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Our Ref: DS
Your Ref:

Date: 23 January 2019

Dear Councillor,

Housing and Community Services Committee

A Meeting of the **Housing and Community Services Committee** will be held in the **Council Chamber**, on **Thursday, 31 January 2019 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**

Councillor Hewlett (Chairman), Councillor Smith (Vice-Chairman) and Councillors Dr Coyle, Grant, Roberts, Watson and Wyatt

Labour Group

Councillors Rhind, Richards, Shepherd and Wilkins

Independent / Non-Grouped Members

Councillors Coe and Tipping

AGENDA

Open to Public and Press

- 1** Apologies and to note any Substitutes appointed for the Meeting.
- 2** To receive the Open Minutes of the following Meeting:

Housing and Community Services 22nd November 2018 Open Minutes **4 - 7**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6** Reports of Overview and Scrutiny Committee
- 7** REGULATION OF ENERGY EFFICIENCY IN PRIVATE SECTOR RENTED PROPERTY **8 - 12**
- 8** COMMUNITY PARTNERSHIPS SCHEME **13 - 16**
- 9** OVERVIEW OF HOUSING SERVICE **17 - 22**
- 10** DERBYSHIRE COUNTY COUNCIL CONSULTATION ON TELECARE **23 - 37**
- 11** CHURCH GRESLEY CEMETERY – LAYOUT CHANGES **38 - 40**

Exclusion of the Public and Press:

- 13** The Chairman may therefore move:-
That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.
- 14** To receive the Exempt Minutes of the following Meeting:
Housing and Community Services 22nd November 2018 Exempt Minutes
- 15** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 16** DIRECT ACQUISITION OF COUNCIL HOUSING IN ASTON ON TRENT

HOUSING AND COMMUNITY SERVICES COMMITTEE

22nd November 2018

PRESENT:-

Conservative Group

Councillor Hewlett (Chairman) and Councillors Dr. Coyle, Ford (substituting for Councillor Smith), Pegg (substituting for Councillor Mrs Wyatt) Grant, Roberts, Stanton and Watson

Labour Group

Councillors Rhind, Richards, Shepherd and Wilkins

Independent / Non-Grouped Member

Councillor Tipping

HCS/46 **APOLOGIES**

Apologies for absence were received from Councillors Smith and Mrs Wyatt (Conservative Group) and Councillor Coe (Independent/ Non-Grouped Member)

HCS/47 **MINUTES**

The Open Minutes of the Meeting held on 4th October 2018 were noted, approved as a true record and signed by the Chairman.

HCS/48 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

HCS/49 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

HCS/50 **QUESTIONS FROM MEMBERS OF COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from Members of the Council had been received.

HCS/51 **REPORTS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

There were no Overview and Scrutiny Reports to be submitted.

MATTERS DELEGATED TO COMMITTEE**HCS/52 CORPORATE PLAN 2016-21: PERFORMANCE REPORT (1 JULY – 30 SEPT 2018)**

The Strategic Director (Service Delivery) presented the report to Committee highlighting the amended Risk Register and Action Plan to allow closer monitoring of risk areas.

Councillor Grant expressed concern with the areas flagged in red within the appendices to the report seeking further clarification. The Housing Services Manager addressed these concerns and advised that a stock condition survey was being undertaken in order to review and monitor this area.

RESOLVED:-

1.1 *The Committee considered progress against performance targets set out in the Corporate Plan.*

1.2 *The Committee reviewed the Risk Register and Action Plan for the Committee's services.*

HCS/53 CONTRIBUTION TO ACTIVE DERBYSHIRE

The Strategic Director (Service Delivery) presented the report, which was welcomed by the Committee.

RESOLVED:-

1.1 *The Committee approved a financial contribution to Active Derbyshire for 2018/19 of £12,191 for the delivery of outcomes set out in a Service Level Agreement with the Council.*

1.2 *The Committee approved, in principle, to the above sum also being made in 2019/20 and 2020/21 subject to Service Level Agreement outcomes being met and the financial position being able to sustain this contribution.*

HCS/54 COMMUNITY PARTNERSHIPS SCHEME

The Community Partnership Officer (Ian Hey) presented the report to Committee.

RESOLVED:-

The Committee accepted the recommendations of the Community Partnership Scheme Assessment Panel, to award grants as detailed in section 4.19 of the report.

HCS/55 **SOUTH DERBYSHIRE DISTRICT COUNCIL SURVEILLANCE POLICY**
The Communities Manager presented the report to Committee explaining the proposed Policy.

Clarification was sought and provided on the use of surveillance at domestic properties, and the length of time such evidence is retained.

RESOLVED:-

The Committee adopted the new South Derbyshire District Council Surveillance Policy as attached to the report.

HCS/56 **LEASEHOLDER HANDBOOK**
The Performance and Policy Manager presented the report to Committee.

RESOLVED:-

The Committee approved the new Council Leaseholder Handbook.

HCS/57 **STAR SURVEY 2018**
The Performance and Policy Manager presented the report to Committee explaining the findings of the tenant satisfaction Survey of Tenants and Residents (STAR) survey which was concluded in August 2018. The Committee was advised that a meeting between Officers and the Tenants' Panel would take place to analyse the full STAR 2018 results ahead of a workshop with officers, tenants and BMG Research, the consultants that undertook the survey, in order to identify and agree actions to support the continuing work.

RESOLVED:-

The Committee noted the findings of the satisfaction Survey of Tenants and Residents (STAR) survey.

HCS/58 **COMMITTEE WORK PROGRAMME**

RESOLVED:-

The Committee considered and approved the updated Committee Work Programme including the amendment to submit the reports titled 'STAR Survey Action Plan' and 'Housing Core Benchmarking' to the Committee scheduled for 7th March 2019.

HCS/59 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

RESOLVED:-

That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of

Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

MINUTES

The Exempt Minutes of the Meeting held on 4th October 2018 were received.

TO RECEIVE QUESTIONS FROM MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11

The Committee was informed that no questions had been received.

DIRECT ACQUISITION OF COUNCIL HOUSING AT CADLEY PARK (Paragraph 2)

The Committee approved the recommendation in the report.

EXTENSION OF CONTRACT – PARKLIFE OFFICER (Paragraph 1)

The Meeting terminated at 7.00pm.

COUNCILLOR J HEWLETT

CHAIRMAN

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 7
DATE OF MEETING:	31st JANUARY 2019	CATEGORY: RECOMMENDED
REPORT FROM:	(STRATEGIC DIRECTOR) SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	MATT HOLFORD, 01283 595856 matthew.holford@south-derbys.gov.uk	DOC:
SUBJECT:	REGULATION OF ENERGY EFFICIENCY IN PRIVATE SECTOR RENTED PROPERTY	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS02

1.0 Recommendation

1.1 That the Committee approves the proposed level of fixed penalty notices for offences under the Energy Efficiency (Private Rented Property)(England and Wales) Regulations 2015.

2.0 Purpose of the Report

2.1 To advise Members of the availability of new fixed penalty sanctions for offences under the Energy Efficiency (Private Rented Property)(England and Wales) Regulations 2015.

2.2 To seek approval from Members on the proposed use of the power within South Derbyshire.

3.0 Executive Summary

3.1 None

4.0 Detail

4.1 Chapter 2 of the Energy Act 2011 enables the Secretary of State to introduce regulations to control energy efficiency in the private rented sector.

4.2 Energy Efficiency (Private Rented Property)(England and Wales) Regulations 2015 were introduced from 1st April 2018 and guidance on the Regulations was published by the Department for Business, Energy and Industrial Strategy (BEIS) in June 2018.

4.3 The Regulations are designed to tackle the least energy-efficient private rented domestic properties in England and Wales – those rated F or G on their Energy Performance Certificate (EPC). The Regulations establish a minimum energy efficiency standard for both domestic and non-domestic privately rented property.

- 4.4 EPC F and G rated properties waste energy. The Regulations are intended to ensure that those tenants who most need more efficient homes, particularly vulnerable people, are able to enjoy a much better living environment and lower energy bills. The average annual energy cost for an EPC band G property is £2,860 compared to the average domestic annual energy cost of £1,710.
- 4.5 The Regulations require that the minimum level of energy efficiency for domestic private rented property is an energy performance certificate (EPC) rating of band E. A small number of exemptions apply and where this exemption is claimed it must be registered on the [PRS Exemptions Register](#).
- 4.6 Under the Regulations a landlord of a domestic private property must not grant a new tenancy of a property with an EPC of less than E after 1 April 2018. Landlords must not continue to let a property after 1st April 2020 where the energy performance of the property is below the minimum level.
- 4.7 The Regulations do not apply to Council or registered social landlord stock. On the whole the Council's own stock meets the Decent Home standard which contains a thermal insulation component. The Council is currently undertaking its own stock condition survey and the survey results will inform to further capital investment decisions including improvements in thermal comfort.
- 4.8 Where a local authority is satisfied that a landlord is in breach of the Regulations, it has the discretion to issue a penalty notice imposing a financial penalty, and impose a non-financial 'publication penalty' which consists of publishing the details of the breach on the PRS Exemptions Register.
- 4.9 The Regulations contain a number of offences and the Regulations prescribe the maximum fixed penalty charge that can be applied to each offence. The sum total of the financial penalties imposed in relation to a single property must be no more than £5,000.
- 4.10 Having been issued with a fixed penalty, the landlord may request a review of the penalty notice by the local authority and, where a penalty notice is confirmed on review, the landlord may appeal against the imposition of the penalty notice to the First-tier Tribunal.
- 4.11 The offences and their respective maximum fixed penalties as stated in the Regulation are summarised in Table 1.

Table 1 - Energy Efficiency (Private Rented Property)(England and Wales) Regulations 2015 Maximum Penalty Charges

Regulation	Offence	Maximum Penalty
Reg 23	Where the landlord has let a sub-standard property in breach of the Regs for a period of less than three months	£2,000 plus a 'publication penalty'
Reg 23	Where the landlord has let a sub-standard property in breach of the Regs for a period of more than three months	£4,000 plus a 'publication penalty'
Reg 36	Where the landlord has registered false or misleading information on the PRS Exemptions Register	£1,000 plus a 'publication penalty'

Reg 37	Where the landlord has failed to comply with a compliance notice	£2,000 plus a 'publication penalty'
	Maximum permitted penalty	£5,000

4.12 Approval is sought for officers to issue the maximum penalty under the Regulations, with a 25% reduction for early payment (i.e. within 14 days of the issue of the fixed penalty). The reasons for adopting this penalty payment structure are as follows;

- The penalties are intended as a deterrent for negligent landlords. Most private landlords provide a valuable contribution to the housing market and behave responsibly. However, as demand for housing increases nationally, so a small number of private landlords have sought to exploit the increasing demand by knowingly renting out unsafe and substandard accommodation. The business model of these landlords is to under-invest in their properties and to absorb the costs of criminal fines as part of their normal business costs. Due to the relatively high profits offered through renting private sector properties and the relatively low fines on conviction for housing offences this has proved to be a lucrative, but immoral operating model. The penalties must, therefore, be sufficiently high to ensure landlords recognise that this business model is not profitable.
- Enforcement action is likely to result in the use of considerable resources of officer time and therefore the penalty must ensure that the enforcement costs incurred by the Council are met.
- Derby City Council have already adopted the maximum penalty level and the other councils in Derbyshire are actively considering adopting the maximum penalty. The adoption of a lower penalty creates a risk that rogue landlords may be encouraged to move their business into South Derbyshire.
- The Council has already adopted a 25% discount for all other forms of fixed penalty which successfully encourages offenders to act quickly to discharge their liability.

Internal Process for Appeals

4.13 It is proposed that the process for deciding when to impose a fixed penalty will be similar to that adopted by this Committee on 8 March 2018 for the imposition of civil penalties for breaches of the Housing and Planning Act 2016.

4.14 Under the terms of the existing Corporate Enforcement Policy, where an investigating officer has concluded that an offence should be dealt with by prosecution, this must be approved in writing by the Strategic Director. It is proposed that a similar process should be adopted for the decision to issue a fixed penalty under the Energy Efficiency (Private Rented Property)(England and Wales) Regulations 2015.

4.15 The proposal to issue a fixed penalty will be produced by the Investigating Officer in the form of a written enforcement decision request. The fixed penalty will only be issued when the enforcement decision is approved in writing by the Strategic Director.

4.16 If a landlord applies to the Council to review, waive or modify a penalty in accordance with Regulation 42, it is proposed that the decision to review, waive or modify the penalty will be decided by Legal Services.

- 5.1 Minor beneficial. The private sector housing stock in South Derbyshire is generally good and the Council rarely serves legal notices on our landlords. It is not, therefore, anticipated that this policy will generate significant income.
- 5.2 Nevertheless at the time of the last private sector housing stock condition survey in South Derbyshire (2014), 5,567 (14.5%) of private dwellings were privately rented and of these 574 (10.5%) failed the thermal comfort criteria under the Decent Homes standard. The Decent Homes standard does not provide a direct comparison to compliance with the Energy Efficiency Regulations, but this data provides an illustration of the likely existing scale of non-compliance with the Regulations.

6.0 Corporate Implications

Employment Implications

- 6.1 None

Legal Implications

- 6.2 Approval of the recommendations will enable officers in the Private Sector Housing Team to take immediate action using fixed penalty notices to address poorly insulated privately rented domestic properties. Adoption of the power will provide a further deterrent to prevent rogue landlords operating within South Derbyshire.

Corporate Plan Implications

- 6.3 The proposals align with the 'People' Corporate Plan theme and in particular Action PE3. "Use existing tools and powers to take appropriate enforcement action" and with the 'Place' theme and in particular Action PL1. "Facilitate and deliver a range of integrated and sustainable housing and community infrastructure."

Risk Impact

- 6.4 None

7.0 Community Impact

Consultation

- 7.1 None

Equality and Diversity Impact

- 7.2 Major beneficial. The proposed use of fixed penalty notices is aimed at protecting tenants in the private domestic rented sector from negligent landlords and providing these same tenants with properties which limit their energy costs.

Social Value Impact

- 7.3 Major beneficial.

Environmental Sustainability

- 7.4 Major beneficial. The impact of the proposals will lead to improvements in the energy efficiency of the private sector rented stock and therefore reduce overall greenhouse gas emissions.

8.0 Conclusions

8.1 The proposed use of fixed penalty notices for offences under the Energy Efficiency (Private Rented Property)(England and Wales) Regulations will enable Environmental Health Officers to ensure quick, efficient and proportionate action to tackle inadequate thermal conditions in the private rented sector.

9.0 Background Papers

The Domestic Private Rented Property Minimum Standard. Guidance for landlords and Local Authorities on the minimum level of energy efficiency required to let domestic property under the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015, BEIS (June 2018)

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	31st JANUARY 2019	CATEGORY: RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	IAN HEY, 01283 598741 Ian.Hey@south-derbys.gov.uk	DOC:
SUBJECT:	COMMUNITY PARTNERSHIPS SCHEME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

1.1 That the Committee accepts the recommendations of the Community Partnership Scheme Assessment Panel, to award grants as detailed in section 4.19 of this report.

2.0 Purpose of Report

2.1 To inform the Committee of the applications for Community Partnership Scheme (CPS) funding received by the Council.

2.2 To seek approval to award grants in line with the recommendations of the Committee's appointed Assessment Panel established to consider such applications.

3.0 Executive Summary

3.1 The CPS is continuing to operate according to processes and procedures as previously agreed and reported to the Committee.

3.2 In total, two new capital grant applications and a re-submission were reviewed by the Assessment Panel, requesting £36,081 against a remaining budget of £32,017.

3.3 The total value of the three projects is £72,167.

3.4 Three applications have been recommended for grant support by the Assessment Panel, with the value of grants to be offered totalling £28,396.

3.5 The three projects recommended to receive grant support are as follows:

- £11,599 to Lullington Village Hall: Upgrading the kitchen, disability access and energy efficiency.
- £14,025 to Melbourne Assembly Rooms: To improve acoustics, lighting and heating.

- £2,772 to Whistlewood Common (Melbourne): To support the development of a classroom and event space.

4.0 Detail

- 4.1 The CPS offers capital grants of up to £25,000 to support projects brought forward from the voluntary and community sector. A sum of £250,000 has been allocated to the Scheme to enable grants to be made in support of applications received during 2018/19.
- 4.2 The first panel awarded grants to the value of £217,983 leaving £32,017 to be allocated.
- 4.3 An Assessment Panel comprising four Councillors, with support from the Community Partnership Officer, met to consider applications that had been submitted. Councillor Dr Hilary Coyle Chaired the CPS Assessment Panel.
- 4.4 Submitted applications were assessed against set criteria and recommendations about grant distribution were identified to forward to the Housing and Community Services Committee.

Applications

- 4.5 The following applications were received and considered for capital funding:

- 4.6 **Lullington Village Hall** – Project value £23,206 : grant applied for £11,599.

The village hall is an old building with a Grade 2 listing. The management committee is looking to update the facility. The need for this has been identified through consultation with both users and the wider community. The need for a quality facility has become more apparent as all bus services to the village have now been withdrawn. The elements identified will make the building more accessible and reduce the ongoing costs helping to develop sustainability for the hall.

The management group will be working with the Community Partnership Officer to identify and apply for the matched funding required.

- 4.7 **Melbourne Assembly Rooms (MARS)** – Project value £43,425: grant applied for £21,710.

An initial application was submitted to refurbish the main hall. The panel invited MARS to rework its application to remove revenue elements of the project that could not be funded through the CPS. The revised application included a number of elements including acoustic improvements, upgrading lighting, heating and ventilation as well as replacement floor grates, seating cover and curtain extension.

The Assembly Rooms had identified £19,000 through local fundraising and allocation of reserves towards the project.

Applications have been submitted to raise the balance of funding required.

- 4.8 **Whistlewood Common (Melbourne)** – Project value £5,543: grant applied for £2,771.50.

The organisation has built a new straw bale and timber roundhouse to act as a classroom and event space. This project is to fit out the space with heating, water capture and solar lighting as the building is totally off-grid.

All required matched funding is in place.

Assessment Panel

- 4.9 The CPS Assessment Panel met on 16 January to review the applications against the questions and criteria previously agreed. The criteria included links with corporate priorities, security of external funding, sustainability, value of other contributions, value for money, community involvement, risk and commitment to equal opportunities.
- 4.10 Prior to making a recommendation, the Assessment Panel considered the Scheme's current budget position regarding capital monies. The Scheme had an initial allocation of £250,000. The first panel allocated £217,983 to grants leaving a balance of £32,017 available to be allocated.

Assessment Panel Recommendations

4.11 The Assessment Panel's recommendation for distribution of grant is as follows:

- £11,599 to Lullington Village Hall: Grant to contribute towards upgrading the kitchen, disability access and energy efficiency.
- £14,025 to Melbourne Assembly Rooms: Grant to contribute towards improvements to acoustics, lighting and heating.

The application was for £21,710. On consideration the panel identified that elements of the bid were for repairs and renewals as well as soft furnishings, which were not considered to be eligible. The grant recommended equates to 50 per cent of the project costs after ineligible elements were removed.

- £2,772 to Whistlewood Common (Melbourne): Grant towards the fit-out costs of a new classroom and event space.

4.12 All grant offers for building-based projects are required to evidence appropriate planning / building control permissions.

5.0 Financial Implications

5.1 The award of grants falls within the CPS's remaining budget allocation of £32,017. The total of the grants recommended for award is £28,396. The panel has tasked the Community Partnership Officer with supporting an additional project to come forward for the remaining £3,621.

6.0 Corporate Implications

- 6.1 The scheme contributes to all of the priority areas in the Council's Corporate Plan, with individual projects contributing to People, Place, Progress and Outcomes through delivering inward investment, independent living, leisure and cultural activity and focus on the community as customers.
- 6.2 The projects supported will also address Outcomes that contribute to the Sustainable Community Strategy themes of Children & Young People, Healthier Communities, Safer and Stronger Communities, as well as Sustainable Development.

7.0 Community Implications

- 7.1 The scheme maximises funding available for community investment by providing both direct funding and enabling leverage from other funding sources. It also continues to offer a direct line of communication with the voluntary and community sector.
- 7.2 The impact on the community and amount of community involvement in each individual project has been assessed as part of the appraisal process.

8.0 Conclusions

- 8.1 The CPS continues to provide the Council with an excellent means to support a variety of community partners in improving the quality of life for local residents. It also enables community partners to lever in additional external funding to the District.

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	31st JANUARY 2019	CATEGORY: RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM, 01283 595984 paul.whittingham@south-derbys.gov.uk	DOC:
SUBJECT:	OVERVIEW OF HOUSING SERVICE	TERMS OF REFERENCE:
WARD(S) AFFECTED:	ALL	

1.0 Recommendations

- 1.1 That the progress made within the Housing Service since January 2018 is noted.
- 1.2 That the Committee endorses the proposed future work programme to deliver further improvements to the Service

2.0 Purpose of the Report

The purpose of this report is to update members with regard to the progress made so far in improving the Housing Service since the commencement of the new Housing Management Team in January 2018.

- 2.1 The report also advises members as to the anticipated work programme for the coming year to deliver further improvements to the Service.
The report highlights activities in the following areas;
 - Repairs and Improvements
 - Housing Management
 - Supported housing
 - Community Engagement

3.0 Detail

3.1 Stock Condition Survey

- 3.1.1 The Council appointed Savills in (June 2018 to undertake a Stock Condition Survey and provided a final report to the Council. This has now been completed. The survey consisted of a review of all existing data and a physical survey of 10% of the housing stock. Special attention was paid to the 'non-traditional' or system built properties within the stock and also to blocks of flats with internal and external communal facilities. The Stock Condition Survey suggests that the focus of repair and improvement works for the next ten years should be the external and structural condition of dwellings and the land

around them. This is in line with Tenant Satisfaction (STAR) survey which was reported to Committee on 22 November 2018 and highlighted tenant's lower satisfaction levels with communal areas and estates.

3.1.2 The contents of the report are in the process of being validated in order to prepare a programme of works. This will also be aligned with the Housing Revenue Account (HRA) Business Plan and will form part of a revised Asset Management Strategy. This will be reported to Committee during 2019.

3.1.3 A further piece of work will be undertaken to produce option appraisals of stock where major works may not be economically viable in accordance with the 2016-2046 Asset Management Strategy; agreed by the Housing and Community Services Committee in October 2016. This is particularly the case with the 'non-traditional' dwellings and also blocks of flats. This further study will also consider the development potential of these areas and any adjacent sites that are already owned by the Council.

3.2 Derbyshire Fire Service

3.2.1 Derbyshire Fire Service has carried out a review of fire safety in Council dwellings. The outcome of this review will also be considered within the planning of a major works programme and also in the delivery of the two recently awarded fire safety contracts mentioned later in this report.

3.3 Repairs Review/Housing Quality Network

3.3.1 Housing Quality Network (HQN) has completed its review of the Responsive Repairs, Planned Maintenance and Disabled Facilities Grants Services. The recommendations within the report will inform the development of a three-year plan to improve the entire Service covering:

- A strategic approach to Asset management Gas Servicing and cyclical maintenance
- Responsive Repairs
- Void Repairs
- Contract Management
- Management of the Direct Labour Organisation (DLO)

3.3.2 A project plan for the delivery of these improvements is under construction and will be presented to members during 2019. A number of short-term actions to improve the Service are already in place, including the re-specification and procurement of cyclical maintenance and responsive repair's support.

3.3.3 A schedule of health and safety training is in place, covering, sharps, ladders, ladder inspection, asbestos, abrasive wheel, and electrical safety. Site Management Safety Training (SMSTS) has been completed by property surveyors and inspectors and a new fleet of vans is in use. The new fleet of vans will shortly be complemented with a complete new set of tools and equipment for the DLO.

3.3.4 The HQN review also covered the provision of adaptations in Council properties and also in private sector properties which are funded by Disabled Facilities Grants (DFG). A review of existing policies in both areas has been identified as being necessary. This review will consider the option of aligning the private sector DFG process with the provision of adaptations in council properties.

3.4 Procurement

3.4.1 The current contract for Responsive Repairs (including void works) expires on 31 March 2019. The contract for Planned and External Maintenance expired on 31 December 2018.

3.4.2 This contract was also used for the provision of repair and maintenance services to the Civic Centre and other public buildings. A new single “whole house” contract for all of these works is being tendered through a procurement framework. This contract will commence on 1 April 2019 and the Committee will be informed of the outcome of the tender exercise. The contract aims to provide a streamlined approach to contract management and also to improve the standard of empty and relet properties. This contract will deliver the planned maintenance programme mentioned earlier in this report.

3.5 New Contracts

3.5.1 New contracts have already been awarded for:

- Active Fire Safety (fire and smoke alarms installation and servicing)
- Passive Fire Safety (fire doors, compartmentation of buildings)
- Asbestos surveys (to communal areas, properties undergoing works)
- Asbestos removal (safe removal of asbestos)

These contracts cover the housing stock and other public buildings owned by the Council.

3.5.2 The provision of cleaning services to blocks of flats, community rooms, and vacant properties is covered within the repair and maintenance contract. A new improved specification for the provision of these services has been developed and a contractor is being sought through a procurement framework. A new separate cleaning contract will commence on 1 April 2019 and seeks to address the levels of dissatisfaction with the cleanliness identified in the STAR survey

3.6 Housing Management- Welfare Reform

3.6.1 Universal Credit was implemented in two stages in South Derbyshire, in June and then November 2018. An implementation plan developed by Housing, Revenues and Benefits and Partner Agencies has helped to minimise the impact of changes on existing claimants.

3.6.2 There are currently 36 Council tenants in receipt of Universal Credit. In eight of these cases there has been a six-week wait for the initial payment to be made.

Phase two of the Implementation Plan is being developed and members will be updated on the impact on Council tenants and the general public later in the year.

3.7 Anti-Social Behaviour /Tenancy Management

3.7.1 To assist in managing the emerging new types of anti-social behaviour including “cuckooing” in Council properties, the current procedures and processes for dealing with tenancy management issues have been reviewed. New procedures supported by a newly developed Information Technology (I.T.) Module and further staff training will be in place from March 2019. New working arrangements including joint training and briefing sessions for all Housing Staff are already in place.

3.8 Void Process Review

3.8.1 The process for managing the repair and letting of empty properties has been reviewed and the new process will be implemented from March 2019. The aim of this process is to let properties at a suitable standard more promptly and in a transparent and accessible manner for customers. New arrangements for letting difficult to let properties are already in place. [Page 19 of 44](#)

3.9 Rent Arrears Process Review.

3.9.1 Rent arrears processes have been reviewed in order to assist with the general management of rent accounts and specifically the provision of more direct support to tenants facing financial difficulty and/or their management of Universal Credit. The new process relies more on personal rather than written contact and providing more support to tenants with managing their income and expenditure. The necessary changes to the Housing Management I.T systems to facilitate this new process are in the process of being implemented.

3.10 Vulnerable people/tenancy management

3.10 The Housing Service and in-house cleaning team have carried out a pilot project to clean and clear properties where vulnerable tenants have been unable to comply with the conditions of their tenancy. This pilot project is part of the development of a new method for managing the tenancies of vulnerable people, ensuring that they are able to sustain their tenancies and do not become the victims of cuckooing or other criminal or abusive behaviour. This process will replace the Tenancy Audit process previously reported to Committee. All Housing Services staff have been trained with regard to the Vulnerable Adult Risk Management (VARM) process.

3.11 Estate Management

3.11.1 Concerns have previously been raised by members with regard to the management and condition of Council Housing properties and land. As indicated earlier these concerns have been reflected in the responses of Council tenants to the STAR survey. This Committee agreed a new set of Service Standards for the management of internal and external communal areas in March 2018. A schedule of works to prune and maintain hedges and shrub beds in Housing Areas has now commenced, the new schedule for cleaning internal areas will commence in April 2019 at a higher specification than at present. A schedule of regular inspections of shared facilities on estates is currently being implemented.

3.12 Flat Inspections

3.12.1 Alongside the recent STAR tenant satisfaction survey a follow-up survey of tenants in flats with communal facilities has been carried out. This has provided more detail with regard to the issues raised by tenants living in these blocks. This information will be used alongside the stock condition data to inform major investment decisions regarding physical improvement to these blocks.

3.13 Supported Housing

3.13.1 Work is in progress on the action plan arising from the review of supported housing reported to Housing and Community Services Committee in April 2017. The contract with DCC for the provision of Telecare/Careline services has been extended for a further two years. DCC is also in the process of consulting Service Users and providers on the future provision of these services in line with its County-wide strategy "Housing an Ageing Population a strategic vision" A formal response to this consultation has been prepared and will be reported separately. A new contract for the provision of Floating Support (wardens) is also proposed and is reported separately.

3.14 Tenant Satisfaction Survey (STAR)

3.14.1 The STAR Survey reported to members in November 2018 highlighted tenant dissatisfaction with how their views on services are responded to and how well the Council performs at communicating with them in general.

To address these issues a more regular survey framework is being designed which will collect satisfaction data on key services more regularly. This data will then be used to drive a service improvement framework which will focus on improving those services identified by tenants. This framework will be managed by the Community Engagement Team within Housing Services.

3.15 Annual Report

3.15.1 The 2017/18 Annual Report for Tenants is currently being prepared. The report focuses on the provision of housing services for vulnerable tenants and residents in South Derbyshire and will be published by the end of March 2019. The report will be made available to tenants and stakeholders 'online' with printed copies available on request. The final draft of the report will be presented to this committee in March 2019

3.16 Allocations and Homelessness

3.16.1 A project team is in place to review the current Housing Allocations Policy. This review will consider the issues already raised by members regarding the allocation of flats and sheltered accommodation. A draft Allocations Policy for consultation with members, stakeholders and the public will be presented to Housing and Community Services Committee early in 2019/20. Alongside this review the Council will be seeking to re-tender the provision of software to deliver the Choice Based Lettings system for managing the Housing Register and allocating properties. The Housing Service will be exploring and assessing the options for the procurement of this software either on a stand-alone basis or in partnership with other providers in the region.

3.17 Homeless Legislation

3.17.1 The Homeless Reduction Act was introduced in April 2018 which imposed new and extended Homelessness duties on local councils. In order to manage the implementation of this new legislation the Council has implemented new software funded by central government. The Council has provided additional staffing resource.

3.17.2 Better Care Fund support has been obtained to fund a contract to assist applicants with mental health and housing issues. So far the Council have dealt with 442 applications compared with 392 at the same stage in the previous year. Despite this the Housing Options Team has been successful in reducing both the number of cases having to be placed in Bed and Breakfast (B&B) and also the average length of stay in B&B this year. For the first time in the last three years the annual count of rough sleepers in the area was nil. During early December 2018 the team also achieved 'nil' households in Bed and Breakfast accommodation.

4.0 Financial Implications

4.1 There are no direct financial implications arising from this report. Further reports will identify these implications for the individual work streams identified.

5.0 Corporate Implications

Employment Implications

5.1 There are no direct Employment Implications arising from this report, Further reports will identify these implications for the individual work streams identified.

6.0 Legal Implications

6.1 There are no direct Legal Implications arising from this report, Further reports will identify these implications for the individual work streams identified.

7.0 Corporate Plan Implications

7.1 The actions outlined in this report contribute to the following aims within the Corporate Plan

- PE1. Improve the quality and make best use of existing Council housing stock to meet current and future needs.
- PE2. Maintain regular contact with tenants, with a focus on those identified as vulnerable
- O5. Improve the way in which Housing Services gathers reports and acts on customer satisfaction data.
- O5. Deliver a first class Repairs Service (strategic review of repairs and improvements).

8.0 Risk Impact

8.1 The proposals to change the eligibility criteria for Careline and Telecare Services may have an impact on the Corporate Risk to Core Funding and the Service Delivery risk, "loss of income to the Housing Revenue Account" If the proposals are implemented the likelihood score for this risk will be reviewed.

9.0 Community Impact

9.1 Consultation

The STAR tenants survey has identified the levels of tenants satisfaction with current services and areas for further improvement in services.

9.2 Equality and Diversity Impact

There is no direct impact on Equality and Diversity arising from this report. Further reports will identify these implications for the individual work streams identified.

9.3 Social Value Impact

There is no direct impact on Social Value arising from this report. Further reports will identify these implications for the individual work streams identified

9.4 Environmental Sustainability

There are environmental sustainability issues addressed within the repair and maintenance tender process and other maintenance contracts, including the safe disposal of waste.

10.0 Background Papers

None

REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 10
DATE OF MEETING:	31ST JANUARY 2019	CATEGORY:
		RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	PAULWHITTINGHAM 01283595984 paul.whittingham@southderbys.gov.uk	DOC:
SUBJECT:	DERBYSHIRE COUNTY COUNCIL CONSULTATION ON TELECARE /CARELINE SERVICES AND PROCUREMENT OF OLDER PERSONS FLOATING SUPPORT	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 To approve the Council response to the Derbyshire County Council (DCC) consultation on the provision of Careline and Telecare Services
- 1.2 To note the extension of the current contract to provide Floating Support (Wardens) services until November 2019.
- 1.3 To accept the offer from DCC to deliver the 'Independent Living (Wardens) Service' to current and new service users for two years from November 2019.
- 1.4 To note that during the period of this agreement, the Council will work with DCC and other providers of Housing, Social and Health Care to develop new services for older and vulnerable people.

2.0 Purpose of the Report

- 2.1 To advise members of the consultation into telecare and care line service provision by Derbyshire County Council
- 2.2 To advise members of the possible impacts of the outcomes of this consultation
- 2.3 To advise members of the extension by DCC of the Older Persons Floating Support (Wardens) contract until November 2019
- 2.4 To seek members approval of the acceptance of the offer from DCC to deliver the Floating Support Service under a new name of the 'Independent Living Service' and the terms under which this offer has been made.

3.0 Detail

Introduction

- 3.1 Derbyshire County Council (DCC) has provided funding for community alarms (known as Careline) and Older Persons Floating Support (Wardens) in South Derbyshire since the Supporting People programme was introduced in April 2003. The Council has contracts to deliver both of these services to tenants and other eligible residents in South Derbyshire.
- 3.2 DCC initially provided funding for an unlimited number of clients provided they met an eligibility criteria (in receipt of housing benefit or pension credit, or met the County Council's Fairer Charging criteria) which included an assessment of the applicants ability to pay a charge.
- 3.3 On 5th November 2018 Derbyshire County Council informed South Derbyshire District Council and other providers of Telecare (Careline) and Floating Support (Wardens) services of its proposals for public consultation on the provision of Telecare services and the retendering of Older Persons Floating Support services.
- 3.4 The proposals regarding the Community Alarm and Telecare service were agreed by DCC's Cabinet on 8 November 2018. The initial proposal to re tender the Floating Support service was agreed by DCC's Cabinet on 20 September 2018. The proposals included an initial extension of the current contract for Floating Support until November 2019 and a proposal to extend the contract for Careline and Telecare Services until 2021.
- 3.5 The consultation process for Community Alarms and Telecare has involved DCC contacting all current service users who were also invited to a consultation event at Oakland's on 12 December 2018. The consultation period ran until 25 January 2019 although the Council has asked for an extension so that a formal response can be agreed by this Committee. The proposed response to the proposals are attached at Appendix A

SDDC Telecare and Careline Services

- 3.6 Currently, 459 tenants receive funding from DCC for the Careline Monitoring Service. 276 of these tenants also receive funding the for the Floating Support (Wardens) service. Payments made to the Council under these contracts are £2.60 per week for Telecare and £5.92 per week for Floating Support. Tenants in receipt of the Careline/Telecare service would be responsible for these payments themselves if funding is withdrawn as there is no other benefit provision for this.
- 3.7 The detail regarding the funded and non-funded users of both services is contained in the table below.

Service Level	SDDC Sheltered Tenants (Self-Funded)	SDDC Sheltered Tenants (DCC Funded)	SDDC Sheltered Tenants (Joint Funded)	Total
2 visits/week +Careline	3	88	3	94

1 visit /week+Careline	12	105	5	122
Fortnightly visit+Careline	3	4	0	7
Monthly visit+Careline	0	12	0	12
Quarterly visit+Careline	3	59	0	62
Careline Monitoring Only	103	180	3	286
Total	124	448	11	583

3.8 The Council also provides the 'Falls Recovery' Service under contract to DCC. This Service relies on the Careline Service to allow vulnerable people who have fallen in their homes to make instant contact with the Careline Service who will then arrange for specially trained Council staff to attend their home and make them comfortable.

3.9 These services are also offered to vulnerable older people in the private sector. Currently 618 households use this service paying charges ranging from £104 per year to £260 per year. There are currently no service users within the private sector who are funded by DCC although this service is available to all tenures.

DCC Consultation

3.10 DCC identified a number of key issues which is driving a need for review. These are:

- The Service model is varied across Derbyshire
- The Service is district focused – a mix of providers, some directly provided services and some specific housing schemes
- The delivery models are complex
- Service contracts have been rolled forward for several years
- Transformation and change models have been previously proposed but not progressed
- DCC procurement protocols do not allow for any further contract extensions.

Key Aims

3.11 The key aims of the consultation are:

- Further contract extensions of current services to March 2021
- To shift the Service to deliver more outcomes for customers rather than outputs
- That as an 'Enterprising Council', DCC should look at role of technology in Adult Social Care
- DCC is looking at a long-term sustainable approach which delivers benefits across a range of client groups
- Complex transformational project which will take time to evolve and develop.

Key Proposals

3.12 The key proposals in the consultation are:

- Service eligibility is changed to solely focus on providing equipment and monitoring to Care Act (2014) eligible clients who have an eligible health or social care need
- Individuals, irrespective of eligibility, would be provided (where need is identified) with a community alarms based unit and telecare equipment free of charge, via the statutory requirement to provide minor aids and equipment. Once the equipment is identified as being no longer required it will be removed by the provider.
- For the ongoing monitoring and maintenance costs associated with telecare and community alarms for Derbyshire Care Act (2014) eligible clients will be assessed under the appropriate charging regulations and the individual's personal budget will reflect this.
- Self-funding clients, who are not eligible to receive financial support under the Care Act (2014) guidance, would have to pay the full cost of monitoring and maintenance.
- Should a self-funding client become eligible for financial support under the Care Act (2014) following a period of time and a subsequent financial assessment, they will be able to access a personal budget to allow them to access telecare and community alarms provision.
- That community alarms and telecare is provided free (to include provision of equipment and monitoring charge) as part of a six-week enablement service. Non-Care Act eligible clients who choose to retain the service after the end of the enablement period would be required to pay to receive the service, Or, if following full assessment, they are identified as Care Act eligible they would continue to receive the service via a personal budget or direct payment as per the proposals outlined above.

Financial and Other Impact

- 3.13 The proposed shift in eligibility criteria from benefits based eligibility to one based on need means that individuals who currently access the Service as they are in receipt of Housing Benefit or Pension Credit (Guarantee Credit only) will no longer receive a subsidised service and if required will be assessed to see if they have an eligible need as defined by the Care Act (2014). The Act introduced a national eligibility threshold, which consists of three criteria, all of which must be met for a person's needs to be eligible.
- whether a person's needs are due to a physical or mental impairment or illness
 - to what extent a person's needs affect their ability to achieve two or more specified outcomes
 - and whether and to what extent this impacts on their wellbeing.

The Act identifies the following outcomes for the applicant two of which must be met to become eligible for Care Act Assistance

- Managing and maintaining nutrition
- Maintaining personal hygiene
- Managing toilet needs
- Being appropriately

- Being able to make use of the adult's home safely
- Maintaining a habitable home environment
- Accessing and engaging in work, training, education or volunteering
- Making use of necessary facilities or services in the local community including public transport and recreational facilities or services
- Carrying out any caring responsibilities the adult has for a child

3.14 Current eligibility based on entitlement to benefit and generic housing needs.

3.15 The total income for the Careline Monitoring Service is budgeted at £292,486 per year. This comprises of funding from DCC of £66,884 and £222,601 from private households.

3.16 The Council and other similar providers expect the income from DCC to reduce by around 75% if the proposals are implemented. This could constitute a loss of income to the Housing Revenue Account of around £50,000 per annum. The current income associated with the Careline service are:

Income	YTD	Out Turn	75% Reduction
Monitoring - County	50,163.32	66,884.43	50,163.32
Monitoring - Private	169,201.22	225,601.63	
Other income			
Total		292,486.05	242,323.05

3.17 The current costs associated with the Careline Service are:

Expenditure	Amount
Salaries	231,408
Apprenticeship Levy	559
Enhanced Pension	12,984
Computer Maintenance	47,500
Mileage	3,200
Insurance	2,771
Recharges	200,457
Training	1,500
Premises Costs	39,625
Equipment	32,000
Other	2,223
Total	574,227

3.18 Currently this creates a running deficit for the service of £281,740. This will increase to a possible £331,903.

3.19 DCC has confirmed that whilst the current contract has been extended it may begin to change the eligibility criteria and therefore withdraw funding from the summer of 2019 onwards.

- 3.20 This will leave many service users having to pay for the service themselves. As all of these tenants will be in receipt of benefits this may leave them facing a degree of financial hardship. Alternatively, tenants may choose not to use the service any longer. This may result in vulnerable tenants being at risk of physical harm and unable to access services in an emergency for example if they have fallen and are unable to move.
- 3.21 The proposals will also create a confused service for tenants. Those tenants receiving services under the Floating Support contract will still receive funding for this service but may be ineligible for funding for the Careline monitoring service.

SDDC Older People's Floating Support Service (OPFS)

3.22 DCC's view of the current provision of the Floating Support (wardens) service is that it:

- Complements other work taking place to enable people to stay independent and at home for as long as possible in older age
- Provides low level housing related support
- Enables vulnerable older adults to live independently
- Supports people in their own homes
- Offers differing service levels to support varying need
- Provides the Falls Service response
- Is part of Adult Care's preventative offer under the Care Act 2014
- Is available in all eight districts/boroughs of Derbyshire
- Has Capacity to support over 5,000 people
- Supports almost 3,900 people to remain independent

3.23 The original intention of DCC to retender the Floating Support Service may have led to SDDC losing the contract with the subsequent loss of income and also the transfer of staff to the successful provider under the Transfer of Undertakings (Employment Protection) TUPE regulations.

3.24 Following consultation with service providers, DCC has now offered the Council a two-year 'Inter-Authority Agreement to provide Floating Support Service from November 2019. The specification for this service is largely unchanged from the current contract. The capacity of the contract will remain at 425 service users and will also include the Falls Recovery Service. The Council will receive a payment of £130,000 per year for the Independent Living Service, this is an increase of £46,000. The Council will receive payments of £34.00 for each customer that is visited by the Falls Recovery Service. Between now and November 2021, the Council will work to increase take-up of the Service from older and vulnerable residents in all tenures. The Council will also work with DCC and other providers to identify options for the development of new services that make best use of the available funding for older and vulnerable people.

3.25 DCC's rationale for offering the Council and other similar providers a new agreement to deliver this service is "to support the continuity of the existing Service provision; providing a seamless transition for people already in receiving of support".

3.26 This approach assists in meeting the challenge for DCC and other partner agencies and providers to respond to an Ageing population whilst remaining efficient and cost effective.

3.27 DCC required the Council to signal its intent to accept the proposal to deliver the Floating support service by 25th January. Officers have signalled this intent subject to the approval of this Committee.

3.28 Should the Council not be willing to enter into this Agreement, DCC intends to pursue its original course of action for the service in South Derbyshire to be retendered along with other similar services in the County which have already been tendered previously.

3.29 The current costs of the Floating Support service are:

Expenditure	Amount
Salaries	212,260
Apprenticeship Levy	566
Enhanced Pension	12,984
DBS	200
Mileage	12,800
Insurance	2,130
Recharges	53,440
Training	1,500
Car Parking	40
Other	2,213
Total	298,133

3.30 The current income generated by the service is:

	Out-turn
Floating Support - County	83,840.76
Floating Support - Private	314.67
Total	84,155.43

3.31 Consequently the Service operates at a deficit of £213,977 which is funded by the Housing Revenue Account (HRA).

3.32 Under the new arrangement whilst costs will remain the same the income from DCC will increase by approximately £46,000.

Risks and Opportunities

3.33 Both elements of this package of proposals create risks and opportunities for the Council in their own right and as a combined service.

3.34 Risks identified for the Council are:

- Further Loss of income to the Housing Revenue Account
- Requirement to retrain workforce
- Marginally vulnerable households not funded/supported
- Increased burden on HRA through management of non-funded vulnerable applicants
- Increased administration of means tested services
- Possible impact on property allocations- applicant unable to remain at home
- Possible increase in care home admissions/void properties
- Lack of clarity of Care Act eligibility.

3.35 Opportunities for the Council are that its:

- Expand the Community alarms and Telecare Service by absorbing other providers' services
- Develops broader service in partnership through the Place Alliance and other forums- provide basic care, basic health care. Basic medication review. Provide enhanced technological service.
- Increases income through broader service offer in South Derbyshire
- Enhances the falls recovery services direct with East Midlands Ambulance Service (EMAS) for other customers

3.36 The Committee will be advised once the outcome of the consultation process for Telecare is known. This may lead to further investigation to identify possible future options for the provision of the service.

4.0 Financial Implications

4.1 The results of the Telecare/Careline consultation are currently unknown and therefore it is too early to report the potential financial implications.

4.3 The Council will keep the outcomes of the consultation under review and report the detail once known.

5.0 Corporate Implications

Employment Implications

5.1 The exact employment implications will only become clear once DCC have confirmed the outcomes of the consultation regarding the Careline service.

Legal Implications

5.2 None at Present

Corporate Plan Implications

5.3 None at Present

Risk Impact

5.4 None at present

6.0 Community Impact

Consultation

6.1 DCC has consulted individually with all current service users and provider agencies.

Equality and Diversity Impact

6.2 None at present

Social Value Impact

6.3 None at present

Environmental Sustainability

6.4 None at present

Appendix A.

Derbyshire County Council Careline/Telecare Consultation

Derbyshire County Council currently funds the South Derbyshire District Council's (SDDC) Careline Community Alarms Services that provide 24 hours-a- day seven days-a- week alarms monitoring provision for individuals across South Derbyshire along with other similar services elsewhere in the County. Community alarms systems incorporate a pendant or wristband worn by an individual which connects to a telephone line through a base unit. If required, clients can summon assistance by triggering an alert and once the client is connected to an operator at a monitoring centre they can assess how to support the client's needs at that time.

Additional items of equipment can be added to the basic community alarm system, as part of the Derbyshire Adult Care telecare offer, for example:

- Motion sensors can reduce the likelihood of accidents and falls occurring by automatically switching on a light when the individual gets out of bed
- Sensors placed in a clients bed can alert staff if the person is having an epileptic fit
- Gas and water sensors can be used to alert if a client has not turned off the tap or cooker
- Sensors can be placed on a front door to alert a carer if a client has left home without anyone knowing.

Some telecare equipment requires connection to a community alarm base unit so that specific sensors or equipment can provide information through to a monitoring centre, and for this there is an associated monitoring charge. However, there are other pieces of telecare equipment such as a pager system which can allow an individual to request support from a nearby carer or relative. Increasingly, technological developments are bringing to market pieces of telecare equipment that do not require connection to a monitoring system, such as an app which utilises mobile phone technology

Derbyshire County Council is consulting service users and providers on the future delivery and funding of this service between now and 25 January 2019.

DCC has already agreed to extend the existing contract for a further two years until 2021, although, has suggested that it may introduce changes to the eligibility criteria in the summer of 2019.

South Derbyshire District Council Response.

General comments.

The Council is concerned that the proposal to change the eligibility criteria for Community Alarms and Telecare Services may disadvantage current and future service users who may be vulnerable but not meet the threshold required by the Care Act.

This is a particular concern for service users in more rural areas for whom Careline provides a sense of safety, security, confidence independence and well-being.

As currently funded, service users are already on a low income it is unlikely that they will be able or willing to fund this service from their own resources, potentially leaving them vulnerable and isolated in the event of a crisis such as a trip or fall in their own home.

The Council is also concerned that this service provides a proactive and preventative service for users which meets the aims of the Health and Well-Being and Place Alliance Partnerships in South Derbyshire. These partnerships are focussed on preventing unnecessary interventions by Ambulance and Health Services including unnecessary hospital and care admissions. Removing funding from users may compromise some of these aims.

The teams who deliver these services in South Derbyshire have highlighted that there are still significant issues in partner agencies understanding the nature of the current service. This includes exploring its potential to meet the wider health and social care aims and reduce the duplication of effort across health, housing, social care and the voluntary sector.

There are also concerns that this proposal will create a confusing 'twin-track' approach to services in South Derbyshire. Some service users will find that their 'floating support' service is still being funded and yet their telecare /Careline service is not. Many customers view the two services as being one and in practice the two are largely interdependent.

The Council does, however, accept that there may be a number of current service users in receipt of funding whose needs do not merit the provision of this service as it has only been offered in the past based on the nature of the property rather than any assessed health or other needs.

A review of the eligibility criteria for this service is necessary although the Council would question whether the Care Act criteria are appropriate for this purpose and for achieving the partnership and preventative aims of Health and Social Care Services.

Response to Specific Proposals.

Proposal 1.

Proposal

Service eligibility to access Derbyshire County Council funded community alarm and telecare services is changed to solely focus on providing equipment and monitoring to Care Act (2014) eligible clients who have an eligible health or social care need.

Response

The Council is concerned that this may remove funding from around 75% of current users.

These users are already on low incomes and may not be able to fund the service themselves. For many users in rural areas the Careline Service provides a sense of safety security and comfort which contributes to their sense of wellbeing.

The Council accepts that there are some service users in receipt of funded services who may not have a clear need for this service, as it has not previously been offered based on an assessed need. .

The consultation documents do not make reference to the importance of the Careline Service in facilitating the Falls Recovery Service which has been successful in making significant savings for ambulance and health services.

The Council will need further information on how new eligibility assessments are to be carried out and by whom.

Proposal 2

Proposal

Individuals who currently access the service as they are in receipt of Housing Benefit or Pension Credit (Guarantee Credit only) will no longer receive a subsidised service and if required be assessed to see if they have an eligible need as defined by the Care Act (2014).

Response

The Council will need further information on how new assessments are to be carried out and by whom.

Proposal 3

Proposal

Individuals, irrespective of eligibility, would be provided (where need is identified) with a community alarms base unit and telecare equipment free of charge, via the statutory requirement to provide minor aids and equipment. Once the equipment is identified as being no longer required it will be removed by the provider.

Response

The Council will require confirmation of who will purchase and own this equipment and be responsible for its maintenance. It is not clear from the consultation documents how the 'need' for this provision would be identified and assessed.

Proposal4

Proposal

The ongoing monitoring and maintenance costs associated with telecare and community alarms for Derbyshire Care Act (2014) eligible clients will be assessed under the appropriate charging regulations and the individual's personal budget will reflect this.

Response

The Council will need further information as to how these assessments are to be carried out and how this will be resourced. There are already concerns as to how other agencies that provides funding and financial benefits advise service users of the nature of the Careline Service and that personal budgets could be used to fund this. It would be helpful if further information could be provided as to how this will be communicated to agencies that manage 'personal budgets'.

Proposal5

Proposal

Self-funding clients, who are not eligible to receive financial support under the Care Act (2014) guidance, would have to pay monitoring and maintenance costs at full cost.

Response

This proposal suggests that a further assessment of a service user's financial position will be required. The Council will need further information as to how this will be carried out and by whom. It is not clear from the consultation documents as to how users with an 'identified need' will pay for this service if they are not eligible for support.

Proposal6

Proposal

Should a self-funding client become eligible for financial support under the Care Act 2014 following a period of time and a subsequent financial assessment, they will be able to access a personal budget to allow them to access telecare and community alarms provision.

Response

The Council will require further information as to how this eligibility will be assessed and by whom and which 'personal budget' this refers to.

Proposal7

Proposal

That community alarms and telecare is provided free (to include provision of equipment and monitoring charge) as part of a six week reablement offer. Non-Care Act eligible clients who choose to retain the service after the end of the reablement period would be required to pay to receive the service. Or, if following full assessment, they are identified as Care Act eligible they would continue to receive the service a Personal Budget or Direct Payment as per the proposals outlined above.

Response

The Council will need more information as to which 'personal budget' this refers to and with regard to how these assessments will be carried out and by whom

Proposal 8

Proposal

If a self-funding client becomes eligible for financial support under the Care Act 2014 they could use their personal budget to pay for on-going monitoring and maintenance.

Council Response

The Council will need more information as to which ‘personal budget’ this refers to.

Proposal 9

Proposal

Telecare and community alarm equipment and monitoring would be provided free for people – whether eligible under the Care Act or not – for a period of six weeks to enable them to return home from hospital. If they were subsequently assessed as needing the equipment it would be under the terms listed above.

Response

The Council will need further information as to how these assessments are carried out and by whom. If after the initial six-week period a ‘non eligible’ user still has a need for the equipment how will this be funded?

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 11
DATE OF MEETING:	31st JANUARY 2019	CATEGORY: RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	MALCOLM ROSEBURGH EXT 5774 malcolm.roseburgh@south-derbys.gov.uk	DOC:
SUBJECT:	CHURCH GRESLEY CEMETERY – LAYOUT CHANGES	
WARD(S) AFFECTED:	CHURCH GRESLEY, SWADLINCOTE, NEWHALL, WOODVILLE, LINTON, CASTLE GRESLEY	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 To seek approval from Finance and Management Committee for a budget of £17,700 to remove two adjacent non-essential paths at Church Gresley Cemetery in order to use the recovered land to provide additional burial space therein.
- 1.2 That Housing and Community Services Committee approve the cessation of the practice of allowing people to pre-purchase graves within cemeteries managed by the District Council except where ground conditions restrict the use of double graves.
- 1.3 That Housing and Community Services Committee approve officers investigating identification of possible cemetery space within the Swadlincote urban core.

2.0 Purpose of the Report

- 2.1 To advise members that Church Gresley Cemetery is approaching capacity for burials.
- 2.2 To seek approval to remove 2 adjacent paths as identified in the plan attached as Appendix 2 in order to provide extra burial space within Church Gresley Cemetery.
- 2.3 To seek approval for officers to continue working towards identifying potential land within the urban core for future burial use.
- 2.4 To seek approval from Members to stop the practice of allowing people to pre-purchase graves within Council managed cemeteries except where ground conditions restrict the use of double graves.

3.0 Detail

- 3.1 Church Gresley Cemetery is the largest cemetery managed by the District Council. The first interment within the cemetery took place in 1881. Over the last 138 years

the cemetery has provided burial space for the residents of Church Gresley, Swadlincote and the surrounding villages.

- 3.2 Over the last 10 years there has been an average of 11 new full burials per year undertaken within Church Gresley Cemetery.
- 3.3 Over the last 8 years the number of remaining burial spaces has dwindled and necessitated the use of borders so that local residents could continue to be buried within the cemetery. By utilising the last available border and subject to suitable ground conditions there is currently a maximum of ten burial spaces remaining. However the cemetery is now at the stage where all available space has been reviewed and allocated and the only option to allow burials to continue in the cemetery is to dig up 2 adjacent non-critical paths and utilise the recovered space for burials.
- 3.4 A map showing the general shape and location of Church Gresley Cemetery is attached as Appendix 1. A detailed map showing the location of the paths proposed for removal and allowing further use of the cemetery for burials is attached as Appendix 2.
- 3.5 It has been estimated that the removal of the path would allow for provision of between 72 and 108 plots dependent on the ground conditions, nature of services etc. that are found once the work to remove the paths has been undertaken.
- 3.6 Based on interment averages and the minimum number of plots that the work could create it is estimated that burial provision at Church Gresley cemetery could be extended for a minimum of 6.5 years.
- 3.7 Any extension to burial space at the cemetery would allow time to investigate options for alternative burial provision within or near to the urban core. Opportunities have previously been investigated but no suitable sites have materialised.
- 3.6 To further extend burial provision across the District Councils cemeteries it is proposed to cease the practice of allowing people to pre-purchase a burial plot in advance for future use with the exception of where ground conditions do not permit the use of double graves.
- 3.7 Where it is not possible to accommodate a double grave it is proposed to allow families to purchase an adjacent grave at the same time to allow for spouses/partners to be buried alongside each other.

4.0 Financial Implications

- 4.1 An initial estimate for the cost of the works to enable provision of additional burial space including path removal, single tree removal and adjacent path repairs has been sourced and the works priced at £17,700. Further to committee approval further quotations would be sought in line with the Council's financial procedures.
- 4.2 Additional finance would be required should future investigations identify potential suitable land for burials in the Swadlincote area. However, should potential sites be identified then further reports to committee would be necessary.
- 4.3 The cessation of pre-purchasing graves will have negligible immediate impact on ongoing revenue incomes.

5.0 Corporate Implications

5.1 **Employment Implications** - None

5.2 **Legal Implications** – None. Provision of burial space is not a statutory requirement.

5.3 **Corporate Plan Implications** - Whilst there are no direct links to the corporate plan, the provision of burial space for the communities of Church Gresley/Swadlincote and its environs links indirectly to the themes of People and Place.

5.4 **Risk Impact** – Although provision of burial space is not a statutory requirement it is a very emotive issue. The key risk to the Council is reputational in that closure of the cemetery is likely to prove unpopular with local residents notwithstanding the fact that the duty to provide burial space is not statutory and attempts have been made to locate and provide suitable alternatives.

5.5 The decision to remove a path may also prove unpopular with some cemetery users as they may fear it will impact on either their use or the aesthetics of the surrounds. However it has been judged the path is non-essential and the required vehicular and ambulatory access is allowed for within the proposals.

6.0 Community Impact

6.1 **Consultation** – None to date.

6.2 **Equality and Diversity Impact** – Not applicable.

6.3 **Social Value Impact** - The proposal to remove the paths will enable the local community to continue to bury their loved one within their neighbourhood for an extended period of time rather than having to travel to other cemeteries located within the district or elsewhere.

6.4 The extension in the time of operations at Church Gresley Cemetery consequent to this proposal will also provide additional time to seek alternative burial provision to serve the urban core in the future.

6.5 **Environmental Sustainability** - Not applicable.

7.0 Conclusions

7.1 The proposals included within the report will safeguard the provision of burials within Church Gresley/Swadlincote area in the interim whilst officers investigate the longer term provision of burial space for the area.

7.2 The cessation of allowing the pre-purchase of graves within District Council managed cemeteries will extend the provision of graves across the district for the future.

8.0 Background Papers

8.1 None.

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 12
DATE OF MEETING:	31st JANUARY 2019	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	DEMOCRATIC SERVICES 01283 59 5848/5722 democraticservices@south-derbys.gov.uk	DOC:
SUBJECT:	COMMITTEE WORK PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

1.0 Recommendations

1.1 That the Committee considers and approves the updated work programme.

2.0 Purpose of Report

2.1 The Committee is asked to consider the updated work programme.

3.0 Detail

3.1 Attached at Annexe 'A' is an updated work programme document. The Committee is asked to consider and review the content of this document.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Work Programme.

Housing and Community Services Committee – 31st January 2019 Work Programme

Work Programme Area	Date of Committee meetings	Contact Officer (Contact details)
Reports Previously Considered By Last 3 Committees		
Corporate Plan 2016-21: Performance Report Q1	23 rd August 2018	Keith Bull Head of Communications (01283 228705)
Updated Housing Strategy Plan	4 th October 2018	Eileen Jackson Housing Strategy Manager (01283) 595763
Social Housing Green Paper – ‘A New Deal for Tenants’ overview and consultation	4 th October 2018	Martin Guest Business Support Manager (01283) 595940
Council Response To Ministry Of Housing, Communities And Local Government Consultation On Social Housing Green Paper	4 th October 2018	Martin Guest Business Support Manager (01283) 595940
South Derbyshire Playing Pitch Strategy	4 th October 2018	Hannah Peate Sport and Health Partnership Manager (01283) 595973
Corporate Plan 2016-21: Performance Report Q2	22 nd November 2018	Keith Bull Head of Communications (01283 228705)

Leaseholder Handbook	22 nd November 2018	Martin Guest Business Support Manager (01283) 595940
STAR survey – initial findings and plans	22 nd November 2018	Martin Guest Business Support Manager (01283) 595940
Contribution To Active Derbyshire	22 nd November 2018	Hannah Peate Sport and Health Partnership Manager (01283) 595973
Community Partnerships Scheme	22 nd November 2018	Ian Hey Community Partnership Officer (01283) 228741
South Derbyshire District Council Surveillance Policy	22 nd November 2018	Chris Smith Communities Manager (01283) 595787
Provisional Programme of Reports To Be Considered by Committee		
Regulation of Energy Efficiency in Private Sector Rented Property	31 st January 2019	Matt Holford Environmental Health Manager (01283) 59
Community Partnerships Scheme	31 st January 2019	Ian Hey Community Partnership Officer (01283) 228741
Overview of Housing Service	31 st January 2019	Paul Whittingham Housing Services Manager (01283) 595984

Derbyshire County Council Consultation on the Future of Telecare/Careline Services and the Re-Procurement of Older Persons Floating Support	31 st January 2019	Paul Whittingham Housing Services Manager (01283) 595984
Enhancements to the Housing Management System	TBC 2018/19	Martin Guest Business Support Manager (01283) 595940
Swadlincote Woodlands Management Plan	TBC 2018/19	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Improvements to Midway Community Centre	TBC 2018/19	Malcolm Roseburgh Cultural Services Manager (01283) 5955774
Corporate Plan 2016-21: Performance Report Q3	7 th March 2019	Keith Bull Head of Communications (01283 228705)
Allocations Policy and Choice-Based Lettings	March 2019	Paul Whittingham Housing Services Manager (01283) 595984
Review of the Disabled Facilities Grant Policy	June 2019	Paul Whittingham Housing Services Manager (01283) 595984