



DARLINGTON

Borough Council

Health and Housing Scrutiny Committee Agenda

10.00 am

Wednesday, 31 August 2022

Council Chamber, Town Hall, Darlington, DL1 5QT

Members of the Public are welcome to attend this Meeting.

1. Introduction/Attendance at Meeting
2. Declarations of Interest
3. To approve the Minutes of the meeting of this Scrutiny held on 29 June 2022 (Pages 3 - 8)
4. Update on NHS Dentistry Darlington –
Presentation by Senior Primary Care Manager (Dental Commissioning Lead – North East and North Cumbria), NHS England and NHS Improvement – North East and Yorkshire and Chair of our Durham and Darlington and Tees Local Dental Network
(Pages 9 - 16)
5. Better Care Fund –
Report of the Assistant Director Commissioning, Performance and Transformation
(Pages 17 - 20)
6. Customer Engagement Strategy 2021-2024 Update –
Presentation by the Assistant Director Housing and Revenues
(Pages 21 - 34)
7. Work Programme –
Report of the Assistant Director Law and Governance
(Pages 35 - 50)

8. Health and Wellbeing Board –
The Board last met on 7 July 2022. The next meeting is scheduled for 22 September 2022.
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 the meeting.
10. Questions



Luke Swinhoe
Assistant Director Law and Governance

Monday, 22 August 2022

Town Hall
Darlington.

Membership

Councillors Bell, Dr. Chou, Heslop, Layton, McEwan, Mills, Newall, Preston, Mrs H Scott and Wright

If you need this information in a different language or format or you have any other queries on this agenda please contact Hannah Miller, Democratic Officer, Operations Group, during normal office hours 8.30 a.m. to 4.45 p.m. Mondays to Thursdays and 8.30 a.m. to 4.15 p.m. Fridays email: hannah.miller@darlington.gov.uk or telephone 01325 405801

HEALTH AND HOUSING SCRUTINY COMMITTEE

Wednesday, 29 June 2022

PRESENT – Councillors Bell (Chair), Layton, McEwan, Mills, Newall, Preston, Mrs H Scott and Wright

APOLOGIES – Councillor Heslop

ABSENT – Councillor Dr. Chou

ALSO IN ATTENDANCE – Jill Foggin (Communications Manager, County Durham and Darlington Foundation Trust), Jennifer Illingworth (Tees, Esk and Wear Valley NHS Foundation Trust), Michelle Thompson (Healthwatch Darlington) and Kayleigh Gamblin (We Are With You)

OFFICERS IN ATTENDANCE – Penny Spring (Director of Public Health), Ken Ross (Public Health Principal), Anthony Sandys (Assistant Director - Housing and Revenues), Natalie Creighton (Housing Team Leader - Repairs and Maintenance) and Hannah Miller (Democratic Officer)

HH1 APPOINTMENT OF CHAIR FOR THE MUNICIPAL YEAR 2022/23

RESOLVED – That Councillor Bell be appointed Chair of this Committee for the 2022/23 Municipal Year.

HH2 APPOINTMENT OF VICE-CHAIR FOR THE MUNICIPAL YEAR 2022/23

RESOLVED – That Councillor Mrs Scott be appointed Vice-Chair of this Committee for the 2022/23 Municipal Year.

HH3 DECLARATIONS OF INTEREST

There were no declarations of interest reported at the meeting.

HH4 TO CONSIDER THE TIMES OF MEETINGS OF THIS COMMITTEE FOR THE MUNICIPAL YEAR 2022/23 ON THE DATES AGREED IN THE CALENDAR OF MEETINGS BY CABINET AT MINUTE C100/FEB/22

RESOLVED – That the meetings of this Scrutiny Committee be held at 10.00am for the remainder of the 2022/23 Municipal Year on the dates, as agreed on the calendar of meetings by Cabinet at Minute C100/Feb/22.

HH5 TO APPROVE THE MINUTES OF THE MEETING OF THIS SCRUTINY HELD ON :-

(1) 27 APRIL 2022: AND

Submitted – The Minutes (previously circulated) of the meeting of this Scrutiny Committee held on 27 April 2022.

RESOLVED – That the Minutes of the meeting of this Scrutiny Committee held on 27 April

2022 be approved as a correct record.

(2) 18 MAY 2022

Submitted – The Minutes (previously circulated) of the meeting of this Scrutiny Committee held on 18 May 2022.

RESOLVED – That the Minutes of the meeting of this Scrutiny Committee held on 18 May 2022 be approved as a correct record.

HH6 CAMHS UPDATE

The Director of Operations and Transformation (CAMHS and Learning Disability services) Durham Tees Valley, Tees, Esk and Wear Valley NHS Foundation Trust gave a presentation (previously circulated) updating Members on the children and young people's services for Darlington.

It was reported that there five key areas of the work programme, Keeping in touch (KIT), Waits, Staffing, Caseload and case management and Training; the Trust had moved to a nationally recommended framework, i-THRIVE, a whole system and evidenced-based approach in supporting families with their emotional wellbeing and mental health needs; the key components of the framework were outlined and it was noted the framework draws a clear distinction between treatment and support. Members were informed that 1 in 6 young people have mental health needs, of these 30 per cent would require advice, 60 per cent would require 'Getting Help' and 5-10 per cent would require 'Getting more Help' and/or 'Risk Support'.

Details were provided of the work being undertaken to deliver the i-THRIVE framework; and reference was made to the actions response to the concerns raised by the CQC.

Details were also provided of the wait times to assessment and treatment for non-neuro referrals; wait time for specialist neuro assessment; and the next steps were outlined, including work with partners to further embed i-Thrive, work to develop the upstream offer to families and schools to reduce demand for specialist neurodevelopmental assessments and embed mental health practitioners into primary care networks to enhance the whole system offer.

Members raised a number of concerns regarding the service, including staffing shortages, impact of wait times on children's education, the perceived lack of follow up and lack of support after a diagnosis. The Director of Operations and Transformation (CAMHS and Learning Disability services) advised Members that the service was only commissioned to undertake the assessments and once a young person had a diagnosis they would not have any input from the service unless there was a co-existing mental health need; that staffing shortages were being addressed in the short term through the relocation of staff to support Darlington and that detailed workforce planning was being undertaken; and the roll out of mental health support teams to provide school based support, early help and prevention would create capacity in 'Getting more Help' teams to meet the needs of the more complex and risky cases. The service also worked closely with the voluntary and community sector in supporting young people. Members were assured that the KIT process had been evaluated

and that a child's need and risk level determined how often KIT contact was.

Members requested further information regarding waiting list figures, national target for wait times and it was suggested that the work of this service be reported in to the Cross Party Autism Working Group.

RESOLVED – (a) That the Director of Operations and Transformation (CAMHS and Learning Disability services) Durham Tees Valley, Tees, Esk and Wear Valley NHS Foundation Trust, be thanked for her informative presentation.

(b) That a written response to Members questions be provided by the Director of Operations and Transformation (CAMHS and Learning Disability services) Durham Tees Valley, Tees, Esk and Wear Valley NHS Foundation Trust.

HH7 HEALTH AND SAFETY COMPLIANCE IN COUNCIL HOUSING

The Assistant Director Housing and Revenues gave a presentation (previously circulated) updating Members on Health and Safety Compliance in Council Housing.

The presentation outlined the performance results for 2021/22 in relation to Asbestos, electrical safety, fire regulatory reform audits, gas safety and legionella.

It was reported that there was 100 per cent compliance for both the asbestos programme for 2021/22 and the asbestos management surveys 2021/22. It was also reported that of the 890 electrical installation condition report checks due to be completed, 611, which equated to 68.7 per cent had been completed; the performance had been significantly impacted due to Covid, however the terms of the new tenancy agreement would enable the Council to issue tenancy breach notices should access not be permitted. Members also noted that all 19 of the sheltered, extra care and community centres were within compliance.

In relation to Fire Regulatory Reform Audits, Members were informed that performance in relation to sheltered schemes had been significantly impacted by a number of factors including Covid; and that compliance was at 66.6 per cent. However, out of the six sheltered schemes not audited in 2021-22, three had now been completed and three were due for completion in July. In relation to blocks of flats, of the 73 blocks due for risk assessment, 100 per cent had been completed on time.

Reference was made to Gas Safety, Members noted that of the 4977 properties due a service, 4967 had been completed; that of those 10 remaining, only three were outstanding in 2021/22 and these had now been completed; and that the target of 99.5 per cent had been exceeded, with 99.8 per cent achieved. Members also noted that there was 100 per cent compliance for legionella risk assessments for sheltered accommodation.

Following a question, the Housing Team Leader – Repairs and Maintenance informed Members of the mechanisms in place to inform tenants of upcoming checks; and details were provided of the new MOT process that was in place.

RESOLVED – That the update be noted.

HH8 HOUSING SERVICES ANTI-SOCIAL BEHAVIOUR POLICY

The Assistant Director Housing and Revenues submitted a report (previously circulated) requesting that consideration be given to the draft Housing Services Anti-Social Behaviour Policy 2022-2026 (also previously circulated) prior to Cabinet on 6 September 2022.

The submitted report stated that the Housing Services Anti-Social Behaviour Policy 2022-2026 sets out how the Council will deal with reports of anti-social behaviour (ASB) and hate crime; the Tenants Panel had been consulted, with proposals receiving overwhelming support; and details were provided of the areas covered within the policy.

It was reported that one of the four statutory Consumer Standards set by the Regulator of Social Housing was the Neighbourhood and Community Standard; and that this standard set expectations for registered providers to publish a policy on how to work with relevant partners to prevent and tackle ASB.

Details were provided of the role of the two full time tenancy enforcement officers employed by Housing Services; and the performance in relation to reports of ASB to Housing Services was outlined. It was reported that 2.7 per cent of all calls received by Housing Services in 2021/22 related to ASB; that cases were opened for 370 reports; the main reason for reports of ASB was noise nuisance; and 21 Notices of Seeking Possession/Notices of Possession Proceedings were issued.

It was reported that the Tenants Panel were consulted in May 2022 and overall supported the proposed policy; and examples of the Panel's comments were outlined.

Discussion ensued regarding the definition of ASB and links between the Council and Housing Associations.

RESOLVED – That Cabinet be advised that the Health and Housing Scrutiny Committee supports the onward submission of the draft Housing Services Anti-Social Behaviour Policy 2022-2026 to Cabinet for approval.

HH9 PERFORMANCE INDICATORS - QUARTER 4 2021/2022

The Group Directors of Operations, People and Services submitted a report (previously circulated) providing Members with an update on performance against those key performance indicators within the remit of this Scrutiny Committee for the period 2021/22.

Details were provided of the 36 indicators reported to this Scrutiny Committee, twelve indicators were reported both Housing and Culture and 24 by Public Health.

At Quarter 4 data was available for all of the twelve Housing and Culture indicators and of those indicators two had targets to be compared against. It was noted that HBS 013 – Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34) was showing performance better than the target whilst HBS 016 – Rent collected as a proportion of rents owed on HRA dwellings * including arrears b/fwd, was showing performance not as good as the target.

It was reported that of the twelve indicators, seven demonstrated an improved performance compared to the same period in the previous year, four of which were Culture indicators; and that five indicators showed a performance not as good as that recorded at the same period in the previous year.

Details were provided on the Public Health indicators which had updated information to report at quarter 4, of which there were fourteen indicators. It was reported that of the fourteen indicators, eight were showing an improved performance when compared to the same period in the previous year, whilst five indicators were showing performance not as good as the previous year and one indicator was showing a performance the same as the previous year.

RESOLVED – That the submitted report be noted.

HH10 WORK PROGRAMME

The Assistant Director Law and Governance submitted a report (previously circulated) requesting that consideration be given to this Scrutiny Committee's work programme for the Municipal Year 2022/23 and to consider any additional areas to be included.

Discussion ensued on the current work programme and it was also suggested that items be included on dental services and that a joint piece of work be undertaken with Adults Scrutiny Committee to examine those Care Homes in Special Measures.

RESOLVED – That the Work Programme be updated to reflect the decisions of this Scrutiny Committee.

HH11 HEALTH AND WELLBEING BOARD

Members noted that the next meeting of the Board was scheduled for 7 July 2022.

RESOLVED – That Members look forward to receiving an update on the work of the Health and Wellbeing Board at a future meeting of Scrutiny Committee.

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Update on NHS Dentistry Darlington

Darlington Health and Housing Scrutiny Committee
31 August 2022

NHS England and NHS Improvement



Background/context

- No 'formal' registration in NHS dentistry - patients can contact any NHS dental practice to access care.
- Dental contracts and provision is activity and demand led with the expectation practices deliver and manage their available commissioned activity to best meet the needs of patients presenting to the practice.
- The contract regulations set out the contract currency which is measured in units of dental activity (UDAs) that are attributable to a 'banded' course of treatment prescribed under the regulations.
- NHS England do not commission private dental services but the NHS dentistry regulations do not prohibit the provision of private dentistry by NHS Dental Practices. Where this is the case practices have separate appointments book and clinical capacity assigned.
- In 2019-20 (pre-Covid) only 90.5% of the total commissioned capacity in Darlington was utilised demonstrating that at that time practices were meeting the expressed demand of the local population.
- COVID- 19 pandemic and requirement to following strict infection prevention control guidance significantly impacted on access to dental care over the last 2 years – demand for dental care remains high across all NHS dental practices.

Commissioned Capacity – August 2022



General Dental Services (UDAs) only

NHS GDP Practices	UDA Capacity Commissioned	£ Funding Commitment
13	191,873	£5,512,915

Page 11 In addition to the above NHS England also commissions:

- Urgent dental care services - in-hours and out of hours appointments via NHS111
- Community dental service – vulnerable patients with additional needs that cannot be met within high street practices
 - Specialist orthodontic service
 - Domiciliary care service

NB: Contract handed back just prior in 2020 prior to pandemic – Middleton St George Dental Practice - work on-going to recommission capacity.



Pressures & Challenges

COVID-19 Impacts:

- IPC and capacity constraints 2020-2022
- backlog of unmet need
- continuing high demand for care.

Workforce Recruitment and Retention:

- Impact on available capacity – not just a local issue
- providers and performers choosing to retire early/move to private dentistry/away from the dentistry all together (Dentists/nurses/therapists).

NHS Dental contract:

- Legacy 2006 NHS Dental regulatory UDA system.
- March last year Government asked NHS England to lead on Dental System Reform.

Dental System Reform



In July 2022, NHS England published a package of initial reforms to the NHS dental contract. These included:

- Prioritising care for patients with high needs by increasing the remuneration practices receive for more complex treatments.
- Greater flexibility in how dental funding can be used by enable practices who can deliver more to do so and to release funding locked into practices who are unable to deliver the commissioned activity so that it can be moved to those who can deliver.
- Personalisation of recall intervals - move away from the default position of patients attending every 6 months to intervals that are clinically appropriate based on the oral health of the patient – this will help to create capacity for practices to take on new care.
- Making is easier for practices to introduce skill mix - utilising the skills of the wider dental care professionals (dental therapists and hygienists) to work within their full scope of practise thereby freeing up dentist time to focus on more complex treatments.
- Requirement for dentists to update the NHS website so patient can easily find the availability of dentists in their local area.

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Start of the process

Engagement has commenced to inform the next stages of the reform programme

Local measures/actions taken to date



- Offered incentives for ALL NHS dental practices to prioritise patients not been seen in the practice within the previous (24 months) adults and 12 months (children) who require urgent dental care;
- Invested in additional clinical triage capacity within the out of hours integrated NHS111 North East and North Cumbria Dental Clinical Assessment Service;
- Increased investment into the new Dental Out of Hours Service contract (from 01 Oct 2021) to ensure we have sustainable capacity available to treat 'clinically confirmed' urgent and emergency patient's that present via NHS 111.
- Sought expressions of interest to replace the lost capacity from Middleton St George contract hand back – to date unable to secure the additional capacity.
- Additional funding made available in 2021- 22 to practices who were able to offer additional clinical capacity above their contracted levels with a focus on prioritising patients with urgent dental care needs and access for nationally identified high risk groups, ie children. (Take up in Darlington limited – only 1 practice - delivered an additional 15 sessions during Feb and March 2022)
- Working with practices to maximise their clinical treatment capacity, ie encouraging them to maintain short notice cancellation lists to minimise as far as possible any clinical downtime.

Access - Next steps



- Reviewing plans for the re-commissioning of the activity lost from the Middleton St George NHS contract hand back with a view to going out to formal procurement.
- Will be going out again to seek expressions of interest from NHS practices who may have the capacity and capability to deliver additional access as an interim measure to assist with the current demand for NHS dental care with a focus on patients with an urgent/dental treatment need and nationally identified high risks groups, ie children.
- Work with current practices to explore how we can support them to maximise their clinical treatment capacity and make contracts sustainable in the long-term.
- Continue to work with local dental networks/committees and local Health Education England colleagues to explore opportunities to improve workforce recruitment and retention and to identify further measures to improve access for patients.
- Continued engagement to influence the work taking place at a national level to identify solutions to the recruitment and retention pressures in NHS dental services and to understand and address the constraints of the current national dental contract mechanisms.

Summary - Key Points



- All NHS dental practices are able to safely provide a full range of treatments however demand for care remains extremely high with dental practices having to balance addressing the backlog of care with managing new patient demand.
- Practices asked to prioritise patients with the greatest clinical need, ie those requiring urgent dental care, delayed treatments and vulnerable/high risk groups such as children.
- High treatment needs of patients and workforce recruitment and retention issues means a delay in practices being able to meet the demand for more routine and non-urgent care.
- All opportunities are being explored to increase the clinical capacity available and improve access for patients.

HEALTH AND HOUSING SCRUTINY COMMITTEE 31 AUGUST 2022

BETTER CARE FUND 2022/23 PROGRAMME

SUMMARY REPORT

Purpose of the Report

1. The purpose of this report is to update Health and Housing Scrutiny Committee members on progress of the submission of the Darlington Better Care Fund Plan for the 2022/23 Programme.
2. The Planning requirements for the 1-year programme were issued July 19, 2022, with the final plan to be submitted by 26 September 2022.

Summary

3. The use of BCF mandatory funding streams (NHS minimum contribution, Improved Better Care Fund grant (iBCF) and Disabled Facilities Grant (DFG) must be jointly agreed by integrated care boards (ICBs) and local authorities to reflect local health and care priorities, with plans signed off by health and wellbeing boards (HWBs). BCF plans should include stretching ambitions for improving outcomes against the national metrics for the fund. No new metrics have been introduced for 2022-23.
4. The Better Care Fund (BCF) is a programme spanning both the NHS and Local Government which seeks to join-up health and care services, so that people can manage their own health and wellbeing and live independently in their communities for as long as possible. The Fund is one of the government's national vehicles for driving health and social care integration. It requires clinical commissioning groups (CCGs) and local government to agree a joint plan, owned by the Health and Wellbeing Board (HWB). These are joint plans for using pooled budgets to support integration, governed by an agreement under section 75 of the NHS Act (2006).
5. The framework confirms the 4 national conditions for funding. 3 of these remain as previous years, with a change to national condition 4, as shown below:
 - (a) a jointly agreed plan between local health and social care commissioners, signed off by the HWB
 - (b) NHS contribution to adult social care to be maintained in line with the uplift to CCG minimum contribution
 - (c) invest in NHS-commissioned out-of-hospital services
 - (d) implementing the BCF policy objectives to:
 - *Enable people to stay well, safe and independent at home for longer, and,*
 - *Provide the right care in the right place at the right time*

6. As well as the 4 national conditions of funding, the plan includes the delivery against 4 key metrics of:
 - (a) Avoidable admissions: unplanned admissions for chronic ambulatory care sensitive conditions
 - (b) Residential care admissions: annual rate of older people whose long-term support needs are best met by admission to residential and nursing care homes
 - (c) Effectiveness of reablement: percentage of discharges to a person's usual place of residence
 - (d) Discharge destination: Percentage of discharge to a person's usual place of residence
7. Funding for 2022/23 Programme is set out below:
 - (a) Minimum NHS (CCG) contributions: £9,134,828 (5.66% uplift)
 - (b) Improved Better Care Fund: £4,488,137 (3% increase)
 - (c) Disabled Facilities Grant: £1,063,345 (no change)
8. It must be noted that the funding package for 2022/23 is not new monies, as these are allocated against ASC budgets.
9. Following publication of the Planning Guidance and confirmation of the submission requirements, the Plan for Darlington will be drafted and submitted to panel members in advance of approval consideration to Health and Wellbeing Board.
10. The plan for Darlington is currently being drafted with partners and is being led by the Pooled Budget Partnership Board. In parallel to this, a service review is underway across all funded schemes, to ensure these schemes continue to deliver against the priorities of the programme, and to ensure emerging priorities can be funded. It is expected this review will be completed by the end of September 2022.
11. The timing of the publication of the planning requirements, alongside the submission dates for both scrutiny committee and HWBB, mean the draft/final plan cannot be submitted to either for approval in the given timescales. Members are asked to consider approval of the plan.

Recommendation

12. It is recommended that:-
 - (a) Scrutiny committee notes progress of the draft plan
 - (b) Note the changes to national condition 4
 - (c) Agree to approval of the plan following its completion.

Christine Shields
Assistant Director Commissioning, Performance and Transformation

Background Papers

S17 Crime and Disorder	Not applicable
Health and Wellbeing	The Better Care Fund is owned by the Health and Wellbeing Board
Carbon Impact and Climate Change	None
Diversity	None
Wards Affected	All
Groups Affected	Frail elderly people at risk of admission/re-admission to hospital
Budget and Policy Framework	Budgets pooled through section 75 agreement between DBC and Darlington CCG
Key Decision	No
Urgent Decision	No
Council Plan	Aligned
Efficiency	New ways of delivery care
Impact on Looked After Children and Care Leavers	No impact

Darlington Better Care Fund Plan 2022/23

A full copy of the published planning requirements can be found at:

[Better-Care-Fund-planning-requirements-2022-23.pdf \(sharepoint.com\)](#)

Timetable for submission

BCF planning requirements published	19 th July 2022
Optional draft BCF plan submission to regional BCM	18 th August 2022
BCF Plan submission from local HWBB (agreed by ICBs and LAs)	26 th September 2022
Scrutiny of BCF Plans	26 th Sept – 24 th October 2022
Approval letters issued	30 th November 2022
Section 75 agreements submitted	31 st December 2022

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Customer Engagement Strategy 2021-2024 Update

August 2022



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Increased Customer Engagement

- Since the success of engagement events in 2021 we have extended our events this year
- We now have regular events in new locations such as Rise Carr, King William Street, Tennyson Gardens and Skerne Park
- We have also reintroduced Estate Walkabouts in high profile areas which started in June 2022
- Maintaining a relationship with different agencies such as Police and Civic Enforcement
- Both key tools in increasing engagement in all areas of the Town



Engagement Examples – Social Housing Decarbonisation Fund

- Engagement Event took place in August regarding plans to deliver Social Housing Decarbonisation Fund project
- £290,000 of Government Grant will be used to fund a full package of measures to improve efficiency of council properties
- Event attended by our contractor, members of the housing teams and tenants



Engagement Example – Estate Walkabout Firthmoor

- Event took place in June 2022
- Attended by Housing, Civic Enforcement, Police, Councillor Steven Tait and Local Street Champion
- Issues included litter, tree preservation, local ASB and untidy gardens



Tpas

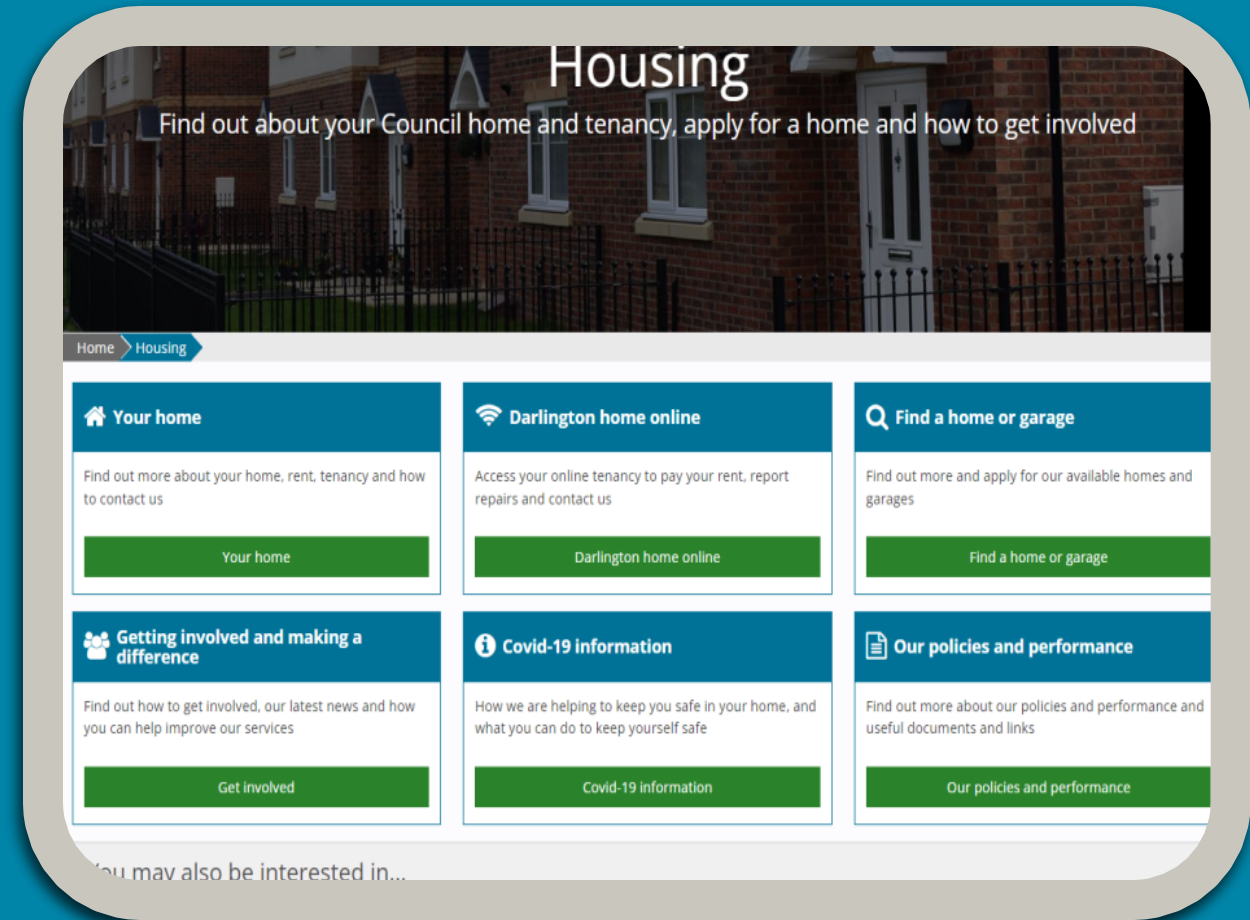
- We continue to be a member of Tpas
- Tpas promote, support and champion tenant involvement and social empowerment in social housing
- In July 2022 , Darlington Borough Council attended the Tpas Northern Conference in Hull to go through best practice with other Social Housing providers



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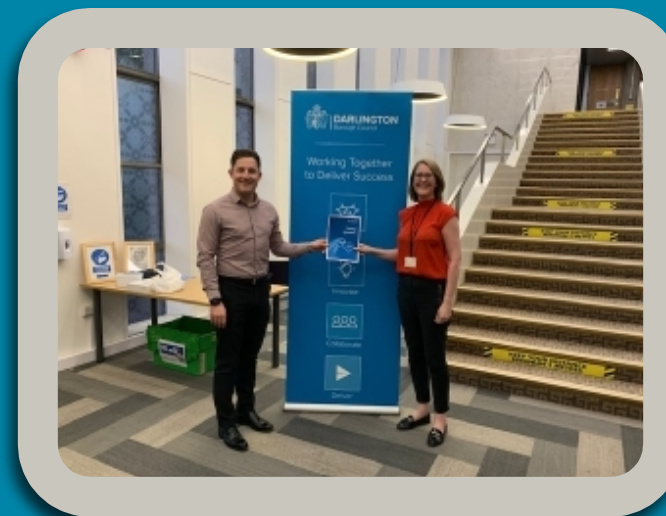
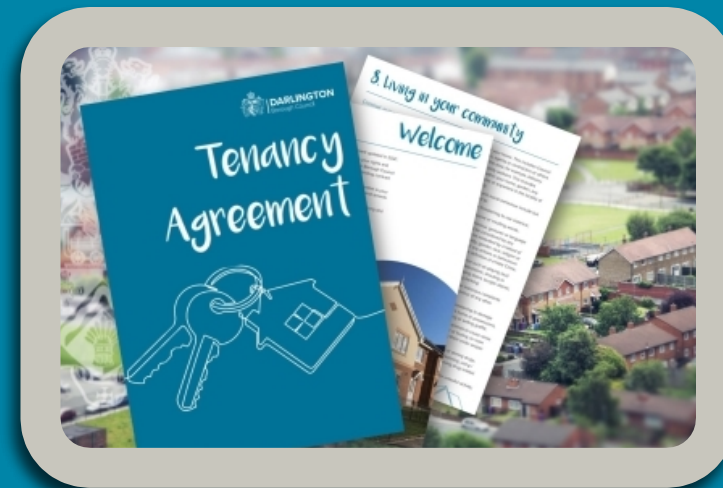
Webpage

- In early 2022 we started to redesign our Housing Webpage to make it easier for tenants to find what they need
- This includes good news stories, tenancy information and important documents
- Engagement Section



Tenants Panel Feedback

- Over the last 6 months we have continued to ask our Tenants Panel for feedback for a range of policy changes
- This has included the ASB Policy and the Tenancy Agreement
- Reinforces panel's role in structuring housing policies
- New Housing Management Policy – brought in following consultation with Panel



Tenant Satisfaction Measures

- Tenant Satisfaction Measures due to come in April 2023
- Will concentrate on Repairs, Building Safety, Complaints, Customer Engagement and Neighbourhoods
- Will be comprised of surveys which are sent to tenants
- Exploring how best to deliver surveys

What will the new **Tenant Satisfaction Measures** cover?



Repairs



Building Safety



Complaints



Customer Engagement



Neighbourhoods



Engaging with our Refugees

- In January 2022 the Housing Team employed 2 new members to Refugee Support team
- In 2021 we pledged and received 3 Afghan families
- Since March 2022 received 29 Ukrainian households, which consisted of 39 adults and 33 children



Annual Report / Housing Connect

- Annual Report to be released imminently outlying successes within the last year
- Housing Connect to be released in August 2022 and March 2023
- Both will be available online and easily accessible
- Articles in Housing Connect to include Tenancy Enforcement, Jubilee Celebrations and updates on Gas and Electricity servicing



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Customer Satisfaction Surveys

Customer Satisfaction is vitally important to the Housing Team, but how do we measure that ?

Key Tool is surveys once work has been completed

Trailed at Church Row in May 2022

Moving forward all major works including windows, roofing and structural works will be surveyed

Ensuring we are carrying out High Quality Work



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DocuSign

- DocuSign is our new Esignature portal
- In line with the council's goal to be net carbon
- Welcome Pack for tenants can now be sent digitally
- Quick and effective way of sending important documentation
- Reduces the wait time for tenants



2022/2023

- Looking at increasing involvement with the Tenants Panel and their role in the community
- Looking at challenges around Climate Change
- Continuing to update website and using social media to contact residents
- Improving ICT systems to make them more customer friendly
- Continuing to invest in staff through training



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HEALTH AND HOUSING SCRUTINY COMMITTEE 31 AUGUST 2022

WORK PROGRAMME

SUMMARY REPORT

Purpose of the Report

1. To consider the work programme items scheduled to be considered by this Scrutiny Committee during the 2022/23 Municipal Year and to consider any additional areas which Members would like to suggest should be added to the previously approved work programme.

Summary

2. Members are requested to consider the attached work programme (**Appendix 1**) for the remainder of the 2022/23 Municipal Year which has been prepared based on Officers recommendations and recommendations previously agreed by this Scrutiny Committee.
3. Any additional areas of work which Members wish to add to the agreed work programme will require the completion of a quad of aims in accordance with the previously approved procedure (**Appendix 2**).

Recommendation

6. 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.

Luke Swinhoe
Assistant Director Law and Governance

Background Papers

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

Author : Hannah Miller 5801

S17 Crime and Disorder	This report has no implications for Crime and Disorder
Health and Well Being	This report has no direct implications to the Health and Well Being of residents of Darlington.
Carbon Impact and Climate Change	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
Council Plan	The report contributes to the Council Plan in a number of ways through the involvement of Members in contributing to the delivery of the Plan.
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

7. 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.
8. The Council Plan sets the vision and strategic direction for the Council through to May 2023, with its overarching focus being 'Delivering success for Darlington'.
9. In approving the Council Plan, Members have agreed to a vision for Darlington which is a place where people want to live and businesses want to locate, where the economy continues to grow, where people are happy and proud of the borough and where everyone has the opportunity to maximise their potential.
10. The visions for the Health and Housing portfolio is:-

 'a borough where people enjoy productive, healthy lives. They will have access to excellent leisure facilities and recognising the importance of having a home, there will be access to quality social housing.'

Forward Plan and Additional Items

11. Once the Work Programme has been agreed by this Scrutiny Committee, any Member seeking to add a new item to the work programme will need to complete a quad of aims.
12. A copy of the Forward Plan has been attached at **Appendix 3** for information.

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HEALTH AND HOUSING SCRUTINY COMMITTEE WORK PROGRAMME

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
Dental Services	31 August 2022	Pauline Fletcher, NHS England		To update Scrutiny Members undertake any further work if necessary.
Customer Engagement Strategy 2021-2024 Update (Presentation)	31 August 2022	Anthony Sandys		To provide six monthly progress reports to Scrutiny. To look at work being done within communities and how the Customer Panel engage with new communities.
Better Care Fund	31 August 2022 Last considered 20 October 2021	Paul Neil		To receive an update on the position of the Better Care Fund for Darlington.
Director of Public Health Annual Report and Health Profile	2 November 2022	Penny Spring		Annual report
Housing Services Fire Safety Policy	2 November 2022	Anthony Sandys		To seek Scrutiny Members views prior to Cabinet.
Affordable Home Ownership Policy	2 November 2022	Anthony Sandys		To seek Scrutiny Members views prior to Cabinet.
Preventing Homelessness and Rough Sleeping Strategy Update	2 November 2022 Last considered 20 October 2021	Anthony Sandys		To look at progress following the implementation of the strategy. Update on current position within Darlington

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
Performance Management and Regulation/ Management of Change Regular Performance Reports to be Programmed	Q2 14 December 2022	Relevant AD	Full PMF suite of indicators	To receive biannual monitoring reports and undertake any further detailed work into particular outcomes if necessary
Drug and Alcohol Service Contract – We Are With You	14 December 2022 Last considered 27 April 2022	Mark Harrison/Jon Murray		To update Scrutiny Members undertake any further work if necessary.
Healthwatch Darlington - The Annual Report of Healthwatch Darlington	14 December 2022 Last considered 20 October 2021	Michelle Thompson, HWD		To scrutinise and monitor the service provided by Healthwatch – Annual
Primary Care (to include GP Access to appointments)	8 February 2023 Last considered 2 February 2022	Emma Joyeux CCG/Amanda Riley		To scrutinise development around Primary Care Network and GP work
Community Mental Health Transformation	To be agreed Last considered 2 February 2022	Jo Murray/Maxine Crutwell, TEWV		To receive a briefing and undertake any further detailed work if necessary.
Strategic Housing Needs Assessment	To be agreed	Anthony Sandys		

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
Integrated Care System (ICS)	To be agreed Last considered 23 February 2022	Simon Clayton, NECS/ David Gallagher, CCG		To scrutinise and challenge progress of the principles underpinning the ICS and BHP and timelines for progress.
CAMHS update	June/July 2023 Last considered 29 June 2022	Jennifer Illingworth		
Health and Safety Compliance in Council Housing	June/July 2023 Last considered 29 June 2022	Anthony Sandys		To provide annual updates to Scrutiny Members undertake any further work if necessary.
Housing Services Anti-Social Behaviour Policy – Update	June/July 2023 Last considered 29 June 2022	Anthony Sandys		To provide annual updates to Scrutiny Members undertake any further work if necessary.

JOINT COMMITTEE WORKING – ADULTS SCRUTINY COMMITTEE

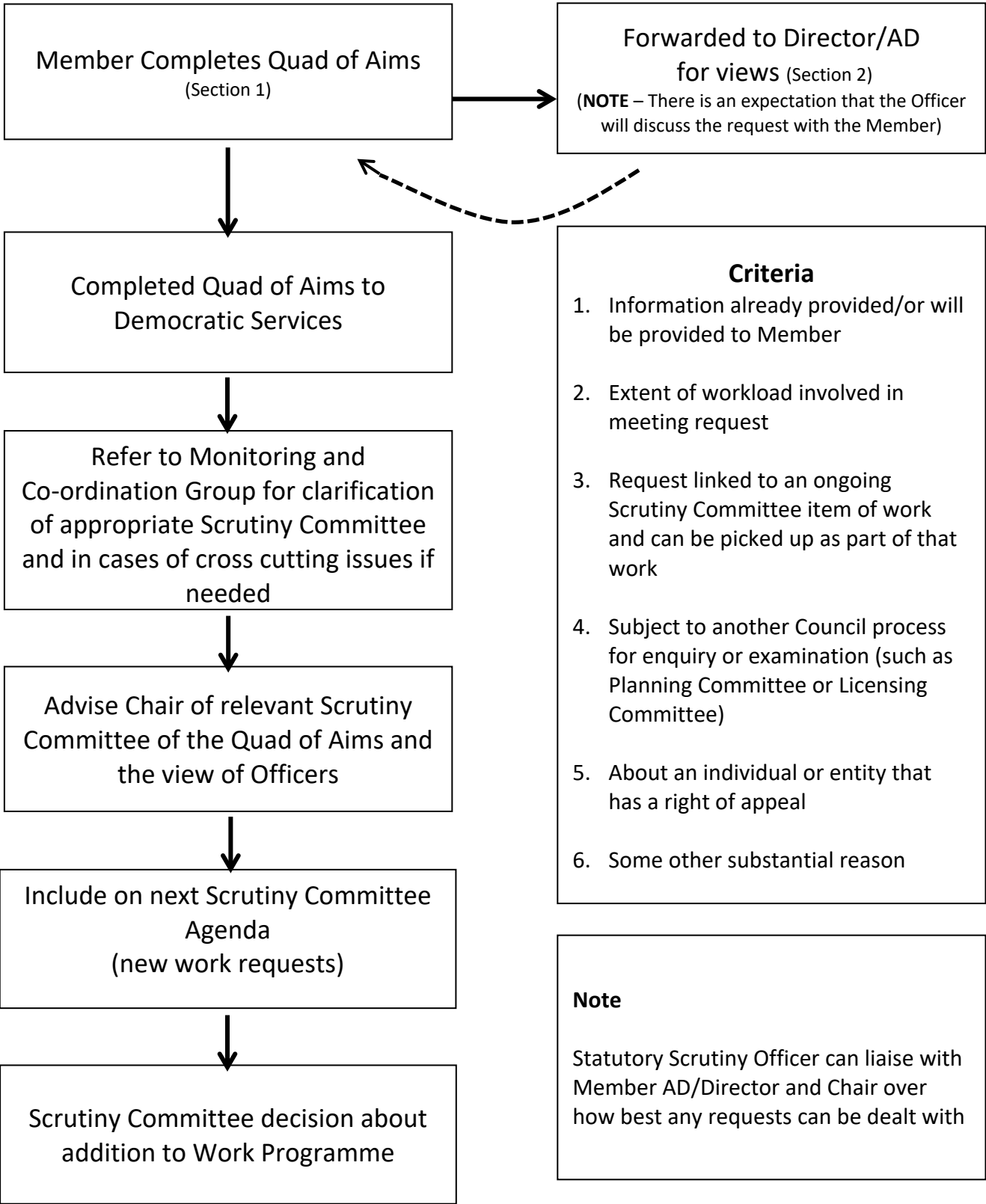
Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
Loneliness and Connected Communities Adults Scrutiny to Lead	Scoping meeting 28 January 2020 Meeting on 5 October 2020 Meeting on 15 December 2020			
Care Homes in Special Measures Adults Scrutiny to Lead	TBC			

MEMBERS BRIEFINGS

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
CQC Ratings in the Borough of Darlington	October 2022 Scoping Meeting held 18 November 2019 Briefing note circulated 21 October 2020 Briefing note circulated October 2021			To monitor and evaluate CQC scoring across the Borough for health and care settings.

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PROCESS FOR ADDING AN ITEM TO SCRUTINY COMMITTEE’S
PREVIOUSLY APPROVED WORK PROGRAMME



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QUAD OF AIMS (MEMBERS’ REQUEST FOR ITEM TO BE CONSIDERED BY SCRUTINY)

SECTION 1 TO BE COMPLETED BY MEMBERS

NOTE – This document should only be completed if there is a clearly defined and significant outcome from any potential further work. This document should **not** be completed as a request for or understanding of information.

REASON FOR REQUEST?	RESOURCE (WHAT OFFICER SUPPORT WOULD YOU REQUIRE?)
PROCESS (HOW CAN SCRUTINY ACHIEVE THE ANTICIPATED OUTCOME?)	HOW WILL THE OUTCOME MAKE A DIFFERENCE?

Signed Councillor

Date

SECTION 2 TO BE COMPLETED BY DIRECTORS/ASSISTANT DIRECTORS
(NOTE – There is an expectation that Officers will discuss the request with the Member)

<div>1. (a) Is the information available elsewhere? Yes No If yes, please indicate where the information can be found (attach if possible and return with this document to Democratic Services) (b) Have you already provided the information to the Member or will you shortly be doing so?</div> <div>2. If the request is included in the Scrutiny Committee work programme what are the likely workload implications for you/your staff?</div> <div>3. Can the request be included in an ongoing Scrutiny Committee item of work and picked up as part of that?</div> <div>4. Is there another Council process for enquiry or examination about the matter currently underway?</div> <div>5. Has the individual or entity some other right of appeal?</div> <div>6. Is there any substantial reason (other than the above) why you feel it should not be included on the work programme?</div>	<div>Criteria</div> <div>1. Information already provided/or will be provided to Member</div> <div>2. Extent of workload involved in meeting request</div> <div>3. Request linked to an ongoing Scrutiny Committee item of work and can be picked up as part of that work</div> <div>4. Subject to another Council process for enquiry or examination (such as Planning Committee or Licensing Committee)</div> <div>5. About an individual or entity that has a right of appeal</div> <div>6. Some other substantial reason</div>
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Signed **Position** **Date**

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**DARLINGTON BOROUGH COUNCIL
FORWARD PLAN**



| DARLINGTON

Borough Council

**FORWARD PLAN
FOR THE PERIOD: 3 AUGUST 2022 - 31 DECEMBER 2022**

Title	Decision Maker and Date
Annual Review of the Investment Fund	Cabinet 6 Sep 2022
Bus Services	Cabinet 6 Sep 2022
Complaints, Compliments and Comments Annual Reports 2021/22	Cabinet 6 Sep 2022
Complaints Made to Local Government Ombudsman	Cabinet 6 Sep 2022
Draft Supplementary Planning Guidance (SPD) Design Code - Skertingham Garden Village SPD Consultation Request	Cabinet 6 Sep 2022
Housing Services Anti-Social Behaviour Policy	Cabinet 6 Sep 2022
Museum Accreditation Policies	Cabinet 6 Sep 2022
Project Position Statement and Capital Programme Monitoring 2022/23 - Quarter 1	Cabinet 6 Sep 2022
Regulatory Investigatory Powers Act (RIPA)	Cabinet 6 Sep 2022
Restoration of Locomotion No 1 Replica - Release of Capital	Cabinet 6 Sep 2022
Schedule of Transactions - September 2022	Cabinet 6 Sep 2022
School Term Dates 2024/25	Cabinet 6 Sep 2022
The Treatment of War Pensions in the Calculation of Housing Benefit	Cabinet 6 Sep 2022
Darlington Transport Plan	Council 24 Nov 2022 Cabinet 11 Oct 2022
Land at Faverdale - Burtree Garden Village Development	Cabinet 11 Oct 2022
Treasury Management Annual and Outturn Prudential Indicators 2022/23	Cabinet 11 Oct 2022
Annual Audit Letter 2020/21	Cabinet 8 Nov 2022
Council Tax Exemption for	Cabinet 8 Nov 2022

**DARLINGTON BOROUGH COUNCIL
FORWARD PLAN**

Care Leavers 2023/24	
Council Tax Support - Scheme Approval 2023/24	Council 24 Nov 2022 Cabinet 8 Nov 2022
Final Version of Supplementary Planning Guidance (SPD) Design Code - Skerningham Garden Village	Cabinet 8 Nov 2022
Project Position Statement and Capital Programme Monitoring - Quarter 2	Cabinet 8 Nov 2022
Revenue Budget Monitoring - Quarter 2	Cabinet 8 Nov 2022
Housing Services Fire Safety Policy	Cabinet 6 Dec 2022
Mid-Year Prudential Indicators and Treasury Management 2022/23	Council 26 Jan 2023 Cabinet 6 Dec 2022
Council Chamber Refurbishment	Cabinet
Darlington Parking Strategy	Council Cabinet
Darlington Town Centre Transport Plan	Council Cabinet