

Overview and Scrutiny Committee

Thursday, 22nd July,
2010
7.00 pm

Committee Room Two
Town Hall
Redditch



Access to Information - Your Rights

The Local Government (Access to Information) Act 1985 widened the rights of press and public to attend Local Authority meetings and to see certain documents. Recently the Freedom of Information Act 2000, has further broadened these rights, and limited exemptions under the 1985 Act.

Your main rights are set out below:-

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- Automatic right to inspect agenda and public reports at least five days before the date of the meeting.
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- Automatic right to inspect lists of background papers used in the preparation of public reports.
- Access, upon request, to the background papers on which reports are based for a period of up to four years from the date of the meeting.
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- Access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned.
- 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

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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).



Overview and Scrutiny

Committee

Thursday, 22nd July, 2010

7.00 pm

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: Diane Thomas William Norton
 (Chair) Brenda Quinney
 Anita Clayton (Vice- Mark Shurmer
 Chair) Graham Vickery
 Kath Banks
 Bill Hartnett
 Robin King

<p>1. Apologies and named substitutes</p>	<p>To receive apologies for absence and details of any Councillor (or co-optee substitute) nominated to attend this meeting in place of a member of this Committee.</p>
<p>2. Declarations of interest and of Party Whip</p>	<p>To invite Councillors to declare any interest they may have in items on the Agenda and any Party Whip.</p>
<p>3. Actions List C Felton, Head of Legal, Equalities and Democratic Services</p>	<p>To note the contents of the Overview and Scrutiny Actions List. (Report to follow) (No Specific Ward Relevance)</p>
<p>4. Consideration of the Forward Plan</p>	<p>To consider whether any items on the Forward Plan are suitable for further scrutiny. (No separate report). (No Specific Ward Relevance)</p>
<p>5. Task & Finish Reviews - Draft Scoping Documents</p>	<p>To consider any scoping documents provided for possible Overview and Scrutiny review. (No reports attached) (No Specific Ward Relevance)</p>

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<p>6. Task and Finish Groups - Progress Reports</p>	<p>To consider progress to date on the current reviews against the terms set by the Overview and Scrutiny Committee.</p> <p>The current reviews in progress are:</p> <ol style="list-style-type: none">1. Local Strategic Partnership – Chair, Councillor W Norton; and2. Joint Worcestershire Hub – Redditch representative, Councillor G Hopkins. <p>(Oral reports)</p> <p>All Wards</p>
<p>7. Bus Pass Scheme: County Provision - Update</p>	<p>To interview representatives from Worcestershire County Council regarding the concessionary fares scheme.</p> <p>(Oral report).</p> <p>All Wards</p>
<p>8. Older Persons Housing Strategy</p> <p>(Pages 1 - 24)</p> <p>L Tompkin, Head of Housing and Community Services</p>	<p>To consider further information regarding the Older Persons Housing Strategy.</p> <p>(Background papers attached and verbal presentation at the meeting).</p> <p>(No Specific Ward Relevance)</p>
<p>9. Council Flat Communal Cleaning Task and Finish Review- Monitoring - Consultation Update Report</p>	<p>To receive an update on the outcome of focussed consultation in Exhall Close and Winyates regarding communal cleaning arrangements in Council properties as suggested by the Council Flat Communal Cleaning Task and Finish Group June 2009.</p> <p>(Report to follow)</p> <p>(Church Hill Ward and Winyates Ward).</p>

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<p>10. Referrals</p>	<p>To consider any referrals to the Overview & Scrutiny Committee direct, or arising from:</p> <ul style="list-style-type: none">• The Executive Committee or full Council• Other sources. <p>(No separate report).</p> <p>(No Specific Ward Relevance)</p>
<p>11. Work Programme (Pages 25 - 30) C Felton, Head of Legal, Equalities and Democratic Services</p>	<p>To consider the Committee's current Work Programme, and potential items for addition to the list arising from:</p> <ul style="list-style-type: none">• The Forward Plan / Committee agendas• External publications• Other sources. <p>(Report attached)</p> <p>(No Specific Ward Relevance)</p>
<p>12. Exclusion of the Press and Public</p>	<p>Should it be necessary, in the opinion of the Borough Director, during the course of the meeting to consider excluding the public from the meeting 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 (A) (4) of the Local Government Act 1972, the public be excluded from the meeting for the following matter(s) on the grounds 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".</p> <p>(No Specific Ward Relevance)</p>

Overview & Scrutiny
Committee

22nd July 2010

7.00pm

Committee Room 2, Town Hall

ITEM 8
OLDER PERSONS HOUSING
STRATEGY

**THE ATTACHED DOCUMENTATION HAS
BEEN PROVIDED AS BACKGROUND
INFORMATION FOR MEMBERS'
CONSIDERATION. THIS INFORMATION
WILL BE CONTEXTUALISED AND
CLARIFIED BY A PRESENTATION THAT
WILL BE DELIVERED DURING THE COURSE
OF THE MEETING**

COVER PAGE

OLDER PERSONS' HOUSING AND SUPPORT STRATEGY REVIEW OF OLDER PERSONS' HOUSING
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Introduction

The information attached details the proposed revised categories for Older Persons' Accommodation in Redditch. There is additional information regarding the consultation that has taken place which identified the main causes of concern that residents have. The reasoning and deliberation behind the proposals are also discussed. Those issues which have been identified as unacceptable have been highlighted. A Residents Group was formed in January, 2010 to work with officers and details are given. The benefits of adopting the proposals are provided as a conclusion to this document.

PROPOSED CATEGORIES

Older Persons Supported Housing – Category A

- suitable for persons aged **65** years old and over **and** who have an assessed support need.
- acceptable safety and security standards
- in a suitable, desirable location
- suitable internal and external access, including a lift to upper floors
- suitable communal facilities
- eligible to join in communal activities at other schemes

Older Persons Supported Housing – Category A Bungalows

- suitable for persons aged **60** years old and over with preference to be given where there is an assessed support need or to a wheelchair user
- also suitable for adults aged 18 years old and over with severe mobility issues or wheelchair users
- suitable internal and external access
- eligible to join in communal activities at other schemes

Older Persons Housing for Over 60's– Category B

- suitable for persons aged **60** years old and over with or without an assessed support need
- priority would be given to wheelchair users in level access units
- priority would be given to those with an assessed support need
- upper floors (where appropriate) only suitable for mobile persons
- priority to move to lower floors would be given to current upper floor residents if criteria met
- suitable internal and external access
- eligible to join in communal activities at other schemes

Over 50's Housing – Category C

- suitable for persons aged 50 years old and over with or without an assessed support need
- upper floors (where appropriate) only suitable for mobile persons
- priority on lower floors would be given those with mobility issues
- priority to move to lower floors would be given to current upper floor residents if criteria met
- eligible to join in communal activities at other schemes

Consultation

The Council have fully appreciated the time and efforts afforded by residents, councillors and officers during the consultation process. There is no doubt that their thoughts, views and opinions have strongly influenced the outcome of these proposals.

Feedback has been encouraged and we have responded accordingly. Details of the consultation held can be found attached, feedback forms and minutes can be found in the background papers as can details of the prior period of consultation held in 2007.

Below is just a sample of the feedback we have received recently and which was analysed prior to proposals being made.

Staff Conference – 7th September, 2009

- (I now have a) much clearer idea of what the council intend to do
- Be sensitive to (tenants) perceptions and expectations
- Keep staff involved, they know the residents
- Should consider safety
- Be honest when informing of changes, do not give higher expectations which can't be delivered
- Involve Home Support Officers
- (This has) given planning (department) some ideas when considering what is necessary in new builds
- Use different methods to approach tenants who won't attend meetings
- Keep us up to date with all ideas and developments
- Very interesting and informative
- Update front line staff and offer one to one consultations
- Involve other agencies

Public Conference – 25th September, 2009

- Very enjoyable few hours
- A very interesting meeting, lots of information
- Worried that decisions have already been made
- Excellent balance of jargon to plain English
- We will actively contest this
- Interesting and most helpful but we do not agree with the letting procedure it is unfair
- Should also consider private home owners
- Very positive and encouraging for the future
- Would be useful to go and visit other towns
- Encouraged by time and effort from officers, please don't let it go to waste and create a happy, safe and pleasant environment for older people to live in (and for those younger to look forward to)

Scheme Visits – October, 2009

Individual sets of minutes from each scheme visit are available in the background papers. The following comments are from residents who completed a feedback form.

- Only allow over 50's in older persons if they are disabled
- Sheltered label is most important
- Would rather not be called 'sheltered' housing
- I do not feel reassured
- Very well put across, pleased to hear we will be kept informed
- Should have carefully considered lettings plans
- Decision making should be made carefully taking into account vulnerable people

- The standards cover most of what elderly people need for comfortable living
- We feel very strongly that the scheme should remain over 60's
- Introductory tenancies are a good idea, long overdue
- Just enough information, too much would be confusing
- Attention should be given to sound proofing
- Do not allow groups of properties to become ghettos
- The information given about the priorities (in the action plan) helps people understand more

Consultation Feedback conference – 31st March, 2010

- Enough consultation has been carried out but public involvement has been low
- Continuance of the residents group is essential even after the decisions are made
- Initiative (to be involved) was firmly placed on tenants – no attempt (was made by the Council) to contact all tenants individually
- There is ample opportunity to ask questions but could also have a box in the One Stop Shop
- Some people used the event to air their own personal grievances
- Could use 'peer' interviewers
- Excellent layout and presentations
- There has been enough consultation but can always think of more ways
- Apathy prevents enough people attending these events
- People think decisions already made because of the amount of information you are giving, they are not used to it.

End of consultation questionnaire – March 2010

Further to comments made at the feedback conference that perhaps more vulnerable people had not been given enough opportunity to air their views a questionnaire was taken by the Home Support Officers to gauge awareness and capture any concerns and questions from our more vulnerable residents that may not have attended any of the advertised events.

Over 1,000 were issued and we received over 300 responses. The Home Support Officers were able to reassure many residents and others have been sent information as requested. Fortunately, most were already aware of the consultation but it was indeed worthwhile to be able to address those who did have concerns.

Main causes for concern

The standards were set following the initial consultation with residents during the “My Home, My Future, My Choice” consultation in 2007. These standards were explored again with scheme residents in October, 2009. The main causes for concern related to:

- **The size of properties** – a particular concern were bedsits which are no longer desirable as older persons accommodation except for a minority who appreciate a smaller, more manageable environment.
- **The layout of the properties** - in particular to the problems relating to the use of wheelchairs indoors.
- **Internal access** – some schemes are not suitable for wheelchair use in communal areas in particular where there is no lift or where there were internal steps to properties, slopes and narrow corridors.
- **External access** – there were some issues with hills and steps outside some properties.
- **Poor location** - taking into account distance to shops, public transport, hills etc.
- **Inadequate parking** – in some cases causing neighbour disputes
- **Safety and security** – in particular fire safety and door entry systems
- **Age mix** – we talked to many residents where schemes had already had the age limit reduced to 50 and there were mixed opinions about whether this worked. Generally, this seemed to work well but in some instances it did not work at all due to the differing lifestyle of the tenants causing anti-social behaviour.
- **Support needs** – during the recent consultation many residents expressed concern regarding the change in the supporting people contract. It was felt that as many residents now did not need the service that the Home Support Officer would not be around as much as they were used to and this compromised a feeling of security.
- **“Sheltered”** – There were mixed views on the importance of using this term. The majority of residents felt it was important and provided a sense of security and urgency when dealing with service providers. Others felt it was derogatory, dated and as there was no legal definition as such, a meaningless term.

Reasoning

Category A

When considering which properties should be placed in Category A we were looking for those properties which were able to meet the main concerns raised by the standards that were set or at least were reasonably expected to be able to be brought up to those standards within a reasonable period of time. It was essential that any property considered for this category meant that the Council complied with the Disability Discrimination Act 1995 which requires that we “overcome physical barriers to access”. It was therefore essential that all properties and communal areas were level access and could accommodate the use of a wheelchair. Equally essential was that there was lift access to upper floors. Bedsit accommodation was considered unsuitable for this category.

During consultation there was also strong concern about the introduction of floating support. Many residents were worried that the Home Support Officer may not be around as much as they were used to and this would compromise security. It was felt, therefore, that where all the standards were met or could be met that criteria should include a requirement for the need of the Home Support Officer, that way every resident would have an assessed need for the service and the Home Support Officer would spend more time on the Scheme.

A major concern during consultation was that older people, especially those over 70 or 80 expected a much quieter lifestyle. An ageing population has meant that the lifestyles enjoyed by 50/60 year olds are very different from what they were 20 years ago. Whilst there are many examples where these age groups can get along reasonably well it was felt that increasing the age limit on allocation to this category would improve the lifestyle for older residents. To balance demand with lifestyle we are recommending an entry age for this category of 65 years of age and over.

The preferred choice of accommodation lifestyle for older persons was either bungalows or communal living and these, where they met the standards, have been placed in Category A.

Category B

There were some schemes that did not reach all the standards, or could not reasonably be expected to reach the standards within a reasonable period of time, if at all. However, there were still many attributes that meant they were suitable as older persons' accommodation. Where we could be satisfied that all the following qualities applied we have placed the properties in Category B.

- Acceptable safety and security standards
- Where there is a communal lounge nearby
- Strong levels of communal activity

- Medium to high dependency on the Home Support Service
- None or low amount of bedsits
- Good local facilities within walking distance
- Good, regular transport links
- No more than one upper floor
- Level access to lower floors
- No Category A schemes in the locality

Because a high number of these properties do not have a lift to upper floors or level access in some places it would be more suited to persons who are mobile due to some of these access barriers. However there is still a lot of accommodation in this category which would be suitable for people with mobility issues. Because of the mixed type of accommodation within this category there would be no requirement to need the Home Support Service but this would be available to those with an assessed need.

Importantly, we have not underestimated the strength of feeling and insecurity that the magnitude and timescales of this project has caused residents. Research into demography and good practice, future changes in assistive technology and peoples aspirations will always be a vital element of strategic planning. Therefore, if there are any steps we can take now to minimise the effects that inevitable future change will bring then it makes sense to do so.

By introducing this category to our Older Persons Housing portfolio we can, should the need arise in the future, review older persons housing on a much smaller scale.

Category C

The schemes (or part of) that did not meet the criteria for Category A or B have been placed in this category unless:

- There is more than one upper floor and no lift
- Increased risk of fire safety
- High volume of bed sit accommodation
- Mixed tenancy types (eg. general let and over 50's in the same building)

Giving reference to the amount of over 50's on the current waiting list it was felt that there was sufficient demand, at the moment, to retain as much of the stock as met the needs of this category of applicant.

Where a scheme has been identified as having any of the above points is has been deemed not suitable as older persons accommodation.

Properties Not Deemed Suitable As Older Persons' Accommodation

Our research and consultation has informed us that the following headings are unacceptable in older persons' accommodation:

Bedsits

Bed sit accommodation is no longer accepted as suitable accommodation for older people. A very small minority are happy with it but in general it is not appropriate to maintain large amounts in our stock. Because there is a low demand for this type of accommodation it also causes loss of revenue for the Council due to lengthy void periods.

Difficult access

The Disability Discrimination Act 1995 requires that we 'overcome physical barriers to access'. Aspirations and needs of tenants are also changing and expectations are that once a move into older persons' accommodation is made that this should be for life. There will be exceptions where tenants choose to move for personal reasons or care needs increase substantially. Our stock should not prevent tenants being able to stay in a scheme because of mobility issues. Upper floor accommodation, where lift access is not feasible has meant that much of our stock does not meet acceptable standards for Category A. Where stock is placed in other categories it was felt that there should be some potential to improve access in the future or no more than one upper floor.

Mixed age

Whilst there were many examples of over 50's mixing well with older people there were strong concerns that younger people and in particular families do not compliment older persons' lifestyles. Therefore, it was felt that where schemes were partly for older people and partly for general let they were not suitable. As the demand for general let accommodation is far greater it was more feasible to change its full usage accordingly or explore other options where demand is high.

Inadequate Safety precautions

Where our inspections have highlighted a cause for concern with regard to safety further investigations have been carried out. Where adequate measures cannot be put in place then this cannot be deemed as acceptable accommodation.

“My Home, My Future, My Choice Residents Group”

The group was set up following feedback received during the consultation events held in September and October, 2009. Several requests were made for closer working between Officers and residents. As feedback was collated during the consultation period residents were asked to express an interest in being more closely involved in consultation and then contacted in January, 2010 and invited to a meeting to discuss forming the group.

The group have agreed to abide by ‘terms of reference’. Meetings have enjoyed regular monthly attendance since January, 2010 and members are a mixture of current tenants, potential tenants, owner occupiers, Older Persons Forum, councillors and Officers. The agenda has been flexible and generally set mutually between all members of the group.

The Council has appreciated the time devoted by the group members. Their contributions continue to be invaluable.

CONCLUSION

The Council feel that by adopting these proposals and the revised action plan we will achieve the following:

- Be fully compliant with the Disability Discrimination Act 1995
- Improve the lifestyles of wheelchair users and over 65's with support needs
- Provide accommodation for older people who do not necessarily need support but appreciate a different lifestyle
- Show that we have listened to our tenants needs and aspirations as far as is practicably possible
- Invested in improvements to properties and services
- Afforded a commitment to reviewing the allocation process into older persons accommodation
- Provided more accommodation for general let needs
- A commitment to investigating options for first time buyers, temporary respite care and other types of specialist accommodation
- A commitment to working closer with our tenants to improve our service and communication.
- Minimised the need for large scale reviews in the future

Understanding the Disability Discrimination Act 1995 and its affect on service providers

In addition to imposing obligations on employers, the Act places duties on service providers and requires "reasonable adjustments" to be made when providing access to goods, facilities, services and premises.

The duties on service providers have been introduced in three stages:

- Since 2 December 1996 - It has been unlawful for service providers to treat disabled people less favourably for a reason related to their disability;
- Since 1 October 1999 - Service providers have had to make 'reasonable adjustments' for disabled people, such as providing extra help or making changes to the way they provide their services.
- **Since 1 October 2004 - Service providers may have to make other 'reasonable adjustments' in relation to the physical features of their premises to overcome physical barriers to access**

What are 'reasonable adjustments'

The core concepts in the DDA 1995 are:

- less favourable treatment for a reason related to a disabled person's disability; and
- failure to make a "reasonable adjustment".

"Reasonable adjustment" or, as it is known in some other jurisdictions, 'reasonable accommodation', is the radical concept that makes the DDA 1995 so different from the older legislation. Instead of the rather passive approach of indirect discrimination (where someone can take action if they have been disadvantaged by a policy, practice or criterion that a body with duties under the law has adopted), reasonable adjustment is an active approach that requires employers, service providers etc to take steps to remove barriers from disabled people's participation. For example:

- employers are likely to find it reasonable to provide accessible IT equipment;
- many shops are likely to find it reasonable to make their premises accessible to wheelchair users;
- councils are likely to find it reasonable to provide information in alternative formats (such as large print) as well as normal written form.

The Disability Rights Commission's Codes of Practice give more information to bodies with duties on assessing whether a particular adjustment is reasonable. In general, the factors to consider would include:

- whether the proposed adjustment would meet the needs of the disabled person;
- whether the adjustment is affordable;
- whether the adjustment would have a serious effect on other people.

Sometimes there may be no reasonable adjustment, and the outcome is that a disabled person is treated less favourably. For example, if a person was not able to understand the implications of entering into a mortgage or loan agreement, and they did not have anyone authorised to act for them, it would not make sense to require a bank or building society to enter into that agreement. The Act therefore permits employers and service providers to justify less favourable treatment (and in some instances failure to make a reasonable adjustment) in certain circumstances.

DETAILS OF CONSULTATION HELD

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Staff conference, Town Hall	07.09.09	To provide an update on the Strategy, its Action Plan, to launch consultation and collect feedback.	39 staff and 9 facilitators - including the Housing Management team and Older Persons Housing Strategy Project Group
Public conference, Town Hall	25.09.09	To provide an update on the Strategy, its Action Plan, to launch consultation and collect feedback.	41 members of public, 17 staff – including the Housing Management Team and the Older Persons Housing Strategy Project Group, 5 councillors, 3 external agencies
We are Redditch, Market area	27.09.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Money Matters Kingfisher Centre	29.09.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Borough Tenants Panel	29.09.09	Project Group to provide an update	11 members of the Borough Tenants Panel, Sharon Powell and Emma Cartwright (from Older Persons Housing Strategy project group)

DETAILS OF CONSULTATION HELD

Neighbourhood groups	Sep/Oct 2009	Briefing note provided with an update for circulation to members across all neighbourhood groups	Residents and officers
Scheme visits	01.10.09-14.10.09	To provide updates and to discuss in detail: <ul style="list-style-type: none"> • The Strategy • The priorities in the Action Plan • The 15 standards • Alternative options • Introductory tenancies • Local lettings plans • Decision making process <p>There was also an opportunity for questions and to complete a feedback form</p>	18 events were held by the Project Group and supported by the Home Support Supervisors and Officers (24 members of staff in total). Overall, 197 residents including 9 councillors attended the sessions. The majority were held in schemes. A morning, afternoon and an evening session were also held at the Town Hall. (minutes are available)
Customer Service Week Kingfisher Centre	7.10.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Community Forum	14.10.09	To provide a Presentation delivering an update on the Strategy and the consultation. There was also an opportunity for questions.	26 members of the Community Forum. Presentation delivered and questions answered by Sharon Powell (Older Persons Housing Strategy Project Group)

DETAILS OF CONSULTATION HELD

Scheme bulletins	Monthly from October 2009	To provide a monthly update on the progress of consultation as requested. Ongoing feedback was encouraged.	Displayed on all scheme notice boards.
Newsletter	December 2009	Update on consultation undertaken so far <ul style="list-style-type: none"> • Addressed main concerns • Provided contact details • Consultation statistics • Advised what happens next 	2000 distributed to: scheme residents and over 50's on sheltered housing waiting list.
My Home, My Future, My Choice Residents Group	Monthly from January 2010	To discuss all the key issues raised during consultation and examine ways forward. The group adhere to terms of reference which ensure everyone is heard and represents all residents interests.	Regularly attended by members of the project group, councillors and members of the public including scheme residents, other council tenants and owner occupiers with an interest in the outcomes.
Scheme visits with councillors	22.02.10 – 26.02.10	To allow councillors involved in decision making an opportunity to take a tour of the schemes. Residents and members of the 'My Home, My Future, My Choice Residents Group were invited along and given the opportunity to point out relevant issues to councillors.	Officers, councillors and residents

DETAILS OF CONSULTATION HELD

<p>Property Inspections</p>	<p>March 2010</p>	<p>Capital Operations Manager's physical inspection of schemes</p>	<p>Inspections conducted by Ian Ranford (Capital Operations Manager) and Carol Cockette (Special Needs Team Leader) Some scheme residents and members of 'Residents Group' also attended some of the inspections.</p>
<p>Feedback conference</p>	<p>31st March, 2010</p>	<p>To provide outcomes of the consultation events. This event was held as requested by residents following the public conference in September, 2009. The Council was asked to hold another conference to let everyone know how much consultation had been carried out and the results.</p>	<p>2000 invitations sent to: scheme residents, waiting list for sheltered accommodation, those who expressed an interest in being involved, residents group, staff and relevant organisations. Attended by 56 members of public, 14 staff – including the Housing Management Team and the Older Persons Housing Strategy Project Group, 3 councillors, 2 external agencies</p>
<p>End of consultation questionnaire</p>	<p>April 2010</p>	<p>To update and identify awareness and understanding of consultation among vulnerable residents. This was produced further to feedback from the conference in March where a concern was raised that some tenants may not have had a chance to comment.</p>	<p>1200 questionnaires taken to homes by Home Support Officers to discuss. Over 300 responses received and actioned appropriately (ie. post/telephone or visit as requested by residents)</p>

DETAILS OF CONSULTATION HELD

Briefing note	May	A brief summary of the strategy and consultation to those who requested more information following the end of consultation questionnaires	Approximately 80 have been posted or hand delivered on request.
Community Forum	1 st June, 2010	An update was taken to the Community Forum with an opportunity for questions. An invitation was extended to members to join the 'My Home, My Future, My Choice Residents Group'.	
Other	Ongoing	To provide quality information, assurance and clarification when requested.	Project group meetings, resident group meetings, telephone calls, general correspondence

STANDARDS AGAINST WHICH SHELTERED HOUSING STOCK HAS
BEEN MEASURED

Indicator of Fitness	
1	Dwellings are of an adequate size
2	Dwellings are readily accessible
3	Dwellings are suitable for wheelchair users
4	Dwellings are well located for access to facilities, and in a suitable environment
5	Dwellings have acceptable internal environments
6	Dwellings have acceptable external environments
7	Dwellings have a good level of security
8	Dwellings have adequate privacy
9	Residents have access to communal interaction
10	Residents have integral facilities within their dwellings
11	Residents occupy a dwelling in a designated scheme for older people
12	Residents have a positive image of their homes
13	Residents are adequately supported by practical aids
14	Residents are adequately supported by professional inputs
15	Residents have adequate access to parking



Overview and Scrutiny Committee

No Direct Ward Relevance

22nd July 2010

WORK PROGRAMME

(Report of the Chief Executive)

Date of Meeting	Subject Matter	Officer(s) Responsible for report
ALL MEETINGS	REGULAR ITEMS	(CHIEF EXECUTIVE)
	Minutes of previous meeting Consideration of the Forward Plan Consideration of Executive Committee key decisions Call-ins (if any) Pre-scrutiny (if any) Consideration of Overview and Scrutiny Actions List Referrals from Council or Executive Committee, etc. (if any) Task & Finish Groups - feedback Committee Work Programme	Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive Chief Executive
	REGULAR ITEMS Quarterly Performance Report Quarterly Budget Monitoring Report Review of Service Plans 2010 / 13 Annual Update on the Implementation of the Civil Parking Enforcement Scheme	Chief Executive Chief Executive Relevant Lead Heads of Service Relevant Lead Heads of Service

Overview and Scrutiny

Committee

22nd July 2010

	<p>REGULAR ITEMS</p> <p>Update on fly tipping and progress with the Worth It campaign</p> <p>Update on the work of the Crime and Disorder Scrutiny Panel.</p>	<p>Relevant Lead Heads of Service</p> <p>Relevant Lead Heads of Service</p>
	<p>REGULAR ITEMS</p> <p>Oral updates on the progress of:</p> <ol style="list-style-type: none"> 1. the Dial-A-Ride Task and Finish Group; 2. the Local Strategic Partnership Task and Finish Group; 3. Joint Worcestershire Hub Scrutiny; and 4. Bus Pass Scheme County Provision. 	
OTHER ITEMS - DATE FIXED		
22nd July 2010	Concessionary Bus Pass Scheme – Interview with representatives from Worcestershire County Council	Relevant Lead Head of Service
22nd July 2010	Council Flat Communal Cleaning Task and Finish Group – Monitoring Report	Relevant Lead Head of Service
22nd July 2010	Older Persons Housing and Support Strategy – Pre-scrutiny	Relevant Lead Head of Service

Overview and Scrutiny

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26th July 2010	Scrutiny Work Programme Planning Event	Relevant Lead Head of Service
4th August 2010	Charging Policy – Monitoring Update Report	Relevant Lead Head of Service
4th August 2010	Town Centre Landscape Improvements (including Church Green Improvements) Report – Pre-Scrutiny	Relevant Lead Head of Service
4th August 2010	Disabled Facilities Grants and the Lifetime Grant – scrutiny of the Countywide Scheme	Relevant Lead Head of Service
19th August 2010	Neighbourhood Groups Task and Finish Group – Monitoring Report	Relevant Lead Head of Service
19th August 2010	Review of Ditches – Update Report	Relevant Lead Head of Service
15th September 2010	Garden Waste Collection – Pre-Scrutiny	Relevant Lead Head of Service
15th September 2010	Quarterly Performance Monitoring Report – First Quarter	Relevant Lead Head of Service
15th September 2010	Sub Regional Choice Based Lettings – Pre- scrutiny	Relevant Lead Head of Service
17th November 2010	Update on fly tipping and progress with the Worth It campaign	Relevant Lead Head of Service

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8th December 2010	Children and Young Peoples Plan – Pre-Scrutiny	Relevant Lead Head of Service
8th December 2010	Quarterly Performance Monitoring Report – Second Quarter	Relevant Lead Head of Service
19th January 2011	National Angling Museum Task and Finish Group – Update on Actions	Relevant Lead Head of Service
19th January 2011	Local Strategic Partnership – Final Report	Relevant Lead Head of Service
9th February 2011	Civil Parking Enforcement - Annual Monitoring Report	Relevant Lead Head of Service
2nd March 2011	Council Flat Communal Cleaning Task and Finish Group – Update on Implementation of Recommendations Stage Two.	Relevant Lead Head of Service
23rd March 2011	Youth Employment at Redditch Borough Council – Update Report	Relevant Lead Head of Service
13th April 2011	Update on fly tipping and progress with the Worth It campaign	Relevant Lead Head of Service
June 2011	Third Sector Task and Finish Group – Stage Two Update on Responses to the Group's Recommendations	Relevant Lead Head of Service
June 2011	Staff Volunteering Policy – Update	Relevant Lead Head of Service

Overview and Scrutiny

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OTHER ITEMS – DATE NOT FIXED		
	Dial-a-Ride Task and Finish Review – Final Report	Relevant Lead Head of Service
	Environmental Standards on Local Estates – Receipt of a scoping document	Relevant Lead Head of Service
	Redditch Health Action Plan – Consideration of the document.	Relevant Lead Head of Service
	Local Area Agreement Review – Consideration of Scoping Document.	Relevant Lead Head of Service
	Overview and Scrutiny Member Training on Pre-Scrutiny.	Relevant Lead Head of Service
	Private Sector Home Support Service – Pre-Scrutiny	Relevant Lead Head of Service
	Worcestershire Supporting People Strategy	Relevant Lead Head of Service

