



**Clackmannanshire
Council**

www.clacksweb.org.uk

**Kilncraigs, Greenside Street, Alloa, FK10 1EB
(Tel.01259-450000)**

Housing, Health & Care Committee

**Thursday 5 November
2015**

Start 10.15 am

**Venue: Council Chamber, Patons Building, Kilncraigs,
Alloa, FK10 1EB**

Contact Finance and Corporate Services, Clackmannanshire Council, Kilncraigs, Alloa, FK10 1EB
Phone: 01259 452106/452004/2008 E-mail: customerservice@clacks.gov.uk Web: www.clacksweb.org.uk

Date	Time
------	------

HOUSING, HEALTH AND CARE COMMITTEE

To determine policies for the promotion of housing, health and care in Clackmannanshire within the strategic policy framework approved by the Council in relation to the following:

- children and families services
- adult care
- criminal justice
- housing provision
- homelessness
- community safety
- antisocial behaviour
- health improvement

With the exception of those matters reserved to Council or delegated to a Committee or an officer, advising the Council on social services matters and discharging functions of the Council as social work authority

With the exception of those matters reserved to Council or delegated to a Committee or an officer, advising the Council on housing matters and discharging functions of the Council as local housing authority

In consultation with the Education, Sport & Leisure Committee, the promotion of children's health and welfare (including the preparation, publication and review of a plan for the provision of services for children in Clackmannanshire);

To set standards for service delivery.

To secure best value in the provision of services.

To consider valid petitions submitted which relate to the areas covered by the Committee

To monitor performance in the delivery of services including consideration of:

- quarterly service performance reports
- inspection or other similar reports
- financial performance
- reports on the development and implementation of shared services
- joint working with health services

To keep under review the impact of the Committee's policies on Clackmannanshire

To hear representations on petitions which have been accepted by the Director of Finance and Corporate Services as valid in accordance with the council policy and criteria. The Committee shall report on every petition in respect of which it has heard representations to Council with its recommendations on how the petition should be disposed of, which may include a recommendation that no action be taken.

28 October 2015

A MEETING of the HOUSING, HEALTH AND CARE COMMITTEE will be held within the Council Chamber, Patons Building, Kilncraigs, Alloa, FK10 1EB, on THURSDAY 5 NOVEMBER 2015 at 10am.

**Nikki Bridle
DEPUTE CHIEF EXECUTIVE**

B U S I N E S S

	Page No.
1. Apologies	--
2. Declaration of Interests Elected Members are reminded of their obligation to declare any financial or non-financial interest which they may have in any item on this agenda in accordance with the Councillors' Code of Conduct. A Declaration of Interest form should be completed and passed to the Committee Officer.	--
3. Confirm Minutes of Meeting held on 3 September 2015 (Copy herewith)	07
4. Housing and Community Safety Performance Report Report Quarter 2 - report by the Head of Housing and Community Safety (Copy herewith)	11
5. HRA Financial Business Plan Review and Rent Increase Consultation Process - report by the Head of Housing and Community Safety (Copy herewith)	51
6. Housing Strategy and Development Update - report by the Head of Housing and Community Safety (Copy herewith)	57
7. Social Services Performance Report - report by the Head of Social Services (Copy herewith)	75
8. Social Service Finance Report 01/04/15 to 31/08/15 - report by the Head of Social Services (Copy herewith)	95
9. Carers Bill - report by the Head of Social Services (Copy herewith)	113
.	

HOUSING, HEALTH AND CARE COMMITTEE – MEMBERS (COMMITTEE QUORUM 4)

Councillors

Wards

Councillor	Les Sharp (Convenor)	1	Clackmannanshire West	SNP
Councillor	Tina Murphy (Vice Convenor)	1	Clackmannanshire West	SNP
Councillor	Archie Drummond	2	Clackmannanshire North	INDP
Councillor	Walter McAdam, MBE	2	Clackmannanshire North	SNP
Councillor	Derek Stewart	3	Clackmannanshire Central	LAB
Councillor	Graham Watt	3	Clackmannanshire Central	LAB
Councillor	Ellen Forson	4	Clackmannanshire South	SNP
Councillor	Kathleen Martin	5	Clackmannanshire East	LAB



MINUTES OF MEETING of the HOUSING, HEALTH AND CARE COMMITTEE held within the Council Chamber, Patons Building, Kilncraigs, Alloa, FK10 1EB, on THURSDAY 3 SEPTEMBER 2015 at 10.15 am.

PRESENT

Councillor Les Sharp, Convenor (In the Chair)
Provost Tina Murphy, Vice Convenor
Councillor Archie Drummond
Councillor Ellen Forson
Councillor Kathleen Martin
Councillor Walter McAdam, MBE
Councillor Bobby McGill (S)

IN ATTENDANCE

Ahsan Khan, Head of Housing and Community Safety
Val De Souza, Head of Social Services
Stuart McQueen, Solicitor, Legal Services (Clerk to the Committee)
Philip Gillespie, Assistant Head of Social Services (Adult Care)

HHC.151 APOLOGIES

Apologies were received from Councillor Janet Cadenhead and Councillor Derek Stewart.
Councillor Bobby McGill attended today as substitute for Councillor Derek Stewart.

HHC.152 DECLARATIONS OF INTEREST

None

**HHC.153 MINUTES OF MEETING: HOUSING, HEALTH AND CARE COMMITTEE
HELD ON 4 JUNE 2015**

The minutes of the meeting of the Housing, Health and Care Committee held on Thursday 4 June 2015 were submitted for approval.

Decision

The minutes of the meeting of the Housing, Health and Care Committee held on Thursday 4 June 2015 were agreed as a correct record and signed by the Convenor.

HHC.154 CHIEF SOCIAL WORK OFFICER ANNUAL REPORT 2014-2015

The report, submitted by the Chief Social Work Officer, provided an overview of the key priorities, challenges and achievements for the delivery of the Social Services for 2014-2015.

Motion

That the Committee agree the recommendation set out in the report.

Moved by Councillor Les Sharp. Seconded by Provost Tina Murphy.

Decision

Having commented on and challenged the report, the Committee agreed to note the report set out in Appendix 1.

HHC.155 HOUSING AND COMMUNITY SAFETY FINANCE AND PERFORMANCE REPORT 2015/16 QUARTER 1

The report, submitted by the Head of Housing and Community Safety, updated the Committee on finance and service performance for Housing and Community Safety up to the first quarter of 2015/16.

Motion

That the Committee agree the recommendations set out in the report.

Moved by Councillor Les Sharp. Seconded by Provost Tina Murphy.

Decision

The Committee agreed to :-

- 1) recommend to Council virement of £100k from the Capital Kitchen replacement budget (2014-2018) to the Capital Bathroom Renewals to be carried out by the in-house contractor Property Contracts Unit (PCU);
- 2) note the report, whilst commenting on and challenging the performance as appropriate.

Action

Head of Social Services

HHC.156 HOUSING DEVELOPMENT AND COMMUNITY SAFETY SUPPORT AND ADVICE SERVICES UPDATE

The report, submitted by the Head of Housing and Community Safety, provided progress on the strategic housing programme, feedback from consultation on the lock-up strategy and an update on Community Safety.

Motion

That the Committee agree the recommendations set out in the report.

Moved by Councillor Les Sharp. Seconded by Provost Tina Murphy.

Decision

The Committee agreed to :

- 1) recommend to Council approval to vire £734k from the HRA Capital Programme to Off The Shelf Purchases, to ensure that Scottish Government Affordable Housing Supply Grant is maximised for Clackmannanshire;
- 2) consult on the disposal of selected lockups at Wardlaw Street, Coalsnaughton;
- 3) conduct a feasibility study to identify the capacity for new housing at Craigview in Sauchie;
- 4) note the report, whilst commenting on and challenging as appropriate.

Action

Head of Housing and Community Safety

HHC.157 CLACKMANNANSHIRE COUNCIL HOUSING REPAIRS POLICY

The report, submitted by the Head of Housing and Community Safety, updated the policy on maintaining the Council's housing stock.

Motion

That the Committee agree the recommendation set out in the report.

Moved by Councillor Les Sharp. Seconded by Provost Tina Murphy.

Decision

The Committee agreed to recommend to Council approval of the Clackmannanshire Council Housing Repairs Policy.

Ends 11.45 pm

CLACKMANNANSHIRE COUNCIL

Report to: Housing Health and Care Committee

Date of Meeting: 5 November 2015

**Subject: Housing and Community Safety
Performance Report Quarter 2**

Report by: Head of Housing & Community Safety

1.0 Purpose

1.1. This report updates performance to the second quarter of 2015/16.

2.0 Recommendation

2.1. It is recommended that Committee notes the report, while commenting on and challenging the performance as appropriate.

3.0 Budget Position

3.1. The financial performance for Housing and Community Safety up to the end of August. The out-turn is also compared with the out-turn projected in the quarter 1 report in the table below.

	June 2015	August 2015
HRA Revenue	-£6k	-£135k
HRA Capital	-£719k	-£731k
Housing General Fund	-£277k	-£187k

HRA

3.2. The budgeted surplus is projected to increase from £4,903k to £5,038k. This is an increase of £130k from that indicated at the end of June.

3.3. Repairs and Maintenance is likely to overspend by £48k due to the "Property Contracts Unit" (PCU) receiving less income (£141K) from public buildings works. This has been offset by an underspend of £24k in Private Contractors, and £59k for Decoration Allowance for Voids as PCU is decorating void properties. Additional income of £22k has been received from property factoring.

3.4. Supervision & Management is forecast to under spend by £82k. The main reason for this is vacancies that are being held during the ongoing restructure, resulting in under spend of £219k. The costs of the Vanguard consultancy this

year of £63k is included here. Central Support and Democratic Core costs are projected to be £68k over the budget figures.

- 3.5. Capital financing costs is now forecast to underspend by £49k. This is based on the current level of HRA Debt and the current pool rate of interest.
- 3.6. Other Expenses is currently forecast to underspend by £225k. The main reasons for this are Void Rent Loss where the lower level of Voids reported below has reduced costs. The requirement to contribute to the provision for Bad Debt is less than the budget. There is also a one off saving in respect of Housing Stock insurance as there is no requirement this year to make a contribution to the Insurance Fund.
- 3.7. The Income for the year is currently predicted to be £173k less than budget as a consequence of delays in the new build programme.

HRA Capital

- 3.8. The current net HRA Capital Budget for 2015-16 is £11,646k. At the end of August it is forecast that the expenditure will be £10,915k. Of the £500k underspend forecast in Kitchens, members agreed to transfer £100k of this to the Bathroom programme to allow PCU to carry out the work.
- 3.9. The HRA Revenue surplus of £5,038k will be applied, along with some of the current HRA Reserve, to the net cost of the capital. The balance of expenditure will be funded by borrowing resulting in future increases in revenue expenditure on capital financing. It is anticipated that the level of Borrowing at the end of the year will be less than that included in the Business Plan.

General Fund

- 3.10. The underspend is forecast to be £187k. This is a reduction of £90k from that forecast at the end of June. The main reason for this is that Dispersed Homelessness Units income received from housing benefits is projected to be lower than the budgeted figure. However, this and other areas of the budget were based on roll over figures, and a more accurate picture of costs is now emerging due to the work carried out in the service this year. The end of year budget overall is likely to come in close to the projected figures.
- 3.11. In terms of net cost shown within the B&B cost centre this year expenditure of £61,000 is anticipated compared to £199,000 last year.
- 3.12. As reported previously, there is an underspend of £227k forecast for Rent Rebates and Rent Allowances in respect of additional Discretionary Housing Payments (DHP) funding.
- 3.13. The change in the forecast income for the Dispersed HPU's together with the increased Premises Costs has the current forecast for Homeless to be an overspend of £179k.
- 3.14. Savings in employee expenditure have been in Housing Support (£42k) Anti Social Behaviour (£14k) and Revenues and Payments (£59k).

4.0 Social Housing Charter

- 4.1.** In August the Scottish Housing Regulator (SHR) published the information collected from the second returns on the "Social Housing Charter", and the landlord report is attached as appendix 2. This forms the basis of the report to tenants mentioned below.
- 4.2.** The SHR's website allows performance of landlords to be compared. The comparison with neighbouring authorities and local RSLs is attached at appendix 3. This shows some areas of good performance and others where the service must improve.
- 4.3.** As part of the Social Housing Charter, all social landlords must report to tenants and other service users, performance in relation to the Charter outcomes and standards. This needs to be done in an accessible format, and as soon after the end of the reporting year as practicable, but no later than the end of October each year.
- 4.4.** The Scottish Housing Regulator (SHR) advises that when reporting performance landlords should include:
- 4.4.1. an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the landlord and drawing on the information provided to the SHR.
 - 4.4.2. relevant comparisons – these should, through time, include comparisons with previous years, with other landlords and with national performance; and
 - 4.4.3. how and when the landlord intends to address areas for improvement.
- 4.5.** As with last year, a working group of tenants and stakeholders reviewed the design and agreed the specific indicators to be included in the report. The report will be made available on line by the end of October 2015, with printed copies available on request.

5.0 Performance Indicators

- 5.1.** Members will note the progress and comments on the performance indicators attached at Appendix 4.

Allocations and Voids

- 5.2.** Quarter 2 results are positive as shown in the table below.

	April -Sep 14	April - Sep 15
Total number of lets (including new builds and off the shelf purchases)	193	217
Total number tenancy terminations	200	187
Average length of time taken to re-let properties in the last year - excluding new-build & OTS	42	38

- 5.3.** The average time taken to re-let properties has improved to 38 days for the first half of this year, compared with 42 days for the same period last year. The three main areas impacting on re-let time were identified as availability of painters; Scottish Welfare Fund processing time; and the specialist works required. All have been tackled during the second quarter. Work over the coming months will focus on embedding the positive practices implemented during this quarter.
- 5.4.** The number of terminations has reduced slightly with 13 less properties becoming vacant compared with the same period last year, and 24 more properties were let.
- 5.5.** Other improvements are as follows:
- 5.5.1. There were only 34 void properties at the quarter end compared with 91 at the end of September 2014.
- 5.5.2. New tenant satisfaction levels with the condition of properties when let have increased to 96%, up from last year's satisfaction rating of 83%.
- 5.5.3. In quarter 2 the refusal rate reduced to 42% from 54% in Q1. This is encouraging as it is evidence of improvement as a result of the work undertaken in recent months to reduce refusals. Staff are working far more closely with applicants now to identify the properties and areas that are likely to be acceptable to them. The condition of accommodation offered has also improved. It is hoped that refusals can be brought below 40% by the year end.

Homelessness

- 5.6.** There are various successes that can be reported from the new ways of working that have been implemented.
- 5.7.** At the end of September 2015 only five people were in B&B accommodation, compared to 35 at the same time last year. This can also be partly attributed to the increase in 2014/15 of the Council's temporary accommodation. Whilst it cannot be guaranteed that numbers will not increase again, there are signs that improvements made in processes have been embedded.
- 5.8.** Prior to the new ways of working it could be seen from sample data that less than 60% of people assessed as unintentionally homeless were housed through the system. Analysis of the outcomes for the 118 cases closed from June 2015 - September 2015 shows that the figure has increased to nearly 80%. This is an encouraging result and evidence that our customer centred approach and redesign of processes is improving outcomes for our customers.
- 5.9.** Staff continue to focus on prevention activities including liaison with private landlords to enable tenants to remain in their tenancies and increasing the use of Rent Bond Guarantees.
- 5.10.** Staff have also been located within some of the temporary accommodation blocks to ensure that vulnerable households are provided with the support needed to prepare them for permanent accommodation.

Repairs

5.11. The Vanguard team has now moved to the repairs service. Performance on repairs completions is already ahead of national targets and averages. The aim of the exercise is to streamline administration to increase efficiency, and to continue to focus on excellent customer service.

Collections

5.12. Performance is showing some signs of improvement in some areas, but as demonstrated in the tables below, progress has been slower than in the other areas that have benefited from the work with Vanguard.

	Apr-14	Apr-15	Jul-14	Jul-15	Sep-14	Sep-15
Council tax collected %	9.34%	9.44%	34.29%	37.21%	51.15%	54.08%
Rent arrears %	7.30%	7.80%	7.09%	7.60%	7.22%	7.60%

	Apr-15	Aug-15	Sep-15
Council Tax Arrears	£25,562,111	£18,762,045	£16,639,451
Housing benefit overpayments to current tenants	£475,460	£493,598	£499,162
Housing benefit overpayment to former tenants	£564,255	£582,483	£589,347
Sundry debts	£4,439,606	£2,337,081	£2,242,708
Current Tenant Arrears	£617,059	£604,208	£603,666
Former Tenant Arrears	£632,817	£643,142	£657,329

5.13. To improve performance the service structure is being reviewed to build in greater resilience to changes in staffing and peaks in workload. This will follow the Vanguard principals, so that staff follow a clear "end to end" process, take ownership of work, and are more accessible to assist customers. Regular contract meetings have been established with the Sheriff Officers to monitor all aspects of performance in line with the contract. The Bank Street office is being closed to allow all staff to be based and managed at Kilncraigs. The Paypoint system of card payments is expected to go live in January. This will provide a wider variety of payment avenues for customers. The recommendations from the internal audit report on debt recovery area also being implemented.

5.14. Each of the collection areas is discussed below.

Rent Arrears

5.15. There has been stabilisation and some marginal improvement in current tenant arrears performance since April. The transfer of the rent collection function to an integrated housing management officer role is now underway and will be completed in the New Year. Improvements in performance in the new year may be masked by continued pressures from welfare reforms, and in particular the roll out of universal credit.

5.16. Approximately 600 former tenant arrears accounts have been passed to our Sheriff Officers after exhausting all of our internal means of recovery. These

accounts were individually checked to ensure accuracy. The recovery rate to date of only 3% demonstrates the challenges with this particular debt.

- 5.17. There are a further 600 accounts still to be checked for accuracy before being passed over for recovery.

Council tax

- 5.18. Council tax collection is higher than in 2014. The single person discount review is projected to generate an additional £190k income this year. Outstanding Council tax from 1996-2014 is £7,622,274. An exercise is to commence shortly to address the previous years' uncollected payments. This has been designed to learn from the previous experience. Since last year considerable systems reconciliations have taken place to ensure that the reminder letters have an up to date accurate debt position. This now allows recovery to proceed in line with the Corporate Debt Policy. These actions are discussed below.

Council Tax Arrears breakdown by year

1996-1999

- 5.19. 1200 corrected reminders will be reissued with a covering letter advising customers of their outstanding debts. Customers will have 14 days to make contact and payment arrangements or their accounts will be passed to Sheriff Officers for recovery.

2000-2005

- 5.20. The software issue identified last year where all persons in a household were classed as liable for the charge has been addressed and tested. Affected customers will be reissued with correct reminders and given 14 days to make payment arrangements or their accounts will be passed to Sheriff Officers for recovery.

2006-2015

- 5.21. A complete baseline reconciliation was completed and all accounts are now reflected at the correct stage of recovery within the IT system. This will now allow 6000 accounts to be passed to our Sheriff Officers and 4000 to DWP for further recovery.

Benefit Processing

- 5.22. One area of particular concern at present is benefit processing times. Staff moves and training to support new ways of working, illnesses, holidays and IT system failures can only partly explain slower than anticipated progress. Further action is being taken to address this, including bringing in additional resources and looking again at processes with the Vanguard team, and performance is expected to improve in the third quarter.

6.0 Sustainability Implications

- 6.1. None.

7.0 Resource Implications

7.1. Financial Details

The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate.

Yes ✓

Finance have been consulted and have agreed the financial implications as set out in the report.

Yes ✓

7.2. Staffing

There are no additional staffing implications associated with this report.

8.0 Exempt Reports

8.1. Is this report exempt?

Yes (please detail the reasons for exemption below) No ✓

9.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) Our Priorities (Please double click on the check box)

The area has a positive image and attracts people and businesses	✓
Our communities are more cohesive and inclusive	✓
People are better skilled, trained and ready for learning and employment	<input type="checkbox"/>
Our communities are safer	✓
Vulnerable people and families are supported	✓
Substance misuse and its effects are reduced	<input type="checkbox"/>
Health is improving and health inequalities are reducing	<input type="checkbox"/>
The environment is protected and enhanced for all	✓
The Council is effective, efficient and recognised for excellence	✓

(2) Council Policies (Please detail)

10.0 Equalities Impact

10.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

No

11.0 Legality

11.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers.

Yes ✓

12.0 Appendices

12.1. Please list any appendices attached to this report. If there are no appendices, please state "none".

1. Financial Information
2. SHR Landlord Report
3. Landlord Comparisons
4. Covalent Performance Indicators

Background Papers


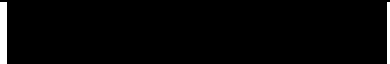
12.2. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Jennifer Queripel	Service Manager	2475
Murray Sharp	Service Manager	5113

Approved by

NAME	DESIGNATION	SIGNATURE
Ahsan Khan	Head of Housing and Community Safety Service	
Nikki Bridle	Depute Chief Executive	

Appendix 1 - HRA

COST CENTRE SUMMARY	Annual Budget 2015/16	Projected Outturn to 31/03/16	Variance Outturn v Budget
REPAIRS & MAINTENANCE			
Private Contractors	£355,000	£330,624	-£24,376
Void Houses	£1,313,480	£1,310,177	-£3,303
General Maintenance	£2,337,520	£2,398,620	£61,100
Cyclical Maintenance	£740,000	£761,530	£21,530
Property Factors	£0	-£22,000	-£22,000
Gas Contract	£481,000	£494,710	£13,710
Minor Social Work Repairs	£43,000	£44,250	£1,250
	£5,270,000	£5,317,911	£47,911
SUPERVISION & MANAGEMENT			
Employee Related Expenditure	£2,113,630	£1,894,687	-£218,943
Premises, Transport, Supplies & Services	£176,070	£255,550	£79,480
3rd Party Payments (HSG Investment Team)	£115,070	£104,500	-£10,570
Central Support	£1,054,410	£1,100,935	£46,525
Democratic Core	£105,000	£126,190	£21,190
	£3,564,180	£3,481,862	-£82,318
Capital Financing Costs			
Loss on Impairment	£0	£0	£0
Interest Payments	£1,503,000	£1,514,436	£11,436
Loans Fund Expenses	£45,000	£49,590	£4,590
Principal Repayments	£1,552,590	£1,487,920	-£64,670
	£3,100,590	£3,051,946	-£48,644
OTHER EXPENSES			
Insurance, Stair Lighting, Voids & Council Tax	£943,110	£688,410	-£254,700
Garden Aid Scheme	£96,000	£100,162	£4,162

Special Uplifts	£110,000	£129,200	£19,200
Pest Control	£12,700	£19,240	£6,540
	£1,161,810	£937,012	-£224,798
Insurance Claims	£0	£0	£0
TOTAL EXPENDITURE	£13,096,580	£12,788,731	-£307,849
INCOME			
Rents/Interest on Revenue Balances	-£17,999,210	-£17,826,687	£172,523
	-£17,999,210	-£17,826,687	£172,523
NET EXPENDITURE	-£4,902,630	-£5,037,956	-£135,326

Appendix 1 - Housing General Fund

	Annual Budget 2015/16	Projected Outturn to 31/03/16	Variance Outturn v Budget
Employee Related Expenditure			
APT & C General - Salaries	£1,831,600	£1,760,315	-£71,285
APT & C General - Employers Supn	£365,880	£336,387	-£29,493
APT & C General - Employers NIC	£124,710	£118,134	-£6,576
APT & C General - Overtime	£3,210	£50	-£3,160
SMP - Salaries	£0	£0	£0
Long Service Award	£0	£164	£164
Payments to Individuals - Telephone	£0	£12	£12
Agency Staff	£24,930	£24,930	£0
Severance/Redundancy Payments	£0	£0	£0
Advertising Expenses - Recruitment	£360	£0	-£360
Staff Training	£4,250	£119	-£4,131
Conference Expenses - Officials	£0	£0	£0
Other Staff Costs	£1,270	£452	-£818
Vacancy Management	-£9,660	£0	£9,660
Employee Related Expenditure	£2,346,550	£2,240,562	-£105,988
Premises Related			
Repairs and Maintenance	£6,580	£8,380	£1,800
Property Maintenance	£149,980	£151,980	£2,000
H Repairs - Out of Hrs Em.	£0	£0	£0
H Repairs Day Time Em.	£0	£0	£0
H Repairs - Insurance	£0	£0	£0
H Repairs - Vandalism	£0	£0	£0

H Repairs Rechargeable	£0	£0	£0
Energy Costs- Gas	£18,020	£35,116	£17,096
Energy Costs - Electricity	£13,530	£25,260	£11,730
Rents	£345,210	£370,280	£25,070
Council Tax	£150,040	£157,940	£7,900
Water Meter Charges	£600	£601	£1
Cleaning & Hygiene Materials Premises Related	£29,650	£34,519	£4,869
	£713,610	£784,076	£70,466
Transport Related Expenditure			
Short Term Hires	£310	£0	-£310
Vehicles Leasing Charges	£1,140	£0	-£1,140
Staff Travelling Expenses	£14,520	£9,970	-£4,550
Rail	£0	£284	£284
Client Travel	£0	£100	£100
Medical	£0	£0	£0
Homeless Transport	£0	£0	£0
Transport Related Expenditure	£15,970	£10,354	-£5,616
Supplies and Services			
Purchase of Equipment	£10,580	£13,480	£2,900
Furniture - Purchase	£53,710	£48,280	-£5,430
Storage Charges	£20,000	£24,000	£4,000
Removal Charges	£15,000	£15,000	£0
Materials	£3,300	£900	-£2,400
Equipment Maintenance	£40,460	£44,919	£4,459
Medical Supplies	£0	£0	£0
Catering Disposables	£0	£0	£0
Catering	£0	£0	£0
Catering - Internal Trading	£50	£0	-£50

Hospitality	£0	£0	£0
Clothing and Uniforms	£2,240	£50	-£2,190
Protective Clothing	£0	£0	£0
Office Equipment - New	£600	£190	-£410
Printing - Outside Contractors	£10,450	£10,760	£310
Paper	£250	£500	£250
Photocopying	£10,580	£9,747	-£833
Stationery	£8,560	£9,410	£850
Publications	£700	£500	-£200
Advertising - Publicity	£0	£0	£0
Insurance	£6,520	£6,594	£74
Professional Fees	£93,360	£94,567	£1,207
Postages	£28,400	£59,280	£30,880
Radio Communications	£0	£0	£0
J P Expenses	£0	£0	£0
Legal Expenses	£5,150	£11,240	£6,090
Subscriptions	£1,930	£2,785	£855
Grants & Donations	£191,000	£191,731	£731
Overs / Shorts	£0	£0	£0
Miscellaneous Expenses	£11,070	£9,780	-£1,290
Supplies and Services Sub Total	£513,910	£553,713	£39,803
Supplies & Services (Centralised IT)			
Telecommunications	£0	£650	£650
Mobile Telephones	£0	£0	£0
Telephone system maintenance/rental	£0	£0	£0
Computer Hardware Purchase	£0	£97	£97
Computer Software Purchase	£33,050	£32,950	-£100
Computer Software Maintenance & Support	£0	£0	£0
Computer Peripherals	£0	£0	£0

Computer Consumables	£500	£0	-£500
Court Fees	£0	£500	£500
Supplies & Services (Centralised IT)	£33,550	£34,197	£647
Total Supplies & Services	£547,460	£587,910	£40,450
Third Party Payments			
Other Council Accounts	£11,630	£6,730	-£4,900
Police	£0	£0	£0
Payments to Other Local Authorities	£19,600	£19,600	£0
Payments to Voluntary Organisations	£128,700	£128,700	£0
Private Residential Homes	£0	£880	£880
Supported Accommodation	£390,920	£403,325	£12,405
Payments to Contractors	£753,320	£755,137	£1,817
Payments to Individuals	£110,630	£126,729	£16,099
Payments to Other Agencies	£1,950	£8,126	£6,176
Sherriff Officer Commision	£9,500	£10,051	£551
Housing Associations	£0	£0	£0
Bank Charges	£8,390	£14,300	£5,910
Third Party Payments	£1,434,640	£1,473,578	£38,938
Transfer Payments			
Housing Benefit Payment	£15,802,500	£19,242,432	£3,439,932
Transfer Payments	£15,802,500	£19,242,432	£3,439,932
Support Services			
Capital Financing Costs			
TOTAL GROSS EXPENDITURE	£20,860,730	£24,338,912	£3,478,182

Income			
Government Grants	-£14,626,320	-£17,915,862	-£3,289,542
Government Grants - Specific	-£215,900	-£467,676	-£251,776
Government Grants - Other Government Agencies	£0	-£33,612	-£33,612
Other Grants	-£27,150	-£73,975	-£46,825
Charges - General	£0	£0	£0
Sales	£0	£0	£0
Fees	-£25,530	-£26,314	-£784
Court Expenses Recovered	-£113,990	-£61,163	£52,827
Legal Fees	-£500	-£590	-£90
Fixed Penalties (Other)	£0	£0	£0
Agency Income	-£161,310	-£177,120	-£15,810
Other Income	-£145,800	-£326,256	-£180,456
Costs Retained	£0	-£150	-£150
Loan Charges - Principal	£0	£0	£0
Unallocated Income	£0	£0	£0
Rents - general	-£2,356,650	-£2,251,428	£105,222
Interest (Revenue Balances)	£0	£0	£0
Central Services Allocation	£0	£0	£0
Other Council Accounts	-£57,010	-£61,202	-£4,192
Income	-£17,730,160	-£21,395,348	-£3,665,188
NET EXPENDITURE	£3,130,570	£2,943,565	-£187,005

Housing Capital Programme Period to Aug 2015 update	15-16 Net Budget	Income to 31/08/15	Projected Outturn 31/03/16	Variance Budget v Projected	Comment	Carry Forward to 2016- 17
SCOTTISH HOUSING QUALITY STANDARD						
TACKLING SERIOUS DISREPAIR						
PRIMARY BUILDING ELEMENTS					The testing and removal programmes this year in respect of Asbestos in Council Houses is at present anticipated to spend on budget. It may be that later on in the year we may be able to reduce this as the Capital Programme this year is reducing the spend on the Bathrooms.	
Structural Works	150,000	30	150,000	0		0
SECONDARY BUILDING ELEMENTS						
Damp/Rot	244,500	0	244,500	0	The contract is in place to respond to any reactive work required. It may be the case that later in the year this budget may be underspent if the work has not been identified.	0

Roofs / Rainwater / External Walls	1,032,500	0	1,023,550	(8,950)	The new 2014-17 programme is now in place and started on 13th July. There is a four year programme planned starting in Tullibody and Sauchie.	0
Window & Doors - External Doors	521,700	0	521,700	0	Contractor on site 21/9/15. Tender back at £386k possible underpend. Holding back on reporting underspend as first Window Replacement managed by team and unsure what difficulties may be encountered.	0
ENERGY EFFICIENCY						
Full/Efficient Central Heating	2,397,000	(28,675)	2,397,000	0	The Bowmar CESP contract has now entered the Latent Defects stage. The Council may instruct the remedial action to be carried out and then take legal action to recover some or all of these costs. A decision has still to be taken to confirm this.	0
MODERN FACILITIES & SERVICES						
Kitchen Renewal	800,000	0	300,000	(500,000)	This programme has identified that there are a lot of refusals coming forward. It is proposed that £100k of this underspend is transferred to bathrooms to allow the PCU to pick up the Void bathrooms.	
Bathrooms	750,000	0	766,908	16,908	Bathroom replacement continuing Mitie on site. Looking to finish programme early in this financial year.	
HEALTHY, SAFE & SECURE						

Safe Electrical Systems/ CO Detectors	298,000	0	298,000	0	With the Testing contract last year being cancelled due to poor performance the Testing and Rewiring contract is now being run under one contractor.	0
Communal Areas (Environmentals)	433,000	0	433,000	0	Scotshield are now progressing with the main contract. Grants from the Private Sector Service are now being transferred in respect of the work carried out for Private tenants.	0
NON-SHS ELEMENTS PARTICULAR NEEDS HOUSING (CITC)						
Conversions & Upgradings	150,000	0	150,000	0	It has been agreed to transfer £30,000 from here to help fund the new build disabled bungalow at Redwell Place in Alloa.	0
Disabled Adaptations	50,000	0	50,000	0	PCU currently working on programme. This programme is operated on a demand led basis.	
Water Supply Pipe Replacement	0	0	0	0		0
Demolitions	114,600	0	114,600	0	The demolition at The Orchard will commence and complete shortly. There is a possibility that this may underspend depending on the contingencies.	
Environmental & Footpath Improvement/Feasibility Work	732,000	0	732,000	0	Low expenditure at present but still expecting to spend budget at this stage.	0

	1,046,600	0	1,046,600	0		
Council New Build Housing (Transforming Communities)						
Hallpark New Build	50,000	0	50,000	0	Project completed and handover now actioned with retention due in 2015-16 once latent defects have been sorted.	
Fairfield New Build	1,255,000	0	1,255,000	0	The project has been delayed as a result of design requirements. On site now with expenditure expected to be complete by the end of the financial year. There may be a small extension into next year which would require any underspend to be carried forward into next year.	
Tillicoultry Community Centre Phase 1a	1,301,000	0	1,235,860	(65,140)	Contract now signed for the new build of the 21 properties for phases 1a & 1b. It is expected that there will be a saving on this project. Expenditure through the ledger in September.	
Tillicoultry Community Centre Phase 1b	306,000	0	228,760	(77,240)	This is part of the above project and the underspend may increase if we are able to claim more Government Grant than expected.	
Tillicoultry Community Centre Phase 2	612,000	0	612,000	0	There is a possibility that Kingdom may take this project forward rather than the Council. This budget has been requested to be vired to OTSP to allow Clackmannanshire to maximise the Government grant it can claim this year.	
The Orchard	828,000	0	828,000	0	This project is on hold pending the outcome of the discussion regarding new school provision in Tullibody.	0
Off The Shelf Purchase	54,000	(30,000)	56,500	2,500		
Off The Shelf Refurbishment	176,200	0	176,200	0		

Council New Build Housing (Transforming Communities)	4,582,200	(30,000)	4,442,320	(139,880)	
Other Costs / Housing Business Management System	110,400	0	11,500	(98,900)	Work undertaken by Northgate, Vanguard work now transferred to Revenue. Balance of underspend required to be carried forward to fund remaining workstreams.
TOTAL CAPITAL EXPENDITURE	12,365,900	(58,645)	11,635,078	(730,822)	35,900
SALE OF COUNCIL PROPERTY	(720,000)	(449,620)	(720,000)	0	If Income continues to come in at current level. Could be over budget and reduce overall borrowing requirement.
NET EXPENDITURE	11,645,900	(508,265)	10,915,078	(730,822)	

Landlord report

How your landlord told us it performed in 2014/2015

Clackmannanshire Council

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2014/2015.

Homes and rents

At 31 March 2015 your landlord owned 4,989 homes. The total rent due to your landlord for the year was £16,150,560. Your landlord increased its weekly rent on average by 3.80% from the previous year.

Size of home	Number owned	Average weekly rents		
		Your landlord	Scottish average	Difference
1 apartment	27	£63.81	£64.03	0.3%
2 apartment	1,341	£65.54	£68.54	4.4%
3 apartment	2,249	£67.23	£69.60	3.4%
4 apartment	1,239	£68.92	£75.69	8.9%
5 apartment	133	£70.85	£84.04	15.7%

Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **90.9%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 88.1%.
- » **80.9%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 89.3%.
- » **79.2%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 79.6%.

Quality and maintenance of homes

- » **92.6%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 91.0%.
- » The average time your landlord took to complete **emergency repairs** was **1.9 hours**, compared to the Scottish average of 5.9 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **6.3 days**, compared to the Scottish average of 7.9 days.
- » Your landlord completed **91.6%** of **reactive repairs** 'right first time' compared to the Scottish average of 90.2%.
- » Your landlord does operate a **repairs appointment system**. It kept **90.1%** of **appointments** compared to the Scottish average of 92.4%.
- » **81.1%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 89.3%

Neighbourhoods

- » For every 100 of your landlord's homes, **5.7 cases** of **anti-social behaviour** were reported in the last year.
- » **82.1%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 83.2%.

Value for money

- » The amount of money your landlord collected for current and past rent was equal to **99.1%** of the **total rent** it was due in the year, compared to the Scottish average of 99.5%.
- » It did not collect **1.1%** of rent due because **homes were empty**, compared to the Scottish average of 1.1%.
- » It took an average of **40.0 days** to **re-let homes**, compared to the Scottish average of 36.8 days.

Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at www.scottishhousingregulator.gov.uk



Landlord Report

How your landlord told us it performed in 2014/2015

2014/2015 Response

Indicator	Clackmannanshire Council	Average of compared landlords	Difference from this average	Falkirk Council	Stirling Council	Ochil View Housing Association Ltd	Paragon Housing Association Ltd
Homes and rents							
Total number of homes	4,989	6,171	1,182	16,328	5,602	1,353	1,400
Total rent due to be collected	£16,150,560	£18,751,318	£2,600,758	£47,399,939	£17,421,589	£5,176,865	£5,006,880
Percentage average weekly rent increase to be applied	3.8 %	2.6 %	1.2 %	3.6 %	1.2 %	2.6 %	2.9 %
Total number of 1 apartments	27	24	4	57	22	7	8
Average weekly rent for 1 apartments	£63.81	£45.09	£18.72	£36.17	£57.43	£75.04	£54.13
Total number of 2 apartments	1,341	1,082	259	2,613	1,262	302	152
Average weekly rent for 2 apartments	£65.54	£53.36	£12.18	£46.07	£65.01	£67.93	£59.93
Total number of 3 apartments	2,249	3,037	788	8,602	2,308	557	681
Average weekly rent for 3 apartments	£67.23	£59.39	£7.84	£55.74	£67.29	£74.20	£66.39
Total number of 4 apartments	1,239	1,796	558	4,559	1,743	368	516
Average weekly rent for 4 apartments	£68.92	£66.90	£2.02	£63.65	£70.00	£79.37	£76.26

Total number of 5 apartments	133	232	98	497	267	119	43
Average weekly rent for 5 apartments	£70.85	£74.04	£3.19	£72.13	£71.81	£81.31	£89.75
Tenant satisfaction							
Percentage of tenants satisfied with the overall service	90.9 %	83.7 %	7.2 %	77.4 %	83.6 %	90.8 %	83.2 %
Percentage of tenants who felt their landlord is good at keeping them informed about their services and outcomes	80.9 %	82.1 %	1.2 %	72.7 %	83.5 %	85.9 %	86.4 %
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making	79.2 %	79.2 %	0.0 %	75.6 %	78.0 %	79.7 %	83.6 %
Quality and maintenance of homes							
Percentage of homes meeting the Scottish Housing Quality Standard	92.6 %	85.3 %	7.3 %	82.8 %	95.5 %	68.0 %	90.6 %
Average number of hours taken to complete emergency repairs	1.9	5.7	3.8	5.4	7.8	1.7	1.5
Average number of days taken to complete non-emergency repairs	6.3	9.5	3.2	11.8	5.4	7.1	4.9
Percentage of reactive repairs carried out in the last year completed right first time	91.6 %	96.9 %	5.3 %	97.2 %	99.5 %	88.2 %	95.8 %
Percentage of repairs appointments kept	90.1 %	82.4 %	7.7 %	94.2 %	68.9 %	N/A	N/A
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service	81.1 %	90.1 %	9.0 %	89.3 %	91.0 %	95.2 %	84.8 %

Neighbourhoods

Cases of anti-social behaviour, per 100 homes, reported in the last year	5.7	11.1	5.4	11.8	5.1	34.7	5.0
Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year	82.1 %	70.3 %	11.8 %	61.6 %	90.6 %	93.4 %	70.0 %
Value for money							
Percentage of total rent due collected in the previous year	99.1 %	99.1 %	0.0 %	99.5 %	98.6 %	101.7 %	94.5 %
Percentage of rent due not collected through homes being empty in the last year	1.1 %	1.4 %	0.3 %	1.7 %	0.8 %	0.5 %	1.8 %
Average length of time in days taken to re-let homes in the last year	40.0	40.3	0.3	44.6	23.4	13.6	58.8

□

KEY TO SYMBOLS

PIs					
Status		Short Term Trends		Long Term Trends	
Compares actual performance with target		Compares actual performance with most recent previous		Compares actual performance with previous over the longer term	
	Alert		Performance has improved		Performance has improved
	Warning		Performance has remained the same		Performance has remained the same
	OK (performance is within tolerance limits for the target)		Performance has declined		Performance has declined
	Unknown		No comparison available - May be new indicator or data not yet available		No comparison available

ACTIONS	
Expected Outcome	
	Meet target/complete within target dates
	Will complete, but outwith target
	Fail to complete or cancelled



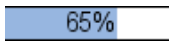

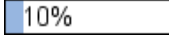

RISKS		
Current Rating = Likelihood x Impact (1 - 5)	Status	
		Rating 16 and above
		Rating 10 to 15
		Rating 9 and below
<p>The likelihood of a risk occurring, and the impact if it does occur are each scored on a scale of 1 to 5, with 1 being the least likely or the least significant impact. Detailed guidance on scoring is provided in the Risk Management Policy and guidance.</p>		

DETAILED REPORT

1) The area has a positive image and attracts people and businesses


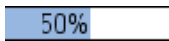

Covalent Ref.	PI Description	2012/13	2013/14	2014/15	2015/16 Q2		Latest Note
		Value	Value	Value	Value	Target	
HMO ALL 005	Average length of time taken to re-let properties in the last year - excluding new-build & OTS (i) The total number of properties re-let in the reporting year. (ii) The total number of calendar days properties were empty.	39	40	40	38	39	The average length of time taken from April 2015 to the end of Q2, to relet properties is 38. This exceeds our target of 39 days and compares favourably with the same period last year (42 days). The number of properties let during the period has increased and we have less voids at the end of the quarter (34) compared with the same period last year (91). So productivity has increased and performance on turning round empty properties has also improved.
HMO ALL 013	The percentage of new tenants satisfied with the lettable standard when moving in - used for SHBVN & report to tenants	100%	96%	83%	96%	98%	Satisfaction levels with the condition of properties when let have increased with 96% of new tenants satisfied with the condition of their property when moving in. This is an improvement on the full year last year with a satisfaction rate of only 83%.
HMO ALL 041	Total number of lets (including new builds and OTS)	352	461	403	217	N/A	There were 217 properties let from 1st April 2015 to the end of September 2015. This is an increase on the same period last year when 193 properties were let.
HMO ALL 056	The percentage of tenancy offers refused during the year (i) Number of tenancy offers made during the reporting year. (ii) The number of tenancy offers that were refused.		52%	46%	49%	40%	As part of our review of processes our aim is to reduce the rate of refusals by ensuring the offer is appropriate. With 49% of tenancy offers refused during this first half of the year this is a disappointing result. However, for the quarter 2 period only the refusal rate has reduced to 42% so this is encouraging as it is evidence of improvement as a result of the work we have done over recent months to reduce refusals. As we work more closely with our applicants, we hope to continue to reduce the refusal rate.
HMO ALL 057	The number of empty dwellings that arose during the last year in self-contained lettable stock		401	398	187	N/A	187 properties became vacant during the first half of this year which is slightly less than the number in the same period last year (200).

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
---------------	--------	----------	----------	------------------	-------------

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
HCS SBP 057	Implement satisfaction / feedback survey for factored owners	31-Mar-2016			A satisfaction survey was carried out in May 2015. The survey will be carried out annually and therefore not again until May 2016. This will coincide with the issuing of annual statements to factored owners.
HCS SBP 058	Redefine Community Wardens duties and establish clear outcomes including income generated.	31-Mar-2016			Patrols and community activity now directed and reviewed by MATAAC. Call centre is now working to a reduced, and more focused, list of referral codes. Work to identify performance indicators approaching a conclusion at the community safety partnership. A review of noise complaints procedure approaching completion with new procedures to follow. A cross service exercise is being arranged, with the call centre, to ensure customer calls are directed to the correct person on each occasion which should result in an improved and more efficient experience for customers.
HCS SBP 059	Implement improved estate management caretaking services (removal of rubbish, graffiti, cleaning of common areas etc.)	31-Mar-2016			The review of current resources to form a team of dedicated team to keep our estates clean and tidy has started and will be informed by the outcome of the vanguard work to review our tenancy and estate management processes.



2) Our communities are more cohesive and inclusive

Covalent Ref.	PI Description	2012/13	2013/14	2014/15	2015/16 Q2		Latest Note
		Value	Value	Value	Value	Target	
HMO TEM 070	% of court actions initiated which resulted in eviction		7.55%	9.68%	2.5%	N/A	As part of our work with Vanguard the new approach involves cases going through the newly designed process before court actions are initiated. We are applying the new principles to high level cases with the aim of increasing collection rates and sustaining tenancies.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
HCS SBP 037	Fully implement Property Factoring Service in accordance with legislation	31-Dec-2014			The Annual statement is now in place and works are being charged for cyclical repairs and for large works involving owners. Processes are being developed to ensure a full charging mechanism is implemented.
HCS SBP 061	Implement generic housing officer role working in small patches, and associated specialist roles (advice, support etc.)	31-Dec-2015			The process to match officers to the new generic role has started with the current Housing Management offices already matched in. The implementation of the full generic role and matching of offices will continue as more officers are rolled in to the new way of working. The full generic role is being developed based on the work done by the tenancy and estates and the rents check teams.

4) Our communities are safer

Covalent Ref.	PI Description	2012/13	2013/14	2014/15	2015/16 Q2		Latest Note
		Value	Value	Value	Value	Target	
HMO TEM 067	% of asb cases reported in the last year which were resolved within locally agreed targets		74.70%	78.25%	65.5%	75%	<p>The Housing Charter specifies that a case is resolved when the landlord has taken appropriate measures, or advised the complainer of the landlords position where they do not have the authority or powers to resolve the complaint. We are using the issuing of a closing letter to the complainer as evidence that we have resolved the asb case.</p> <p>@ Q2 end: 203 asb cases were opened between 1st April 2015 and 30th September 2015. 135 of these were resolved on or before 30th September 2015. 2 of these cases were outwith the agreed target.</p> <p>The remaining 68 cases are ongoing @ 09/10/15.</p>

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
HCS SBP 060	Review and improve internal processes for property checks and information sharing with Link officers for all MAPPA cases.	31-Mar-2016	<div style="width: 80%; background-color: #4F81BD; color: white; text-align: center;">80%</div>		New database with IT and awaiting activation codes from retailer prior to implementation.
HCS SBP 062	Complete the review of MATAC process and implement findings	30-Sep-2015	<div style="width: 65%; background-color: #4F81BD; color: white; text-align: center;">65%</div>		MATAC in early stages of implementing its role as a hub for operational community safety activity and in the sharing of relevant information. This requires change for the partner organisations and will take some time to become fully established.

5) Vulnerable people and families are supported

Covalent Ref.	PI Description	2012/13	2013/14	2014/15	2015/16 Q2		Latest Note
		Value	Value	Value	Value	Target	
FAM HPI 041	% of approved applications for medical adaptations		58.33%	91.58%	83%	n/a	The 14/15 figures include major and minor adaptations. Minor adaptations were not included in the 2013/14 figure.

Covalent Ref.	PI Description	2012/13	2013/14	2014/15	2015/16 Q2		Latest Note
		Value	Value	Value	Value	Target	
	completed during the reporting year						The half years figure is 83%.
FAM HPI 042	Average time to complete medical adaptation applications		65.7 days	37.7 days	27 days	35 days	The average time to complete medical adaptations has improved compared with last year.
HMO ALL 043	Percentage lets to statutory homeless applicants	36 %	39 %	46 %	55 %	50%	The % of lets to homeless applicants in Q2 has increased.
HMO TEM 054	Percentage of new tenancies sustained for more than a year, by existing tenants - Transfer (TR)		92%	95%	93%	94%	Tenancy sustainment levels have remained similar in Q2 to previous performance.
HMO TEM 056	Percentage of new tenancies sustained for more than a year, by applicants who have been assessed as statutory homeless (HP)		82%	80%	80%	83%	Tenancy sustainment levels have remained the same in Q2 compared to previous performance.
HMO TEM 058	Percentage of new tenancies sustained for more than a year, by applicants from the Housing Waiting List - WL		88%	90%	94%	90%	Tenancy sustainment levels for waiting list applicants has improved in Q2.
HMO TEM 060	Percentage of new tenancies sustained for more than a year, let source by other reason - O		100%	100%	-		There were no lets in this category.
RGN AOR 001	% of households requiring TA to whom an offer was made	100.0%	98.9%	98.9%	100%	100%	As a Local Authority, we are required to offer all homeless applicants who need it, temporary accommodation. In the first half of this financial year 100% were offered temporary accommodation.
RGN AOR 002	% of TA offers refused - Total		11.86%	8.91%	2%	5%	There has been a significant reduction in the offers of temporary accommodation refused in first half of the year. This is encouraging and reflects changes in our approach, the increase in available temporary accommodation and the reduced need to use B and B.
RGN ASN 001	% Satisfaction with standard of Homeless Temporary Accommodation		92%	76%	85%	90%	This is an improvement on the result at the end of Q1 (71%). Of the 47 responses received in the year so far, 40 were either very satisfied or fairly satisfied with the temporary accommodation they were provided with. 3 were neither satisfied or dissatisfied, 3 were very dissatisfied and 1 was fairly dissatisfied. None of these respondents gave a reason for their dissatisfaction.



Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
---------------	--------	----------	----------	------------------	-------------

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
HCS SBP 063	Increase use of section 5 referrals	31-Dec-2015	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%		The Council has a section 5 protocol with Ochil View Housing Association. The vast majority of homeless presentations are from single person households. This places significant pressure on our temporary accommodation because of the low availability of one bedroom properties. The aim of the protocol is therefore is to share the responsibility of housing people who are homeless with local housing associations in the area. The terms of this protocol specifies that OVHA will give the Council 75% of their one bedroom mainstream properties to nominate applicants who are assessed as homeless. Since the beginning of the financial year OVHA have housed 8 households under the terms of the section 5 protocol.
HCS SBP 064	Review current housing support and intensive tenancy management services for all vulnerable tenants/customers (temp and secure accommodation)	31-Mar-2016	<div style="width: 65%;"><div style="width: 65%;"></div></div> 65%		As part of the ongoing Vanguard analysis this process has been reviewed for customers in temporary accommodation. We have recently located staff within some of our temporary accommodation blocks to ensure that vulnerable households are provided with the support needed to prepare them for permanent accommodation and improve opportunities to sustain a secure tenancy.
HCS SBP 065	Complete the exercise for B and B accommodation	31-Mar-2016	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%		The procurement exercise is complete and will achieve savings

8) The environment is protected and enhanced for all

Covalent Ref.	PI Description	2012/13	2013/14	2014/15	2015/16 Q2		Latest Note
		Value	Value	Value	Value	Target	
FAM HPI 013	15iii) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Energy efficient - Percentage		99.98%	100%	100%	100%	All Council Housing stock meets the requirements of the SHQS Energy Efficiency criteria. The Energy Efficiency Standard for Social Housing (ESSH) now super cedes this indicator. We will be required to first report on this new standard in May 2016.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
---------------	--------	----------	----------	------------------	-------------




Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
HCS SBP 066	Make applications for energy efficiency improvements in housing stock that relate to strategic priorities	31-Mar-2016	 100%		The Scottish Government has allocated £764,402 to carry out energy efficiency measures to local Housing. Combined with Energy Company Obligation Funding and a Council Contribution from the Housing Capital Programme, this scheme could equate to a £2,115,724 investment within the community. In addition to the above the Council has been awarded £25,000 to investigate the feasibility of an Energy Hub driven by Hydro power. It is also proposed to install solar panels on up to 1000 tenanted properties.


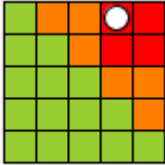
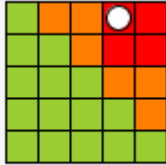
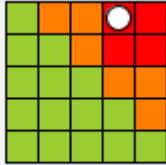
9) The Council is effective, efficient and recognised for excellence


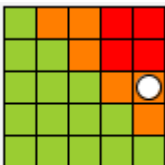
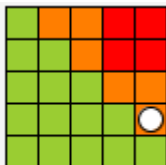
Covalent Ref.	PI Description	2012/13	2013/14	2014/15	2015/16 Q2		Latest Note
		Value	Value	Value	Value	Target	
RAP CTA 020	Number days taken on average to process new benefits claims	32	47	32	39	30	There has been an increase in the processing days for new HB claims up from 37days in Q1. Various actions are being taken, including appointing agency staff (within budget) to address the backlog. Significant progress is expected within Q3.
RAP CTA 021	Number of days taken on average to process changes to benefits claims	9	15	12	23	15	There has been an improvement in processing changes in circumstances reducing from 27 days in Q1. However, the figure remains disappointing.
RAP CTA 022	Percentage of applications to Local Social Fund processed within 2 days (Crisis grants)	N/A	100.00%	100.00%	87%	95%	Performance has reduced during Quarter two this was generally to ensure that claims are held open to award rather than decline the claim. As reported to Council on 22nd October, resourcing of the remote office where welfare staff have been based has proved a significant challenge. All welfare fund staff are due to be centralised in Kilncraigs from the 23rd of October, this will move will enable a clear management focus on performance to return to previous outturn for the remainder of the year.
RAP CTA 023	Percentage of applications to Local Social Fund processed within 15 days (Community Care grants)	N/A	100.00%	100.00%	84%	95%	Performance reduced during quarter two and this has been recognised by the service. The actions taken so far is that we have passed on responsibility to front line officers to make award decisions. We have increased the number of staff within revenues who can make decisions on claims and a session has been set up to ensure that applications received have the correct information as possible to enable a decision to be made. Moreover, as reported to Council on 22nd October, resourcing of the remote office where Scottish Welfare staff have been based has proved to be a significant challenge. All welfare fund staff are due to be centralised in Kilncraigs from the 23rd of October, this move will enable a clear management focus on performance to return to previous outturn for the remainder of the year.
FAM HPI 001	% Properties with Current Gas Safety Certificate	100%	100%	100%	100%	100%	It is a priority for the service to maintain excellent performance.
PRF PRO 005	Average Length of Time Taken to Complete Emergency Repairs (i) The total number of emergency		1.91	1.95	1.96	2.5	The number of hours taken to complete emergency repairs within quarter 2 was 1.90 hrs compared with 2.03 hrs in the first quarter of the year. This means


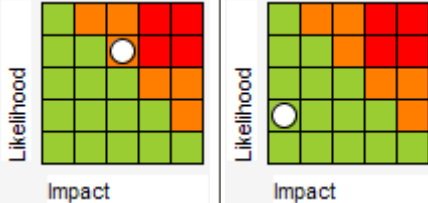
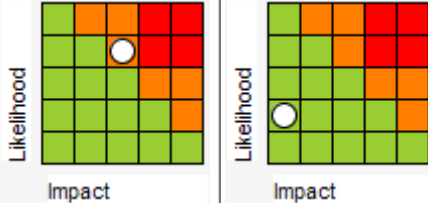
Covalent Ref.	PI Description	2012/13	2013/14	2014/15	2015/16 Q2		Latest Note
		Value	Value	Value	Value	Target	
	repairs completed in the last year (ii) The total number of hours taken to complete emergency repairs						that the average length of time taken to complete emergency repairs from 1 April to end of September is 1.96 hrs. The time taken to complete a repair is determined by the nature of the emergency.
PRF PRO 006	Average Length of Time Taken to Complete Non-Emergency Repairs (i) The total number of non-emergency repairs completed in the last year (ii) The total number of working days to complete non-emergency repairs		6.74	6.28	5.20	6.5	The average time for non emergency repairs has improved. The introduction of appointments to tenants and mobile working to operatives has led to improved management and scheduling of repairs.
PRF PRO 007	Percentage reactive repairs completed right first time		87%	92%	95.3%	95%	The average time for response repairs completed right first time in the first half of this year has improved compared with the previous 2 years results.
PRF PRO 008	Percentage of repairs appointments kept (i) Do you operate a repairs appointment system Y/N? (ii) Number of reactive repairs appointments made int the last year (ii) The number of appointments kept in the last year			90.09%	99.9%	95%	Appointments kept to tenants continues to be very high. Due to exceptional circumstances a few appointments had to be rescheduled.
HCS CUS 015	Percentage of FOI requests dealt with within timescale by Housing and Community Safety				100%	100%	This is a new indicator for the new service so no short trend data is available. The service continues to prioritise all FOI requests timeously.
HCS CUS 016	Percentage of Councillor enquiries dealt within timescale			100%	100%	100%	100% of enquiries from elected members were responded to on time.
HCS CUS 036	Percentage of first stage complaints to Housing and Community Safety responded to in full		100%	100%	100%	100%	All 32 1st stage complaints were responded to in full.
HCS CUS 037	Percentage of first stage complaints to Housing and Community Safety that were upheld		31%	41%	47%	n/a	As work with Vanguard continues we are reviewing our business processes and tailoring solutions to customers' needs and we anticipate that the level of complaints will reduce as a result.
HCS CUS 038	Percentage of first stage complaints to Housing and Community Safety that were responded to within SPSO timescales.		90%	100%	100%	100%	100% of 1st stage complaints were responded within SPSO timescales.
HCS CUS 045	Percentage of second stage complaints to Housing and Community Safety responded to in full		100%	83%	100%	100%	During the first half of the year one 2nd stage complaint was responded to in full.
HCS CUS 046	Percentage of second stage complaints to Housing and Community Safety that were		33%	50%	0%	n/a	As work with Vanguard continues we are reviewing our business processes and tailoring solutions to


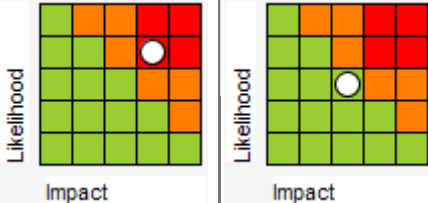
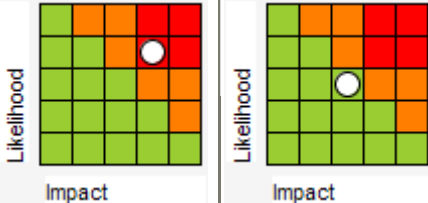
Covalent Ref.	PI Description	2012/13	2013/14	2014/15	2015/16 Q2		Latest Note
		Value	Value	Value	Value	Target	
	upheld						customers' needs and we anticipate that the level of complaints will reduce as a result.
HCS CUS 047	Percentage of second stage complaints to Housing and Community Safety that were responded to within SPSO timescales.		100%	83%	100%	100%	During the first half of the year on 2nd stage complaint was responded to within the SPSO timescale.
HCS PPL 001	Percentage sickness absence in Housing & Community Safety service	4.59%	4.91%	4.93%	5.28%	4.75%	For the quarter 2 period, the % sick absence was 5.28% which is higher than the % for quarter 1 (4.39%).


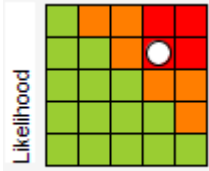
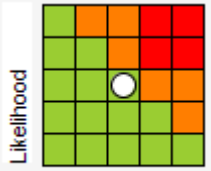
Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
HCS SBP 067	Implement new processes for allocations and voids, homelessness and revenues and payments, with the customer at the centre.	31-Mar-2016	<div style="width: 65%; background-color: #4f81bd; color: white; text-align: center;">65%</div>		Work is progressing well on the review of processes as part of our work with Vanguard. More staff are being rolled into the new way of working.
HCS SBP 068	Implement the new guidance on the Operation of Local Authority Housing Revenue Accounts (HRAs) in Scotland	31-Mar-2016	<div style="width: 30%; background-color: #4f81bd; color: white; text-align: center;">30%</div>		The Scotland's Housing network (previously SHBVN) has been running a pilot with a number of organisations to attempt to better benchmark costs and to ensure consistency can be applied relating to charges to the HRA. The results of the pilot will not be available until February 2016. In the meantime, a meeting has been arranged with members of Clackmannanshire Tenants and Residents Federation on 15th October to discuss setting up a tenant partnership group to work with us on this.
HCS SBP 069	Implement the revised Council Repairs <u>Policy</u>	31-Mar-2016	<div style="width: 30%; background-color: #4f81bd; color: white; text-align: center;">30%</div>		The consultation is complete, the revised policy has been approved and the process to implement the new policy has now started.

ID & Title	HCS SRR 005	Welfare Reform	Approach	Treat	Status		Managed By	Ahsan Khan	Current Rating	20	Target Rating	20	
Description	Failure to respond to the impacts of Welfare Reform												
Potential Effect	People on a reduced income will have an inability to pay rent, council tax, and other council services. Tenants, applicants, staff, people in the community and the Council as a whole will be affected by this risk. Impacts on income to HRA. The changes relate to Housing, Incapacity and Council Tax benefits, Tax Credits and the Social Fund moving from the Department of Work & Pensions to Councils. Future changes relate to a benefits cap, Disability Living Allowance, Universal Credit, the up-rating of benefits by Consumer Price Index instead of Retail Price Index or by rent increases, and various adjustments, such as limiting Child Benefit. Early introduction of Universal Credit, impacting upon the Housing Benefit Subsidy paid in respect of temporary homeless accommodation owned by Clackmannanshire Council.												
Related Actions	HCS SBP 034	Integrate housing, community safety, repairs and revenues functions.			Internal Controls	Vanguard redesign of processes			Likelihood		Impact	Likelihood	
		Implement new processes for allocations and voids, homelessness and revenues and payments, with the customer at the centre.				Business Planning Process							Impact
						Discretionary Housing Payment Policy							
						Crisis & Community Grants							
Latest Note													

ID & Title	HCS SRR 001	Staff Health and Safety	Approach	Treat	Status		Managed By	Ahsan Khan	Current Rating	15	Target Rating	10
Description	Risk to personal safety of staff involved in providing the service.											
Potential Effect	Injury, harm, sick absence, high staff turnover, poor morale, poor performance, increased costs.											
Related Actions	Risk assessments carried out and regularly reviewed.			Internal Controls	Annual Risk assessments carried out			Likelihood		Impact	Likelihood	
					H and S regular item on meeting agendas							
				Sick absence policy								
Latest Note	Health & Safety Risk Assessments carried out for all staff and regular item on Team Meeting agendas.											

ID & Title	Regulatory and Legislative standards		Approach	Treat	Status		Managed By	Ahsan Khan	Current Rating	12	Target Rating	2
Description	Regulatory and Legislative standards are not met											
Potential Effect	Intervention by Regulator(s) Key priorities and service objectives are not met Legal challenge and resulting cost Increased complaints due to not meeting customer needs and expectations and those of community stakeholders. Poor performance results Damaged reputation Increased sickness absence; Poor morale											
Related Actions	HCS SBP 034	Integrate housing, community safety, repairs and revenues functions.					Clackmannanshire Local Housing Strategy					
		Implement new processes for allocations and voids, homelessness and revenues and payments, with the customer at the centre.					Budget Challenge and financial monitoring					
	HCS SBP 040	Maximise staff attendance and improve staff wellbeing at work			Internal Controls		Governance Framework					
							Self assessment/scrutiny/PRD Process					
							Risk Management Strategy					
							Business Planning Process					
						HRA Business Plan						
						Scheme of Delegation						
						Tenant Participation Strategy						
Latest Note												

ID & Title	HCS SRR 007	Single person households	Approach	treat	Status		Managed By	Jennifer Queripel	Current Rating	16	Target Rating	9
Description	Increasing number of single person households looking for housing in the social rented sector											
Potential Effect	Demand for 1 bed accommodation outstrips supply; Failure to meet statutory requirement to provide homeless people with settled accommodation											
Related Actions	Review nomination arrangements with local RSLs				Internal Controls							
Latest Note												

ID & Title	HCS SRR 008	Decreasing rent and Council Tax revenues	Approach	treat	Status		Managed By	Service Manager	Current Rating	16	Target Rating	9
Description	Decreasing rent revenue and Council Tax revenue as a consequence of poverty and benefits reduction											
Potential Effect	<p>Impact for Council: Reduction in income; reduction in services or level of quality; Deterioration in quality / damage to housing stock.</p> <p>Impact for Customers: Threat of eviction; blacklisted for credit purposes; impact upon health.</p> <p>Reputational risk; and</p> <p>Poor customer feedback / relationship.</p>											
Related Actions	HCS SBP 034	Integrate housing, community safety, repairs and revenues functions.	Internal Controls	Vanguard redesign of processes								
		Implement new processes for allocations and voids, homelessness and revenues and payments, with the customer at the centre.										
Latest Note	Position stabilised.											

Report to: Housing Health and Care Committee

Date of Meeting: 5 November 2015

Subject: HRA Financial Business Plan Review and Rent Increase Consultation Process

Report by: Head of Housing & Community Safety

1.0 Purpose

- 1.1. This report presents an update to Committee on the current position of the Housing Revenue Account (HRA) Financial Business Planning model 2013 - 2018.

2.0 Recommendations

- 2.1. Members are asked to:

2.1.1. Note the proposals to consult on the rent increase for 2016/17.

2.1.2. and to note the remainder of the report commenting and challenging as appropriate.

3.0 Background

- 3.1. In June 2013, Council approved the HRA Financial Business Plan model 2013 - 2018. In this model a number of assumptions were made. These are detailed in the table below.

Category	Assumption
Inflation	September 2012 (RPI) rate of 3% used.
Rent Increases	RPI+1% for 2014/15, RPI+0.75% for 2015/16, RPI+0.5% for 2016/17 then RPI thereafter for the remaining period (2017/18 onwards).
Capital Programme	As indicative budget (Special Council, February 2013) then increased by RPI from year 7 onwards (2019/20).
Repairs and Maintenance and Other Expenses	2014/15 inflated in line with RPI then half RPI ongoing.
Supervision and Management	Based on 3 year budgets to 2015/16 then half RPI thereafter.
Working Reserve Balance as %	No lower than 4% using CIPFA guidance.

of Rental Income	
New Socially Rented Housing	605 over 30 years (assumes continuing Government grant support).
Borrowing	In line with the treasury management strategy, borrowing to remain relatively flat and not to exceed £35m.

4.0 Current position

Revenue expenditure

- 4.1. At present, the HRA Business Plan is on course to deliver as anticipated in the model. Rent increases in 2014/15 and 2015/16 were applied in line with the model and budgets set accordingly. At the end of 2014/15 the Business Plan was updated with the actual outturns to adjust the projections from 2015/16 where the expected surplus for 2015/16 was adjusted to £4.9m. The August 2015 outturn for the HRA shows a favourable position as the surplus is £135k more than projected in the Business Plan.

Capital Expenditure

- 4.2. The Capital Programme is expected to outturn £1.1m less than anticipated at the end of 2015/16. The Capital Programme is reviewed year on year and the agreed programme for 2015/16 is progressing well.
- 4.3. In the short term the HRA is in a strong position as the increase in surplus will be applied to the funding of the Capital Programme. The level of house sale applications has increased during the year so far. Any increase in income from house sales will also be applied to the funding of the Capital Programme.
- 4.4. During each year, around 500 stock condition surveys are carried out to monitor the condition of the properties. Improvements are only carried out to properties if they are required. The stock condition surveys help to identify where investment is required. Based on the information from the stock surveys the main projects to be considered from 2018 onwards will be roof and render upgrade, replacement central heating boilers and replacement windows.
- 4.5. The current achievement level for the Scottish Housing Quality Standard is 97%. This is an improvement on the start of the year and this has been due mainly to both the kitchen replacement programme and our secure door entry programme upgrading common entrances. Maintaining this level may become an issue as a lot of the upcoming work involves owners making a contribution to the cost of the work, for example roofs held in common ownership. This was highlighted as a significant risk to the delivery of the Business Plan in June 2013.

5.0 Debt

- 5.1. When the business plan was approved by Council in 2013 debt at the end of 2014/15 was expected to be £33.7m. Debt was £29.3m at the year end. This represents an improvement of £4.4m and has reduced borrowing costs. The unexpected increases in revenue surplus and income from house sales will reduce the need for borrowing and the level of debt carried by the HRA.

- 5.2. The original plan included new build throughout and assumed 3% inflation, and envisaged that by 2043 the HRA would still have total borrowing of £7m. As the HRA has only borrowed recently to develop new build, then with the proposal to remove new build from 2018, the HRA will have no outstanding borrowing at the end of the current business plan (2043). By year 2029 the HRA will hold more in reserves than it will have in outstanding debt.

6.0 Rent increase 2016/17

- 6.1. The figures above reflect some improvement in the financial position against the original business plan. However, as the capital programme was fixed to 2018, and with potentially significant unbudgeted expenditure on roof and render works, as well as improvements to energy efficiency standards, it is proposed that there should be no change to the current business plan proposals for rent increases. This would mean a proposed rent increase of 3.5%. (Sept 2012 RPI + 0.5%).
- 6.2. Tenants will be consulted on this proposal during November 2015. This will include information on Clacksweb and citizens space, a members briefing, sessions with registered tenants organisations and an open evening session for other tenants to come and give their views on the service and the rent increase proposal.
- 6.3. The consultation will also raise the question of the possibility of higher rents for properties that benefit from solar panels, and for consideration in future years of applying differential rent increases depending on the size of properties. As members are aware, there is currently relatively little difference in the rents charged for properties.

7.0 Financial Details

- 7.1. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes
- 7.2. Finance have been consulted and have agreed the financial implications as set out in the report. Yes
- 7.3. *Staffing*
- 7.4. There are no staffing implications arising from this report

8.0 Exempt Reports

- 8.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

9.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

- (1) **Our Priorities** (Please double click on the check box)

- The area has a positive image and attracts people and businesses
- Our communities are more cohesive and inclusive
- People are better skilled, trained and ready for learning and employment
- Our communities are safer
- Vulnerable people and families are supported
- Substance misuse and its effects are reduced
- Health is improving and health inequalities are reducing
- The environment is protected and enhanced for all
- The Council is effective, efficient and recognised for excellence

(2) **Council Policies** (Please detail)

10.0 Equalities Impact

10.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes

No

11.0 Legality

11.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

12.0 Appendices

12.1. Please list any appendices attached to this report. If there are no appendices, please state "none".

none.

13.0 Background Papers

13.1. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).


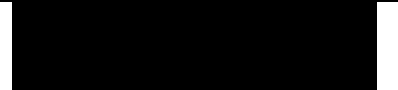
Yes (please list the documents below)

No

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Elaine McCaffery	Team Leader	5176

Approved by

NAME	DESIGNATION	SIGNATURE
Ahsan Khan	Head of Service	
Nikki Bridle	Depute Chief Executive	

Report to: **Housing, Health and Care Committee**

Date of Meeting: **5 November 2015**

Subject: **Housing Strategy and Development Update**

Report by: **Head of Housing & Community Safety**

1.0 Purpose

- 1.1. The report provides Committee with information on the progress of the strategic local programme (SLP).
- 1.2. It also provides Committee with information relating to the Housing Contribution Statement, required as part of the Strategic Plan for the new Health and Social Care Integration Authority.

2.0 Recommendations

- 2.1. Members are asked to:
- 2.2. support Ochil View Housing Association's request to acquire up to three properties from the open market supported by Government grant funding, and for the Strategic Local Programme to be amended accordingly.
- 2.3. note the clarification on the use of Private Sector Housing funding.
- 2.4. note the draft Housing Contribution Statement at appendix 1, prepared for consultation as part of the Joint Health and Social Care Partnership's Strategic Plan.
- 2.5. note the remainder of the report, commenting on and challenging as appropriate.

3.0 Affordable Housing Programme

- 3.1. As detailed in the Housing Health and Care Committee report of 3 September 2015, the affordable housing budget for Clackmannanshire this financial year is £2.199m. A total of £1.27m has been claimed up to the end of October 2015, however, mainly due to a late start on Primrose Place, Alloa there remains an underspend of £728,000 to the end of the financial year.
- 3.2. On 3 September 2015, the Committee recommended to Council the approval of a transfer of budget to allow the off the shelf purchase of properties to avoid an underspend. If approved, the grant claim for these units will reduce this

underspend by around £525,000, leaving £203,000 in the budget. Additional proposals are required for the use of this budget.

- 3.3. Ochil View has not developed new properties for some years. However, its committee agreed in April 2015 that it should retain the sites in its ownership at Elm Grove, Alloa and Todd's Yard, Sauchie for future development.
- 3.4. The Association has also recently purchased from its own resources 2 properties from the private market.
- 3.5. Ochil View has now expressed an interest in buying a further 2-3 properties with government subsidy towards purchase prices. The Scottish Government will support this, and if approved by this Committee, will provide a grant of around £30k per unit purchased.
- 3.6. Members are asked to support Ochil View's request to acquire properties from the open market, and for the Strategic Local Programme to be amended accordingly.

4.0 Scheme of Assistance

- 4.1. At the Council meeting of 13th August 2015 Members asked for additional clarification on the application of the Scheme of Assistance to fund works to private properties.
- 4.2. From a housing perspective, there is provision within the Housing (Scotland) Act 2006 to allow for works to include non residential properties (including commercial concerns). The Council is able to fund works for the "improvement of amenity of an area", under section 95 of the Act, where it can "assist (whether by grants or loans or otherwise) in the carrying out of work on any land or in any premises not owned by it."
- 4.3. This allows the Council to designate an area for amenity improvement and carry out works without obtaining contributions from commercial or private residential owners
- 4.4. Financial assistance to private landlords is very limited, and is outlined in Part 5 of the Scheme of Assistance policy document. The policy states that private landlords with 1 property, which meets the necessary criteria, can receive a 25% grant (up to 50% in exceptional circumstances) towards a door entry system required for a block to meet the Scottish Housing Quality Standard. Registered private landlords owning more than one property are not eligible for such assistance. Private landlords may benefit from particular area based initiatives, such as energy efficiency works or corporate area improvements.
- 4.5. £45K of earmarked reserves from the private sector housing budget is to be used this year for area amenity improvement in Tullibody, as approved at the Housing Health & Care Committee on 24th June. This is for residential (not commercial) properties and in keeping with previous area based improvement schemes no means testing or owner contributions has been proposed.
- 4.6. The budget for essential adaptations will transfer to the new Clackmannanshire and Stirling Health and Social Care Partnership from April 2016. Given this and the current financial circumstances, the private sector

assistance budget for 2016-17 will be limited to a small contingency budget of £10,000, to support enforcement works in common ownership blocks.

- 4.7. If at a future date the Council identifies a budget for specific projects, grant funding would be allocated in accordance with the priorities set out at paragraph 1.4 of the scheme of assistance, or an area basis. Given differences between areas and project objectives it is difficult to define criteria that could be applied in every eventuality. It is therefore proposed that the criteria for providing financial support to private individuals or commercial concerns should in future be agreed by Members on a project by project basis.
- 4.8. It should also be noted that the ability to provide advice and information or practical assistance is also very limited

5.0 On site projects

- 5.1. Overall, the projects on site will provide 83 new affordable properties as shown below.

Site	Tenure	Mix	Completion date	notes
Redwell Place, Alloa*	RSL	1 unit 1 * 3 bed adapted	Dec 2015	an accessible wheelchair property being built to meet the specific needs of a family. The single unit is under construction and due to be complete by December 2015.
Ann Street, Tillicoultry (former community centre).	Council	21 units - 2 * 2bed hse - 2 * 2 bed flat - 9 * 1 bed hse amenity - 8 * 2 bed amenity hse	April 2016	
<u>Fairfield, Sauchie</u>	Council	19 units - 8 * 1 bed flat - 4 * 2 bed flat - 3 * 2 bed hse - 4 * 3 bed hse	April 2016	
<u>Delph Road, Tullibody</u>	RSL	27 units 6 * 1 bed flat 8 * 2 bed flat 9 * 2 bed hse 4 * 3 bed hse	March 2016	The Council will have 50% nominations here.
<u>OTS</u>	Council	15 units To be agreed	March 2016	The new programme of off the shelf purchases is about to begin.

6.0 Future Projects

- 6.1. Tigh Grian, Alva - following the decision made at the Special Council meeting held on 10th September 2015, a meeting was held with the principal RSL and the Scottish Government and the development will proceed as agreed. The land transfer should be concluded by the end of October, and a start site expected by December.
- 6.2. Primrose Place, Alloa was purchased by Kingdom Housing Association in March 2015. There have been some delays on this site and Kingdom are hoping for a start on site by March 2016, giving spend of around £200k for this year's budget.
- 6.3. Primrose Street, Alloa is owned by the Council. The site will become phase 2 of the town centre redevelopment after Kingdom has completed Primrose Place in 2017.
- 6.4. Ann Street, Tillicoultry, Phase 2 is progressing with the purchase of two areas of land. On completion of purchase Kingdom will add at least another 8 properties to the first phase and take four units from the first phase.
- 6.5. Lock-up site at Gartmorn Road, Sauchie. Following on from Committee agreement and from informal consultation, Paragon Housing Association, who own the housing stock directly around this area, has expressed an interest in re-developing the site for affordable housing. Initial discussions will take place shortly and there is some additional work to be done to investigate the concerns raised over parking in the area.
- 6.6. The Glen, Coalsnaughton, NHT Phase 2 is progressing, following Council approval to extend the existing development and loan from the Public Works Loan Board. Hadden Construction is in the process of acquiring the adjacent site, and building will start shortly after the land is secured. The first of the 14 homes will be available for mid market rent early in 2017.
- 6.7. Kilncraigs House, Alloa. Trust Housing Association have approached the Council with some proposals for refurbishment or redevelopment of this property. Initial discussions are to take place with social work to establish an appropriate use of the building.
- 6.8. Pension Funding site. Colleagues in the Housing and Planning services are working closely to identify a site suitable after delays in developing the Sauchie West site.

7.0 Housing Contribution Statement

- 7.1. The Scottish Government has produced a Housing Advice Note to provide statutory guidance, under Section 53 of the Public Bodies (Joint Working) (Scotland) Act 2014. The guidance focuses on housing services as an integral part of the delivery of health and social care integration and sets out the requirement for a Housing Contribution Statement as part of the Integration Authority's Strategic Commissioning Plans.
- 7.2. Clackmannanshire Council's Housing Service is represented on the Health and Social Care Integration Strategic Planning Group. A joint Housing

Contribution Group has been set up, involving housing and social services officers from Clackmannanshire and Stirling Councils, and colleagues from the Health Board. The group has a remit to compile the Housing Contribution Statement, working with partners and colleagues to identify relevant resources, needs, priorities and challenges for housing services. The Group is supported by the national Joint Improvement Team.

- 7.3. The information contained in the draft Contribution Statement has been taken mainly from the existing Housing Needs and Demand Assessment and the Housing Strategy 2012-17. Work is well underway on the overall Strategic Needs Assessment which is being prepared by the Integration Board. Further detail will be included in the Contribution Statement once the in depth information is released from this research, which will help to fill some of the gaps we have in evidencing the need for specialist housing.
- 7.4. The draft contribution statement (appendix 1) will be included in the Integrated Authority's Strategic Plan which will go out to public consultation this month. Feedback from the consultation and further evidence from the research will be used to refine the Contribution Statement, and to prioritise the housing development and support programme to better match needs.

8.0 Our Power

- 8.1. Our Power Community Benefit Society is a membership organisation of Social Landlords, Local Authorities and community controlled organisations. Its aim is to challenge the status quo of the energy generation and supply market to help reduce household energy bills and increase community resilience to fuel poverty. It will be launching a new energy supply company to the market early in 2016.
- 8.2. The company is non-profit distributing and its key aims are to:
- Reduce levels of fuel poverty
 - Address the higher tariffs charged to prepayment customers
 - Improve customer service experience to energy customers
 - Find ways to reduce the impact of structural price differentials across Scotland and potentially wider
 - Generate renewable energy to provide stable price of energy into the future
- 8.3. For a one off fee of £1/property, (approximately £5K), and on ongoing membership fee yet to be announced, Clackmannanshire Council can join the organisation to ensure that tenants, particularly those on pre-payment meters, get a better deal on their energy supply costs.
- 8.4. The intention is that when a property becomes vacant the meter is changed over to a smart meter, and to the Our Power supply. This then ensures that new tenants are on a suitable tariff. The smart meters allow emergency top up by telephone, and provide information on energy use patterns to assist tenants better control their costs.

- 8.5. At present Our Power are only accepting notes of interest in joining, as it has to raise from the markets additional capital to support an increased membership. Our Power have been advised that Clackmannanshire Council wishes to join as soon as the membership is opened again.

9.0 Sustainability Implications

- 9.1. The supply of new affordable housing helps in the Council's commitment to reduce carbon emissions from inefficient housing. The Tigh Grian project in Alva will provide 48 new homes to gold energy standards and the Council will pursue the inclusion of renewable technology in newbuild where feasible.

10.0 Resource Implications

10.1. Financial Details

- 10.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

- 10.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

10.4. Staffing

- 10.5. There are no staffing implications arising from this report

11.0 Exempt Reports

- 11.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

12.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

- (1) **Our Priorities** (Please double click on the check box)

- | | |
|--|-------------------------------------|
| The area has a positive image and attracts people and businesses | <input checked="" type="checkbox"/> |
| Our communities are more cohesive and inclusive | <input checked="" type="checkbox"/> |
| People are better skilled, trained and ready for learning and employment | <input type="checkbox"/> |
| Our communities are safer | <input checked="" type="checkbox"/> |
| Vulnerable people and families are supported | <input checked="" type="checkbox"/> |
| Substance misuse and its effects are reduced | <input checked="" type="checkbox"/> |
| Health is improving and health inequalities are reducing | <input checked="" type="checkbox"/> |
| The environment is protected and enhanced for all | <input checked="" type="checkbox"/> |
| The Council is effective, efficient and recognised for excellence | <input checked="" type="checkbox"/> |

(2) **Council Policies** (Please detail)

13.0 Equalities Impact

13.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes

No

14.0 Legality

14.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

15.0 Appendices

15.1. Please list any appendices attached to this report. If there are no appendices, please state "none".

15.2. Appendix 1 Draft Housing Contribution Statement

16.0 Background Papers

16.1. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).



Yes (please list the documents below)

No

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Kate Fleming	Senior Officer, Strategy	2361
Murray Sharp	Service Manager - Strategy & Revenues	5113

Approved by

NAME	DESIGNATION	SIGNATURE
Ahsan Khan	Head of Housing & Community Safety	
Nikki Bridle	Depute Chief Executive	

Health & Social Care Integration Strategic Commissioning Plan

Clackmannanshire Council's Housing Contribution Statement 2016/18

1. Briefly articulate the role of the local housing sector in the governance arrangements for the integration of health & social care.

Note 1: Integration Authorities are required to set out the involvement and role of the Local Authority Housing Service, Housing Associations and other housing providers and interests in the governance arrangements for the Health & Social Care Partnership. This should be set out clearly taking into account the various levels of potential involvement in relevant structures such as the Integration Authority, Strategic Planning and Locality Planning. It could also include reference to wider consultation or partnership structures with the housing sector.

Clackmannanshire Council's Housing Service is represented on the Health and Social Care Integration Strategic Planning Group, and the Council also has Councillor representation on the Transitional Board of the Partnership.

Housing officers from both Clacks and Stirling Councils meet with colleagues from Social Services and NHS in the joint Stirling and Clackmannanshire Housing Contribution Group, which has the remit to compile the Housing Contribution Statement, working with partners and colleagues to identify relevant resources, needs, priorities and challenges for housing services. The Group is supported by the Joint Improvement Team. Registered Social Landlords (Housing Associations) are consulted to ensure their views are included within the work of the Group.

Wider consultation in Clacks generally takes place through:

- The Community Planning 'Alliance' framework, which brings together the wide range of community partners
- The Private Sector Adaptations Review Panel, which involves Occupational Therapists and private sector housing officers
- Council housing adaptation group
- Focus sessions as required with individual groups

2. Provide brief overview of the shared evidence base and key issues identified in relation to housing needs and the link with health and social care needs.

Note 2: This should briefly highlight the connection between evidence assembled through the Joint Strategic Needs Assessment and the Housing Needs and Demand Assessment (and any associated local housing evidence). It should identify the main housing-related issues for various groups that require a housing contribution to improve health and wellbeing. For example older people, homeless, disabled people, mental health or other relevant groups. It should also outline any gaps in the joint evidence base and proposals for addressing these.

Connection between Strategic Needs Assessment (SNA) and Housing Needs and Demand Assessment (HNDA)

The SNA and HNDA both identify a number of trends in the needs of specialist groups for accommodation and support

The main housing-related issues and gaps in the joint evidence base are described in the Table below

<p>Older people :</p>	<p>The 2012 based projections show that between 2012 & 2037:</p> <p>The overall population in Clackmannanshire is projected to decrease by 2%, or by around 1,200 people over the next 25 years. This is a reverse of the 2010 predictions that showed an overall increase of 6,800 people. Net outward migration is greatest amongst 16-29 year olds, this has a major effect on future population as the demographic gets older.</p> <p>A net average of 169 people between the age of 0 - 44 left Clackmannanshire each of the past 2 years. 26 more people 65+ came into the area than left. This results in an increase of 79% of over 65 year olds and 126% more people in the 75+ age group.</p> <p>There are 11 registered care homes in Clackmannanshire with 365 places and 345 residents, 331 of whom are long stay residents. (Scottish care home census March 2014.) Around 135 people in care homes have dementia, this is the most common reason for care.</p> <p>There are 176 sheltered flats and bungalows in the area, providing warden care on site.</p> <p>The Council's newest housing development will provide 21 amenity bungalows and flats by early 2015/16. All other housing developments are capable of meeting the needs of older people with a high level of accessibility as standard.</p> <p>Figure suggest that around 13% of over 75 year olds suffer from dementia.</p>
<p>People with Physical Disabilities :</p>	<p>At least 1,691 people of all ages in Clackmannan were assessed as having a physical disability last year. According to census information 2011, just over 5.000 of all ages classed themselves as have some kind of physical disability.</p> <p>Over the council area, there are around 30 wheelchair properties owned by RSLs and the Council has 2 wheelchair and 37 ambulant disabled properties.</p> <p>285 approved medical adaptations were carried out in the Council's stock in 2014/15. There were 22 adaptations carried out in the private sector 2014/15 which were grant assisted.</p> <p>There are around 1,600 pieces of adaptation equipment in use across Clackmannanshire.</p> <p>There is currently a one-off disabled bungalow near to completion which was for the specific needs of a household.</p>

<p>People with Learning Disabilities :</p>	<p>156 people in Clackmannanshire completed a community care assessment due to learning disabilities.</p> <p>In Clackmannanshire there are 10 supported places for clients with learning disabilities.</p> <p>New Struan School caters for autistic children and has several residential places for children coming from outwith Clackmannanshire.</p> <p>More information needs to be gathered on the number of people with learning disabilities who rely on the support of their ageing parents.</p>
<p>People with Poor mental health :</p>	<p>161 people in Clackmannanshire completed a community care assessment last year due to mental health issues. There is often a link with mental health issues and homelessness and the Council offers support service to allow people to live in their own tenancy.</p>
<p>People who misuse drugs & alcohol :</p>	<p>Around 32 people in Clackmannanshire have a care package due to alcohol or drugs problems.</p> <p>Problems with alcohol and drugs can lead to a range of housing issues including homelessness, anti-social behaviour and problems with tenancy sustainment. Signpost Recovery covers Stirling and Clackmannanshire providing a full range of treatment.</p>
<p>People subject to Domestic Abuse :</p>	<p>There are 2 self contained units that are used for families fleeing domestic abuse.</p>
<p>Vulnerable young people :</p>	<p>Children and young people coming out of care are not part of the Integration Authority, but these issues are highlighted as a priority because they inevitably overlap with other services and are important to prevention of future problems.</p> <p>Young people coming out of care who require housing are placed in temporary accommodation until a permanent place can be found. Support is provided from social services, through-care, after-care team.</p> <p>Young people taking on their first tenancy will be supported by the housing support team to help sustain the tenancy.</p>
<p>Black & minority ethnic communities :</p>	<p>According to research carried out in 2007, the size of the ethnic minority community in Clackmannanshire is around 1,100, the 2011 census shows 1,900 people coming from black & ethnic minority backgrounds.</p>
<p>Gypsy Travellers and show people :</p>	<p>Clackmannanshire has a site near Alva with capacity for 17 travelling families, including a pitch suitable for a wheelchair user. The site is rarely full.</p>

3. Set out the shared outcomes and service priorities linking the Strategic Commissioning Plan and Local Housing Strategy.

Note 3: This section should highlight the direct link between the outcomes and service priorities identified in the Strategic Commissioning Plan and the Local Housing Strategy. It should be clear how the housing sector is going to contribute to meeting the outcomes and service priorities in the SCP (which in turn should reflect the contribution to the nine national health and well-being outcomes). Consideration of potential changes to housing services and provision should be part of this.

The nine national health and well-being outcomes are:

- | | |
|--|--|
| 1 Healthier living | People are able to look after and improve their own health and wellbeing, and live in good health for longer. |
| 2 Independent living | People, including those with disabilities, long-term conditions, or who are frail, are able to live as far as reasonably practicable, independently at home, or in a homely setting, in their community. |
| 3 Positive experiences and outcomes | People who use health and social care services have positive experiences of those services, and have their dignity respected. |
| 4 Quality of life | Health and social care services are centred on helping to maintain or improve the quality of life of service users. |
| 5 Reduce health inequality | Health and social care services contribute to reducing health inequalities. |
| 6 Carers are supported | People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being. |
| 7 People are safe | People who use health and social care services are safe from harm. |
| 8 Engaged workforce | People who work in health and social care services are supported to continuously improve the information, support, care and treatment they provide, and feel engaged with the work they do. |
| 9 Resources are used effectively and efficiently | To deliver Best Value and ensure scarce resources are used effectively and efficiently in the provision of health and social care services. |

Clackmannanshire's Local Housing Strategy (LHS) 2012-17 has a vision that every household in our area should have access to a good quality and affordable home, with advice and support services that meet their needs. This is pivotal to the health and wellbeing of our citizens. The Housing Strategy therefore supports the improvement of these social care services and health outcomes.

The Health and Social Care Integration framework will support partners to come together in a focussed way, to agree the key shared priorities. Essential to this will be the development of the Integration Authority's Strategic Needs Assessment, which will provide more detailed and accurate information to

inform the necessary improvements to service delivery. Shared priorities will include sharing data, faster assessment, reshaping care for older people and integrated delivery of services.

The 8 priorities identified in the Housing Strategy, and their outcomes, detailed below, contribute to these national outcomes, but particularly to outcome 2: Independent Living, outcome 4: Quality of Life, outcome 7: People are Safe and outcome 9: Resources are used effectively and efficiently.

Priority	Outcome	Activity
New Housing Supply	Quality affordable housing is maximised	We will continue to develop and implement innovative and flexible models for providing cost effective new housing, and maximise the amount of housing across all tenures.
Best Use of Existing Housing	The housing we already have is optimised and effective in providing choice and meeting need	We need to use the housing we already have to maximum effect to ensure we can cater for the diverse needs of the growing number of households. We need a diverse housing system so that people have more control and more choice. Our 'Housing Options' approach will enable us to meet housing need and help to prevent housing crises, with a wider range of solutions which will help us to use stock more effectively, and we will continue to look at allocations policies and nomination arrangements to make sure those most in need can be prioritised. We consider the scope to alter Council and housing association properties to better suit demand.
Homelessness	Homelessness is reduced and homeless and potentially homeless households have access to effective and appropriate housing options	We aim to target resources at prevention to provide better outcomes for people and reduce the need for costly crisis intervention. All evidence nationally points to crisis prevention being the most effective method in dealing with homelessness and requires a multi agency approach, including education, voluntary and employability services. A focus is needed on services to young people (although not all are part of the Integration Authority in this partnership), single people and on prevention, as with the development of the Housing Options service. It is important to target resources to help people stay in the tenancies they already have. The average cost to the Council of a failed tenancy for a family, and resulting homeless application, can be up to £25,000. Offering support services, such as basic living skills and money and benefit advice, will help to prevent tenancies failing. We undertake an assessment of support needs for all households applying as homeless ensuring that support needs are established early, so that services can work together to ensure a good housing solution for clients.
Support for Independent Living	Those requiring assistance to live independently at home have access to effective housing support	Through 'Reshaping Care for Older People', Council, Health, Voluntary and Independent Sector colleagues are working together to establish how best to provide services for our older people. In line with the national 'Getting It Right For Every Child' (GIRFEC) principles and our Corporate Parenting Strategy, we need to ensure that there is suitable housing available for vulnerable young people, including supported housing. We will target services to support young people and give them the skills necessary to live independently. Many young people need help with basic living skills, including budgeting and cooking. Some also need support with mental health, alcohol and drug related issues. A high number of young people who have a tenancy end up leaving within the first year. For some, intensive support is required and there can be issues with isolation and getting young people to engage. For others, more general support or information and advice, including preparing for a tenancy, is needed. The Council's Housing Management service has established an initiative to

		<p>work directly with young people coming through the care route, to ensure they receive the support they need to sustain their tenancy and live independently. (in relation to children and young people, the Integration Scheme refers to adults aged 18 years and over - children's legislation extends the responsibility of councils' children's services for young people leaving care/aftercare).</p> <p>We are monitoring the length of time people stay in their tenancies and can now identify people who may be at risk of tenancy failure when they receive an offer of a house. We have adopted person centred services involving a full assessment of vulnerability and early identification of support needs and potential risks to a tenancy. This means that more intensive support can be targeted to these households to help them to sustain their tenancy, reducing the number of abandonments and preventing homelessness.</p> <p>The Housing Support service targets people with multiple and complex needs who are homeless or at risk of homelessness. With the rise in the number of people with multiple and complex needs, the delivery of support will remain a central priority in the coming years.</p> <p>Work needs to continue to improve referral processes and information sharing between services</p>
Specialist Housing	People have access to specialist or adapted accommodation where there is an assessed need	<p>Specialist housing ranges from mainstream housing with major adaptations to housing for specific client groups. Smaller, minor adaptations can also allow people to continue to live in their own homes. There is a lack of variety of specialist accommodation in Clackmannanshire. Most is provided by the Council and RSLs and ranges from amenity and sheltered housing to more specialist accommodation suitable for people with learning disabilities and wheelchair accessible housing. Of the 812 properties available, the vast majority are for older people with only 32 (4%) for people with learning disabilities and 33 (4%) for people with a physical disability. Few purpose built specialist accommodation units have been provided in recent years.</p> <p>Of the 354 registered care places available throughout Clackmannanshire, the majority are for older people. Around one quarter are for people with complex needs and one quarter for people with learning disabilities, many of these being older people. There are very few places for people with mental health issues and young people.</p> <p>Adult care figures have shown an annual increase in the number of people with learning disabilities over the last few years. Many are now in their late 40s and 50s with very elderly parent carers and who have never lived on their own. Many may also have more complex needs due to their increasing age. This will present challenges in the future as we will need to provide accommodation that will suit this ageing client group. We will also need to enable young people with learning disabilities to become independent as early as possible so that they can plan for their future and we can develop services and plan housing provision accordingly.</p> <p>A Clackmannanshire and Stirling Housing and Social Services Strategy identified ways to improve services and specialist accommodation provision across both councils. A work programme is underway and specialist housing will be delivered on all appropriate new housing developments.</p> <p>There remains an issue around notification of discharge from hospital and often unrealistic expectations, from customers and professionals, of what housing providers can deliver, particularly within short timescales invariably involved.</p>

		<p>In 2011/12, 44% (235) of all applicants assessed as homeless were young people, many of whom lack the skills necessary to sustain a tenancy. Approximately one fifth of them do not sustain a tenancy beyond 1 year and some return as repeat homeless applicants. We also have young people coming through the care system who have high tenancy failure rates.</p> <p>There is a need for further accommodation with support, such as the new project at Hallpark, to help this vulnerable group live comfortably and safely in the wider community. Interim supported accommodation, where young people can learn skills necessary to maintain a tenancy and live independently, either on their own or with someone else, will reduce tenancy breakdown.</p> <p>Further close working with Social Care and Health services and the independent and third sectors is required to define need, identify gaps in supply, deliver the right type of housing required and improve communication to ensure a co-ordinated approach to assessment of housing need. With Health and Social Care integration and the shift to community based support, we will agree models of accommodation that allow independence with support onsite or nearby.</p> <p>The Private Sector Stock Condition survey (2009) suggests that there are around a further 194 households in the private sector requiring a major adaptation. The number of major adaptations carried out in the public sector has fluctuated over the last 5 years but, since 2010, the number and cost has continued to increase. As a statutory requirement, adapting housing in both the public and private sectors will be an ever increasing priority and a challenge to resource. With the growing demand for adaptations there is an increasing cost and complexity of adapting existing housing. We are faced with substantial costs for redesigning existing houses, often requiring extensions to deliver the extra space needed, and consideration needs to be given to the policy of adaptation compared with relocation.</p> <p>The Council does not currently provide any short-stay gypsy traveller halting sites, having assessed and analysed the potential need for such sites. Historically, we have not had a serious problem with unauthorised encampments. The Council rarely has a waiting list for available pitches at its own site and occupancy remains consistent throughout the year. Recent experience suggests that there may be a move towards the national trend for smaller sites. We will keep the situation regarding need under review.</p>
Energy Efficiency and Fuel Poverty	Energy efficiency is improved and fuel poverty and carbon emissions are reduced across all tenures.	<p>Energy efficiency is a priority because of its impact on individual households and their quality of life, and because of the damaging effect on the environment. The Council will engage with partners such as local RSLs, British Gas and the Scottish Government to successfully complete projects contributing to increased energy efficiency across all housing tenures.</p> <p>In 2011, it was estimated that 5,110 families in Clackmannanshire were in fuel poverty (22.8% of all households). However, this overall figure masks individual areas with concentrations of high fuel poverty levels</p>

		Households suffering from fuel poverty can be especially vulnerable so it is crucial to target this group to ensure that these individuals are aware of all the programmes available to assist them. Some will also be affected by welfare reform, cutting their household benefits and reducing rent subsidies which will have a negative effect on fuel poverty levels.
Improving Neighbourhoods and Communities	Organisations and partnerships working with communities will improve the quality of life for all households	Developing joint working with the voluntary sector is a Council priority and the Clackmannanshire Third Sector Interface (CTSI) and the Tenants' and Residents' Federation, in particular, have an important role to play in this. The Housing Service will look to develop area plans with partners, targeting resources and initiatives to the agreed priority areas
Housing Investment	New, improved and innovative funding opportunities will ensure a flow of funds to achieve essential housing priorities	We must consider more innovative and flexible ways to promote and deliver development, making use of existing assets, such as land allocated for housing or unused buildings suitable for redevelopment to housing. The Council's annual Strategic Local Programme will set out the plans to deliver housing projects, along with housing associations and developers.

4. Provide an overview of the housing- related challenges going forward and improvements required.

Note 4: This should set out any challenges identified in the housing system and among providers in improving the housing contribution to health and well-being. Proposals for addressing these challenges should be clearly articulated.

Specific challenges will be identified throughout the consultation period. Those identified so far include:

- Barriers to sharing information, in terms of data collection and establishing overall need and gaps in service, in terms of casework for individual cases and for potentially vulnerable people for emergency planning.
- Need to look at overall circumstances of an individual and services work together more
- Earlier notification admission to hospital and need for support (including adaptations) to be arranged
- Services available to home owners and tenants are sometimes different
- Recycling/re-use of adaptation equipment
- Lack of specialist resources for people with alcohol and drug dependency issues
- Care needs of ageing prison population (particularly sex offenders) who will need to be re housed in the community eventually (although this is not part of the Integration Scheme -)
- Community safety for vulnerable adults

These challenges will be considered by the Housing Contributions Group, and ways found to resolve the issues they raise. This will be done through improved networking and taking on board lessons from good practice.

5. Set out the current and future resource and investment required to meet these shared outcomes and priorities. Identify where these will be funded from the Integration Authority's integrated budget and where they will be funded by other (housing) resources.

Note 5: This should outline the impact on resources and investment required to deliver the HCS element of the SCP. Consideration should be given to both services and the bricks and mortar element of housing both currently and in the future (at least over the 3 years of the SCP). It should clearly identify key housing resource and investment areas required to implement the SCP and deliver associated shared outcomes and priorities. Examples would include activities associated with adaptations, homelessness and housing support as well as any planned new housing provision to meet particular needs.

We are in the process of identifying and verifying the budgets which will be transferred to the Integrated Authority. This will be announced in February/March 2016, once budget positions are clear.

6. Additional Statement by Integration Authorities.

Note 6: This section is for Integration Authorities to provide any other additional information that in their view is relevant for their Housing Contribution Statement.

To be inserted by the Integration Authority

CLACKMANNANSHIRE COUNCIL

Report to: Housing, Health and Care Committee

Date of Meeting: 5 November 2015

Subject: Social Services Performance Report

Report by: Head of Social Services

1.0 Purpose

- 1.1 This report presents information on the performance indicators, and on progress in implementing the strategic priorities and projects, for Social Services' performance for Quarter 2, 2015/2016 (July - September 2015).
- 1.2 This report incorporates financial performance data alongside reports against agreed priorities and target measures for the service. A financial update report will also be presented to every committee.

2.0 Recommendations

- 2.1 It is recommended that Committee note and agree this report and provide comment and challenge as appropriate.

3.0 Considerations

- 3.1 This report to the Housing, Health and Care Committee provides an update on the delivery plan set out in the Annual Social Services Business Plan.
- 3.2 This report provides more service specific detail than the overall Council budgetary position that is reported to Resources and Audit Committee. Outturn positions included in this report are based on rigorous reviews of service spending activity by Accountants and Service Managers. Specific actions that the Service are taking to address the budgetary pressures are included.
- 3.3 Performance information is recorded on covalent and verified by Service Managers and Assistant Heads of Service. This recording mechanism enables members to identify and scrutinise trends in performance against agreed targets. Strengths and areas for improvement, together with key actions, are highlighted in the commentary and in the narrative section of the

report. Commentary on the performance is included in the progress report and can be found in Appendix 1.

Child Care Service and Criminal Justice Service

- 3.4 The key actions and performance measures for Child Care and Criminal Justice Services are linked to the core priorities for both Councils.

The actions focus on the implementation of the Children and Young People (Scotland) Act 2014, the Corporate Parenting Strategy, supporting early and timely intervention, protecting the most vulnerable children and making best use of all our resources to improve service delivery. The performance measures are aligned to these key actions. For example, the measures about the percentage of care leavers with a pathway plan, are linked to the delivery of the Corporate Parenting Strategy.

- 3.5 There was some improvement in comparison to the previous quarter in performance against key target measures for Quarter 2, with a reduction in the number of red 'alert' statuses and an increase in the number of 'warning' statuses.
- 3.6 Children on the child protection register visited and seen weekly. The performance has improved since last quarter to 96%, and those children on the register had regular core groups within the accounting period.
- 3.7 The roll out and use of the National Risk Assessment Framework and recognised assessment tools is currently sitting at 80%. Significant progress has been made in this area however there is a gap in relation to Getting Our Priorities Right (GOPR) which is an assessment framework for young people misusing or affected by parental substance misuse. This is related to a Forth Valley development with a lack of agreement at this stage in deciding on an agreed format. Once agreed we are confident this target of 100% will be achieved.
- 3.8 Kinship Care: There have been national developments in relation to kinship care and preparation for future Kinship Orders. The Scottish Government have advised that Section 11 Residence orders are within scope for entitlement to Kinship Care payments. This is a category that was not previously an entitlement within Clackmannanshire or Stirling's Kinship Care policy and will now need to be included. This will have a financial implication for local authorities as well as an impact on staff capacity as this will in effect increase the number of cases and subsequent assessments and reviews for social work personnel. The service is currently undertaking an audit to scope out the impact financially and operationally of this development.
- 3.9 For Criminal Justice Service, the key measure relating to the percentage of reviews of high risk offenders completed within agreed timescales, reported on target at 100%. Scottish Government will roll out the MAPPA provisions to include all serious violent offenders. Training is being undertaken in preparation for this, and with joint working within MAPPA well embedded

there has been a concerted effort to connect MAPPA with other protection partnerships in Forth Valley.

3.10 Within Criminal Justice the Service has reviewed its performance indicators for both local authorities and have identified additional performance indicators to be included in future performance reports. This will ensure that Criminal Justice Services and performance is reported to committee for more than one indicator. The Service will also explore how to present information on re-offending and the reduction of re-offending activity. The additional indicators have been identified as follows:

1. Percentage of Community payback Orders as preferred option converted by court.(Quarterly)
2. Percentage of Community Payback Orders successfully completed (Quarterly)
3. Percentage of High Risk reviews undertaken as arranged.(6 Monthly)
4. Percentage of MAPPA level 2 meetings held within 20 days of referral this relates to Registered sex offenders (6 Monthly)

3.11 The Community Justice Reform will be a challenge for Community Planning Partnerships (CPP's) in the future delivery of justice services. The Criminal Justice Authorities will be phased out with CPP's assuming delivery of justice services for perpetrators and victims at a local level. Criminal Justice Social Work will continue to be delivered at a local level and the Scottish Government have awarded £50k for each CPP to devise a local transition plan for implementation in 2016. The Public Protection Forum as a Shared Service overview and governance of public protection agreed a single Shared Service recruitment of a planning and development post across both CPP's to develop a local transition plan. Following a decision by Stirling Council in October to revert to single local authority models of delivery, it has been decided that Clackmannanshire will appoint its own Project Officer to bring forward Clackmannanshire's Area Plan and to work on Clackmannanshire's transitional arrangements for the new CJA design.

Adult Care Service

3.12 The key actions and performance measures for Adult Services are linked to the core priorities for both Councils. The actions focus on the redesign of older peoples services with an emphasis on shifting the balance of care towards effective care at home, progressing Health and Social Care Integration and making best use of all our resources to improve service delivery. The performance measures are aligned to these key actions. For example, the measures about the percentage of people 65 and over with intensive support needs receiving services at home is linked to shifting the balance of care towards effective care at home.

3.13 Adult Services continue to perform well across the full range of performance measures. The Service has consistently performed above the Scottish

average and performs well when compared with other Councils of a similar size and profile. This means that a higher proportion of those aged over 65 with intensive care and support needs in the Clackmannanshire Council area are supported to remain in their own homes rather than in an institutional settings, when compared with the average across Scotland. Although the target was reviewed in 2015/16 to make it more challenging, performance continues to be above target for Quarter 2.

- 3.14 The national standard for delayed discharges from hospital was reduced from over four weeks to two weeks in 2015/16. Although this a more challenging target, there was only 1 delayed discharge in Quarter 2.

This is a significant achievement, taking into account the reduction from the original target from six weeks and the increase in the number of referrals from hospital. The Service continues to work in partnership with NHS Forth Valley, to extend the availability of short term assessment options for those at risk of hospital admission as well as for those who are fit for discharge. The Integrated Care Fund is also being used to further develop services and supports designed to both avoid unplanned admissions to hospital and further reduce the length of time individuals are delayed in their discharge from hospital.

- 3.15 The performance in relation to the percentage of Adult Support and Protection Discussions held within the agreed timeframes is above target for Quarter 2 and shows an ongoing trend of improvement. The Clackmannanshire and Stirling Adult Support and Protection Committee is in the process of reviewing its role, remit and priorities, and an independent chair has been appointed for the Adult Support and Protection Committee as well as the Child Protection Committee across Clackmannanshire and Stirling.

- 3.16 Complaints: Following the Chief Social Work Officer Report reported at Committee in September 2015 complaints were highlighted as an area for further scrutiny by the service. The Council's social work services are required by statute to report annually on complaints received from service users, would-be service users, their carers and representatives. Further to this, an analysis of complaints in the Clackmannanshire Council area indicates that there is a relatively low number of complaints received by the Service. Further training on complaints handling is planned for 2015/16 to support managers and front -line staff in responding to complaints. The CSWO has quarterly meetings with the statutory complaints officer to discuss standards, patterns and any areas of concern. A review of the service recording and reporting of complaints is also being undertaken and centralised to ensure accurate recording.

Financial Position

- 3.17 The Service projected a Revenue budget overspend of £1,334K and a Capital underspend of £315k. (See Table 1). Child Care is forecasting an overspend of £1,150K. The main area of overspend is Residential Schools £1,369K. There is a projected underspend of £220k due to staff vacancies at Alloa

Family Centre. Elderly & Physical Disability Care Management is showing an overspend of £376K. This is primarily due to an overspend of £381k against the Nursing Home budget.

Table 1

Service	Annual Budget 2015/16	Actual Spend to 31/08/15	Projected Outturn to 31/03/16	Variance Outturn V Budget
	£000	£000	£000	£000
Revenue				
Mental Health & Learning Disability	5,878	2,354	5,801	(77)
Elderly & Physical Disability Care Management	4,963	2,426	5,339	376
Adult - Provision	4,674	2,019	4,665	(9)
Child Care - Clacks Locality	2,106	954	2,072	(34)
Child Care - Resourcing, Disability, TCAC	6,285	2,304	6,101	(185)
Residential Schools	2,583	1,069	3,952	1,369
Criminal & Youth Justice Services	239	609	250	12
Strategy	563	(115)	541	(22)
Social Services Management Support	368	133	281	(86)
Total Revenue	27,659	11,751	29,002	1,344
Capital				
Social Work Integrated System	145	30	30	(115)
Telecare	75	25	75	0
Child Care Residential Unit	250	0	50	(200)
Total Capital	470	55	155	(315)

3.18 A copy of the updated budget recovery plan as well as savings to date under Making Clackmannanshire Better, can be found in the more detailed financial report also being present to this committee.

4.0 Sustainability Implications

4.1 None.

5.0 Resource Implications

5.1 *Financial Details*

5.2 The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

5.3 Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4 Staffing - There are no staffing implications associated with this report.

6.0 Exempt Reports

6.1 Is this report exempt? No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

The area has a positive image and attracts people and businesses	<input type="checkbox"/>
Our communities are more cohesive and inclusive	<input type="checkbox"/>
People are better skilled, trained and ready for learning and employment	<input checked="" type="checkbox"/>
Our communities are safer	<input checked="" type="checkbox"/>
Vulnerable people and families are supported	<input checked="" type="checkbox"/>
Substance misuse and its effects are reduced	<input checked="" type="checkbox"/>
Health is improving and health inequalities are reducing	<input checked="" type="checkbox"/>
The environment is protected and enhanced for all	<input checked="" type="checkbox"/>
The Council is effective, efficient and recognised for excellence	<input checked="" type="checkbox"/>

(2) **Council Policies** (Please detail)

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations? No

This report is for information only. No policy changes or changes to service provided are recommended.

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes ✓

10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices please state "none"

Appendix 1 - Social Services Business Plan 2015-16 report from Covalent

11.0 Background Papers

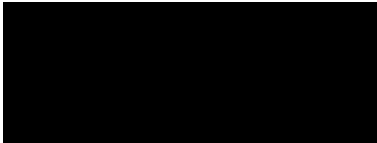
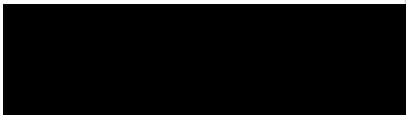
11.1 Have you used other documents to compile your report? Yes (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Social Services Finance Report 01/04/15 to 31/08/15 to Housing Health & Care Committee 05/11/15.

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Carol Johnson	Performance and Quality Assurance Manager	01259 452368

Approved by

NAME	DESIGNATION	SIGNATURE
Val de Souza	Head of Social Services	
Nikki Bridle	Depute Chief Executive	

Quarter 2 Progress Report

KEY TO SYMBOLS













PIs					
Status		Short Term Trends		Long Term Trends	
Compares actual performance with target		Compares actual performance with most recent previous		Compares actual performance with previous over the longer term	
	Alert		Performance has improved		Performance has improved
	Warning		Performance has remained the same		Performance has remained the same
	OK (performance is within tolerance limits for the target)		Performance has declined		Performance has declined
	Unknown		No comparison available - May be new indicator or data not yet available		No comparison available

ACTIONS	
Expected Outcome	
	Meet target/complete within target dates
	Will complete, but outwith target
	Fail to complete or cancelled

RISKS		
Current Rating = Likelihood x Impact (1 - 5)	Status	
		Rating 16 and above
		Rating 10 to 15
		Rating 9 and below
<p>The likelihood of a risk occurring, and the impact if it does occur are each scored on a scale of 1 to 5, with 1 being the least likely or the least significant impact. Detailed guidance on scoring is provided in the Risk Management Policy and guidance.</p>		

1 HIGH LEVEL SUMMARY







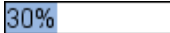

Our Public Services Are Improving								
PIs		1		2		1		3
Actions		0		7		4		0
Risks		2		2		1		0




Vulnerable people and families are supported								
PIs		2		2		7		5
Actions		0		0		4		0
Risks		0		1		1		0











* Does not include 'Data Only' indicators.

2 DETAILED REPORT

Priority Outcomes.- Vulnerable people and families are supported

Covalent Code	ACTION	By When	Lead	Progress	Expected Outcome	Latest Note (as at September 2015)
SOS SSS 050	Implement the process in relation to the role of the Lead Professional under the Children & Young Persons legislation and the transition between the Lead Professional and Named Person service	Aug 2016	Liam Purdie			The role of the Lead Professional is fully understood and implemented within the Children's Service. With Social Work primarily being the Lead Professional for all cases allocated.
SOS SSS 051	Roll out of the Outcomes Framework for all children in Children's Services to evidence outcomes for children and families	Aug 2016	Liam Purdie			The outcomes framework has been rolled out to include all children subject to Child Protection Registration, as well as those who are subject to being Looked After by the LA (At Home & Accommodated). Outcomes scoring is embedded in all GIRFEC and National Risk Framework training.
SOS SSS 052	Roll out and review use of the recognised assessment tools such as National Risk Assessment Framework, Graded Care and Substance Misuse Tools.	Aug 2016	Liam Purdie			Staff have been trained in the use of the National Risk Assessment Framework, and this is now part of rolling programme of training. Audit activity increasingly indicates the use of a recognised assessments tools in the interventions provided for the children we work with.
SOS SSS 053	Finalise in conjunction with NHS FV the Strategic Plan for adult health and social care services	Mar 2016	Val de Souza			Strategic Planning Group established. Social Services representation agreed. Working group in place to develop Strategic Plan. Key data obtained through Strategic Needs Assessment. Draft, high level Strategic Plan in final stages of development.

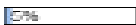





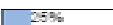





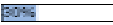

Code	Description	2012/13	2013/14	2014/15	2015/16	Q2 2015/16		Latest Note (as at September 2015)	Lead
		Value	Value	Value	Target	Value	Short Trend		
CHC SCR 002	% of children requiring supervision seen by supervising officer within 15 working days	80%	86%	76%	100%	100%		Performance is better than the previous Quarter 1 (57%) and on target.	Liam Purdie
ADC ADA 01a	% of people aged 65 and over with intensive care needs (10+ hours) receiving services at home as a % of all older people receiving long term care	42%	45%	47%	45%	48%		Performance is the same as Quarter 1 (48%) and above target.	Phillip Gillespie
ADC ADA 008	Delayed hospital discharges over 2 weeks	New indicator previously 4 weeks.		2	0	1		Performance is worse than previous Quarter 1 (0). Based on August 2015 data validated and published by ISD, there was one delayed discharge because the patient was waiting on a community care assessment.	Phillip Gillespie










Code	Description	2012/ 13	2013/ 14	2014/ 15	2015/ 16	Q2 2015/16		Latest Note (as at September 2015)	Lead
		Value	Value	Value	Target	Value	Short Trend		
CHC SCR 01a	% Reports submitted to the Children's Reporter within 20 working days (IARs & SBRs no panel)	48%	90%	81%	75%	71%		Performance is less than the previous Quarter 1 (78%).	Liam Purdie
CHC CPR 078	Children on the Child Protection Register with at least one Core Group in the past month	80%	86%	95%	95%	99%		Performance is slightly worse than previous Quarter 1 (100%), but still above target.	Liam Purdie
CJS ADP 001	% of Criminal Justice reviews of high risk offenders that took place by scheduled date	100%	100%	100%	100%	100%		Performance continues to meet the 100% achieved over several quarters. On target.	Val de Souza
CHC CPR 029	Children on the child protection register visited weekly and seen	100%	100%	94%	100%	96%		Performance is better than the previous Quarter 1 (86%) and within target tolerance.	Liam Purdie
ADC ADA 022	% Adult Support and Protection investigations that have independent advocacy offered	New indicator		37.5%	55%	annual		Annual indicator to be reported on before March 2016.	Phillip Gillespie
ADC ADA 019	% of Adult Protection discussions held within 24 hours of referral	66%	68%	73%	75%	86%		Performance is slightly less than previous Q1 (88%) but still above target.	Phillip Gillespie
CHC LAC 18a	% Children looked after away from home with 3+ placements	7%	6%	0%	Data only	2.6%		Performance is worse than the previous Q1 (0%). This figure represents 4 out of 150 looked after and accommodated children whose placements changed over 3 times in the last 12 months (as at 30 Sep 15).	Liam Purdie
CHC TCA 003	% Care leavers aged 16+ with a pathway co-ordinator	29%	29%	100%	100%	100%		Performance is better than previous Q1 (86%), and on target.	Liam Purdie
SOS CUS 006	% of service users surveyed who feel safer as a result of social services involvement	88%	78%	65%	80%	annual		Annual indicator to be reported on before March 2016.	Val de Souza
CHC TCA 002	% Care leavers aged 16+ with a pathway plan	29%	29%	89%	75%	49%		Performance is less than previous Q1 (77%). Clackmannanshire have 100% of young people with an allocated Pathways Co-ordinator with 17 of 35 Pathways plans up to date which equates to 49%. This is a significant drop of 29% since the Q1 2015/16 figures of 77%. Clackmannanshire figures must be taken into the context of the loss of one social work role since the Q1 figures which left just one Co-ordinator for Clackmannanshire Council. This required a re-scheduling of review dates to accommodate this loss which has skewed the figures somewhat. 4 Pathways reviews are scheduled monthly now in Clacks with October 27th being the	Liam Purdie

Code	Description	2012/ 13	2013/ 14	2014/ 15	2015/ 16	Q2 2015/16		Latest Note (as at September 2015)	Lead
		Value	Value	Value	Target	Value	Short Trend		
								first date. This will see the figures rise to 60% in October, 71% in November and 82% by December 15th.	
SOS CUS 007	% service users surveyed who report maintained or increased independence as a result of intervention	86%	77%	65%	80%	annual	?	Annual indicator to be reported on before March 2016.	Val de Souza
ADC ADA B2b	Self Directed Support spend on people aged 18 or over as a % of total social work spend on adults	1.1%	1%	TBC	5%	annual	?	Annual indicator to be reported on before March 2016. This is a LGBF/SOLACE benchmarking indicator that is reported nationally.	Val de Souza
SOS CHC PER 001	Internal Foster Care disruption within period	New indicator			Data only		?	New indicator - data collection being organised.	Liam Purdie


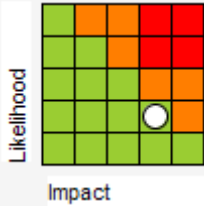
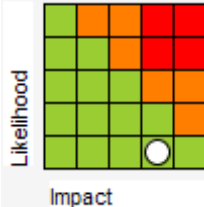
Priority Outcome - Our Public Services Are Improving


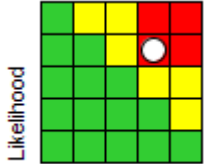
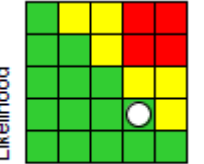
Covalent Code	ACTION	By When	Lead	Progress	Expected Outcome	Latest Note (as at September 2015)
SOS SSS 040	Ensure effective budget management arrangements are in place and are effectively reported	Mar 2016	Val de Souza			Weekly meetings remain in place to manage the significant budgetary challenges. The budget action plan for both adults and childcare services is overseen by the relevant Assistant Head of Service. Regular meetings take place between Service Mgrs and Service Accountants. Regular outturn reports for the service needed to oversee and monitor budgets.
SOS SSS 042	Ensure customer standards are effectively reported and managed	Mar 2016	Val de Souza			When the reviewed customer journey has been established a performance management framework will be established to support it
SOS SSS 043	Produce a Social Services specific approach to Workforce Planning in line with corporate approach to Workforce Planning	Mar 2016	Val de Souza			Engagement and planning for Adult Care Priorities are supporting social services scoping and planning for workforce. This is mirrored in work on children's services redesign in line with embedding GIRFEC and implementation of Children and Young People's Act.
SOS SSS 044	Review approaches to staff engagement and strengthen opportunities for front-line staff to be involved in improvement activities	Mar 2016	Val de Souza			Senior Management Team have hosted all staff engagement events with the aim to share visions and encourage front-line workers to take ownership of service aims. They have indicated commitment to continue these on a more regular basis - perhaps service specific. Staff at all levels have been invited to attend and contribute to Health Social Care Integration consultation events. Staff in children's services are working on a programme of supported audit in order to produce improvements in care planning, risk assessment and outcomes. This is also being done through lead ASP officer in adults.


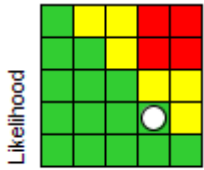
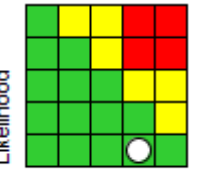
SOS SSS 054	Review of Adult day service provision	Mar 2016	Phillip Gillespie			Review of all Adult Day Service Provision to be incorporated into overall programme to re-shape older people's/adult services. Final Business Cases have been completed but awaiting final Committee approval on 2nd November. This programme will establish a project team incorporating health and social care colleagues to consider transformational changes to Adult Day Services - scoping workshop will be held in November. The proposal supports integrated Care Pathway Strategic Themes by redesigning activity on complex and high cost service pathways and developing locality hubs that support early intervention. The working group will review current day and community support arrangements with a view to developing therapeutic models of support that are enabling and integrated with health.
SOS SSS 055	Develop options for delivery of shared residential childcare facility	Mar 2016	Liam Purdie			Discussions with colleagues in Education have occurred to look at the potential impact of this development on their services. Initial data scoping and costing has been completed.
SOS SSS 056	Review Social Services equipment provision and distribution arrangements	Mar 2016	Phillip Gillespie			This is being progressed within 'Making Clackmannanshire Better'. Final Business Cases have been completed but awaiting final Committee approval on 2nd November. The key aim of this option is to provide a standardised, streamlined service integrated across Forth Valley that maintains a balance between costs and service provision. This option will comprise two phases: Phase 1: (2015 – 2016) ...this will involve a range of improvement and efficiency activities concerned with logistics, stock control, ordering and processing systems, rationalisation and infection control standards. Phase 2: Jan 2017 onwards – to develop and implement a fully integrated Forth Valley-wide service
SOS SSS 057	Implement redesign of Adult intake/reception services	Mar 2016	Phillip Gillespie			Draft structures and job descriptions complete. Diagonal slice staff workshop October 2015 to complete implementation plan.
SOS SSS 058	Improve delivery of Child Protection Services	Mar 2017	Liam Purdie			Following a review of the funding for the single case management system programme, and the decision not to fully integrate as an agreed service, this programme is now on hold. Implementation will now be reviewed.
SOS SSS 059	Re-design of children's Social Services	Mar 2017	Liam Purdie			Initial plans will now be reviewed following decision not to proceed with a shared service.
SOS SSS 060	Embed self-directed support across Social Services	Mar 2017	Val de Souza			Options shared with operational staff, and framework to be agreed. Preferred models identified. Dedicated member of staff identified to work on this. Links made with procurement service for advice.


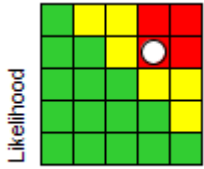
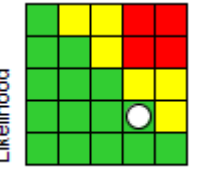
Code	Description	2012/ 13	2013/ 14	2014/ 15	2015/ 16	Q2 2015/16		Latest Note (as at September 2015)	Lead
		Value	Value	Value	Target	Value	Short Trend		
SOS CUS 001	Stage 2 Social Services complaints received	3	3	1	Data only	0		There have been no Stage 2 complaints received for Social Services within the accounting period.	Christine Sutton
SOS LAG 003	% of staff who feel that the annual appraisal system helps them improve the way they do their job	54%	54%	32%	60%	annual		Annual indicator to be reported on before March 2016	Val de Souza
GOV SAB SOS	Annualised Days lost by FTE	Previous recording system		10.23 days	Council average	4.31		Performance is worse than previous Q1 (3.96) and slightly higher than Council average.	Val de Souza
ACC BUV SOS	Projected variance as % of actual budget	+0.88 %	+3.11 %	+3.99 %	+/- 2.55%			Q1 figure +4.9% see separate finance report for more details.	Val de Souza
SOS LAG 027	% staff who feel they have the ability to improve the service their team provides	55%	57%	50%	65%	annual		Annual indicator to be reported on before March 2016	Val de Souza
SOS CUS 002	% Social Services who achieve Care Inspectorate evaluation scores of 4 and above across residential and day services	94%	64%	82%	90%	86%		Performance is the same as previous Q1 (86%) but still within target tolerance. There were no inspections published in the quarter.	Val de Souza
SOS CUS 008	% of customers very or fairly satisfied with the overall service they receive	91%	82%	76%	90%	annual		Annual indicator to be reported on before March 2016	Val de Souza
SOS IBP 008	% of case files audited where there is evidence of regular review of care or supervision	100%	71%	86%	90%	82%		Performance is worse than previous Q1 (94%). There was evidence in 54 out of the 66 cases.	Val de Souza
SOS IBP 007	% of case files audited where there is evidence of service user involvement in their care at the review stage	100%	61%	85%	75%	68%		Performance is slightly worse than previous Q1 (94%). There was evidence in 45 out of the 66 cases.	Val de Souza


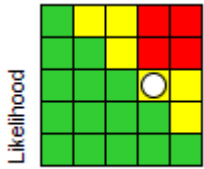
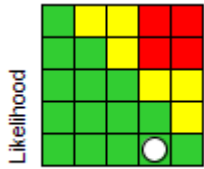
Social Services Risk Register 2015-16


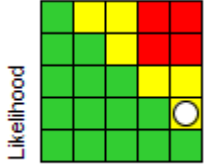
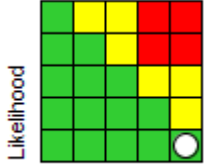
Covalent Code	Risk Description		Status	Current Rating	8	Target Rating	4
STP SOS 014	Health & Social Care Partnership fails to deliver agreed vision and outcomes						
Potential Effect	<ul style="list-style-type: none"> ▪ Services to vulnerable adults may be disrupted ▪ Unable to meet demands from population changes ▪ Services will become less responsive to changing needs 						
Related Actions	SOS RIS 001	Joint action plans and commissioning strategies		Internal Controls	Health & Social Care Joint Management Team meetings STP SOS JMT		
	SOS RIS 019	Integrated Care Fund in place			HSC Governance arrangements STP SOS GOV		
	SOS RIS 020	HSC Strategic plan is in place			Finance Workstream STP SOS POO		
	SOS RIS 021	Integration scheme is signed off					
Latest Note	Planning for developing an integration scheme is now well underway and agreement to proceed with body corporate model for integration of adult health and social care services. Integration scheme has now been submitted to Scottish Government.			Managed By	Val de Souza		

Covalent Code	Risk Description	Status		Current Rating	16	Target Rating	8
STP SOS 015	Redesign activity does not match pace and scale of change required.			 Likelihood Impact	 Likelihood Impact		
Potential Effect	<ul style="list-style-type: none"> Impact on financial expenditure, failure to deliver efficiencies, impact on the sustainability of services and ability to meet future needs Workforce skills profile do not meet redesign activity Failure to meet standards and deliver action plan improvements in line with Care Inspectorate requirements for internally and externally commissioned services 						
Related Actions	SOS RIS 002	Joint commissioning work plan in place		Internal Controls	Joint Commissioning Strategy for Older People STP ADC JCS		
	SOS RIS 003	The need for additional resources and skills has been identified and quantified by the Service to support management of the change programme across the Shared Service			Health & Social Care Joint Management Team meetings STP SOS JMT		
	SOS RIS 002	Workforce development and skills plan being developed corporately and by Social Services			Programme for capacity planning and commissioning activity in place for Social Services STP SOS PCC		
					Adult Care redesign board STP SOS ARED		
					Child Care redesign board STP SOS CRED		
Latest Note	Work to progress Making Clackmannanshire Better and Priority Based Budgeting is ongoing. This work is closely monitored to assess progress on delivering efficiencies and target savings. Ongoing budget monitoring and action plans in place and updated on a weekly basis.			Managed By	Val de Souza		


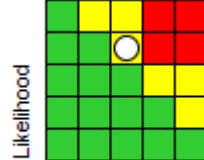
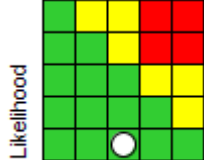
Covalent Code	Risk Description		Status	Current Rating	8	Target Rating	4
STP SOS 016	There is a risk that procedures do not accurately relate to operational and statutory requirements						
Potential Effect	Failure to: <ul style="list-style-type: none"> meet Scottish Government objectives meet Council objectives deliver the required services Risk of harm to current or potential service users 			Likelihood	Impact	Likelihood	Impact
Related Actions	SOS RIS 004	Work has commenced to update operational procedures and guidance.		Internal Controls		Service Plans STP SOS SPM	Child Care Performance Governance Group STO SOS CGOV
Latest Note	Workshops to inform the implementation of a single case management system across children's services have been used to agree changes to processes and will form the basis of consistent procedures. Procedural guidance has also been developed to meet the requirements of the Social Care (Self-directed Support) (Scotland) Act 2013			Managed By		Liam Purdie and Phillip Gillespie	

Covalent Code	Risk Description		Status	Current Rating	16	Target Rating	8
STP SOS 017	Information systems are not fit for purpose and integrated						
Potential Effect	<ul style="list-style-type: none"> Performance reporting difficulties Poor information exchange Higher cost on service delivery Higher level of resources used on duplication of tasks 			Likelihood	Impact	Likelihood	Impact
Related Actions	SOS RIS 016	Implementation of Child Care Case Management System		Internal Controls		Joint IT Governance Group STP SOS IGG	Business Continuity Plans FCS CUS BCP
						Disaster Recovery and Business Continuity arrangements for shared Social Services STP SOS BCONT	
Latest Note	Following a review of the funding for the single case management system programme, and the decision not to fully integrate as an agreed service, this programme is now on hold. Implementation will now be reviewed.			Managed By		Michael Grassom	

Covalent Code	Risk Description	Status		Current Rating	12	Target Rating	4
STP SOS 026	Commissioning arrangements are not aligned to SDS requirements or fit for purpose						
Potential Effect	<ul style="list-style-type: none"> • Pressure on contract compliance staff • Paying for services not provided • Non compliance with statutory reqs • Critical services may not be supplied 						
<u>Related Actions</u>	SOS RIS 006	Strategy service redesign to provide additional capacity for contract management and monitoring.		<u>Internal Controls</u>		Corporate Procurement Strategy STP SOS PRO	
	SOS RIS 017	Internal Audit Recommendations for Adult Services Commissioning				Corporate Contract Standing Orders STP SOS CSO	
Latest Note	Internal Audit report identified areas of improvement in adult care commissioning arrangements and some areas for further development			Managed By	Chris Sutton		

Covalent Code	Risk Description	Status		Current Rating	10	Target Rating	5
STP SOS 022	We may fail to have sufficient competent, confident staff and managers to undertake core duties						
Potential Effect	<ul style="list-style-type: none"> • Failure to deliver the required services and meet statutory requirements • Lack of effective support to staff • Risk of harm to current or potential service users • Failure to meet standards and deliver action plan improvements in line with Care Inspectorate requirements for internally and externally commissioned services 						
<u>Related Actions</u>	SOS RIS 010	Risk Assessment and Risk Management Training Programme		<u>Internal Controls</u>		Corporate health & safety policies FCS GOV H+S	
	SOS RIS 011	Performance Forums in place across all service areas				Integrated Children's plan - FV GIRFEC agenda STP CHC ICS	
						Public Protection Forum STP SOS PPF	
						Child protection procedures STP CHC CPP	

				MAPPA guidance STP CJA MPA
				Workforce Learning & Development Strategy, Plan & Framework (Clacks) STP SOS WLD
	SOS RIS 009	Increased focus on Workforce Planning and Workforce Development		Performance Forum STP SOS PER
Latest Note	Quality Assurance Framework in place setting out expectations of line managers and actions that require to be taken to ensure services are delivered in line with statutory requirements. Outputs from case file audits completed are collated by Performance and Quality Assurance Team and shared in performance forums. Themes are used to inform improvement actions which will be incorporated in service plans and workforce development planning.			Managed By Val de Souza

Covalent Code	Risk Description	Status		Current Rating	12	Target Rating	3
STP SOS 025	Failing to engage effectively with staff						
Potential Effect	<ul style="list-style-type: none"> Disruption to service delivery. Negative impact on Employee Morale, Risk of harm to service users or potential service users Industrial action 						
Related Actions				Internal Controls		Industrial relations meetings. STP SOS INR	
						Staff engagement plan STP SOS SEP	
Latest Note	Schedule of meetings in place with Trade Unions.			Managed By		Val de Souza	

Report to Housing, Health & Care Committee

Date of Meeting: 5 November 2015

Subject: Social Services Finance Report 01/04/15 to 31/08/15

Report by: Head of Social Services

1.0 Purpose

- 1.1. As a result of the budget challenge within social services it has been agreed that the service will report financial performance to each committee. This will ensure that Housing Health and Care Committee are aware of the service demands and budget pressures on a regular basis.
- 1.2. This paper is a report to the Committee on the Social Services budget performance from 1 April 2015 to 31 August 2015. The purpose of the report is to identify key variances, reasons for these and specific actions to improve the services overspend position.

2.0 Recommendations

- 2.1. The Committee is asked to note the report, the recovery action to address the overspend and Action Plan (Appendix 1) and comment on and challenge as appropriate.

3.0 Considerations

- 3.1. The service is projecting a Revenue budget overspend of £1,334K and a Capital underspend of £315k. (see Table 1).
- 3.2. This report to the Housing, Health and Care Committee is to update the committee in relation to the social services budget. The report will identify the areas of spend and demand and details in relation to the spend and costs for the service and local authority. The report will also identify the service actions to address the spend and budget challenge.
- 3.3. As well as the above the report will highlight the savings to date under Making Clackmannanshire Better.

- 3.4. Child Care: Child Care is forecasting an overspend of £1,150K. The main area of overspend is Residential Schools £1,369K. There is a projected underspend of £220k due to staff vacancies at Alloa Family Centre.

Areas of Key Variance

- 3.5. The Residential Schools overspend is in relation to an increase in residential school placements over the past year. In June 2014 there were 16 children in residential school placements compared to 21 in June 2015. An increase of 5 places.
- 3.6. None of these cases could have been planned or anticipated. The cost of these packages range between £101k and £200k each. Four of these placements have been children affected by disability placed in specialist placements. One child placed within a residential school placement through a children's hearing against the social work departments recommendation.
- 3.7. The Internal Fostering and Adoption budget is forecasting an overspend of £97k. This is as a result of fifteen children currently placed with Stirling Council foster carers. As a result the External Fostering budget is forecasting an underspend of £54k.
- 3.8. The use of Stirling carers is maintaining children closer to their communities and has resulted in significantly reduced costs compared to external purchased placements.
- 3.9. The action to address the overspend includes the following
- A review of all residential school and external foster placements to ensure compliance of authorisation of placements.
 - Audit of residential school child care reviews to establish they are within timescale to avoid drift in child plans that impact on budget.
 - Alternative low cost placements to be explored out with the Scotland Excel Framework and pursued to reduce costs and accelerate exit strategies within child's plans.
 - An additional pre screening meeting introduced for high cost placements to ensure all alternatives are explored to reduce costs in keeping with the child's plan.
 - Identify future cost demand aligned to projected length of placements. Long term care plans to be identified and explore opportunities to negotiate reduced costs.
- 3.10. The above will be led by the Service Manager and Principal Education Psychologist responsible for the AGG and reported on a monthly basis to the Assistant Head of Service for Education and The Assistant Head of Service Social Services. The aim is to reduce costs in the residential schools budget.
- 3.11. Capital of £250k was identified for a new children's residential service as a spend to save option for the council. A full Business case has been submitted as part of Making Clackmannanshire Better in September 2015. Early identification of sites has been undertaken however there is to date no spend

in relation to the capital grant. The impact of the actions identified in 3.5 will inform the business case and if savings can be realised by identifying alternative cheaper providers and spend can be contained within budget this business case will be reviewed.

- 3.12. The implementation of the Children and Young Peoples Act (2015) and the Staying Put agenda for care leavers until 21 years of age is currently being scoped to look at the impact on the AGG, the residential schools budget as well as the fostering budget. Staying Put Scotland is Guidance for Local Authorities and other Corporate Parents to support looked after children and young people to remain in care, as part of a staged transition towards adulthood and greater independence. The future projection is that young people looked after by the local authority will be accommodated for longer periods.
- 3.13. Although the residential budget is currently a shared budget between education and social services education's responsibility for costs cease when a child leaves education at 16 - 18 years of age. The Staying Put agenda will subsequently incur additional costs for social services.
- 3.14. Transport of clients in Child Care is projecting a £31k overspend. This is a reflection of the number of children accommodated in Foster Care placements out with the Local Authority. The overspend relates to the cost of transporting children to school by taxi as well as extensive contact arrangements for children following decisions from children's hearings. The service have identified the following actions.
 - Team managers to review all school transport arrangements and request review children's hearings to request transfer to school placements in the foster care's locality.
 - Negotiate with carers to transport children to school.
 - Public Transport costs for parental contact to be offered as opposed to taxi costs.
- 3.15. Eligibility criteria has been introduced for social services for children with disability entitled to a mobility allowance. This is specific to respite and activities provided by social services and transport arrangements and costs now to be met by the carers.
- 3.16. Kinship. Following a Housing Health and Care Committee in October 2014 Clackmannanshire Council agreed a model of equivalency payments to Kinship carers. The Kinship care budget received growth to reflect this change in policy. Within the council's criteria for entitlement Section 11 Residency Orders are not considered for kinship payments. The Scottish Government has, however identified that Section 11 Residency Orders are now an entitlement for Kinship payments.
- 3.17. The Scottish Government have agreed a funding package of £10.1m to local authorities to extend the payment of kinship payments to section 11 Orders. That is to say that where a child was previously looked after or in kinship care within a local authority or is considered by a local authority to be at risk of becoming looked after they are now entitled to kinship payments. The service

is currently looking at the number of children and carers within this category and will report on the financial impact by next committee.

Areas of Key Variance

- 3.18. Adult Care: Older People Care Management is showing an overspend of £376K. This is primarily due to an overspend of £381k against the Care Home budget. There are currently 161 people in Care Homes but the budget allocated equates to 144 care home beds at an average of £34k per bed per annum. Demand for Care Home placements normally peaks in the summer months, based on the previous years demand profile, placements may reduce over the remainder of the year by up to 7%. This could mean a reduction from the current 161 placements in Care Homes to 150 by the end of the Financial Year.
- 3.19. The service are undertaking a review of the above in partnership with colleagues from finance to do more analysis of the spend and the client pathway resulting in a residential placement. There is also an increased scrutiny of screening at Panel as well as care plans to ensure decision making and plans are robust.
- 3.20. Mental Health & Learning Disability are projecting a £77k underspend. This relates to a vacant post at Carsebridge and long term sick leave.
- 3.21. Social Services Management Support is projecting a £86k underspend which relates to staff vacancies. This relates to an AHOS vacancy. A business case has been accepted for a Business Manager for Social Services. Recruitment is underway.
- 3.22. Adult Provision. The Integrated Care Fund is projecting an overspend of £200k. This is due to temporary posts which have already been created to support the Reablement strategy. However, the funding of this has still not been confirmed by Health and it is anticipated that the level of funding will not cover the costs of the temporary posts in place. Further discussion will take place with Health to ensure appropriate funding.
- 3.23. Disability Day Care is projecting an underspend of (£159k). This is due to staffing vacancies as a result in the downturn of demand for day care services following the introduction of the charging policy for this service. Resourcing of this service is being reviewed as part of Making Clackmannanshire Better with a review of all Adult Day Service Provision to re-shape older people's/adult services. This programme will establish a project team incorporating health and social care colleagues to consider transformational changes to Adult Day Services - scoping workshop will be held in October.
- 3.24. *Appendix 2* to this paper contains a detailed analysis of variances in respect of each service area.

Table 1

Service	Annual Budget 2015/16	Actual Spend to 31/08/15	Projected Outturn to 31/03/16	Variance Outturn V Budget
	£000	£000	£000	£000
Revenue				
Mental Health & Learning Disability	5,878	2,354	5,801	(77)
Elderly & Physical Disability Care Management	4,963	2,426	5,339	376
Adult - Provision	4,674	2,019	4,665	(9)
Child Care - Clacks Locality	2,106	954	2,072	(34)
Child Care - Resourcing, Disability, TCAC	6,285	2,304	6,101	(185)
Residential Schools	2,583	1,069	3,952	1,369
Criminal & Youth Justice Services	239	609	250	12
Strategy	563	(115)	541	(22)
Social Services Management Support	368	133	281	(86)
Total Revenue	27,659	11,751	29,002	1,344
Capital				
Social Work Integrated System	145	30	30	(115)
Telecare	75	25	75	0
Child Care Residential Unit	250	0	50	(200)
Total Capital	470	55	155	(315)

Progress in Delivering Planned Budget Savings in 2015/16

Description of Saving	Saving 2015-16	Progress	Comment
Review of equipment and adaptation	11	0	Discussions ongoing to establish how this will be achieved
Reprovision of day care across shared service	20	0	Discussions ongoing with Stirling Council
Review of Transport of Clients across Adults and Children Services	10	0	This saving won't be achieved due to the overspend projected for this expenditure
Increase in MECs Charges	14	14	Income projected as being achieved
Cease Intensive Support	150	150	Termination of Includem

Contract			contract in April 2015
Child Care Respite	20	20	Reduction in respite projected
Total 15/16 Savings	275	184	

4.0 Sustainability Implications

- 4.1. None.
- 4.2. The Service will systemically present a financial report to each cycle of committee to allow the demonstration of analysis of trend, demand and activity.

5.0 Resource Implications

5.1. *Financial Details*

- 5.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes
- 5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4. *Staffing*

6.0 Exempt Reports

- 6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

- (1) **Our Priorities** (Please double click on the check box)

- The area has a positive image and attracts people and businesses
- Our communities are more cohesive and inclusive
- People are better skilled, trained and ready for learning and employment
- Our communities are safer
- Vulnerable people and families are supported
- Substance misuse and its effects are reduced

- Health is improving and health inequalities are reducing
- The environment is protected and enhanced for all
- The Council is effective, efficient and recognised for excellence

(2) **Council Policies** (Please detail)

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes No

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix 1 Social Services Recovery Action Plan 2015

Appendix 2 Social Services Outturn Report August 2015

11.0 Background Papers

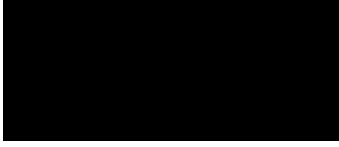
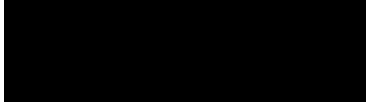
11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Liam Purdie	Assistant Head of Service	01259 225192
Irene Muirhead	Accountant	01259 452074

Approved by

NAME	DESIGNATION	SIGNATURE
Val de Souza	Head of Social Services	
Nikki Bridle	Depute Chief Executive	

Social Services Action Plan- Budget Action Plan

Cost Pressures	Lead	Timescale	Action
<p>1. Transitions 2015/16 - Further analysis of full year costs/effect has ensured a more accurate projection of spend during 15/16.</p>	<p>Service Manager Partnership</p>	<p>30th September 2015</p>	<p>Action Complete</p>
<p>2. Increase in Care Home placements since March 2015 from 144 to 161. This has led to an overspend of 376k since March 2015.</p>	<p>Service Accountants Assistant Head of Social Services (Adult Care)</p>	<p>31st March 2016</p>	<p>Reduce the number of care placements from 161 actual to 144 budgeted number during financial year 15/16. this is monitored through the weekly Resource Panel Action complete</p>
<p>3. Authority GIRFEC Group - £1.15million overspend. This budget is jointly managed between Social Services and Education.</p>	<p>Assistant Head of Social Services Children/Education Services</p>	<p>31st August 2015</p>	<p>Pre-screening for Resource allocation group has been introduced.</p>

Cost Pressures	Lead	Timescale	Action
		31st March 2016	Audit of high cost care packages to be undertaken. Target to reduce overspend by 500k .
4. Increase recruitment by 5 Foster Carers to offset dependency on external placements (current number is18).	Assistant Head of Social Services (Child Care)	31st March 2015	This increase in Foster Carers will lead to a saving of 240k during financial year 16/17.
Income 5. Delayed Discharge Funding - Additional funding allocated for funding for 5 additional care beds with Health beds for 6 weeks rolling till the end of the financial year (income of £93k)	Service Manager Assessment Care Management Service Accountant	30th September	Action complete

Cost Pressures	Lead	Timescale	Action
<p>6. Business case under MCB- The review and evaluation of the current recovery policy, the processes and levels of performance in terms of maximising the retrieval of outstanding debt of £304,758</p>	<p>Service Manager Assessment Care Management Team Leader Business support Service Accountant</p>	<p>31st January 2016</p>	
<p>7. Review income levels for financial planning purposes based on expected income from; Integrated care fund National delayed discharge funding Scottish Government Residential Care inflationary uplift</p>	<p>Assistant Head of Service (Adult Care) Service Accountant</p>	<p>31st October 2015</p>	<p>Action Complete</p>
<p>Compliance 8. Review weekly resource panels to ensure robust financial and resource management Implement a weekly pre panel screening group for Adult Care and Children's Services (RAG)</p>	<p>Senior Management Team (Social Services)</p>	<p>30th September</p>	<p>Action Complete</p>
<p>9. Review alignment of finance systems to service activity to ensure more accurate financial projections commissioning and budget planning assumptions.</p>	<p>Service Managers/ Team Manager Business support/ Service Accountant/ Assistant Head of Service (Adult Care) Assistant Head of Service (Children's Service)</p>	<p>January 2016</p>	<p>Work in progress</p>

Cost Pressures	Lead	Timescale	Action
10. Rollout a training programme for financial monitoring for managers/budget holders.	Chief Finance Officer	30th March 2016	Action ongoing
11. Implement further financial restrictions/controls for front line staff to reduce spend.	Assistant Head of Service Service Managers Children's Services.	31st August 2015	Action Complete
12. Review financial Monitoring arrangements by the Senior management team on a monthly basis linked to performance reporting.	Assistant Head of Service Service Managers Children's Services	Monthly High Level Budget meetings	Work in progress
13. Implement Reviewing Officers posts (MCB spend to save) in Children's Services to target 10 high cost placements savings target of 500k.	Assistant Head of Social Services (Children) Service Managers Children's Services	31st March 2016	Work in progress
14. Review variation in cost of existing Scotland Excel National contracts	Service Manager/ Strategy Procurement Manager Assistant Head of Social Services (Children Services).	30th November 2015	Work in progress
15. Audit of the Commitment system in Social Services (CCIS) to ensure robust compliance of financial authorisation levels.	Assistant Head of Service Service Managers Adult Care.		

Cost Pressures	Lead	Timescale	Action
16. Implementation of Eligibility Criteria of high cost care packages in Mental Health and Learning Disability services linked to MCB. Savings target of 300k.	Service Accountant Service Manager Partnership	31st January 2016	Work in progress
Demographic Growth			
17. Undertake an analysis of demographic pressures based on demand and activity.	Service Manager Strategy	January 2016	Prepare a growth bid to reflect demographic pressures in the older Peoples Population.
18. Analysis of past and future demand linked to commissioning for care at home and long term care	Assistant Head of Social Services Service Manager Strategy		Prepare a growth bid to reflect demographic pressures in the older Peoples Population.
19. The identification of management savings and revised financial planning assumptions for 2015/16	Assistant Head of Social Services Service Managers		
20. Kinship Care -review of all Kinship Placements Projected growth in relation to Scottish Government Section 11 criteria for entitlement.	Service Managers Children's Services	31st January 2016	

Social Services - Budget v Outturn

As at August 2015

	Budget 15-16 £'000	Outturn 15-16 £'000	Variance £'000
The main reason for the overspend in budget is the Residential Schools budget which is jointly managed with Education. 8 new placements were made in June putting the budget into a £1,133K overspend position. At the end of June 2015 there were 23 children placed in Residential Care compared to 16 at June 2014. A further 3 children have been placed since June bringing total up to 26, putting the budget overspend position to £1,365K			
Social Services Variance	27,659	29,002	1,344
Mental Health & Learning Disability Care Management			
Carsebridge - Post funded from Change Fund ; Vacancies			(50)
Mental Health Purchasing - two posts not in superann scheme ; one employee on long term sick pay			(27)
	5,878	5,801	(77)
Elderly & Physical Disability Care Management			
Staffing - Agency staff (no budget)			91
CES - Equipment Purchases, assumed same activity level as last year. Demand led.			2
Shared Management Team - recharge under review			(51)
Clacks Elderly & Physical Disability - purchasing growth pressures.			345
Reception			(0)
Intermediate Care			(10)
Hospital			0
	4,963	5,339	376

Social Services - Budget v Outturn

As at August 2015

	Budget 15-16 £'000	Outturn 15-16 £'000	Variance £'000
Adult Provision			
Comms Centre - Shared costs greater than budget			6
Menstrie House - Staffing overspend due to balance between permanent and agency - offset by underspend in supplies			(32)
Homecare - Reablement posts funded by change fund.			(73)
MECS - Staffing overspend due to balance between permanent and agency			10
Eld Prov Mgt Unit - Overspend in Agency staff			7
Ludgate House - Staffing overspend in Agency staff due to problems recruiting relief - budget re-alignment in progress			51
MOW - saving on staffing and equipment			(24)
Disability Daycare Staffing - client numbers have reduced since charges introduced - posts not filled			(159)
Daycare Staffing			0
Sheltered Housing			(1)
CF - Support Team Resource			0
CF - Support Team Resource (2) - staffing costs partly funded by FV Health Board - review in progress			200
	<u>4,674</u>	<u>4,665</u>	<u>(9)</u>
Strategy			
Performance, Quality & Assurance - Performance & Quality Officer no funding for this post, ongoing at the moment			27
Appropriate Adults - Vacancy			(15)
Planning & Commissioning - Project OLA's exp at zero as no costs expected this year. Could be used to fund post in performance			(26)
Substance Misuse- Forth Valley Health Board invoice not accrued			(14)
Various small overspends			5
	<u>563</u>	<u>541</u>	<u>(22)</u>
Child Care - Clacks Locality			
Safeguarders- small overspend in payments for safeguarders			1
Duty Intake Team - staffing underspend due to vacancies in first 5 months			(76)
Long Term Team - Legal Fees: Digby Brown invoice re WH not projected. Professional Fees overspend.			11
Long Term Team - Small staffing underspend due to vacancies in first quarter			(2)
£31K overspend in client travel, mainly due to taxi costs for contact and taking children from outside of the local authority area to school. These costs have trebled over the last 2 years. This is a reflection on the increased number of children accommodated in foster placements. There is an action plan in place to review all travel and ensure that this is a need for the child in order to reduce costs. Transport overspend has reduced by £40K this year due to review.			31
Child Protection - Small staffing underspend due to vacancy in first four months			(12)
Administration - Small overspends in Printing, photocopying & stationery.			14
	<u>2,106</u>	<u>2,072</u>	<u>(34)</u>
Child Care - Resourcing, Disability TCAC			
Fostering & Adoption - Overspend due to 15 children placed internally with Stirling Council Foster Carers leading to underspend in external fostering budget.			97
External Foster Care - Underspend due to children being placed with Stirling Council rather than external placements. Currently 39 children placed in external placements.			(54)
Throughcare Aftercare - underspend in aftercare payments of £30k, this follows trend of previous years.			(30)
Woodside - Staffing underspend due to lower costs for special support flat.			(30)
Disability Team - unbudgeted payment to health authorities for complex care children.			33

Social Services - Budget v Outturn**As at August 2015**

	Budget 15-16 £'000	Outturn 15-16 £'000	Variance £'000
Early Years - On Budget			(1)
Early Years Teacher Hours			4
Vol Orgs - uncommitted budget from CCSF			(3)
Alloa Family Centre - Underspend from Staff vacancies			(220)
Homestart			(0)
Tayvalla			0
Kinship Care			(1)
Corporate Parenting - Overspend in payments to individuals			19
Community Mental Health Worker			0
	6,285	6,101	(185)
Criminal & Youth Justice			
Youth Justice - On budget			0
Glenochil Prison - non staffing costs not charged to prison			3
HQ Admin - Grant reduction due to underspend in MAPPA. Small overspend in client travel costs			16
CJA Training - overspend split with FFVCJA constituent authorities			14
Community Service -			2
NC - Young Offender's			(3)
NC - Supp Accommodation			(0)
MAPPA - Staff vacancies underspend split with FFVCJA constituent authorities			(19)
	239	250	12
Management Support			
Overhead charge to CJS - Recharge of overheads to CJS greater than budgeted			(26)
Directorate - Staff vacancies			(60)
	368	281	(86)
Residential Schools			
The Residential Schools overspend is in relation to 8 new high cost placements in June ranging from £101-200K each. This has increased due to another 3 placements last month.			1,369
	2,583	3,952	1,369
Social Services Total	27,659	29,002	1,344

Report to Housing, Health & Care Committee

Date of Meeting: 5 November 2015

Subject: Carers Bill

Report by: Head of Social Services

1.0 Purpose

- 1.1. This report provides an overview of the Carers (Scotland) Bill 2015 for the information and consideration of committee.

2.0 Recommendations

- 2.1. It is recommended that the Committee agrees to note the publication of the Carers (Scotland) Bill 2015, the Bill's key provisions and their potential impact on Clackmannanshire Council.

3.0 Considerations

- 3.1. The Carers (Scotland) Bill 2015 makes a series of provisions about carers, both adults and children, including: -
- sets out the key definitions of adult carers and young carers for the purposes of the Bill;
 - introduces a duty on the local authority to replace the current carer's assessment with a new adult carer support plan (ACSP);
 - introduces a requirement that the local authority provide a young carer statement (YCS) for all young carers;
 - requires local authorities to establish and maintain an information and advice service for carers;
 - makes provision for national eligibility criteria to be set (if the local eligibility criteria appear not to be working);
 - requires each local authority area to include a short breaks services statement;
 - introduces a duty to support carers whose needs cannot be met by general services in the community;
 - requires local authorities, in determining which support to provide carers, to consider in particular whether the support should take the form of, or include the provision of short breaks;

- requires local authorities to prepare and publish local carer strategies for their areas concerning, among other things, the support they intend to provide to carers; and
 - requires local authorities and health boards to involve carers in carer services, meaning services provided by the local authority or health board to carers and cared-for persons.
- 3.2. The Bill introduces a universal entitlement to assessment for carers, which may affect councils' ability to target assessment activity. The Bill also includes detailed prescription around processes such as assessment, support planning and review, which could affect councils' ability to support carers flexibly and react to local need.
- 3.3. Currently, the Carers Bill allows for eligibility criteria to be set locally, it does however make provision for Scottish Ministers to set national eligibility criteria in the future. It is fully expected that carers' organisations will propose the introduction of national eligibility criteria and thresholds during stage two of the parliamentary process.
- 3.4. The Carers (Waiving of Charges for Support) (Scotland) Regulations 2014 states that a local authority must waive charges where services are provided to adult carers and where services are provided to children who are in need because they are young carers.
- 3.5. Discounting the financial circumstances of the cared for person creates an equity and fairness issue that is different to the way in which councils normally approach social care provision. Disregarding the financial circumstances of all carers could create an unrealistic expectation in terms of the availability of resources and may increase expectations of what can be provided by the public purse.
- 3.6. Where a carer and a cared-for person live in different local authority areas, there are a number of practical difficulties to be considered, i.e.
- which local charging policy is applied – that of the local authority where the carer lives or where the cared-for person lives;
 - who arranges for the replacement care for the cared-for-person.
 - which local authority pays for the replacement care to the extent that the costs involved exceed any charges made to the cared-for person.
- 3.7. Regulation currently does not apply to support services, which the local authority simply has a power to provide. As the Bill is currently framed, the waiving of charges will apply to support services, which the local authority has a duty to provide (subject, to local eligibility criteria). If the Carers Bill is commenced, the requirement to waive charges will therefore apply to more cases and the local authority will not have a choice about whether it provides support (free of charge) or not as at present.
- 3.8. Whilst the provision of support will depend on local eligibility thresholds, work undertaken with Social Work Scotland suggests the cost of assessment to be

£20m or more, even allowing for the fact that not all carers will come forward. Assuming that 45% (based on individuals who provide 20 hours or more care per week) of the caring population will be eligible for support, the additional cost is estimated to be around £212m. The Scottish Government's assessment of the resources required to implement the Carers Bill are at this point lower than those suggested by COSLA.

- 3.9. Initial estimates suggest the combined cost to local authorities of waiving considerable charges to carers, to be in the region of £16m. This figure could increase due to the rise in the number of carers coming forward for support.

4.0 Conclusions

- 4.1 Clackmannanshire Council fully acknowledges the major contribution and resource carers make and is committed to ensuring that carers are supported in their caring role. In recent years councils have worked to develop methods of supporting carers.
- 4.2 The Carers (Scotland) Bill potentially places significant new duties on local authorities in respect of supporting carers and, regulations brought in under the Social Care (Self-directed Support) (Scotland) Act 2013 which require councils to waive charges to carers.

5.0 Sustainability Implications

- 5.1 N/A

6.0 Resource Implications

6.1 Financial Details

- 6.2 Clackmannanshire Council currently receives income of around £540k per annum for charges related to care and support and respite services. The financial impact of waiving charges to carers is estimated to be around £180k. This figure includes loss of revenue from respite and day care but does not take into account the cost of providing additional services, increased staffing, training etc.
- 6.3 It is not clear that any anticipated increase in demand, coupled with costed support plans for all carers can be met within existing staffing capacity or financial budgets. There could therefore be significant cost implications in relation to staffing levels, staff time and training as well as service provision.
- 6.4 Full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate.
NO
- 6.5 It is not possible at this stage to know or cost the full financial implications of the Carers Bill.
- 6.6 Finance have been consulted and have agreed the financial implications as set out in the report.
Yes

6.7 Staffing

6.8 The Carers Bill will have a significant impact on the workload and capacity of current staff. A universal entitlement to a carers support plan, national eligibility criteria and costed support plans for all carers will have significant cost implications for the Council with regards in to staffing levels, staff time and training.

7.0 Exempt Reports

7.1 Is this report exempt? Yes (please detail the reasons for exemption below) No

8.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

The area has a positive image and attracts people and businesses	<input type="checkbox"/>
Our communities are more cohesive and inclusive	<input type="checkbox"/>
People are better skilled, trained and ready for learning and employment	<input type="checkbox"/>
Our communities are safer	<input type="checkbox"/>
Vulnerable people and families are supported	<input checked="" type="checkbox"/>
Substance misuse and its effects are reduced	<input type="checkbox"/>
Health is improving and health inequalities are reducing	<input checked="" type="checkbox"/>
The environment is protected and enhanced for all	<input type="checkbox"/>
The Council is effective, efficient and recognised for excellence	<input type="checkbox"/>

(2) **Council Policies** (Please detail)

Council Charging Policy

9.0 Equalities Impact

9.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes No

10.0 Legality

10.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

11.0 Appendices

11.1 None

12.0 Background Papers

12.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

(i) Carers (Scotland) Bill

(ii) Social Care (Self-directed Support) (Scotland) Act 2013

(iii) Carers (Waiving of Charges for Support) (Scotland) Regulations 2014

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Mairi Macdonald	Planning & Commissioning Officer	01786 233894

Approved by

NAME	DESIGNATION	SIGNATURE
Val de Souza	Head of Social Services	
Nikki Bridle	Depute Chief Executive	