

Council

Mon 21st February
2011
7.00pm

Council Chamber
Town Hall
Redditch



www.redditchbc.gov.uk

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Your main rights are set out below:-

- Automatic right to attend all Council and Committee meetings unless the business would disclose confidential or “exempt” information.
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- Access to a public register stating the names and addresses and electoral areas of all Councillors with details of the membership of all Committees etc.
- A reasonable number of copies of agenda and reports relating to items to be considered in public must be made available to the public attending meetings of the Council and its Committees etc.
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- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council’s Website:
www.redditchbc.gov.uk

**If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact
Ivor Westmore
Committee Support Services**

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Welcome to today's meeting.

Guidance for the Public

Agenda Papers

The **Agenda List** at the front of the Agenda summarises the issues to be discussed and is followed by the Officers' full supporting **Reports**.

Chair

The Chair is responsible for the proper conduct of the meeting. Generally to one side of the Chair is the Committee Support Officer who gives advice on the proper conduct of the meeting and ensures that the debate and the decisions are properly recorded. On the Chair's other side are the relevant Council Officers. The Councillors ("Members") of the Committee occupy the remaining seats around the table.

Running Order

Items will normally be taken in the order printed but, in particular circumstances, the Chair may agree to vary the order.

Refreshments : tea, coffee and water are normally available at meetings - please serve yourself.

Decisions

Decisions at the meeting will be taken by the **Councillors** who are the democratically elected representatives. They are advised by **Officers** who are paid professionals and do not have a vote.

Members of the Public

Members of the public may, by prior arrangement, speak at meetings of the Council or its Committees. Specific procedures exist for Appeals Hearings or for meetings involving Licence or Planning Applications. For further information on this point, please speak to the Committee Support Officer.

Special Arrangements

If you have any particular needs, please contact the Committee Support Officer.

Infra-red devices for the hearing impaired are available on request at the meeting. Other facilities may require prior arrangement.

Further Information

If you require any further information, please contact the Committee Support Officer (see foot of page opposite).

Fire/ Emergency instructions

If the alarm is sounded, please leave the building by the nearest available exit – these are clearly indicated within all the Committee Rooms.

If you discover a fire, inform a member of staff or operate the nearest alarm call point (wall mounted red rectangular box). In the event of the fire alarm sounding, leave the building immediately following the fire exit signs. Officers have been appointed with responsibility to ensure that all visitors are escorted from the building.

Do Not stop to collect personal belongings.

Do Not use lifts.

Do Not re-enter the building until told to do so.

The emergency **Assembly Area** is on **Walter Stranz Square**.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

- Where the item relates or is likely to affect your **registered interests** (what you have declared on the formal Register of Interests)

OR

- Where a decision in relation to the item might reasonably be regarded as affecting **your own** well-being or financial position, or that of your **family**, or your **close associates** more than most other people affected by the issue,

you have a personal interest.

WHAT MUST I DO? **Declare the existence, and nature, of your interest and stay**

- The declaration must relate to specific business being decided - a general scattergun approach is not needed
- **Exception** - where interest arises only because of your membership of another **public body**, there is no need to declare unless you **speak** on the matter.
- You **can vote** on the matter.

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

- It is a personal interest **and**
- The item affects your **financial position** (or conveys other benefits), or the position of your **family, close associates** or bodies through which you have a **registered interest** (or relates to the exercise of **regulatory functions** in relation to these groups)

and

- A member of public, with knowledge of the relevant facts, would reasonably believe the interest was likely to **prejudice** your judgement of the public interest.

WHAT MUST I DO? **Declare and Withdraw**

BUT you may make representations to the meeting before withdrawing, **if** the public have similar rights (such as the right to speak at Planning Committee).

Council

21st February 2011

7.00pm

Council Chamber Town Hall

Agenda

Membership:

Cllrs:	Kath Banks (Mayor)	Bill Hartnett
	Anita Clayton	Nigel Hicks
	Peter Anderson	Roger Hill
	Michael Braley	Gay Hopkins
	Andrew Brazier	Robin King
	Juliet Brunner	Wanda King
	Michael Chalk	William Norton
	Simon Chalk	Jinny Pearce
	Greg Chance	Brenda Quinney
	Brandon Clayton	Mark Shurmer
	Jack Cookson	Debbie Taylor
	Andrew Fry	Derek Taylor
	Carole Gandy	Diane Thomas
	Adam Griffin	Graham Vickery
	Malcolm Hall	

1. Welcome	<p>The Mayor will open the meeting and welcome all present.</p> <p>The Mayor's Chaplain, the Reverend Jo Musson, will lead the Council in prayer.</p>
2. Apologies	<p>To receive any apologies for absence on behalf of Council members.</p>
3. Declarations of Interest	<p>To invite Councillors to declare any interests they may have in items on the agenda.</p>
4. Communications and Mayor's Announcements	<p>To receive any exceptional announcements from the Mayor. (Regular communications and announcements will be considered at the next ordinary meeting of the Council on 28th March).</p> <p>To give notice of any variation to the items listed in the Forward Plan and/or items accepted as "Urgent Business".</p> <p>(No separate report / oral update)</p>
5. Leader's Announcements	<p>To receive any exceptional announcements from the Leader on matters considered to be of significance to the Council.</p> <p>(No separate report / oral update)</p>

<p>6. Executive Committee / Council - Referrals</p> <p>(Pages 1 - 36)</p> <p>Chief Executive</p>	<p>To consider two referrals, the first from the Executive Committee on 1st February and the second from the Council meeting on 7th February which relate to financial decisions relevant to tonight's business.</p> <ul style="list-style-type: none">• Independent Remuneration Panel for Worcestershire District Councils – Annual Report and Recommendations for 2011/12 (Agreed to defer to this meeting at the meeting of the Executive Committee on 1st February to allow adequate time for consultation between Group Leaders); and• Introduction of a Private Sector Home Support Service (Deferred at the meeting of the Council on 7th February to allow Officers the opportunity to provide definitive guidance on the funding of private sector users of the service and any potential impact on the Housing Revenue Account). <p>(Decisions and reports attached)</p> <p>(All Wards)</p>
<p>7. Adjournment</p>	<p>To adjourn the meeting to permit a meeting of the Executive Committee to be held to consider the setting of the Council Tax for 2011/12 and any associated financial items.</p>
<p>[Meeting of Executive Committee]</p>	
<p>8. Fees and Charges Review 2011/12</p> <p>Head of Finance and Resources</p>	<p>On the resumption of the meeting, to receive and consider recommendations from the Executive Committee and to pass the appropriate resolutions in respect of the review of Fees and Charges 2011/12.</p> <p>(Executive Committee Report refers)</p> <p>(All Wards)</p>
<p>9. Initial Estimates Report 2011/12 - 2013/14</p> <p>Head of Finance and Resources</p>	<p>On the resumption of the meeting, to receive and consider recommendations from the Executive Committee and to pass the appropriate resolutions in respect of the Initial Estimates 2011/12 – 2013/14.</p> <p>(Executive Committee Report refers)</p> <p>(All Wards)</p>

<p>10. Council Tax – Year ending 31st March 2012</p> <p>Head of Finance and Resources</p>	<p>On the resumption of the meeting, to receive and consider recommendations from the Executive Committee and to pass the appropriate resolutions fixing the Council Tax for the year ending 31st March 2012.</p> <p>(Executive Committee Report refers)</p> <p>(All Wards)</p>
<p>11. Urgent Business - general (if any)</p>	<p>To consider any additional items exceptionally agreed by the Mayor as Urgent Business in accordance with the powers vested in her by virtue of Section 100(B)(4)(b) of the Local Government Act 1972.</p> <p>(This power should be exercised only in cases where there are genuinely special circumstances which require consideration of an item which has not previously been published on the Order of Business for the meeting and/or on the Leader’s Forward Plan.)</p>
<p>12. Exclusion of the Public</p>	<p>Should it be necessary, in the opinion of the Chief Executive, to consider excluding the public from the meeting in relation to any items of business on the grounds that exempt information is likely to be divulged it may be necessary to move the following resolution:</p> <p>“that, under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matter(s) on the rounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (to be specified) of Part 1 of Schedule 12 (A) of the said Act, as amended.”</p>

(Note: Anyone requiring copies of any previously circulated reports, or supplementary papers, should please contact Committee Services Officers in advance of the meeting.)

REDDITCH BOROUGH COUNCIL**COUNCIL**

21st February 2011

**INDEPENDENT REMUNERATION PANEL FOR WORCESTERSHIRE
DISTRICT COUNCILS - ANNUAL REPORT AND RECOMMENDATIONS FOR
2011-12**

The Committee considered the first report and recommendations that had been prepared by the Joint Independent Remuneration Panel (IRP) for the Worcestershire Districts.

The IRP had recommended that the allowances available to members of the authority in 2011/12 should remain unchanged from the current levels of allowances. The only really significant change proposed was the removal of the allowance paid to Vice-Chairs.

Officers notified the Committee that several minor inaccuracies had been identified within one section of the report and tabled an amended version of the Allowance Recommendations 2011/12.

It was noted that the Group Leaders had not had the opportunity to discuss payment to Vice-Chairs and it was therefore agreed that any recommendation to Council should, at this stage, be in principle. To allow these discussions to take place it was further proposed that the recommendations be considered at the meeting of the Council on 21st February 2011.

RECOMMENDED that, in principle

- 1) **the Basic Allowances for 2011/2012 remain unchanged from those recommended for 2010/11 as set out in Appendix 1 to the report;**
- 2) **the Special Responsibility Allowances for 2011/2012 remain unchanged from those recommended for 2010/11 in terms of sums paid, but that allowances be not paid to Vice-Chairs of Committees;**
- 3) **travel and subsistence allowances for 2011/12 continue to be paid in accordance with the HMRC (Her Majesty's Revenue & Customs Office) mileage allowance;**
- 4) **the Dependent Carer's Allowance remains unchanged; and**

RESOLVED that

- 5) **these recommendations be considered at the 21st February budget-setting meeting of the Council.**

REDDITCH BOROUGH COUNCIL

COUNCIL

21st February 2011

(This report had been accepted as a matter of Urgent Business – not on the Forward Plan – and was considered at the meeting as such, with the approval of the Chair, in accordance with the Council’s constitutional rules and the powers vested in the Chair by virtue of Section 100 (B) (4) (b) of the Local Government Act 1972 to agree to matters of urgency being discussed by reason of special circumstances.

In this case the special circumstances were that Members’ allowances needed to be approved in advance of the agreement of the budget for 2011/12 and the setting of the Council Tax.)

**Independent Remuneration Panel for Worcestershire
District Councils**

Annual Report and Recommendations for 2011-12

Redditch Borough Council

December 2010

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Recommendations

The Independent Remuneration Panel recommends to Redditch Borough Council the following:

- (i) That the Basic Allowance for 2011/2012 remains unchanged from those recommended for 2010/11 as set out in Appendix 1.**
- (ii) That the Special Responsibility Allowances for 2011/2012 remain unchanged from those recommended for 2010/11 in terms of sums paid, but that allowances are not paid to Vice-Chairmen of Committees;**
- (iii) That travel and subsistence allowances for 2011/12 continue to be paid in accordance with the HMRC mileage allowance.**
- (iv) That the Dependent Carer's Allowance remains unchanged.**

Basic Allowance 2011/12**Calculation of Basic Allowance**

This is based on:

- The roles and responsibilities of Members; and
- Their time commitments – including the total average number of hours worked per week on Council business.

In calculating the recommended Basic Allowance, the Panel has previously used the average hourly earnings for the West Midlands from the Annual Survey of Hours and Earnings (ASHE) based on place of residence, produced by the Office for National Statistics.

In 2009 the Panel reviewed the figure for weekly average hours and whilst this may be considered to be on the low side, is of the opinion that as a guide and a base figure it does produce allowances which are comparable to national figures for allowances for other similar authorities. The average Basic Allowance for shire districts taken from the 2008 IDEA survey of members' allowances being £4,194 compared to the Panel's recommendation in its 2008 report of £4,200. Therefore, the Panel saw no reason to alter the basis of the calculation.

The Panel acknowledges that many Councillors work for long hours on behalf of their communities, sometimes in excess of what might reasonably be expected. However, when arriving at the figure for the Basic Allowance we have applied a discount of 40% to recognise that an element of what Councillors do is public service.

The Panel, in view of the severe wider economic situation, considers that its overriding duty is to arrive at recommendations that are fair and reasonable. The Panel must always be aware of its responsibility to command public confidence in its decisions. For this reason the Panel considers that there should be no increase in the basic allowance for 2011/12.

The Panel noted that Redditch Borough Council has accepted the recommendations of its Independent Remuneration Panel in the last two years, whilst agreeing not to take the increases. The amounts of allowances shown in the appendix to this report takes account of this and shows the recommended amounts rather than what has been paid to Councillors.

Special Responsibility Allowances (SRA) 2011/12**General Calculation of SRAs**

Appendix 1 to this report sets out the allowances for 2011/12. The Panel considers that because of the exceptional circumstances this year there is no justification for recommending an increase to these. The Panel will be reviewing the level of Special Responsibility Allowances during 2011.

The Panel considered requests from the Council that a Special Responsibility Allowance be introduced for two positions: Chair of the Audit and Governance Committee and Chair of the Crime and Disorder Panel.

Chair of Audit and Governance Committee – from the evidence presented to the Panel about the frequency of meetings of this Committee we recommend that there is sufficient additional responsibility and workload to justify a Special Responsibility Allowance at 0.25 of the basic allowance.

Chair of the Crime and Disorder Panel – the Panel was not convinced that the workload and responsibility justify a Special Responsibility allowance for this post. However, the Panel acknowledged that the Panel has not operated for long. We will consider the workload and review this position during 2011.

Vice-Chairmen – the Panel has previously been reluctant to recommend Special Responsibility Allowances for Vice-Chairmen unless it receives evidence of the position incurring significant additional responsibility above other members of the relevant Committee. We did not consider on the evidence we received that this was the case. We are therefore not recommending that allowances continue to be paid for Vice-Chairmen of Committees.

If there is a significant call on a Vice-Chairman then our view is that it is a matter for the Council whether they receive any payment. For example, if a Chairman is unable to act for a period of time and the Vice-Chairman takes on their responsibilities, then the Chairman may consider foregoing a proportional element of their special responsibility allowance to pay the Vice-Chairman.

Deputy Leader of the Council – the Panel considered the role of the Deputy Leader at Redditch very carefully. Generally, we consider that the work of a Deputy Leader does not involve substantial additional responsibility to that of the role of a cabinet member and we considered recommending that the Special Responsibility Allowance is reduced to the same as that for a cabinet member. However, in the case of Redditch we are satisfied that the Deputy Leader has portfolio responsibilities and for this reason recommend that the Special Responsibility allowance continues. We recognise that the formal position may be changing with the implementation of the Local Government and Public Involvement in Health Act from May 2011.

Group Leaders – the Panel noted the amounts currently set for leaders of the opposition and of the political groups. The Panel was concerned at the payment of fixed fees. We favour the approach of payments on a per head basis, which allows for any changes to Group membership during the year.

Due to time constraints preventing detailed research into these payments, the Panel is not recommending changes to them in 2011-12. However, we will review them in more detail during the forthcoming year.

Mileage and Expenses 2011/12

The Panel notes that Redditch Borough Council currently uses the HMRC rate of 40p per mile for payment of mileage for Councillors and recommends that this continues.

Allowances to Parish Councils

The Panel notes its continuing role as Independent Remuneration Panel for Parish Councils within the Districts covered.

The Independent Remuneration Panel

The Members' Allowances Regulations require Local Authorities to establish and maintain an Independent Remuneration Panel (IRP). The purpose of the Panel is to make recommendations to the authority about allowances to be paid to Elected Members and Local Authorities must have regard to this advice. This Council's Independent Remuneration Panel is set up on a joint basis with the other 5 District Councils in Worcestershire, the decision having been taken during 2010 to follow the principle previously established by having a joint Panel in the South of the County. Separate Annual Reports have been prepared for each Council.

Initially the South Worcestershire Panel has carried out the work for the 6 Districts, while the Councils reviewed the size and operation of the Panel. The members of the Panel have been:

- Rob Key, the Chair of the Panel – Rob has 42 years' experience of working in District Councils in a variety of operational and management roles, including senior positions at Worcester City, Wychavon District and Wyre Forest District. He is an Independent Chair for the Strategic Health Authority for Continuing Care and sits on County Council Appeals Panels for School Preference Appeals and Service Complaints.
- Elaine Bell, JP, DipCrim – Elaine has been a Magistrate for 14 years, Day Chair of Adult and Family Courts; Chair of the Bench Training & Development Committee; past member of the Magistrates Advisory Panel (interviewing and selecting for appointment to the Bench). She is also a Governor of the Lloyds Educational Foundation; Member of the Sytchampton School Appeals Panel; Hon Treasurer of Ombersley and Doverdale Tennis Club and a Past Governor of Ombersley Primary School.
- Bill Simpson – Bill spent 30 years in Further Education culminating in 11 years as Principal of Pershore College. He then entered the private sector as Director of two national Horticultural Societies. He served as a magistrate for 9 years until retirement. He is Chairman of several charities including *Thrive* between 2001 and 2008.
- Reverend Prebendary Michael Vockins OBE – Mike is Honorary Curate of three rural parishes, Rural Dean of Ledbury and one of the original members of the Independent Remuneration Panel. He is former Chief Executive of

Worcestershire County Cricket Club and currently Secretary of a sporting charity.

- Mel Nock OBE, BA Joint Hons, Dip IPD – Mel is currently Vice-Chair of the Lucy Faithfull Foundation and Chair of the Governance, Finance and General Purposes Committee. He is Executive Chair of EIL Malvern. Previously Mel was Chairman of a GKN division and Regional Director with a Regional Health Authority moving on to become Assistant Managing Director. Mel established his own HR consultancy in the 1990's specialising in remuneration and organisational change. He has also served as a member of the Lord Lieutenant's (South Worcestershire) Advisory Committee on the appointment of magistrates.

The Panel could not begin work on this year's report until the end of the summer. We appreciate that this has meant we have not been able to review each Council in as much detail as we would like. Our early understanding of the current situation across the Worcestershire Districts shows some differences between the level of allowances paid for similar roles. We have not been able to investigate the detail behind this in the time available to us this year. We have agreed that we will begin our research for our next Annual Report early in 2011 so that we can undertake an in depth review and complete our proposals by December in order to tie in with each Council's budget-making process.

The Panel has been advised and assisted by:

- Steve Taylor from Worcester City Council, who retired during the year, and was replaced by Chris Watkins;
- Sheena Jones from Wychavon District Council;
- Joanne Lowman from Malvern Hills District Council;
- Karen Firth from Bromsgrove District Council;
- Penelope Williams and Diana Glendenning from Wyre Forest District Council;
- Steve Skinner and Trish Buckley from Redditch Borough Council.

The Panel wishes to acknowledge its gratitude to these officers who have provided advice and guidance in a professional and dedicated manner.

Rob Key

Chairman of Independent Remuneration Panel

Redditch Borough Council – Allowance Recommendations 2011-12

Appendix 1

-	Multiplier of Basic Allowance	Recommendations for 2010/11 and unchanged for 2011/12	Actual for 2010/11 (unchanged since 2008)
Basic Allowance:		3,350 ¹	3,219
Special Responsibility Allowances:			
Leader/Chair of the Executive Committee	2	6,697	6,438
Deputy Leader/Vice-Chair of Executive Committee	1.4	4,687	4,506
Portfolio Holders/Executive Co Members (includes Exec Panel Chair role, includes Leader & Deputy as portfolio holders)	0.46	1,560	1,500
Other Executive Committee Members who are not portfolio holders (ie other political parties)	0.32	1,072	1,030
Chair of Executive Panel (if not a portfolio holder)	0.4	1,340	1,288
Chair of Overview and Scrutiny	0.6	2,009	1,931
Overview and Scrutiny members	0.32	1,072	1030
Chair of Audit and Governance Committee	0.25	838	none
Chair of Planning Committee	0.96	3,214	3,090

¹ This figure takes into account a public service discount of 40%

-	Multiplier of Basic Allowance	Recommendations for 2010/11 and unchanged for 2011/12	Actual for 2010/11 (unchanged since 2008)
Chair of Licensing Committee	0.4	1,340	1,288
Independent Chair of Standards Committee	0.078	261	258
Independent Member of Standards Committee	0.03	101	100
Leaders of "Minority" Groups	0.31	1040	1,000
Representative on Local Government Association and General Assembly	0.08	269	258
Representative on Local Government Association Rural Commission	0.08	269	258
Representative on Local Government Urban Commission	0.08	269	258
Representative on West Midlands Leaders Board <i>(being wound up)</i>	0.08	269	258

Please note: at this point in time, the multiplier for the 2010/11 & 2011/12 column is only indicative. The Joint IRP will be considering this in the forthcoming year and aims to set standard multipliers.

REDDITCH BOROUGH COUNCIL

COUNCIL

21st February 2011

PRIVATE SECTOR HOME SUPPORT SERVICE

The Committee was asked to consider the introduction of the Council's Home Support Service into the private sector.

Officers explained that, at the present time, the Home Support Service was only available to the Council's tenants. It was further explained that continued receipt of Supporting People funding might be dependant on the Council demonstrating that the service was available to both Council and private tenants as an unwillingness to extend in this way could be construed as a breach of contract.

Members sought assurances that existing service users would not be adversely affected by the proposal and that it would not place additional financial burdens on the Council. The Committee was informed that the overall amount of service provision was not due to change, this remaining at 840 hours, and that reviews of service users' needs would be undertaken to establish each individuals' requirements. The focus would be on providing the service to those eligible people who demonstrated the greatest need regardless of their tenure and continuing to ensure that the best outcomes were achieved from the available resources. The County Council were to fund a post to promote and develop the work of the Supporting People funded service.

There was some discussion as to the current requirement to support the service through the Housing Revenue Account (HRA) and the extent to which this could continue should the service move towards an increasingly private sector client base. Officers undertook to provide Councillor Chance with further information on the amount of HRA funding currently involved following the meeting.

RECOMMENDED that

- 1) the Home Support Service be introduced to the Private Sector; and**
- 2) an emergency Home Support call out service be introduced to private sector customers.**

(Council agreed, at its meeting on 7th February, to defer this item to allow Officers the opportunity to provide definitive guidance on the funding of private sector users of the service and any potential impact on the Housing Revenue Account).

REDDITCH BOROUGH COUNCIL**EXECUTIVE
Committee**

1st February 2011

INTRODUCTION OF A PRIVATE HOME SUPPORT SERVICE

Relevant Portfolio Holder	Councillor Brandon Clayton – Housing, Local Environment & Health
Relevant Head of Service	Liz Tompkin – Head of Housing Services
Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 The Committee is asked to consider the introduction of the Council's Home Support Service into the private sector.
- 1.2 The Home Support Service's primary function is to promote and encourage independence for older and vulnerable people to enable them to live in their own homes for as long as possible.
- 1.3 By operating the Home Support Service within the Private Sector we will; be able to meet the conditions of the Supporting People funding, offer a Home Support Service to all residents of Redditch and provide private customers of the Lifeline service with the emergency Home Support call out service.

2. RECOMMENDATIONS

The Committee is asked to RECOMMEND that

- 1) the Home Support Service be introduced to the Private Sector;**
- 2) an emergency Home Support call out service be introduced to private sector customers;**

3. BACKGROUND

- 3.1 The Home Support Service was previously known as the Community Warden Service. Currently the Service provides a visiting, liaison and advocacy service to older and vulnerable Council tenants to enable them to live independently in their own homes for as long as possible. This includes welfare maximisation, social inclusion and health and welfare advice.

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- 3.2 The Home Support Service works closely with Lifeline to provide an emergency Home Support to Council Tenants customers in an emergency 24 hours a day 7 days a week.
- 3.3 Currently the Home Support Service is provided to council tenants only and is partially funded through a contract with the County Council's Supporting People service. A condition of this funding is that we now make the service available to all who have a need for the service regardless of tenure.
- 3.4 The Service is part funded through Supporting People arrangements on a gross contract basis. If a customer meets all of the eligibility requirements they will have this service funded through the Supporting People contract. To qualify, customers have to be eligible for housing benefit and have a need for the service. The arrangements have been expanded to reflect that the service must be available for all vulnerable people regardless of tenure. For customers who own their own home, the eligibility criteria, has been extended, to include those in receipt of Guaranteed Pension Credits.
- 3.5 When supporting those funded through the Supporting People programme, the Home Support Service must be able produce a support plan for each customer with demonstrable outcomes. These form part of Supporting People's performance monitoring and feed into Worcestershire County Council's outcomes (Appendix 1).
- 3.6 Each service that is funded by the Supporting People grant must demonstrate that it is continually improving against the Quality Assessment Framework. At the last Supporting People inspection the service was awarded a high marking (level B) which very few providers have gained.
- 3.7 The pilot of the Home Support Service in the Private Sector had 17 customers receiving the service. See Appendix 2 for case studies.
- 3.8 Officers promoted the Service in the Town Centre by holding an event in the Market Square. Leaflets were given out and questionnaires completed.
- 3.9 Meetings have been held with Social Workers, Occupational Therapists, both in the community and in the hospitals, Age Concern, Older Persons Forum, GP surgeries and District Nurses. The overall opinion was that they felt there was a need for the Home Support Service in the Private Sector. See Appendix 3 Trial of Home Support Service and feedback from clients.

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- 3.10 Referrals for the Service have been made through the event in the Town Centre, the Home Support Supervisors, and the hospital.

4. KEY ISSUES

- 4.1 The Supporting People contract changed from an accommodation based contract to an hourly rate contract. Further discussions have taken place with the Supporting People Team who agreed that the hours should be used to provide this service to those who meet the eligibility criteria regardless of tenure.
- 4.2 The Council's Lifeline Service is provided in the Private Sector, it would be seen as an enhancement to this service if the Home Support Service was also available.
- 4.3 Currently Council Tenants who receive the Lifeline Service and Home Support Service are provided with an out of hours cover where the Home Support Officer will attend in an emergency. Those Lifeline customers in the Private Sector are currently unable to access the Home Support call out service.
- 4.4 Discussions have also taken place at the Supporting People Forum to agree criteria for people in the private sector to access the Supporting People funding. The qualifying criteria agreed is anyone who has a support need and is entitled to guaranteed Pension Credits will be eligible for the Supporting People grant and incur no charge.
- 4.5 Although the majority of people who signed up to the pilot agreed the Service was invaluable when they needed it, some felt that they would not always require the regular support visit but would prefer and benefit from the Home Support emergency call out service.
- 4.6 The Home Support emergency call out service is very favourable with families who do not live close to their relatives and offers reassurance that, in the case of an emergency, someone would be with their relatives immediately.
- 4.7 The customer would be able to 'dip in and dip out' of the Home Support service dependent on their need.

5. FINANCIAL IMPLICATIONS

- 5.1 There would be no additional cost to implement the recommendations.

REDDITCH BOROUGH COUNCIL

**EXECUTIVE
Committee**

1st February 2011

- 5.2 The Supporting People Team at Worcestershire County Council have agreed to fund a post for 3 years to promote and develop the work of Supporting People funded services. We would be able to use this post to develop the Private Sector side of the business.
- 5.3 By expanding into the Private Sector and thus our potential customer base, we will be able to generate more income and identify any economies of scale.

6. LEGAL IMPLICATIONS

The service is currently not available for all residents of Redditch and we could therefore be at risk of discriminating against customers in the Private Sector.

7. POLICY IMPLICATIONS

- 7.1 The recommendations are for an extension of the service currently provided to Council Tenants into the Private Sector. This is a new policy and will require Full Council approval.
- 7.2 This is not a Statutory Service however the service currently provides support to the most vulnerable of the Council's tenants and is a lifeline to living independently.

8. COUNCIL OBJECTIVES

- 8.1 **Enterprising Community**
By extending the Home Support Service into the Private Sector extra income will be generated for the service. A service will be in place to enable older people and the most vulnerable to maintain independent living.
- 8.2 **Safe**
Customers who use this service, especially if also in receipt of Lifeline, feel safe in their homes knowing they can contact the Home Support emergency call out 24 hours a day, 7 days a week.
- 8.3 **Well Managed Organisation**
The Home Support Service has achieved a level B in the Supporting People Quality Assessment Framework. By extending service provision to all residents of Redditch, regardless of tenure, we will be able to further demonstrate the benefit this service provides to older and vulnerable people.

REDDITCH BOROUGH COUNCIL

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**9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY
CONSIDERATIONS**

- 9.1 The main risk associated with the details included in this report is loss of income.
- 9.2 If we do not meet the new conditions of the supporting people grant it is possible that we could lose the funding. Worcestershire County Council Supporting People will be making budget cuts and will be looking to re-tender for services over the next three years. If we do not extend the service we will not be in a position to compete with other providers.
- 9.3 This risk will be managed through the risk register, the Service Plan and the Housing Performance and Database Team plan.

10. CUSTOMER IMPLICATIONS

- 10.1 All residents of Redditch will be able to access this service regardless of where they live. This will be communicated to all via a press release, posters in the Customer Service Centres, flyers in Doctor's surgeries, hospitals etc. Promotional material will also be available on the website, given to other services such as Lifeline to distribute and through various agencies such as the Home Improvement Agencies.
- 10.2 We will need to make sure all Council Staff and Services are aware of the Home Support Service and what it provides.
- 10.3 The Sundry Debtor Team will be responsible for the invoicing of customers which they currently do for private Lifeline customers.
- 10.4 The Housing and Performance and Database Team will need to extend the mechanism it uses to record private lifeline customers in receipt of supporting people funding to include private Home Support Service customers.
- 10.5 Finance will need to set up and communicate the relevant budget codes.

11. EQUALITIES AND DIVERSITY IMPLICATIONS

If the recommendations in this report are not agreed then we will be discriminating against Private Sector residents.

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12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

12.1 Currently income is generated from Council tenants who do not qualify for the Supporting People grant. If we are able to extend this service into the Private Sector the potential to generate income will increase.

12.2 The fixed costs of the service will not increase however we will be delivering the service to more customers.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

If the recommendations are approved there will be an increase in the mileage undertaken by the Home Support Service Officers and Supervisors who work on a geographical basis. However, when determining the days and times of visits, routes will be plotted to make them as carbon efficient as possible. It is not possible to do this job using public transport.

14. HUMAN RESOURCES IMPLICATIONS

The Service can be provided within current resources.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

The Housing Performance and Database Team will need to submit performance returns, details of outcomes achieved and case studies to demonstrate to the Supporting People Team at Worcestershire County Council that the Home Support Service is being delivered to private sector residents.

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

No direct Community Safety implications have been identified.

17. HEALTH INEQUALITIES IMPLICATIONS

The Home Support Service encourages their Council tenants to participate in gentle exercise classes, Tai Chi classes and swimming to improve their health. By not extending this service into the Private Sector, it is possible that some vulnerable people may not be supported to look after their health.

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18. LESSONS LEARNT

We have gained valuable experience from delivering this service to Council tenants and the pilot into the Private Sector. We have learnt that not all customers want a full hour of support but would like the piece of mind that they have access to the Home Support Service in an emergency. We have also found that customers would prefer to have the support when they need it, to 'dip in and out' of the service. We will therefore offer varying degrees of support dependant on the need of the customer.

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

Relevant Officers, Housing Advisory Panel, Borough Tenants Panel and Community Forum. Pilot conducted see Appendices for further information.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	No
Executive Director (S151 Officer)	
Executive Director – Leisure, Environment and Community Services	
Executive Director – Planning & Regeneration, Regulatory and Housing Services	
Director of Policy, Performance and Partnerships	
Head of Service	Yes
Head of Resources	
Head of Legal, Equalities & Democratic Services	No
Corporate Procurement Team	No

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21. WARDS AFFECTED

All wards.

22. APPENDICES

Appendix 1 – Worcestershire County Council Supporting People Team outcomes.

Appendix 2 – Case Studies from customers of the Private Sector trial.

Appendix 3 – Feedback from the pilot.

23. BACKGROUND PAPERS

12th January 2005 Executive Report.

Supporting People Contract Analysis.

24. AUTHOR OF REPORT

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APPENDIX 1

	AREA OF SUPPORT Older persons over 60s	Total number of service users IDENTIFIED as needing support in area of support	Total number of service users STILL RECEIVING support to achieve independence in area of support	Total number of service users who ACHIEVED independence in area of support and no longer require support	Total number of service users who did NOT achieve independence in area of support and is no longer receiving support to achieve it	Additional Information Required (Record when achieved)	Comments	LAA Indicators
Economic Success that is Shared by all								
1	Maximise income including accessing correct benefits	169	114	55		1: Pension Credits 2: Attendance Allowance 3: Disability Living Allowance 4: Grant or charity payment	L13: Successful pension credit, attendance allowance and DLA claims.	169
2	Budget/reduce debt and achieve appropriate expenditure	0	0	0				0
3	Obtained furniture & household appliances for their property	14	5	9				14

APPENDIX 1

Improving Health and Wellbeing									
4	Access to statutory services	74	53	21	74	1: Children services			74
						2: Learning disability services			
						3: Mental health services			
						4: Physical disability and sensory impairment services	39		
						5: Older people services			
						6: Safeguarding services			
5	Understand/address health & hygiene within their home	770	349	421	770	1: Personal health & hygiene	42		770
						2: Repair & maintenance services for their property	515		
						3: Access to non statutory care services	5		
						4: Maintain health and hygiene within their environment	42		
						5: Occupational health	155		
						6: Telecare & Tele health	2		
						7: Aids and Adaptation services (Home Improvement Agency etc)	9		
						1: Accessing a GP	255		
						2: Accessing a Dentist	0		
						3: Has a better understanding of sexual health issues	1		
6	Develop and/or maintain physical health including:	269	128	141	269	4: Supported to stop smoking	13		269
						5: Access a health visitor	0		
7	Access preventative mental health services	149	67	82	149				149
8	Support around bereavement issues	171	114	59	171				173

APPENDIX 1

9	Access drug & alcohol services (for some services more specifically continue to be engaged)	12	9	3		1: Alcohol Services 2: Drug Services	8	NI39: Alcohol related harm	12
10	Access appropriate accommodation	49	19	30		1: Register with Choice Based Lettings	9		49
						2: Supported Accommodation	3		
						3: Rent Deposit Schemes			
						4: Private Rented Accommodation			
						5: Access part or full ownership			

APPENDIX 1

Communities that are Safe and Feel Safe											
11	Maintain and understand a tenancy, licence or occupancy agreement	67	42	25						67	
12	Identify and manage risk including	96	66	30			1: Personal risks	6		96	
							2: Environmental risk (within wider community)				
							3: Risks within the home	11			
							4: Fall and Trip hazards within their property	79			
13	Service users supported to address anti social behaviour	0	0	0			1: Support to perpetrators of anti social behaviour		0	NI 17 perceptions of anti social behaviour NI 21 Dealing with concerns over crime and anti social behaviour	
14	Address and understand the dangers of self harm	45	28	17					45		
15	Supported through the criminal justice system	5	3	2					5		
16	Access specialist services in relation to being victim of crime	0	0	0					0	NI 17 perceptions of anti social behaviour NI 21 Dealing with concerns over crime and anti social behaviour	
							1: ASBO or ASB Injunction				NI 17 perceptions of anti social behaviour NI 21 Dealing with concerns
							2: Legal protection				NI 17 perceptions of anti social behaviour NI 21 Dealing with concerns

APPENDIX 1

17	Comply with statutory orders	0	0	0	0	3: Child contact orders	over crime and anti social behaviour NI18 Adult reoffending rates for those under probation supervision	0
18	Manage stress and/or cope with a history of abuse	29	22	7				29
19	Attended the Freedom or other Domestic Abuse specific Programme	0	0	0				0
20	Access advocacy services	8	3	5				8
21	Access legal services	1	1	0				1

APPENDIX 1

Stronger Communities																	
22	Access employment	0	0	0	0	1: Service users with a learning disability <u>in</u> employment: 2: Service users in contact with secondary mental health services <u>in</u> employment 3: Service users aged 16-18 year olds <u>in</u> employment		NI 146: Adults in LD in Employment NI150 Adults in contact with secondary mental health services in employment NI 117 16 - 18 year olds who are not in employment, education or training NI 152 working age people on out of work benefits	0								
										23	Access training/education	13	12	1	1: Service users aged 16-18 year olds <u>in</u> training/ education	NI 117 16 - 18 year olds who are not in employment, education or training	13
25	Access social, cultural, leisure activities	333	144	189	1: Sport and Active Recreation	NI 8 Adult participation in sport and active recreation	333										
								26	Access volunteering opportunities	0	0	0			0		
27	Developed and/or maintained relationships with neighbours	64	40	24		NI 2 Feeling part of the neighbourhood	64										
								28	Establish or maintain appropriate networks	296	113	183	1: Family networks 2: Social networks 3: Carer relationships 4: Community networks	NI 2 Feeling part of the neighbourhood	296		

**APPENDIX 2 ~ CASE STUDIES FOR HOME SUPPORT SERVICE
PRIVATE SECTOR CLIENTS**

CASE ONE

Mrs H is an elderly lady living on her own in the Astwood Bank area, Mrs H has dementia.

Mrs H's son lives in Bromsgrove he used to be able to visit his mother daily to give her support, but due to his own ill health he is finding the constant journeys from his home a great strain. Mrs H has a care package but the son worries about the 'What ifs' of her daily life.

The Social Worker made contact with the Home Support service. The Home Support service visited this lady and with her developed an individual support plan, which required the Home Support Officer to support her in her home twice a week. These sessions would last between 20mins to 45minutes. Mrs H really enjoyed these sessions, which have given peace of mind to the family, who do not have to call as many times a week.

The Social worker has fed back to the Home Support service saying, 'the Home Support service has had a positive outcome for Mrs H and the family. The son feels the Home Support service has taken away the anxiety he felt on the days when he was too ill to visit his mother.

The Social worker feels that the Home support service is a truly valuable service to the private sector, and fills the gap that is always left in the community between social care services provision.

**APPENDIX 2 ~ CASE STUDIES FOR HOME SUPPORT SERVICE
PRIVATE SECTOR CLIENTS**

CASE TWO

Mr & Mrs M live in the Headless Cross area in their own property. Mr M has poor mobility. They have no family support or other services going in to them.

Mr & Mrs M receive visits weekly for about 15mins, but sometimes they need more support time. When agreeing with them their support plan the Home Support Officer identified that they:

- were not claiming Attendance Allowance
- needed help cleaning their home
- would benefit from equipment and adaptations in their home
- were unable to go out independently
- needed assistance keeping the garden tidy
- had little information on bogus callers, falls prevention, delivery of medication, healthy eating and contacts for mobile hairdressers

The Home Support Officer was able to refer the couple to the Pension service and Mr M is now receiving Attendance Allowance. Through the signposting of the Home Support Officer Mr and Mrs M now have a cleaner and a gardener. Mrs M is now a regular user of Dial A Ride and is able to go out independently. They have also had a referral to the Occupational Therapist and have had the necessary equipment and adaptations to enable them continue to live in their own home with more independence.

Through the work of the Home Support Officer Mr and Mrs M have been able to achieve tangible outcomes. All of which are recognised by Worcestershire County Council Supporting People Team (see Appendix 1 for details of these outcomes).

**APPENDIX 2 ~ CASE STUDIES FOR HOME SUPPORT SERVICE
PRIVATE SECTOR CLIENTS**

CASE THREE

Mrs T lives in Headless Cross area and is a wheelchair user.

When the Home Support service first started to visit Mrs T it was agreed to visit her just once a week. She had friends and neighbours who are very good to her and she employs a cleaner and a gardener.

A few weeks after the first visit, Mrs T was taken in to hospital following a fall. The Home Support officer kept in contact with the hospital to identify when she would be discharged.

Eventually Mrs T was discharged without a care package; she had slept in a chair all night, was very distressed and was finding it difficult to cope. The Home Support Officer was contacted and visited her straight away. The Home Support Officer identified that Mrs T should have an assessment and arranged for a Social Worker to visit the same afternoon. Following this assessment it was agreed that a care package would be put in place for Mrs T.

While waiting for a care package to be set up the Home Support Officer called daily to check on her well being. She continued these daily visits until Mrs T started to improve. Now that Mrs T health is better the support plan has been reviewed and the visits have now been reduced. However Mrs T knows how to make contact should she require any further support.

Pilot of the Home Support Service.

34 Referrals were received from various sources such as Age Concern, family, hospitals, social services and Lifeline. The Home Support Supervisors visited each person to assess the support needs of the potential customer.

Each customer had an individually tailored support plan which was developed with the Home Support Officer.

Upon assessment it was identified that some customers would benefit from the Home Support emergency call out service, in response to a lifeline call. In some instances a short visit or a phone call per week was also offered. The remaining customers were identified as having a support need that required more regular visits for a longer length of time.

Feedback from Clients in the Private sector.

All customers would continue with the service whether it is the Home Support Emergency call out service or an agreed support visit.

Customers found the telephone contact less successful, especially if they had a minor sensory impairment, as they cannot always hear correctly over the phone. Following this it was felt that a face to face visit is more conducive to developing a bond of trust with the Home Support Officer. This can be reduced to a telephone call if it meets the needs of the customer.

The pilot has identified the need for clients in the private sector require support in applying for alternative accommodation, more suited to their needs.

We have been able to achieve positive outcomes for all customers and this has included support and flexible visits and support, following hospital discharge and illness.

When asked most stated that they would be willing to pay for the service at around £8.00 per half hour. Those who were not willing to pay were on low incomes and they would be eligible for Supporting People funding.

Comments received from those visited:

Mrs W ~ I will need more support in the future due to deterioration in health, I hope the service does not stop.

Mr M ~ This is an excellent service and really required.

Mrs H ~ I think the service is excellent. I have had so much advice, treated as a person, help when needed, I can't put into words how much peace of mind and emotional help is given by all the Home Support Service. Even more so on bad days when I feel down, I shall miss very much the feeling someone does care.

Mrs F ~ The Home Support visits to my Mom have been very helpful to mom and myself and as a direct result of this mom's standard of living has improved and I feel more secure knowing that she is visited most days as I live 45 minutes away and cannot get over as often as I would like. Weekend visits would be good as well.