

Adults and Housing Scrutiny Committee Agenda



10.00 am Tuesday, 12 March 2019
Committee Room No. 2, Town Hall,
Darlington, DL1 5QT

Members of the Public are welcome to attend this Meeting.

1. Introductions/Attendance at Meeting
2. Declarations of Interest
3. To approve the Minutes of this Scrutiny Committee held on 18 December 2019
(Pages 1 - 6)
4. Community Equipment Service –
Report of Director of Children and Adult Services
(Pages 7 - 12)
5. Darlington Preventing Homelessness Strategy 2019-2024 –
Report of Director of Economic Growth and Neighbourhood Services
(Pages 13 - 40)
6. Review of Customer Engagement –
Report of Director of Economic Growth and Neighbourhood Services
(Pages 41 - 52)
7. Performance Indicators Q3 - 2018/19 –
Report of Managing Director
(Pages 53 - 80)
8. Work Programme –
Report of Managing Director

(Pages 81 - 94)

9. SUPPLEMENTARY ITEM(S) (if any) which in the opinion of the Chair of this Committee are of an urgent nature and can be discussed at this meeting
10. Questions



Luke Swinhoe
Assistant Director Law and Governance

Monday, 4 March 2019

Town Hall
Darlington.

Membership

Councillors Knowles, Copeland, Donoghue, Grundy, Kane, Lister, Lyonette, Mills, M Nicholson, Storr and York

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ADULTS AND HOUSING SCRUTINY COMMITTEE

Tuesday, 18 December 2018

PRESENT – Councillors Knowles (Chair), Copeland, Kane, Lister, Lyonette, Mills, M Nicholson and Storr

APOLOGIES – Councillors Donoghue and York

ABSENT – Councillor Grundy

ALSO IN ATTENDANCE –

OFFICERS IN ATTENDANCE – Elizabeth Davison (Assistant Director Resources), James Stroyan (Assistant Director Adult Social Care), Pauline Mitchell (Assistant Director Housing and Building Services), Ken Davies (Housing Strategy Officer), Barbara Copson (Performance Manager) and Shirley Burton (Democratic Manager)

AH25 DECLARATIONS OF INTEREST

Councillor Copeland declared an interest in Minute AH33 below as she rented a garage from the Council. There were no other declarations of interest reported at the meeting.

AH26 TO APPROVE THE MINUTES OF THIS SCRUTINY COMMITTEE HELD ON 30 OCTOBER, 2018

Submitted – The Minutes (previously circulated) of this Scrutiny Committee held on 30 October 2018.

RESOLVED - That the Minutes of the meeting of this Scrutiny Committee held on 30 October 2018 be approved as a correct record.

AH27 CARE QUALITY COMMISSION (CQC) - INSPECTIONS

A representative of the Care Quality Commission, the Independent regulator of health and adult social care in England, gave us a presentation on the purpose and role of that organisation in making sure that health and social care services in England provided people with safe, effective and compassionate, high quality care.

The presentation covered the Commission's role in monitoring, inspecting and regulating services to make sure they meet fundamental standards of quality and safety and it was reported that its findings, including performance ratings which help people to choose their care, were published. Where poor care was identified, it uses its powers to take action against those responsible

It was reported that the service regulates care homes, hospitals, domiciliary care, doctors/GP's dentists, clinics, community services and mental health services and there were eight inspectors working across the Darlington, Durham and Hartlepool local authority areas.

Discussion ensued on the Inspection regime and how often inspections were undertaken; work with partners and the public to collate information about service providers and the position in relation to the inspection regime of domiciliary service providers.

RESOLVED – That the presentation be noted and the thanks of this Scrutiny Committee be extended to the CQC representative for attending the meeting.

AH28 DEVELOPMENT OF THE PREVENTING HOMELESSNESS STRATEGY 2019-24

The Director of Economic Growth and Neighbourhood Services submitted a report (previously circulated) advising Members of the work being undertaken to develop a new Preventing Homelessness Strategy to cover the period 2019-24, which was being developed taking into account the changes that had been introduced through the Homelessness Reduction Act 2017.

It was reported that the Strategy focussed on five key areas which reflected the current national and local policy context of prevention by intervening at an earlier stage and ensuring that there were the right types and levels of housing and support available to reduce the risk of homelessness. This was an area which was included in the Council's current strategy and would continue a path that the Council had already adopted with positive results.

The Assistant Director, Housing and Building Services reported that there had been an increase of 94 applicants approaching the Council for assistance between 2016/17 and 2017/18, however the numbers going on to make a homelessness application had reduced and this was attributed to the success of the preventative work undertaken once an applicant had approached the Council for assistance.

Discussion ensued on the number of programmes to ensure that no-one in Darlington needed to sleep rough, including programmes that intervened at an early stage to avoid the crisis of losing a home.

Reference was made to a recent rough sleeper count which found only three people were sleeping rough in Darlington, all of whom refused assistance when approached and it was reported that support would continue to be available to them.

Members expressed concern that begging in the Town Centre was associated with homelessness, and were advised that this was not the case. The Council's Housing Options Service ensured that anyone who was found to be begging was approached to see what assistance could be given to them and they had found that virtually all those begging in the Town had a home and work was on-going to address the begging issued through a multi-agency approach.

RESOLVED – That the update be noted and that the full draft Strategy be submitted to the next ordinary meeting of this Scrutiny Committee scheduled for 12 March 2019.

AH29 CUSTOMER ENGAGEMENT IN HOUSING SERVICES

The Director of Economic Growth and Neighbourhood Services submitted a report (previously circulated) outlining the arrangements in place to review the way in which the Council engaged with its tenants, in accordance with statutory requirements.

It was reported that the Government's Housing Green Paper which had been published in the Summer had largely focussed on the future role of tenant involvement in the light of the Grenfell Tower Fire, particularly in relation to health and safety and service provision and that this would be taken into account in the review alongside the need for increased use of digital means of engagement as a form of communication.

Reference was made to the way in which the Council currently engages with its tenants through a number of formal panels which were made up of volunteers, however, it was reported that this was becoming increasingly difficult to recruit to the Panel and further work would be undertaken with the Tenant's Customer and Scrutiny Panels to develop options for how we engage with tenants in the future.

RESOLVED – That the final recommendation from the review be submitted to a joint meeting of this Scrutiny Committee and the Tenants Panel representatives scheduled to be held on 12 March, 2018.

AH30 SYRIAN REFUGEES AND ASYLUM SEEKERS UPDATE

The Director of Economic Growth and Neighbourhood Services submitted a report (previously circulated) outlining the work being undertaken by the Council in relation to the Syrian Refugees and the Asylum Seeker Project operated by G4S.

It was reported that the Syrian refugee project had been established in 2016 as a result of the Syrian conflict and the Council had agreed to accept and support ten families initially, however this had now increased to 14 to enable families to be reunited, with 54 individuals now being supported through the programme and that, overall, the project had gone well with all the families integrating well into their locality and communities.

The submitted report also outlined the current position in relation to another 92 asylum seekers being supported in Darlington through the Governments contract with G4S and it was reported that, although the Council was not directly involved in this project and only privately rented properties were used to house the individuals, the housing service was becoming involved in offering support and advice. Where possible, these individuals were signposted back to G4S, however, it was placing an additional pressure on services and an additional Support Volunteer had been employed on a temporary basis to cope with the increased demand and to liaise more closely with G4S and its clients.

RESOLVED – That the report be received.

AH31 PERFORMANCE INDICATORS Q2 - 2018/19

The Managing Director submitted a report (previously circulated) together with information on the Quarter 2 performance against those key performance indicators

for 2018/19 which were within the remit of this Scrutiny Committee.

RESOLVED – That the report be received.

AH32 MEDIUM TERM FINANCIAL PLAN (MTFP) 2019/20

Submitted – A report (previously circulated) of the Chief Officers Executive which had been considered by Cabinet at its meeting held on 11 December 2018, in relation to the Medium-Term Financial Plan (MTFP) 2019-20 to 2022-23 and proposing a 2019/20 to 2022/23 capital programme for consultation.

It was reported that the delivery of the core offer which was agreed in 2016 remained extremely challenging with some significant pressures arising in children's social care, however, through innovative financial investments and increased income from economic growth, the Council could still deliver the agreed balanced plan, extend the MTFP and a further £0.600 million had also been identified which could be used to bolster the Futures Fund themes or be returned to reserves.

Discussion ensued on the significant work which had been undertaken through the Adult Social Services transformation project to ensure people received the right level of care and were able to stay in their homes longer, which had reduced the reliance on residential care placements and subsequent savings exceed the estimated target for that area.

Reference was also made to the winter pressures funding of 0.501 million which had also been received for adults in 2018/19 and 2019/20, and it was reported that how this funding was utilised must be agreed in a plan with the NHS.

The submitted report outlined a number of risk pressures which had been identified, however, it was not clear at this stage whether they would definitely come to fruition and the Assistant Director Resources reported that if they did, they would be of significant value and, given the potential impact, it had been considered prudent to recognise them in the budget and, following a review of those risks, it had been recommended that a prudent level would be to include 60 per cent of the total value of the risk contingency line.

Members questioned whether the revenue reserves should be used to reduce the proposed Council Tax increase, however the Assistant Director Finance and Human Resources reported that the reserves were being used to balance the MTFP going forward and the Officers view was that the Council Tax needed to be increased.

RESOLVED - That this Scrutiny Committee has no comment to make on the proposed schedule of fees and charges for those services within its remit and supports Cabinet's proposal in relation to those fees and charges and the proposed Council Tax increase of 2.99 per cent for the next financial year.

AH33 HOUSING REVENUE ACCOUNT 2019/20

Submitted – A report (previously circulated) of the Director of Economic Growth and Neighbourhood Services which had been considered by Cabinet at its meeting held on 11 December, 2018, requesting that this Scrutiny Committee consider Cabinet's

proposals in relation to the revenue budget, rent level and service charges for the Council's Housing Revenue Account (HRA) for the financial year 2019/20 in the context of the HRA Medium Term Financial Plan 2022/23 and the 30 year Business Plan.

It was reported that the proposals were in line with the Government's requirements for all social landlords to implement an average weekly rent reduction each year for four years from 2016/17 of one per cent, which would give an average weekly rent for 2019/20 of £70.53.

Discussion also on the decision by the Government to lift the borrowing cap on the HRA and it was reported that, in 2019/20 alone, it would enable the Council to increase its housing capital programme by around £12 million. This could be supplemented with the Homes England grant to provide more than 1000 much need Council homes at affordable rents over the next ten years.

The Assistant Director Housing and Building Services reported that over 180 households had already benefited from the Council's current new build programme which had taken place at various locations across the Town and demand for these houses had been exceptionally high.

RESOLVED – That the report be received.

AH34 AUTISM

The Chair of the Review Group submitted a report (previously circulated) together with the Final Report (also previously circulated) of the Autism Task and Finish Review Group.

The submitted report outlined the background to the establishment of the Review Group to look at the support and advice service available in Darlington for adults with autism and it was reported that the review group had met on a number of occasions during the course of its review and a number of issues had been discussed and considered.

RESOLVED - That the recommendations contained within the final report be agreed and forwarded to Cabinet for approval.

AH35 WORK PROGRAMME

The Managing Director submitted a report (previously circulated requesting that consideration be given to this Scrutiny Committee's work programme for the remainder of the Municipal Year 2018/19 and to consider any additional areas which Members would like to suggest should be included in the work programme.

The Chair reported that a joint piece of work had commenced with the Health and Partnerships Scrutiny Committee on End of Life and Palliative Care.

RESOLVED – That the report be received.

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COMMUNITY EQUIPMENT SERVICE

SUMMARY REPORT

Purpose of the Report

1. To provide an update on the Community Equipment Service available to residents of Darlington and provide information as to how the service is currently working.
2. Members of Adults and Housing Scrutiny Committee visited the Medequip depot on 21 June 2017, to enable them to gain an understanding of the service and how it operates. Members requested a regular report on the Community Equipment Service which provides residents with vital support to help them live independently in their own homes and local communities.

Summary

3. The Care Act (2014) places a statutory obligation on the Council in respect of adults over the age of 18 who are assessed as requiring community equipment or minor adaptations. In addition, there are duties placed on the Council to support and meet the needs of children and young people with disabilities in the Chronically Sick and Disabled Persons Act 1970, the Children's Acts (1989 & 2004). Members will be aware that this duty further extends to support children and young people with special educational needs and disabilities through Educational Health and Care Plans (EHCP) in the Children and Families Act (2014).
4. The provision of community equipment is a key element of the Council's strategy to increase independence through a focus on prevention, rehabilitation and care in people's own homes. Community equipment allows frail elderly and physically disabled adults and children to live independently in their own homes and also to facilitate effective and timely discharge from hospital care. Community equipment ranges from simple, standard daily living aids to more complex equipment such as hoists, slings and shower chairs. The service is delivered through a loan scheme where people are provided with equipment following an assessment by an Occupational Therapist, Physiotherapist or a Community Nurse. Case studies of the real difference that the Occupational Therapy Service makes to the lives of people in Darlington are included in the main report.
5. The contract for the Community Equipment Service was awarded to Medequip with effect from 1 April 2015. The re-procurement exercise was led by the CCGs and supported by NECS (North East Commissioning Support). The service was jointly commissioned by 5 partner organisations: Darlington Borough Council, Durham County Council, North Durham CCG, Darlington CCG, Durham Dales, Easington and Sedgefield CCG and North Durham CCG. The contract has a period of 5 years

(2019/20) with the option to extend for 2 x 1 year (i.e. to 21/22). The Contract value over the 5 year term is set at £13,750, 798. Medequip orders, distributes and recycles loaned equipment to health and social care clients.

6. Prior to 01.04.2015, the Community Equipment Service was provided by the County Durham and Darlington NHS Foundation Trust (CDDFT) through the Home Equipment Loans Service (HELS). This service was also commissioned by the 5 partner organisations set out above. CDDFT elected not to bid for the Community Equipment contract in the procurement exercise that was conducted in October 2014 and consequently led to the award of the contract to Medequip.
7. The monitoring and resolution of complaints is an integral part of the monthly performance monitoring, with Commissioners from each of the partner organisations having oversight of complaints within their area. Enquiries have been made with the Council's Complaints Department and also directly with Medequip to ascertain the number of complaints and type of complaints that have been made. No complaints have been reported in respect of the Darlington element of the Community Equipment Service since 1 April 2018.
8. The 5 partner organisations, NECS and Medequip continue to work collectively to manage the increasing demand for equipment within a block contract. The performance and activity data is attached as an appendix to this report across the Durham and Darlington block arrangement. Members should note that it has not been possible to report activity levels and performance as they relate specifically to Darlington. This work to identify Darlington specific performance data will be a key development in 2019/20 and an essential pre-requisite to help the Council determine whether to exercise its option to extend the contract beyond 2020.

Recommendation

9. It is recommended that :-

Members note the current performance of the Medequip contract and the continuing vital support that the Community Equipment Service provides.

Suzanne Joyner
Director of Children and Adult Services

Sukhdev Dosanjh: Extension 5651

S17 Crime and Disorder	There are no crime and disorder implications in this report.
Health and Well Being	The provision of aids and items of equipment make a significant positive impact on the ability of individuals to both maintain and increase independence, which supports health and wellbeing.
Carbon Impact	There are no carbon impact implications in this report.
Diversity	The provision of the Community Equipment service affects all groups of people in Darlington.
Wards Affected	All wards are affected.
Groups Affected	Older and disabled people.
Budget and Policy Framework	This decision does not represent a change to the budget and policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision.
One Darlington: Perfectly Placed	The provision of aids and items of equipment contributes to the 'One Darlington' Healthy Darlington theme.
Efficiency	The provision of aids and items of equipment supports people to continue to remain independent in their own homes for longer.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children and Care Leavers

MAIN REPORT

Key issues

10. During 2017, performance of the service has been monitored, with the following table illustrating current performance against key indicators in the Durham and Darlington area :

Performance Indicator	Performance as at September 2018	Performance as at September 2017
Percentage of equipment delivered Next Working Day	97%	97%
Percentage of equipment delivered within 4 hours / same working day	92%	86%
Percentage of equipment delivered within 3 working days	95%	98%
Percentage of equipment delivered within 7 working days	97%	99%
Percentage of reports for faulty or broken equipment responded to within 4 hours	88%	90%
Standard collection of equipment no longer required within 2 weeks of request	97%	99%
Collection of equipment following bereavement – within 1 week of request	97%	99%

11. Members should note that timescales for delivery of items are determined by the level of need, with the fastest response times attracting a higher tariff. Clearly where the provision of equipment is urgent, particularly to support hospital discharge or to prevent an admission to hospital or residential care then the faster response times are required. Where the provision is not urgent, deliveries are planned within the various delivery routes across County Durham and Darlington to maximise efficiency.

12. The anonymised case studies set out below show how the Council continues to support people to live independently in their own homes.

- A service user, a proud family man lived with his children at home. He was struggling physically with the effect of his long term conditions. He was assessed by the Occupational Therapy (OTS) Service as requiring showering equipment, a kitchen trolley and a urinal bottle to enable him to be as independent as possible and to conserve his energy. He was really impressed and grateful that the Medequip representative fitted the equipment and showed him how to use it. He said the man was compassionate, friendly and helpful. He felt he had gone above and beyond to make him feel comfortable and safe with the showering equipment. The equipment provided met his needs and he was able to shower independently for the first time in months. The client was very happy and pleased with the service provided.

- An Occupational Therapy assessment was requested by a District Nurse for a service user who had been diagnosed with cancer with a terminal prognosis. One of the needs identified was bathing difficulty. The service user could no longer get in and out of the bath safely and therefore increasing the risk of harm. Maintaining their personal hygiene was very important to the family and they wished for their mother to be independent for as long as their health allowed. A Bath Lift was provided enabling the service user to safely access the bath again and retaining their independence.
- A service user who suffers from MS was recovering from a fall in which she fractured her pelvis and arm. The service user's mobility remained very challenging. The service user could not access the bath and stated she was physically sore and expressed a deep wish to access the bath. After fully demonstrating a bath lift, one was supplied with a slide and turn transfer disc. The service user could now access the bath for the first time in years. This had huge impact and the client's emotional and physical wellbeing and the service user's mental health and mobility.

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DARLINGTON PREVENTING HOMELESSNESS STRATEGY 2019-2024

SUMMARY REPORT

Purpose of the Report

1. This report presents the draft Preventing Homelessness and Rough Sleeping Strategy (**Appendix 1**) for comment as part of the formal consultation process prior to publication.

Summary

2. Section 1(1) of the 2002 Act requires housing authorities to carry out a homelessness review for their area and formulate and publish a homelessness strategy based on the results of the review every five years.
3. The draft strategy consists of four main sections to satisfy the requirements of the regulations: A review, strategy, action plan and a new requirement to have a specific statement on rough sleeping. In recent years the Government has become increasingly concerned about the growth of rough sleeping. In 2018 the Government published its Rough Sleeping Strategy and later in December its supporting guidance required homelessness strategies to be rebadged as Preventing Homelessness and Rough Sleeping Strategies.
4. A report to this Committee in December outlined the outcome of the review and therefore this report focuses on the strategy and action plan.
5. The aim of the strategy is to prevent homelessness and rough sleeping. There are five key supporting objectives to the strategy
 - (a) Those at risk of homelessness will be made aware of and have access to the services they may need to prevent it.
 - (b) Provide suitable accommodation and support options for people who are, or who may become homeless.
 - (c) Reduce rates of repeat homelessness.
 - (d) Provide the right support and services so that no person needs to sleep rough
 - (e) Build a strong partnership to deliver our aims.

6. The emphasis on prevention is not new but the Homeless Reduction Act 2017 introduces new challenges and a requirement for much greater cooperation across agencies.
7. The Strategy also sets out a “holistic” approach to assessing needs, recognising that a solution may not be directly related to housing and again requiring greater cooperation with other agencies. As a consequence an important element of the strategy will be establishing a new monitoring group to help provide a new focus for coordination.
8. The Action Plan is intended for delivery over the life of the strategy but will be reviewed at the midpoint in its life.

Recommendation

9. It is recommended that Members comment on the strategy prior to the final draft being submitted to Cabinet for approval.

Ian Williams
Director of Economic Growth and Neighbourhood Services

Background Papers

Part 7 of the Housing Act 1996
 Homelessness Act 2002
 Homelessness Reduction Act 2017
 Rough Sleeping Strategy 2018
 Report to Adults and Housing Scrutiny Committee December 2018-Development of the Preventing Homelessness Strategy
 Report to Adults and Housing Scrutiny Committee July 2018-Homeless Reduction Act

Pauline Mitchell: Extension 5832

S17 Crime and Disorder	There are links between homelessness and offending behaviour. The changes being introduced should reduce the risk of homelessness and therefore reduce the risk of crime
Health and Well Being	There are potentially benefits to health by reducing the risk of homelessness
Carbon Impact	There is no direct Carbon Impact.
Diversity	There are significant issues concerning the vulnerability of those who may be affected by homelessness
Wards Affected	All wards
Groups Affected	Anyone who may be at risk of homelessness
Budget and Policy Framework	These proposals do not form part of the Council’s Policy Framework as set out in the Constitution and therefore this report does not represent a change to the framework.
Key Decision	The Strategy is a statutory requirement and therefore a Key Decision
Urgent Decision	No

One Darlington: Perfectly Placed	The prevention of homelessness is a significant factor in the health and well-being of local people, improving “life chances” including access to training and employment, improving personal safety, and, reducing the likelihood of anti-social behaviour.
Efficiency	The homelessness preventative agenda reduces the damaging effects of homelessness to families, individuals and communities. Positively engaging with local people who are homeless, or, are threatened with homelessness, can reduce the level of expenditure associated with homelessness and deliver positive results for customers.
Impact on Looked After Children and Care Leavers	The specific duties towards 16 and 17 year olds who are at risk of homelessness or who are homeless, and the legal duties children’s services authorities and housing authorities have towards them are set out in the Government’s statutory guidance

MAIN REPORT

Information and Analysis

10. The new strategy at (Appendix 1) is based within a framework of legislation with recent changes introduced by the Government reflecting the increasing importance the Government has placed on tackling homelessness. Both the Homeless Reduction Act 2017 and Rough Sleeping Strategy 2018 have a significant impact on the content and structure of the strategy.

11. A review of homelessness was conducted in 2018 and the results were reported to this committee in December. The review found that an effective service was being delivered and the Homeless Reduction Act enhanced the direction of service delivery that had been instigated in 2015. A key element of the successful delivery has been the work with partners and particularly the third sector organisations who work with us.

12. The main aim of the strategy is contained in the title “Preventing Homelessness and Rough Sleeping”. Although prevention has been part of the Council’s approach for some time the new duties included in the Homeless Reduction Act do present a number of new challenges to the way we deliver services. The need to find a way to intervene at an earlier stage to prevent homelessness requires the development of “upstream” approaches and therefore shifts attention to identifying key early risks and developing solutions at that stage before the risk of homelessness has emerged.

13. This places the strategy within the wider context of the Sustainable Communities Strategy and the programmes that it drives to deal with inequalities through tackling issues such as poverty. The strategy identifies five objectives:

- (a) Those at risk of homelessness will be made aware of and have access to the services they may need to prevent it.
 - (i) As a result of the Homeless Reduction Act there is now statutory duty on Council's to prevent homelessness and this has far reaching implications. To deliver this the Housing Options Service must continue to evolve, developing new ways of delivering timely advice and support. The management of the new requirements are still being embedded and further work is needed with partners to explore additional ways that lead to earlier interventions which can reduce the risk of homelessness.
- (b) Provide suitable accommodation and support options for people who are, or who may become homeless.
 - (i) A fundamental element of this objective is ensuring that a range of housing is available and that it is accessible to those who need it. This includes interventions in social housing and private sector housing as well as ensuring the right forms of support are provided. It also includes ensuring the right types of support and supported housing are available to meet the new challenges.
- (c) Reduce rates of repeat homelessness.
 - (i) Repeat homelessness is seen as a failure of the system. It is not just repeat homelessness with an applicant but the challenge of some families where the cycle of homelessness has been passed between the generations. These can be the most challenging due to the complex and multiple problems that are associated with it. As well as looking at how to improve the individual's journey out of homelessness there is a need to review case management and the thoroughness of support to tackle this difficult challenge.
- (d) Provide the right support and services so that no person needs to sleep rough
 - (i) The Ministry for Housing, Communities and Local Government has announced a national target to reduce rough sleeping by half by 2022 and to eliminate it altogether by 2027. Clearly this will be more difficult to achieve in major urban areas than in Darlington rough sleeping is less of an issue.
- (e) Build a strong partnership to deliver our aims
 - (i) Delivery of this strategy is dependent on the strength of the partnership. Building on the obligations of the Duty to Refer requirements provides a helpful starting point in developing the more in-depth relationships with a range of partners through the development of a new Homeless Forum.

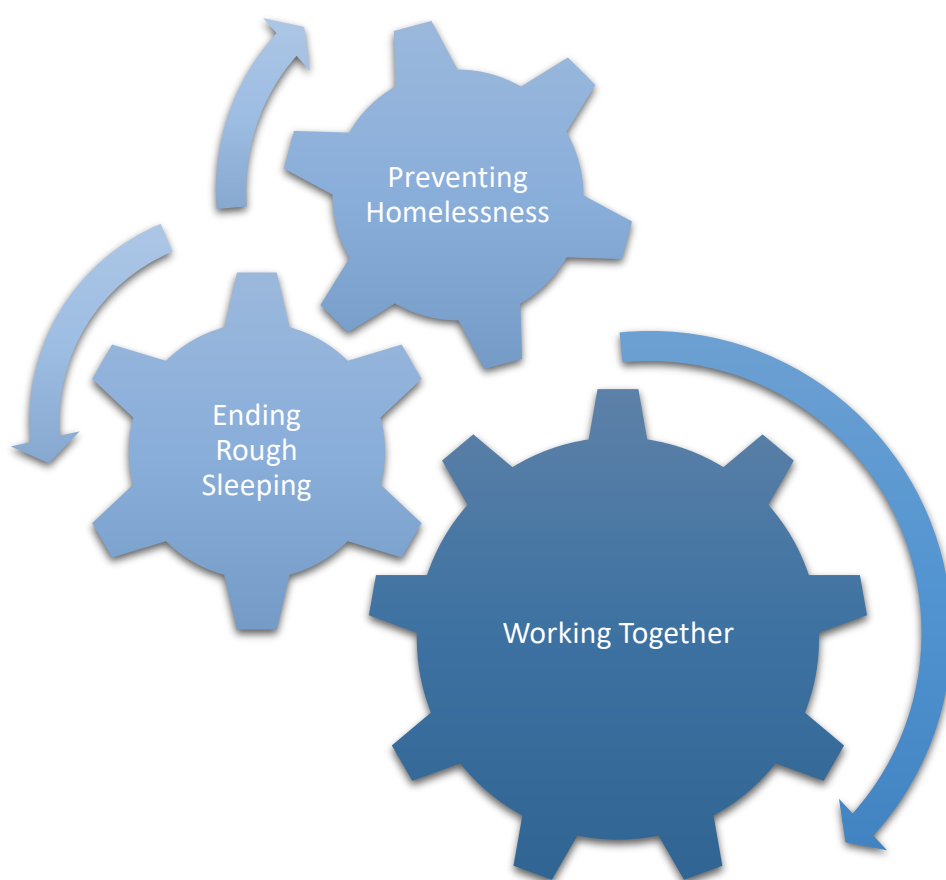
14. The Action Plan sets out the key actions required to deliver these five objectives. At the heart of the actions is the need to understand the complex challenges that are involved. The need to shift to more upstream solutions that involve partners in more in depth approaches will involve much greater levels of cooperation across the partnership. The actions range from new ways to support those who are rough sleeping back into a stable lifestyle to analysing the information we already hold on those who approach us, in order to develop new procedures and initiatives that will prevent homeless or repeat homelessness.
15. The strategy will be monitored through a new partnership group .There will also be a review and update of the strategy at the midway point in its life.

Outcome of Consultation

16. A public consultation on the strategy began in February and will conclude mid-March. Partner organisations have also been consulted along with those who will make use of these services.
17. The final draft of the strategy will be presented to Cabinet taking account of comments received.

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Darlington Preventing Homelessness and Rough Sleeping Strategy 2019-2024



CONTENTS

	Page
Forward	3
Executive Summary	4
About this Strategy	6
Homelessness in Darlington	9
Rough Sleeping	11
Strategy for the next five years	14
Action Plan	19

FORWARD

For many years now Darlington Borough Council has successfully focused on Homelessness Prevention. We therefore welcome the Homeless Reduction Act 2017 which imbeds prevention as a core activity. However, we will face many challenges as we to deliver the 2019-24 strategy. The number of people who are approaching us for help continues to increase and the uncertainty in the economy has only seen a limited recovery for some sections of the community. As a result, financial hardships along with the impact of the welfare reforms and the reduction in public services have combined to push more people to the brink of losing their homes.

Our response has been to review our systems and the way we work with our partners, to focus more on how we help people at an earlier stage and on giving them the most appropriate help for their particular circumstances. We have been able to attract funding for a Government funded trail-blazer project that has seen us target support at those who exhibit early warning signs that they could be on a path to homelessness.

Over the next five years we want to ensure that, with the strong partnership of agencies and organisations we have in Darlington, we continue to strive to minimise the risk of homelessness and effectively support those who become homeless back to a stable home and an independent life.



EXECUTIVE SUMMARY

Introduction

The Preventing Homelessness and Rough Sleeping Strategy cover the next five years and is heavily influenced by the Homeless Reduction Act 2017 and the Rough Sleeping Strategy 2018.

The Strategy falls into four main sections:

1. The review of homelessness
2. Rough sleeping
3. The Strategy which is based on the review and
4. The action plan to deliver the Strategy

The Review

Overall there has been a 6% increase in the numbers who are approaching the Council for assistance. However the numbers who are being rehoused as homeless actually reduced during the same period. This has much to do with the way the Council and its partners deal with homelessness. In 2015 the Council formally adopted a preventative approach to homelessness and this has resulted in a significant number of those who approach for help avoiding homelessness. The Homeless Reduction Act 2017 also has an emphasis on prevention but places a number of new duties on Local Authorities that build on the work already being done in Darlington.

The reasons for homelessness are varied but family breakdown of different forms is an important feature. However, an underlying issue is the complexity of the reasons behind someone approaching. This can make finding a solution more challenging and often it is not only Housing Options who are involved in finding a solution. A key factor noted throughout the strategy is therefore the

importance of working with partners to find solutions.

The review recognised that although effective services are being delivered there is more to do and that this will lead to changes in the way we work as we strive to meet the challenges of this strategy.



Rough Sleeping

The Government has introduced an increased focus on rough sleeping. In Darlington proactive work on street homelessness means numbers involved are consistently very small. However an increase in begging has made it seem that the problem is actually much larger. Anyone who is found to be sleeping rough is offered help and support. The challenge is addressing the complex problems of people who refuse any form of help.

The solutions usually require a multi-agency response and can be resource intensive.

The Strategy

There are five key objectives within the strategy:

- 1. Those at risk of homelessness will be made aware of and have access to the services they may need to prevent it.**

As a result of the Homeless Reduction Act there is now statutory duty on Councils to prevent homelessness and this has far reaching implications. To deliver this the Housing Options Service must continue to evolve, developing new ways of delivering timely advice and support. The management of the new requirements are still being embedded and further work is needed with partners to explore additional ways that earlier interventions can reduce the risk of homelessness.

- 2. Provide suitable accommodation and support options for people who are, or who may become homeless.**

A fundamental element of this objective is ensuring that a range of housing is available and that it is accessible to those who need it. This includes interventions in social housing and private sector housing as well as ensuring the right forms of support are provided.

- 3. Reduce rates of repeat homelessness.**

Repeat homelessness is seen as a failure of the system. It is not just repeat homelessness with an applicant but the challenge of some families where the cycle of homelessness has been passed between the generations. These can be the most challenging to work with due to the complex and multiple problems that are associated with it.

- 4. Provide the right support and services so that no person needs to sleep rough**

The Ministry for Housing, Communities and Local Government has announced a national target to reduce rough sleeping by half by 2022 and to eliminate it altogether by 2027. The numbers found sleeping rough in Darlington in any year are very low in comparison to the major urban areas but it remains a key priority to address.

- 5. Build a strong partnership to deliver our aims**

Delivery of this strategy is dependent on the strength of the broad partnership who deliver a wide range of services, some of which are related to wider needs beyond dealing with the specific issues of homelessness. Building on the obligations of the Duty to Refer, found in the Homeless Reduction Act requirements, provides a helpful starting point in developing the more in depth relationships with a range of partners that are needed to deliver this strategy.

The Action Plan

This section sets out what we intend to do over the next 5 years and covers actions across the five objectives. The Strategy will be regularly reviewed and updated in 2022.



ABOUT THIS STRATEGY

In 2015 we decided to change the name from Homelessness Strategy to include “preventing” reflecting the aims we wanted to achieve. We saw avoiding homelessness as a key priority, recognising the devastating impacts that homelessness have on people’s lives and that the best way we could help those people was to avoid them getting into that position. The strategy therefore established that it was not good enough to respond to a homeless event but it was essential that we put in place systems that avoid it happening.

This new Preventing Homelessness and Rough Sleeping Strategy builds on the work we have achieved but also now reflects in the title the importance the Government now places on addressing rough sleeping. Since producing our last strategy the Homeless Reduction Act 2017 has been published and that reinforces the importance of prevention as well as placing new duties on Local Authorities. The approach to homelessness is enshrined in legislation and its supporting guidance:

- The Housing (Homeless Persons) Act 1977, which was the first homeless legislation, requires Local Authorities to prevent as well as respond to homelessness and assist people under imminent threat of homelessness (and classed as ‘in priority need’) by taking reasonable steps to prevent them from losing their existing accommodation.
- Section 1 of the Homelessness Act 2002 requires local authorities to publish a strategy based upon a review of homelessness in their area. The strategy should be for up to five years in length and should be reviewed regularly. We have worked closely with partner organisations to

produce this strategy and consulted widely on its contents.

This strategy is heavily influenced by the Homeless Reduction Act 2017. The Act adds additional duties to prevent homelessness and the requirements came into force in April 2018:

- (a) The Act requires Councils to help all those who are homeless and not just those who are considered a priority need such as those with dependent children or who are particularly vulnerable.
- (b) The duty towards people threatened with homelessness is extended from 28 days to 56.



- (c) It amends the definition of homelessness to apply to households served with a notice seeking possession where the landlord intends to apply for possession and the council does not ask the applicant to remain in the accommodation.
- (d) Strengthens and clarifies the duty on housing authorities to provide advisory services to help to prevent homelessness.
- (e) A new duty to assess and agree a personalised plan where an applicant is homeless or threatened with homelessness.
- (f) A new ‘prevention’ duty in cases of threatened homelessness which

requires local authorities to help to ensure that suitable accommodation does not cease to be available for applicants who are threatened with homelessness.

- (g) A new 'relief' duty to help to secure accommodation: It requires local authorities to help to secure accommodation for all applicants who the authority is satisfied are homeless and eligible for assistance.
- (h) A new duty on public services to notify a local authority if they come into contact with someone they think may be homeless or at risk of becoming homeless. This has become known as the Duty to Refer.

The Government also published its Rough Sleeping Strategy 2018 that brings together a number of approaches to rough sleeping in a more coherent approach. It is a response to the national increase in rough sleeping in recent years. It also required Local Authorities to rebadge their Homelessness Strategies as Preventing Homelessness and Rough Sleeping to reflect the importance of avoiding people falling in to rough sleeping.

Thankfully, Darlington has seen no increase in rough sleeping although there has been a public perception that it has increased as a result of the increase of begging in the Town Centre. It is an understandable misunderstanding of the situation but virtually all of those who have been approached by our street homeless services when begging have been found to have a home. However, begging is symptomatic of other problems and so help is offered to everyone who is seen to be begging.

There have been other policy influences on the development of the strategy:

- Domestic Abuse has also been given priority with the introduction of the Domestic Abuse Act 2018 that introduced the first statutory definition of domestic abuse that includes financial and emotional abuse. There have also been a number of other strategic plans introduced as well as guidance.
- Another change introduced by the Government has affected the way statistics are gathered and therefore the way performance is measured. The National Office of Statistics criticised the previous system of gathering performance information and as a consequence a new system was introduced in April 2018. This means that in some cases there have been significant changes in data sets and made some comparisons of performance with previous years difficult.
- There are also a number of key pieces of non-housing related legislation that have a direct impact on homelessness services to which we must have regard. These include the Children's Act, and since the time of last strategy, the introduction of the Care Act.

The strategy is also influenced by local circumstances and policies. Set out in Figure 1 is a map of the relationship between this strategy and other strategies. The key influence is Darlington's Sustainable Community Strategy, One Darlington: Perfectly Placed¹. More detail on these strategies can be found on the Council's Website.

¹ One Darlington: Perfectly Placed. A vision for Darlington 2008-2021

Fig.1: Influences on the Preventing Homelessness Strategy



Preventing Homelessness and Rough Sleeping Strategy divides in to four main parts:

- Review of Homelessness; which looks at performance and draws out issues in the delivery of the strategy
- Rough Sleeping; which looks at how the Council is addressing this challenging issue
- The Strategy; which is based on the review and legislative and policy influences
- An Action Plan; for the delivery of the strategy over the next 5 years.



HOMELESSNESS IN DARLINGTON

Homelessness is something that could happen to anyone. A sudden change in circumstances like the loss of a job or a family member can eventually lead to having no home. More often though homelessness is caused by family breakdown. Poverty is another critical factor. Therefore in aiming to prevent homelessness a broad range of drivers have to be factored in.

Housing Market

The Office of National Statistics (ONS) mid-2014 population of Darlington was estimated to be 105,400. Since the 90s, the population of Darlington has grown with a need for a growth in the housing market. Darlington is ranked as the 97th most deprived local authority area out of 326 while the level of child poverty is worse than the England average with 20.6% of children aged under 16 living in poverty. In contrast to this Darlington was also identified as the second fastest growing economy in the North East.

Funding was secured from the then Homes and Communities Agency for the development of 347 social housing homes over the period 2015-18. As part of this the Council also established a new Council Housing building programme and developed 180 properties across various sites.

Detailed statistical information on Darlington including health and economic factors that may impact on this strategy can be found at

<https://www.darlington.gov.uk/your-council/council-information/documents/darlington-joint-strategic-needs-assessment-2018/>

Review of Homelessness

The way that the Council delivers its Housing Options service has had to change to reflect a changing environment over the life of the previous strategy. As part of the changes that were introduced to support services, Housing Options introduced a “triage” service that diverts some applicants to short term support, leaving those in greatest need to be assessed by Housing Options. The intention was to prevent homelessness through this early intervention while focusing on those in most need. The results of the review of homelessness suggest that this was successful evidenced through the high levels of prevention.

The implementation of the Homeless Reduction Act has also had an impact. The Government have acknowledged that Local Authorities will incur additional costs and granted us £70,505 over three years towards these costs. The Act’s requirements have led to increased pressure for temporary accommodation with early indications of an increase in its use.

The review demonstrates that the numbers approaching the Council for advice or help increased by 6% from 2016/17 to 2017/18 as shown in Figure 2. In terms of homeless applications accepted, Figure 3 shows some variations year on year but no significant trends up to the end of 2017/18.

Figure 2: Applicants Presenting to Housing Options

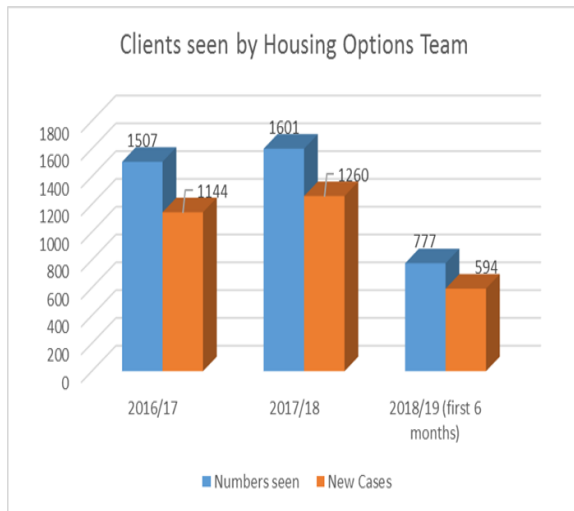
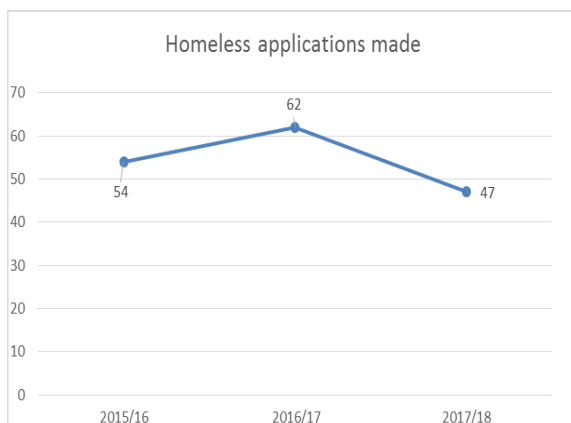
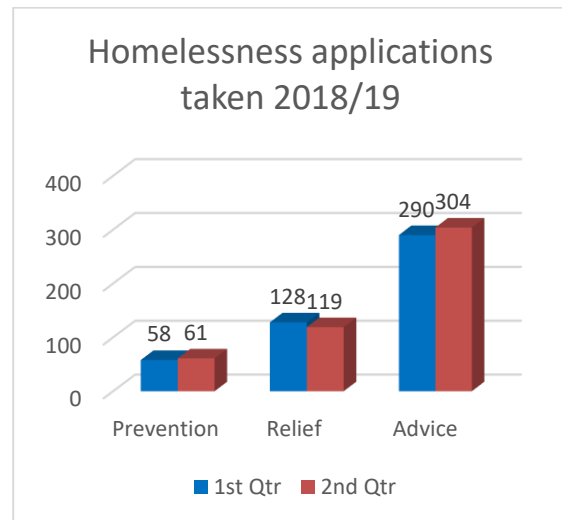


Figure 3: Homeless Applications Accepted



Unfortunately direct comparisons cannot be made for 2018/19 with other years due to the Homelessness Reduction Act and the changes in how we are now required to work with individuals. Also the way data is recorded has changed. Figure 4 however shows how individuals have been assisted for the first 6 months of 2018/19.

Figure 4: Assistance



The emphasis on prevention has enabled the Council's Housing Options team to find solutions for those seeking help that has meant that comparatively few people have had to go to the stage of making a homeless application. This is a very important aspect of the work as the trauma of homelessness, even for a short period can have a devastating impact and was the driver behind the emphasis on prevention in the Homeless Reduction Act. Key elements of the prevention include:

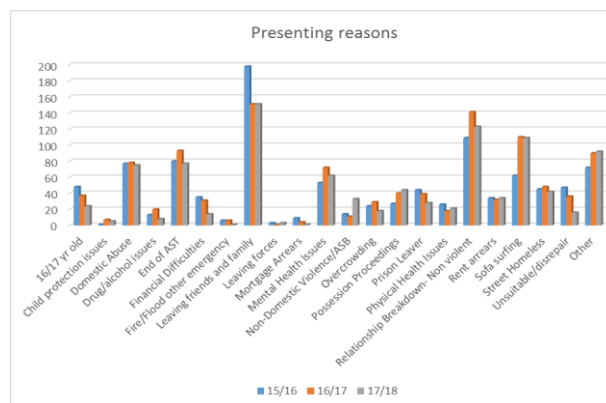
- (a) advice and information
- (b) early identification
- (c) pre-crisis intervention
- (d) preventing recurring homelessness
- (e) partnership arrangements

As shown in Figure 5, approaches for assistance can be attributed to a number of factors including:

- (a) The impact of the Welfare Reforms, the impact of Universal Credit which is discouraging private landlords from accepting those on benefits.
- (b) The number of people losing their accommodation in the private sector with the end of Assured Shorthold Tenancies (AST).

- (c) Relationship breakdown.
- (d) Financial issues.
- (e) Health related issues

Figure 5: Presenting Reasons



“Homelessness is not just about having a roof”

The presenting reasons are often not the only issue an applicant may have. It is not unusual for an applicant to be faced with multiple problems. For example someone leaving family and friends may have financial problems due to unemployment. It is therefore important to recognise these multiple issues. In developing a solution that is lasting there may well be a need for other, non-housing services to become involved in finding a path for the applicant that will resolve the homelessness risk.

Support Services

The current strategy recognised that it was steering through a period of considerable challenges. The changes to public finances have presented challenges for all aspects of Local Government and that included the way support services are delivered. A review of support services had seen changes to contracts and the

way support was been delivered. Due to the reduced financial position, services were remodelled to provide a ‘triage’ approach with the onus being on the client to engage. The impact of these changes continue to be reviewed over the long term as although, feedback suggests they are proving to be successful.

We need to ensure that in the longer term it does not increase the number of vulnerable people who get stuck in the ‘revolving door’ of being at risk of homelessness.

Darlington Council has also secured money from Ministry of Housing Communities and Local Government ‘Homeless Trailblazer’ funding. This is a 2 year project looking at preventing homelessness ‘upstream’ based on responding at the earliest opportunity to “Vulnerable Adult reports” where they do not meet the threshold for a safeguarding or adult social care intervention. This project, along with Community Care/Crisis awards, need to be fully understood to ensure we have an holistic overview of emerging pathways and earlier opportunities for preventative work.

ROUGH SLEEPING

The Ministry of Housing, Communities and Local Government has said that 4672 people were sleeping rough in the autumn of 2018². This is a slight reduction on the previous year but since 2010 it represents a 165% increase and illustrates why the Government are concerned about this issue. However, the numbers are not evenly spread across England with over a quarter accounted for in London. The annual count in Darlington to determine the number of people sleeping rough found that there were three people

2

http://maninplace.org.uk/Rough_Sleeping_Statistics_2018.pdf

sleeping on the streets, all of whom refused assistance at that time when approached. Each year the 12 local authorities in the North East Regional Homeless Group take part in a count on the same night in the autumn and this feeds into the national figures.

In Darlington the increase in the number of people begging has attracted the attention of both the public and the press and that has increased the perception of increased rough sleeping. For many the sight of people begging equates with people being “street homeless”. The evidence suggests that this is not the case.

The Council’s Housing Options Service ensures that everyone who is found to be begging is approached to see what assistance can be given to them. They have found that virtually all of those begging in the town centre have a home. In a number of cases they do have other problems such as addictions and assistance is always offered. Work is ongoing to address the begging issue through a multiagency approach. There is however an issue of people who do not have a fixed address and these are often described as “hidden homeless”.

The Council has put in place a number of programmes to ensure that no one in Darlington needs to sleep rough including programmes that intervene at an early stage to avoid the crisis of losing a home.

In the year 2017/18, the Housing Options team provided interim accommodation for people in the following areas:

- (a) No Second Night Out – 51 people
- (b) Severe weather emergency protocols – 40 people
- (c) Sofa surfing – 109 people



The number of people who are “sofa surfing” is indicative of a problem of hidden homelessness; people who will move between family and friends and occasionally will sleep rough. A further issue has been the challenges found in helping people with mental health issues. There has been an overall upward trend in numbers approaching with this problem but the main challenge has been in the complexity of the problems that some present with. Some have numerous problems such as mental health, drug addiction and financial problems. These cases can often take longer to resolve resulting in longer stays in temporary accommodation such as Bed and Breakfast.

Our Trailblazer Early Intervention service is prompted by Vulnerable Person Alerts and is designed to prevent homelessness, worked with 259 people in the last 18 months, and of these 22% were at risk of homelessness. The majority are male, aged 30-50 and support needs are mainly related to substance dependency (drugs and alcohol). We see fewer women street sleeping, though sofa-surfing numbers are higher, 57% male 43% female.

The cohort includes prison leavers and those who have had a military background. Addiction has been found to mask other problems like Post Traumatic Stress Disorder and domestic violence (both perpetrator and victim).



Darlington has been proactive in developing a range of innovative and creative services corresponding to the objectives of prevention, intervention and recovery as outlined in the recently issued national Rough Sleeping Strategy. As a Unitary Authority we are able to implement and deliver new services rapidly in response to need. For example, many of the components for a Rapid Rehousing Pathway are already in place.

Substantial investment has been made in preventative work, addressing the issues that are well recognised as the precursors of homelessness and rough sleeping. Commissioned floating support services are targeted at housing related support, drug and alcohol addiction, domestic violence and mental health. There is a strong multi-agency commitment to early intervention, building on the Trailblazer Project and we have commissioned sufficient 'recovery-focussed' supported accommodation to meet current needs.

The ethos of all commissioned services is that of building the independence of the

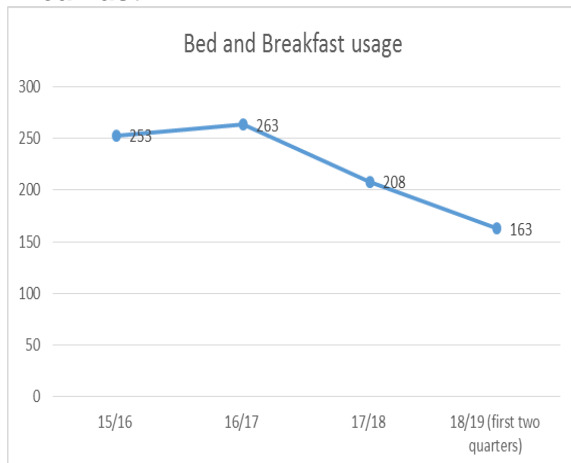
service-user so that they are able to exit into their chosen accommodation in an enduring sustainable way. We fully embrace the principles of the 'Housing First' model across all our work with vulnerable individuals. To ensure that services are effective, we monitor short and long term outcomes. Monitoring demonstrates that although some rough sleeping persists, interventions already made have been successful in keeping numbers low. By engaging with those who are at risk, rough sleeping is prevented.

Elements of the pathway as described in the Rough Sleeping Strategy which are already in place are:

- Short term emergency accommodation
- Capacity in the private landlord sector accessible through Bond Scheme
- Supported accommodation (commissioned) for vulnerable individuals
- Housing related Floating support services (specialist and generic)
- An innovative and creative third sector, particularly in the area of housing, but including a Credit Union
- Established drug and alcohol services
- A strong local partnership that embraces the Statutory, Voluntary and Commercial sector that is driven by a local strategic plan ("One Darlington Perfectly Placed") that embodies the commitment to "Housing First"

The number of households being placed in Bed and Breakfast has been reducing although this may change if the trend of the first six months of this year continues as shown in Figure 6.

Figure 6: Numbers in Bed and Breakfast



The main reason for the increased usage in the first six months is the changed requirements of the Homeless Reduction Act which, as anticipated, has seen more people being placed in temporary accommodation due to the longer decision making process.

Members of the Partnership



The numbers referred for supported housing or receiving a support service have been reducing in recent years although, like Bed and Breakfast, the first six months of this year suggest an overall increase.

Overall, the Homeless Reduction Act has brought the most significant changes to homeless practice in recent times. Everyone who approaches for assistance now has a detailed personalised plan to

provide a framework for the Council and applicants to work together to identify appropriate actions to prevent or relieve the applicant’s homelessness. This includes non-priority households and the workload, as well as the overall timescales, have increased accordingly, leading to a corresponding increase in bed and breakfast usage.

STRATEGY FOR THE NEXT FIVE YEARS

Figure 7: Strategic Objectives



The strategic direction of the strategy reflects the impact of the Homeless Reduction Act which enhances the overall “prevention” direction that the Council had established in 2015. There are five objectives that form the basis of the strategy:

- 1. Those at risk of homelessness will be made aware of and have access to the services they may need to prevent it.**

As a result of the Homeless Reduction Act there is now statutory duty on Council's to prevent homelessness and this has far reaching implications. To deliver this the Housing Options Service must continue to evolve, developing new ways of delivering timely advice and support. The management of the new requirements are still being embedded and further work is needed with partners to explore additional ways that earlier interventions can reduce the risk of homelessness:

- The way we look at needs have to change if we are working with people at an earlier stage. We need to be able to divert people away from a path that could lead to homelessness so we need to consider wider issues that drive people towards homelessness. The Sustainable Communities Strategy is therefore a key element in the overall approach. The Councils' plans to develop thriving communities by addressing issues of inequalities are an important first step in prevention. In developing the structures for the Duty to Refer we need to build partnerships that will go beyond the remit of a referral process to address the wider prevention issues. This should aid the development of more "upstream" solutions.
- At the point of contact with those who seek help we will need to consider issues that are beyond the direct causes of homelessness and will need the support of other partners to effectively deal with those.
- We will need review the way we deliver information and in particular the use of social media and the Council's Website to ensure that the right information is available and easily accessible

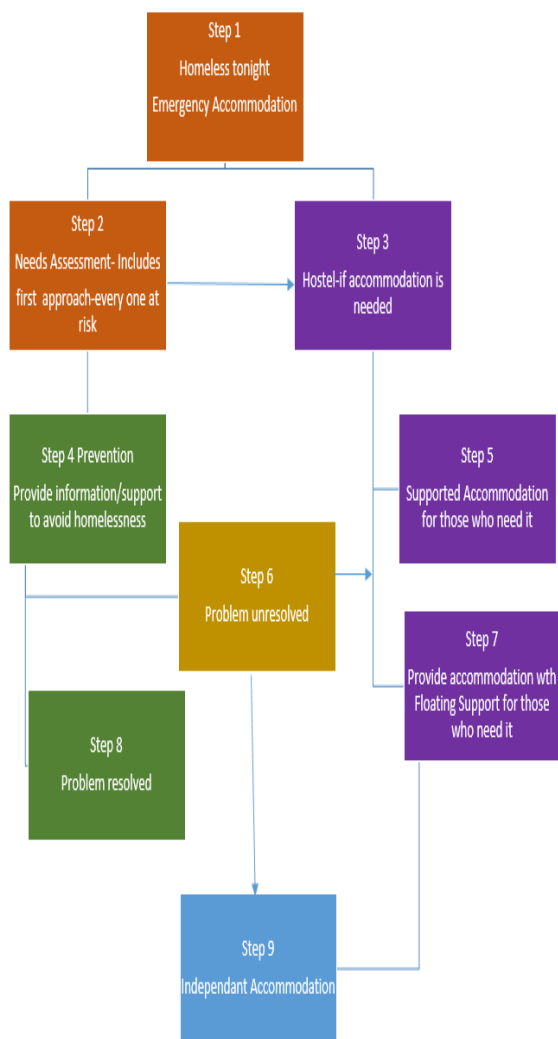
2. Provide suitable accommodation and support options for people who are, or who may become homeless.

A fundamental element is ensuring that a range of housing is available and that it is accessible to those who need it:

- The Council has committed to develop 1000 new affordable homes for rent over the next 10 years, this with the addition of housing developed by Housing Associations will help address the basic need for good quality accommodation.
- Allocations policies need to reflect the changing obligations that have been introduced but also are able to support a range of different needs often with an appropriate support service. Adult Social Care, who are responsible for commissioning housing related support will need to review the way services are delivered to ensure that the right types and levels of support are being provided. There is also a need to consider the future role of supported housing as a result of changing needs.
- Private sector housing is also a key element but access to this accommodation has been made more difficult by the impact of the Welfare Reforms. Good access needs to be maintained and if possible improved.
- Through establishing a good working relationship with the DWP the impact of the roll out of Universal Credit has not, as yet, seen the same level of problems that have been reported in other areas. The continuing roll out of the service will see a large growth in the numbers in receipt of UC during the life of the strategy and the situation will need to be closely monitored. Universal Credit along with other Welfare Reforms will continue to be a prominent feature of prevention work.

The first two objectives above form the core of the "pathway out of homelessness" making use of the "stepping stones" principle, applicants do not need to take every step on the pathway:

Figure 8: Pathway out of homelessness



*There are two main avenues for those who need hostel accommodation:

- Age 16 – 24 – YMCA Hostel.
- Age 25 plus – 700 Club Hostel.

3. Reduce rates of repeat homelessness.

Repeat homelessness is seen as a failure of the system. It is not just repeat homelessness with an individual applicant but the challenge of some families where the cycle of homelessness has been passed between the generations. These can be the most challenging to work due to the complex and multiple problems that are associated with it:

- Address the challenges of those with more complex problems, particularly in relation to mental health and dual diagnosis. The needs of this group tend to be the most resource intensive to meet. Finding the right solution will be one of the key challenges of the strategy and will require close working within the Council as well as key partner agencies and the voluntary sector.
 - New solutions need to be developed but as important will be ensuring that robust personal action plans are put in place that will enable change. These approaches will take time and therefore a consistent approach is needed.
 - We need to make better use of the information we already hold to understand the nature of the challenges and this will help drive changes in procedures but also support the development of better solutions.
 - There are particular challenges concerning people who are not receiving care services but are close to needing this type of help that need to be specifically addressed.
- 4. Provide the right support and services so that no person needs to sleep rough.**

The Ministry for Housing, Communities and Local Government has announced a national target to reduce rough sleeping by half by 2022 and to eliminate it altogether by 2027. Even though the numbers sleeping rough in Darlington are very low in comparison to the major urban areas this will be a challenge:

- Procedures for identifying individuals who are rough sleeping are already in place. Partnerships with the Police, Voluntary Agencies and the general public (through Street-link), alongside our own intelligence, mean that we know the identity of those who need to be on the Rapid Rehousing Pathway. Experience has shown, however, that the very individuals who most need to access the pathway are the ones most resistant to doing so. We need to further develop our collective approach to this challenge recognising that those who are

not homeless but begging may also be in need of assistance.



- Sofa Surfing is generally a hidden problem that can lead to rough sleeping. We therefore need to develop earlier interventions to address this challenge.
- We have been very successful in delivering the No Second Night Out programme, the challenge now is to stop rough sleeping.
- We need to consider the types of support we are providing to those who are rough sleeping. The Housing First initiative has been piloted in a number of areas and we need to evaluate its usefulness as a solution in Darlington. We also need to consider the type of street support that we provide and treat those that go into emergency accommodation as being on the first step to independent living.

5. Build a strong partnership to deliver our aims.

Delivery of this strategy is dependent on the strength of the partnership. Building on the obligations of the “duty to refer” requirements provides a helpful starting point in developing more in depth relationships with partners:

- The breadth of work involved and the need to coordinate organisations’ roles within the “duty to refer” suggest that a new forum should be established to help to deliver the new strategy. This provides the opportunity to extend the remit to discuss the wider delivery and develop mutually beneficial interventions that will deliver the aims of the strategy.



- We already rely on a number of partners to deliver key support services. They are a very important element of overall delivery and they assist at various stages in the pathway as Figure 9 below illustrates:

Figure 9: Housing related Commissioned Support

Housing Related Commissioned Support - Provider	Type of Service
700 Club	Bond Scheme Hostels Substance Misuse Floating Support Drop In Hub Trailblazer in association with CAB
Humankind	Support for All – Low, Medium and High Needs High Level Mental Health Support Temporary Accommodation Drop In Hub
CAB	Community Care Grant Financial Assistance Loans
Creative Support	Mental Health Floating Support
Darlington BC – funded by Housing	Housing Plus – Tenancy Sustainment Refugee Support Homeless Temporary Accommodation No Second Night Out Prevention Fund
Family Help Foundation	Women’s Refuge Offender Contract Emergency Accommodation and Floating Support Vulnerable Parent – Accommodation and Floating Support
Harbour	Domestic Abuse Services
YMCA	Hostel Positive Support Pathway Crash Pad Mediation Leaving Care

These support services are supplemented by other providers who offer non-commissioned services that Housing Options will refer to as shown in Figure 10 below.

Figure 10: Non Commissioned Support

Provider/Partner	Type of Service
First Stop	Lottery funding for Benefit Support Shower and laundry service Advice and Support Drop in Hub
Darlington Mind	Mental Health Support Accommodation
NECA	Substance Misuse Service
Private Sector Housing	Disrepair
Private Landlords and self-funding B&Bs	Access to accommodation
Adult Social Care	Social Care
Children Services	Social Care
Carr Gom	Learning Disabilities and mental health accommodation

It is therefore our intention to invite key organisations together with the statutory organisations specifically identified in the “duty to refer” to join the partnership group.

Each one of the five objectives is supported by actions contained in the Action Plan detailed in the next section.

ACTION PLAN

OBJECTIVE	ACTION	WHO	WHEN
1.0 THOSE AT RISK OF HOMELESSNESS WILL BE MADE AWARE OF AND HAVE ACCESS TO THE SERVICES THEY MAY NEED TO PREVENT IT.			
1.1 Establish an effective Duty to Refer	Going beyond the original remit to build ownership with partners.	Janette McMain	2022
1.2 Improve needs assessment to address individual issues	Adopt a holistic needs assessment.	Janette McMain	On going
1.3 Improve information on the Website	Update information regularly More focused information and supports self-service.	Karen Chittenden	On going
1.4 Increase use of Social media	Open new channels of communication to provide information.	Karen Chittenden	On going
1.5 Address discharges from hospital that lead to Homeless applications	Develop hospital referral and information system.	Health Janette McMain Naomi Garbutt	2020
1.6 Reduce risk of young people becoming homeless	Work with pre 16's to provide information and to identify risk groups.	Helen Watson Karen Chittenden	2021
1.7 Improve support to people with mental health issues	Work in partnership to address information and support gaps for in transitions in service.	Naomi Garbutt Janette McMain	2022
2.0 PROVIDE SUITABLE ACCOMMODATION AND SUPPORT OPTIONS FOR PEOPLE WHO ARE, OR WHO MAY BECOME HOMELESS			
2.1 Develop the allocations process to meet the needs of the Homeless Reduction Act	Ensure that access to social housing is available through continuing a new build programme. Ensure that longer term needs of vulnerable clients are addressed within the allocations process. Encourage social housing providers to develop sustainable tenancy policies to reduce the risk of evictions.	Pauline Mitchell Veruta Barlow Ken Davies	On going Ongoing December 2019
2.2 Maintain and if possible improve access to private sector housing	Work with the Private Sector Housing team and Landlords to address the impacts of the Welfare Reforms. Work with DWP and Landlords to build better relationships and understanding to prevent evictions and increase access to private sector housing.	David Burrell DWP Rep David Burrell DWP Rep	On going 2020

OBJECTIVE	ACTION	WHO	WHEN
2.3 Improve access to private sector housing for those who have difficulties funding a bond	Develop the Bond scheme with the Third Sector.	700 Club	2020
2.4 Address the housing and support implications of the Homeless Reduction Act	Working with in the requirements of the Homeless Reduction Act to provide support on various pathways. We will fully implement personal housing plan.	Karen Chittenden	On going Summer 2019
2.5 Review Support contracts	Review housing related support contracts to ensure they meet current and future needs.	Naomi Garbutt	End 2019
2.6 Support the development of appropriate supported housing	Work with the 700 club on the development of new supported Housing for more vulnerable people. Consider the reprovision of the Refuge to meet future needs.	Janette McMain/ 700 Club Janette McMain/ Family Help	End 2019 2022
2.7 Address the challenges of Universal Credit	Maintain good links with DWP and ensure good quality information is available to those who need it.	Claire Gardner Queen	Ongoing
3.0 REDUCE RATES OF REPEAT HOMELESSNESS			
3.1 Improve the chances of people avoiding repeat homelessness	Develop robust action plans to help people make long term changes to break the cycle of homelessness.	Karen Chittenden	Summer 2019
3.2 Address the issues of those who have the most challenging behaviour	Continue to develop a range of responses to those with chaotic lifestyles and mental health issues.	Naomi Garbutt NECA Health	2021
3.3 Identify and address the needs of those who are vulnerable but not eligible for additional support	Work with Adult Social Care to develop upstream interventions for those who borderline do not receive care.	Naomi Garbutt Janette McMain	2020
3.4 Analyse case management for occurrence of repeat homelessness	Introduce regular case auditing to identify repeat homelessness in order to shape better responses.	Karen Chittenden	2019
3.5 Analyse overall approach to repeat homelessness	Use Gateway system to track "customer journey" and develop new responses to improve the process.	Karen Chittenden Naomi Garbutt	2020
3.6 Recognise the specific needs of those with dual diagnosis	Develop a pathway for those with dual diagnosis.	Health Commissioning Janette McMain	2021

OBJECTIVE	ACTION	WHO	WHEN
4.0 PROVIDE THE RIGHT SUPPORT AND SERVICES SO THAT NO PERSON NEEDS TO SLEEP ROUGH			
4.1 Reduce the number rough sleeping	Develop a multi-agency approach to dealing with those who rough sleep.	Janette McMain Police Graham Hall	2019
4.2 Reduce the numbers sofa surfing	Develop more interventions to specifically reduce sofa surfing.	Third Sector Karen Chittenden	2022
4.3 Develop a new preventative approach to rough sleeping	Develop the No Second Night out approach into No First Night.	Third Sector Karen Chittenden	2022
4.4 Improve the response to those who sleep rough	Evaluate the Housing First Approach Develop a range of pro-active street support.	Third Sector Multiagency group around Begging	2020 2019
4.5 Review the pathway to independence	Applicants going in to emergency accommodation should be included in the first step to independence pathway.	Janette McMain Commissioning	2019
5.0 BUILD A STRONG PARTNERSHIP TO DELIVER OUR AIMS			
5.1 Improve partnership planning and information exchange	Set up strategic network and Homelessness forum to improve cooperation and monitor progress.	Janette McMain Ken Davies	2019
5.2 Improve partnership working	Build in new holistic approach into partnership work.	Karen Chittenden Naomi Garbutt	2019
5.3 Support the development of partnership working	Develop sharing and learning systems across the partnership.	Third Sector Naomi Garbutt Janette McMain	On going
5.4 Improve internal Council joint working	Develop the Council's internal partnerships to ensure efficiency in responding to needs.	Anthony Sandys	On going

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REVIEW OF CUSTOMER ENGAGEMENT

SUMMARY REPORT

Purpose of the Report

1. This report set out the results of a review of customer engagement in housing and the proposed changes that result from it.

Summary

2. The Council have had the current structures for engaging with their tenants and leaseholders in place since 2015. It is a regulatory requirement that these structures are reviewed every three years and therefore a review was commissioned in 2018.
3. The review has identified that further changes need to be made to the model of engagement to reflect changing attitudes towards consultation and involvement. A survey conducted in November (**Appendix 1**) through Housing Connect found that 65% of tenants said they would be interested in being involved but the vast majority of those would prefer to engage through digital means. This was supported by a shorter survey conducted in Red Hall in December.
4. A further factor influencing the review is the extent that tenants now have access to digital means of communications. The survey found that 72% of tenants had access to the internet. When this is placed in the context of a long term decline in interest in engagement through formal structures it is clear that a shift towards more digital means of communications is necessary. We will still need to retain some formal structures of consultation as they play an important role in decision making and scrutiny but more use will be made of such tools as digital surveys and social media to engage with tenants. It is therefore proposed that the number of Tenant Panels is consolidated and the scale of digital communications increased.
5. Another strong element that came out of the survey was tenant's interest in their local area. We know from work within local communities that we can attract large numbers of tenants to one off events and also that groups of tenants are keen to work together on specific areas of interest. This sets out an approach to engagement at a local level that will be tested this year through a programme of engagement in local communities.
6. The main type of communication with tenants has been through the Housing Connect. The change in design which took place in 2016 has seen an improvement in readership but it is estimated that still less than 40% of tenants read this. It is therefore proposed that this is reduced from 4 issues a year to 2, supplemented with more use of digital communication methods.

7. It is proposed that changes will begin being implemented in April 2019 and be completed by March 2020.

Recommendation

8. It is recommended that Member note the proposed changes to the customer engagement model in housing.

Ian Williams
Director of Economic Growth and Neighbourhood Services

Background Papers

- A new deal for Social Housing: Government Green Paper 2018
- Tenant Involvement and Empowerment Standard: Homes and Communities Agency 2017

Pauline Mitchell: Extension 5832

S17 Crime and Disorder	There are no direct implications
Health and Well Being	There are no implications
Carbon Impact	There is no direct carbon impact
Diversity	There is unlikely to be a direct impact
Wards Affected	All with Council Housing
Groups Affected	Council tenants and leaseholders
Budget and Policy Framework	There are no implications
Key Decision	No
Urgent Decision	No
One Darlington: Perfectly Placed	There are no implications
Efficiency	There are none at this stage
Impact on Looked After Children and Care Leavers	There are no implications

MAIN REPORT

Information and Analysis

9. Social Housing is now regulated by the newly created Social Housing Regulator. This function was previously delivered by the Homes and Communities Agency but with the change of name to Homes England the Government also took the opportunity to split regulation and monitoring from the development and funding functions. The main area of regulation covering Local Authorities is the Consumer Standard. This sets out four standards including the Tenant Involvement and Empowerment Standard that covers requirements for engaging with tenants and leaseholders and also the requirement for a complaints process. The Standard requires that:

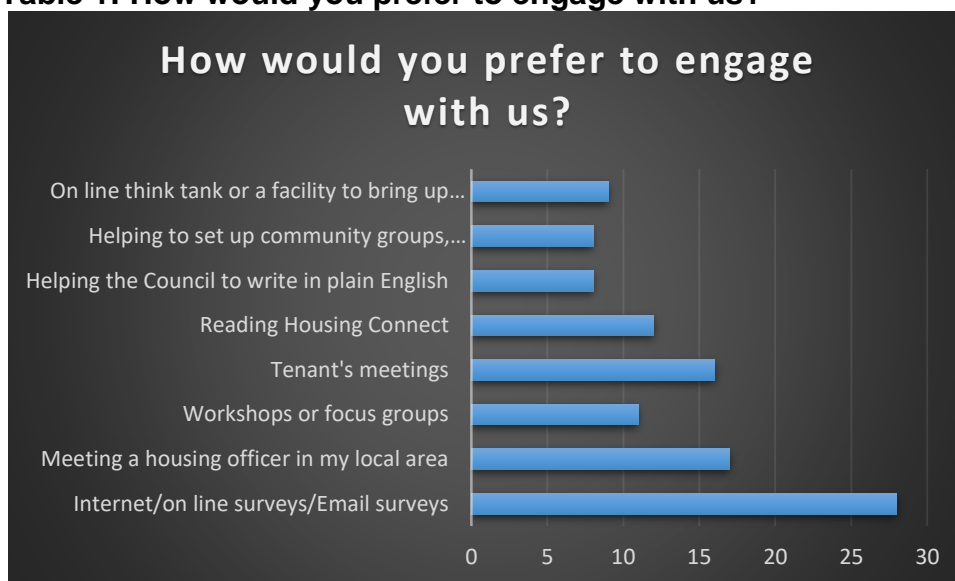
“Registered providers shall consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisation’s housing management service.”

10. A review began in the summer of 2018 involving members of the Tenant Customer and Scrutiny panels and included:
 - (a) Benchmarking customer engagement process with other providers
 - (b) Workshop with tenants to evaluate the current structure
 - (c) Two surveys of tenants to understand their interest in getting more involved
 - (d) Analysis of the Housing Green paper and any potential impacts.

11. The review found that recruitment of tenants to the current structure has proved increasingly difficult. It has become clear that changes in lifestyles and expectations have made attendance at formal meetings less attractive. This is a situation that has emerged with most housing providers who have found it increasingly difficult to recruit volunteers to formal meetings, particularly working age tenants.

12. A survey that was conducted through Housing Connect in November 2018 (Appendix 1) confirmed that across a range of choices engaging through various digital means had the largest support. This was supported by a second survey carried out in Red Hall:

Table 1: How would you prefer to engage with us?



13. The survey also found that 72% of tenants now have access to the internet. This is a significant increase over recent years and supports the finding for choosing digital as a preferred means of engagement. The review therefore concluded that in order to meet the challenges set out in the Housing Green Paper¹ of involving tenants more in decision making it would be essential to shift the balance of engagement towards digital. This would not mean that formal structures were no longer necessary but that they could be better focused and concentrated into fewer groups.

¹ A New Deal for Social Housing: Housing Green Paper MCLG 2018

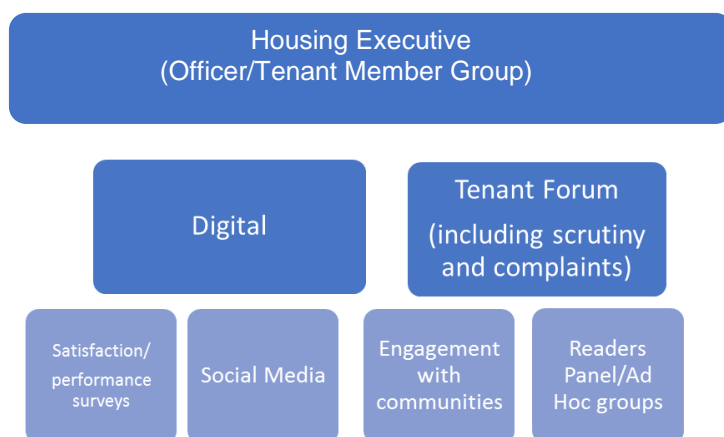
14. The current structure of engagement is set out below:

Fig 1: Current Engagement Structure



15. It is proposed that the following structure be adopted:

Fig 2: Future Structure of Engagement



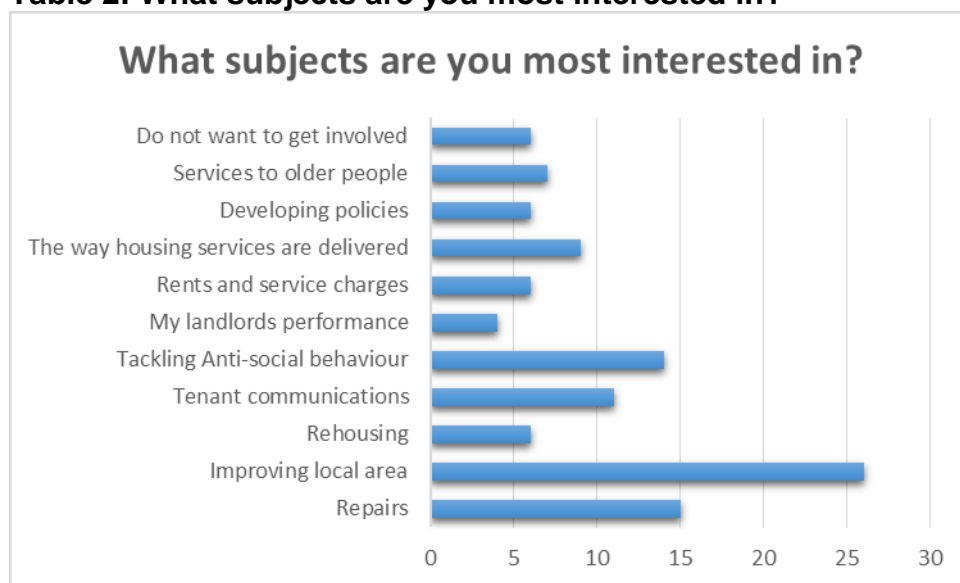
16. It is proposed that the current scrutiny structure be merged into a single tenant group as this will create a group with sufficient numbers to be effective and it will aid coordination of activities. The agenda will include scrutiny as well as policy and performance. The Complaints Panel has not met for three years due to lack of demand. Consequently, should a panel be needed it will be drawn from members of the Forum. Other active groups such as the Readers Panel, Leaseholders Group and the Mystery shoppers will be retained as separate groups.

17. The growth in the use of digital means of communications coincides with the introduction of the new Digital Tenancy which will give tenants the convenience of managing their tenancies from their home and at any time. This will include reporting repairs and checking their rent account. This development opens the door to new channels of communications with tenants and in particular the use of satisfaction surveys and the delivery of information. Alongside this it is proposed that the use of social media is significantly increased. Facebook and Twitter are already used but more use will be made going forward. They are particularly useful for recording various events such as Christmas celebrations in sheltered schemes

but they can also be used for promotion and in some circumstances for consultation.

18. The main type of communication at the moment is Housing Connect. Although readership has improved from 20% of tenants since the format changes it is still only read by a minority of tenants despite it being delivered to every tenant and leaseholder quarterly. It is proposed to reduce the number of editions down to two and shift the content away from recording social events, which will move to social media, and focus the magazine on providing key information to tenants.
19. Another area of development is work within the community. The survey noted that the area tenants were most interested in being engaged with is their local community:

Table 2: What subjects are you most interested in?



20. Work in communities such as Red Hall and Cockerton, as well as, the success of the Haughton and Lascelles Residents Associations strongly indicate that a more focused approach to engagement within local communities will create opportunities for engagement. It is therefore proposed that this summer a range of events will be organised that will provide an opportunity for members of the community to come together in informal events where there will be an opportunity to engage with housing services. The intention is to organise one event in each of the housing management areas and to use this as an opportunity to find out what future local opportunities there are to engage.
21. It is proposed that implementation of the changes to the formal structures will take place in April with progress on delivery being monitored by the Tenant’s Forum.

Outcome of Consultation

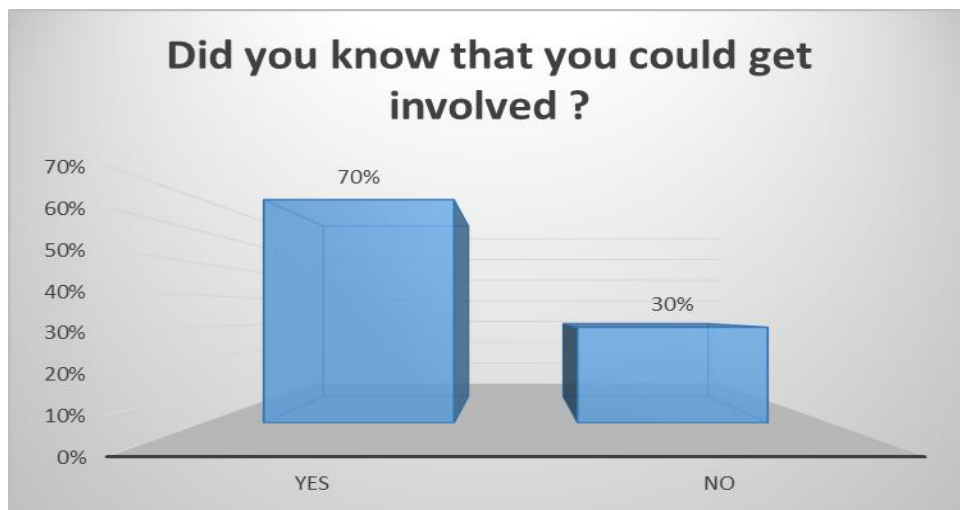
22. Two tenant surveys were conducted seeking views on engagement and the outcomes of these have influenced the proposed changes. The tenants involved in the Customer and Scrutiny Panels have been engaged at each stage of the process and all the tenants who are involved in the formal consultation processes were given the opportunity to be involved and comment.

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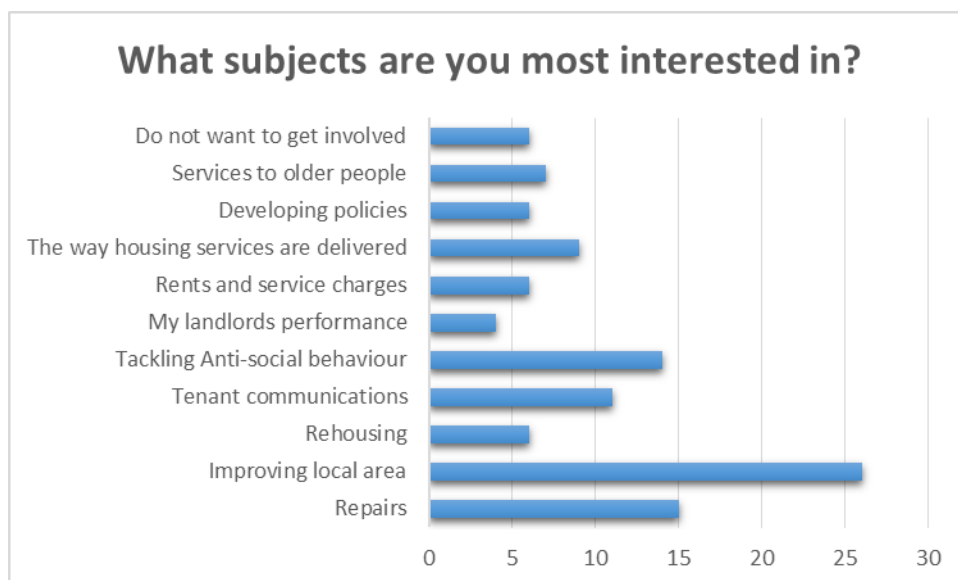
Appendix 1: Customer Engagement Survey

The survey took place in November 2018 and was placed in Housing Connect, the Council's magazine and was also available electronically. The purpose of the survey was to find out what interest tenants have in getting involved in the way the housing service is delivered.

We wanted to know if tenants knew that they could get involved and 30% of tenants said they did not know that they could get involved:



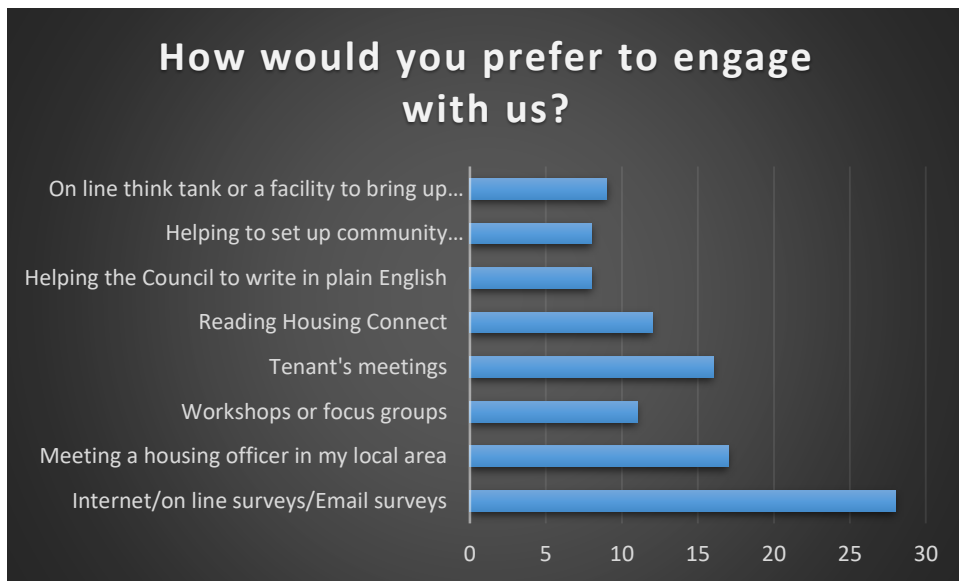
The three areas that tenants were most interested in getting involved in were; improving the local area, repairs and tackling anti-social behaviour. Landlord performance was the least popular. This is more significant due to the Government prioritising performance within their Green Paper¹:



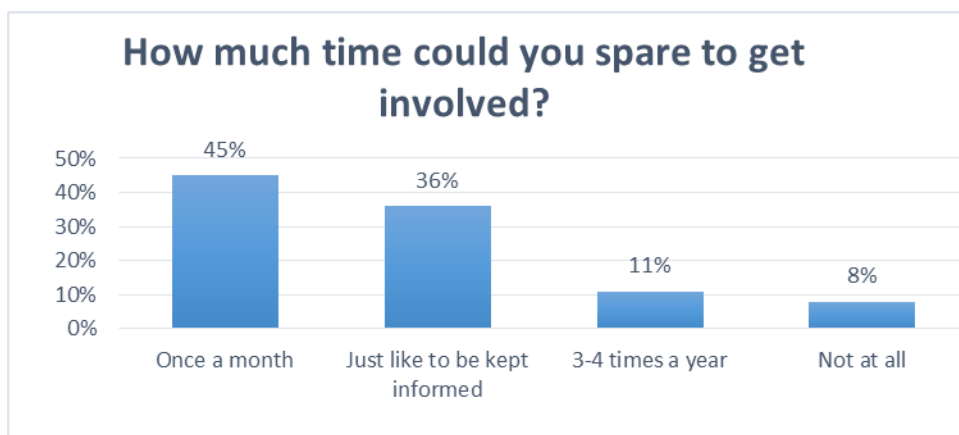
When asked about how tenants would like to engage with the service by far the largest interest was in the use of digital channels such as e-mail and the internet. More traditional means of engagement such as meeting the Housing Officer and tenants meetings continue

¹ A new deal for social housing. Housing Green Paper, August 2018

to feature but this clearly signals the ongoing shift in tenant preferences to digital means of communications. However, the results suggest that there will continue to be a need to balance digital communications with various forms of meetings.

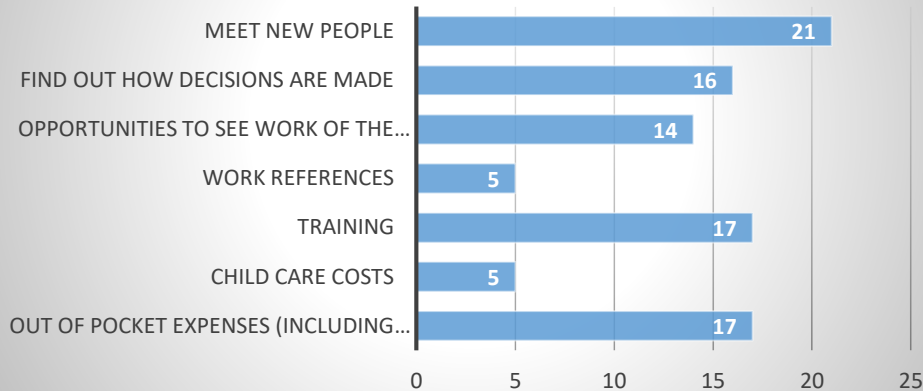


Almost half those responding said that they could get involved once a month but a significant proportion said that they just want to be kept informed.

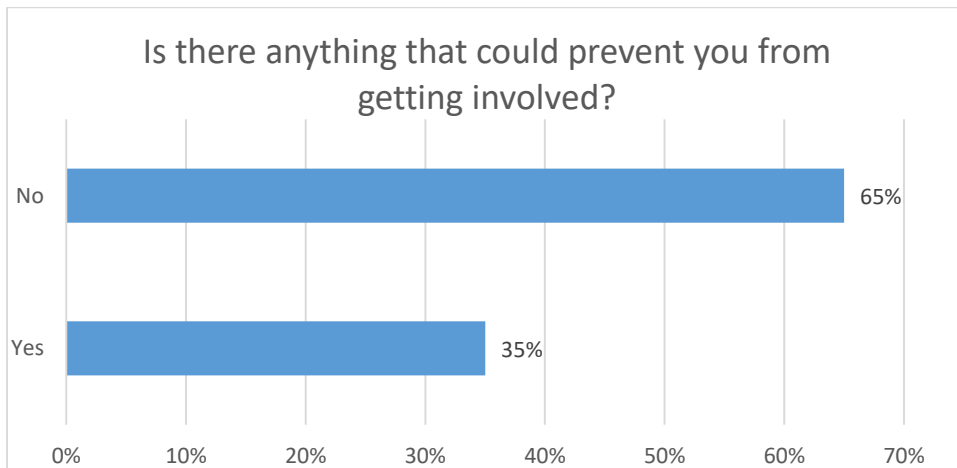


We asked what incentives would be helpful to tenants and meeting new people came out as most important followed by out of pocket expense, training and finding out how decisions were made. The Council already provides training, out of pocket expenses and child care costs.

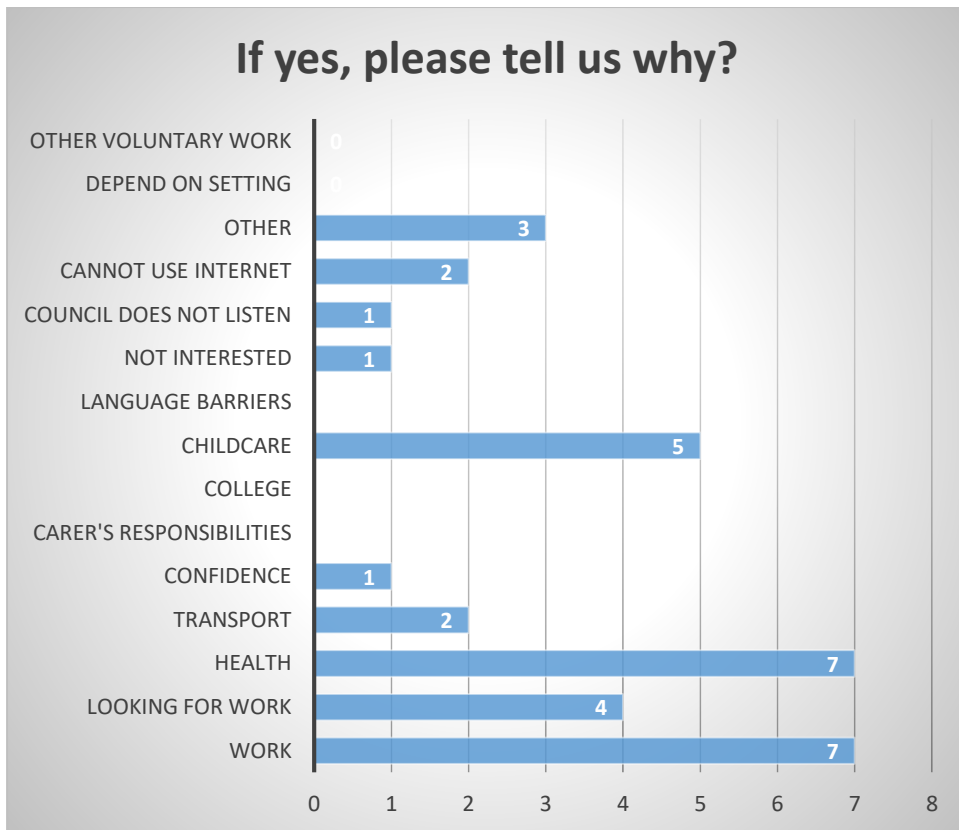
What support or incentive would be helpful in return for your time?



About a third of those who responded said there were reasons why they would be unable to get involved:



There were two main reasons for this, poor health and work commitments followed by child care. The Council has recognised that for those in work to get involved it needs to be flexible about things like meeting times - having meetings on evenings but with the rapid change in work patterns this cannot be the only solution.



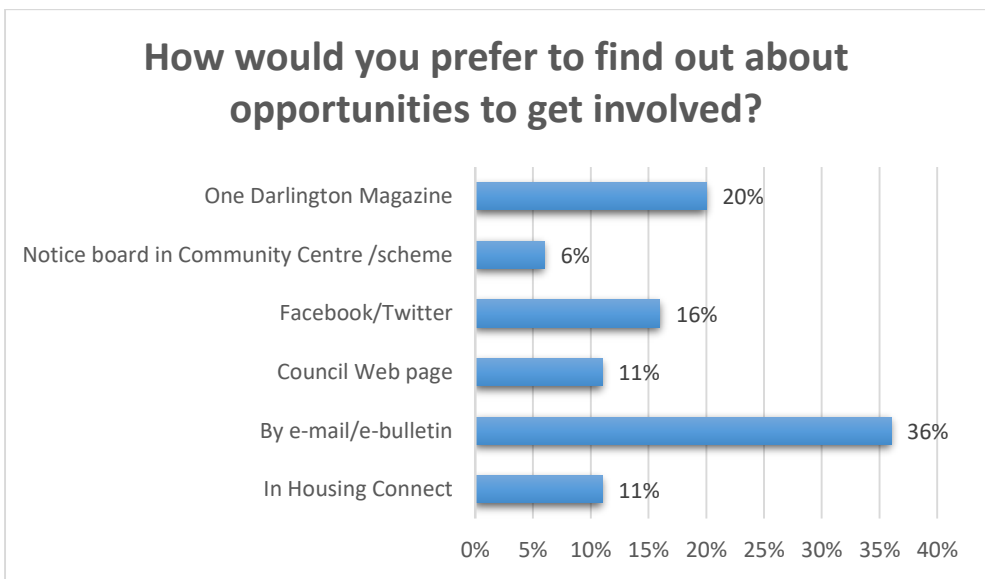
We wanted to know the extent to which tenants already got involved in the community. Just over half have some sort of community involvement



Of those who do get involved more people are involved in helping their neighbour than any other activity. Volunteering is an important activity as well as involvement in community groups.

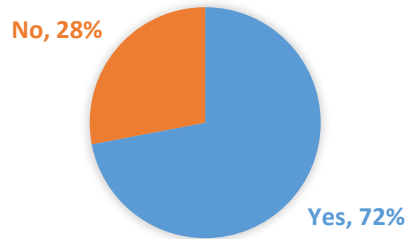


Following the earlier preference for Digital engagement just under two thirds of tenants said they would prefer to find out about engagement opportunities via email, the Website or social media



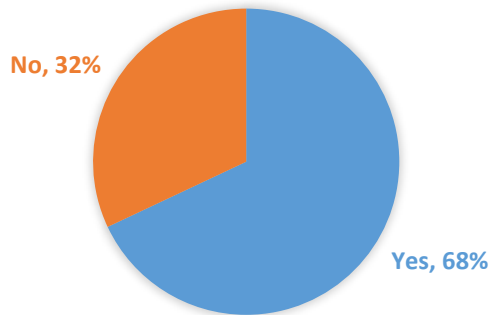
Just over a third of tenants said that they did not have access to the internet and although this group is continuing to reduce the Council will need to continue to have to use more traditional means of communication as well as newer digital channels of communication.

DO YOU HAVE THE INTERNET?



A slightly larger number of people do not have an Email address. This is probably due to the ever increasing use of mobile phone and the use of mobile data.

DO YOU HAVE AN EMAIL ADDRESS?



Encouragingly two thirds of tenants said they would be interested in some form of involvement.

WOULD YOU BE INTERESTED IN GETTING INVOLVED?



Adults and Housing Scrutiny Committee

12 March 2019

PERFORMANCE INDICATORS Q3 2018/19

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2018/19 at Quarter 3.

Report

Performance summary

2. This report provides performance information in line with an indicator set and scrutiny committee distribution agreed by Monitoring and Coordination Group on 4 June 2018, and subsequently by scrutiny committee chairs.
3. The indicators included in this report are aligned with key priorities and the majority are used to monitor the Corporate Plan 2017/21. Other indicators may be referenced when appropriate in narrative provided by the relevant assistant directors, when providing the committee with performance updates.
4. 18 (eighteen) indicators are reported to the Committee – 12 (twelve) Adult Social Care indicators and 6 (six) Housing Services indicators. 2 (two) of the Adult Social Care indicators are reported annually and therefore data for these two (ASC 054 and ASC 055) is not included in this report.
5. At Q3, data is available for 10 (ten) Adults Social Care indicators and all 6 (six) Housing Services indicators, as follows:

Adult social care

6. 7 (seven) of these ten (10) indicators have targets:

Comparison with year-end target at Q3:

- a) 5 (five) of these are thought likely to achieve year-end targets (ASC 002, ASC 003, ASC 045, ASC 046, ASC 049);
- b) 2 (two) indicators is unclear at this time if it will achieve year-end target (ASC 050, ASC 019)

Housing

7. 4 (four) indicators have targets:
 - a) 2 (two) have achieved target this quarter:

- i. HBS 034 'Average number of days to re-let dwellings'
 - ii. HBS 072 'Gas servicing'
 - b) 2 (two) have not achieved target this quarter:
 - i. HBS 013 'Rent arrears', and
 - ii. HBS 016 'Rent collected'
- 8. A detailed performance scorecard is attached at Appendix 1 showing performance against this agreed indicator set. An Adult Social Care Performance Highlight report is attached at Appendix 2 providing more detailed information and is produced in response to the diversity of information and scale of budgets involved. Attached at Appendix 3 is a more detailed set of Housing reports.
- 9. It is suggested monitoring focuses on issues and exceptions, and relevant officers will be in attendance at the meeting to respond to queries raised by the committee regarding the performance information contained within this report.
- 10. This Scrutiny Committee performance report was compiled by Neil Bowerbank. All queries regarding the performance measures within this report should be addressed to the appropriate assistant director.

Recommendations

- 11. It is recommended:
 - a) that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate assistant directors.
 - b) This report is compiled by the Corporate Performance Team. All queries regarding the format of this report should be addressed to Neil.Bowerbank@darlington.gov.uk

Paul Wildsmith
Managing Director

Background papers

No background papers were used in the preparation of this report.

S17 Crime and Disorder	This report supports the Council's Crime and Disorder responsibilities
Health and Well Being	This report supports performance improvement relating to improving the health and wellbeing of residents
Sustainability	This report supports the Council's sustainability responsibilities
Diversity	This report supports the promotion of diversity
Wards Affected	This report supports performance improvement across all Wards
Groups Affected	This report supports performance improvement which benefits all groups
Budget and Policy Framework	This report does not represent a change to the budget and policy framework
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	This report contributes to the Sustainable Community Strategy (SCS) by involving Members in the scrutiny of performance relating to the delivery of key outcomes
Efficiency	Scrutiny of performance is integral to optimising outcomes.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers.

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Adults & Housing

Performance Data

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2018

2019

16	Total	16	16
3	= Better than same period last year (↑) =	3	1
0	Better from when last reported (↑) =	0	0
0	= The same as same period last year (↔) =	0	0
0	The same from when last reported (↔) =	0	0
11	= Not as good as same period last year (↓) =	6	1
11	Not as good from when last reported (↓) =	6	1
2	Not comparable (blank)	7	14

16	Total
2	Better than target
1	Achieving target
2	Missing target
11	No Target

Indicator Num	Indicator Description	Reported	What is best	Measure of unit	Latest England Av	Latest North East Av	Latest other benchmark Av	2014/15	2015/16	2016/17	2017/18	Latest data same period previous year	Latest data performance from same period last year	June	Sept	Dec	Dec - Num	Dec - Den	Trend from when last reported	Performance against target	Dec Target	Qtr 3 - Dec compare to target	Year End Target	Comments
ASC 002	(ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care per 100,000 of the 65+ population	Monthly	Smaller	Per 100,000 pop	611	838	639	788	843	796	695	561	↑	168	343	517	110	21,284					700	Qtr 3 .
ASC 003	(ASCOF 2A-1) Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care homes, per 100,000 population	Monthly	Smaller	Per 100,000 pop	13	17	17	8.0	27	16	4.8	3.2	↓	1.6	3.2	4.8	3	62,587					10	Qtr 3 .
ASC 019	Percentage of people who have no ongoing care needs following completion of provision of a reablement package.	Monthly	Bigger	%	-	-	-	73	67	67	64	66	↓	57	60	64	317	493	↓				70	Qtr 3 .
ASC 045	(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family	Monthly	Bigger	%	76	81	76	80	85	86	94	66	↓	18	39	53	151	284					90	Qtr 3 .
ASC 046	(ASCOF 1E) Proportion of adults with learning disabilities in paid employment.	Monthly	Bigger	%	5.7	5.3	6.4	5.2	5.8	4.3	5.0	4.7	↓	1.4	1.8	3.5	10	284					6	Qtr 3 .
ASC 057	(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support	Monthly	Bigger	%	89	97	92	90	92	98	98	98	↓	98	98	98	768	785	↓		98.00	↔	98	Qtr 3 .
ASC 057	(ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support	Monthly	Bigger	%	83	88	85	87	97	96	96			72	62	87	69	79	↑		98.00	↓	98	Qtr 3 .
ASC 208	Number of Safeguarding concerns (initial enquiries) started - year to date	Monthly	Smaller	Num	-	-	-	-	1,004	831	1,008	808	↑	233	492	712	712					-	-	Qtr 3 .
ASC 209	Number of Safeguarding concerns (initial enquiries) started - per month	Monthly	Smaller	Num	-	-	-	-	95	98	97	65	↓	67	56	78	78		↑			-	-	Qtr 3 .
ASC 211	Number of strategy meetings undertaken i.e. concerns progressed to strategy per month	Monthly	Smaller	Num	-	-	-	-	14	12	7.0	10.0	↓	8.0	13	14	14		↓			-	-	Qtr 3 .
HBS 013	Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)	Quarterly	Smaller	%	2.7	2.6	2.6	2.0	2.1	2.4	2.5	2.6	↓	2.5	2.7	3.1	821,333	26,195,156	↓	↓	2.40	↓	2	Qtr 3 Current arrears as a % of debit has increased again to 3.14%. This comes as the full effects of UC have started to hit customers as well as the annual decline around the Xmas period. Staffing has been an issue within the team which combined with delays from the County Courts for hearing dates has meant we have not achieved target for this quarter. The team continues to take a proactive stance with pre-tenancy work being completed as well as recovery action during the tenancy. A piece of work is to commence looking at any rent account over a certain balance to ensure action is up to date.
HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd	Quarterly	Bigger	%	97	-	98	98	98	98	98	98	↓	98	98	97	25,486,108	26,195,156	↓				98	Qtr 3 Collection rate has dropped based on Qtr 2 and currently stands at 97.29%. This again is due to the full effects of Universal Credit hitting customers where the assessment period and payment delays are affecting their ability to make payments. The team continues with proactively working with customers that are affected by Universal Credit both before and during their tenancy.
HBS 025	Number of days spent in "Bed and Breakfast"	Monthly	Smaller	Num	-	-	-	-	1,652	1,715	2,138	1,328	↓	980	1,947	2,382	2,382					-	-	Qtr 3 The trend showing an increase in the number of nights spent in B and B continues compared to last year. This is due to the demands on the service following the implementation of the Homeless Reduction Act.

Indicator Num	Indicator Description	Reported	What is best	Measure of unit	Latest England Av	Latest North East Av	Latest other benchmark Av	2014/15	2015/16	2016/17	2017/18	Latest data same period previous year	Latest data performance from same period last year	June	Sept	Dec	Dec - Num	Dec - Den	Trend from when last reported	Performance against target	Dec Target	Qtr 3 - Dec compare to target	Year End Target	Comments
HBS 0271	Number of positive outcomes where homelessness has been prevented	Monthly	Bigger	Num	-	-	-	-	-	-	-			215	419	592	592				-		-	Qtr 3 Outcomes have remained consistent with the last quarters figures. The new statutory duties have meant that the number of positive outcomes are now greater than before the implementation of the Homeless Reduction Act.
HBS 034	Average number of days to re-let dwellings	Monthly	Smaller	Num/Rate	-	-	-	33	24	19	19	18	↓	22	25	23	1,288	57	↓	↑	25.00	↑	25	Qtr 3 Officer continue to work hard. Performance remains good with an average void period remaining inside the 25 day turnaround.
HBS 072	% of dwellings not with a gas service within 12 months of last service date	Monthly	Smaller	%	-	-	-	0.3	0.5	0.4	0.4	0.2	↑	0.7	1.7	0.2	11	4,978	↑		2.00	↑	2	Qtr 3 .



Adult's Social Care Quarter 3 Performance Report

Page 59

Quarter 3 2018/19

Adults and Housing Scrutiny

MANAGING DEMAND

ASC 019 - Percentage of people who have no ongoing care needs following completion of provision of a reablement package

DEFINITION

REDUCE THE NEED: ASC 019 – Percentage of people who have no ongoing care needs following completion of provision of a reablement package (Bigger is better) **Numerator:** Of those in the denominator, those who have had a completed reablement review with outcomes of 'No Services Provided or Identified, Long Term Support Ended, Universal Services/Signposted'
Denominator: The total number of clients completing a reablement package during the period

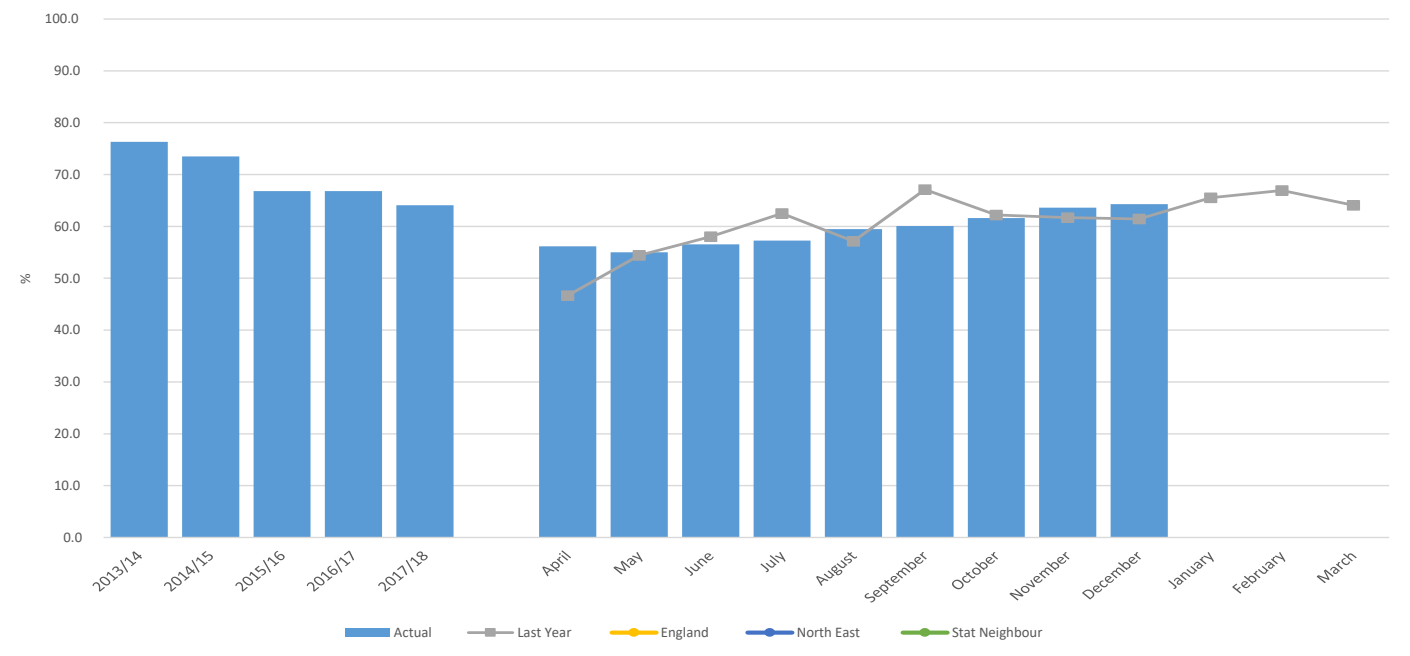
Performance Analysis

Since April the percentage of clients who have completed a reablement package with an outcome of 'No Service Provided or Identified, Long Term Support Ended or Universal Services/Signposted is 64%. In terms of actual numbers out of the 493 clients who have completed a reablement package 318 had no ongoing care needs.

ASC 019

Percentage of people who have no ongoing care needs following completion of provision of a reablement package.

ASC 019: Percentage of people who have no ongoing care needs following completion of provision of a reablement package.



IN MONTH PERFORMANCE	Target	70.0
	Apr-18	56.2
	May-18	55.0
	Jun-18	56.5
	Jul-18	57.3
	Aug-18	59.5
	Sep-18	60.1
	Oct-18	61.6
	Nov-18	63.6
	Dec-18	64.3
	Jan-19	
	Feb-19	
	Mar-19	

Annual Trend	2015/16	66.8
	2016/17	66.8
	2017/18	64.1
	2018/19 YTD	64.3

SELF DIRECTED SUPPORT

ASC 045 - Proportion of adults with a learning disability who live in their own home or with their family

DEFINITION	<p>QUALITY OF LIFE: ASC 045 (ASCOF 1G) – Proportion of adults with a learning disability who live in their own home or with their family (Bigger is better)</p> <p>Numerator: All people within the denominator who are “living on their own or with their family.” Source: SALT</p> <p>Denominator: Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)</p>
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Breakdown of the type of settled accommodation

Settled mainstream housing with family/friends	72
Supported accommodation /supported lodgings	52
Tenants-LA/ Housing Association	20
Sheltered Housing/Extra care sheltered housing	7
Tenants - Private Landlord	<5
Shared Lives Scheme	<5

The table below shows that if the target of 90% is to be achieved then 104 adults with learning disabilities need to have had their accommodation status updated by the end of the year.	
Total number of adults with learning disabilities recorded as being in settled accommodation	267
Number of accommodation statuses which need to be updated to achieve the 90%	255
Number of settled accommodation captured since April 2018	151
Number of settled accommodation statuses still to be captured	116

SELF DIRECTED SUPPORT

ASC 045 - Proportion of adults with a learning disability who live in their own home or with their family

DEFINITION	<p>QUALITY OF LIFE: ASC 045 (ASCOF 1G) – Proportion of adults with a learning disability who live in their own home or with their family (Bigger is better)</p> <p>Numerator: All people within the denominator who are “living on their own or with their family.” Source: SALT</p> <p>Denominator: Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)</p>
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Performance Analysis	<p>In terms of actual figures out of the 284 working aged clients who have a learning disability and receiving long term support 267 are recorded as being in settled accommodation. Since April 151 clients accommodation statuses were captured as either living in their own home or with family. Therefore the proportion of adults with a learning disability living in settled accommodation where the information has been captured since April is 53.2%.</p> <p>There are a remaining 116 adults who are currently living in settled accommodation who still need to have their accommodation statuses captured by the end of the year. If all these are updated by the end of the year then performance for this indicator will be 94% surpassing the set target of 90%.</p> <p>This is highlighted in the graph below.</p>
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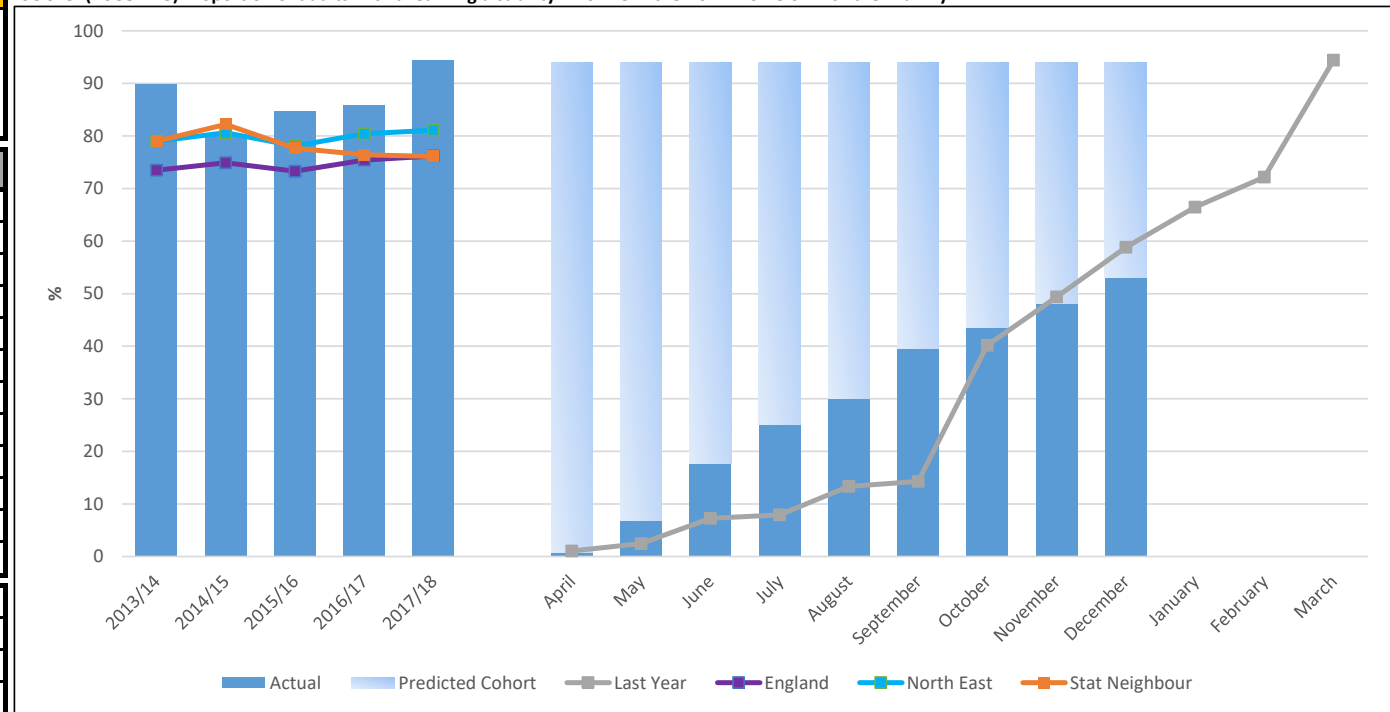
Page 62

ASC 045
(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family

ASC 045: (ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family

IN MONTH PERFORMANCE	Target	90.0
	Apr-18	0.7
	May-18	6.9
	Jun-18	17.7
	Jul-18	25.2
	Aug-18	30.0
	Sep-18	39.5
	Oct-18	43.7
	Nov-18	48.1
	Dec-18	53.2
	Jan-19	
	Feb-19	
	Mar-19	

Annual Trend	2015/16	84.8
	2016/17	85.8
	2017/18	94.4
	2018/19 YTD	53.2



SELF DIRECTED SUPPORT

ASC 046 - Proportion of adults with learning disabilities in paid employment

DEFINITION	<p>QUALITY OF LIFE: ASC 046 (ASCOF 1E) Proportion of adults with learning disabilities in paid employment. (Bigger is better)</p> <p>Numerator: All people within the denominator, who are in employment. Source: SALT</p> <p>Denominator: Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)</p>
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The table below shows that if the target of 6% is to be achieved then 6 adults with learning disabilities need to have had their employment statuses updated by the end of the year.

Total number of adults with learning disabilities recorded as being in paid employment	18
Number of employment statuses which need to be updated to achieve the 6%	16
Number of employment statuses captured since April 2018	10
Number of settled accommodation statuses still to be captured	8

SELF DIRECTED SUPPORT

ASC 046 - Proportion of adults with learning disabilities in paid employment

DEFINITION

QUALITY OF LIFE: ASC 046 (ASCOF 1E) Proportion of adults with learning disabilities in paid employment. (Bigger is better)

Numerator: All people within the denominator, who are in employment. Source: SALT

Denominator: Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)

Performance Analysis

In terms of actual figures out of the 284 working aged clients who have a learning disability and receiving long term support 18 are recorded as being in paid employment. Since April 10 clients accommodation statuses were captured as being in paid employment. Therefore the proportion of adults with a learning disability living in paid employment where the information has been captured since April is 3.5%.

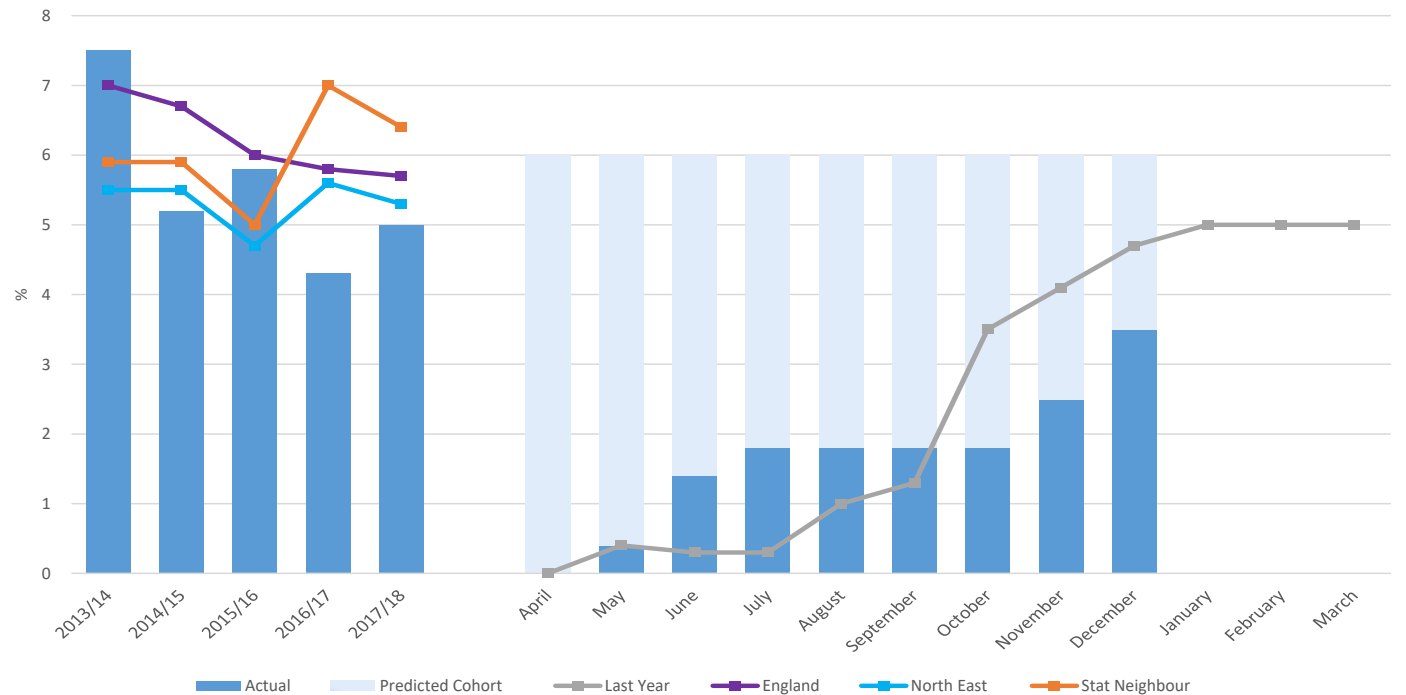
There are a remaining 8 adults who are currently recorded as being in paid employment who still need to have their employment statuses captured by the end of the year. If all these are updated by the end of the year then performance for this indicator will have achieved the 6% target. This will be a 1% increase in performance since the end of 2017/18.

This is highlighted in the graph below.

ASC 046

(ASCOF 1E) Proportion of adults with learning disabilities in paid employment.

ASC 046: (ASCOF 1E) Proportion of adults with learning disabilities in paid employment.



IN MONTH PERFORMANCE

Target	6.0
Apr-18	0.0
May-18	0.4
Jun-18	1.4
Jul-18	1.8
Aug-18	1.8
Sep-18	1.8
Oct-18	1.8
Nov-18	2.5
Dec-18	3.5
Jan-19	
Feb-19	
Mar-19	

Annual Trend

2015/16	5.8
2016/17	4.3
2017/18	5.0
2018/19 YTD	3.5

SELF DIRECTED SUPPORT

ASC 049 - Proportion of people using social care who receive self-directed support

DEFINITION	<p>QUALITY OF LIFE: ASC 049 (ASCOF 1C (1a)) – Proportion of people using social care who receive self-directed support (Bigger is better)</p> <p>Numerator: The number of users receiving either a) Direct Payment, b) Part Direct Payment or c) CASSR managed Personal Budget at the year-end 31st March: SALT</p> <p>Denominator: Clients (aged 18 or over) accessing long term community support at the year end 31st March: SALT</p>
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Performance Analysis

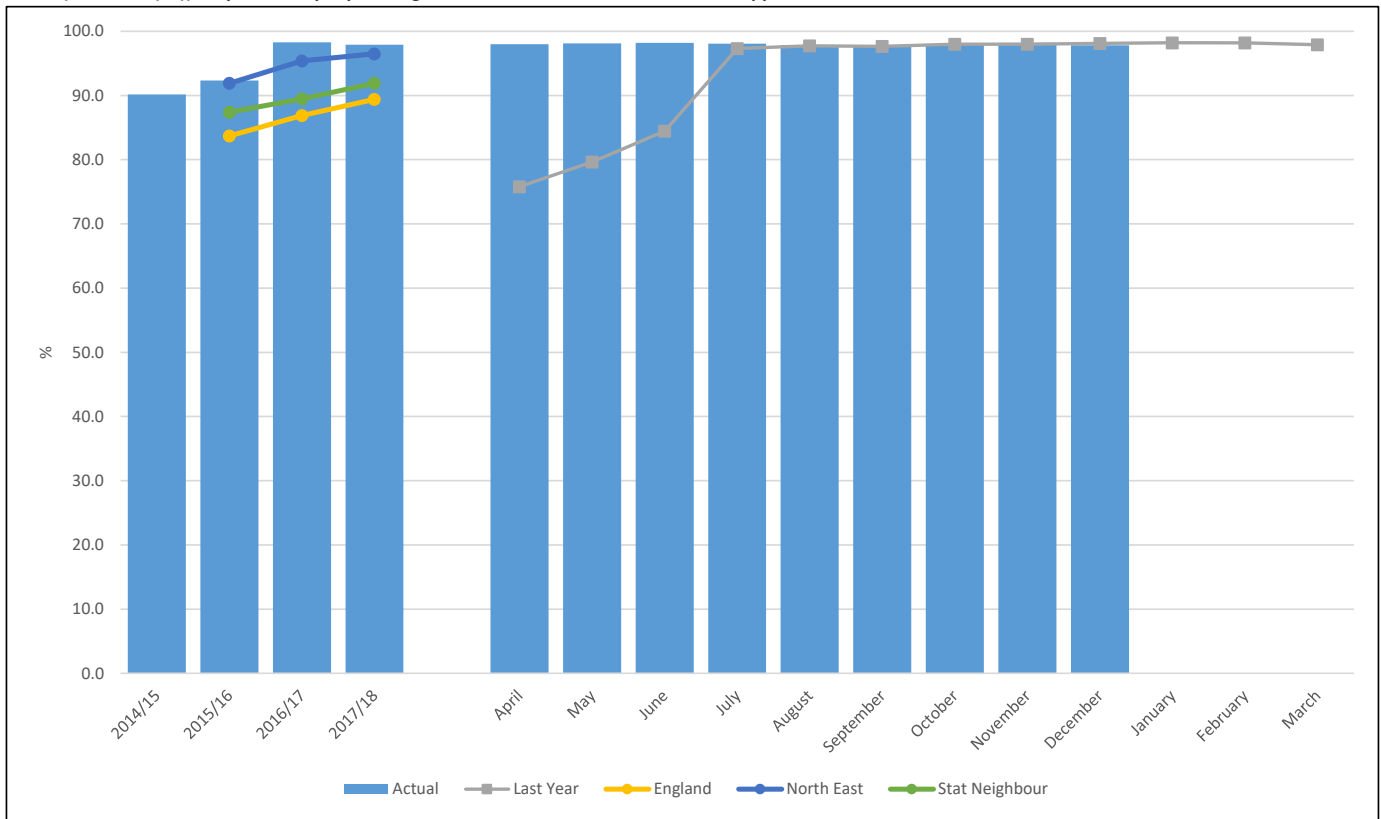
Since April the proportion of clients using social care who receive self-directed support has remained at the target figure of 98%. In terms of actual numbers this equates to 768 individuals receiving self-directed support. The chart shows that since July 2017 the performance for this indicator has remained at 98%.

There are 17 clients who are not currently receiving self-directed support. Personal budgets are only generated if 'Yes' is answered in response to the Resource Allocation System (RAS) question.

When compared to the most recent data from the average England (85%), North East (96%) and Statistical Neighbours (92%) figures, Darlington continues to perform highest.

ASC 049
(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support

ASC 049: (ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support



IN MONTH PERFORMANCE	Target	98.0
	Apr-18	98.0
	May-18	98.1
	Jun-18	98.2
	Jul-18	98.1
	Aug-18	97.9
	Sep-18	97.9
	Oct-18	98.0
	Nov-18	98.2
	Dec-18	97.8
	Jan-19	
	Feb-19	
	Mar-19	
Annual Trend	2015/16	92.4
	2016/17	98.3
	2017/18	97.9
	2018/19 YTD	97.8

SELF DIRECTED SUPPORT

ASC 049 - Proportion of people using social care who receive self-directed support

DEFINITION	QUALITY OF LIFE: ASC 049 (ASCOF 1C (1a)) – Proportion of people using social care who receive self-directed support (Bigger is better)
	Numerator: The number of users receiving either a) Direct Payment, b) Part Direct Payment or c) CASSR managed Personal Budget at the year-end 31st March: SALT
	Denominator: Clients (aged 18 or over) accessing long term community support at the year end 31st March: SALT

18-64

Type of self directed support	
Direct Payments	186
CASSR Managed Personal Budget	154
Part Direct Payments	73
Total	413

Primary Support Reason	
Learning Disability Support	252
Physical Support - Personal Care Support	110
Mental Health Support	31
Social Support - Support for Social isolation / other	7
Physical Support - Access and Mobility Only	9
Support with memory and cognition	<5
Social Support - Support misuse support	<5
Sensory Support - support for hearing impairment	<5
Sensory Support - support for dual impairment	<5
Sensory Support - Support for Visual Impairment	0
Total	

65+

Type of self directed support	
CASSR Managed Personal Budget	282
Direct Payments	63
Part Direct Payments	10
Total	355

Primary Support Reason	
Physical Support - Personal Care Support	232
Support with memory and cognition	43
Learning Disability Support	30
Mental Health Support	19
Physical Support - Access and Mobility Only	17
Social Support - Support for Social isolation / other	7
Sensory Support - Support for Visual Impairment	<5
Sensory Support - support for hearing impairment	<5
Sensory Support - support for dual impairment	<5
Social Support - Support misuse support	0
Total	

SELF DIRECTED SUPPORT

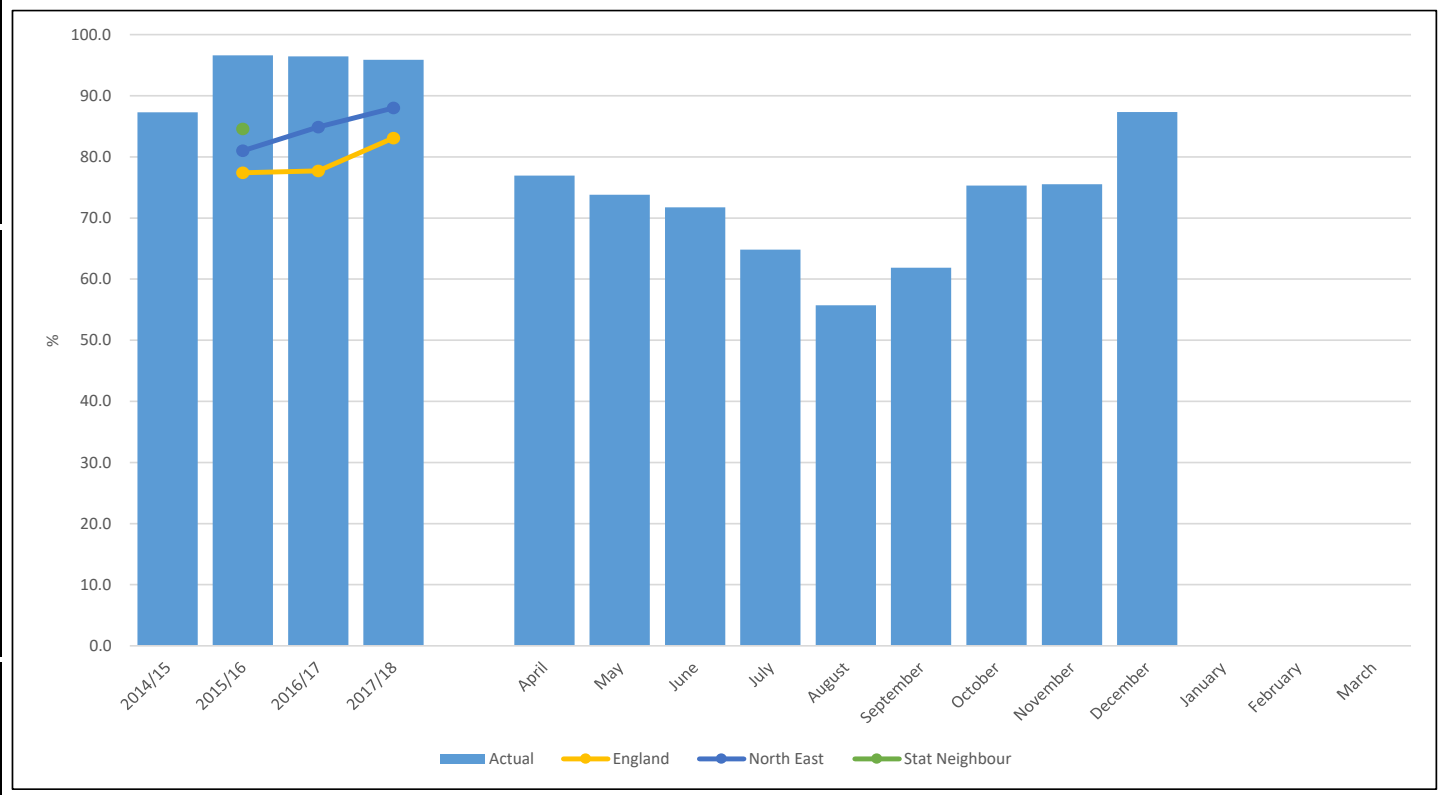
ASC 050 - Proportion of carers using social care who receive self-directed support

DEFINITION QUALITY OF LIFE: ASC 050 (ASCOF 1C (1b)) – Proportion of carers using social care who receive self-directed support (Bigger is better)
 Numerator: The number of users receiving either a) Direct Payment, b) Part Direct Payment or c) CASSR managed Personal Budget at the year-end 31st March: SALT
 Denominator: Carers (caring for someone aged 18 or over) receiving carer-specific services in the year to 31st March: SALT

Performance Analysis
 At the end of Quarter 3 the proportion of carers using social care who receive self-directed support is 87%. In terms of actual numbers this equates to 69 carers receiving self-directed support.
 Compared to the most recent data comparable data Darlington is performing better than both the average England (83%) and Statistical Neighbours (85%) figures and is on par with the North East average of 88%.

ASC 050
 (ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support

ASC 050: (ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support



IN MONTH PERFORMANCE	Target	98.0
	Apr-18	76.9
	May-18	73.8
	Jun-18	71.7
	Jul-18	64.8
	Aug-18	55.7
	Sep-18	61.8
	Oct-18	75.3
	Nov-18	75.5
	Dec-18	87.3
	Jan-19	-
	Feb-19	-
Mar-19	-	

Annual Trend	2015/16	96.6
	2016/17	96.4
	2017/18	95.9
	2018/19 YTD	87.3

SELF DIRECTED SUPPORT

ASC 002- Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care (per 100,000 of pop)

DEFINITION

REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)

Numerator: The sum of the number of council-supported permanent admissions of older people (aged 65 and over) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT

Denominator: Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).

Performance Analysis

Since April the number of 65+ who have been permanently admitted to residential care is 103 (484 per 100,000 population).

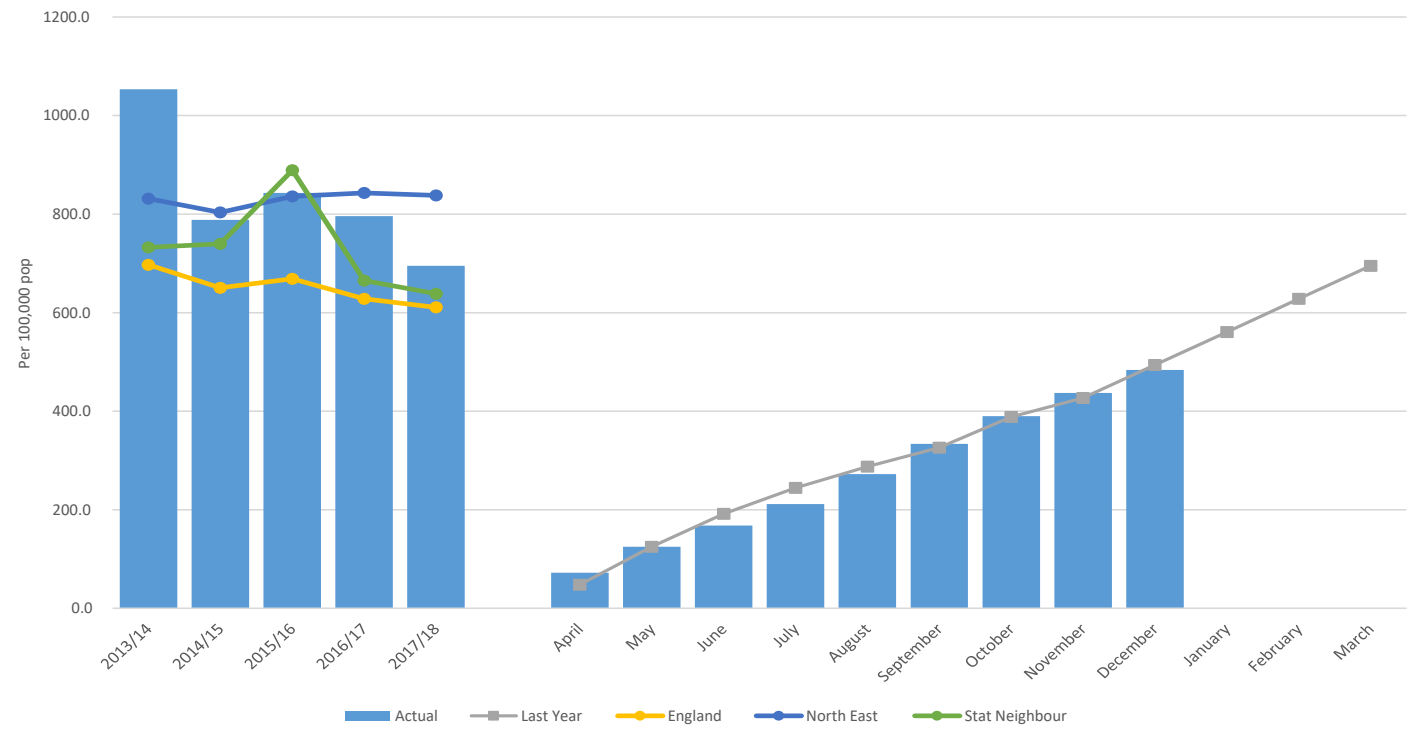
The target for ASC 002 is 700 (per 100,000 population) which equates to approximately 146 clients being admitted by the end of the year. To ensure that this target is not surpassed there is a monthly monitoring target of approximately 12 clients or less. Currently the average number of permanent admissions per month is 11, therefore if the current trend continues then the end of year performance for this indicator will come under target.

The average age of clients who have been permanently admitted to residential care is 86 years old. This demonstrates that services provided are assisting clients to remain in their own homes for as long as they are able. The figure also shows that the length of time residents are staying in permanent care has reduced.

ASC 002

(ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care

ASC 002: (ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care



IN MONTH PERFORMANCE

Target	700.0
Apr-18	71.9
May-18	124.7
Jun-18	167.8
Jul-18	211.4
Aug-18	272.5
Sep-18	333.6
Oct-18	366.5
Nov-18	437.0
Dec-18	483.9
Jan-19	
Feb-19	
Mar-19	

Annual Trend

2015/16	843.3
2016/17	795.9
2017/18	695.2
2018/19 YTD	483.9

SELF DIRECTED SUPPORT

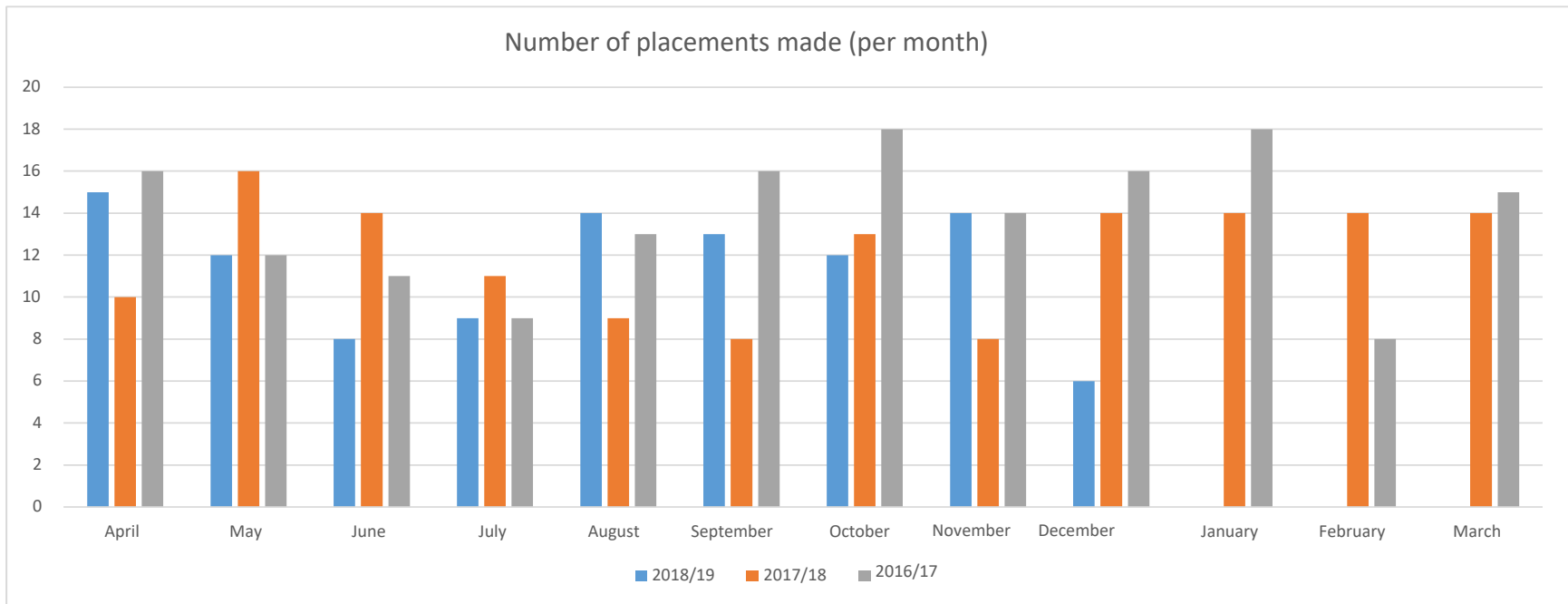
ASC 002- Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care (per 100,000 of pop)

DEFINITION	<p>REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)</p> <p>Numerator: The sum of the number of council-supported permanent admissions of older people (aged 65 and over) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT</p> <p>Denominator: Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).</p>
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Breakdown of placements made per month for the past 3 years

	April	May	June	July	August	September	October	November	December	January	February	March	Total
2018/19	15	12	8	9	14	13	12	14	6				103
2017/18	10	16	14	11	9	8	13	8	14	14	14	14	145
2016/17	16	12	11	9	13	16	18	14	16	18	8	15	166

Number of placements made (per month)



SELF DIRECTED SUPPORT

ASC 002- Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care (per 100,000 of pop)

DEFINITION	<p>REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)</p> <p>Numerator: The sum of the number of council-supported permanent admissions of older people (aged 65 and over) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT</p> <p>Denominator: Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).</p>
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Age Breakdown

65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+
<5	13	20	25	25	14	<5	<5

Breakdown of Service Type for each placement

Service Type	
Permanent Residential Care	88
Permanent Nursing Care	15

Breakdown of Service Element for each placement

Service Element	
OP Residential	65
EMI Residential	23
EMI Nursing	8
OP Nursing	7

Breakdown of Long Term Support Reasons

Long Term Support Reason	
Physical Support - Personal Care Support	58
Support with Memory and Cognition	25
Mental Health Support	16
Physical Support - Access Mobility Only	<5

SELF DIRECTED SUPPORT

ASC 003 - Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care homes

DEFINITION
REDUCE THE NEED: ASC 003 (ASCOF 2A-1) – Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care homes (Smaller is better)
Numerator: The sum of the number of council-supported permanent admissions of adults (18-64) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT
Denominator: Size of population (aged 18-64) in area (ONS mid-year population estimates).

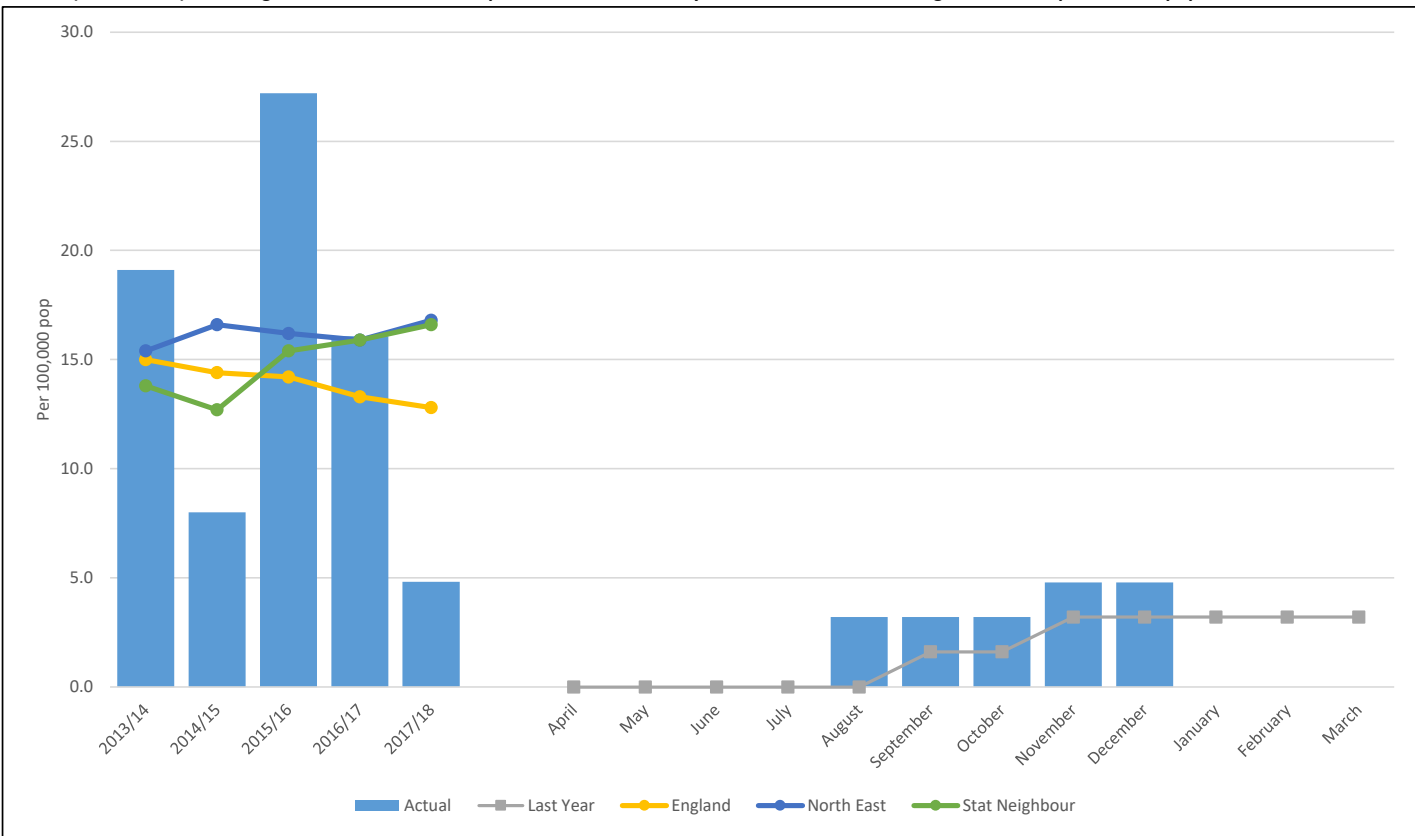
Performance Analysis
 Since April the number of 18-64 year olds who have been permanently admitted to residential care is <5 (4.8 per 100,000 population).
 The target for 2018/19 is 10 (per 100,000 pop), this equates to 6 permanent admissions during the year. The cumulative target at the end of Quarter 3 is 4.5 admissions, our actual admissions are 3. This continues to evidence the robust assurance by Team Managers and Validation Forum.

ASC 003
 (ASCOF 2A-1) Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care homes, per 100,000 population

ASC 003: (ASCOF 2A-1) Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care homes, per 100,000 population

IN MONTH PERFORMANCE	Target	10.0
	Apr-18	0.0
	May-18	0.0
	Jun-18	0.0
	Jul-18	0.0
	Aug-18	3.2
	Sep-18	3.2
	Oct-18	3.2
	Nov-18	4.8
	Dec-18	4.8
	Jan-19	
	Feb-19	
	Mar-19	

Annual Trend	2015/16	27.2
	2016/17	16.1
	2017/18	4.8
	2018/19 YTD	4.8



SAFEGUARDING

Number of Safeguarding initial enquiries started

DEFINITION	SAFEGUARDING: ASC 208 - Number of Safeguarding initial enquiries started year to date SAFEGUARDING: ASC 209 - Number of Safeguarding initial enquiries started per month
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Performance Analysis	<p>There have been 712 safeguarding initial enquiries started since April 2018. Included in this number are 38 initial enquiries commenced in this year but the concerns were received pre April 2018. This demonstrates a consistency in the number of initial enquiries started over the last two years for the same periods.</p> <p>On average there are between 70 and 90 safeguarding concerns started each month. Q3 was slightly lower with 220 started, in comparison to Q1 (233) and Q2 (259).</p> <p>Fortnightly exception reports continue to be ran.</p> <p>There is no benchmarking data available for this indicator.</p>
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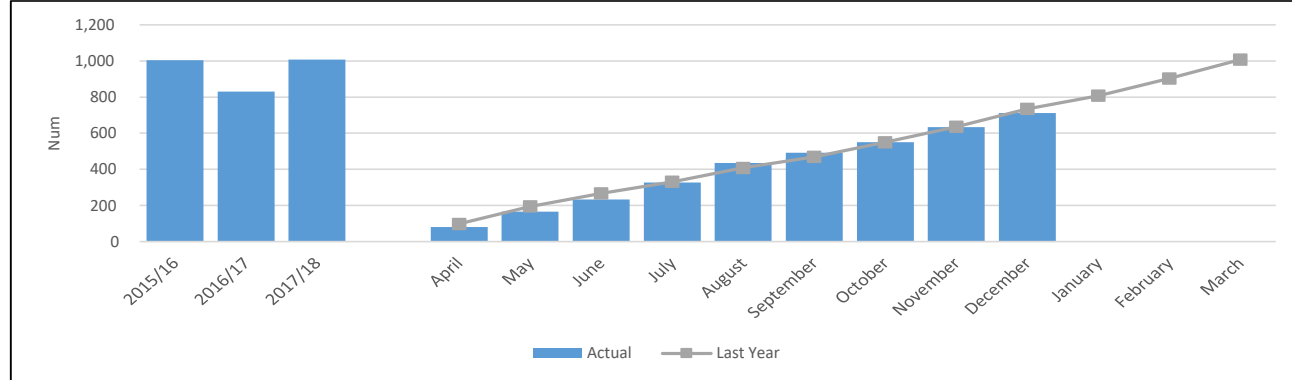
Page 72

ASC 208	ASC 209
Number of Safeguarding concerns (initial enquiries) started - year to date	Number of Safeguarding concerns (initial enquiries) started - per month

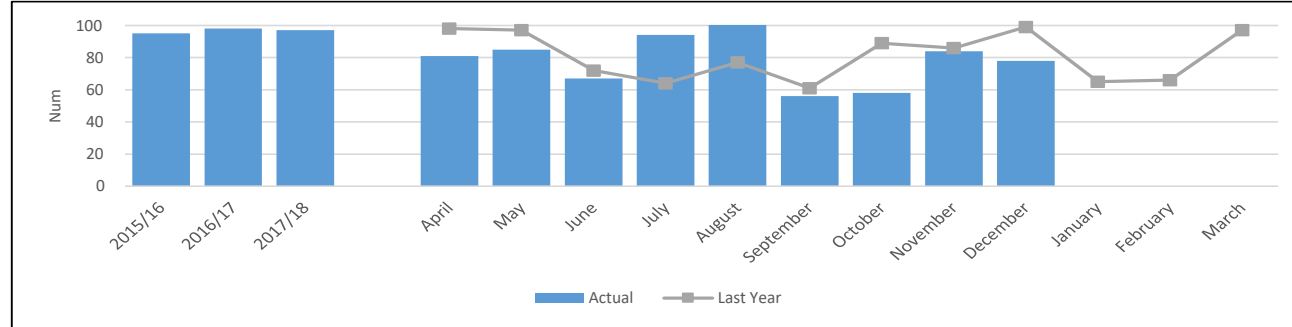
IN MONTH PERFORMANCE	Target	ASC 208	ASC 209
	Apr-18	81.0	81.0
	May-18	166.0	85.0
	Jun-18	233.0	67.0
	Jul-18	327.0	94.0
	Aug-18	436.0	109.0
	Sep-18	492.0	56.0
	Oct-18	550.0	58.0
	Nov-18	634.0	84.0
	Dec-18	712.0	78.0
	Jan-19		
	Feb-19		
	Mar-19		

Annual Trend	ASC 208	ASC 209
2015/16	1004.0	95.0
2016/17	831.0	98.0
2017/18	1008.0	97.0
2018/19 YTD	712.0	78.0

ASC 208: Number of Safeguarding concerns (initial enquiries) started - year to date



ASC 209: Number of Safeguarding concerns (initial enquiries) started - per month



SAFEGUARDING

ASC 211 - Number of initial enquiries progressed to strategy per month

DEFINITION

SAFEGUARDING: ASC 211 - Number of initial enquiries progressed to strategy per month

Performance Analysis

58 of the 220 safeguarding initial enquiries started during Quarter 3 with 14 of the 78 during December 2018 progressed to strategy. That is 26.4% conversion rate for Quarter 3 with 17.9% in December 2018.

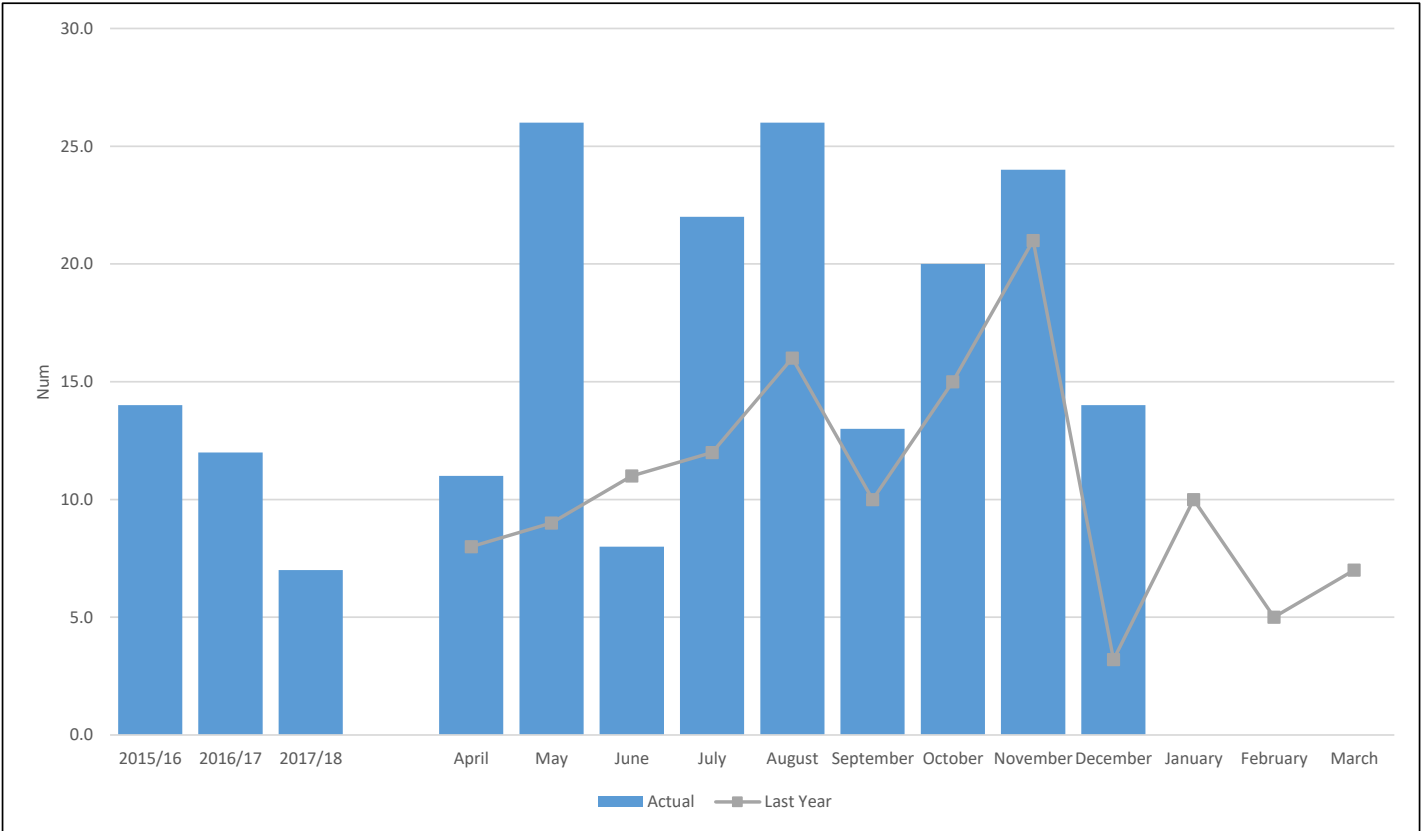
Exception reports are now being sent on a fortnightly basis to SAM's to highlight any initial enquiries that are incomplete and need progressing to strategy sooner (within 5 working days). The 2017-18 year end conversion rate was 13.7% so both the current Quarter 3 and the 2018-19 YTD performance of 23.0% are better.

There is no target set for this indicator but it is suggested that a 20% conversion rate is the level to aim for performance.

ASC 211

Number of strategy meetings undertaken i.e. concerns progressed to strategy per month

ASC 211: Number of strategy meetings undertaken i.e. concerns progressed to strategy per month



IN MONTH PERFORMANCE

Target	-
Apr-18	11.0
May-18	26.0
Jun-18	8.0
Jul-18	22.0
Aug-18	26.0
Sep-18	13.0
Oct-18	20.0
Nov-18	24.0
Dec-18	14.0
Jan-19	
Feb-19	
Mar-19	

Annual Trend

2015/16	14.0
2016/17	12.0
2017/18	7.0
2018/19 YTD	14.0


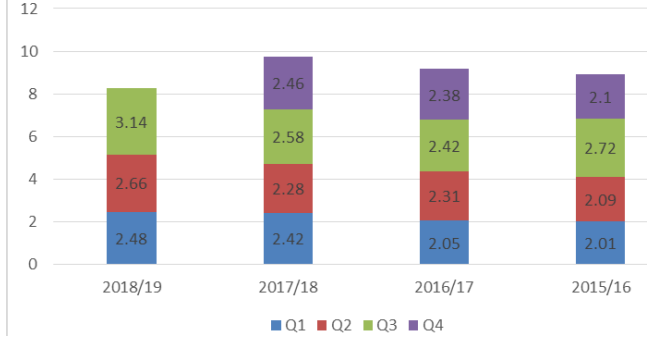
Please note the following indicators have not been included in the Quarter 3 Scrutiny Report:

- **ASC 054 – The proportion of people who use Adult Care services who find it easy to find information about services.**

The results for this indicator are taken from the Adult's Social Care Survey. Findings will be included in the Q4 Scrutiny Report.

- **ASC 055 - The proportion of people who are carers who find it easy to find information about services.**

The results for this indicator are taken from the Carer's Survey. This is carried out biennial therefore no data will be collected until next year.

Indicator	HBS 013 Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)																															
How we calculate this indicator	Current outstanding arrears of rent and service charges due from all current tenants as a proportion of the annual rent debit plus current tenant arrears brought forward from the previous financial year. 2018/19 target is 2.40% with a tolerance of 1% (2.424%)	Performance for period 																														
Why this indicator is important	This indicator along with HBS 016, is a key measure of the effectiveness and efficiency of the Council’s rent collection and arrears recovery service. An efficient rent collection service is important to ensuring that as much of the rent due, and therefore potential income to the council as a landlord, is collected and received. Tenant accounts managed inefficiently can result in further arrears. Rental income is a major source of finance and is used to meet the costs of managing and maintaining the housing stock. Arrears are monitored and managed against annual forecasting and organisational expectations.																															
What the data is telling us Page 75	Current arrears as a % of debit has increased to 3.14% of total annual rent debit. Universal Credit is a key factor, however the increase is within expectations with the average arrears for UC claimants standing at less than 5 weeks and in line with regional benchmarking. This is despite the 5-6 week wait for the first payment of UC. Delays from County Court for hearing dates have also had an impact. Regional benchmarking signifies that arrears are in line with other housing organisations.	<p style="text-align: center;">HBS 013</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>HBS 013 Quarterly Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>2.48</td> <td>2.66</td> <td>3.14</td> <td>2.46</td> <td>3.14</td> </tr> <tr> <td>2017/18</td> <td>2.42</td> <td>2.28</td> <td>2.58</td> <td>2.38</td> <td>2.58</td> </tr> <tr> <td>2016/17</td> <td>2.05</td> <td>2.31</td> <td>2.42</td> <td>2.1</td> <td>2.42</td> </tr> <tr> <td>2015/16</td> <td>2.01</td> <td>2.09</td> <td>2.72</td> <td>2.1</td> <td>2.72</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Total	2018/19	2.48	2.66	3.14	2.46	3.14	2017/18	2.42	2.28	2.58	2.38	2.58	2016/17	2.05	2.31	2.42	2.1	2.42	2015/16	2.01	2.09	2.72	2.1	2.72
Year	Q1	Q2	Q3	Q4	Total																											
2018/19	2.48	2.66	3.14	2.46	3.14																											
2017/18	2.42	2.28	2.58	2.38	2.58																											
2016/17	2.05	2.31	2.42	2.1	2.42																											
2015/16	2.01	2.09	2.72	2.1	2.72																											
What we are doing about it	<p>The team continues to:</p> <ul style="list-style-type: none"> • Take a proactive stance with pre-tenancy work being completed by the Tenancy Sustainment Team • Proactive recovery action during the tenancy making contact via phone, letter or home visit when arrears accrue • Maintain close working with the Department of Works and Pensions • Offer money, benefit and budgeting advice to council tenants that are applying for and in receipt of Universal Credit (UC) • Prompt verification of housing costs on the landlord portal to reduce delays with UC claims <p>Future work includes a review of the rent recovery process, looking at any rent account over a certain balance to ensure action is up to date, checking all UC accounts to ensure payments are received and contact made offering appointments for advice and support as well as ensuring appropriate action has been taken.</p>																															

Housing Highlighted indicators – 2018-19 (Q3)

Indicator	HBS 016 Rent collected as a proportion of rents owed on HRA dwellings including arrears brought forward																																
How we calculate this indicator	Rent and service charges payments received from our current and former tenants, plus Housing Benefit entitlement received, as a proportion of the rent roll at the end of the period, plus current tenant arrears brought forward from the previous financial year. 2018/19 target is 98.15% with a 1% tolerance.	<table border="1"> <tr> <th colspan="2">Performance for period</th> </tr> <tr> <td>Within tolerance</td> <td style="text-align: center;">↓</td> </tr> </table>		Performance for period		Within tolerance	↓																										
Performance for period																																	
Within tolerance	↓																																
Why this indicator is important	This indicator along with HBS 013, is a key measure of the effectiveness and efficiency of the Council’s rent collection and arrears recovery service. An efficient rent collection service is important to ensuring that as much of the rent due, and therefore potential income to the council as a landlord, is collected and received. Rental income is a major source of finance and is used to meet the costs of managing and maintaining the housing stock. We benchmark our performance against Housing Quality Network and the North Income Benchmarking Group.																																
What the data is telling us	Collection rate has dropped based on Qtr 2 and currently stands at 97.29%. However, this is in line with regional benchmarking and within expectations. The average arrears for Universal Credit (UC) claimants standing at less than 5 weeks. This is despite the 5-6 week wait for the first payment of Universal Credit (UC). Delays from County Court for hearing dates have also had an impact. Regional benchmarking signifies that arrears are in line with other housing organisations.	<table border="1"> <caption>HBS 016 Quarterly Performance</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>97.93</td> <td>97.90</td> <td>97.61</td> <td>98.15</td> <td>98.15</td> </tr> <tr> <td>2016/17</td> <td>97.82</td> <td>97.37</td> <td>97.62</td> <td>98.29</td> <td>98.29</td> </tr> <tr> <td>2017/18</td> <td>98.90</td> <td>98.54</td> <td>98.45</td> <td>97.54</td> <td>97.54</td> </tr> <tr> <td>2018/19</td> <td>97.54</td> <td>98.48</td> <td>97.29</td> <td>-</td> <td>97.29</td> </tr> </tbody> </table>		Year	Q1	Q2	Q3	Q4	Total	2015/16	97.93	97.90	97.61	98.15	98.15	2016/17	97.82	97.37	97.62	98.29	98.29	2017/18	98.90	98.54	98.45	97.54	97.54	2018/19	97.54	98.48	97.29	-	97.29
Year	Q1	Q2	Q3	Q4	Total																												
2015/16	97.93	97.90	97.61	98.15	98.15																												
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2017/18	98.90	98.54	98.45	97.54	97.54																												
2018/19	97.54	98.48	97.29	-	97.29																												
What we are doing about it	<p>The team continues to proactively work with customers that are affected by Universal Credit (UC) and in receipt of legacy benefits both before and during their tenancy. The team have increased their application for direct payments from DWP to aid with collection rates for those applicants that are struggling to budget effectively. The team continues to:</p> <ul style="list-style-type: none"> • take a proactive stance with pre-tenancy work being completed by the Tenancy Sustainment Team • proactive recovery action during the tenancy making contact via phone, letter or home visit when arrears accrue • maintain close working with the Department of Works and Pensions • Offer money, benefit and budgeting advice to council tenants that are applying for and in receipt of Universal Credit • Prompt verification of housing costs on the landlord portal to reduce delays with UC claims <p>Future work includes a review of the rent recovery process, looking at any rent account over a certain balance to ensure action is up to date, checking all UC accounts to ensure payments are received and contact made offering appointments for support and advice, as well as, ensuring appropriate action has been taken.</p>																																


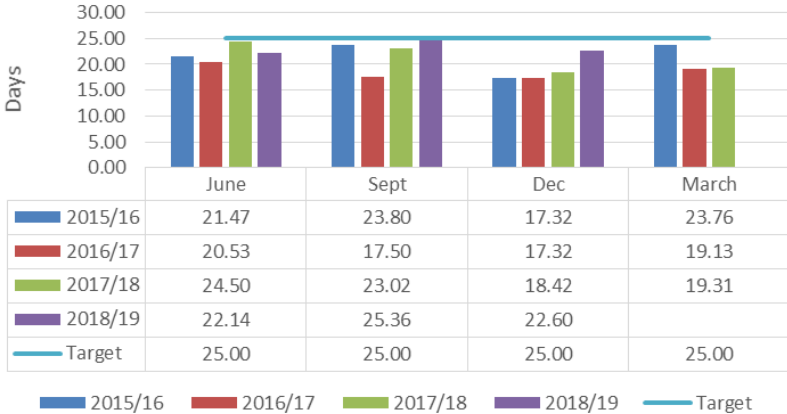
Housing Highlighted indicators – 2018-19 (Q3)

Indicator	HBS 025 Number of days spent in Bed and Breakfast																											
How we calculate this indicator	Total number of nights a household spends in bed and breakfast accommodation paid for by the local authority. The total is cumulative and performance is monitored and measured monthly, and reported at the end of each quarter. No target is set for this indicator.	<table border="1"> <tr> <th colspan="2">Performance for period</th> </tr> <tr> <td>Quarter 3 performance compared with same time last year</td> <td style="text-align: center;">↓</td> </tr> </table>		Performance for period		Quarter 3 performance compared with same time last year	↓																					
Performance for period																												
Quarter 3 performance compared with same time last year	↓																											
Why this indicator is important	The Council has a duty to secure accommodation for unintentionally homeless households in priority need. Households might be placed in temporary accommodation pending the completion of inquiries into an application, or they might spend time waiting in temporary accommodation after an application is accepted until suitable secure accommodation becomes available. Bed and breakfast (B&B) accommodation is one of the types of temporary accommodation available to the Council. B&B accommodation is more expensive and disruptive for families, and therefore used when no other temporary accommodation is available. Nationally and in Darlington, the number of nights households spend in B&B is increasing.																											
What the data is telling us	Following the introduction of the Homeless Reduction Act the trend is now showing an increase in the number of nights clients are spending in bed and breakfast as compared to last year, which reflects that more clients are eligible due to the changes to our statutory duties. This is also reflected as a national trend.	<p style="text-align: center;">HBS 025</p> <table border="1"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>479</td> <td>916</td> <td>1220</td> <td>1652</td> </tr> <tr> <td>2016/17</td> <td>333</td> <td>901</td> <td>1294</td> <td>1715</td> </tr> <tr> <td>2017/18</td> <td>382</td> <td>716</td> <td>1328</td> <td>2138</td> </tr> <tr> <td>2018/19</td> <td>980</td> <td>1947</td> <td>2382</td> <td></td> </tr> </tbody> </table>			Q1	Q2	Q3	Q4	2015/16	479	916	1220	1652	2016/17	333	901	1294	1715	2017/18	382	716	1328	2138	2018/19	980	1947	2382	
	Q1	Q2	Q3	Q4																								
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2016/17	333	901	1294	1715																								
2017/18	382	716	1328	2138																								
2018/19	980	1947	2382																									
What we are doing about it	We are ensuring we meet the requirements of the Homeless Reduction Act and also continually monitor and prioritise these clients to ensure appropriate move on accommodation is sourced.																											




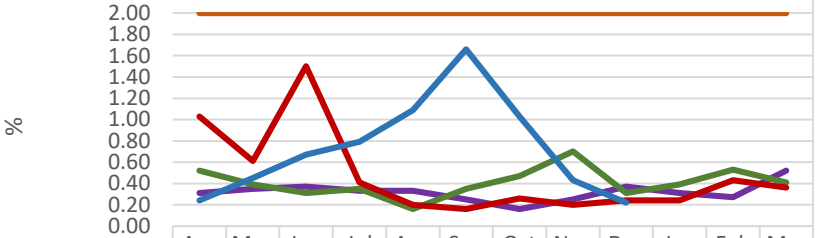
Housing Highlighted indicators – 2018-19 (Q3)

Indicator	HBS 027i Number of positive outcomes where homelessness has been prevented - NEW LEGISLATION												
How we calculate this indicator	Total number of households within the period where new positive outcomes have been recorded and homelessness has been prevented or relieved in line with the requirements of the Homelessness Reduction Act 2017. The total is cumulative, and performance is monitored and measured monthly and reported at the end of each quarter. No target is set for this indicator.	<table border="1"> <tr> <th colspan="2">Performance for period</th> </tr> <tr> <td><i>NEW INDICATOR - performance not comparable with same time last year</i></td> <td></td> </tr> </table>		Performance for period		<i>NEW INDICATOR - performance not comparable with same time last year</i>							
Performance for period													
<i>NEW INDICATOR - performance not comparable with same time last year</i>													
Why this indicator is important	Homelessness can make it harder for individuals to find a job, stay healthy and maintain relationships. Communities can also be impacted by an increase in rough sleeping or demand on health or adult social care services. Addressing the immediate and long term costs of homelessness can be significant. Preventing homelessness can reduce costs and the potential impact on the individual, the community and service providers.												
What the data is telling us Page 78	Positive outcomes are now recorded where homelessness has been prevented and relieved in line with the requirements of the new legislation, the Homeless Reduction Act. Positive outcomes remain consistent from the last quarter, reflecting that the new act is being adhered to and now being embedded into the Housing Options service	<table border="1"> <caption>HBS 027i</caption> <thead> <tr> <th>Quarter</th> <th>Number of Positive Outcomes (2018/19)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>215</td> </tr> <tr> <td>Q2</td> <td>419</td> </tr> <tr> <td>Q3</td> <td>592</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> </tbody> </table>		Quarter	Number of Positive Outcomes (2018/19)	Q1	215	Q2	419	Q3	592	Q4	0
Quarter	Number of Positive Outcomes (2018/19)												
Q1	215												
Q2	419												
Q3	592												
Q4	0												
What we are doing about it	The Housing Options Team continue to work in accordance with the new statutory duties within the Homeless Reduction Act. Due to the additional requirements within the act, cases are being open for longer to meet client needs, prevent and relieve homelessness and reduce those representing to the service.												

Housing Highlighted indicators – 2018-19 (Q3)

Indicator	HBS 034 Average number of days to re-let dwellings																																
How we calculate this indicator	This indicator measures the average time (in calendar days) to re-let vacant dwellings. It is calculated by dividing the total number of days standard re-let properties were vacant and were re-let in the month, by the number of standard re-lets. Dwellings requiring major works are not included in this calculation. The 2018/19 target is a maximum of 25 days which is a top performing target.	Performance for period																															
		31 December 2018 performance																															
Why this indicator is important	It is important to minimise the length of time a dwelling is empty to maximise the benefits of that property. When a property is empty (void) we are unable to receive income for that property through rent and service charges. Additionally the length of time those awaiting rehousing by the Council is increased by longer void times. To maximise income to the Housing Revenue Account and potential negative impact on tenants and prospective tenants, we need to re-let properties in the shortest time possible.																																
What the data is telling us	Tenancy Management Officers continue to work hard and do an excellent job in sustaining a void period inside the challenging 25 day turnaround.	<p style="text-align: center;">HBS 034</p>  <table border="1" data-bbox="1308 778 2092 986"> <thead> <tr> <th></th> <th>June</th> <th>Sept</th> <th>Dec</th> <th>March</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>21.47</td> <td>23.80</td> <td>17.32</td> <td>23.76</td> </tr> <tr> <td>2016/17</td> <td>20.53</td> <td>17.50</td> <td>17.32</td> <td>19.13</td> </tr> <tr> <td>2017/18</td> <td>24.50</td> <td>23.02</td> <td>18.42</td> <td>19.31</td> </tr> <tr> <td>2018/19</td> <td>22.14</td> <td>25.36</td> <td>22.60</td> <td></td> </tr> <tr> <td>Target</td> <td>25.00</td> <td>25.00</td> <td>25.00</td> <td>25.00</td> </tr> </tbody> </table>			June	Sept	Dec	March	2015/16	21.47	23.80	17.32	23.76	2016/17	20.53	17.50	17.32	19.13	2017/18	24.50	23.02	18.42	19.31	2018/19	22.14	25.36	22.60		Target	25.00	25.00	25.00	25.00
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2015/16	21.47	23.80	17.32	23.76																													
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2018/19	22.14	25.36	22.60																														
Target	25.00	25.00	25.00	25.00																													
What we are doing about it	Performance continues to be very good and within target. Officers continue to work steadily and have a positive approach in dealing with a range of properties and areas. We have improved our standard of advertising also.																																

Housing Highlighted indicators – 2018-19 (Q3)

Indicator	HBS 072 % of dwellings not with a gas service within 12 months of last service date																																																																															
How we calculate this indicator	This indicator measures the percentage of dwellings which did not have a current gas safety record in place as at the end of the quarter, which had been reviewed by their anniversary dates. It is calculated by dividing the total number of dwellings without a current gas safety record in place at the end of the quarter, by the number of dwellings requiring a gas safety record. The 2018 /19 target is 2%.	<table border="1"> <tr> <th colspan="2">Performance for period</th> </tr> <tr> <td>Q3 performance</td> <td style="text-align: center;"></td> </tr> </table>	Performance for period		Q3 performance																																																																											
Performance for period																																																																																
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Why this indicator is important	The Council is responsible for making sure gas appliances in Council dwellings work safely. An annual gas service and safety check is carried out on every dwelling once a year and tenants are required to provide access to engineers to do this. In addition to the safety implications of gas appliances working properly, correctly functioning appliances can help reduce gas bills.																																																																															
What the data is telling us Page 80	Performance has improved vastly since quarter 2. All occupied properties have had a gas service within 12 months. Arrangements have been made to carry out gas services as part of the Repairs on Letting process in new tenancies.	 <table border="1" data-bbox="1256 810 2123 1023"> <thead> <tr> <th></th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Jan</th> <th>Feb</th> <th>Mar</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>0.31</td> <td>0.35</td> <td>0.37</td> <td>0.33</td> <td>0.33</td> <td>0.25</td> <td>0.16</td> <td>0.25</td> <td>0.37</td> <td>0.31</td> <td>0.27</td> <td>0.52</td> </tr> <tr> <td>2016/17</td> <td>0.52</td> <td>0.39</td> <td>0.31</td> <td>0.35</td> <td>0.16</td> <td>0.35</td> <td>0.47</td> <td>0.70</td> <td>0.31</td> <td>0.39</td> <td>0.53</td> <td>0.41</td> </tr> <tr> <td>2017/18</td> <td>1.03</td> <td>0.61</td> <td>1.50</td> <td>0.41</td> <td>0.20</td> <td>0.16</td> <td>0.26</td> <td>0.20</td> <td>0.24</td> <td>0.24</td> <td>0.43</td> <td>0.36</td> </tr> <tr> <td>2018/19</td> <td>0.24</td> <td>0.45</td> <td>0.67</td> <td>0.79</td> <td>1.09</td> <td>1.66</td> <td>1.03</td> <td>0.43</td> <td>0.22</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Target 2018/19</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> </tr> </tbody> </table>		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2015/16	0.31	0.35	0.37	0.33	0.33	0.25	0.16	0.25	0.37	0.31	0.27	0.52	2016/17	0.52	0.39	0.31	0.35	0.16	0.35	0.47	0.70	0.31	0.39	0.53	0.41	2017/18	1.03	0.61	1.50	0.41	0.20	0.16	0.26	0.20	0.24	0.24	0.43	0.36	2018/19	0.24	0.45	0.67	0.79	1.09	1.66	1.03	0.43	0.22				Target 2018/19	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
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What we are doing about it	We have introduced a new robust procedure which ensures all Council properties that are approaching their annual gas safety date is dealt with jointly between all services within a timely manner. Appropriate court applications have been made to ensure that abandoned properties are also included.																																																																															

ADULTS AND HOUSING SCRUTINY COMMITTEE
12 March 2019

WORK PROGRAMME

SUMMARY REPORT

Purpose of the Report

1. To consider the work programme items scheduled to be considered by this Scrutiny Committee and to consider any additional areas which Members would like to suggest should be added to the previously approved work programme.

Summary

2. Members will recall that, at previous meetings of this Scrutiny Committee, discussions have been held and agreement reached on areas which this Scrutiny Committee wished to undertake a number of pieces of work. Although there are a couple of areas where work is still on-going, the majority of this work has now been completed and Members are requested to consider areas where it would like to focus its work over the next Municipal Year.

Recommendations

3. It is recommended that Members note the current status of the Work Programme and consider any additional areas of work they would like to include.
4. Members' views are requested.

Paul Wildsmith
Managing Director

Background Papers

No background papers were used in the preparation of this report.

Author: Shirley Burton

S17 Crime and Disorder	This report has no implications for Crime and Disorder
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Health and Well Being	This report has no direct implications to the Health and Well Being of residents of Darlington.
Carbon Impact	There are no issues which this report needs to address.
Diversity	There are no issues relating to diversity which this report needs to address
Wards Affected	The impact of the report on any individual Ward is considered to be minimal.
Groups Affected	The impact of the report on any individual Group is considered to be minimal.
Budget and Policy Framework	This report does not represent a change to the budget and policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	The report contributes to the Sustainable Community Strategy in a number of ways through the involvement of Members in contributing to the delivery of the eight outcomes.
Efficiency	The Work Programmes are integral to scrutinising and monitoring services efficiently (and effectively), however this report does not identify specific efficiency savings.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

MAIN REPORT

Information and Analysis

5. The format of the proposed work programme has been reviewed to enable Members of this Scrutiny Committee to provide a rigorous and informed challenge to the areas for discussion.
6. Each topic links to the outcomes and the conditions in the Sustainable Community Strategy – One Darlington Perfectly Placed:-

SCS Outcomes:

- a) Children with the best start in life
- b) More businesses more jobs
- c) A safe and caring community
- d) More people caring for our environment
- e) More people active and involved
- f) Enough support for people when needed
- g) More people healthy and independent
- h) A place designed to thrive

Three Conditions:

- a) Build strong communities
- b) Grow the economy
- c) Spend every pound wisely

7. In addition, each topic links to performance indicators from the Performance Management Framework (PMF) to provide robust and accurate data for Members to use when considering topics and the work they wish to undertake. There are some topics where appropriate PMF indicators have not yet been identified however; these can be added as the work programme for each topic is developed.
8. The topics have been grouped into three sections as follows:
 - a) Overarching e.g. Health Watch; Performance Management
 - b) Adult Social
 - c) Housing

In some cases topics have been grouped together where they are closely related such as Welfare Reform and Universal Credit.

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ADULTS AND HOUSING SCRUTINY COMMITTEE WORK PROGRAMME

2018/19

Topic	Timescale	Lead Officer	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Scrutiny's Role
<p>Performance Management and Regulation</p> <p>Regular performance reports to be programmed</p> <p>End of Year Performance (including Compliments, Comments and Complaints)</p>	<p>Quarter 1 – 11th September, 2018</p> <p>Quarter 2 – 18th December, 2018</p> <p>Quarter 3 – 1 2th March, 2019 (included elsewhere on this agenda)</p> <p>Quarter 4 – End of Year – 3rd July, 2019</p>	<p>Pauline Mitchell/ James Stroyan/ Christine Shields</p>	<p>More people healthy and independent</p> <p>A safe and caring community</p> <p>Enough support for people when needed</p>	<p>Build strong communities</p> <p>Spend every pound wisely</p>	<p>Full PMF suite of indicators</p>	<p>To receive quarterly monitoring reports and undertake any further detailed work into particular outcomes if necessary.</p>
<p>Adult Transport Service</p>	<p>TBC</p>	<p>James Stroyan</p>	<p>Enough support for people when needed</p>	<p>Spend every pound wisely</p>		<p>To look at the revised policy</p>

Customer Engagement in Housing Services	18 th December, 2018 12 March 2019	Pauline Mitchell	More people active and involved	Build strong communities		To look at work being done within communities and how the Customer Panel engage with new communities.
Homelessness Strategy and the Homelessness Reduction Act	18 th December, 2018 Included elsewhere on this agenda	Pauline Mitchell	A safe and caring community Enough support for people when needed	Build strong communities	HBS 027	To look at the impact following the introduction of the Act. Update on current position within Darlington
Community Equipment Service	Included elsewhere on this agenda	Christine Shields	More people healthy and independent. More people active and involved	Spend every pound wisely	ASC 005 ASC 015	To monitor spend and review the operation of the contract following its award in 2015. Case studies

ARCHIVED ITEMS

<p>Quality Assurance Arrangements – Domiciliary Care</p>	<p>3rd July, 2018</p>	<p>Christine Shields</p>	<p>More people healthy and independent</p> <p>Enough support for people when needed</p>	<p>Building strong communities</p> <p>Spend every pound wisely</p>	<p>ASC 157 ASC 158</p>	<p>To look at the quality of care of commissioned services within Darlington for residents in domiciliary care.</p> <p>Domiciliary Care – Update on new contract/commissioned services/reassurance demand being met</p>
<p>Healthy New Towns</p>	<p>3rd July, 2018</p>	<p>Miriam Davidson/ Hilary Hall</p>	<p>Enough support for people when needed</p> <p>A safe and caring community</p> <p>More people active and involved</p>	<p>Building Strong Communities</p>		<p>To consider how Scrutiny can be involved</p>

Support to Carers	11 th September, 2018	Christine Shields	More people healthy and independent Enough support for people when needed	Building strong communities		To look at the Carers Strategy and Implementation Plan and ensure that structures and services are in place to support carers in their role and to allow them to live a life of their own alongside their caring role.
Advocacy	11 th September, 2018	Christine Shields	More people healthy and independent Enough support for people when needed	Building strong communities		To look at the advocacy services provided to support individuals to get the social care support that they need Scene setting – Members mystery shopping. Possible Task and Finish review
Better Care Fund	11th September, 2018	James Stroyan/ Christine Shields	More people healthy and independent	Spend every pound wisely	ASC 08 ASC 058 (ASCOF 3e) ASC 051 ASC 038 ASC 054 Inpatient Survey GP Survey	Progress through metrics. To monitor the impact and delivery of the Better Care Fund in achieving better care for residents by preventing unnecessary hospital and care homes admissions by allowing people to live more independently in the community.

Adult Social Care Transformation Programme	30 th October, 2018	Christine Shields/ James Stroyan	A safe and caring community Enough support for people when needed	Building strong communities		Update on progress of all work streams
Darlington Adults Safeguarding Board – Annual Report	30 th October, 2018	Ann Baxter	A safe and caring community	Build strong communities	ASC 028 ASC 029 ASC 059 ASC 061 ASC 062 ASC 199 ASC 200 ASC 201 ASC 202 ASC 203 ASC 204 ASC 205 ASC 206 ASC 207 ASC 209 ASC 210 ASC 213 ASC 214	To consider the Annual Report on the work of the Board and to receive reassurance that adult safeguarding is being addressed and an effective approach is in place. To be advised of the key issues for the Board and funding.

Deprivation of Liberty Safeguards (DoLS)/Mental Capacity Act	30 th October, 2018	James Stroyan	A safe and caring community Enough support for people when needed	Build strong communities	ASC 063 ASC 064	To look at the outcomes and experiences of those who lack capacity and are subject to a DoLS and to look at how partners work together to ensure high quality services and outcomes. Update on impact following new legislation
Support for Adults with autism	Review to commence June 2017. Completion date December, 2018	Christine Shields	More people healthy and independent A safe and caring community	Spend every pound wisely	ASC 023 ASC 043 ASC 044 ASC 089 ASC 113 ASC 131 ASC 137 ASC 155 ASC 161	To undertake an in-depth review into the support pathway within Darlington. Task and Finish Review Group established.
Quality Assessment – Annual Monitoring of local care homes for older people	30 th October, 2018 18 th December, 2018	Christine Shields	Enough support for people when needed	Spend every pound wisely		To look at the outcome of the assessment and undertake any further work if necessary. Representative of CQC to attend a meeting

Syrian Refugees/Asylum Seekers and other Refugees	18 th December, 2018	Pauline Mitchell	Enough support for people when needed	Build strong communities		To look at the support services provided.
Housing Business Plan and Housing Revenue Account/New Build Housing	18 th December, 2018	Pauline Mitchell	A place designed to thrive	Build strong communities Spend every pound wisely. Grow the Economy		To monitor the Housing Strategy and ensure it delivers and meets its objectives. To look at the priorities for maintenance
Welfare Reforms and Universal Credit Welfare Reforms Update Task and Finish Review established	11 th September, 2018	Pauline Mitchell/ Anthony Sandys	Enough support for people when needed More businesses and more jobs	Build strong communities Grow the economy		To look at the impact of the roll-out of Universal Credit in Darlington and the potential impact on residents and Council services.

JOINT COMMITTEE WORKING – HEALTH AND PARTNERSHIP SCRUTINY COMMITTEE

Topic	Timescale	Lead Officer/ Organisation Involved	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Scrutiny's Role
Telecare and Telehealth Health and Partnerships to lead	Date to be advised	Christine Shields	More people healthy and independent More people active and involved	Spending Every Pound Wisely Build Strong Communities	To be determined	To scrutinise and challenge New Models of Care
End of Life and Palliative Care Health and Partnerships to lead	Date to be advised	CDDFT/CCG	A safe and caring community Enough support for people when needed.	Spending Every Pound Wisely Build Strong Communities	To be determined	To scrutinise processes in place across agencies
Better Health Programme Health and Partnerships to lead	Date to be advised	DBC/CCG/ CDDFT	More people healthy and independent	Build Strong Communities Spend Every Pound Wisely	To be determined	To scrutinise and challenge processes in place

JOINT COMMITTEE WORKING – HEALTH AND PARTNERSHIPS AND CHILDREN AND YOUNG PEOPLE SCRUTINY COMMITTEES

Topic	Timescale	Lead Officer/ Organisation Involved	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Scrutiny's Role
Domestic Abuse	Date to be advised	Miriam Davidson	More people healthy and independent More people active and involved Children with the best start in life	Spending Every Pound Wisely Build Strong Communities	To be determined	

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