 On 28th September 2016 Executive resolved that Warwick District Council should participate in the countywide Home Environment Assessment and Response Team (HEART) shared service for the future delivery of its home adaptation responsibilities for a period of five years from 1st April 2017.

- 8.2 This followed a previous pilot project, the Housing Assessment Team or HAT, which had been running across the south of the county since 2010.
- 8.3 The transition into HEART went ahead according to timetable and the service is up and running.
- 8.4 Nuneaton and Bedworth Borough Council (NBBC) hosts the service and provides all of the infrastructure and administrative support. Operational management is provided by an officer from NBBC seconded to the post of Head of Home Environment Services. The "on-the-ground" service locally is delivered from Warwick District Council's offices at Riverside House.
- 8.5 Strategic management is provided by a Management Board consisting of the Heads of Housing (or equivalent) from each of the five district and borough councils and senior managers from relevant services within Warwickshire County Council.
- 8.6 The Management Board meets quarterly and receives reports enabling it to monitor operational and financial performance as well as issues around the strategic direction of the service. Appendices one and two are the second-quarter reports received by the board and are the most recent at the time of writing.
- 8.7 While members will find both reports useful, attention is drawn in particular to the following sections of the Performance Report in Appendix One:
- Section three shows demand for the services with some accompanying commentary;
 - Sections five and seven give the number of major adaptations funded by a Disabled Facilities Grant (DFG) approved, completed and closed for the quarter and the average cost;
 - Sections eight and nine show end-to-end times for the quarter and the trend over time;
 - Section 10 shows the average time taken to carry out key stages of the process;
 - Section 12 shows the time taken and average cost for each type of major adaptation in the south of the county;
 - Sections 14 to 16 cover customer satisfaction with the service and with contractors, including compliments and complaints;
 - Section 17 has the Head of Service report for the quarter.
- 8.8 The HEART Head of Service, Paul Coopey, will attend the meeting to assist with answering any questions that members may have on the progress of the project.



Home Environment Assessment & Response Team

Appendix One - Performance Report

Quarter 2
1st July 2017 – 30th September 2017

A colour code has been used to identify the North and South Teams within HEART service.

Colour Key

North

South

Introduction

HEART was fully established from 1st April 2017 and has been undergoing considerable change and development since as we have worked to implement NBBC systems and procedures within the South Team working practices. Recruitment to vacant posts has taken longer than expected and there has been some periods of sickness within the teams.

Housing Authorities have adopted a harmonised financial assistance policy to provide consistent services across all of the local authority areas. This policy requires significant changes to existing procedures and systems and is a major ongoing piece of work during Q2 and in to Q3.

It is unlikely that all of the development work to fully implement the services will have completely finished until April 2018.

It is within this context that the Q2 report is provided and will help to explain the figures being reported.

A benchmark has been added to the majority of the datasets based on the outcome from 2017/18, this is further split in to the quarterly benchmark to allow easy comparison with current quarterly figures.

1 Customer Outcomes – number of each outcome achieved through DFG funded major adaptations.

Care Act Outcomes	Outcomes applied to HEART	North Total number of cases closed within Qrt	South Total number of cases closed within Qrt	Quarterly Total	Quarterly Benchmark	Annual Benchmark
1. Managing and maintaining nutrition	Able to prepare drinks/food	0	0	0	0	0
2. Maintaining personal hygiene	Provision of facilities (modified/new) Maximise ability in activities of daily living Maintaining dignity and respect	49	21	70	117	470
3. Managing toilet needs	Able to use the toilet	31	12	43	58	232
4. Being appropriately	Able to dress /undress	24	12	36	51	524

clothed						
5. Being able to make use of the home safely	Able to use existing facilities within the property Able to access principal rooms within the property	53	24	77	131	0
6. Maintaining a habitable home environment	Improved condition of the property Provide comfort security & safety	0	0	0	0	0
7. Developing and maintaining family or other personal relationships	To reduce isolation, maximise ability. To maximise participation in family roles and work and social activities.	2	0	2	6	25
8. Accessing and engaging in work, training, education or volunteering	Facilitate working from home	0	0	0	0	0
9. Making use of necessary facilities or services in the local community, including public transport, and recreational facilities or services	Able to go in/out of property to access home, garden, community	2	0	2	51	22
10. Carrying out any caring responsibilities, the adult has for a child.	To minimise risk to person, carer or relative	0	0	0	1	3

NB: The above outcomes relates to major adaptations only.

During Q2 the service contributed towards 230 Care Act Outcomes for Warwickshire residents. This is lower than Q1 and lower than the quarterly benchmark figures. Although the North service has maintained throughput of cases the South service has reduced outcomes due to the reasons highlighted in the introduction.

2 Customer Goals

	Goal Set (all enquiries)	Percentage achieved	Percentage Exceeded (by providing a greater range of solutions)
North	243	96 (39.5%)	33 (13%)
South	137	45 (33.5%)	4 (2%)
Quarterly Total	380	142 (37%)	37 (9%)
Quarterly Benchmark	326	46%	7%
Annual Benchmark	1305		

The number of customer goals set has increased and reflects a general increase with enquiries both within the North and South service areas by 20% and 11% respectively. Development work is still required to accurately record the outcomes of customer goals and expand them to all the service types including preventative advice and other forms of financial assistance. This will be carried out as part of the work to implement the new financial assistance policy during Q3.

3 Demand

	North	Average Per Month	Average Per Working Day	South	Average Per Month	Average Per Working Day	TOTAL within / at end of quarter	Qrt Benchmark	Annual Benchmark
Total number of enquiries in period	241	80	3.7	198	66	3.0	439	408	1632
Total number of Telephone Assessments in period	242	81	3.7	204	68	3.1	446	402	1611
Total enquiries on Intake list with no telephone assessment at period end	2	N/A	N/A	3	N/A	N/A	5	N/A	N/A
Total number on list waiting for face to face visit	84	N/A	N/A	126	N/A	N/A	210	N/A	N/A

at period end									
Total number that had face to face visit at period end	242	81	4	73	24	1	315	314	1259
Total number closed within period	245	82	4	137	46	2	382	429	1717
Number of cases closed within period that had received a visit	187	N/A	N/A	60	N/A	N/A	193	275	1375

Demand for the service has increased as mentioned previously. Both North and South are able to keep up with this demand in terms of carrying out telephone assessments. This is considered a priority to speak with the customer as soon as possible after they contact the service. There are no waiting lists for telephone assessments which has improved over previous quarters.

The data shows that the North service is making headway to the waiting list for visits with a reduction in those waiting for a visit of 51% from Q1 to just 84 customers.

The South has been having difficulty processing cases once they have been assessed via the telephone which has resulted in the number of customers waiting for a visit increasing from Q1 to Q2 by 44%. The number of cases visited fell by 25% from Q1 to Q2.

There remains 2 vacancies within the South Housing Assessment Team and there has been an extended period of sickness which will reduce capacity to deliver.

4 HEART service Interventions

	Interventions	North	South	Quarterly Total
Finance Support	Charity support	0	0	0
	Direct payment – social care	Code Required	Code Required	0
	Maximising income - Benefits	14	26	40
	DFG Means Test	28	0	28
Energy Efficiency	Energy Efficiency Advice	0	0	0
	Energy efficiency survey	Code required	Code required	0
	Energy efficiency referral	Code required	Code required	0

Falls and Safety	Falls prevention assessment	Code required	Code required	0
	Falls prevention works carried out	Code required	Code required	0
	Home safety survey	0	0	0
	Home Safety works carried out	0	0	0
Housing Hazards (statutory)	Full Housing Hazards Assessment	Code required	Code required	0
	Housing Hazards Identified	Code required	Code required	0
	Housing hazards removed – grants / loans	0	0	0
	Social housing repairs	2	0	2
	Social Housing Fast Track	10	22	32
Advice	Information & Advice – Health promotion / prevention	Code required	Code required	0
	Information & Advice – Housing related	1	2	3
	Information & Advice – general	0	1	1
Activities of Daily Living	Major Adaptations Assessments – Private Sector Housing (DFG Visit forms produced)	132	44	176
	Major Adaptations Referral – Council Housing	NWBC 17 NBBC 37 RBC 12	WDC 8	74
	Minor Adaptations – ICESS	93	25	118
	Minor Adaptations – other	Code required	Code required	0
Alternative Accommodation Support	Rehousing support	Code required	Code required	0
	Suitability of property	Code required	Code required	0

	assessment			
	Specialist Professional support – self funding adaptations	0	0	0
Referrals	Referral to Social care	Code required	Code required	0
	Referral to Health	Code required	Code required	0
	Referral to Housing – Private Sector	Code required	Code required	0
	Referral to Housing - Allocations	Code required	Code required	0
	Referral to CAB	5	0	5
	Referral to Personalisation	0	0	0
	Refer to Handy Person	0	0	0

Progress on developing the systems to collect all interventions has been delayed due to transferring the HEART South on to NBBC computer systems and operational procedures. This work has been programmed in to the financial assistance policy implementation project and will be completed during Q3.

5 Major Adaptations funded by a Disabled Facilities Grant (DFG)

	Total number of DFG's approved within quarter	Total number of DFG Major Adaptations where the works were completed within quarter	Total number of DFG Major Adaptations – cases completely closed within the quarter
North	38	40	36
South	26	12	17
Quarterly Total	64	52	53
Quarterly Benchmark	72	70	66
Annual Benchmark	291	282	265

Following on from Q1 the North has remained relatively consistent with the number of DFG's approved, works completed and cases completely closed. There was an increase of 25% for works completed. The South shows a significant reduction in works completed and cases closed although there has been a 30% increase on Q1 in DFG's approved. This is lower than average in the previous year but shows movement in the right direction.

6 Referrals for Council House Major Adaptations

	Total number of Major Adaptation Referrals for Council Housing referred within quarter	Number of Council Properties	Percentage of total properties receiving referral
North			
NWBC	18	2691	0.66%
NBBC	43	5780	0.74%
RBC	12	3798	0.31%
South			
WDC	14	5985	0.23%
SDC	N/A	N/A	N/A
Quarterly Total	87	18254	0.47%

There has been a significant increase in the number of council adaptations being referred within NWBC and NBBC. The number of enquiries from tenants from those 2 local authorities has increased by 11% when comparing the first 3 quarters of 2016 and 2017 calendar years.

The number of referrals for RBC and WDC council adaptations has remained stable.

7 Average Cost of a Private Sector Major Adaptation for Quarter

Authority	Average Cost
NWBC	£4,930 (9 cases)
NBBC	£9,921 (19 cases)
RBC	£14,848 (14 cases)
WDC	£4,873 (6 cases)
SDC	£5,878 (6 cases)
Warwickshire	£9,356 (54 cases)
Warwickshire Benchmark	£7229

The average cost of adaptations has increased on previous quarters and the average for the previous year. This is due to RBC having 4 conversions or extensions within the quarter and a relatively low number of completions to balance this out.

The average cost of adaptations is likely to increase within the coming months as the discretionary assistance within the financial assistance policy will increase the amount of financial assistance available.

8 End to End Time and the 8 Key Stages

The End-to-End time for the DFG is the overall time from initial contact with the HEART service to completion of the adaptation works. It does not include the time taken to close the case.

The data concerns Private DFG cases where works are completed within the quarter.

HEART Service DFG End to End times

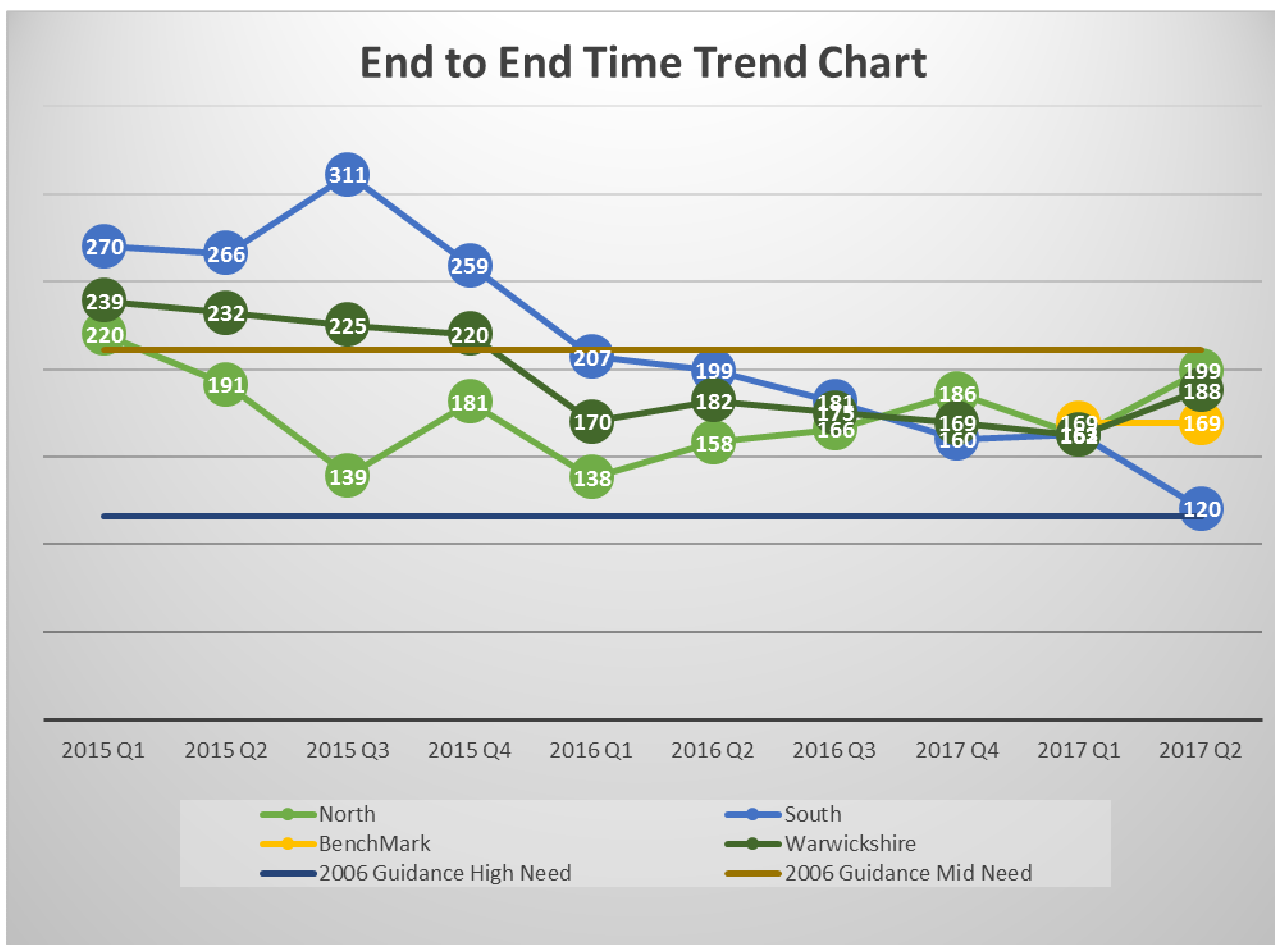
North Average	South Average	Warwickshire Average	Warwickshire Benchmark
199 Calendar days (148 Days if excluding works that were delayed)	120 Calendar days	188 Calendar days	169 Calendar days

There was an increase in the average end to end times during Q2 from 162 days in Q1. There were a few notable cases where work was delayed with three requiring charitable external funding to assist with the costs.

These cases will be less likely to be delayed in the future due to the new discretionary grants and loans of the new assistance policy.

The South reported 120 days for the 12 completed cases which is a best ever average duration for any particular quarter.

9 DFG End-to-End Trend Chart



10 DFG Stage Times

There are 8 key stages in the HEART Service pathway. The following table reports the average stage time for the adaptations where works were completed within the quarter.

DFGs closed in the quarter.

Stages	North Average Stage Duration	South Average Stage Duration	Countywide Average Stage Duration	Quarterly Benchmark
Enquiry to Telephone Assessment (all cases)	1 days	7 days	4 days	3.5 days
Telephone Assessment to Face to Face Assessment (all cases)	39 days	58 days	48.5 days	38.75 days
Face to Face Assessment to Contractor visit	34 days	14 days	24 days	38.5 days
Contractor visit to Quotation	15 days	5 days	10 days	11.5 days
Quotation to DFG Approval	9 days	24 days	33 days	21.75 days
DFG Approval to Start of Works	37 days	38 days	37.5 days	41.5 days
Start of Works to Completion of works	24 days	13 days	37 days	21.5 days
Completion of works to Case Closure	39 days	42 days	40.5 days	52.25 days

Generally the data shows that the North is improving the stage times when compared to Quarter 1 and the benchmark for last year. Although the South has a similar overall time, the length of time for visit to take place is 20 days longer which reflects the difficulties being experienced in the South.

11 Time Frame & Cost for Each Type of Major Adaptation - North

Type	Number	Average Duration	Shortest Time	Longest Time	Average cost	Comments
Stair lift	9	153 days	34 days	421 days	£3,066	Funding offset against larger works, which was delayed due to the customer having insufficient funding at the time the grant was awarded.
Ramp	2	143 days	143 days	143 days	£4,003	Both took 148 days.
Level Access Shower	17	144 days	75 days	209 days	£4,465	
Ground Floor Extension	4	489 days	245 days	614 days	£18,459	8084 –Delays in obtaining charity funding and original builder pulling off the job. 7882 – Delays in obtaining charitable funding. 7533 – Family delayed due to desire to larger than require extension.
Ground Floor	2	173	171	176	£7,185	

Conversion		days	days	days		
Steps/Half Step	0	n/a	n/a	n/a	n/a	
Through Floor Lift or Step Lift	0	n/a	n/a	n/a	n/a	
All (Including adaptations not included above)	36					

NB. Where more than one adaptation was provided in one property the average duration for that adaptation type may include the associated works.

12 Time Frame & Cost for Each Type of Major Adaptation - South

Type	Number	Average Duration	Shortest Time	Longest Time	Average cost	Comments
Stair lift	5	92 days	34 days	123 days	£4,159	
Ramp	1	248 days	248 days	248 days	£1,900	
Level Access Shower	7	115 days	78 days	138 days	£4,349	
Ground Floor Extension	0	n/a	n/a	n/a	n/a	
Ground Floor Conversion	0	n/a	n/a	n/a	n/a	
Steps/Half Step	0	n/a	n/a	n/a	n/a	
Through Floor Lift or Step Lift	0	n/a	n/a	n/a	n/a	
All (Including adaptations not included above)	14					

The time delays in the North were generally outside of the control of HEART. The new financial assistance policy should help to avoid the funding delays as we have the ability to award discretionary assistance.

The South service showed excellent delivery times for both stairlifts and level access showers.

13 Dropout Rate

The drop out is defined as when a case closes after a contractor has visited but before the works are completed.

Pre-HEART	North	South	Warwickshire Average	Quarterly Benchmark
35% Warwickshire Average	0 out of 36 0%	3 out of 17 17%	5.66%	3.75%

The drop our rate remain low compared to the pre HEART average but slightly higher than the benchmark

14 Customer Survey

The survey is targeted at all customers and not just solely related to Disabled Facilities Grant. The target number of surveys to be completed per quarter is based on a percentage of the total number of enquiries within each area are with a target rate of 20%.

For 2017/18 his gives an expectation of:

North		Contractor Surveys
NBBC	32	16
NWBC	16	8
RBC	16	8
South		
WDC	18	9
SDC	18	9

There are 6 key themes to the customer survey, which are:

- **Respect and Dignity**
- **Communication**
- **Responsiveness**
- **Reliability**
- **Contractors**
- **Overall experience**

Within each category, there are a number of questions customers are requested to rate from 1 to 6 with a score of 4 being a good service.

The table below shows the overall score for each key theme:

Score of 4 or above as a total percentage

KEY THEME	NORTH	SOUTH	HEART Service
Respect and Dignity	95%	94%	95%
Communication	88%	88%	88%
Responsiveness	88%	87%	88%
Reliability	86%	91%	89%

Contractors	100%	94%	96%
Overall Experience	97%	75%	84%

The low figure of 75% in the South is due to the questions being missed from 9 customer surveys, if the calculations take this in to account the figure is 94%.

The actual number of surveys completed within each area are:

NWBC 10
 NBBC 37
 RBC 16
 WDC 17
 SDC 27

Although the numbers for each area are not quite as targeted overall the number of surveys exceeds the 20% target for both north and south which is an improvement on previous surveys and reflects the task being brought under one team to complete.

The customer satisfaction survey remains high with the majority of customers stating that they rate each aspect of the service as good or better.

Comments include:

- Unable to help, was not offered any other alternatives or other routes for help.
- Communication from contractor was poor and work.
- Customer stated that lead time of 8 to 10 weeks is too long and no temporary short term solution was offered.
- Delighted with service and how quick it was and grateful for how it has made her life easier.
- Advice enabled customer to get resolution for issues.
- From start to finish the whole process was very professional.

15 Contractors Survey

The services major adaptations supply chain is effectively the contractors that deliver the adaptations. Ensuring high quality performance from the contractors is important to the overall delivery and customer satisfaction. From the customers surveyed the following **percentages** were achieved during the quarter.

North

Themes	North % (good and above)	South % (good and above)	HEART Service Score of good or above as a total percentage
Polite and courteous	100%	86%	89%
Cleanliness	100%	86%	83.5%

Quality of work	100%	86%	83.5%
Timekeeping	96%	79%	81%
Choice of materials	100%	86%	83.5%

There was a lower contractor score in the south with comments indicating that a couple of customers were not happy with the time keeping and working hours of the contractor. One customer thought the communication was poor. However in general contractors continue to receive few criticisms.

- Felt confident with them. Left them with keys. Worked hard, even weekend
- xxxxx has gone above and beyond with the work and been understanding
- xxxxx and xxxxx did a great job. Small hicccups but was fixed

16 Complaints & Compliments

The service currently logs complaints and compliments through NBBC Customer Service Team.

There were a total of 2 customer complaints, and 10 customer compliments that were received during the reporting period. The complaints involved:

1. Customer declined recommendations made regarding the installation of a stair lift
2. Customer request for replacement stair lift declined, due to continued operation of current stair lift.

Both complaints have been resolved with no problems with the approach of the Service.

The 10 compliments related to the support and assistance provided by the team members, some examples include:

I just wanted to send you a little message to thank you for yours and Cindy's help with the house adaptations. Having my home adapted for XXXXXX was a big thing for me. It isn't something any parent wants to acknowledge their child needs but you have helped make the process easy. You have been friendly, considerate, communicative and sensitive and XXXXXX life is now much easier. Thank you for talking to me throughout the whole process and allowing us to work together when I had concerns and worries. I really appreciated that. I know other families don't always have a smooth ride with DFG teams but I have so I wanted to acknowledge and thank you guys. Take care and all the best.

Shower chair has arrived today. Thank you so much for all your help, I really appreciate it. It's made a huge difference to mums quality of life, her being downstairs with us now and engaging in conversations etc. She's very happy. It's made a huge difference to my family also as we now get undisturbed sleep at night. Thank you Again

Thank you Annette for putting me in the right direction. Luckily the lady who was on the duty team "Tricia" was the first person who dealt with my bathroom adaptation, so she remembers me and the property. She was very helpful and efficient.

Thank you for making a big problem easier to deal with it's the little things in life that make a difference

17 Head of Service Report

.Quarter 2 has provided an number of challenges but also a great deal has been achieved. Shortly into Quarter 2, the adoption of the harmonised financial assistance policy within the Warwickshire Housing Authorities, caused the service to focus on the systems and process's to allow the policy to be fully delivered. A 5 month project was designed and commenced at the start of September which will result in a complete operational manual and IT systems to deliver the services consistently.

During this time, aspects of the new policy required immediate implementation and thus Warm and Safer Homes grants were being delivered albeit with more manual systems.

The work being under taken to implement the housing assistance policy is also being used as an opportunity to establish the best working practices taking account the different approached in the North and South.

Recruitment to the new posts in the structure continued during Q2. We had successful campaigns for the vacant home improvement officer post in the South and also the Senior OT in the North, however we were less successful with the vacant SHAO post with a second campaign underway. Recruitment is hindered by the 2 year fixed term contracts.

Unfortunately we have parted way with one Home Improvement Officer and a HAO post in the South remains to be filled.

Sickness has played a part in hindering performance during the quarter with an approximate 9% sickness rate for actual operational employees within the South team. The North has suffered a relatively small amount of sickness with 1.3% of days lost. North and South equates to 4.6% on average for operational employees.

However much progress has been made. The launch event took place, all South cases were transferred to NBBC systems and are now able to be effectively monitored and managed. Ordering and payments for building works moved from a paper to electronic system with all staff being trained and contractors moving over to receiving orders and invoicing electronically. A new OT assessment tool was introduced, Systems continued to be developed to managed and report on the multiple services in the 5 housing authority areas.

**Author: Paul Coopey
Head of Home Environment Services**

Date: 2nd November 2017

Appendix Two

Home Environment Assessment and Response Team

Report to: HEART Management Board - 24th November 2017

From: Head of Home Environment Services

Subject: Revenue and Capital Budget Monitoring Report

1 Introduction

- 1.1 This report highlights the financial position of HEARTs revenue and capital budgets at the end of September 2017.

2 Recommendations

- 2.1 That the report is noted.

3 Revenue Report

- 3.1 HEART's revenue budgets consist of a cost centre within NBBC and retained budgets within partners, the details of which feed in to the main HEART cost centre. In this way, where underspends or overspends occur within partners, they are accounted for within the main HEART cost centre. Partner accountants provide monthly updates to feed in to the HEART cost centre.
- 3.2 The table below provides the revenue position as the end of September after 6 months of operating the full shared service.
- 3.3 The overall position is showing there was a surplus of £43,415. This is due to underspends within the salary budget and also underspends within the running costs. There remained 4 vacant posts within the service at the end of September, 2 new HEART posts employed directly by NBBC (SHAO, HIO,) and 2 existing WCC posts (SOT, HAO).
- 3.4 £10,000 has been vired from the salary underspends to be used within the promotions budget as agreed at the May 2017 Management Board meeting. Much of the £10,000 has been committed but expenditure not yet incurred. This totals approximately £8000. So the forecast variance on running costs is not as high as the current figure suggests.
- 3.5 There is currently a deficit in the income line due to fee recovery not meeting the profiled amount of 55% of capital expenditure. There has been a better fee recovery during Q2 than the previous quarter with Q2 being £3.7k under profile. Q1 was £17k under.

HEART BUDGET MONITORING 2017-18		MONTH			
			6		
Details	BUDGET 17-18	Budget to Date	Paid to date	Variance to date	Comments
Salary related costs	1,038,820	519,410	471,283	(48,127)	Salary underspends across the partnership
Running costs	51,150	25,575	17,300	(8,275)	Includes the additional 10k budget for marketing much of which has been committed but not yet spent.
Payments to Partners	112,808	56,404	56,405	1	
TOTAL EXPENDITURE	1,202,778	601,389	544,988	(56,401)	Combined salary and revenue budget underspend.
TOTAL INCOME	(1,202,778)	(619,439)	(588,403)	31,036	There is a 21k under recovery of fees contributing to a total of 31k income variance.
NET (SURPLUS)/ DEFICIT on shared service (TO BE SHARED ACROSS PARTNERS/RESERVE)	0	(18,050)	(43,415)	(25,365)	There is a current surplus of £43,415

3.6 Due to the underspends being greater than the reduction in total income the budgets are showing a surplus of £43,415.

- 3.7 As recruitment campaigns are ongoing the growing surplus in the salary budget is unlikely to be maintained through the year. At the end of Q1 there was a forecast deficit of up to £28k by the end of the financial year as posts were filled and the underspends remained static. However as fee income has improved then it is more likely that the budget will balance by the end of the financial year.
- 3.8 If there is an overall deficit at the year-end, it could be funded from the current reserve of £58,764.

4 Capital Expenditure

- 4.1 The capital budgets for 2017/18 are contained in the table 1 below:

Table 1 – Q2 Capital Allocations

Government Allocations (BCF - DFG) 2017/18		Unspent Funding 2016/17 carried forward	2016/17 Allocation committed	Total
Warwickshire	£3,848,420		(£776,745)	£4,317,756
North	£2,374,480	£614,603	(£414,845)	£2,754,763
South	£1,473,939	£450,954	(£361,900)	£1,562,993
NWBC	£596,324	£170,764	(£66,087)	£674,001
NBBC	£1,238,795	£493,228	(£141,233)	£1,590,790
RBC	£539,361	-£49,389	(£207,525)	£489,972
WDC	£750,159	£172,001	(£82,947)	£839,213
SDC	£723,780 + Local Capital	£278,953	(£278,953)	£723,780

In 16/17 RBC had an over commitment of £49,389, reducing the budget available in 2017/18 whilst SDC had provided local capital to cover excess demand meaning that there was no uncommitted capital to carry over.

NWBC, NBBC and WDC carried over uncommitted capital increasing the budgets available in 2017/18 for those authorities.


- 4.2 The fee recovery rate to break even for the year is based on approving 55% of the 2017/18 Government allocations. The out turn at the end of September was as follows in Table 2:

Table 2 – Q1 and 2 approval and fee recovery rate

Government Allocations (BCF - DFG) 2017/18		6 Month Target	Approved values – end of September 2017	Fee Recovery Rate
Warwickshire	£3,848,420	£1,924,210	£1,004,993	52%
North	£2,374,480	£1,187,240	£680,733	57%
South	£1,473,939	£736,969	£324,261	44%
NWBC	£596,324	£298,162	£96,278	32.3%
NBBC	£1,238,795	£619,397	£392,260	63.3%
RBC	£539,361	£269,680	£192,195	71.3%
WDC	£750,159	£375,079	£80,737	21.5%
SDC	£723,780	£361,890	£225,996	67.3%

- 4.3 The data shows that, at the end of September, overall approvals are progressing at a rate just below that necessary to recover fees at 52% when 55% is required. If this is maintained or improved this would ensure that the service breaks even within the year. The North was running at 57% and the South at 44%.
- 4.4 There has been a large improvement in position over Q1 with 3 of the 5 local authority areas showing a rate of approval above that required.
- 4.5 Potentially with the other forms of financial assistance becoming available in late Q2 and into Q3, there will be more opportunities to approve more grants. As DFG's remain the only statutory form of assistance these will receive priority over other forms of assistance.
- 4.6 The above percentages are based on the Government DFG allocations for the year and not the total capital budget as detailed in table 1 above. As discussed at previous Board meetings additional resources are likely to be necessary approve the higher levels of capital spend.
- 4.7 It should be kept in mind that DFG grant for 2018/19 will be higher than the current year at £4.185m. Any under allocated funding from this year will be carried forward and present a larger challenge for next year. At the present approval rate it is expected that this may be up to £2m to be carried forward as unapproved grant capital. Therefor the total capital budget for 18/19 could amount to almost £6.185m. Action should be considered for next year to ensure an adequate level of resources to deliver this amount of spending or the capital is profiled to a more manageable level.

Paul Coopey
Head of Home Environment Services

 Overview and Scrutiny Committee. 6th February 2018		Agenda Item No. 6
Title	Welfare Reforms	
For further information about this report please contact	Andrea Wyatt ext 6831	
Wards of the District directly affected	None	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	Finance and Audit 7 th February 2017	
Background Papers	N/A	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No
Equality Impact Assessment Undertaken	No
This is an information only report.	

Officer/Councillor Approval		
Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive	24/01/2018	Andrew Jones
Head of Service	23/01/2018	Mike Snow
CMT	24/01/2018	Andrew Jones
Section 151 Officer	23/01/2018	Mike Snow
Monitoring Officer	24/01/2018	Andrew Jones
Finance	23/01/2018	Mike Snow
Portfolio Holder(s)	24/01/2018	Clr Peter Whiting
Consultation & Community Engagement		
Insert details of any consultation undertaken or proposed to be undertaken with regard to this report.		
Final Decision?		N/A
Suggested next steps (if not final decision please set out below)		

1. Summary

1.1 This report has been prepared to provide Finance and Audit Scrutiny Committee an update on welfare reforms.

1.2

2. Recommendation

2.1 That the content of this report is noted.

3. Reasons for the Recommendation

3.1 This is a briefing only report and therefore there are no recommendations.

4. Policy Framework

4.1 Fit for the Future (FFF)

These are the words to use:

"The Council's FFF Strategy is designed to deliver the Vision for the District of making it a Great Place to Live, Work and Visit. To that end amongst other things the FFF Strategy contains several Key projects. Whilst the housing benefit scheme contributes to delivering the Vision for the District, it is a national scheme and therefore any changes to the scheme are outside the control of the authority. The Council will seek to mitigate the effects of these changes through the use of discretionary powers, job clubs, budgeting support and referral to specialist agencies as necessary. The local council tax reduction scheme is a national prescribed scheme for pensioners, however we are responsible for designing our own scheme for working age. The working age scheme is due to be reviewed during 2018 with a view to a new scheme from April 2019.

"The FFF Strategy has 3 strands – People, Services and Money and each has an external and internal element to it. The table below illustrates the impact of this proposal if any in relation to the Council's FFF Strategy."

FFF Strands		
People	Services	Money
External		
Health, Homes, Communities	Green, Clean, Safe	Infrastructure, Enterprise, Employment
<u>Intended outcomes:</u> Improved health for all Housing needs for all met Impressive cultural and sports activities Cohesive and active communities	<u>Intended outcomes:</u> Area has well looked after public spaces All communities have access to decent open space Improved air quality Low levels of crime and ASB	<u>Intended outcomes:</u> Dynamic and diverse local economy Vibrant town centres Improved performance/productivity of local economy Increased employment and income levels
Impacts of Proposal		

There are no changes proposed as a result of this report, the Council will continue to use its discretion to disregard war pension and war widows pension in the calculation of housing benefit and council tax reduction.	No impact	There are no changes, the Council will continue to support those on a low income across the District through the national housing benefit scheme and local council tax reduction scheme.
Internal		
Effective Staff	Maintain or Improve Services	Firm Financial Footing over the Longer Term
<u>Intended outcomes:</u> All staff are properly trained All staff have the appropriate tools All staff are engaged, empowered and supported The right people are in the right job with the right skills and right behaviours	<u>Intended outcomes:</u> Focusing on our customers' needs Continuously improve our processes Increase the digital provision of services	<u>Intended outcomes:</u> Better return/use of our assets Full Cost accounting Continued cost management Maximise income earning opportunities Seek best value for money
Impacts of Proposal		
All staff receive training to keep them up to date with any changes to the schemes.		

4.2 Supporting Strategies

This report is for information only and therefore does not impact on any of the supporting strategies.

4.3 Changes to Existing Policies

There are no changes to existing policies.

4.3 Impact Assessments

An impact assessment is not necessary as no changes are proposed.

5. Budgetary Framework

- 5.1 In most cases the authority receives 100% subsidy from the Government for any Housing Benefit which is paid out, however there are a few areas such as housing benefit paid for temporary accommodation, for which reduced subsidy is received and is therefore a direct cost to the general fund.
- 5.2 Council Tax Reduction (previously Council Tax Benefits) is now funded entirely locally. This cost is shared proportionately by the local authorities in the areas

(County, Police, District and Parish/Town Councils) by being an element of the tax base calculation.

6. Risks

- 6.1 As income from benefit reduces, claimants may struggle to meet their financial commitments and could ultimately put their home at risk.
- 6.2 For the Council, rent arrears and council tax arrears could increase and there could be an increase in people presenting as homeless.

7. Alternative Option(s) considered

- 7.1 There are no alternative options – the decision to implement changes to the welfare system are the responsibility of the Government.

8. Background

- 8.1 The Government prescribes how much it considers a household should be able to live on depending on their circumstances, through a system of premiums and allowances in order to calculate the amount of means tested income related benefit and housing benefit a person might receive. Additional premiums are granted if someone in the family is disabled or has caring responsibilities. The total amount of these allowances and premiums are known as the “applicable amount” and form the basis of the benefit calculation, generally if a person’s income is below this total, they can claim a DWP benefit to ensure they receive an income of at least this amount. Housing benefit is calculated using the same principle, so if a claimant has an income of the calculated amount or below, they will receive maximum housing benefit, if they receive an income above this amount a 65% taper is applied to the difference between the calculated amount and their actual income to calculate entitlement. Claimants who are working can claim working tax credits and generally receive an income of above the calculated minimum amount.

8.2 Changes to applicable amounts

Prior to April 2015 the applicable amount rose annually in accordance with inflation and with the exception of disability and carer premiums, these rates have remained static. However, whilst housing benefit always reduces as income increases, prior to April 2015 the increase would have been partially offset by the increase in applicable amounts. Applicable amounts will continue to remain static until at least April 2020.

Prior to May 2016, any person who applied for housing benefit with responsibility for one or more children, could have a family premium of £17.45 included in their applicable amount. From May 2016, the family premium was abolished for all new claims, those who already had a family premium included in their applicable amount are protected whilst their housing benefit remains in continuous payment.

Up until March 2017, a child premium was included in the applicable amount for every child a claimant was responsible for, this has now been restricted to the first two children for all new claimants with more than two children or existing claimants who have additional children during the course of their claim.

The table below shows the applicable amount for a family with 3 children for each year after the changes above have been applied, this is the rate at which full rent could be paid by Housing Benefit although this is subject to any restrictions that may apply such as under occupancy and local housing rates.

Allowances and Premiums	2015	2016	2017
Couple one or both over 18	114.85	114.85	114.85
Child premium	66.90	66.90	66.90
Child premium	66.90	66.90	66.90
Child premium	66.90	66.90	
Family premium	17.45		
Total	£333.00	£315.55	£248.65

The current number of claimants where two child restriction applies including those that are also affected by under occupancy or the benefit cap are shown below.

No of children	LA	HA	Private	Under-occupied	Benefit cap
3	14	15	15	1	10
4	7	3	3	1	1
5	1	1	1	0	0
6	1	0	0	0	0

8.4 **Benefit cap**

The Benefit cap was introduced in April 2013, this was applied to housing benefit where total income from out of work benefits exceeded £350.00 for single people and £500.00 for couples or families. This reduced from November 2016 to £257.69 and £384.62 respectively. If a claimant or their partner works for at least 16 hours per week the benefit cap does not apply and similarly there are some exemptions for people with disabilities.

Amount of Housing Benefit lost due to cap by tenure types.

Amount of Benefit lost £'s	LA tenants	Registered providers	Private tenants
0.01 to 9.99	6	1	0
10.00 to 19.99	6	3	2
20.00 to 29.99	0	9	1
30.00 to 39.99	0	3	0
40.00 to 49.99	4	2	0
50.00 to 59.99	0	0	2
60.00 to 69.99	3	1	0
70.00 to 79.99	0	1	0
80.00 to 89.99	1	0	2
90.00 to 99.99	1	1	1
100 +	2	3	2
Total	23	24	10

8.5 **Private tenants**

Since 2008, all new claims from private tenants have been assessed using the local housing allowance (LHA). The LHA is the maximum amount of housing benefit a person can receive and is based on the number of rooms needed for the size of the family. Two children of the opposite sex are expected to share a room up until the age of 10 and the same sex up to the age of 16 unless there is a medical reason why sharing is not possible. The shared room rate was extended from under 25's to under 35's from January 2012, and this is the maximum housing benefit a claimant under 35 can receive unless they are severely disabled. The LHA rates have not been increased since April 2015 and they are expected to remain at the current levels from April 2017.

In 2015, the Government announced their intention to apply LHA rates to properties in the social rented sector (council and housing association properties) from April 2018, this was subsequently deferred to April 2019 and has since been abolished, a review of supported housing funding is still ongoing.

Current weekly LHA rates.

	1 bed shared	1 bed self contained	2 beds	3 beds	4 beds
Solihull	£69.05	£116.53	£149.59	£172.60	£230.14
Warwickshire	£69.77	£119.09	£150.36	£181.80	£246.50
Coventry	£65.65	£92.05	£111.48	£128.19	£170.67

The broad rental market area (BRMA) is used to determine LHA rates and this differs from the District boundaries therefore Solihull and Coventry LHA rates apply to some of our claimants, eg Baginton is in Coventry BRMA.

8.6 LA tenants and tenants of registered providers

Prior to April 2013, the maximum housing benefit for tenants renting from the LA or a registered provider, was their total rent less any charges for ineligible services, regardless of the size of the property and the number of occupants. From April 2013, size restrictions apply in line with those which were already in place in the private sector. This reduces the maximum housing benefit by 14% where a claimant is under-occupied by one bedroom and 25% by two bedrooms. There are currently 637 claimants whose maximum housing benefit is restricted by under occupancy, an increase of 16 from last year.

Under occupancy restrictions

	One room 2016	Two room 2016	One room 2017	Two room 2017
LA	353	66	360	65
Registered Providers	187	15	194	18

From 1st April 2016 all LA's and registered providers were required to reduce their rents for exiting tenants by 1% a year for 4 years.

8.7 Non dependant deductions

The maximum rent is further reduced for all claimants, regardless of tenancy type, who have a non-dependant living in the property. Whilst Benefit rates have been frozen, non-dependant rates have increased each year, non dependant deductions do not apply if a claimant or partner is in receipt disability living allowance or personal independence payment.

Non dependant deductions – April 2017

Non dependant circumstances	Non dependant deduction
Under 25 & in receipt of a prescribed benefit.	Nil
Over 25 & in receipt of a prescribed benefit or working less than 16 hours.	£14.80
In receipt of pension credit.	Nil
Over 18 and working over 16 hours	
• Gross income: less than £136.00	£14.80
• Gross income: £136.00 to £199.99	£34.00
• Gross income: £200.00 to £258.99	£46.65
• Gross income: £259.00 to £345.99	£76.35
• Gross income: £346.00 to £429.99	£86.95
• Gross income: £430.00 and above	£95.45

Non dependant deductions – April 2018

Non dependant circumstances	Non dependant deduction
Under 25 & in receipt of a prescribed benefit.	Nil
Over 25 & in receipt of a prescribed benefit or working less than 16 hours.	£15.25
In receipt of pension credit.	Nil
Over 18 and working over 16 hours	
• Gross income: less than £139.00	£15.25
• Gross income: £139.00 to £203.99	£35.00
• Gross income: £204.00 to £264.99	£48.05
• Gross income: £265.00 to £353.99	£78.65
• Gross income: £354.00 to £438.99	£89.55
• Gross income: £439.00 and above	£98.30

8.8 **Universal Credit**

Universal Credit is gradually being rolled out to Job Centres across the Country and replaces income based job seekers allowance (JSA(IB)), income support, working tax credit, child tax credit, income related employment and support allowance and housing benefit. Leamington job centre were running a "light touch" service which meant that only customers who would have been entitled to JSA could claim Universal Credit with roll out of full service which included all other benefits expected in June 2018. However, live service was withdrawn from all job centres from 1st January 2018 for all new claims and claimants now have to claim Housing Benefit. The date for full service roll for Leamington has been further delayed until October 2018 for new claimants and migration of existing Housing Benefit claimants customers to start sometime in 2019 to be completed in 2022. The DWP have a plan in place for Universal Credit roll out to ensure that training and awareness is provided across the District and we will be working closely to deliver this.

All claims for Universal credit must be made online and the local authority will be required to provide support for those unable to make their claim and provide budgeting support for those claimants who may struggle to manage their money. The local authority will still receive discretionary housing payment funding for claimants who have a rental liability and are struggling to pay their rent.

8.9 **Discretionary housing payments**

Discretionary housing payments (DHP), are payments which can be paid in addition to Housing Benefit, to assist claimants who are struggling to pay their rent. The authority is responsible for designing its own scheme, within the parameters prescribed by Government. In 2015/2016, we received £140,259.00 of discretionary payment funding and this increased to £167,306.00 from April 2016 and £209,030.00 from April 2017. Claimants are expected to provide information and evidence which supports their assertion that they are unable to meet their rental payments and generally non essential expenses are disregarded. Awards for discretionary payments are time limited, and the period over which they are awarded is dependant on their circumstances, once a claim has ended, a claimant can re-apply.

There have been 373 applications for DHP made since April 2017, 196 awards have been made and 122 refused. The remainder are either waiting to be processed or waiting further information from the customer.

Discretionary awards


Reason for award	Current awards
Benefit cap	5
Restrictions due to LHA	13
Under Occupancy	40
Combination of reasons	1
Other	11

8.10 Financial Inclusion Group

The group consists of officers from Housing, Benefits, Community Partnership Team and Economic Development and is now chaired by Andrew Jones. The group meet to discuss financial inclusion and how this might drive initiatives to help our residents and how we can work with our partners to improve financial capability.

8.11 Ex armed forces personnel.

The Council continues to support ex armed forces personnel by applying it's discretion to disregard any war pension or war widows pension when calculating entitlement to housing benefit and council tax reduction

 Overview and Scrutiny Committee – 6 February 2018		Agenda Item No. 7
Title	Review of the Work Programme & Forward Plan	
For further information about this report please contact	Lesley Dury, Committee Services Officer, 01926 456114 or committee@warwickdc.gov.uk	
Wards of the District directly affected	N/A	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	3 January 2018	
Background Papers		

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No
Equality Impact Assessment Undertaken	No
Not applicable.	

Officer/Councillor Approval		
Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive		
Head of Service		
CMT		
Section 151 Officer		
Monitoring Officer		
Finance		
Portfolio Holder(s)		
Consultation & Community Engagement		
Not applicable.		
Final Decision?		Yes
Suggested next steps (if not final decision please set out below)		

1. **Summary**

- 1.1 This report informs the Committee of its work programme for 2018 (Appendix 1) and of the current Forward Plan (Appendix 2).
- 1.2 Appendix 3 is a briefing note from the Head of Health & Community Protection about her role on the Enforcement Project Group.
- 1.3 Appendix 4 is the updated version of the Action Plan outlining the progress made to-date on the recommendations on HMOs.

2. **Recommendations**

- 2.1 Members consider the work programme and agree any changes as appropriate.
- 2.2 The Committee to; identify any Executive items on the Forward Plan which it wishes to have an input before the Executive makes its decision; and to nominate a Member to investigate that future decision and report back to the Committee.
- 2.3 To note the contents of Appendix 3 – Update Enforcement Project Group.
- 2.4 To note the contents of Appendix 4, progress on the Action Plan for recommendations made on HMOs.

3. **Reasons for the Recommendation**

- 3.1 The work programme should be updated at each meeting to accurately reflect the workload of the Committee.
- 3.2 Two of the five main roles of overview and scrutiny in local government are to undertake pre-decision scrutiny of Executive decisions and to feed into policy development.
- 3.2 If the Committee has an interest in a future decision to be made by the Executive, or policy to be implemented, it is within the Committee's remit to feed into the process.
- 3.3 The Forward Plan is actually the future work programme for the Executive. If a non-executive member highlighted a decision(s) which is to be taken by the Executive which they would like to be involved in, that member(s) could then provide useful background to the Committee when the report is submitted to the Executive and they are passing comment on it.
- 3.4 At the last meeting of the O&S Committee, Members approved the Scoping Document for the Task & Finish Group on the Role of the Council's Chairman. This Scoping document suggested that the Task & Finish Group should have five Members. The Committee delegated the task of deciding the Membership to the Chairman of O&S. To-date, only three Councillors have volunteered, so the matter is being brought before O&S for consideration on how to proceed.
- 3.5 At the last meeting 2017 of the O&S Committee, Members asked to know about the role of the Head of Health & Community Protection in respect of recommendation 2.9 of the Action Plan on HMOs.

4. Policy Framework

4.1 Fit for the Future (FFF)

The Council's FFF Strategy is designed to deliver the Vision for the District of making it a Great Place to Live, Work and Visit. To that end amongst other things the FFF Strategy contains several Key projects.

The FFF Strategy has 3 strands – People, Services and Money and each has an external and internal element to it. The table below illustrates the impact of this proposal if any in relation to the Council's FFF Strategy.

FFF Strands		
People	Services	Money
External		
Health, Homes, Communities	Green, Clean, Safe	Infrastructure, Enterprise, Employment
<u>Intended outcomes:</u> Improved health for all Housing needs for all met Impressive cultural and sports activities Cohesive and active communities	<u>Intended outcomes:</u> Area has well looked after public spaces All communities have access to decent open space Improved air quality Low levels of crime and ASB	<u>Intended outcomes:</u> Dynamic and diverse local economy Vibrant town centres Improved performance/productivity of local economy Increased employment and income levels
Impacts of Proposal		
Nil	Nil	Nil
Internal		
Effective Staff	Maintain or Improve Services	Firm Financial Footing over the Longer Term
<u>Intended outcomes:</u> All staff are properly trained All staff have the appropriate tools All staff are engaged, empowered and supported The right people are in the right job with the right skills and right behaviours	<u>Intended outcomes:</u> Focusing on our customers' needs Continuously improve our processes Increase the digital provision of services	<u>Intended outcomes:</u> Better return/use of our assets Full Cost accounting Continued cost management Maximise income earning opportunities Seek best value for money
Impacts of Proposal		
Nil	Dialogue between Scrutiny and Executive enables robust decision making and ensures all elements of the proposal in respect of service provision are taken into account.	Nil

4.2 **Supporting Strategies**

Each strand of the FFF Strategy has several supporting strategies; however, this report is for governance purposes. However, Members need to be mindful of the objectives above, when deciding what topics to add to the Work Programme.

The work carried out by the Committee helps the Council to improve in line with its priority to manage services openly efficiently and effectively.

4.3 **Changes to Existing Policies** - There are no changes to existing policies.

4.4 **Impact Assessments** - There are no new policy changes in respect of Equalities.

5. **Budgetary Framework**

5.1 All work for the Committee has to be carried out within existing resources. Therefore, there is a limit to the time available that officers will have to assist Members, so the Committee may wish to prioritise areas of investigation.

6. **Risks**

6.1 This Committee contributes to the effective minimisation of risk by fulfilling its duties in a timely manner and scrutinising the work undertaken by the Executive.

7. **Alternative Option(s) considered**

7.1 The only alternative option is not to undertake this aspect of the overview and scrutiny function.

8. **Background**

8.1 There are five main roles of overview and scrutiny in local government. These being:

- Holding to account
- Performance management
- Policy review
- Policy development
- External scrutiny

8.2 The pre-decision scrutiny of Executive decisions falls within the role of 'holding to account'. To feed into the pre-decision scrutiny of Executive decisions, the Committee needs to examine the Council's Forward Plan and identify items which it would like to have an impact upon.

8.3 The Council's Forward Plan is published on a monthly basis and sets out the key decisions to be taken by the Council in the next twelve months. The Council only has a statutory duty to publish key decisions to be taken in the next four months. However, the Forward Plan was expanded to a twelve month period to give a clearer picture of how and when the Council will be making important decisions.

- 8.4 A key decision is a decision which has a significant impact or effect on two or more wards and/or a budgetary effect of £50,000 or more.
- 8.5 The Forward Plan also identifies non-key decisions to be made by the Council in the next twelve months, and the Committee, if it wishes, may also pre-scrutinise these decisions.
- 8.6 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.
- 8.7 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.
- 8.8 At each meeting, the Committee will consider their work programme and make amendments where necessary, and also make comments on specific Executive items, where notice has been given by 9am on the day of the Overview and Scrutiny Committee meeting. The Committee will also receive a report detailing the response from the Executive, on the comments the Committee made on the Executive agenda in the previous cycle.
- 8.9 The Forward Plan is considered at each meeting and allows the Committee to look at future items and become involved in those Executive decisions to be taken, if members so wish.
- 8.10 Appendix 3 – Update Enforcement Project Group
(Recommendation 2.9 – Action Plan for Recommendations made on HMOs)

At the last 2017 meeting of the O&S Committee, when considering the progress on the Action Plan for recommendations made on HMOs, the Committee asked that the role of the Head of Health & Community Protection be explained in connection with recommendation 2.9:

<p>2.9 endorses the work by the Deputy Chief Executive & Monitoring Officer to review enforcement work across the Council, and recommends that co-ordination across the relevant departments is improved to make full use of HMO licensing and regulatory powers.</p>	<p><i>Report to Executive; Marianne looking at Enforcement across the Council; One Council approach.</i></p> <p>The enforcement project group is made up of Officers from across the Council whose aim is to review procedures and documents involved in an enforcement process to draw consistency as far as is reasonably practicable i.e. Interview under caution documentation. It does not cover delivery of enforcement services.</p> <p>Would O&S want this to be included into the remit of this group? This group was formed to identify enforcement procedural weaknesses and address those by sharing experience etc.</p>
---	--

Appendix 3 is a briefing note from the Head of Health & Community Protection.

**Overview and Scrutiny Committee
Work Programme 2018**

6 February 2018

Title	Where did item originate from	Format	Lead Officer/ Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Task & Finish Group – Role of Warwick District Council Chairman	O&S Task & Finish Group	Verbal report	TBA	Councillors Ashford, Mrs Knight and Margrave	Every meeting until completed	
Update Enforcement Project Group	28 November 2017	Appendix 3 in the Review of the Work Programme & Forward Plan Report	Marianne Rolfe			
Update from DCX (AJ) outlining the progress made to date on the recommendations on the HMOs	25 July 2017	Appendix 4 in the Review of the Work Programme & Forward Plan Report	Andy Jones			

6 March 2018

Title	Where did item originate from	Format	Lead Officer/ Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Holding Portfolio Holders to account – Business	Standing Annual Item	Written report followed by Q&A at meeting	Councillor Butler		March 2019	Annually
Holding Portfolio Holders to account – Neighbourhood Services	Standing Annual Item	Written report followed by Q&A at meeting	Councillor Grainger		February 2019	Annually
Shakespeare’s England	Request from Report Author	Written Briefing Note followed by Q&A at meeting	Suzee Laxton		March 2019	September 2019

4 April 2018

Title	Where did item originate from	Format	Lead Officer / Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Annual review of membership / participation of Outside Bodies	Standing Annual Item	Written Report	Andrew Jones		April 2019	Annually
Verbal update on the Shared Environmental Enforcement with Rugby Borough Council	26 September 2017	Verbal report	Graham Folkes-Skinner			4 April 2018
12 month report from DCX (AJ) outlining the progress made to date on the recommendations on the HMOs	Executive April 2017	Written report	Andy Jones			4 April 2018
Overview and Scrutiny Committee End of Term Report	Standing Annual Item	O&S Report for Executive	Committee Services Officer		April 2019	Annually
Update from the Leader of the Council on his corporate and strategic leadership	Standing Annual Item	Verbal report followed by Q&A at meeting	Councillor Mobbs		April 2019	Annually
Member Children's Champions: End of Year Report	Standing Annual Item	Written report followed by Q&A at meeting	Andrew Jones		April 2019	Annually

TBA

Title	Where did item originate from	Format	Lead Officer/ Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Policy on Regulating the Private Rented Sector - Update(Ref 880)	30 August 2017	TBA	Ken Bruno			
"Mystery Shopper" – testing customer service at the Council	25 July 2017	TBA	TBA			
Housing & Homelessness Strategy	27 September 2016	Written report followed by Q&A at meeting	Charlotte Lancaster			
Phase 2 Leisure Development in Kenilworth	1 June 2016	Verbal Update	Rose Winship		C. Servs to notify when the report can be presented	
CWLEP update	30 June 2015	Verbal Report	Councillor Mobbs		BH to provide a copy of the Board Meeting Dates to LD	Quarterly if an update is available

Council Development Company (Forward Plan Ref 727)	February 2016	Written report followed by Q&A at meeting	Head of Housing		A report cannot be brought forward until housing futures and changes to the Housing and Planning Act have been completed	
Emergency Planning in light of Grenfell Tower and other major incidents (To include: <ul style="list-style-type: none"> • What this Council has done, • Capacity • Staff Learning) 	27 June 2017	Written report followed by Q&A at meeting	Marianne Rolfe		When the results from the Government enquiry into Grenfell Tower are known	
Local Plan Infrastructure Delivery Plan	30 June 2015	Written report followed by Q&A at meeting	Tony Ward/Dave Barber			Quarterly Update once the Local Plan has been agreed.

Asset Management Strategy (Corporate Assets) (Forward Plan Ref 641) – Overview and Scrutiny Committee to determine if this should be a Work Programme item	November 2015	Written report followed by Q&A at meeting	Councillor Phillips			
--	---------------	---	---------------------	--	--	--



Warwick District Council Forward Plan February 2018 to April 2018

**Councillor Andrew Mobbs
Leader of the Executive**

The Forward Plan is a list of all the Key Decisions which will be taken by the Executive in the next four months. The Warwick District Council definition of a key decision is: - a decision which has a significant impact or effect on two or more wards and/or a budgetary effect of £50,000 or more.

Whilst the majority of the Executive's business at the meetings listed in this Forward Plan will be open to the public and media organisations to attend, there will inevitably be some business to be considered that contains, for example, confidential, commercially sensitive or personal information.

This is formal notice under the Local Authorities (Executive Arrangements)(Meetings and Access to Information)(England) Regulations 2012 that part of the Executive meeting listed in this Forward Plan will be held in private. This is because the agenda and reports for the meeting will contain exempt information under Part 1 of Schedule 12A to the Local Government Act 1972 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. Those items which are proposed to be considered in private are marked as such along with the reason for the exclusion in the list below.

If you would like to make representations or comments on any of the topics listed below, including the confidentiality of any document, you can write to the contact officer, as shown below, at Riverside House, Milverton Hill, Royal Leamington Spa, Warwickshire, CV32 5HZ. Alternatively you can phone the contact officer on (01926) 456114. If your comments are to be referred to in the report to the Executive or Committee they will need to be with the officer 7 working days before the publication of the agenda. You can, however, make comments or representations up to the date of the meeting, which will be reported orally at the meeting. The Forward Plan will be updated monthly and you should check to see the progress of the report you are interested in.

(914)

Section 1 – The Forward Plan February to April 2018

Topic and Reference	Purpose of report	If requested by Executive – date, decision & minute no.	Date of Executive, Committee or Council meeting	Publication Date of Agendas	Contact Officer & Portfolio Holder	External Consultees/ Consultation Method/ Background Papers
---------------------	-------------------	---	---	-----------------------------	------------------------------------	---

7 February 2018

General Fund 2018/19 Budgets & Council Tax (Ref 885)	To update Members on the overall financial position of the Council, consider the General Fund Revenue and Capital Budgets for the following financial Year. To propose the Council Tax for the following year		Executive 7/2/2018	30/1/2018	Mike Snow Cllr Whiting	
HRA Rent Setting 2018/19 (Ref 886)	To report on the proposed level of Housing Rents for the following year and the proposed budget		Executive 7/2/2018	30/1/2018	Mike Snow Cllr Phillips	
Heating, Lighting and Water Charges 2018/19 – Council Tenants (Ref 887)	To propose the level of recharges to council housing tenants to recover the costs of communal heating, lighting and water supply		Executive 7/2/2018	30/1/2018	Mike Snow Cllr Phillips	
Treasury Management Strategy (Ref 888)	To seek member approval of the Treasury Management Strategy and Investment Strategy for the forth coming year		Executive 7/2/2018	30/1/2018	Mike Snow Cllr Whiting	
Re-commissioning of services provided by the Voluntary and Community Sector 2018-2021 and review of VCS	For members to approve the tender specification for the re-commissioning of VCS services for 2018-2021 and to approve the recommendations for savings relating to the Council's		Executive 29/11/2017 4/1/2018 Reason 5 7/2/2018	30/1/2018	Liz Young Cllr Thompson	To follow

investment (Ref 884)	investment in the VCS within the H&CP budget for 2018 – 19. (It is anticipated that part or all of this report will be considered in confidential session by the Executive because it contains information relating to the financial or business affairs of any particular person (including the authority holding that information))					
Leasing properties from the private rented sector (Ref 909)	To consider leasing property from the private rented sector		Executive 7/2/2018	30/1/2018	Ken Bruno Cllr Phillips	
Leisure Development – Phase II (Kenilworth) (Ref 803)	To agree the scope of Phase II.		Executive 28/9/2016 Reason 5 7/2/2018	30/1/2018	Rose Winship Cllr Coker	
Consideration of a Hackney Carriage Vehicle Limitation Policy (Ref 851)	To update members on the results of the WDC Hackney Carriage Unmet Demand Survey and: Meeting1 – Introduce highlights of survey and propose a 6 week consultation on recommended options outlined in the survey. Meeting 2 – Update on the consultation & determine any change to policy, following the consultation.		Executive 29/11/2017 Reason 1 7/2/2018	30/1/2018	Lorna Hudson Cllr Thompson	Taxi trade, local business, safer communities, disability, equality and other local group representatives, Town Councils, Police. Questionnaire on website/email. CTS Traffic & Transportation Final Report - July 2016 Licensing & regulatory Committee 25/9/2017

Investment in Playbox Theatre (Ref 911)	The report recommends that this Council advances a loan of £100,000 to Playbox Theatre Limited (Company number 03462037), thereby enabling the construction of a new access drive to overspill car park and delivery area		Executive 7/2/2018	30/1/2018	Andrew Jones Cllr Butler	
2018/19 ICT Services Digital Work Programme (Ref 912)	Review progress on current year's programme and set out the planned 2018/19 Work Programme		Executive 7/2/2018	30/1/2018	Tass Smith Cllr Mobbs	Executive Report 2nd December 2015 – Digital Transformation of Council Services Executive Report 8 th March 2017 - 2017/18 ICT Services Digital Work Programme
Investment in Newbold Comyn Arms Manor House (Ref 910)	The report recommends that this Council advances a loan of £360,000 thereby enabling the erection of a single storey side extension at Newbold Comyn Arms Manor House		Executive 7/2/2018	30/1/2018	Andrew Jones Andrew Mobbs	
Events Review (Ref 832)	To look into the processes of the Business Support and Events Team, and the services that we offer to event organisers throughout the District		Executive 8/3/2017 Reason 4 7/2/2018	30/1/2018	James DeVile Cllr Butler	External consultees include: police, fire service, ambulance service, the four town councils, three chambers of trade, BID Leamington, event organisers

Business Improvement District Leamington – recommended voting position	To determine the Council’s position in respect of the vote on Leamington Business Improvement District		Executive 7/2/2018	30/1/2018	Suzee Laxton Cllr Butler	Executive report 27 September 2017 and 4 January 2017
Leamington Spa Car Parking Displacement Plan (Ref 844)	To set out the options available should vehicles be displaced from Covent Garden car park and to consider alternative parking options within Leamington Town Centre.		Executive 4/4/2017 Reason 2 31/08/2017 Reason 3 27/9/2017 Reason 5 7/2/2018	30/1/2018	Gary Charlton Cllr Grainger	

7 March 2018

One Stop Shop Business Case (Ref 894)	Provide a Business Case to ensure that the shared One Stop Shop Service is in line with Warwick District Council’s ICT & Digital Strategy 2015-19		Executive 7/3/2018	27/2/2018	Graham Folkes-Skinner Cllr Grainger	
Car Park Strategy (Ref 895)	To seek approval for the proposed car parking strategy 2018-2028		Executive 7/3/2018	27/2/2018	Paul Garrison Cllr Grainger	
A Vision & strategy for Leamington town centre (Ref 913)	To note the document “a vision & strategy for Leamington town centre” prepared by the Leamington Town Centre Forum and agree any actions and implications arising from this that affect Warwick District Council.		Executive 7/3/2018	27/2/2018	Bill Hunt/ Philip Clarke Cllr Mobbs	Leamington Town Centre Forum: “A vision and strategy for Leamington town centre” Report to Overview & Scrutiny Committee: 08/03/16

Section 2 Key decisions which are anticipated to be considered by the Council between May and July 2018

Topic and Reference	Purpose of report	If requested by Executive – date, decision & minute no.	Date of Executive, Committee or Council meeting	Publication Date of Agendas	Contact Officer & Portfolio Holder	External Consultees/ Consultation Method/ Background Papers
----------------------------	--------------------------	--	--	------------------------------------	---	--

There are currently no scheduled key decisions between May and July 2018

Section 3 Key decisions which are anticipated to be considered by the Council but the date for which is to be confirmed

Topic and Reference	Purpose of report	History of Committee Dates & Reason code for deferment	Contact Officer & Portfolio Holder	Expansion on Reasons for Deferment	External Consultees/ Consultation Method/ Background Papers	Request for attendance by Committee
Council Development Company (Ref 727)	To consider a report on establishing a Council Development Company.	Executive 9/3/2016 2/6/2016 29/6/2016 Reasons 1 & 2	Bill Hunt Cllr Phillips	Awaiting further information on the implications of the Housing & Planning Act.		
HRA Asset Management and Development Policy (Ref 829)			Bill Hunt Cllr Phillips			
Recording and Broadcasting of Public Meetings (Ref 840)	To inform members of the research into the potential to record and broadcast all Council meetings as per the Notice of Motion to Council.	Council 29/6/2016 Executive 5/1/2017 8/2/2017 Reason 3	Graham Leach Cllr Mobbs	Currently being investigated in tandem with Council Chamber PA issues.		

Councillors IT (Ref 841)	To report back on the work of the Councillor IT Working Party.	Executive 5/1/2017 8/2/2017 Reason 3	Graham Leach Cllr Mobbs	Awaiting the outcome of Members' Allowances Review.		
WDC Enterprise – New Trading Arm (Ref 817)	To seek approval to establish a Local Authority Trading Company, to expand support provision whilst capitalising on existing skills to maximise income.	Executive 2/11/2016 Reason5 5/1/2017 Reason5 8/2/2017 Reason 5	Gayle Spencer Cllr Butler			
HQ Relocation Project – outcome of phase 1 work (Ref 801)	To consider the outcomes of the phase 1 work and, if appropriate, seek approval for commencement of the phase 2 delivery works.	Executive 26/07/2017 Reason 3	Bill Hunt Cllrs Mobbs, Whiting, Rhead, Butler, Grainger	Timing is dependent on the completion of the planning, marketing and procurement processes.		
Proposed Relocation of Kenilworth School (Ref 869)	To agree the Council's level of support in enabling the school to take its proposals forward.	Executive 28/06/2017 Reason 3	Andrew Jones Cllr Mobbs			
Policy on Regulating the Private Rented Sector (Ref 880)	To adopt a revised policy on private rented sector regulation in light of new legislation and guidance.		Ken Bruno Cllr Phillips	Awaiting the publication of government guidance.		
Linen Street Car Park (Ref 861)	To consider recommendations for redevelopment for the Linen Street Car Park facility	Executive 28/06/2017 Reason 3	Paul Garrison Cllr Grainger			Ward Councillors
Leamington Cemetery North Lodge (Ref 828)	To review the future use of Leamington Cemetery North Lodge.	Executive 4/4/2017 28/06/2017 31/08/2017 Reason 3	Rob Hoof Cllr Grainger			

Corporate Asset Management Strategy (Ref 641)	To propose an Asset Management Strategy for all the Council's buildings and land holdings.	Executive 29/6/2016 Reason 5 1/9/16 Reasons 3 & 5 5/1/2017 Reasons 3 & 5 8/2/2017 Reasons 3 & 5 26/07/2017 Reasons 3 & 5 31/8/2017 Reason 3	Bill Hunt Cllrs Mobbs, Butler, Grainger, Coker & Whiting			
---	--	---	---	--	--	--

Section 4 – Items which are anticipated to be considered by the Executive but are NOT key decisions

Topic and Reference	Purpose of report	If requested by Executive – date, decision & minute no.	Date of Executive, Committee or Council meeting	Publication Date of Agendas	Contact Officer & Portfolio Holder	External Consultees/ Consultation Method/ Background Papers
7 February 2018						
Rural Urban Community Initiative Scheme Applications	To consider applications for Rural and Urban Initiative Grants.		Executive 7/2/2018	30/1/2018	Jon Dawson Cllr Whiting	

Delayed reports:

If a report is late, officers will establish the reason(s) for the delay from the list below and these will be included within the plan above:

1. Portfolio Holder has deferred the consideration of the report
2. Waiting for further information from a Government Agency
3. Waiting for further information from another body
4. New information received requires revision to report
5. Seeking further clarification on implications of report

DATE: 13th December 2017

SUBJECT: UPDATE ENFORCEMENT PROJECT GROUP

1 Summary

1.1 A group of officers representing the Enforcement Officers within the council has been formed to review documents, procedures and practises for enforcement activities across the council.

2 Recommendations

2.1 Note the work of the group to date.

3 Reasons for the Recommendations

3.1 The Enforcement group have examined the documents, procedures and guidance in a variety of subject areas in order to evaluate best practise and ensure compliance with the relevant legislation. In doing so they have made various recommendations to improve the delivery of enforcement activities across the council.

4 Background

4.1 This officer group was formed in order to tackle a number of issues:

- Inconsistency of procedures across enforcement officers
- Inconsistency of practices across enforcement officers
- Identification of skills gaps in the competences of enforcement officers
- Questions regarding the use of 'new' enforcement powers
- Legal costs associated with formal action.

4.2 In addition, the Central England Environmental Health Management Board has been reviewing the availability of training for front line enforcement staff and want to map officer skills gaps in order to better target training and allow delivery in a cost effective way.

4.3 The group has fed into and led on the development of core competence mapping as part of 4.2. Appendix 1 seeks to detail the required core competences of an enforcement officer. Once completed this document will allow an officers knowledge and experience to mapped. It will also allow any skills gaps to be highlighted for an officers personal development plan and when mapped across Central England, for an officer training programme.

4.4 The competence list is being used to develop relevant guidance documentation and procedures to support each competence. The aim is to standardise any existing guidance and documentation across the services to develop consistent

Agenda Item 7 – Appendix 3

procedures. The green and amber boxes highlight the work completed and currently ongoing.

- 4.5 Where procedures or documents currently do not exist the aim is develop these as far as is reasonably practicable.
- 4.6 Following examination of the templates, guidance and procedures in place in each of the service areas the group has recommended the standardisation of the following:
 - Officer pocket notebooks (PACE notebooks) procedure
 - Standard format for PACE notebooks (produced in-house)
 - Exhibit lists template
 - Photographic exhibits template
 - Exhibit labels template
 - Civil witness statement template
 - Witness statement template
 - Invitation to interview under caution
 - Guidance on how to apply for a copy of the interview recording
 - Suggested Script for the start, end and breaks in any recorded interview.
 -
- 4.8 Further to the work of the group all enforcement officers have received training in the use of PACE note books (employed at the time of training delivery).
- 4.9 The Group is currently examining the following matters:
 - Guidance on phrasing for introduction of self, evidence etc in a witness statement.
 - Interviews not under caution documentation
 - Digital evidence collation and storage
 - National Consultation on proposed RIPA changes
 - Authorisations of officers
 - Completion of and correct service of notice procedures
- 4.10 All new procedures will be circulated for consultation prior to recommendation for council wide adoption. All enforcement officers have had a chance to feed into the PACE notebook procedure.
- 4.11 As a side arm project Neighbour Services conducted a review of refuse enforcement activities with which he was tasked. Officers fed into that project and the results of which were reported to Executive. A service level agreement was formed with the waste enforcement team in Rugby to deliver the required service.

Agenda Item 7 – Appendix 3

Appendix 1: Legal and Regulatory Competence Assessment

No.	Element	Knowledge	y / n	Experience	y / n
A1	Understand the UK court processes for criminal and civil proceedings				
A2	Able to determine the definition of a criminal offence, corresponding legal defences and mitigation claims				
A2a	Able to identify the points to prove in an offence				
A2b	Able to identify if they are correctly authorised for the offences under determination.				
A3	Understands the processes of criminal law enforcement in the context of their regulatory services				
A4	Understands the context, purpose requirements and good practice implementation of:				
A4a	PACE				
A4b	CPIA				
A4c	RIPA				
A5	Able to conduct directed surveillance in accordance with RIPA and own employers in house administrative process.				
A6	Able to prepare and serve statutory notices that withstand appeal in accordance with legal requirements and good practice.				
A7	Able to conduct effective regulatory inspections in accordance with legal requirements and good practice.				
A8	Able to plan, implement, coordinate and review effective investigative investigations.				
A8a	Understands the role of and can act as supervising officer in an investigation				
A8b	Understands the role of and can act as lead investigator in and investigation				
A9	Able to gather and secure sound evidence that will with stand legal scrutiny in accordance with legal requirements and good practice.				
A9a	Able to make Notebook entries that will with stand legal scrutiny in accordance with legal requirements and good practice				
A9b	Able to generated other officer documentary records that will with stand legal scrutiny in accordance with legal requirements and good practice				
A9c	Able to take a witness statement				
A9d	Able to write an officer witness statement (criminal & civil)				
A9e	Able to make and take Photographic records that will with stand legal scrutiny in accordance with legal requirements and good practice				
A10	Able to enforce powers of entry and obtain warrants for entry into premises				
A11	Able to conduct searches of premises in accordance with legal requirements and good practice				
A12	Able to plan and conduct interviews with suspects including tape recording of interviews				
A13	Able to safeguard and manage legal exhibits that withstand challenge for use in legal procedures				
A14	Able to reach enforcement decisions in accordance with legal requirements and own councils enforcement policy				
A15	Able to serve fixed penalty notices				
A16	Able to prepare prosecution files, including summary of evidence, Collation of evidence and evaluation of the materials				
A17	Able to identify and collate documents for disclosure during legal proceedings in accordance with legal requirements and good practice.				
A18	Able to appear as a witness in court, give evidence in chief				

Recommendations	Lead Officer	Update as at January 2018 Previous entry struck-through
2.1 Supports the draft Community Protection Notices (CPN) Waste Policy being developed by Neighbourhood Services. Following the approval of the Policy by the Portfolio Holder, there should be a cost-effective system developed to pilot this Policy, as soon as possible.	GF-S	<p>A draft CPN policy has been produced. Discussion to be had with Rugby Borough Council about an Environmental Enforcement Service delivery model. We have some hot-spots already identified which could be used for trials. Further report to Executive in September to agree final business case and delivery model.</p> <p>A shared environmental enforcement with Rugby Borough Council was agreed at the Executive meeting on 27 September 2017. This will provide a cost effective approach to waste management enforcement and will concentrate on fly-tipping and accumulated waste. RBC is experienced in the use of CPN's and it is anticipated that any formal action required with accumulated waste will involve the use of the CPN route. The Service Level Agreement is currently being finalised between the two authorities and it is anticipated that this should be completed this month.</p> <p>RBC needs Executive approval this month (January 2018) to enter into the formal partnership with WDC. In the meantime Neighbourhood Services have been responding to fly-tips, gathering evidence and writing to potential offenders stating the offence, serving the appropriate notice and outlining what needs to be done to ensure compliance. Following formal approval by RBC persistent areas/individuals will be investigated by RBC officers, as resources allow.</p> <p>Further update from Graham Folkes-Skinner:</p> <p>"Rugby Borough Council's Cabinet met on 9 January 2018 and confirmed their commitment to embarking on the enforcement relationship with Neighbourhood Services.</p> <p>"Clearly there has been a fair amount of time between our Executive Report which was agreed on 27 September 2018 and this decision. This has been down to a restructure within their Environment and Public Realm Portfolio and an uncertainty over their Warden Service. This has now come to a conclusion and our contacts within RBC have confirmed that they have built resilience into their team and will be working with us.</p>

		<p>"I completed the various amendments to the SLA and Information Sharing Protocol at the beginning of the year and that is now with RBC's legal department. As you are no doubt aware we have processes in place for the collection and response to evidence found within fly-tips and when the SLA has been formally signed we will be in a position to identify areas of the district that RBC's enforcement can concentrate."</p>
<p>2.2 Asks officers to work with its existing waste contractors, and others, to develop a scheme for waste/recycling collection from HMO properties at peak end-of lease times, for use by landlords and tenants; in particular working with local charities and student organisations, as seen in other areas of the country.</p>		<p>Actions undertaken this year – Spoke with Uni. Who then e-mailed all 2nd and 3rd year students; social media campaign undertaken; wrote to all landlords; Rapid Response units regularly toured student areas; Officers will be reviewing social media impact. A number of suggestions put forward by residents have been tried previously. Mark suggested that a lot less complaints this year and that backing this up with CPN and red bag approach (used by Sheffield Uni) next year may pay further dividends. Graham to consider the tenant / landlord CPN issue i.e. who legally can the CPN be served on.</p> <p>CPN can be issued against any person aged 16 or over or a body, including a business. Where a body is issued with a CPN it should be issued to the most appropriate person. The issuing officer will have to be able to prove that the person issued with the CPN can be reasonably expected to control or affect the behaviour. As a significant stakeholder, Warwick University is routinely communicated with and approaches to student waste issues agreed.</p> <p>There is and there will be ongoing liaison between Landlords, Private Sector Housing, Warwick University and Rugby Borough Council. Any ongoing issues with HMO's will be dealt with by both WDC and RBC in partnership using the most appropriate legislation available which could include the use of Community Protection Notices. Neighbourhood Services will be proactive in its approach to the student leaving period in May/June/July time.</p>
<p>2.3 makes improvements to the management of the noise nuisance service by: a) reviewing the current process to</p>		<p>a. Currently reviewing night noise service. Only Friday and Saturday 9-1 at present. Pete and Matt to consider timescales for review.</p> <p>b. Review has been completed and website updated: https://www.warwickdc.gov.uk/info/20109/crime-and-law-enforcement/109/noise-or-neighbour-nuisance</p> <p>c. Legal advice is clear that we cannot prosecute landlord for noise issues but the liaison between teams (see below) will ensure that matters relating to particular properties will be</p>

<p>ensure that noise nuisance can be reported at the time of the nuisance, and that it is followed by prompt action</p> <p>b) ensuring the processes and procedures are clear and concise, making these publicly and easily accessible on the WDC website</p> <p>c) ensuring that the responsibilities of landlords within the HMO licensing regulations, for this issue, are enforced, for example through licensing conditions or curtailment</p> <p>d) ensuring appropriate powers are used for HMO noise nuisance by closer coordination between departments</p>		<p>recorded by the Private Sector Housing team.</p> <p>d. Each Monday morning have a night noise meeting and any HMO noise issues will be fed back to the Housing Licensing team.</p> <p><i>Update on above points:</i></p> <p>a. Currently reviewing night noise service. Only Friday and Saturday 9-1 at present. Pete and Matt to consider timescales for review. The review has commenced with an analysis of the night noise records sheets. Hoping to complete in this financial year.</p> <p>b. Review has been completed and website updated: This should read: Advice on the website has been reviewed and updated including new noise report form.</p> <p>c. Legal advice is clear that we cannot prosecute landlord for noise issues but the liaison between teams (see below) will ensure that matters relating to particular properties will be recorded by the Private Sector Housing team. No change.</p> <p>d. Each Monday morning have a night noise meeting and any HMO noise issues will be fed back to the Housing Licensing team. Ongoing.</p>
<p>2.4 ensures the H6 Planning Policy is consistently and fully applied, with immediate</p>		<p>a. This is now done;</p> <p>b. Officers have received further training and fully appreciate the weight that needs to be given to the various considerations;</p> <p>c. This is being done;</p> <p>d. Agreed. Neighbourhood Services to provide a commentary on the specific application.</p>

<p>effect, as laid out; this is in particular respect of the following provisions:</p> <p>a) providing the percentage of all HMOs within a 100m radius at the point of planning validation, and making it publicly visible on the Planning Portal</p> <p>b) giving proper and significant weight to the overall objectives of the policy, notably with regard to the preventative approach to minimising community and longer-term harms specified in 4.61, 4.62 and 4.64 (1ST June 2017 Executive report refers), as per recent legal advice arising from a Complaint</p> <p>c) where an exception to the policy is recommended by Officers, setting out the reasons and assumptions clearly</p>		<p>Condition on any permissions that storage space must be retained in perpetuity;</p> <p>e. There is a note on website clarifying this;</p> <p>f. Will be monitored and reported to O&S after the 12 months.</p> <p>No change.</p>
--	--	--

<p>and in detail (again following legal advice) d) applying clause e) in the H6 policy regarding the provision of adequate waste container storage e) clarifying how Purpose Built Student Accommodation should be counted when applying the '10% rule' for limiting concentrations of HMOs in the designated area f) noting that the concentration of HMOs in areas outside the designated Article 4 area is growing, but is not yet of the type and scale which justifies recommending immediate action; however trends should be carefully monitored and the Overview & Scrutiny Committee should review the position annually</p>		
<p>2.5 supports and welcomes the</p>		<p>Executive has committed to developing a Student Housing Strategy and the scope of this work is being scoped by the Housing Strategy & Development Manager. A bid for support from the Local</p>

<p>Executive's decision to develop a Student Housing Strategy, and asks officers to urgently develop within this a Student Accommodation Policy to:</p> <p>a) facilitate the development of Purpose Built Student Accommodation (PBSA) distributed across suitable District locations, as a better way of meeting need than conversion of existing family properties to HMOs</p> <p>b) encourage all PBSAs to include on-site management</p> <p>c) review parking policies with PBSAs, in particular on student tenant vehicle use; and provide both adequate off-street parking for all new HMO proposals and adequate, secure cycle parking in all cases.</p>		<p>Government Association Housing Adviser Programme was made on 11th September.</p> <p>The bid to the LGA programme has secured 20 days of free consultancy support to develop the strategy. The LGA has commissioned an independent external consultant with considerable experience of analysing student housing markets and a start to the project is now imminent the project is underway.</p> <p>A co-ordinating group has been set up with officers from Housing Strategy; Private Sector Housing; and Planning Policy. Both universities have also been invited to participate.</p> <p>The first phase of the work will involves data collection and analysis to build up a picture of the current and future student housing market in the district. This will provide the source information upon which the strategy will be built. Concurrently a model is being built for option appraisal.</p> <p>Once all the necessary data has been received/compiled, checked and assimilated the model can be completed and options appraisal can begin.</p>

<p>2.6 reviews and adjusts the current licensing and reporting arrangements for HMOs, in the lead up to the extension of statutory HMO licensing, due in 2017. This review should include:</p> <p>a) adding a condition on HMO licences that they are not operational until appropriate planning consents are in place;</p> <p>b) licensing inspections being given more weight, than at present, to issues that are regarded as unsatisfactory and unacceptable, but are not Category 1 Health and Safety issues, in the approval process;</p> <p>c) requiring landlords to undertake remedial work within specified timeframes following inspections;</p> <p>d) requiring landlords to incorporate</p>	<p><i>Note: Government has not decided when extension will come into effect as yet but probably not until April 2018.</i></p> <p><i>a. Legal advice is that they must be treated as two separate pieces of legislation and so the Council can make two "contradictory" decisions. However, there are a number of unlicensed HMO's that do not have a planning consent and have been referred for enforcement;</i></p> <p><i>b. The team is doing this;</i></p> <p><i>c. The team is doing this and within a specific timescale. Improvement notice is issued if not;</i></p> <p><i>d. Leases cover the responsibility of the tenant regarding nuisance etc. We cannot punish landlords whose tenants are not complying with the terms of the lease where the landlord is taking reasonable steps to deal with the problem.</i></p> <p><i>e. Recommendation to see whether it would be beneficial and practicable to operate.</i></p> <p><i>NB: a list of all non-licensable HMOs, updated quarterly is now published on the website.</i></p> <p>https://www.warwickdc.gov.uk/info/20733/council_policies_and_plans/395/open_data</p> <p><i>A report will be going to was approved by the Executive on 29 November to enable officers to use new powers contained in the Housing and Planning Act 2016 to apply civil penalties as an alternative to a prosecution in the Magistrates Court for various offences in private sector housing. At the time of writing, this is awaiting ratification by Council on 24th January 2018.</i></p> <p><i>Still awaiting the decision about when the extension of HMO licensing will come into effect, which is now expected to be April 2018.</i></p> <p><i>On 28th December 2017 the government confirmed its intention to go ahead with the extension of HMO licensing "subject to parliamentary clearance". Anecdotally April 2018 is still thought to be the target date for commencing this. The announcement says:</i></p> <p><i>"The Government will extend the scope of mandatory HMO licensing.</i></p> <ul style="list-style-type: none"> <i>• It will apply where certain HMOs are occupied by five persons or more in two or more households, regardless of the number of storeys.</i> <i>• This includes any HMO which is a building or a converted flat where such householders lack</i>
--	--

<p>appropriate rules and penalties within their leases so that they can deal effectively with tenants who are causing serious Anti-Social Behaviour (ASB) issues, as identified by the Council and for which landlords are responsible under HMO regulations; e) introducing flexibility in the process by allowing shorter licence cycles and higher licence costs for landlords causing concern, and imposing formal conditions on landlords who do not take appropriate and timely action.</p>		<ul style="list-style-type: none"> • or share basic amenities such as a toilet, personal washing facilities or cooking facilities. • It also applies to purpose built flats where there are up to two flats in the block and one or both are occupied as an HMO. • The new rules will be introduced in two phases. <p>We will introduce mandatory conditions in licences to regulate the size and use of rooms as sleeping accommodation in licensed HMOs:</p> <ul style="list-style-type: none"> • By prescribing the absolute minimum sizes of rooms that may be used for sleeping. • By introducing a mandatory licencing condition requiring local authorities to specify which rooms in an HMO are suitable for sleeping accommodation, and by how many adults and children. • Where a room does not meet these conditions, the local authority will be required to give the landlord a reasonable period of time to remedy the failure and during this period they will not face any sanctions for a breach of the condition (unless the breach of condition was deliberate, in which case sanctions apply)." <p>The announcement also confirmed that the government:</p> <ul style="list-style-type: none"> • will introduce a mandatory condition in HMO licences requiring the licence holder to comply with their local authority scheme (if any) for the provision of facilities for the proper disposal and storage of domestic refuse; • will not require local authorities to provide discounts for licences issued to certain private providers of purpose built student housing, but will keep this under review.
<p>2.7 reviews the Council's Fit and Proper Test for licensed HMO landlords, for both new applications and renewals, to include such requirements as: a) definition of a fit and proper person;</p>		<p>a. Definition of Fit and Proper to be taken from the legislation whenever this comes in; b. Will see what the regulations say. A bond is not an option; c. Will see what regulations say and if not included will consider options; d. Group were unsure as to what this is getting at so clarification is required; e. This will be set out clearly in the legislation and so the Council will build up a picture of the landlord's behaviours/ actions.</p> <p>Still awaiting decisions about fit and proper person issues, which are now expected to come into effect in April 2018.</p>

<p>b) financial suitability; c) a valid formal Disclosure and Barring Service (DBS) check, the cost of which to be borne by the applicant; d) honest disclosures of relevant information such as planning decisions; e) a history of all breaches of regulations, such as those relating to management of waste, provision of waste containers, external condition of property and noise nuisances, whether at the property being licensed or other properties under the same agent/landlord.</p>		<p>The Government has now confirmed that it does not intend to change legislation on the definition of "fit and proper".</p>
<p>2.8 asks officers to collect evidence, to enable a rational decision to be made in due course, whether to introduce additional licensing to all HMOs across the District,</p>		<p>a. Agreed and doing; b. Agreed and will be doing; c. Not resource to do this but there is some funding for a survey of the private sector more generally. Team to consider what this survey covers.</p> <p>The specification for the Private Sector Stock Condition Survey will include surveys of unlicensed and licensed HMO's. Procurement is progressing: discussions have been held with the Procurement Team and a framework agreement has been identified from which a surveyor will be</p>

<p>including: a) maintaining, for current and future years, their comprehensive database of inspections of all HMO and Private Sector rented properties, that includes address, name of landlord, type of property (whether it is a licensed or unlicensed HMO), reason for inspection, nature of issues and how quickly they were addressed; b) recording and reporting on the benefits and costs of extending statutory licensing to a further 250-300 premises during 2017; c) undertaking a substantial questionnaire survey of all HMOs, that allows the results between licensed and unlicensed HMOs to be compared, randomly inspecting</p>		<p>chosen.</p>
--	--	----------------

<p>various HMO properties and recording results, and asking tenants and near neighbours to HMOs about their management.</p>		
<p>2.9 endorses the work by the Deputy Chief Executive & Monitoring Officer to review enforcement work across the Council, and recommends that co-ordination across the relevant departments is improved to make full use of HMO licensing and regulatory powers.</p>		<p>Report to Executive; Marianne looking at Enforcement across the Council; One Council approach.</p> <p>The enforcement project group is made up of Officers from across the Council whose aim is to review procedures and documents involved in an enforcement process to draw consistency as far as is reasonably practicable i.e. Interview under caution documentation. It does not cover delivery of enforcement services.</p> <p>Would O&S want this to be included into the remit of this group? This group was formed to identify enforcement procedural weaknesses and address those by sharing experience etc.</p>
<p>2.10 acknowledges the work of the Finance & Audit Scrutiny Committee that is looking at implications of changing local government financial support to ensure that the Council Tax exemptions on properties continue to be fully funded by government.</p>		<p>A report has already been submitted to F&A describing the problems and without a change in Government policy and legislation there is nothing that can be done.</p>

Appendix 4

<p>2.11 commends the roll out of the community map app to all Councillors including the full HMO mapping system.</p>		<p><i>Agreed.</i></p>
<p>2.12 In addition the Overview & Scrutiny Committee receives a report from officers in twelve months' time, outlining the progress made to date on the above recommendations.</p>		<p><i>Agreed and regular updates will be given to O&S by DCX (AJ) over the next twelve months.</i></p>