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SOUTHEND-ON-SEA BOROUGH COUNCIL

People Scrutiny Committee

Date: Tuesday, 29th November, 2016 @ 18.30
Place: Committee Room 1 - Civic Suite

Contact: Fiona Abbott – Principal Committee Officer
Email: committeesection@southend.gov.uk

AGENDA

**** **Part 1**

- 1 Apologies for Absence
- 2 Declarations of Interest
- 3 Questions from Members of the Public
- 4 Minutes of the Meeting held on Tuesday, 11th October 2016

**** **ITEMS CALLED IN / REFERRED FROM CABINET - Tuesday 8th November 2016**

- 5 **Monthly Performance Report**
Members are reminded to bring with them the most recent MPR for period ending September 2016 which was circulated recently. Comments / questions should be made at the appropriate Scrutiny Committee relevant to the subject matter.
- 6 **Success for All Children Annual Report**
Minute 449 (Cabinet Book 1 – Agenda Item 15 refers)
Called in by Councillors Borton and Jones
- 7 **A Local Account of adult Social Care Services in Southend 2015-2016**
Minute 448 (Cabinet Book 2 – Agenda Item 16 refers)
Called in by Councillors Willis, Nevin, Woodley and Assenheim
- 8 **Sheltered Housing Review**
Minute 451 (Cabinet Book 2 – Agenda Item 17 refers)
Called in by Councillors Norman, Jones, Woodley and Assenheim
This item also called into Policy & Resources Scrutiny Committee

**** **PRE CABINET SCRUTINY ITEMS**

- 9 **Mental Health Strategy**

**** **ITEMS CALLED IN FROM THE FORWARD PLAN - NONE**

**** **OTHER SCRUTINY MATTERS**

10 Unaccompanied Children in Calais
Report of Deputy Chief Executive (People)

11 Scrutiny Committee - updates
Report of Chief Executive

12 Exclusion of the Public
To agree that, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the items of business set out below on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act, and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

**** **Part 11**

**** **OTHER SCRUTINY MATTERS**

13 Schools Progress Report
Report of Deputy Chief Executive (People)

TO: The Chairman & Members of the People Scrutiny Committee:

Councillor J Moyies (Chair), Councillor C Nevin (Vice-Chair)
Councillors Arscott, Assenheim, Borton, Boyd, Buckley, Butler, Endersby, D Garston, Habermel, Jones, Phillips, Stafford, Walker and Wexham
VACANCY - UKIP

Co-opted Members:-

Church of England Diocese –
Ms Emily Lusty (Voting on Education matters only)

Roman Catholic Diocese –
VACANT (Voting on Education matters only)

Parent Governors –
(i) Mr Mark Rickett (Voting on Education matters only)
(ii) VACANT (Voting on Education matters only)

SAVS – Ms Alison Semmence (Non-Voting);
Healthwatch Southend – Ms Leanne Crabb (Non-Voting);
Southend Carers Forum – Ms Angelina Clarke (Non-Voting)

Observers
Youth Council
(i) E Feddon (Non-voting)
(ii) J Jenkins (Non-Voting)

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SOUTHEND-ON-SEA BOROUGH COUNCIL

Meeting of People Scrutiny Committee

Date: Tuesday, 11th October, 2016
Place: Committee Room 1 - Civic Suite

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Present: Councillor Moyies (Chair), Councillor Nevin (Vice Chair)
Councillors Arscott, Assenheim, Borton, Boyd, Buckley, Butler, Endersby, J Garston*, Habermel, Jones, Phillips, Walker, Wexham and Woodley*
E Lusty, A Semmence and L Crabb (co-opted members)
*Substitute in accordance with Council Procedure Rule 31.

In Attendance: Councillors L Salter and J Courtenay (Executive Councillors)
Councillor Willis
F Abbott, J K Williams, S Leftley, A Atherton, Brin Martin, J Williams, S Houlden and J O'Loughlin
J Jenkins and E Feddon – Youth Council observers

Start/End Time: 18.30 / 22.35

341 Apologies for Absence

Apologies for absence were received from Councillor D Garston (substitute Cllr J Garston), Councillor Stafford (substitute Cllr Woodley) and Mr M Rickett (co-opted member).

On behalf of the Committee, the Chairman welcomed the following to their first meeting - Emily Lusty, Church of England Diocesan representative on the Committee, John Jenkins, Youth Mayor and Edward Feddon, Deputy Youth Mayor.

342 Declarations of Interest

The following interests were declared at the meeting:-

(a) Councillors Salter and Courtenay - interest in the referred item / called in items; attended pursuant to the dispensation agreed at Council on 19th July 2012, under S.33 of the Localism Act 2011;

(b) Councillor Salter – agenda item relating to Success Regime – non-pecuniary interest – husband is Consultant Surgeon at Southend Hospital and holds senior posts at the Hospital; son-in-law is GP; daughter is a doctor at Broomfield Hospital;

(c) Councillor Nevin – agenda item relating to Prevention Strategy – non-pecuniary – niece works for Public Health England;

(d) Councillor Nevin - agenda items relating to - Success Regime; Scrutiny update (Essex Community dental services) - non-pecuniary – NHS employee outside area; previous employee at Southend Hospital; NHS Employee at Barts who supply dentists in Southend Community dental services currently; 2 children work at MEHT and sister works for the Department of Health;

(e) Councillor Boyd - agenda item relating to School Progress report – non-pecuniary – Governor at Westcliff High School for Girls and South East Essex Academy Trust, south east Essex Teaching School Alliance;

- (f) Councillor Arscott - agenda item relating to Schools Progress report – non pecuniary – Governor at Our lady of Lourdes Catholic Primary School;
- (g) Councillor Arscott – agenda item relating to Capital redevelopment of Delaware, Priory & Viking – non-pecuniary – friends wife is a resident of Priory;
- (h) Councillor Assenheim – agenda item relating to Capital redevelopment of Delaware, Priory & Viking – non-pecuniary – sister in sheltered housing;
- (i) Councillor Jones – agenda item relating to School organisation data supplement – non-pecuniary – member of parental engagement group of SHIP;
- (j) Councillor Borton - agenda item relating to MPR - non-pecuniary – daughter is a nurse at Rochford Hospital / employer is SEPT;
- (k) Councillor Borton – agenda item relating to Local Account of ASC – non-pecuniary – JcP mentioned in report – employer;
- (l) E Lusty- agenda items relating to – Education policy; School organisation data supplement; Schools Progress report – non-pecuniary – teacher at SHSB;
- (m) E Lusty – agenda item relating to Success Regime – non-pecuniary – husband is orthopaedic Consultant Surgeon at Southend Hospital / Wellesley Hospital.

343 Questions from Members of the Public

There were no questions from members of the public.

344 Minutes of the Meeting held on Tuesday 12th July 2016

Resolved:-

That the Minutes of the Meeting held on Tuesday, 12th July, 2016 be confirmed as a correct record and signed.

345 Success Regime and Sustainability and Transformation Plans - update presentation

Further to Minute 121 from the meeting held on 12th July, 2016, the Chairman welcomed the following health representatives to the meeting for this item:-

- Melanie Craig, Chief Officer, NHS Southend CCG,
- Wendy Smith, Communications Lead for the Mid and South Essex Success Regime,
- Dr Neil Rothnie, Medical Director, Southend University Hospital NHS Foundation Trust, and
- Robert Shaw, Director of Acute Commissioning and Contracting, NHS Southend CCG.

The representatives provided an update on the Mid & South Success Regime and STP programme, the developing proposals, progress on the locality approach, outlined the feedback form the workshops and other engagement and current timescales. The pre consultation business case will be shared with the Committee at its next meeting and there will be service redesign which will be subject to public consultation in early 2017.

This was followed by Q&A from the members of the Committee, covering a number of issues:-

- Rationale for changes
- Emergency care design which is clinically led
- 4 localities and funding submission
- Clarity on potential hospital options
- Staffing, recruitment & retention
- This is an NHS programme – will not address the pressures on adult social care, prevention budgets

Resolved:-

That the representatives be thanked for the informative presentation.

Note:- This is a Scrutiny Function.

346 Monthly Performance Report

The Committee considered the Monthly Performance Report (MPR) covering the period to the end of August 2016.

Resolved:-

That the report be noted.

Note:- This is an Executive Function.

Executive Councillor:- As appropriate to the item

347 Annual Report - Comments, Compliments and Complaints - 2015/16

The Committee considered Minute 265 of Cabinet held on 20th September 2016, which had been referred to all 3 Scrutiny Committees and had also been called in to scrutiny, together with a report of the Corporate Director for Corporate Services. This presented the annual report on compliments and complaints received throughout the Council for 2015/16.

Resolved:-

That the following decision of Cabinet be noted:-

“That the Council’s performance in respect of compliments, comments and complaints for 2015-16 be noted.”

Note:- This is an Executive Function.

Executive Councillors – Lamb, Salter and Courtenay

348 Early Help Family Support Strategic Plan

The Committee considered Minute 266 of Cabinet held on 20th September, 2016, which had been called in to scrutiny, together with a report of the Corporate Director for People which presented the Early Help Family Support Strategic Plan 2016 and accompanying action plan.

Resolved:-

That the following decision of Cabinet be noted:-

“That the Strategic Plan and action plan as set out at Appendices 1 and 2 to the submitted report, be approved.”

Note:- This is an Executive Function.
Executive Councillor – Courtenay

349 Regional Adoption Agency Update

The Committee considered Minute 269 of Cabinet held on 20th September, 2016, which had been called in to scrutiny, together with a report of the Corporate Director for People which set out the current position on the Regional Adoption Agency activity.

In response to a question from Councillor Jones about the financial implications of the proposals, the Council’s Head of Children’s Services said that he would provide some information on the exact figures. This is a rapidly changing landscape and Members will be kept updated.

Resolved:-

That the following decision of Cabinet be noted:-

“That the report be noted and approved.”

Note:- This is an Executive Function.
Executive Councillor – Courtenay

350 'Our ambitions for your child's education' - An Education Policy for Southend Borough Council

The Committee considered Minute 271 of Cabinet held on 20th September, 2016, which had been called in to scrutiny, together with a report of the Corporate Director for People which proposed the adoption of the education policy document “Our ambitions for your child’s education in Southend”.

Resolved:-

That the following decision of Cabinet be noted:-

“That the draft policy be approved and that the Corporate Director of People, in consultation with the Portfolio Holder for Children’s Services, be authorised to finalise the policy.”

Note:- This is an Executive Function.
Executive Councillor – Courtenay

351 Adult Drug and Alcohol Treatment Services Contract

The Committee considered Minute 272 of Cabinet held on 20th September, 2016, which had been called in to scrutiny, together with a report of the Corporate Director for People, concerning a 4 month extension to the contract the Council

holds with Change, Grow, Live (CGL) for the delivery of treatment and support for adults with drug and alcohol problems.

Resolved:-

That the following decision of Cabinet be noted:-

“That the extension to the CGL contract be noted.”

Note: - This is an Executive Function
Executive Councillor – Salter

352 Prevention Strategy

The Committee considered Minute 280 of Cabinet held on 20th September, 2016, which had been called in to scrutiny, together with a report of the Director of Public Health. This presented the draft Southend-on-Sea Joint Adult Prevention Strategy 2016 -2021.

Resolved:-

That the following decisions of Cabinet be noted:-

“That the draft Southend-on-Sea Joint Adult Prevention Strategy 2016-2021 and associated action plan, be approved.”

Note:- This is an Executive Function.
Executive Councillor – Salter

353 Capital Redevelopment of Delaware, Priory and Viking

[The Committee noted that this item had been listed as a Part 2 Cabinet report but was taken in open business].

The Committee considered Minute 285 of Cabinet held on 20th September, 2016, which had been called in to scrutiny, together with a report of the Corporate Director for People on the above.

Resolved:-

That Minute 285 be referred back to Cabinet for reconsideration, for the following reason – need for Cabinet to proceed with the original plan, as previously agreed by the Council.

Note:- This is an Executive Function.
Executive Councillor:- Salter

[Note – During consideration of this agenda item, in accordance with Standing Order 44, the hour of 10 pm having been reached, the Committee agreed to continue with the remaining items of business on the agenda].

354 A Local Account of Adult Social Care Services in Southend 2016-17

(This is a pre-Cabinet scrutiny item).

The Committee considered a report by the Corporate Director for People by way of pre-Cabinet scrutiny. This presented the draft of the Local Account of Adult Social Care services in 2015/16, including priorities and plans for 2016/17.

This is the 6th annual report of this sort to be produced by the Council. The Local Account aims to provide information about the quality and value of the social care services to the users of services and local people. It is the Council's self assessment of how it provided services during 2015/16 together with plans for the future which contribute to the overall health and wellbeing of the local community.

In response to questions, the Head of Adult Services and Housing agreed to progress / provide information on the following matters:

- SHIP – needs further development as a tool (be 'smarter' tool), to reflect adult services 'offer'
- The Establishment Visiting Panel needs to be reconvened as a matter of urgency
- Meals on wheels service page on SHIP needs some additional wording to help direct people

The Committee discussed the report in detail and there was general consensus and support for this local account and about the content of the report.

Resolved:-

That the draft report be noted and endorsed for submission to Cabinet for consideration at its meeting on 8th November 2016 with the inclusion of the following:

- Mention SHIP in useful contacts section
- Page 31 – amend wording of section 8, Southend Care Ltd

Note:- This is an Executive Function.

Executive Councillor:- Salter

355 School Organisation Data Supplement 2016

The Committee considered the School Organisation Data Supplement 2016. The Data Supplement is prepared annually to inform Members, schools and the public of trends in: demographics; admissions; and the number of school places in Southend.

Resolved:-

That the report be noted.

Note:- This is an Executive Function.

Executive Councillor:- Courtenay

356 Scrutiny Committee - updates

The Committee received a report of the Corporate Director for Corporate Services which updated members on a significant number of health scrutiny matters, Joint Committee work, regional scrutiny and the in depth scrutiny project.

The Council's Corporate Director for People referred to the Ofsted inspection of Children's Services and the recommendation for a Scrutiny Panel to be established to help provide additional challenge to the implementation of the action plan, to be made up of Members of scrutiny and key members of the Improvement Board – the following Members were nominated – Councillors Moyies, Nevin, Arscott, Borton and Boyd. Meetings will be bi-monthly.

Resolved:-

1. That the report and actions taken be noted.
2. To endorse the appointment of Councillors Boyd and Endersby to the Essex Task & Finish Group looking into mental health services for children and young people.
3. To endorse the terms of reference for the Joint Committee looking at proposals for a PETCT scanner for south Essex.
4. That the project plan for the joint in-depth scrutiny project – “Alternative provision – off site education provision for children and young people”, be agreed.
5. To agree that the following be appointed to the Children's Services Improvement Plan Scrutiny Panel - Councillors Moyies, Nevin, Arscott, Borton and Boyd.

Note:- This is a Scrutiny Function.

357 Exclusion of the Public

Resolved:-

That, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the items of business set out below, on the grounds that they would involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

358 Schools Progress Report

The Committee considered a report by the Corporate Director for People which informed Members of the current position with regard to schools causing concern, including Academy developments.

Resolved:-

That the report be noted.

Note:- This is an Executive Function.
Executive Councillor:- Courtenay

Chairman: _____

MONTHLY PERFORMANCE REPORT

September 2016

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Section 5 Page 55 - 71	Capital Expenditure Summary of Capital Expenditure

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Key to Columns and symbols used in report

Column Heading	Description
Minimise or Maximise	Indicates whether higher or lower number is better: Minimise = lower is better, maximise = higher is better
Latest Month	The latest month for which performance information is available
Month's Value	Performance to date for the latest month
Month's Target	Target to date for the latest month
Annual Target 2016/17	Annual target for 2016/17
<u>Outcome</u>	<p>Symbol based on a traffic light system; Red, Amber, Green indicating whether an indicator's performance is on track to achieve the annual target. Symbols used and their meaning are:</p> <p> = at risk of missing target</p> <p> = some slippage against target, but still expected to meet year-end target (31/03/2017)</p> <p> = on course to achieve target</p>
Comment	Commentary for indicators not on track providing reasons for low performance and identifying initiatives planned to bring performance back on track
Better or worse than last year	<p>Symbol indicating whether performance for the Latest Month is better or worse than the same month in the previous year. Symbols and their meanings are:</p> <p> = Latest Month's performance is better than the same month last year</p> <p> = Latest Month's performance is worse than the same month last year</p> <p> = Data not available for current or previous year</p>

Version: **V1.0**

Published by the Policy, Engagement & Communication Team

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Section 1: 2016-2017 Exceptions - Current Month Performance

Comments on Indicators rated Red or Amber

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Expected Outcome At risk of missing target
Responsible OUs People

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
EP 1.3	The percentage of children reported to the police as having run away that receive an independent return to home interview [Cumulative]	Aim to Maximise	September 2016	69.2%	85%	85%			<p>For September 2016 the figure of 69.2% is made up of 281 successful visits, 82 unsuccessful visits (visits refused by the child/young person or the young person wasn't seen during the visit) and 43 outstanding visits.</p> <p>Currently the percentage of successful visits for missing children living in the local area is 76.1%, while 94.8% have been offered a visit. The percentage of successful visits for children looked after by Southend but placed out of borough is 61.0%, with 76.3% offered a visit. The percentage of successful visits for children looked after by other local authorities placed in Southend is 26.3%, with 63.2% offered a visit.</p>	People Scrutiny
CP 1.5	Rate of Looked After Children (LAC) per 10,000 [Monthly Snapshot]	Goldilocks	September 2016	72.9	57.3-68.3	57.3-68.3			<p>The number of looked after children remain above target at 72.9 per 10,000 population against a target range of 57.3-68.3. The Children's Service Improvement plan will address some of this as it is anticipated that more children will be supported to remain with their family. In addition work is being undertaken to design a service to support the parent's of adolescents to give appropriate parenting to their children during times of crisis preventing them from becoming looked after. A panel to decide whether children should become looked after is in development and this should also lead to a reduction in numbers of looked after children. These changes will take some time to implement. The changes will</p>	People Scrutiny





MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
									begin to take effect during quarter 4.	
CP 3.2	Delayed transfers of care from hospital for social care per 100,000 population (ASCOF 2C(2)) [Year to date average]	Aim to Minimise	September 2016	1.91	1.43	1.43			There have been 16 delays attributed to Social Care so far this year. This is made up of 13 delays from the acute side (Southend Hospital) and 3 from the Non-Acute (SEPT/Rochford). Our current performance remains above the regional average.	People Scrutiny
CP 3.5	Number of Children Involved with Early Help Assessments (cumulative)	Aim to Maximise	September 2016	902	1,002	2,000			The number of children involved in EHA is below target this month. The numbers are currently draft whilst we continue to refine our database. We expect the numbers to increase next month when reporting mechanisms are refined and referrals from schools increase after the dip in the summer holidays.	People Scrutiny

Expected Outcome At risk of missing target
Responsible OUs Place

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 1.1	Score against 10 BCS crimes; Theft of vehicle, theft from vehicle, vehicle interference, domestic burglary, theft of cycle, theft from person, criminal damage, common assault, woundings, robbery. [Cumulative]	Aim to Minimise	September 2016	4128	3773	7389			Southend Community Safety Partnership have progressed a number of key recommendations from the 16/17 Strategic Intelligence Assessment. This includes a multiagency focus on certain key high crime areas such as York Road (Operation Stonegate), a review of crimes that are causing concern (violent crime), and improved strategic and operational links between the key partnership boards. The development of the Community Safety Hub will enhance partnership approaches to tackling crime and ASB within Southend. An all member briefing with senior Police officers is being held on 23 November to review crime statistics. In addition, the in-depth scrutiny review on enforcement is progressing and is due to take evidence from the Police and Crime Commissioner, among a range of other sources.	Policy & Resources Scrutiny

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 2.3	Percentage of household waste sent for reuse, recycling and composting [Cumulative]	Aim to Maximise	September 2016	50.56%*	54.00%	54.00%			Reported quarterly.*September update- This figure currently is unvalidated. By the end of December 2016 this data should be validated. Veolia completed their new waste collection service roll out which included a new blue box recycling service stream, which will take time to embed across the borough. There is also a national downturn in recycling rates in the Essex region, which has seen a decrease in recycling rates. It is a very challenging target and too early to predict end of year performance at the moment.	Place Scrutiny

Expected Outcome Some slippage against target
Responsible OUs Corporate Services



MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 4.3	% of Council Tax for 2016/17 collected in year [Cumulative]	Aim to Maximise	September 2016	52.70%	52.80%	97.20%			Although collection is slightly down in Council Tax for the current financial year targeted recovery is now underway to increase collection over the remaining months to reach the end of year target. Since 1st April 2016 the net collectable position has increased due to new properties and the removal of single person discounts from the review that has just taken place.	Policy & Resources Scrutiny
CP 4.4	% of Non-Domestic Rates for 2016/17 collected in year [Cumulative]	Aim to Maximise	September 2016	53.50%	54.50%	97.80%			For NDR we have identified a few ratepayers who last year paid in full at the beginning of the year and now have changed to monthly instalments. We have been profiling and are confident collection will be on target at the end of the financial year. We are now receiving payments from Enforcement Agents on debts that have recently been issued to them for collection.	Policy & Resources Scrutiny

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 5.4	Working days lost per FTE due to sickness - excluding school staff [Cumulative]	Aim to Minimise	September 2016	3.36	3.01	7.20			For the last two months the council has not met its target for sickness absence, and is currently not meeting the cumulative target. HR continue to support departments with absence management by providing advice and guidance. DMT's continue to work with HR BP's to ensure high sickness levels are being addressed.	Policy & Resources Scrutiny





Expected Outcome Some slippage against target
Responsible OUs People

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 1.2	Adults in contact with secondary mental health services who are in stable accommodation (ASCOF 1H) [Year to date Snapshot]	Aim to Maximise	September 2016	63.3%	66%	66%			The measure is just below target with 336 clients in contact with SEPT (South Essex Partnership Trust) in stable accommodation, out of 531 in contact with SEPT.	People Scrutiny
CP 3.1	Proportion of older people 65 and over who were still at home 91 days after discharge from hospital to rehab/rehab [Rolling Quarter]	Aim to Maximise	September 2016	81%	86%	86%			For the period April - June which is reported 3 months later in September 2016, 79 people started reablement, of which 64 were at home 91 days later, which is 81%.	People Scrutiny
CP 3.3	The proportion of people who use services who receive direct payments (ASCOF 1C (2A)) [Year to date Snapshot]	Aim to Maximise	September 2016	29.45%	30%	30%			Calculation is 548 Direct Payments divided by 1861 clients = 29.45%. The increase from August is due to staff being reminded in supervisions and appraisals and team meetings We have also had adults wishing to take a DP to move to a Dom care provider of their choice	People Scrutiny

Expected Outcome Some slippage against target
Responsible OUs Place

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 2.1	Number of reported missed collections per 100,000 [Monthly Snapshot]	Aim to Minimise	September 2016	63	45	45			Missed collections are returning to normal low levels as the roll out has completed, also increased collections by 460,000 per month. This includes New Paper/Card Collection, Garden Waste Collection, reintroduction of Textiles Collection and WEEE (waste electrical and electronic equipment) collections that will make this a challenging target but one that we still aim to meet by end of year	Place Scrutiny

Expected Outcome Some slippage against target
Responsible OUs Public Health

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 3.8	Number of people successfully completing 4 week stop smoking course [Cumulative]	Aim to Maximise	September 2016	406	530	1,300			Final quit data for September is unlikely to be available until the end of November 2016. Department of Health guidelines state that successful quits can be registered up to 42 days after a quit date is set.	People Scrutiny
CP 3.9	Take up of the NHS Health Check programme - by those eligible [Cumulative]	Aim to Maximise	September 2016	2,280	2,632	5,673			Data from the outreach provider has been received and is being verified. This data will be included in the figures for next month. The health check trajectory remains on track to hit target by the end of the year.	People Scrutiny

Section 2: 2016-2017 Corporate Performance Indicators

Information for all 2013-2014 Corporate Priority Indicators

Generated on: 03 November 2016 14:16



Performance Data Expected Outcome: At risk of missing target 6 On course to achieve target 13 Some slippage against target 9

Priority 1. • Create a safe environment across the town for residents, workers and visitors. • Work in partnership with Essex Police and other agencies to tackle crime. • Look after and safeguard our children and vulnerable adults.

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 1.1	Score against 10 BCS crimes; Theft of vehicle, theft from vehicle, vehicle interference, domestic burglary, theft of cycle, theft from person, criminal damage, common assault, woundings, robbery. [Cumulative]	Aim to Minimise	September 2016	4128	3773	7389			Dipti Patel	Policy & Resources Scrutiny
CP 1.2	Adults in contact with secondary mental health services who are in stable accommodation (ASCOF 1H) [Year to date Snapshot]	Aim to Maximise	September 2016	63.3%	66%	66%			Sharon Houlden	People Scrutiny
CP 1.3	The percentage of children reported to the police as having run away that receive an independent return to home interview [Cumulative]	Aim to Maximise	September 2016	69.2%	85%	85%			John O'Loughlin	People Scrutiny
CP 1.4	Rate of children subject to a Child Protection Plan per 10,000 (not including temps) [Monthly Snapshot]	Goldilocks	September 2016	54.9	45.7-52.3	45.7-52.3			John O'Loughlin	People Scrutiny
CP 1.5	Rate of Looked After Children (LAC) per 10,000 [Monthly Snapshot]	Goldilocks	September 2016	72.9	57.3-68.3	57.3-68.3			John O'Loughlin	People Scrutiny

Priority 2. • Continue to promote the use of green technology and initiatives to benefit the local economy and environment. • Encourage and enforce high standards of environmental stewardship.

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 2.1	Number of reported missed collections per 100,000 [Monthly Snapshot]	Aim to Minimise	September 2016	63	45	45			Dipti Patel	Place Scrutiny
CP 2.2	% acceptable standard of cleanliness: litter [Cumulative]	Aim to Maximise	September 2016	95%	92%	92%			Dipti Patel	Place Scrutiny
CP 2.3	Percentage of household waste sent for reuse, recycling and composting [Cumulative]	Aim to Maximise	September 2016	50.56%	54.00%	54.00%			Dipti Patel	Place Scrutiny

Priority 3. • Actively promote healthy and active lifestyles for all. • Work with the public and private rented sectors to provide good quality housing. • Improve the life chances of our residents, especially our vulnerable children & adults, by working to reduce inequalities and social deprivation across our communities.

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 3.1	Proportion of older people 65 and over who were still at home 91 days after discharge from hospital to rehab/rehab [Rolling Quarter]	Aim to Maximise	September 2016	81%	86%	86%			Sharon Houlden	People Scrutiny
CP 3.2	Delayed transfers of care from hospital for social care per 100,000 population (ASCOF 2C(2)) [Year to date average]	Aim to Minimise	September 2016	1.91	1.43	1.43			Sharon Houlden	People Scrutiny
CP 3.3	The proportion of people who use services who receive direct payments (ASCOF 1C (2A)) [Year to date Snapshot]	Aim to Maximise	September 2016	29.45%	30%	30%			Sharon Houlden	People Scrutiny
CP 3.4	Proportion of adults with learning disabilities in paid employment [Monthly Snapshot]	Aim to Maximise	September 2016	10%	10%	10%			Sharon Houlden	People Scrutiny
CP 3.5	Number of Children Involved with Early Help Assessments	Aim to Maximise	September 2016	902	1,002	2,000			John O'Loughlin	People Scrutiny

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
	(cumulative)									
CP 3.6	Participation and attendance at council owned / affiliated cultural and sporting activities and events [Cumulative]	Aim to Maximise	September 2016	2,099,672	2,000,000	4,000,000	✓	↑	Scott Dolling	Place Scrutiny
CP 3.7	Public Health Responsibility Deal [Cumulative]	Aim to Maximise	September 2016	40	20	40	✓	↑	James Williams	People Scrutiny
CP 3.8	Number of people successfully completing 4 week stop smoking course [Cumulative]	Aim to Maximise	September 2016	406	530	1,300	⚠	↓	Liesel Park	People Scrutiny
CP 3.9	Take up of the NHS Health Check programme - by those eligible [Cumulative]	Aim to Maximise	September 2016	2,280	2,632	5,673	⚠	↓	Margaret Gray	People Scrutiny

Priority 4. • Maximise opportunities to enable the planning and development of quality, affordable housing. • Ensure residents have access to high quality education to enable them to be lifelong learners & have fulfilling employment. • Ensure the town is 'open for business' and that new, developing and existing enterprise is nurtured and supported. Ensure continued regeneration of the town through a culture led agenda.

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 4.3	% of Council Tax for 2016/17 collected in year [Cumulative]	Aim to Maximise	September 2016	52.70%	52.80%	97.20%	⚠	↓	Joe Chesterton	Policy & Resources Scrutiny
CP 4.4	% of Non-Domestic Rates for 2016/17 collected in year [Cumulative]	Aim to Maximise	September 2016	53.50%	54.50%	97.80%	⚠	↓	Joe Chesterton	Policy & Resources Scrutiny
CP 4.5	Major planning applications determined in 13 weeks [Cumulative]	Aim to Maximise	September 2016	91.30%	79.00%	79.00%	✓	↑	Peter Geraghty	Place Scrutiny
CP 4.6	Minor planning applications determined in 8 weeks [Cumulative]	Aim to Maximise	September 2016	90.76%	84.00%	84.00%	✓	↑	Peter Geraghty	Place Scrutiny
CP 4.7	Other planning applications determined in 8 weeks [Cumulative]	Aim to Maximise	September 2016	94.56%	90.00%	90.00%	✓	↓	Peter Geraghty	Place Scrutiny

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 4.8	Current Rent Arrears as % of rent due [Monthly Snapshot]	Aim to Minimise	September 2016	1.57%	1.7%	1.7%	✓	↓	Sharon Houlden	Policy and Resources Scrutiny
CP 4.9	The % of children in good or outstanding Schools [Monthly Snapshot]	Aim to Maximise	September 2016	88.6%	75%	75%	✓	↑	Brin Martin	People Scrutiny

Priority 5. •Work with & listen to our communities & partners to achieve better outcomes for all •Enable communities to be self-sufficient & foster pride in the town •Promote & lead an entrepreneurial, creative & innovative approach to the development of our town.

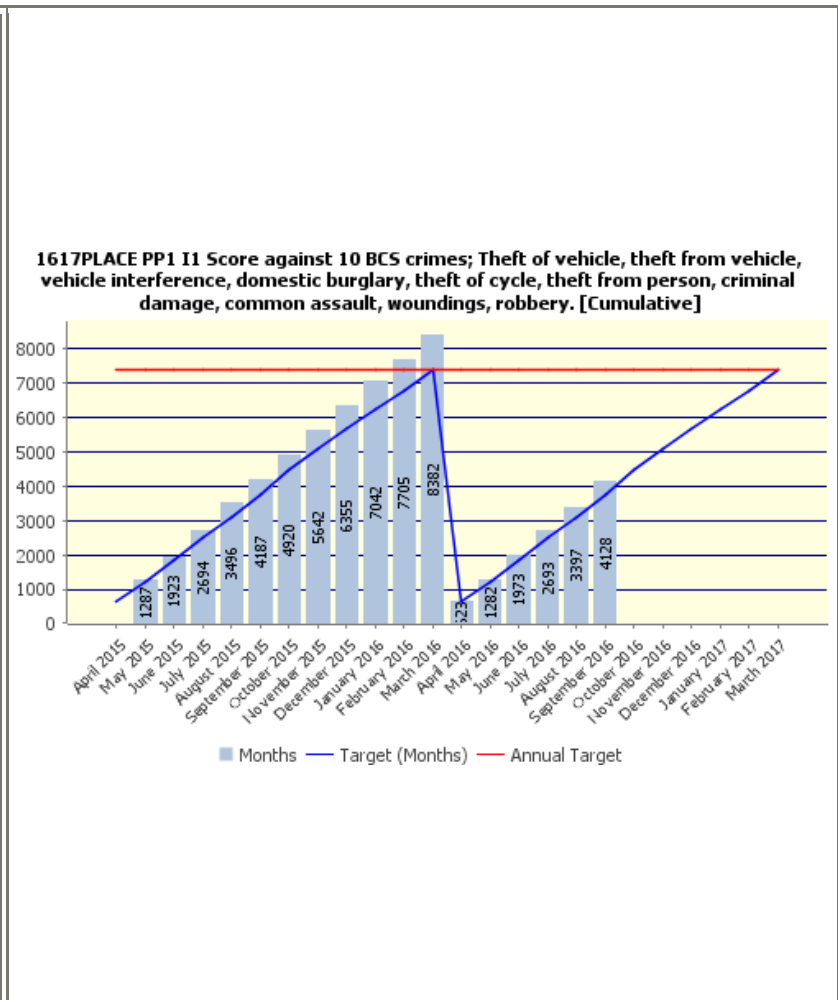
MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2016/17	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 5.1	Number of hours delivered through volunteering in Culture Services [Cumulative]	Aim to Maximise	September 2016	8,525	6,500	13,000	✓	↑		Place Scrutiny
CP 5.2	Govmetric Measurement of Satisfaction (3 Channels - Phones, Face 2 Face & Web) [Cumulative]	Aim to Maximise	September 2016	87.16%	80.00%	80.00%	✓	↓	Nick Corrigan; Joanna Ruffle	Policy & Resources Scrutiny
CP 5.3	Number of payments made online [Cumulative]	Aim to Maximise	September 2016	37,822	29,162	50,000	✓	↑	Joanna Ruffle	Policy & Resources Scrutiny
CP 5.4	Working days lost per FTE due to sickness - excluding school staff [Cumulative]	Aim to Minimise	September 2016	3.36	3.01	7.20	⚠	↓	Joanna Ruffle	Policy & Resources Scrutiny

Section 3: Detail of indicators rated Red or Amber

Priority 1. • Create a safe environment across the town for residents, workers and visitors. • Work in partnership with Essex Police and other agencies to tackle crime. • Look after and safeguard our children and vulnerable adults.
 Expected Outcome: At risk of missing target 3 Some slippage against target 1

CP 1.1	Score against 10 BCS crimes; Theft of vehicle, theft from vehicle, vehicle interference, domestic burglary, theft of cycle, theft from person, criminal damage, common assault, woundings, robbery. [Cumulative]			
Expected Outcome		Format	Aim to Minimise	
Managed By	Dipti Patel			
Year Introduced	2007			

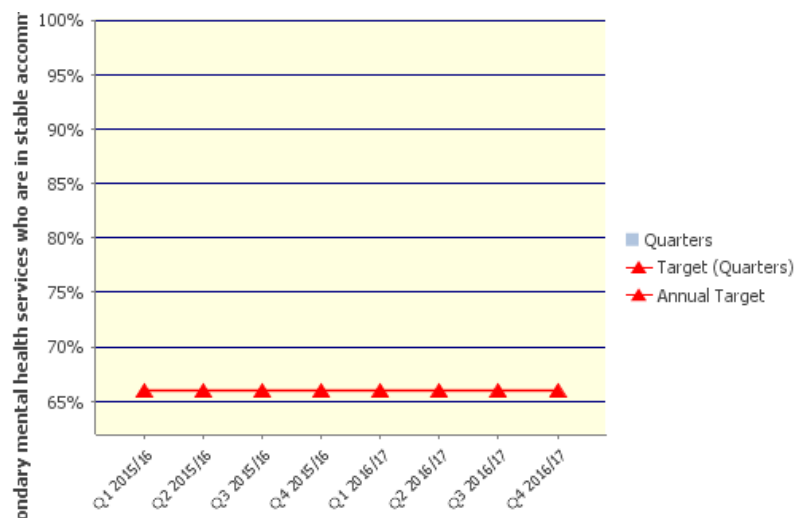
Date Range 1		
	Value	Target
April 2015	N/A	626
May 2015	1287	1231
June 2015	1923	1857
July 2015	2694	2532
August 2015	3496	3102
September 2015	4187	3773
October 2015	4920	4478
November 2015	5642	5078
December 2015	6355	5665
January 2016	7042	6235
February 2016	7705	6754
March 2016	8382	7389
April 2016	623	626
May 2016	1282	1231
June 2016	1973	1857
July 2016	2693	2532
August 2016	3397	3102
September 2016	4128	3773
October 2016		4478
November 2016		5078
December 2016		5665
January 2017		6235
February 2017		6754
March 2017		7389




Southend Community Safety Partnership have progressed a number of key recommendations from the 16/17 Strategic Intelligence Assessment. This includes a multiagency focus on certain key high crime areas such as York Road (Operation Stonegate), a review of crimes that are causing concern (violent crime), and improved strategic and operational links between the key partnership boards. The development of the Community Safety Hub will enhance partnership approaches to tackling crime and ASB within Southend. An all member briefing with senior Police officers is being held on 23 November to review crime statistics. In addition, the in-depth scrutiny review on enforcement is progressing and is due to take evidence from the Police and Crime Commissioner, among a range of other sources’ 20

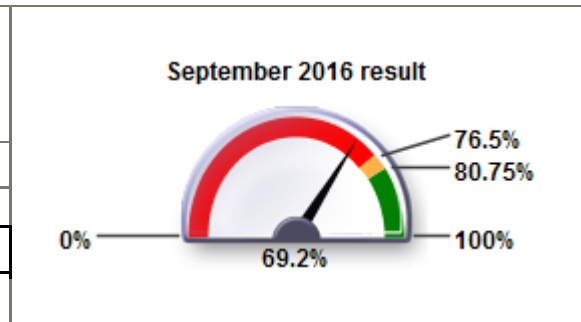
CP 1.2	Adults in contact with secondary mental health services who are in stable accommodation (ASCOF 1H) [Year to date Snapshot]			<p style="text-align: center;">September 2016 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Sharon Houlden			
Year Introduced	2013			

Date Range 1		
	Value	Target
April 2015	70.9%	66%
May 2015	71.3%	66%
June 2015	69.6%	66%
Q1 2015/16		
July 2015	70.4%	66%
August 2015	70.7%	66%
September 2015	69.9%	66%
Q2 2015/16		
October 2015	69%	66%
November 2015	68.2%	66%
December 2015	68.6%	66%
Q3 2015/16		
January 2016	69.7%	66%
February 2016	68.3%	66%
March 2016	67.5%	66%
Q4 2015/16		
April 2016	64.1%	66%
May 2016	63.5%	66%
June 2016	63.4%	66%
Q1 2016/17		
July 2016	63.7%	66%
August 2016	63.7%	66%
September 2016	63.3%	66%
Q2 2016/17		
October 2016		
November 2016		
December 2016		
Q3 2016/17		
January 2017		
February 2017		
March 2017		
Q4 2016/17		

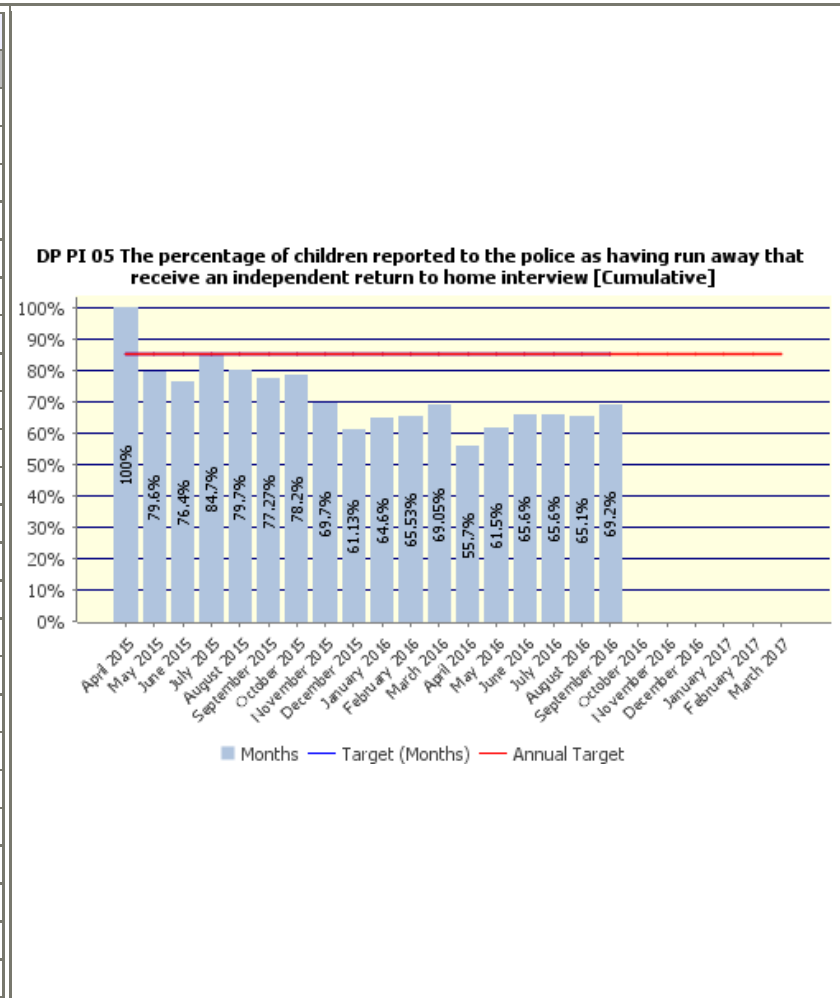


The measure is just below target with 336 clients in contact with SEPT (South Essex Partnership Trust) in stable accommodation, out of 531 in contact with SEPT.

CP 1.3	The percentage of children reported to the police as having run away that receive an independent return to home interview [Cumulative]		
Expected Outcome		Format	Aim to Maximise
Managed By	John O'Loughlin		
Year Introduced	2013		



Date Range 1		
	Value	Target
April 2015	100%	85%
May 2015	79.6%	85%
June 2015	76.4%	85%
July 2015	84.7%	85%
August 2015	79.7%	85%
September 2015	77.27%	85%
October 2015	78.2%	85%
November 2015	69.7%	85%
December 2015	61.13%	85%
January 2016	64.6%	85%
February 2016	65.53%	85%
March 2016	69.05%	85%
April 2016	55.7%	85%
May 2016	61.5%	85%
June 2016	65.6%	85%
July 2016	65.6%	85%
August 2016	65.1%	85%
September 2016	69.2%	85%
October 2016		
November 2016		
December 2016		
January 2017		
February 2017		
March 2017		




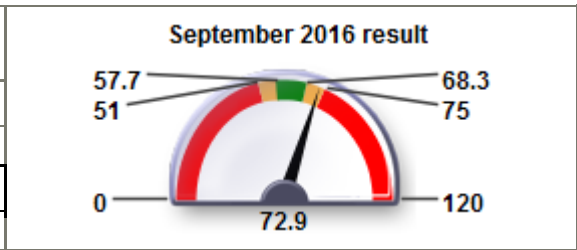
For September 2016 the figure of 69.2% is made up of 281 successful visits, 82 unsuccessful visits (visits refused by the child/young person or the young person wasn't seen during the visit) and 43 outstanding visits.

Currently the percentage of successful visits for missing children living in the local area is 76.1%, while 94.8% have been offered a visit.

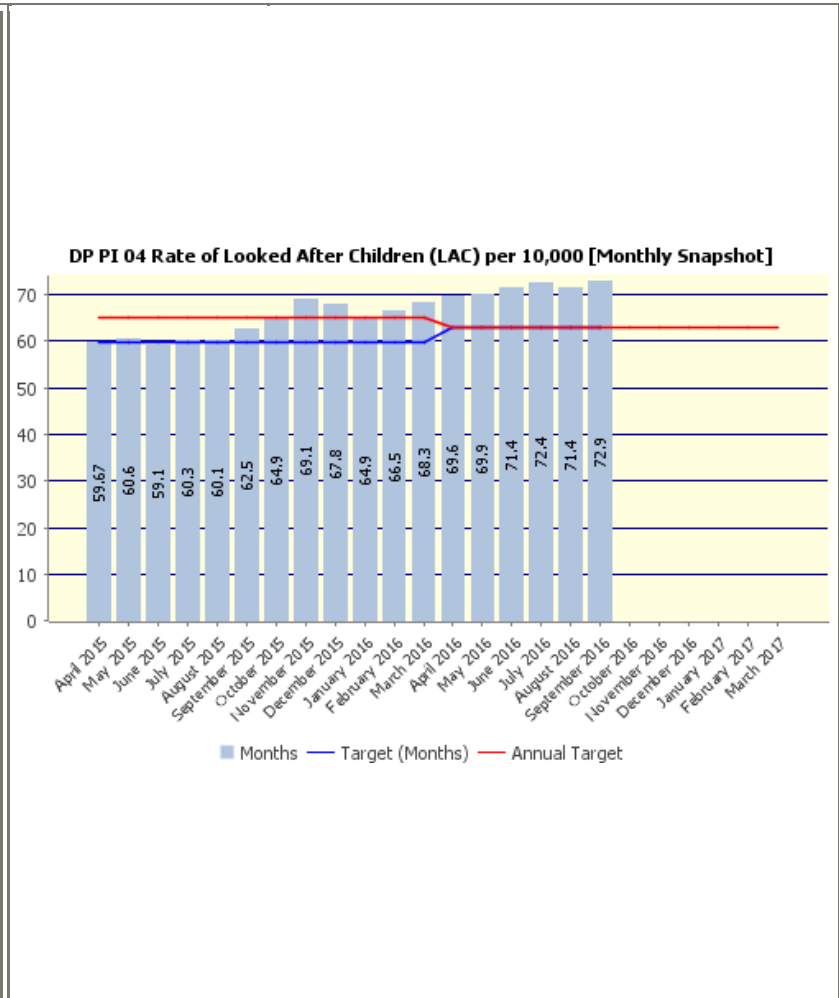
The percentage of successful visits for children looked after by Southend but placed out of borough is 61.0%, with 76.3% offered a visit.

The percentage of successful visits for children looked after by other local authorities placed in Southend is 26.3%, with 63.2% offered a visit.

CP 1.5	Rate of Looked After Children (LAC) per 10,000 [Monthly Snapshot]		
Expected Outcome		Format	Goldilocks
Managed By	John O'Loughlin		
Year Introduced			




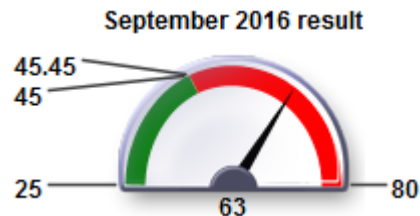
Date Range 1		
	Value	Target
April 2015	59.67	59.7
May 2015	60.6	59.7
June 2015	59.1	59.7
July 2015	60.3	59.7
August 2015	60.1	59.7
September 2015	62.5	59.7
October 2015	64.9	59.7
November 2015	69.1	59.7
December 2015	67.8	59.7
January 2016	64.9	59.7
February 2016	66.5	59.7
March 2016	68.3	59.7
April 2016	69.6	57.3-68.3
May 2016	69.9	57.3-68.3
June 2016	71.4	57.3-68.3
July 2016	72.4	57.3-68.3
August 2016	71.4	57.3-68.3
September 2016	72.9	57.3-68.3
October 2016		
November 2016		
December 2016		
January 2017		
February 2017		
March 2017		



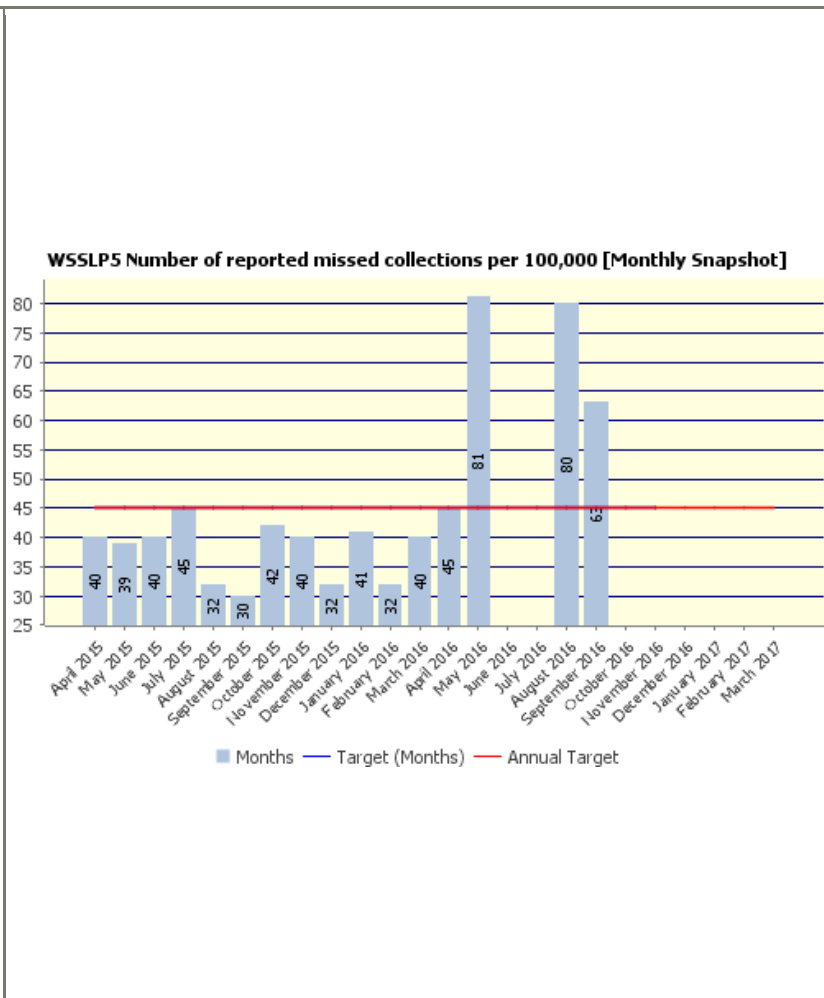
The number of looked after children remain above target at 72.9 per 10,000 population against a target range of 57.3-68.3. The Children's Service Improvement plan will address some of this as it is anticipated that more children will be supported to remain with their family. In addition work is being undertaken to design a service to support the parent's of adolescents to give appropriate parenting to their children during times of crisis preventing them from becoming looked after. A panel to decide whether children should become looked after is in development and this should also lead to a reduction in numbers of looked after children. These changes will take some time to implement. The changes will begin to take effect during quarter 4.

Priority 2. • Continue to promote the use of green technology and initiatives to benefit the local economy and environment. • Encourage and enforce high standards of environmental stewardship.
 Expected Outcome: At risk of missing target 1 Some slippage against target 1

CP 2.1	Number of reported missed collections per 100,000 [Monthly Snapshot]		
Expected Outcome		Format	Aim to Minimise
Managed By	Dipti Patel		
Year Introduced			



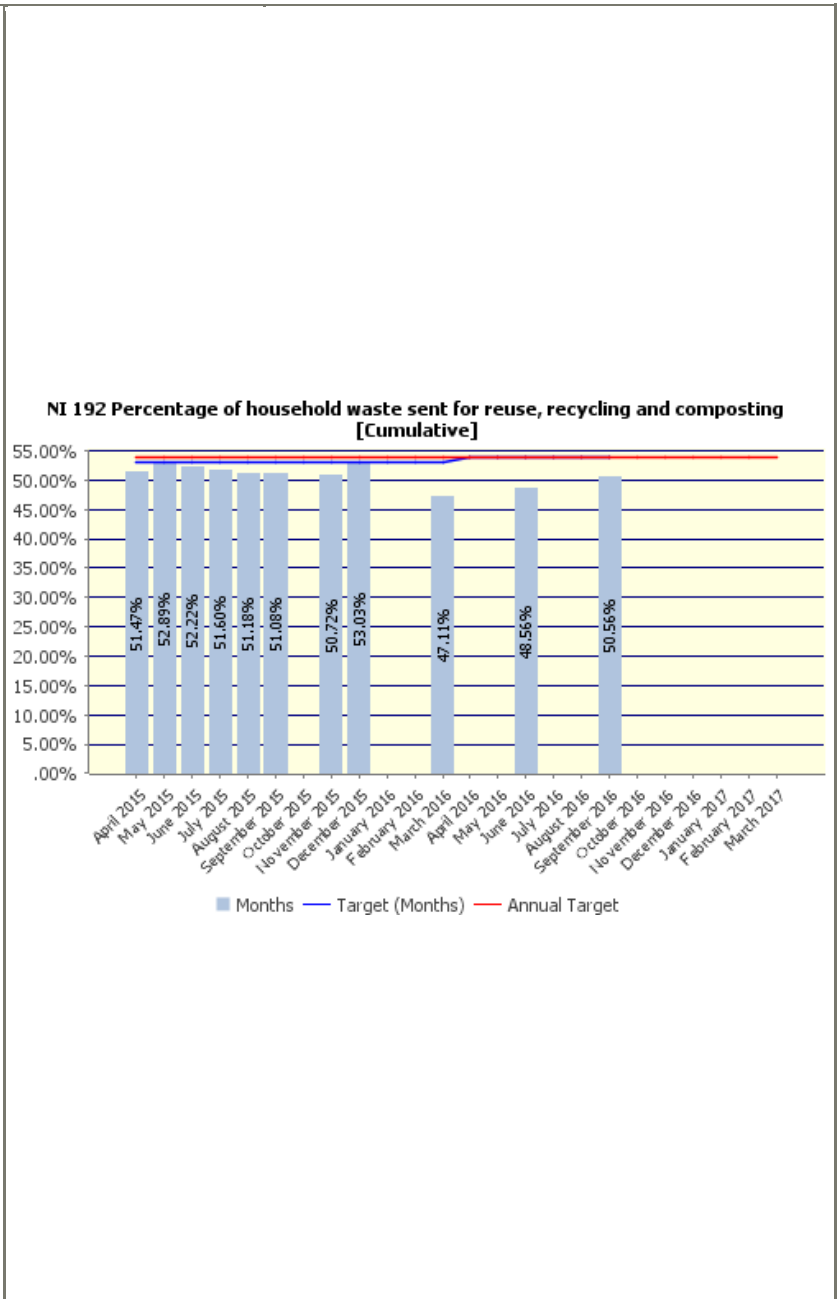
Date Range 1		
	Value	Target
April 2015	40	45
May 2015	39	45
June 2015	40	45
July 2015	45	45
August 2015	32	45
September 2015	30	45
October 2015	42	45
November 2015	40	45
December 2015	32	45
January 2016	41	45
February 2016	32	45
March 2016	40	45
April 2016	45	45
May 2016	81	45
June 2016	N/A	45
July 2016	N/A	45
August 2016	80	45
September 2016	63	45
October 2016		45
November 2016		45
December 2016		
January 2017		
February 2017		
March 2017		



Missed collections are returning to normal low levels as the roll out has completed, also increased collections by 460,000 per month. This includes New Paper/Card Collection, Garden Waste Collection, reintroduction of Textiles Collection and WEEE (waste electrical and electronic equipment) collections that will make this a challenging target but one that we still aim to meet by end of year

CP 2.3	Percentage of household waste sent for reuse, recycling and composting [Cumulative]		<p>September 2016 result</p> <p>51.30%</p> <p>54.00%</p> <p>100.00%</p> <p>50.56%</p> <p>0.00%</p>
Expected Outcome		Format Aim to Maximise	
Managed By	Dipti Patel		
Year Introduced	2008		


Date Range 1		
	Value	Target
April 2015	51.47%	53.00%
May 2015	52.89%	53.00%
June 2015	52.22%	53.00%
Q1 2015/16		
July 2015	51.60%	53.00%
August 2015	51.18%	53.00%
September 2015	51.08%	53.00%
Q2 2015/16		
October 2015		53.00%
November 2015	50.72%	53.00%
December 2015	53.03%	53.00%
Q3 2015/16		
January 2016		53.00%
February 2016		53.00%
March 2016	47.11%	53.00%
Q4 2015/16		
April 2016	N/A	54.00%
May 2016	N/A	54.00%
June 2016	48.56%	54.00%
Q1 2016/17		
July 2016	N/A	54.00%
August 2016	N/A	54.00%
September 2016	50.56%	54.00%
Q2 2016/17		
October 2016		
November 2016		
December 2016		
Q3 2016/17		
January 2017		
February 2017		
March 2017		
Q4 2016/17		

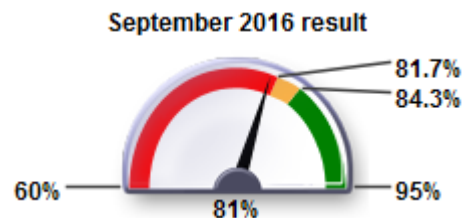


September update - * This figure currently is unvalidated, by the end of December 2016 this data should be validated. Veolia completed their new waste collection service roll out which included a new blue box recycling service stream, which will take time to embed across the borough. There is also a national downturn in recycling rates in the Essex region, which has seen a decrease in recycling rates. It is a very challenging target and too early to predict end of year performance at the moment.

Priority 3. • Actively promote healthy and active lifestyles for all. • Work with the public and private rented sectors to provide good quality housing • Improve the life chances of our residents, especially our vulnerable children & adults, by working to reduce inequalities and social deprivation across our communities.

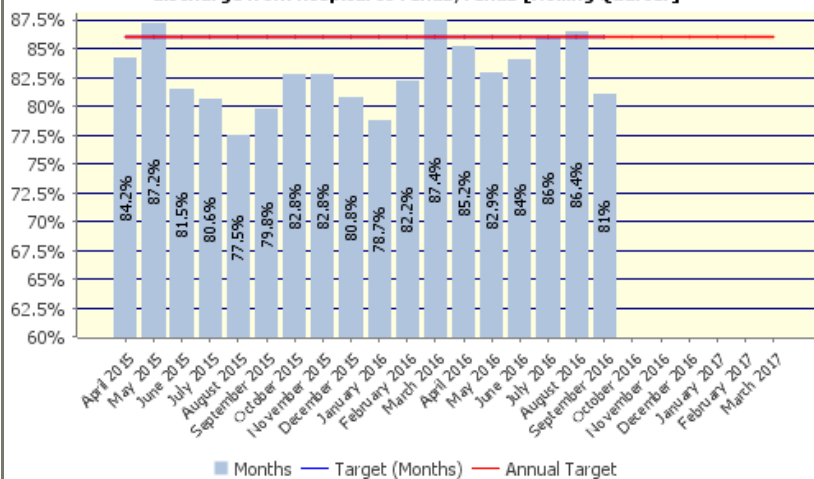
Expected Outcome: At risk of missing target 2 Some slippage against target 4

CP 3.1	Proportion of older people 65 and over who were still at home 91 days after discharge from hospital to rehab/rehab [Rolling Quarter]		
Expected Outcome		Format	Aim to Maximise
Managed By	Sharon Houlden		
Year Introduced			




Date Range 1		
	Value	Target
April 2015	84.2%	86%
May 2015	87.2%	86%
June 2015	81.5%	86%
Q1 2015/16		
July 2015	80.6%	86%
August 2015	77.5%	86%
September 2015	79.8%	86%
Q2 2015/16		
October 2015	82.8%	86%
November 2015	82.8%	86%
December 2015	80.8%	86%
Q3 2015/16		
January 2016	78.7%	86%
February 2016	82.2%	86%
March 2016	87.4%	86%
Q4 2015/16		
April 2016	85.2%	86%
May 2016	82.9%	86%
June 2016	84%	86%
Q1 2016/17		
July 2016	86%	86%
August 2016	86.4%	86%
September 2016	81%	86%
Q2 2016/17		
October 2016		
November 2016		
December 2016		
Q3 2016/17		
January 2017		
February 2017		
March 2017		
Q4 2016/17		

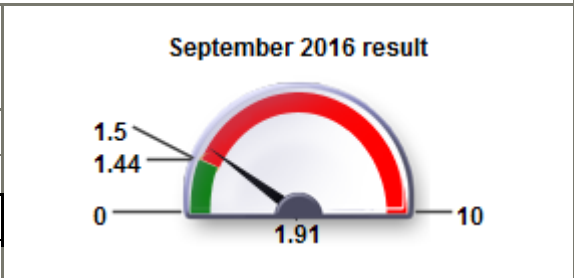
ACS SC 12 Proportion of older people 65 and over who were still at home 91 days after discharge from hospital to rehab/rehab [Rolling Quarter]



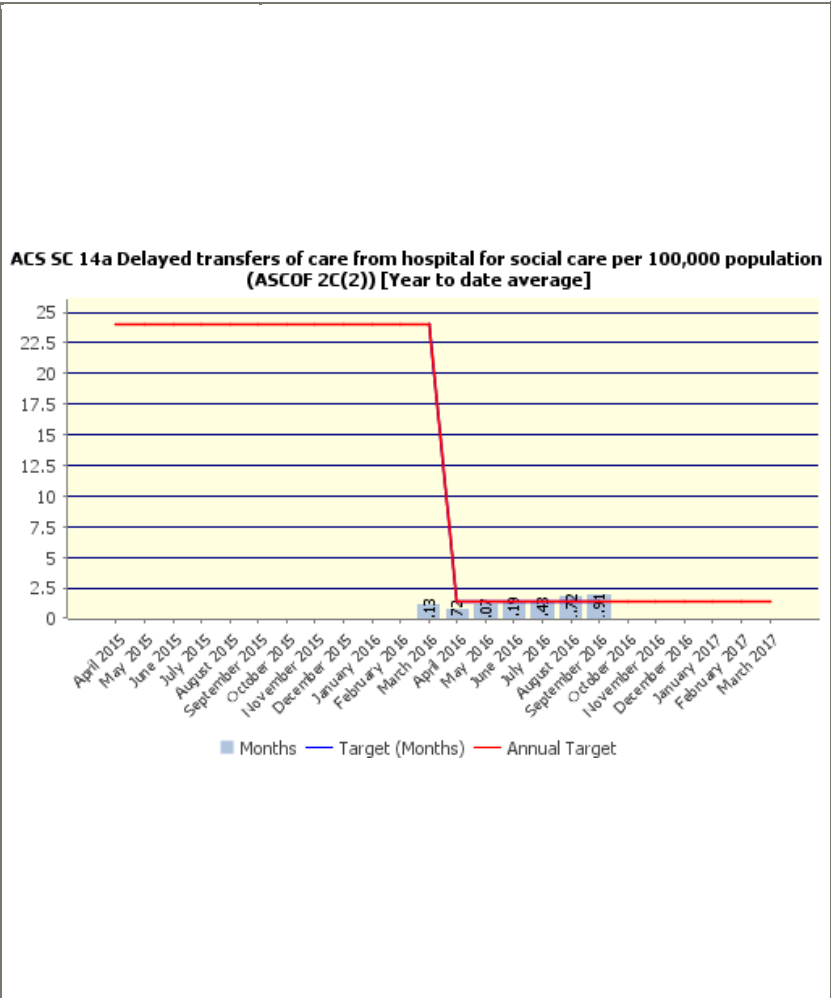
For the period April - June which is reported 3 months later in September 2016, 79 people started

reablement, of which 64 were at home 91 days later, which is 81%.


CP 3.2	Delayed transfers of care from hospital for social care per 100,000 population (ASCOF 2C(2)) [Year to date average]		
Expected Outcome		Format	Aim to Minimise
Managed By	Sharon Houlden		
Year Introduced			

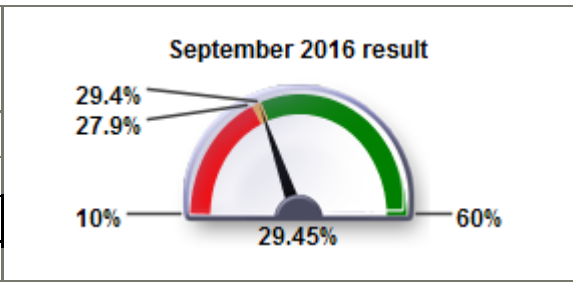


Date Range 1		
	Value	Target
April 2015		
May 2015		
June 2015		
July 2015		
August 2015		
September 2015		
October 2015		
November 2015		
December 2015		
January 2016		
February 2016		
March 2016	1.13	24
April 2016	0.72	1.43
May 2016	1.07	1.43
June 2016	1.19	1.43
July 2016	1.43	1.43
August 2016	1.72	1.43
September 2016	1.91	1.43
October 2016		
November 2016		
December 2016		
January 2017		
February 2017		
March 2017		

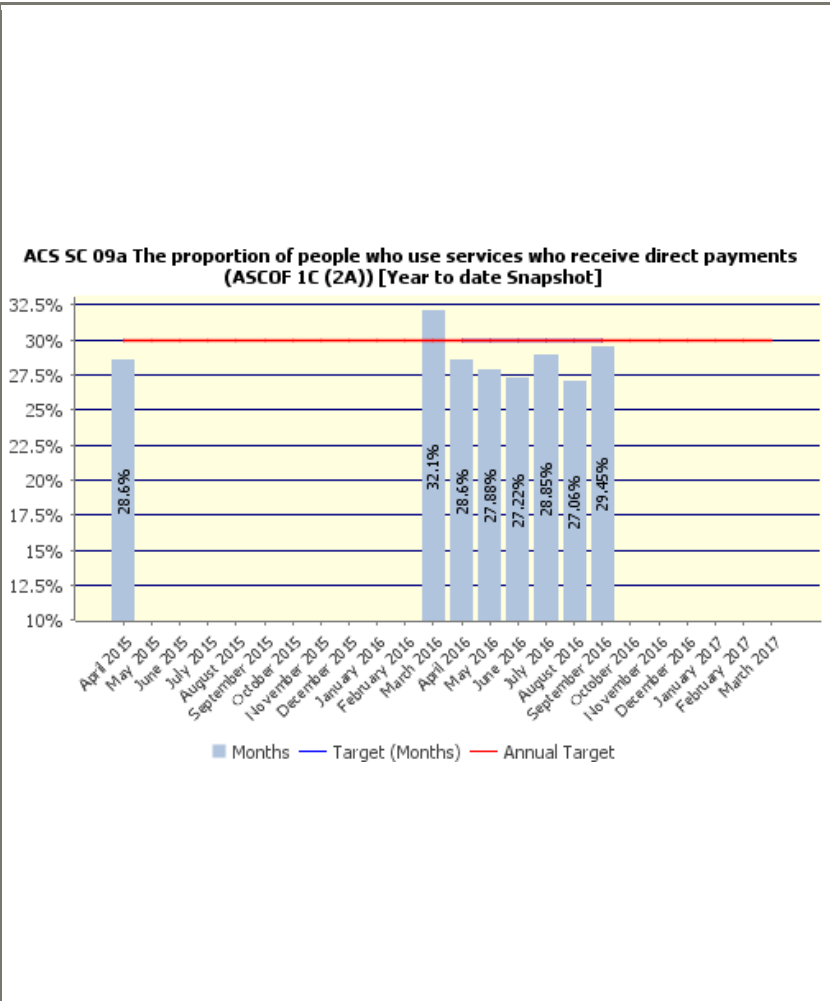


There have been 16 delays attributed to Social Care so far this year. This is made up of 13 delays from the acute side (Southend Hospital) and 3 from the Non-Acute (SEPT/Rochford). Our current performance remains above the regional average.


CP 3.3	The proportion of people who use services who receive direct payments (ASCOF 1C (2A)) [Year to date Snapshot]		
Expected Outcome		Format	Aim to Maximise
Managed By	Sharon Houlden		
Year Introduced			

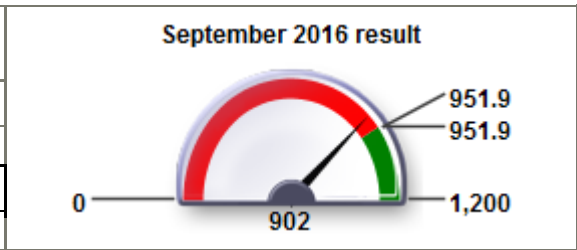


Date Range 1		
	Value	Target
April 2015	28.6%	30%
May 2015		
June 2015		
July 2015		
August 2015		
September 2015		
October 2015		
November 2015		
December 2015		
January 2016		
February 2016	N/A	
March 2016	32.1%	
April 2016	28.6%	30%
May 2016	27.88%	30%
June 2016	27.22%	30%
July 2016	28.85%	30%
August 2016	27.06%	30%
September 2016	29.45%	30%
October 2016		
November 2016		
December 2016		
January 2017		
February 2017		
March 2017		

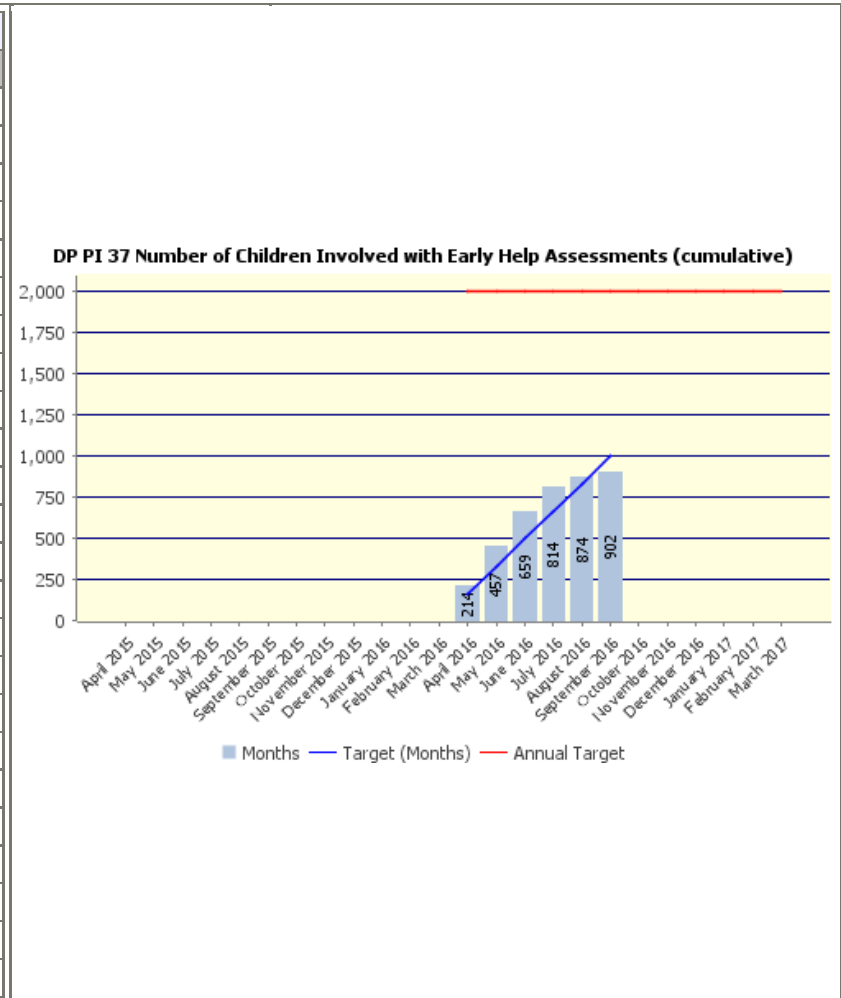


Further October update- this increase is due to staff being reminded in supervisions and appraisals and team meetings We have also had adults wishing to take a DP to move to a Dom care provider of their choice


CP 3.5	Number of Children Involved with Early Help Assessments (cumulative)		
Expected Outcome		Format	Aim to Maximise
Managed By	John O'Loughlin		
Year Introduced			

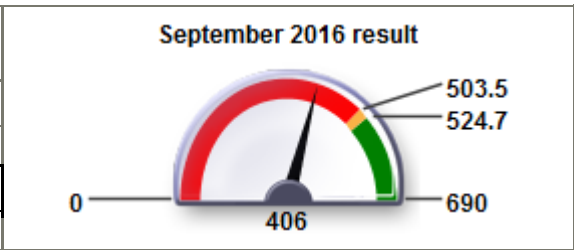


Date Range 1		
	Value	Target
April 2015		
May 2015		
June 2015		
July 2015		
August 2015		
September 2015		
October 2015		
November 2015		
December 2015		
January 2016		
February 2016		
March 2016		
April 2016	214	167
May 2016	457	333
June 2016	659	500
July 2016	814	668
August 2016	874	835
September 2016	902	1,002
October 2016		
November 2016		
December 2016		
January 2017		
February 2017		
March 2017		

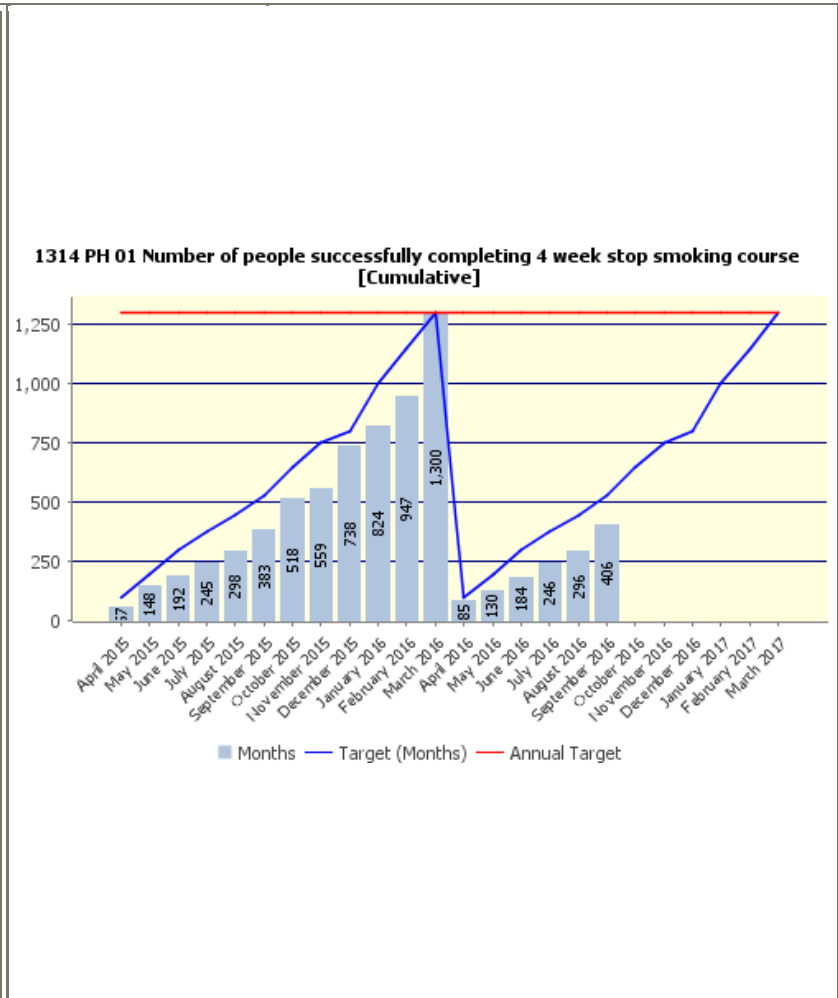


The number of children involved in EHA is below target this month. The numbers are currently draft whilst we continue to refine our database. We expect the numbers to increase next month when reporting mechanisms are refined and referrals from schools increase after the dip in the summer holidays.


CP 3.8	Number of people successfully completing 4 week stop smoking course [Cumulative]		
Expected Outcome		Format	Aim to Maximise
Managed By	Liesel Park		
Year Introduced			

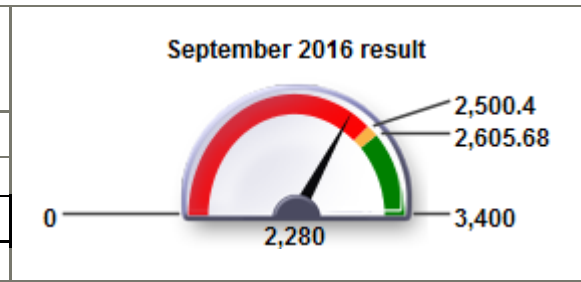


Date Range 1		
	Value	Target
April 2015	57	100
May 2015	148	200
June 2015	192	300
July 2015	245	380
August 2015	298	450
September 2015	383	530
October 2015	518	650
November 2015	559	750
December 2015	738	800
January 2016	824	1,000
February 2016	947	1,150
March 2016	1,300	1,300
April 2016	85	100
May 2016	130	200
June 2016	184	300
July 2016	246	380
August 2016	296	450
September 2016	406	530
October 2016		650
November 2016		750
December 2016		800
January 2017		1,000
February 2017		1,150
March 2017		1,300

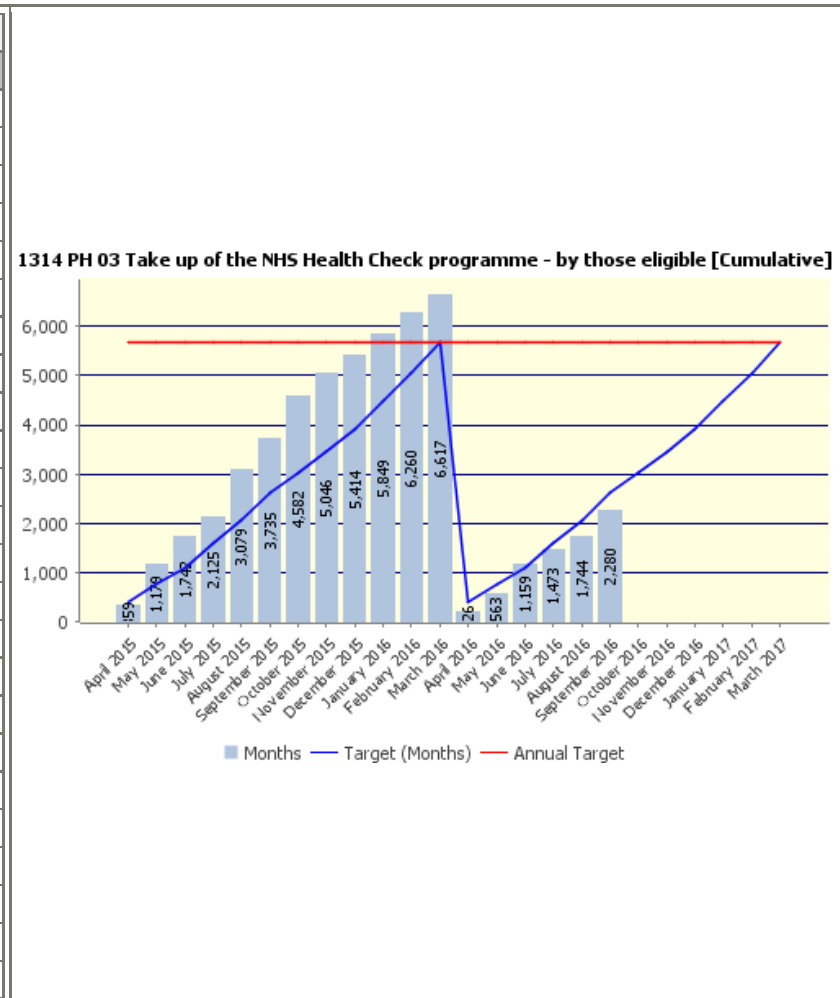


Final quit data for September is unlikely to be available until the end of November 2016. Department of Health guidelines state that successful quits can be registered up to 42 days after a quit date is set.

CP 3.9	Take up of the NHS Health Check programme - by those eligible [Cumulative]		
Expected Outcome		Format	Aim to Maximise
Managed By	Margaret Gray		
Year Introduced			



Date Range 1		
	Value	Target
April 2015	359	406
May 2015	1,179	763
June 2015	1,742	1,120
July 2015	2,125	1,592
August 2015	3,079	2,064
September 2015	3,735	2,632
October 2015	4,582	3,038
November 2015	5,046	3,443
December 2015	5,414	3,914
January 2016	5,849	4,482
February 2016	6,260	5,050
March 2016	6,617	5,673
April 2016	226	406
May 2016	563	763
June 2016	1,159	1,120
July 2016	1,473	1,592
August 2016	1,744	2,064
September 2016	2,280	2,632
October 2016		3,038
November 2016		3,443
December 2016		3,914
January 2017		4,482
February 2017		5,050
March 2017		5,673



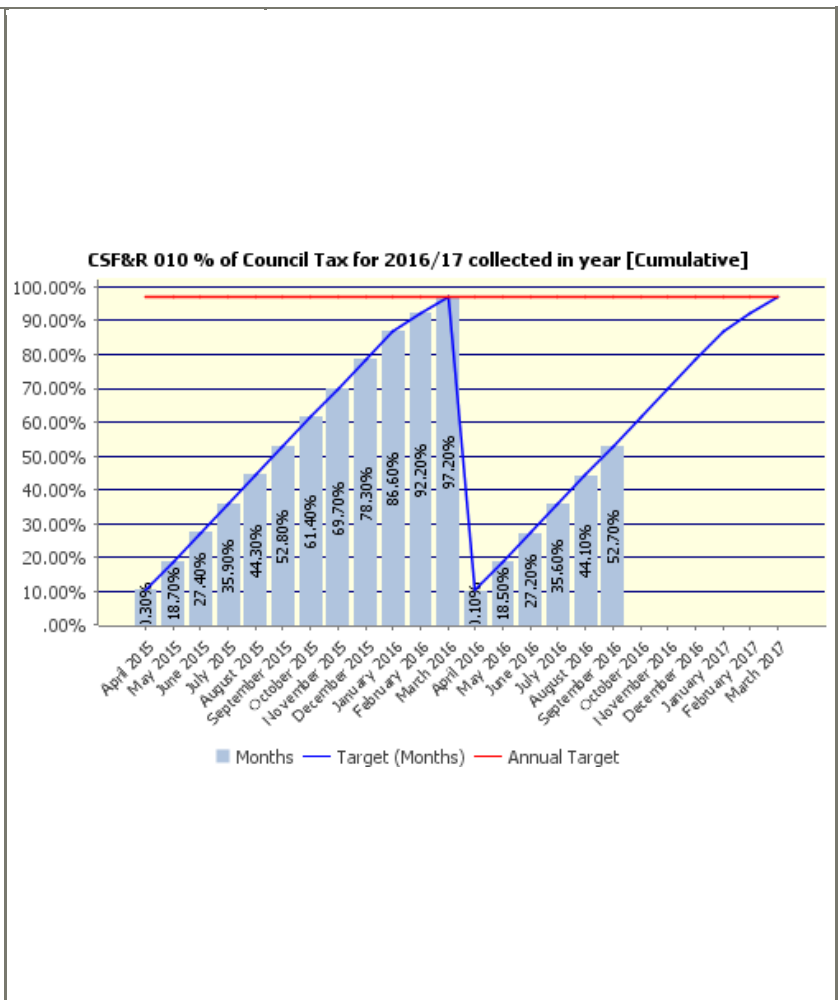
Data from the outreach provider has been received and is being verified. This data will be included in the figures for next month.
The health check trajectory remains on track to hit target by the end of the year.

Priority 4. • Maximise opportunities to enable the planning and development of quality, affordable housing. • Ensure residents have access to high quality education to enable them to be lifelong learners & have fulfilling employment. • Ensure the town is 'open for business' and that new, developing and existing enterprise is nurtured and supported. Ensure continued regeneration of the town through a culture led agenda.


Expected Outcome: Some slippage against target 2

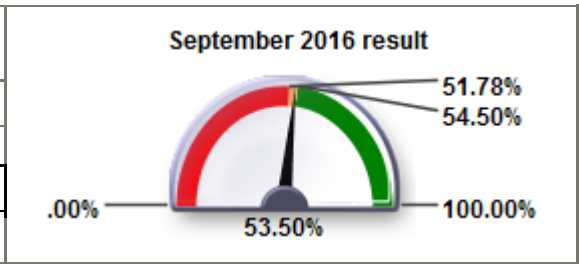
CP 4.3	% of Council Tax for 2016/17 collected in year [Cumulative]			<p>September 2016 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Joe Chesterton			
Year Introduced	2000			

Date Range 1		
	Value	Target
April 2015	10.30%	10.20%
May 2015	18.70%	18.50%
June 2015	27.40%	27.20%
July 2015	35.90%	35.80%
August 2015	44.30%	44.40%
September 2015	52.80%	52.60%
October 2015	61.40%	61.40%
November 2015	69.70%	69.80%
December 2015	78.30%	78.40%
January 2016	86.60%	86.80%
February 2016	92.20%	92.40%
March 2016	97.20%	97.00%
April 2016	10.10%	10.30%
May 2016	18.50%	18.70%
June 2016	27.20%	27.40%
July 2016	35.60%	35.90%
August 2016	44.10%	44.30%
September 2016	52.70%	52.80%
October 2016		61.40%
November 2016		69.70%
December 2016		78.30%
January 2017		86.80%
February 2017		92.20%
March 2017		97.20%

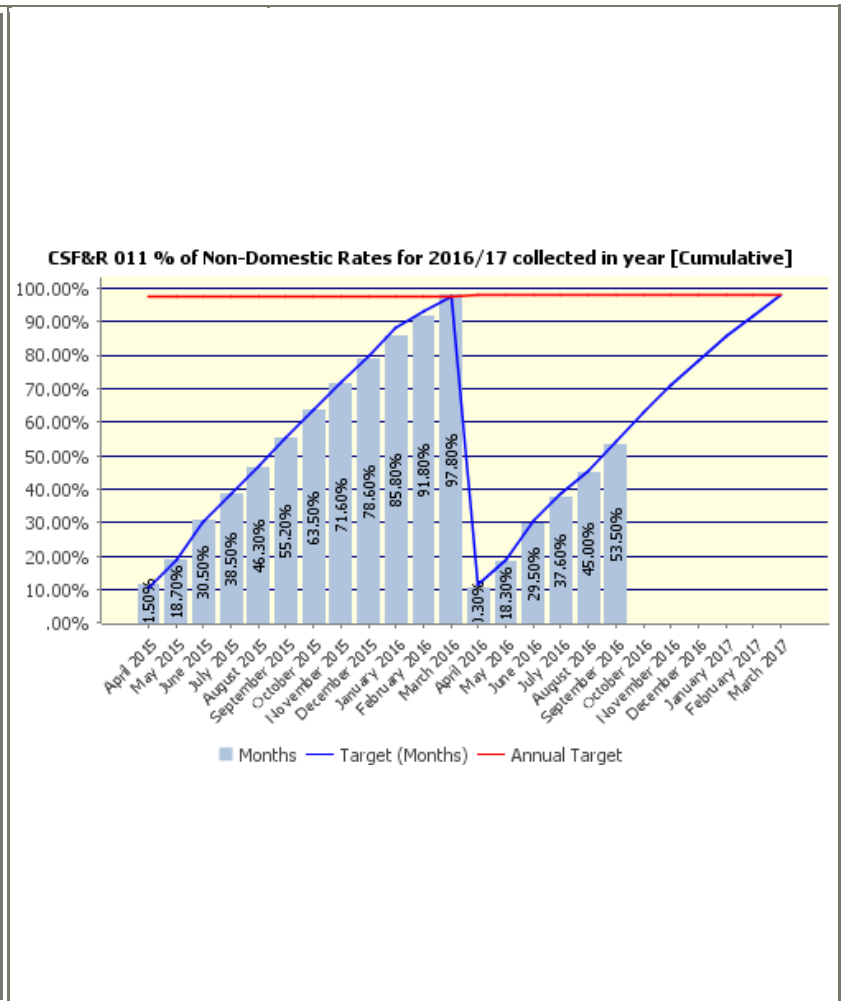


Although collection is slightly down in Council Tax for the current financial year targeted recovery is now underway to increase collection over the remaining months to reach the end of year target. Since 1st April 2016 the net collectable position has increased due to new properties and the removal of single person discounts from the review that has just taken place.

CP 4.4	% of Non-Domestic Rates for 2016/17 collected in year [Cumulative]		
Expected Outcome		Format	Aim to Maximise
Managed By	Joe Chesterton		
Year Introduced	2000		



Date Range 1		
	Value	Target
April 2015	11.50%	10.30%
May 2015	18.70%	18.70%
June 2015	30.50%	30.40%
July 2015	38.50%	38.70%
August 2015	46.30%	46.80%
September 2015	55.20%	55.10%
October 2015	63.50%	63.50%
November 2015	71.60%	71.70%
December 2015	78.60%	79.80%
January 2016	85.80%	88.00%
February 2016	91.80%	93.00%
March 2016	97.80%	97.60%
April 2016	10.30%	11.30%
May 2016	18.30%	18.70%
June 2016	29.50%	30.50%
July 2016	37.60%	38.50%
August 2016	45.00%	45.50%
September 2016	53.50%	54.50%
October 2016		62.90%
November 2016		71.10%
December 2016		78.20%
January 2017		85.50%
February 2017		91.60%
March 2017		97.80%



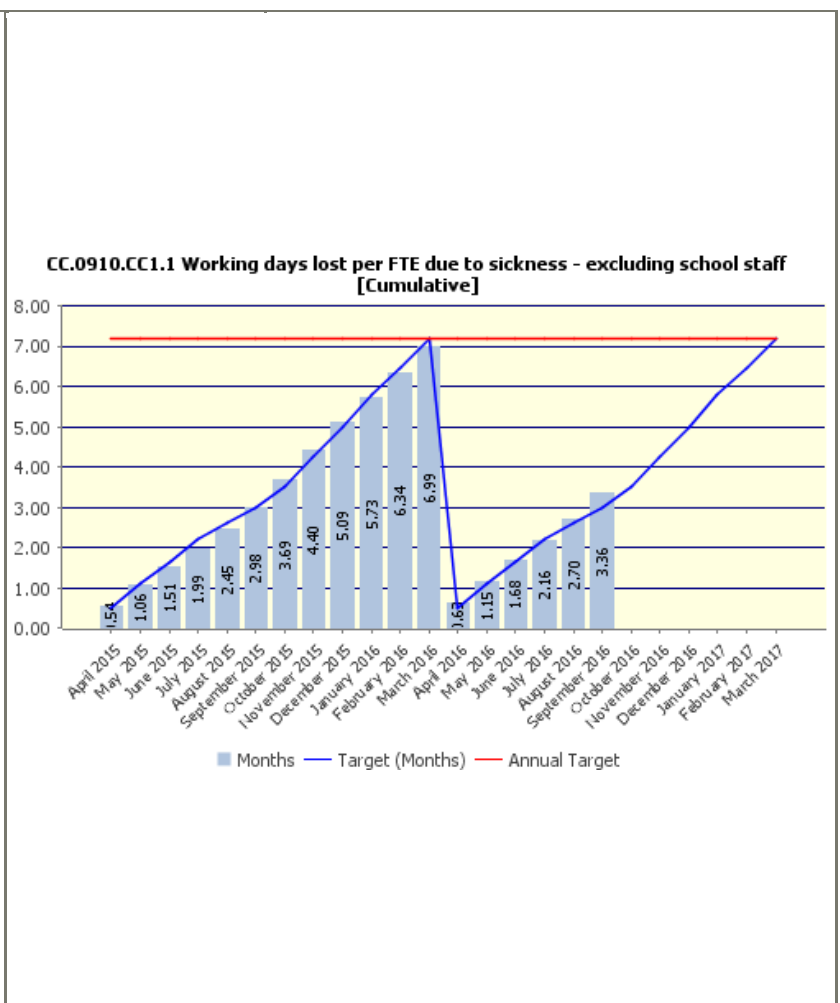
For NDR we have identified a few ratepayers who last year paid in full at the beginning of the year and now have changed to monthly instalments. We have been profiling and are confident collection will be on target at the end of the financial year. We are now receiving payments from Enforcement Agents on debts that have recently been issued to them for collection.

Priority 5. •Work with & listen to our communities & partners to achieve better outcomes for all
 •Enable communities to be self-sufficient & foster pride in the town • Promote & lead an entrepreneurial, creative & innovative approach to the development of our town.

Expected Outcome: Some slippage against target 1

CP 5.4	Working days lost per FTE due to sickness - excluding school staff [Cumulative]			<p>September 2016 result</p> <p>3.16 3.04 0.00 3.36 10.00</p>
Expected Outcome		Format	Aim to Minimise	
Managed By	Joanna Ruffle			
Year Introduced	2009			

Date Range 1		
	Value	Target
April 2015	0.54	0.51
May 2015	1.06	1.10
June 2015	1.51	1.65
July 2015	1.99	2.21
August 2015	2.45	2.61
September 2015	2.98	3.01
October 2015	3.69	3.51
November 2015	4.40	4.25
December 2015	5.09	4.97
January 2016	5.73	5.80
February 2016	6.34	6.47
March 2016	6.99	7.20
April 2016	0.63	0.51
May 2016	1.15	1.10
June 2016	1.68	1.65
July 2016	2.16	2.21
August 2016	2.70	2.61
September 2016	3.36	3.01
October 2016		3.51
November 2016		4.25
December 2016		4.97
January 2017		5.80
February 2017		6.47
March 2017		7.20



For the last two months the council has been above target for sickness absence, and is currently above for the cumulative target. HR continue to support departments with absence management by providing advice and guidance. DMT's continue to work with HR BP's to ensure high sickness levels are being addressed.



Revenue Budget Monitoring 2016/17

Period 6

**as at 30 September 2016
Portfolio Summary**

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1. Commentary

This report outlines the budget monitoring position for the General Fund and Housing Revenue Account for 2016/17, based on the views of the Directors and their Management Teams, in light of expenditure and income to 30 September 2016.

The starting point for the budget monitoring is the original budget as agreed by Council in February 2016. Therefore, the full cost budget is being monitored, including fully allocated Management, Administrative and Technical Services (MATS) and capital financing costs. As at the end of September, corporate savings of £200,000 have still to be allocated to service departments and this will be done in the coming months as the detailed allocations are finalised by directors.

2. Overall Budget Performance – General Fund

An overspend to the overall Council budget of £920,000 is currently being forecast for the year-end. This position reflects a projected overspend of £1,058,000 in Council departmental spending and a £138,000 underspend on financing costs. The budget pressures which services are reporting are detailed in section 3 below. The forecast overspend will be met by earmarked reserves.

General Fund Portfolio Forecast Comparison 2016/17 at 30 September 2016 - Period 6

Portfolio	Latest Budget 2016/17 £000	Projected Outturn 2016/17 £000	September Forecast Variance £000	August Forecast Variance £000
Leader	3,703	3,503	(200)	-
Culture, Tourism and the Economy	14,714	14,914	200	100
Corporate and Community Support Services	2,836	2,866	30	35
Housing, Planning & Public Protection Services	10,609	10,639	30	29
Children & Learning	31,180	31,835	655	655
Health & Adult Social Care	42,498	42,698	200	200
Transport, Waste & Cleansing	23,092	23,235	143	135
Technology	147	147	-	-
Total Portfolio	128,779	129,837	1,058	1,154
Non-Service Areas	(5,573)	(6,631)	(1,058)	(1,154)
Net Expenditure / (Income)	123,206	123,206	0	0

Where Portfolios are forecasting an overspend by the end of the year, the relevant Director has been advised that appropriate action plans must be in place to address any projected overspend position so that a balanced budget for the Council is produced by the year end.

3. Service Variances - £1,058,000 forecast overspend

The key variances are as shown in the following table:-

Portfolio	Unfavourable £(000)	Favourable £(000)	Net £(000)
<u>Leader</u>			
Release of Legal Provision		(200)	
	0	(200)	(200)
<u>Culture, Tourism and the Economy</u>			
Southend Pier - Loss of income due to repair of pile caps	150		
Grounds Maintenance - Additional peak relief staff due to weather conditions	60		
Golf course - reduced income due to lower user numbers	50		
The Forum - Facilities Management contract can't be renegotiated yet	100		
Leisure Management - Newly tendered contract saving		(160)	
	360	(160)	200
<u>Corporate and Community Support</u>			
Democratic Services Staffing	10		
Benefits Admin Team Staffing	90		
Council Tax Court Income		(50)	
Vacancies in Corporate Procurement		(20)	
	100	(70)	30
<u>Housing, Planning & Public Protection Services</u>			
Regulatory Services - Legal advice	13		
Tables and chairs income	22		
Minor variances		(5)	
	35	(5)	30
<u>Children and Learning</u>			
Children's Placements - high cost children with disabilities, and cost of direct payments	30		
Children's Placements - forecast for current cohort of looked after children	330		
Staffing costs on qualified social workers	175		
Legal charges for children in care - high case load	90		
Forecast on current in-house fostering placements and impact of Troubled Families programme	200		
Home to School Education Transport - lower demand and contract management		(10)	
		(60)	
School Improvement staff vacancies		(100)	
	825	(170)	655

...Continued		
Health and Adult Social Care		
People with a Learning Disability - Lower than estimated residential care placements and direct payments		(226)
People with Mental Health Needs - Higher than estimated residential care placements, direct payments and supported living	583	
Older People - Reduced residential care packages		(212)
Physical and Sensory Impairment - Higher than estimated residential care placements	86	
Pressure against budgeted vacancy levels	29	
Health contribution towards Integrated commissioning		(48)
Underspend on service contracts		(12)
	698	(498)
		200
Transport, Waste & Cleansing		
Concessionary fares - based on consultant estimate	80	
Travel Centre - additional security required for site	60	
Street lighting - full year benefits not expected to be achieved	297	
Traffic Signals - reduced repairs and maintenance costs		(51)
Street works Common Permit Scheme - S.74 penalties		(448)
Highways maintenance - rechargeable works	140	
Structural maintenance - footway repairs	203	
Traffic Management - reduction in contractor costs		(82)
Decriminalised parking - delay in new contract implementation	114	
Decriminalised parking - increased estimated bad debt provision at year end	160	
Decriminalised parking - reduction in income	100	
Parking management - income from on- and off-street provision		(400)
Flood Defences - vacant posts		(70)
Business Support - Low staff turnover resulting in vacancy factor pressure	40	
	1,194	(1,051)
		143
Technology		
	0	0
		0
Total	3,212	(2,154)
		1,058

Non Service Variances (£138,000 forecast underspend)

Financing Costs – (£138K)

This provision is forecast to be underspent against budget at the year-end as; PWLB interest (£320K) due to reduced borrowing; reduced interest from in-house investments due to reduced interest rates £120K; interest on short term borrowing (£40K); interest property funds £100K; other £2K.

4. Appropriations to / from Earmarked Reserves

Net appropriations from Earmarked Reserves totalling £3,874,000 were agreed by Council when setting the 2016/17 budget in February 2016. The current outturn position allows for further in-year net appropriations from reserves, totalling £1,781,990. Total net appropriations from / (to) reserves for 2016/17 will therefore equal £5,655,990.

- £209,000 from the Business Transformation Reserve to enable the progression of various projects.
- £166,700 from the Earmarked Reserves relating to Social Work Training grants and the Practice Learning Fund

- £37,000 from the Specific Projects Reserve to cover costs relating to the Phase 3 Printing Review
- £250,000 from the Queensway Reserve to cover on-going revenue costs of the project
- £199,290 from the Public Health Reserve to fund services
- £920,000 appropriation from reserves at the year end to offset project overspend

£1,781,990

5. Revenue Contributions to Capital Outlay (RCCO)

The original budget for 2016/17 included planned revenue contributions for capital investments, via the use of Earmarked Reserves, of £6,472,000.

6. Performance against Budget savings targets for 2016/17

As part of setting the Council budget for 2016/17, a schedule of Departmental and Corporate savings was approved totalling £10.086 million. These are required to achieve a balanced budget.

A monthly exercise is in place to monitor the progress of the delivery of these savings. A breakdown, by RAG status, of the Departmental Savings is shown below:

	Red £000	Amber £000	Green £000	Original Savings Total £000	Projected Outturn £000	Forecast Variance £000
Department						
Corporate Services	0	337	1,071	1,408	1,408	0
People	260	3,547	1,504	5,311	5,015	(296)
Place	250	1,090	2,027	3,367	2,827	(540)
Total	510	4,974	4,602	10,086	9,250	(836)

Although the current forecast is showing a shortfall of £836,000 against the required savings total of £10.086 million, it is currently expected that the total savings will be delivered in full as part of each Department's overall budget total by the end of the financial year either by finding alternative savings or ensuring amber and red savings are delivered in full.

7. Overall Budget Performance – Housing Revenue Account (HRA)

The HRA budget was approved by Council on 25th February 2016 and anticipated that £2,287,000 would be appropriated to earmarked reserves in 2016/17.

The closing HRA balance as at 31st March 2016 was £3,502,000.

8. Budget Virements

In line with the approved financial procedure rules all virements over £50,000 between portfolio services or between pay and non-pay budgets are to be approved by Cabinet.

Below is a table showing the virements which fall within these parameters.

	DR	CR
	£	£
Virements over £50,000 in reported period	1,406	(1,406)
Virements over £50,000 previously reported	3,618	(3,618)
Virements approved under delegated authority	4,921	(4,921)
Total virements	9,945	(9,945)

The virements for Cabinet approval this period are:

- £82,000 Transfer CMHT saving to Mental Health (18-64) external residential
- £150,000 Reduction of Income Target for Spencer House funded by corresponding reduction to the Social Care Services budget
- £102,650 Reallocation of Budget for Practice Leader posts
- £99,000 Allocation from Care Act for Older People (65+) external homecare
- £80,000 Realignment of savings from vacant Legal posts to cover the additional costs of Essex Legal Services
- £642,000 Right-size re New Waste Collection Contract (Veolia)
- £250,000 Income and expenditure budget for Broadband Voucher Scheme

£1,405,650

General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Portfolio Holder Summary

Portfolio	Gross Expend £000	Gross Income £000	Original Budget £000	Virement £000	Latest Budget £000	Expected Outturn £000	Forecast Variance £000	Budget to Date £000	Spend to Date £000	To Date Variance £000
Leader	4,765	(1,062)	3,703	0	3,703	3,503	(200)	(556)	(985)	(429)
Culture, Tourism and the Economy	17,439	(3,178)	14,261	453	14,714	14,914	200	7,139	7,639	500
Corporate and Community Support Services	127,626	(124,960)	2,666	170	2,836	2,866	30	2,138	1,884	(254)
Housing, Planning & Public Protection Services	13,689	(2,942)	10,747	(138)	10,609	10,639	30	5,255	5,218	(37)
Children & Learning	116,234	(85,464)	30,770	410	31,180	31,835	655	15,691	16,210	519
Health & Adult Social Care	76,004	(35,092)	40,912	1,586	42,498	42,698	200	21,204	21,342	138
Transport, Waste & Cleansing	34,882	(11,755)	23,127	(35)	23,092	23,235	143	10,535	10,678	143
Technology	5,858	(5,748)	110	37	147	147	0	91	100	9
Portfolio Net Expenditure	396,497	(270,201)	126,296	2,483	128,779	129,837	1,058	61,497	62,086	589
Reversal of Depreciation	(21,711)	3,069	(18,642)	0	(18,642)	(18,642)	0	(9,321)	(9,321)	0
Levies	585	0	585	0	585	585	0	268	264	(4)
Financing Costs	20,408	(4,621)	15,787	0	15,787	15,649	(138)	6,682	7,057	375
Contingency	5,816	0	5,816	(1,621)	4,195	4,195	0	1,045	0	(1,045)
Pensions Upfront Funding	(4,782)	0	(4,782)	0	(4,782)	(4,782)	0	0	0	0
Miscellaneous Income	0	0	0	0	0	0	0	0	742	742
Sub Total	316	(1,552)	(1,236)	(1,621)	(2,857)	(2,995)	(138)	(1,326)	(1,258)	68
Net Operating Expenditure	396,813	(271,753)	125,060	862	125,922	126,842	920	60,171	60,828	657
General Grants	0	(4,252)	(4,252)	0	(4,252)	(4,252)	0	(2,152)	(2,098)	54
Corporate Savings	(200)	0	(200)	0	(200)	(200)	0	0	0	0
Revenue Contribution to Capital	6,472	0	6,472	0	6,472	6,472	0	3,236	0	(3,236)
Contribution to / (from) Earmarked Reserves	(3,874)	0	(3,874)	(862)	(4,736)	(5,656)	(920)	(2,286)	(4,537)	(2,251)
Contribution to / (from) General Reserves	0	0	0	0	0	0	0	0	0	0
Net Expenditure / (Income)	399,211	(276,005)	123,206	0	123,206	123,206	0	58,969	54,193	(4,776)

Use of General Reserves							
Balance as at 1 April 2015			11,000		11,000	11,000	0
Use in Year			0	0	0	0	0
Balance as at 31 March 2016			11,000	0	11,000	11,000	0

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Leader
Portfolio Holder - Cllr J Lamb**

Service	Gross Expend £000	Gross Income £000	Original Budget £000	Virement £000	Latest Budget £000	Expected Outturn £000	Forecast Variance £000	Budget to Date £000	Spend to Date £000	To Date Variance £000
a Corporate and Non Distributable Costs	3,760	(177)	3,583	0	3,583	3,383	(200)	(600)	(986)	(386)
b Corporate Subscriptions	73	0	73	0	73	73	0	36	30	(6)
c Emergency Planning	99	0	99	0	99	99	0	50	48	(2)
d Strategy & Performance	833	(885)	(52)	0	(52)	(52)	0	(42)	(77)	(35)
e Programme Office	0	0	0	0	0	0	0	0	0	0
Total Net Budget for Portfolio	4,765	(1,062)	3,703	0	3,703	3,503	(200)	(556)	(985)	(429)

43

Virements

£000

Transfer from earmarked reserves
Allocation from Contingency
In year virements

0

0

0

0

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Leader
Portfolio Holder - Cllr J Lamb**

Forecast Outturn Variance	Year to Date Variance
a. Release of Legal Provision no longer required	Budgets for Salaries, Corporate Initiatives and Audit costs are currently underspent. The provision held for settlement and legal fees is no longer required so has been released. Due to the ad-hoc and high value nature of some corporate core costs it is not possible to profile the budgets for Pensions Backfunding and Corporate Initiatives more accurately.
b.	
c.	
d.	Vacancies
e.	

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Culture, Tourism and the Economy
Portfolio Holder - Cllr A Holland**

Service	Gross Expend £000	Gross Income £000	Original Budget £000	Virement £000	Latest Budget £000	Expected Outturn £000	Forecast Variance £000	Budget to Date £000	Spend to Date £000	To Date Variance £000
a Arts Development	706	(364)	342	0	342	342	0	208	220	12
b Amenity Services Organisation	2,964	(386)	2,578	778	3,356	3,416	60	1,750	1,949	199
c Culture Management	104	(6)	98	0	98	98	0	49	44	(5)
d Library Service	3,789	(390)	3,399	0	3,399	3,499	100	1,829	1,868	39
e Museums And Art Gallery	1,303	(67)	1,236	10	1,246	1,246	0	628	680	52
f Parks And Amenities Management	2,736	(667)	2,069	(612)	1,457	1,507	50	582	641	59
g Sports Development	179	(45)	134	0	134	134	0	68	69	1
h Sport and Leisure Facilities	627	(144)	483	0	483	323	(160)	242	134	(108)
i Southend Theatres	575	(17)	558	0	558	558	0	282	277	(5)
j Resort Services Pier and Foreshore and Southend Marine Activity Centre	3,410	(999)	2,411	0	2,411	2,561	150	844	1,046	202
k Tourism	267	(11)	256	50	306	306	0	157	194	37
l Economic Development	363	0	363	(50)	313	313	0	193	217	24
m Town Centre	211	(58)	153	0	153	153	0	101	81	(20)
n Climate Change	205	(24)	181	27	208	208	0	111	127	16
o Queensway Regeneration Project	0	0	0	250	250	250	0	95	92	(3)
Total Net Budget for Portfolio	17,439	(3,178)	14,261	453	14,714	14,914	200	7,139	7,639	500

Virements

£000

Transfer from earmarked reserves
Allocation from Contingency
In year virements

250

10

193

453

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Culture, Tourism and the Economy
Portfolio Holder - Cllr A Holland**

Forecast Outturn Variance	Year to Date Variance
a.	
b. Additional peak relief requirement to meet service needs during the wet Spring/Summer. Reduced staff to meet saving requirements didn't take effect until part way through the year causing an in-year pressure.	A wet Spring/Summer has required higher levels of relief staff and overtime. Staffing pressure expected to reduce due to a recent reduction in seasonal staff. Bulk material has been purchased and stockpiled in advance of its intended use whilst vehicle and machinery hire and maintenance costs peaked during the Summer whilst additional seasonal staff were working.
c.	
d. The facilities management contract at the Forum has been let for longer than anticipated by the Forum Management Company resulting in a 2 year delay to renegotiate the costs. This matter is being dealt with by the Forum Management Company.	The facilities management contract at the Forum has been let for longer than anticipated by the Forum Management Company resulting in a 2 year delay to renegotiate the costs. This matter is being dealt with by the Forum Management Company.
e.	
f. A reduction in visitor numbers to the golf course has resulted in a reduction in income.	A reduction in visitor numbers to the golf course has resulted in a reduction in income.
g.	
h. Saving due to the tendered leisure management contract.	Saving due to the tendered leisure management contract.
i.	
j. Loss of income as a result of the Pier train being out of service due to repairs of the pile caps during the busiest season of the year.	Loss of income as a result of the Pier train being out of service due to repairs of the pile caps during the busiest season of the year.
k.	
l.	
m.	
n.	
o.	

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**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Corporate and Community Support
Portfolio Holder - Cllr A Moring**

Service	Gross Expend £000	Gross Income £000	Original Budget £000	Virement £000	Latest Budget £000	Expected Outturn £000	Forecast Variance £000	Budget to Date £000	Spend to Date £000	To Date Variance £000
a Cemeteries and Crematorium	1,436	(2,198)	(762)	(100)	(862)	(862)	0	(379)	(353)	26
b Customer Services Centre	1,913	(1,946)	(33)	768	735	735	0	366	338	(28)
c Council Tax Benefit	0	0	0	0	0	0	0	0	(14)	(14)
d Dial A Ride	117	(19)	98	31	129	129	0	64	49	(15)
e Support to Mayor	218	0	218	0	218	218	0	118	115	(3)
Housing Benefit and Council Tax Benefit	2,677	(1,195)	1,482	0	1,482	1,572	90	757	775	18
f Admin										
g Rent Benefit Payments	98,947	(99,050)	(103)	0	(103)	(103)	0	(25)	145	170
h Registration of Births Deaths and Marriage	459	(364)	95	(326)	(231)	(231)	0	(115)	(137)	(22)
i Partnership Team	317	0	317	14	331	331	0	172	159	(13)
j Support To Voluntary Sector	802	0	802	0	802	802	0	400	422	22
k Human Resources	2,208	(2,239)	(31)	0	(31)	(31)	0	(15)	3	18
l People & Organisational Development	532	(527)	5	0	5	5	0	2	(25)	(27)
m Tickfield Training Centre	386	(383)	3	0	3	3	0	17	(6)	(23)
n Transport Management	227	(240)	(13)	(118)	(131)	(131)	0	(66)	(65)	1
o Vehicle Fleet	720	(741)	(21)	(36)	(57)	(57)	0	(32)	(22)	10
p Accounts Payable	257	(256)	1	0	1	1	0	3	(13)	(16)
q Accounts Receivable	340	(351)	(11)	27	16	16	0	22	19	(3)
r Accountancy	2,727	(2,742)	(15)	0	(15)	(15)	0	7	(156)	(163)
s Asset Management	438	(434)	4	0	4	4	0	3	(39)	(42)
t Internal Audit & Corporate Fraud	948	(940)	8	0	8	8	0	5	(50)	(55)
u Buildings Management	2,909	(2,843)	66	153	219	219	0	332	305	(27)
v Administration & Support	530	(526)	4	(371)	(367)	(367)	0	(183)	(188)	(5)
w Community Centres and Club 60	54	(1)	53	0	53	53	0	22	23	1
x Corporate and Industrial Estates	794	(2,539)	(1,745)	0	(1,745)	(1,745)	0	(868)	(873)	(5)
y Council Tax Admin	1,355	(481)	874	0	874	824	(50)	437	285	(152)
z Democratic Services Support	430	0	430	0	430	440	10	216	219	3
aa Department of Corporate Services	1,275	(1,460)	(185)	(28)	(213)	(213)	0	(112)	(114)	(2)
ab Elections and Electoral Registration	409	0	409	25	434	434	0	310	293	(17)
ac Insurance	185	(243)	(58)	0	(58)	(58)	0	77	80	3
ad Local Land Charges	279	(318)	(39)	0	(39)	(39)	0	5	(8)	(13)
ae Legal Services	1,173	(1,237)	(64)	0	(64)	(64)	0	(33)	16	49

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af Non Domestic Rates Collection	347	(304)	43	0	43	43	0	(98)	(111)	(13)
ag Corporate Procurement	756	(748)	8	131	139	119	(20)	81	100	19
ah Property Management & Maintenance	749	(635)	114	0	114	114	0	301	369	68
ai Member Expenses	712	0	712	0	712	712	0	347	343	(4)
Total Net Budget for Portfolio	127,626	(124,960)	2,666	170	2,836	2,866	30	2,138	1,884	(254)

Virements

£000

Transfer from earmarked reserves	131
Allocation from Contingency	39
In year virements	0
	<u>170</u>

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Corporate and Community Support
Portfolio Holder - Cllr A Moring**

Forecast Outturn Variance	Year to Date Variance
a.	The number of cremations is lower than the equivalent period last year. Following a restructure earlier in the year, some salary costs still need to be transferred to Facilities Management and Central Transport. Repairs to the boiler are causing a pressure on the budget.
b.	A pressure due to unbudgeted IT costs is being offset by vacancies
c.	
d.	Following a restructure earlier in the year, some salary costs need to be transferred
e.	
f. Forecast overspend on agency costs.	A pressure on employees' budget due to overtime, agency costs and Vacancy Factor is being partially offset by an underspend against the profiled budget of the Social Fund.
g.	Period 6 monitored position
h.	Higher income than the profiled budget due to a greater number of weddings in the summer period
i.	
j.	Expenditure relating to the Community Hub project. Income will be drawn down within the coming months to offset these project costs
k.	The current budget overspend is largely due to Vacancy Factor. Vacancies are currently being offset by Agency fees. It is anticipated that income will fall this year due to less Schools using the HR service.
l.	Corporate Training income is higher than budget to date although analysis suggests this is due to budget profiling
m.	Income from the Tickfield Centre is currently higher than budget to date however further analysis suggests this is due to budget profiling
n.	
o.	
p.	Vacancy

49

Forecast Outturn Variance	Year to Date Variance
q.	
r.	Vacancies in the Financial Management and Planning & Control teams
s.	Staff vacancies and professional fees for valuations not commissioned yet
t.	An underspend due to staff vacancies is being partially offset by an overspend relating to the purchase of professional expertise in the form of contractors
u.	In line with previous years, the furniture purchase budget is currently underspent. Following a restructure earlier in the year, some salary costs still need to be transferred from Bereavement Services to Facilities Management
v.	
w.	
x.	
y. More income has been raised than anticipated relating to court proceedings	More court proceedings related to Council Tax have been initiated than expected when the budget was set although this will be partially offset by a higher provision for Bad Debt at the end of the year.
z. Pressure on employees' budget due to cost of maternity leave and cover.	
aa.	
ab.	Further costs due later in the year.
ac.	
ad.	
ae.	There is a current pressure on the year to date budget for Barristers' fees. Less income has been raised than anticipated when the budget was set.
af.	
ag.	
ah.	Costs for Legionella testing to be allocated out to various service areas.
ai.	

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**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Housing, Planning & Public Protection Services
Portfolio Holder - Cllr M Flewitt**

Service	Gross Expend £000	Gross Income £000	Original Budget £000	Virement £000	Latest Budget £000	Expected Outturn £000	Forecast Variance £000	Budget to Date £000	Spend to Date £000	To Date Variance £000
a Strategy & Planning for Housing	256	(255)	1	0	1	1	0	0	0	0
b Private Sector Housing	4,139	(587)	3,552	10	3,562	3,562	0	1,786	1,763	(23)
c Housing Needs & Homelessness	1,276	(514)	762	0	762	762	0	381	387	6
d Supporting People	3,456	0	3,456	(150)	3,306	3,301	(5)	1,651	1,643	(8)
e Closed Circuit Television	517	(32)	485	4	489	489	0	246	250	4
f Community Safety	251	(32)	219	25	244	244	0	114	117	3
g Building Control	732	(397)	335	0	335	335	0	143	190	47
h Development Control	829	(569)	260	0	260	260	0	118	50	(68)
i Strategic Planning	412	0	412	0	412	412	0	312	319	7
j Regulatory Business	707	(11)	696	22	718	731	13	366	392	26
k Regulatory Licensing	570	(483)	87	171	258	280	22	11	(10)	(21)
l Regulatory Management	236	0	236	(235)	1	1	0	0	1	1
m Regulatory Protection	308	(62)	246	15	261	261	0	127	116	(11)
Total Net Budget for Portfolio	13,689	(2,942)	10,747	(138)	10,609	10,639	30	5,255	5,218	(37)

51

Virements

Transfer from earmarked reserves	£000
Allocation from Contingency	10
In year virements	28
	(176)
	<u>(138)</u>

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Housing, Planning & Public Protection Services
Portfolio Holder - Cllr M Flewitt**

Forecast Outturn Variance	Year to date Variance
a.	
b.	
c.	
d.	
e.	
f.	
g.	
h.	
i.	
j. Legal advice is required as part of a national court case against a company.	Legal advice is required as part of a national court case against a company.
k. Income from Tables & Chairs Licensing is below budget.	
l.	
m.	
n.	

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**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Children and Learning
Portfolio Holder - Cllr J Courtenay**

Service	Gross Expend £000	Gross Income £000	Original Budget £000	Virement £000	Latest Budget £000	Expected Outturn £000	Forecast Variance £000	Budget to Date £000	Spend to Date £000	To Date Variance £000
a Childrens Commissioning	2,549	(2,166)	383	0	383	383	0	189	147	(42)
b Children with Special Needs	2,047	(738)	1,309	158	1,467	1,497	30	816	910	94
c Early Years Development and Child Care Partnership	10,993	(9,562)	1,431	0	1,431	1,431	0	712	699	(13)
d Children Fieldwork Services	4,311	0	4,311	0	4,311	4,436	125	2,158	2,251	93
e Children Fostering and Adoption	6,796	(252)	6,544	50	6,594	6,844	250	3,281	3,478	197
f Youth Service	1,444	(397)	1,047	0	1,047	1,047	0	533	569	36
g Other Education	728	(580)	148	0	148	148	0	117	113	(4)
h Private Voluntary Independent	4,211	(156)	4,055	0	4,055	4,385	330	2,027	2,276	249
i Children Specialist Commissioning	1,016	(59)	957	207	1,164	1,164	0	583	600	17
j Children Specialist Projects	304	(189)	115	0	115	205	90	49	150	101
k School Support and Preventative Services	21,341	(12,628)	8,713	(5)	8,708	8,548	(160)	4,349	4,208	(141)
l Youth Offending Service	3,143	(1,386)	1,757	0	1,757	1,747	(10)	877	827	(50)
m Schools Delegated Budgets	57,351	(57,351)	0	0	0	0	0	0	(18)	(18)
Total Net Budget for Portfolio	116,234	(85,464)	30,770	410	31,180	31,835	655	15,691	16,210	519

Virements

	£000
Transfer from earmarked reserves	235
Allocation from Contingency	196
In year virements	(21)
	<u>410</u>

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Children and Learning
Portfolio Holder - Cllr J Courtenay**

Forecast Outturn Variance	Year to Date Variance
a.	
b.	Current cohort of LDD placements and direct payments budgets are overspending.
c.	
d.	Overspend due to cost of Agency Social Workers in frontline child protection roles in Care Management and First Contact teams. Teams are unable to run with Vacancies due to caseloads.
e.	Forecast for current cohort of fostering places. The number of children with in-house foster cares or kinship placements in now 185. This compares to 134 placements this time a year ago, an increase of 40%. Partly this reflects success in increasing the number of available in-house carers, but it is also driven by overall higher numbers of children in care, with PVI placements also remaining high. In June 2016, there were 274 looked after children. The comparative number for 2015 is 225.
f.	
g.	
h.	Current cohort of 53 children and young people in PVI placements is forecast to overspend, making the £250k saving a significant challenge. Within this there are 22 residential placements compared to 13 a year ago. This budget remain volatile and susceptible to sudden changes in demand from high cost placements such as secure accommodation placements.
i.	
j.	Continuing overspend due to the costs of legal representation in child protection cases, linked to high numbers of children in care. There is a risk this overspend could increase as in the previous financial year the overspend was £200k and related to approximately 120 cases. So far this year the current case load is 49.
k.	As in last year this service is likely to underspend, however costs may start to rise once the growth in pupil numbers reaches the secondary school phase. An underspend is anticipated due to staffing vacancies against establishment in the School improvement service.

54

l.

m.

55

20

45

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Health and Adult Social Care
Portfolio Holder - Cllr L Salter**

Service	Gross Expend £000	Gross Income £000	Original Budget £000	Virement £000	Latest Budget £000	Expected Outturn £000	Forecast Variance £000	Budget to Date £000	Spend to Date £000	To Date Variance £000
a Adult Support Services and Management	600	(593)	7	0	7	(41)	(48)	3	(9)	(12)
b Commissioning Team	2,628	(2,685)	(57)	(19)	(76)	(88)	(12)	(40)	(50)	(10)
c Strategy & Development	2,298	(2,328)	(30)	21	(9)	(9)	0	(7)	(25)	(18)
d People with a Learning Disability	15,878	(1,629)	14,249	283	14,532	14,306	(226)	7,255	7,229	(26)
e People with Mental Health Needs	3,627	(165)	3,462	41	3,503	4,086	583	1,749	2,030	281
f Older People	32,269	(14,940)	17,329	(548)	16,781	16,570	(211)	8,368	8,267	(101)
g Other Community Services	2,021	(665)	1,356	1,646	3,002	3,031	29	1,501	1,495	(6)
h People with a Physical or Sensory Impairment	5,182	(1,003)	4,179	(37)	4,142	4,228	86	2,068	2,134	66
i Service Strategy & Regulation	149	(69)	80	0	80	80	0	39	39	0
j Public Health	8,516	(8,379)	137	199	336	336	0	169	169	0
k Drug and Alcohol Action Team	2,529	(2,373)	156	0	156	156	0	77	73	(4)
l Young Persons Drug and Alcohol Team	307	(263)	44	0	44	44	0	22	(10)	(32)
Total Net Budget for Portfolio	76,004	(35,092)	40,912	1,586	42,498	42,699	201	21,204	21,342	138

Virements

Transfer from earmarked reserves
Allocation from Contingency
In year virements

£000

199
1,217
170

1,586

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Health and Adult Social Care
Portfolio Holder - Cllr L Salter**

Forecast Outturn Variance	Year to Date Variance
a. Health contribution towards integrated commissioning	
b.	
c.	
d. Forecast underspend on residential care placements and daycare services	
e. Forecast overspend on residential care, supported living and direct payments	Forecast overspend on residential care, supported living and direct payments.
f. Forecast underspend on residential care placements	
g. Teams are running at full staffing levels which is therefore causing a pressure against budgeted vacancy levels.	
h. Forecast overspend on residential care placements	
i.	
j.	
k.	
l.	

57

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Transport, Waste & Cleansing
Portfolio Holder - Cllr T Cox**

Service	Gross Expend £000	Gross Income £000	Original Budget £000	Virement £000	Latest Budget £000	Expected Outturn £000	Forecast Variance £000	Budget to Date £000	Spend to Date £000	To Date Variance £000
a Highways Maintenance	9,611	(2,229)	7,382	(157)	7,225	7,417	192	3,507	3,442	(65)
b Bridges and Structural Engineering	432	0	432	0	432	432	0	216	202	(14)
c Decriminalised Parking	1,306	(1,633)	(327)	0	(327)	47	374	(148)	292	440
d Car Parking Management	1,443	(5,959)	(4,516)	(145)	(4,661)	(5,061)	(400)	(2,407)	(2,722)	(315)
e Concessionary Fares	3,246	0	3,246	0	3,246	3,326	80	1,563	1,600	37
f Passenger Transport	405	(62)	343	0	343	403	60	215	250	35
g Road Safety and School Crossing	403	(60)	343	0	343	343	0	138	160	22
h Transport Planning	1,077	(57)	1,020	0	1,020	969	(51)	501	555	54
i Traffic and Parking Management	683	(5)	678	0	678	596	(82)	344	367	23
j Public Conveniences	604	0	604	17	621	621	0	305	290	(15)
k Waste Collection	3,850	0	3,850	681	4,531	4,531	0	2,267	2,245	(22)
l Waste Disposal	4,120	0	4,120	109	4,229	4,229	0	2,164	2,271	107
m Cleansing	1,916	(7)	1,909	(490)	1,419	1,419	0	684	666	(18)
n Civic Amenity Sites	570	0	570	(50)	520	520	0	270	250	(20)
o Environmental Care	644	(4)	640	0	640	640	0	323	212	(111)
p Waste Management	2,078	0	2,078	0	2,078	2,078	0	194	242	48
q Flood and Sea Defence	860	(64)	796	0	796	726	(70)	419	315	(104)
r Enterprise Tourism and Environment Central Pool	1,634	(1,675)	(41)	0	(41)	(1)	40	(20)	41	61
Total Net Budget for Portfolio	34,882	(11,755)	23,127	(35)	23,092	23,235	143	10,535	10,678	143

Virements

Transfer from/(to) earmarked reserves	£000
Allocation from Contingency	0
In year virements	130
	<u>(165)</u>
	<u>(35)</u>

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Transport, Waste & Cleansing
Portfolio Holder - Cllr T Cox**

Forecast Outturn Variance	Year to date Variance
<p>a. Street lighting energy costs are reducing due to the LED replacement project, however delays at the outset mean the full benefit is yet to be achieved. The saving in the 2016/17 budget was based on the projects original timetable which has resulted in a potential in-year pressure circa £297k which will be temporarily funded from reserves.</p> <p>The value of works recharged to the public for damage caused to the highway is below the targeted level creating a potential pressure of £140k.</p> <p>Structural maintenance repair works, particularly on footways, is likely to result in a budget pressure of around £200k based on current expenditure levels due to the number of identified category 1 defects.</p> <p>Income from the street works common permit scheme is above the expected level. A significant proportion of this is due to penalties levied in relation to S.74 overruns. At current rates an income surplus of between £0.4-0.5m seems likely.</p>	
b.	
<p>c. Delays in the implementation of the new Compliance Management contract for decriminalised parking mean expected savings in the first half of the year have not been achieved. The budget pressure as a result of this is approximately £114k. There is also £100k pressure created due to a shortfall in the income due to lower numbers of PCNs being issued as new staff were trained. In addition to this the bad debt provision required at the end of the year is projected at £160k for which there is no budget provision.</p>	<p>Delays in the implementation of the new Compliance Management contract for decriminalised parking mean expected savings in the first half of the year have not been achieved. The budget pressure as a result of this is approximately £114k. There is also £100k pressure created due to a shortfall in the income due to lower numbers of PCNs being issued as new staff were trained. In addition to this the bad debt provision required at the end of the year is projected at £160k for which there is no budget provision.</p>
<p>d. Continuing good weather in September has increased the expected surplus on income from on- and off-street parking provision to £400k.</p>	<p>Continuing good weather in September has increased the expected surplus on income from on- and off-street parking provision to £400k.</p>
<p>e. Confirmed costs for the first quarter were lower than estimated and this has been reflected in a reduction in the estimated invoice for the third quarter. Based on these updated figures the projection for concessionary fares has reduced to £3.25m against a budget of £3.17m. The forecast overspend has been adjusted accordingly but fluctuations in the number of journeys made</p>	

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mean this pressure could increase again or decrease further but this will not be known until later in the year.

f. Additional security levels required at the Travel Centre will cost approximately £70k for a full year which will cause a budget pressure of £60k.

g.

h. Traffic signal maintenance costs have reduced significantly since the upgrade to LED leading to a potential underspend circa. £50k.

i. Traffic Management expenditure is consistent with that of the previous year which showed a significant drop in contractor costs, this results in a potential underspend of £80k.

j.

k.

l. Costs for MBT Plant are estimated pending actual charges from Essex CC

m.

n.

o. There are currently vacancies within the team.

09 p. Legal advice re New Waste Contract

q. Staffing vacancies which have been carried during the year will result in an underspend on the establishment circa £70k. Staffing vacancies which have been carried during the year will result in an underspend on the establishment circa £70k.

r. Due to the high levels of staff retention, the vacancy factor within the team is unlikely to be met and additional reductions in expenditure will need to be found. Due to the high levels of staff retention, the vacancy factor within the team is unlikely to be met and additional reductions in expenditure will need to be found.

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Technology
Portfolio Holder - Cllr T Byford**

Service	Gross Expend £000	Gross Income £000	Original Budget £000	Virement £000	Latest Budget £000	Expected Outturn £000	Forecast Variance £000	Budget to Date £000	Spend to Date £000	To Date Variance £000
a Information Comms & Technology	5,858	(5,748)	110	37	147	147	0	91	100	9
Total Net Budget for Portfolio	5,858	(5,748)	110	37	147	147	0	91	100	9

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Virements

Transfer from/(to) earmarked reserves
Allocation from Contingency
In year virements

£000
37
0
0
<u>37</u>

**General Fund Forecast 2016/17
at 30 September 2016 - Period 6
Technology
Portfolio Holder - Cllr T Byford**

Forecast Outturn Variance	Year to date Variance
a.	There is a pressure on Employee costs mainly due to Standby and Protected Pay, Recruitment costs and the Vacancy Factor although this is being offset by an underspend against IT and Communication budgets

Housing Revenue Account Forecast 2016/17
at 30 September 2016 - Period 6
Corporate Director - Simon Leftley

Description	Original Budget £000	Virement £000	Latest Budget £000	Expected Outturn £000	Forecast Variance £000	Budget to Date £000	Spend to Date £000	To Date Variance £000
a Employees	276	0	276	276	0	276	276	0
b Premises (Excluding Repairs)	702	0	702	702	0	293	293	0
c Repairs	4,736	0	4,736	4,736	0	2,186	2,186	0
d Supplies & Services	67	0	67	67	0	28	28	0
e Management Fee	5,618	0	5,618	5,618	0	2,593	2,593	0
f MATS	1,048	0	1,048	1,048	0	437	437	0
g Provision for Bad Debts	372	0	372	372	0	155	155	0
h Capital Financing Charges	13,045	0	13,045	13,045	0	5,435	5,435	0
Expenditure	25,864	0	25,864	25,864	0	11,403	11,403	0
i Fees & Charges	(503)	0	(503)	(503)	0	(210)	(210)	0
j Rents	(26,645)	0	(26,645)	(26,645)	0	(11,102)	(11,152)	(50)
k Other	(263)	0	(263)	(263)	0	(110)	(110)	0
l Interest	(210)	0	(210)	(210)	0	(88)	(88)	0
m Recharges	(530)	0	(530)	(530)	0	(221)	(221)	0
Income	(28,151)	0	(28,151)	(28,151)	0	(11,730)	(11,780)	(50)
n Appropriation to Earmarked reserves	2,287	0	2,287	2,287	0	0	0	0
o Statutory Mitigation on Capital Financing	0	0	0	0	0	0	0	0
Net Expenditure / (Income)	0	0	0	0	0	(327)	(377)	(50)
Use of Reserves								
Balance as at 1 April 2016	3,502	0	3,502	3,502	0			
Use in Year	(0)	0	(0)	(0)	0			
Balance as at 31 March 2017	3,502	0	3,502	3,502	0			

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Housing Revenue Account Forecast 2016/17
at 30 September 2016 - Period 6
Corporate Director - Simon Leftley

Forecast Outturn Variance	Year to Date Variance
a.	
b.	
c.	
d.	
e.	
f.	
g.	
h.	
i.	
j.	
k.	
l.	
m.	
n.	
o.	

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**Capital Programme Budget
Monitoring 2016/17**

Period 6

**as at 30th September 2016
Departmental Summary**

Capital Programme Monitoring Report – September 2016

1. Overall Budget Performance

The revised Capital budget for the 2016/17 financial year is £76.576million which includes all changes agreed at June Cabinet. Actual capital spend at 30th September is £22.014million representing approximately 29% of the revised budget. This is shown in Appendix 1. (Outstanding creditors totalling £0.800million have been removed from this figure).

The expenditure to date has been projected to year end and the outturn position is forecast to reflect the Project Manager's realistic expectation. This is broken down by Department as follows:

Department	Revised Budget 2016/17 £'000	Actual 2016/17 £'000	Expected outturn 2016/17 £'000	Latest Expected Variance to Revised Budget 2016/17 £'000	Previous Expected Variance to Revised Budget 2016/17 £'000
Corporate Services	17,235	1,648	14,519	(2,716)	(364)
People	14,329	8,740	12,612	(1,717)	(550)
Place	34,082	8,356	29,731	(4,351)	(876)
Housing Revenue Account (HRA)	10,930	3,270	8,881	(2,049)	-
Total	76,576	22,014	65,743	(10,833)	(1,790)

The capital programme is expected to be financed as follows:

Department	External Funding			Total Budget £'000
	Council Budget £'000	Grant Budget £'000	Developer & Other Contributions £'000	
Corporate Services	17,037	4	194	17,235
People	7,696	6,633	-	14,329
Place	18,754	13,117	2,211	34,082
Housing Revenue Account (HRA)	10,768	109	53	10,930
Total	54,255	19,863	2,458	76,576
As a percentage of total budget	70.9%	25.9%	3.2%	

The funding mix for the total programme could change depending on how much grant and external contributions are received by the Council by the end of the year.

The grants and external contributions position to 30th September is as follows:

Department	Grant Budget £'000	Developer & Other Contributions Budget £'000	Total external funding budget £'000	External funding received £'000	External funding outstanding £'000
Corporate Services	4	194	194	4	194
People	6,633	-	6,633	5,441	1,192
Place	13,117	2,211	15,332	7,375	7,953
Housing Revenue Account (HRA)	109	53	162	31	131
Total	19,863	2,458	22,321	12,851	9,470

2. Department Budget Performance

Department for Corporate Services

The revised capital budget for the Department for Corporate Services is £17.235million. The budget is distributed across various scheme areas as follows

Department for Corporate Services	Revised Budget 2016/17 £'000	Actual 2016/17 £'000	Expected outturn 2016/17 £'000	Latest Forecast Variance to Year End 2016/17 £'000	Previous Forecast Variance to Year End 2016/17 £'000
Queensway	1,142	45	1,142	-	-
Tickfield	2	-	2	-	-
Asset Management (Property)	9,373	95	7,137	(2,236)	(364)
Cemeteries & Crematorium	928	78	792	(136)	-
ICT Programme	5,374	1,430	5,030	(344)	-
Subtotal	16,819	1,648	14,103	(2,716)	(364)
Priority Works (see table)	416	-	416	-	-
Total	17,235	1,648	14,519	(2,716)	(364)

Priority Works	£'000
Budget available	500
Less budget allocated to agreed schemes	(84)
Remaining budget	416

Actual spend at 30th September stands at £1.648million. This represents 10% of the total available budget.

Queensway

The Ground Penetrating Radar scheme of £142k is focused on determining the location of gas pipes, electricity cables and drainage around the Queensway site. Cat surveys have completed the footway element and moved onto the verification stage of the carriageway element along with the underground car park adjacent to the tower blocks. The remaining budget of £1million relates to an allowance for commercial property buy back and a project budget for the scheme in 2016/17.

Tickfield

All building works have now been completed at Tickfield and the final account is the only outstanding cost.

Asset Management (Property)

A scheme to demolish the existing Southend Library car park and construct a new one is taking place in 2016/17 and utility mapping, topographical surveys and laser scanning have already taken place. The new building will increase capacity for parking spaces and earn additional income.

The scheme to redevelop the Civic East car park will take place following the Library car park reconstruction. £85k of this budget will be included as a carry forward request in the report to November Cabinet to take account of the scheme continuation into 2017/18.

Planning has not yet been submitted for the scheme to discharge the East of England Development Agency agreement and it is unlikely this will progress during 2016/17. The full budget of £164k will be included as a carry forward request in the report to November Cabinet.

The progress of the Seaways Development Enabling works is currently subject to quotes and planning therefore £187k of the £1.950million budget will be included as a carry forward request in the report to November Cabinet.

Various options have been explored for the development of the land at 16 Brunel Road however nothing commercially viable is yet developed to progress. Work continues with PSP Southend LLP and via other routes but no expenditure is planned for 2016/17. The full budget of £50k will be included as a carry forward request in the report to November Cabinet.

£850k has now been committed on the Airport Business Park scheme for pitch construction and archaeology. A commitment for road and services infrastructure is also expected during November however due to delays on S106 and S278 agreements, £1.750million will be included as a carry forward request in the report to November Cabinet in line with the expected spend profile.

An allocation from the Priority Works budget of £12k has been vired to the Urgent Works to Property scheme in the report to November Cabinet to carry out further works on the Pier Arches.

Cemeteries and Crematorium

A scheme to improve the crematorium grounds and replace the aged Pergola Walk is taking place in 2016/17 to include memorials and interment units within the supporting structure. The contract has now been awarded with a start date scheduled for 2nd January 2017.

Screening and removal of surplus soil on the new burial site is now complete. The landscaping and setting out of the new extension works are now able to commence. £78k of the budget will be removed from the capital programme at November Cabinet due to the lack of suitable sites available for purchase.

The Perimeter Security Improvements scheme is progressing well. Works for the installation of the access swipe panels around the new barriers and additional cameras to the underground car park ramp took place at the beginning of October.

The scheme for cremator hearth replacement will be going ahead towards the end of the financial year and an accelerated delivery request of £12k will be included in the report to November cabinet to finance this.

The scheme to connect the Cemetery Lodge and Crematorium to the mains server is not going ahead due to cost implications. The full budget of £70k will be removed from the capital programme at November Cabinet.

ICT

A combination of budgets from various schemes totalling £581k will be included in the November Cabinet report to be transferred to the Data Centre scheme. This will be used to purchase internet connectivity devices. These budgets include Borough Broadband for £100k, GCSx Mail update for £25k, ICT Enterprise Agreement for £200k, ICT E-Procurement Solution for £76k, ICT Rolling Replacement Programme for £50k, Public Health My Health Tools for 80k and Public Health Advance Health Analysis for £50k.

The scheme to deliver a robust Social Care case management system is well underway with a full suite of test systems now available for use. The budget for 2016/17 is £1.4million and projected spend is currently on target. The data migration for Children's has been completed for phase two and the installation of the live environment for financial assessments in Adults has now been implemented.

A project to review the end to end process for reports and requests received by the Council in respect of waste, public protection, highways and parking related matters is now underway which has commenced with waste during August. This scheme has a view for self-serve automation and the removal of manual intervention from the process. This element of the project is scheduled to go live in February 2017 to ensure that all forms are live at the same time.

The DEFRA Inspire budget of £4k will be included as a carry forward request in the report to November Cabinet to continue the scheme into 2017/18.

The Wireless Borough and City Deal scheme is still in the initiation stage therefore £340k of the current budget will be included as a carry forward request in the November Cabinet report.

Priority Works

The Priority works provision budget currently has £416k remaining unallocated.

Summary

Carry forward requests to be included in the report to November Cabinet are the Airport Business Park for £1.750m, Capital Allocation to Discharge the EEDA Agreement for £164k, Civic East Car Park Redevelopment for £85k, 16 Brunel Road for £50k and Seaways Development Enabling Works for £187k, DEFRA Inspire for £4k, Wireless Borough and City Deal for £340k.

An accelerated delivery request of £12k for the Cremator Hearth Replacement scheme will also be requested at November Cabinet.

The Cemetery Lodge and Crematorium connection to mains server scheme budget of £70k and the New Burial Ground budget of £78k will be removed from the capital programme in the November report.

Budgets totalling £581k from various ICT budgets are to be vired to the ICT Core Infrastructure scheme to fund the Data Centre project.

Department for People

The revised Department for People budget totals £14.329million.

Department for People	Revised Budget 2016/17 £'000	Actual 2016/17 £'000	Expected outturn 2016/17 £'000	Latest Expected Variance to Year End 2016/17 £'000	Previous Expected Variance to Year End 2016/17 £'000
Adult Social Care	1,166	37	681	(485)	-
General Fund Housing	2,037	396	1,487	(550)	(550)
Children & Learning Other	86	-	64	(22)	-
Condition Schemes	1,215	437	992	(223)	-
Devolved Formula Capital	288	269	288	-	-
Primary and Secondary School Places	9,537	7,601	9,100	(437)	-
Total	14,329	8,740	12,612	(1,717)	(550)

Actual spend at 30th September stands at £8.740million. This represents 61% of the total available budget.

Adult Social Care

The Community Capacity grant is used to enable vulnerable individuals to remain in their own homes and to assist in avoiding delayed discharges from hospital. Plans for 2016/17 include the development of an independent living centre, investment in technology and extra care provision. A carry forward request of £291k will be included in the report to November Cabinet to continue these schemes into 2017/18.

A carry forward request of £194k will also be included in the November Cabinet report for the Delaware and Priory scheme.

General Fund Housing

The Private Sector Renewal scheme is in place to ensure that the private sector stock is kept in a good condition. A carry forward request of £300k is to be included in the report to November Cabinet in line with expected spend for 2016/17.

The Empty Dwellings Management scheme is currently concentrating on bringing more empty homes back into use. £120k spend is forecast on three current properties with a carry forward request of £200k to be included in the report to November Cabinet.

Minimal works are in the pipeline for the Works in Default enforcement scheme therefore a carry forward request of £50k will be included in the report to November Cabinet.

Children & Learning Other Schemes

Retentions of £57k are being held for Kingsdown Special School roof works and will be paid once outstanding snagging and defects works are completed and fully signed off. This figure is included in the creditors shown above. The remaining budget of £22k will be removed from the programme in the report to November Cabinet.

Condition Schemes

A budget of £1.215m has been allocated to address larger conditions in schools where the cost is over the schools capabilities to fund. Most of these works have been undertaken over the school summer holidays to minimise disruption to the schools. Retentions of £17k are being held for works completed last year at seven primary schools.

Budgets for works at Futures Community College totalling £310k will be removed from the programme at November Cabinet due to the schools recent conversion to academy.

Works on fire systems at Hamstel Junior School took place over the summer holidays and an additional budget of £3k will be added to the programme at November Cabinet to be funded from unallocated maintenance grant. This will cover the additional cost of works which took place. Works to the windows at Hamstel Junior School have taken place in full this financial year therefore an accelerated delivery request of £84k will be also be included in the report to November Cabinet.

Devolved Formula Capital

This is an annual devolution of dedicated capital grant to all maintained schools. The grant for 2016/17 is £288k. This grant amount will reduce as further maintained schools convert to academy status.

Primary and Secondary School Places

The primary expansion programme is now complete with the final two projects at St Helen's Catholic and St Mary's Primary Schools handed over. A review of places available against forecast demand will be done on an annual basis. If a need is identified, a further expansion of primary places will be explored to ensure that the Council's statutory duty to provide a good school place for all those that request it can be met. A secondary expansion programme is now in the beginning stages to ensure that the extra places supplied in primary are matched in secondary as they are needed. As part of this expansion programme, the PROCAT building in Southchurch Boulevard has now been purchased. Improvements to Special Education Needs and Pupil Referral Unit accommodation are also in the planning stages. A further £126k is also being held as retention payments against works completed in the previous financial year on primary expansion projects.

Underspend for schemes at Hamstel Primary and Thorpe Greenways Primary Schools will be removed from the programme in the report to November Cabinet. These budgets total £273k and £93k respectively.

A carry forward request of £72k for the expansion of two year old childcare places will also be included in the November Cabinet report.

A budget of £1k will be vired from the S106 Elm Gate scheme in the Department for Place as a contribution towards the Secondary School Places scheme.

Summary

Carry forward requests will be included in the report to November Cabinet for Community Capacity for £291k, LATC Delaware and Priory for £194k, Empty Dwellings Management for £200k, Private Sector Renewal for £300k, Works in Default Enforcement for £50k and Expansion of two year old Childcare Places for £72k.

An accelerated delivery request of £84k will also be included in the report for Hamstel Juniors Windows.

Budgets to be removed from the Capital Programme at November Cabinet include Kingsdown Phase One for £22k, Futures College for £310k, Hamstel Primary Places for £273k and Thorpe Greenways Places for £93k.

A budget of £3k will be added to programme for Hamstel Junior School fire systems.

£1k will be vired from S106 in Place to the Secondary School Places scheme.

Department for Place

The revised capital budget for the Department for Place is £34.082million. This includes all changes approved at June Cabinet. The budget is distributed across various scheme areas as follows:

Department for Place	Revised Budget 2016/17 £'000	Actual 2016/17 £'000	Expected outturn 2016/17 £'000	Latest Expected Variance to Year End 2016/17 £'000	Previous Expected Variance to Year End 2016/17 £'000
Culture	2,878	394	1,893	(985)	-
Enterprise, Tourism & Regeneration	4,355	1,535	3,335	(1,020)	(876)
Coastal Defence & Foreshore	721	235	881	160	-
Highways and Infrastructure	10,585	3,105	10,585	-	-
Parking Management	334	19	334	-	-
Section 38 & 106 Agreements	2,050	358	779	(1,271)	-
Local Transport Plan	3,013	1,117	3,013	-	-
Local Growth Fund	6,511	1,393	6,086	(425)	-
Transport	510	29	510	-	-
Energy Saving Projects	3,125	171	2,315	(810)	-
Total	34,082	8,356	29,731	(4,351)	(876)

Actual spend at 30th September stands at £8.356million. This represents 25% of the total available budget.

Culture

Works to undertake the reinstatement and stabilisation of Belton Hill steps are now underway. Procurement is now underway for the appointment of a geo-technical engineer although due to pressures this is taking longer than expected. A carry forward request of £50k will be included in the report to November Cabinet to reflect these delays.

Architects have been appointed for Leigh Library as part of the Library Review scheme and the final works at Westcliff Library are on schedule. A carry forward request of £100k will be included in the report to November Cabinet as the works are likely to continue into 2017/18.

Works on the New Museum Gateway Review scheme are not likely to take place in 2016/17 therefore the full budget of £500k will be included as a carry forward request in the report to November Cabinet.

The publication for the Prittlewell Prince Research scheme has been delayed and the full budget of £38k will be required in 2017/18 therefore a carry forward request will be included in the November Cabinet report.

The Pump Priming budget of £333k is to be used as match funding for a bid to the Heritage Lottery Fund for works on Southchurch Hall. The bid is still at the development stage therefore the full budget will be carried forward in the report to November Cabinet.

A bid for external funding is being prepared for works at Southchurch Park Bowls Pavilion and there is currently £20k in the budget to match fund this. It is unlikely that the bid will be finalised in 2016/17 therefore the full budget will be required in 2017/18 and a carry forward request will be put forward in the report to November Cabinet.

A new budget of £56k to be funded from revenue contributions will be added to the capital programme in the report to November Cabinet in respect of the purchase of three bronze Dutch fortress cannons.

Enterprise, Tourism & Regeneration

The Regeneration projects include all the work currently taking place on Southend Pier and the City Deal Incubation Centre as well as the Coastal Communities Fund.

Work is on-going for the design to maximise opportunity of additional office space at the Incubation Centre. These works are subject to funding confirmation from the Environment for Growth (E4G). Spend is not expected during 2016/17 therefore the full budget of £44k will be included as a carry forward request in the report to November Cabinet.

The Three Shells Lagoon is complete and was officially opened on 21st July. The only outstanding works relate to a toilet block which is scheduled for completion in early November 2016.

Several projects are planned for 2016/17 under the Property Refurbishment Programme including works at Priory Park yard, Campfield Road toilets, Belfairs Park drainage investigations and Central Museum windows. Some of these works require listed building approval therefore they are likely to take place later in the year.

The Prince George extension works involve concrete trials which will be going ahead in 2016/17 at a cost of approximately £200k. The tenders are going out in October with a view to starting works in November. The remaining budget will be required once the trial is completed which is likely to be in 2017/18 therefore a carry forward request of £976k will be included in the report to November Cabinet.

Coastal Defence and Foreshore

The cliff stabilisation scheme on Clifton Drive is working to remediate the cliff slip and reinforce it against further slippage. The project has progressed substantially and is approaching completion. Installation of the final section of cascade stairs commenced on 10th October and the contractor will be adjusting the footway levels to suit. All other areas on the site are now open and final landscaping works will take place before the end of the financial year.

Funding totalling £160k from the Environment Agency has been received as part of the Southend Shoreline Strategy. Strategy development is currently underway and a budget of £160k will be added to the programme in the report to November Cabinet.

Highways and Infrastructure

A scheme to invest in the highways infrastructure to reduce long term structural maintenance and improve public safety has been approved for 2016/17. The works are based on priorities identified by the outcome of the asset management condition survey.

Four out of five of the schemes have now been completed with the final scheme to be completed by the end of October.

A grant of £65k has been received from the Department for Transport for the repair of potholes throughout the Borough. This grant has been secured for the next 5 years.

The Street Lighting budget is a multi-million pound, multi-year scheme to be part funded by the Challenge fund from the Department for Transport. The luminaires installation is expected to complete by the end of October. Works to replace concrete columns on the seafront have commenced and the completion date is scheduled by the end of January 2017. 20 base stations have now been installed as part of the Central Management System (CMS) works.

Parking Management

A new scheme to improve car park surfacing, structures and signage and to replace pay and display machines in order to maximise capacity and usage is taking place in 2016/17. The scheme will aim to rationalise and upgrade pay and display equipment across all car parks, surface improvements at East Beach, lighting upgrades at Belton Gardens and layout alterations to improve accessibility and security at University Square. A new contract is in place and detailed plans for car park improvements are underway.

Section 38 and Section 106 Schemes

There are a number of S38 and S106 schemes all at various stages. The larger schemes include works to Shoebury Park enhancement and Fossetts Farm bridleway works.

Schemes totalling £1.245million have been identified as taking place in 2017/18 and a carry forward request will be included in the report to November Cabinet.

The Lidl Progress Road works took place in a previous financial year therefore the budget of £26k will be removed from the programme in the report to November Cabinet.

Local Transport Plans (LTP Schemes)

The Local Transport Plan schemes cover various areas including better networks, traffic management, better operation of traffic control systems and bridge strengthening.

Local Growth Fund

The A127 Growth Corridor projects will support the predicted growth associated with London Southend Airport and the Joint Area Action Plan (JAAP) proposals developed by Southend, Rochford and Essex County Councils to release land and create 7,380 high value jobs. The improvement will also support background growth of Southend and Rochford.

The final business case for A127 Kent Elms junction improvements has been approved by the South East Local Enterprise Partnership to draw down the 2016/17 funding. Further work is underway for the final bridge and highways maintenance business cases for 2016/17 onwards.

The 2016/17 works on Kent Elms are focusing on the design and construction of the main works. The final design has now been agreed. Highways works tender documents have now been received and are currently being assessed.

The works to the Bell junction will be focusing on options to put forward for the business case. Pedestrian surveys have now been commissioned.

Bridge and Highway Maintenance works will be focusing on investigation works for improvements to the A127 corridor and supporting Kent Elms works. Surfacing is now complete to the east bound section of the A127 from boundary to just prior to the Progress Road improvement works and in the vicinity of Bellhouse Lane. Further surveys for drainage, traffic data, lighting and safety barriers are yet to be undertaken.

A carry forward request of £425k will be included in the report to November Cabinet on the A127 Growth Corridor scheme to continue works into the new financial year.

Transport

The final account is still being negotiated with the contractor for the main works on the A127 Tesco junction improvements. The Road Safety Audit report has been reviewed with minor adjustments being carried out on traffic signals as necessary.

Minor adjustments to traffic signals on Progress road are yet to be completed.

Southend Transport Model is an on-going scheme to support various multi modal transport projects.

Energy Saving Projects

The ventilation for the Beecroft and Central Museum Energy project is currently in final design. The lift installation has been slightly delayed therefore £200k of the current budget will be included as a carry forward request in the report to November Cabinet.

As part of the Energy Efficiency Projects, surveys on the pier and three lighting schemes are currently being finalised. £150k of the current budget will be required in 2017/18 therefore a carry forward request will be included in the report to November Cabinet.

The Solar PV Project is currently at the tender stage. Some of the works are likely to take place in 2017/18 therefore a carry forward request of £460k will be included in the November Cabinet report.

The solar panels at Southend Adult Community College and Temple Sutton School are now live and the efficiency elements works took place over the summer. Planning permission has been received for the biomass boiler at Southend Adult Community College and the works are taking place during October 2016. The pool cover and heat pump for Temple Sutton Primary School has been designed and agreed with the school.

Summary

Carry forward requests to be included in the report to November Cabinet are Library Review for £100k, New Museum Gateway Review for £500k, Prittlewell Prince Research for £38k, Pump Priming for £333k, Southchurch Park Bowls Pavilion for £20k, Belton Hill Steps for £50k, City Deal Incubation Centre for £44k, Prince George extension works for £976k, S106/S38 schemes for £1.245million, A127 Growth Corridor for £425k, Beecroft and Central Museum Energy project for £200k, Energy Efficiency Projects for £150k and Solar PV Projects for £460k.

Budgets will be added to the programme for Southend Shoreline Strategy for £160k and Dutch Fortress Cannons for £56k.

£26k will be removed from the programme for the S106 Lidl Progress Road works.

Housing Revenue Account

The revised budget for the Housing Revenue Account capital programme for 2016/17 is £10.930million. The latest budget and spend position is as follows:

Housing Revenue Account	Revised Budget 2016/17 £'000	Actual 2016/17 £'000	Expected outturn 2016/17 £'000	Forecast Variance to Year End 2016/17 £'000	Previous Forecast Variance to Year End 2016/17 £'000
Decent Homes Programme	6,958	1,428	4,919	(2,039)	-
Council House Adaptations	500	195	500	-	-
Sheltered Housing Remodelling	345	-	345	-	-
Other HRA	3,127	1,647	3,117	(10)	-
Total	10,930	3,270	8,881	(2,049)	-

The actual spend at 30th September of £3.270million represents 30% of the HRA capital budget.

Decent Homes Programme

The works being undertaken now relate to Decent Homes failures which occur within the financial year and no works are being undertaken in advance. There is also a need to undertake more infrastructure works such as structural integrity works of blocks and common areas. These types of works require more detailed surveying and planning. Due to this change, the Decent Homes Programme will be reduced in 2016/17 by £1.069million and this will be included in the report to November Cabinet. Carry forward requests will also be included for £400k on the Environmental Health and Safety works scheme and £570k on the Common Areas Improvements Scheme.

Council House Adaptions

This budget relates to minor and major adaptations in council dwellings. Spend depends on the demand for these adaptations and works are currently in progress for 2016/17.

Sheltered Housing Remodelling

A proposal for the use of this budget will go forward to November Cabinet and more details will be known if these works are approved.

Other HRA

The plan for the HRA Land Review scheme is to construct 18 housing units within the Shoeburyness ward. Building works are progressing well. All external brickwork is now complete on all sites and the contractor gave the 8 week notice for completion on 26th September for Exeter Close and Bulwark Road. A total of four three bedroom houses and

one two bedroom house are scheduled for hand over on week commencing 14th November. Other sites are progressing well with a schedule for completion by spring 2017 for part of Ashanti and a phased delivery for the remainder of this site,

The final account for the new build at 32 Byron Avenue has now been paid and the remaining budget of £10k will be removed from the programme in the report to November Cabinet.

Summary

Carry forward requests included in the report to November Cabinet are for £400k on the Environmental Health and Safety works and £570k on the Common Area Improvements.

Budgets to be removed from the capital programme at November Cabinet include Decent Homes projects for £1.069million and 32 Byron Avenue for £10k.

Summary of Capital Expenditure at 30th September 2016

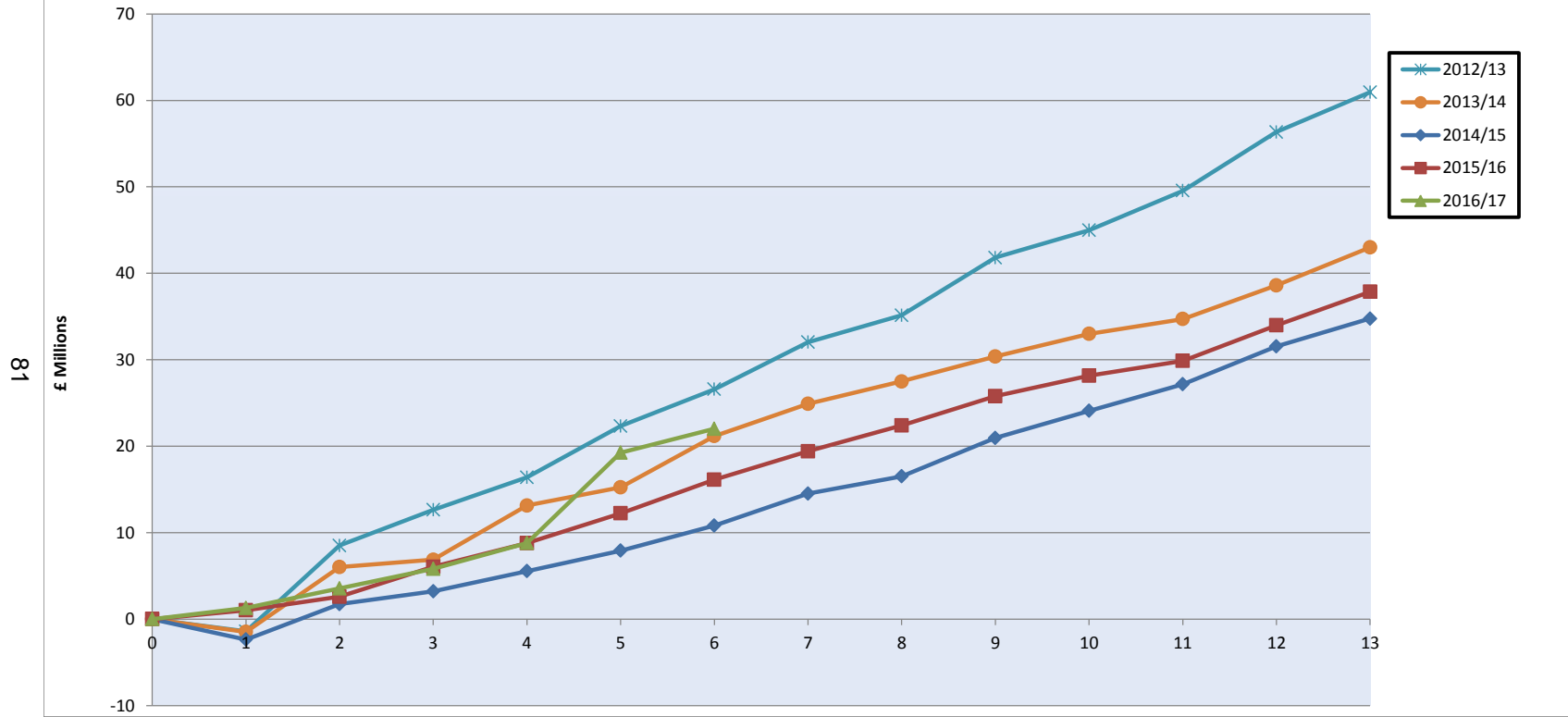
Appendix 1

	Original Budget 2016/17 £000	Revisions £000	Revised Budget 2016/17 £000	Actual 2016/17 £000	Forecast outturn 2016/17 £000	Forecast Variance to Year End 2016/17 £000	% Variance
Chief Executive	11,459	5,776	17,235	1,648	14,519	(2,716)	10%
People	13,365	964	14,329	8,740	12,612	(1,717)	61%
Place	37,853	(3,771)	34,082	8,356	29,731	(4,351)	25%
Housing Revenue Account	10,773	157	10,930	3,270	8,881	(2,049)	30%
	<u>73,450</u>	<u>3,126</u>	<u>76,576</u>	<u>22,014</u>	<u>65,743</u>	<u>(10,833)</u>	<u>29%</u>
Council Approved Original Budget - February 2016	73,450						
Chief Executive amendments	100						
People amendments	-						
Place amendments	(162)						
HRA amendments	-						
Carry Forward requests from 2015/16	4,218						
Accelerated Delivery requests to 2015/16	(2,807)						
Budget re-profiles (June Cabinet)	(134)						
New external funding	1,911						
Council Approved Revised Budget - June 2016	<u>76,576</u>						

Actual compared to Revised Budget spent is £22.014M or 29%

Appendix 2

Capital programme Delivery
Cummulative Capital Expenditure 2012/13 to 2016/17



Year	Outturn £m	Outturn %
2012/13	61.0	97.9
2013/14	43.3	93.8
2014/15	34.8	83.8
2015/16	37.9	97.0

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Southend-on-Sea Borough Council

Report of Corporate Director for People

to
Cabinet

on

8th November 2016

Agenda
Item No.

6

Report prepared by: Jenni Naish
Planning and Engagement Manager

**Success for All Children Group Annual Report
Department for People Executive Councillor:
Councillor James Courtenay
*A Part 1 Agenda Item***

1. Purpose of Report

- 1.1 To present a draft of the Success for All Children Group's Annual Report April 2015 – March 2016.

2. Recommendations

- 2.1 That Cabinet notes the report.

3. Background

- 3.1 The Success for All Children Group publishes an annual report as part of their performance management and planning cycle and to inform Cabinet of the progress made in delivering the overarching objectives for children's services across the partnership.

4. Corporate Implications

- 4.1 Contribution to Council's Vision & Corporate Priorities

The delivery of the Children and Young People's Plan and the work of the Success for All Children Group contributes to six of the 15 Southend Borough Council priorities:

- Look after and safeguard our children and vulnerable adults.
- Work in partnership with Essex Police and other agencies to tackle crime.
- Actively promote healthy and active lifestyles for all.
- Improve the life chances of our residents, especially our vulnerable children and adults, by working to reduce inequalities and social deprivation across our communities.
- Ensure residents have access to high quality education to enable them to be lifelong learners and have fulfilling employment.
- Work with and listen to our communities and partners to achieve better outcomes for all.

4.2 Financial Implications

The Children and Young People's plan is delivered within the resources available for children's services within the Council and in partner agencies.

4.3 Legal Implications

None

4.4 People Implications

None

4.5 Property Implications

None

4.6 Consultation

The Children and Young People's plan was devised through discussion and consultation with the agencies and organisations which constitute the Success for All Group. All partners have been consulted in the development of the annual report.

4.7 Equalities and Diversity Implications

The Children and Young People's plan helps to promote equalities by focussing on improving outcomes for all children and young people and narrowing the gap between those who do well and those who do not.

4.8 Risk Assessment

None

4.9 Value for Money

Agreeing key priorities and actions as part of the planning process ensures that resources available are targeted at those areas needing most improvement.

4.10 Community Safety Implications

The report includes delivery of a number of strategies and planned actions for keeping children and young people safe, for example, from abuse and exploitation, bullying and tackling substance misuse.

4.11 Environmental Impact

None

5. **Background Papers**

None

6. **Appendices**

6.1 Success for All Children Group Annual Report April 2015 – March 2016

**Success for All Children Group
Annual Report
For the period
April 2015 – March 2016**

DRAFT

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6. Looking Forward

1. Strategy and vision

1.1 Introduction

The Success for All Children Group is Southend's Children's Trust. Since 2007 the Group has worked in partnership to jointly address key issues for Southend's children, young people and families. The group is aligned with the Southend Health and Wellbeing Board and its work supports the delivery of the Health and Wellbeing Strategy. It is the vehicle that facilitates agencies and organisations in Southend-on-Sea to work in partnership with the aim of improving outcomes for children, young people and their families living in Southend-on-Sea.

Member organisations have a key role in delivering services for children and families in Southend. The members come together to agree collective approaches to improving services and their impact on children and families and to hold each other to account for these shared priorities. The group reports to Southend's Health and Wellbeing Board which holds the overarching strategy for the health and wellbeing of all residents in Southend.

The Success for All Children Group has representatives from Southend Borough Council, South East Essex Primary Care Trust, Essex Fire and Rescue, Primary and Secondary Head Teachers, School Governors, South Essex Partnership Trust, Southend Clinical Commissioning Group, Southend University Hospital Foundation Trust, NELFT Emotional Wellbeing and Mental Health Service, the Police and the voluntary sector.

This Annual Report sets out our achievements over the reporting period of April 2015 – March 2016.

1.2 Our vision and ambition for children in Southend-on-Sea

Our vision is simple, Success for All. We are committed to achieving success for all children but remind ourselves that this success needs to be defined with the children and young people and their families. As a partnership we recognise that our role is to fan the potential that exists in every child and work together to remove the injustices and barriers that prevent them from reaching their full potential.

One of our strengths is the way, as organisations, we work together in Southend-on-Sea. Our vision statement clearly sets out the ways we want to continue to work together to give children and young people the best possible start in life. Our vision statement and other key documents can be found at www.southendchildren.org.

1.3 What were our priorities in 2015-2016?

Over the past year the Success for All Group has focused on delivering the priorities of the Children and Young People's Plan 2015-2016. Our priorities were:

1. Closing the divide between more advantaged and less advantaged children and families in Southend-on-Sea
2. Supporting families at the earliest opportunity to prevent their needs escalating and to help them transition through our services
3. Keeping children and young people safe
4. Supporting young people and families to live healthier lifestyles
5. Continuing to improve the life chances for looked after children and those on the edge of care
6. Ensuring agencies proactively seek out and respond to the views of children and young people

2. Our approach to joint working and integration

2.1 Commissioning

Southend Borough Council and Southend CCG now have a shared commissioning team to oversee the procurement of services to meet the needs of children pre-birth to 19 years and their families. The team responds to the needs identified in the Southend Joint Strategic Needs Assessment for Children and Young People and the needs that members of the public identify during the consultations that are organised prior to each contract being commissioned.

(http://www.southend.gov.uk/download/downloads/id/4215/southend_joint_strategic_needs_assessment_for_children_and_young_people_%E2%80%93_december_2015_update.pdf)

2.2 Referring children and families to services

Across our partnership, and beyond, there is a clear pathway of referral in order for children and families to access the services that they need. The Early Help Family Support Assessment underpins the services commissioned jointly by the Success for All Children Group.

The following services are jointly commissioned and can be accessed by referral through the Early Help Family Support Assessment:

Southend On Sea Domestic Abuse Project (SOSDAP) – is a Southend based charity supporting women, men, children, young people and families whose lives are affected by domestic abuse and family breakdown. SOSDAP

is contracted to support children, young people and families by alleviating the impact of domestic abuse and promoting their protection from risk of harm and abuse. The service delivers 5 main outcomes for children, young people and their families:

1. Be Healthy
2. Stay Safe
3. Enjoy and achieve
4. Make a positive contribution
5. Achieve economic well-being.

In 2015-16, over 110 children were referred into the service and over 100 children completed their intervention.

Emotional Wellbeing and Mental Health Service –From the 1st of November 2015, NELFT (North East London Foundation Trust) began providing a Children and Young Peoples Emotional Wellbeing and Mental Health Service (CYP EWMHS) across Essex and Southend. The service will be an integrated CYP EWMHS with a crisis pathway and will work with local services to deliver through a single point of access.

Supporting and Empowering Vulnerable families

Supporting and empowering vulnerable families is in its 7th year in Southend. The service supports children and young people with either a Child Protection Plan or identified as being a Child in Need through the use of community Volunteers delivered through Volunteering Matters. In 2015-16 the service recruited, trained and supported 31 volunteers to support 110 children and young people by supporting and mentoring 61 families with complex needs, such as alcohol or substance misuse where children are at risk of significant harm through neglect. They make weekly visits to the families building up a strong relationship with the parent/s, listening to problems and offering practical help.

The service runs in partnership with the council to target families most in need of support, volunteers help keep families together and reduce the number of children on child protection plans and child in need plans. By improving parenting skills, reducing isolation and improving the quality of family life the reliance on social care services is reduced. Volunteers for this service also supported the council delivery of timely interviews for missing children.

2.3 Workforce development strategy

Member organisations are committed to developing and maintaining the competence, enthusiasm and commitment of our children's workforce.

Our partnership approach to integrated working has created multi-agency and multi-skilled, co-located teams. This facilitates a sharing of skills across professional boundaries and a more holistic understanding of the needs of children, young people and families.

Member organisations and the wider voluntary sector are able to access LSCB Safeguarding programmes which include training on Forced Marriage, Female Genital Mutilation, Intergenerational violence and abuse, PREVENT and Child Sexual Exploitation, plus many other safeguarding related training courses.

2.4 Voice and influence

Across the partnership achieving continuous improvement by way of listening to our service users is an area of continuing development. There are many examples of unique and innovative opportunities provided for young people to engage with services over the course of 2015-2016. Southend CCG opened its doors to a youth group in November 2015 for the Children's Commissioner Takeover Challenge and received feedback and guidance from young people on how best to communicate key messages to this age group, this has led to an ongoing and close relationship between the CCG the Youth Council and Southend University Hospital. Within Southend Borough Councils all children's service areas have a standing forum for young people and their families to provide feedback or engage in solution development. This can be through the open doors of Southend Borough Youth Council or through more specific forums such as the Young Carers forum, the Looked After Children's Council, the forum for children and families with child protection plans, Southend Family Voice (representing families of children with SEND).

In addition to the groups and forums we also undertake survey activity with our service users, either for the purposes of regular feedback benchmarking or to enable us to survey opinion to inform contract specifications for commissioned services. Southend Borough Council also regularly invites young people to participate as interview panel members where a vacancy is for a key strategic role within Children's or Learning Services, or where the role has a direct frontline role working with children and families.

As a partnership we recognise the importance of service user feedback and co-production of service design and will continue to develop and strengthen this area of work.

3. Safeguarding, early intervention and prevention

3.1 Early intervention

A Better Start

The vision of this 10-year, £40million, intervention and prevention programme is to transform the first years of life for children and their families in our target areas; changing the way families engage with the services and the opportunities available in Southend-on-Sea.

Much of the activity this year has been devoted to planning and setting up the programme, assessing systems currently in place and reaching out to the partners we will need if we are going to change the way Southend-on-Sea works in future. But some projects are already underway. *A Better Start Southend* has already introduced a range of new activities and courses for expectant parents and families. *Let's Talk with Your Baby* and *Help Me to Talk* are new courses helping parents communicate with their babies; *Fathers Reading Every Day* and *Dad Factor* are aimed at encouraging Dads to read more with their young children; *Empowering Parents, Empowering Communities - Being a Parent* offers practical advice to parents on bringing up happy and confident children, and is run by parents.

Over the coming months and years these projects and many others will come together to fulfil our ambition to make Southend-on-Sea the best place in the country to bring up a child and be a parent.

Early years provision

High quality Early Years provision is key to children getting an excellent head start on their education and ensures that children are well prepared to enter the Reception Year. Early Years providers in the private, voluntary and independent sectors in Southend have seen improvement maintained over a number of years in the percentage of providers judged as good or better by Ofsted.

The current profile for pre-schools, day nurseries and independent schools is:

Outstanding	19%	(94% Good or Outstanding)
Good	75%	
Requires Improvement	4%	
Inadequate	2%	

The current profile for Southend-on-Sea's registered childminders is:

Outstanding	19%	(87% Good or Outstanding)
Good	68%	
Requires Improvement	13%	
Inadequate	0%	

Furthermore, taking into account the size of settings and the number of children attending, 87% of all children accessing early education in private, voluntary or independent providers are attending a setting rated Good or Outstanding by Ofsted.

3.2 Improving the safeguarding of children and young people in Southend-on-Sea through multi-agency work

In Southend-on-Sea there is a strong ethos of partnership working to safeguard and meet the needs of children and families as early as possible, which is embedded in a broad range of agencies and services.

With our partners and multi-agency practitioners we value and are committed to integrated working which allows us to plan and meet the needs of children in a systematic way. We give safeguarding children the highest priority and our Local Safeguarding Children Board (LSCB) has ensured that the understanding of thresholds is solid, regularly reviewed, and safely maintained across the partnership.

Between April 2015 and March 2016, 884 individual Early Help Assessments were completed, with 765 assessments for the same period in 2014-15.

The table below demonstrates that during 2015/16 508 outcomes for young people were successfully achieved, across 467 cases closing. All early help assessment delivery plans were reviewed and individual outcomes collated and measured against 25 universal aims based upon the original Every Child Matters framework.

Be Healthy	Stay Safe	Enjoy & Achieve	Make a Positive Contribution	Achieve Economic Well-Being	Generic
143	53	220	62	29	1

Troubled Families

The Troubled Families programme initially intends to change the repeating generational patterns of poor parenting, abuse, violence, drug use, anti-social behaviour and crime in the most troubled families in the UK. Troubled families are defined as those that have problems and cause problems to the community around them, putting high costs on the public sector. The aim is to provide partnership support via a dedicated key worker to enable families to turn around and in particular to:

- get children back into school
- reduce youth crime and anti-social behaviour
- put adults on a path back to work

- reduce the high costs these families place on the public sector each year

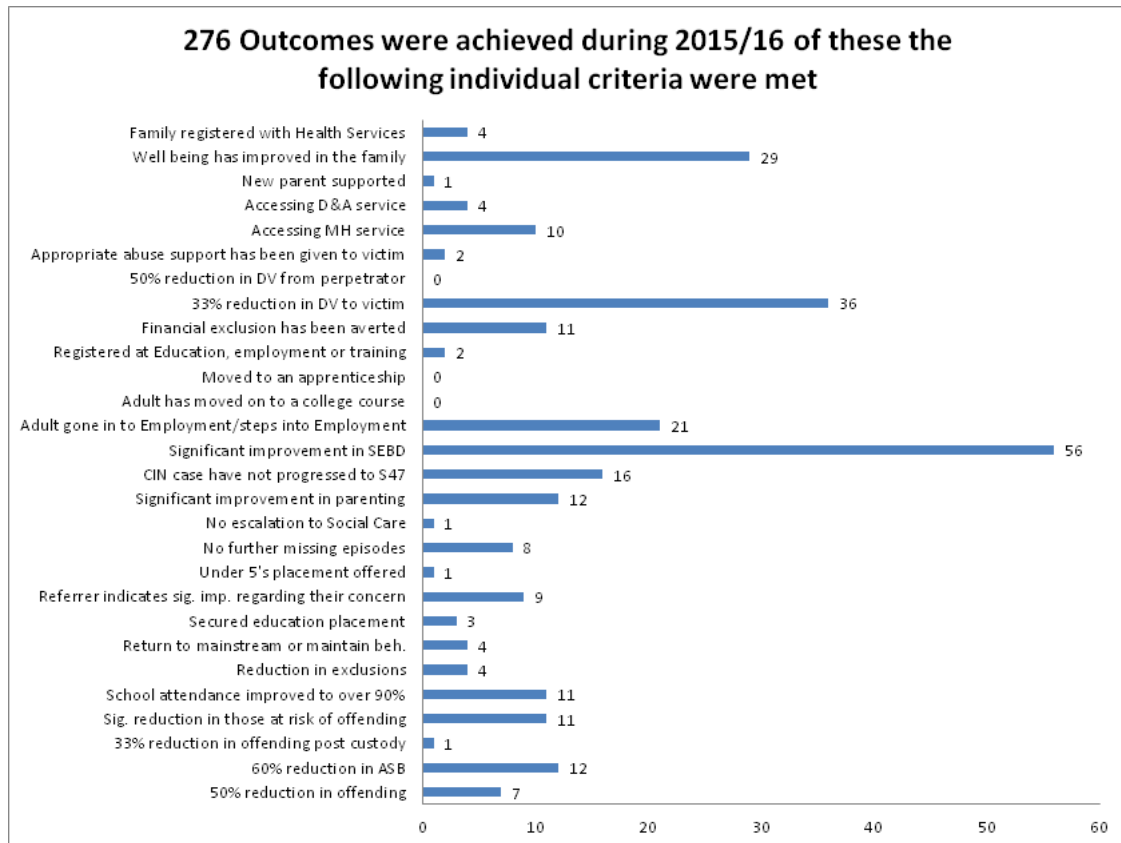
Due to outstanding success of the Southend Troubled Families service in Phase 1, particularly achieved in 2014-15, the Department for Communities and Local Government (DCLG) accepted us as an early Starter in Phase 2, funded for five years, giving more than 1,480 families the opportunity for support and a better quality of life. The DCLG broadened the selection criteria to now meet 6 key issues; adult and youth Crime/Anti-social Behaviour (ASB), Education attendance/behaviours, Unemployment, Domestic Abuse, Children who need help and Health.

This allows for most family issues to be addressed and early help to be provided, preventing later issues and producing cost savings for all partner agencies.

Furthermore, Streets Ahead in the community (Streets Ahead is Southend-on-Sea Borough Council's Troubled Families service) is an innovative approach to family work, providing opportunities for families to access resources in their communities. The programme supports positive change and also prevents families who are on the periphery of the Streets Ahead criteria needing intensive intervention by working with communities to strengthen communication, co-operation and take up of services. Evidence suggests that families who live in flourishing communities experience improved emotional health & wellbeing which reduces long term dependency on services. Our community workers ensure that projects are sustainable and delivered with the involvement of the local community and Streets Ahead families with their aim being to empower, up-skill and foster community cohesion and family resilience, not to create unrealistic expectations or dependency.

From its commencement to end of March 2016 there have been 263 cases opened to Streets Ahead, 399 adults and 652 children.

The chart below shows how together with partner agencies we have worked with families around problematic areas.



Some of the Streets Ahead achievements and practices that have been embedded during 2015-16 are as follows:

- There are now 14 established Community Projects and a Community Hub which give on-going support for the Hard to Reach communities and families.
- By addressing the needs of the whole family, we have worked with the younger siblings as well as the young offender, giving importance to early help and ensuring that is an integral part of the plan, feeding into the sustainable outcomes and preventing generational recurrence of the same issues.
- Our action plans and reviews are inclusive to family and all agencies involved thus preventing escalation and reducing costs. Our families and professionals have a voice and a case will only be closed when everyone is in agreement and all outcomes have been achieved. This also offers challenge to families that do not engage and forms evidence for pursuing any legal action.
- All families are put into “maintenance” and referred to our Community Workers for on-going support within their community. Thus the family feel reassured and it gives them the tools to continue to make the right choices.

- We have employed a Missing/Child Sexual Exploitation (CSE) Co-ordinator as part of the team, this role fulfils a crucial part of the Troubled Families Programme as many of Missing Children/CSE high risk cases are working with Streets Ahead to support the whole family through the issues associated with these cases.

Members of the Success for All Children Group undertook a process to refresh the Early Help provision as part of our ongoing commitment to provide children and families with help as soon as needs present themselves, regardless of age, and to prevent those needs from escalating and requiring more intensive help and support.

The new service, operational from 1st April 2016 is known as Early Help Family Support Service and is underpinned by the following principles:

- Safeguarding and promoting the welfare of children and vulnerable adults is the responsibility of us all.
- Early Help spans a wide spectrum of services, provided by a wide range of agencies to meet a wide range of needs.
- We work with families at the earliest opportunity to prevent needs from escalating.
- All children, young people and families' needs are met by universal services wherever possible.
- Families are encouraged and supported to identify their own issues and solutions.
- We build resilience and the capacity to achieve by having a joined up approach to families' needs.
- We improve the identification of children in need and in need of protection through increased understanding of the impact of an adult's needs on a child's life.
- We have an honest, open and transparent approach to supporting children and their families.
- We operate a multi-agency/disciplinary approach to both assessment and intervention.

The service aims to enable all Southend-on-Sea's contributors to Early Help to: act before the needs of children and families escalate; focus on achieving priority outcomes for those children, young people and families who need it the most; give every child the opportunity to reach their full potential; and to have flexible services that provide the right support, at the right time and at the right level.

Building on existing best practice and processes, it provides:

- A single, integrated system and 'front door' for the identification, referral, assessment, and monitoring of Early Help.
- A core offer to schools, early year's settings and GPs to support them to fulfil their statutory duties with regard to Early Help.

- A traded service to provide additional Early Help support to individual schools, particularly with regard to improving school attendance.
- A specialist whole family support service to meet complex needs.
- An offer of support and guidance to all providers of Early Help services to children and young people.

Development of a Multi-Agency Risk Assessment Team

During 2015-16 a Multi-Agency Risk Assessment Team (MARAT) was developed. It was implemented in June 2016. Close working took place between partner agencies and Essex County Council when developing the MARAT. The team reviews information in relation to high risk domestic abuse incidents and advises agencies of actions they may wish to consider. The cases are then heard at a Multi-Agency Risk Assessment Conference (MARAC). The backlog of cases being heard at MARAC has successfully been removed since the implementation of the MARAT.

The MARAT consists of a Team Manager, children's social worker, adult social worker, early help practitioner, Essex Police, health representative, CRC representative and NPS representative. Each member of the team is line managed by their own agency. They are co-located in Civic 2 and will be moving to the refurbished Southend Police Station in November 2016.

A quality assurance framework is being developed to ensure the consistency and quality of decision making is regularly reviewed and that learning from the process is shared with practitioners.

3.3 Reducing the impact of domestic abuse on children and young people's life chances

SOS Domestic Abuse Projects (SOSDAP) deliver a range of services which enable families, perpetrators, victims and children affected by domestic abuse to undertake therapeutic work. This helps those affected to overcome the effects of domestic abuse and family breakdown. The service offers support to every member of the family over the age of five. Furthermore there are additional services around supporting young male victims and young people in abusive relations of their own.

Over the last two years the council and members of the Success for All Children Group have extensively reviewed the local domestic abuse service offer and identified a number of areas where services could be improved or

are not provided within the current delivery. The decision was to bring together current funding for refuge services and children and families support to deliver an all age service supporting more victims and improving outcomes in Southend-On-Sea. These changes should be completed in the next financial year with more victims supported, raising awareness and developing prevention programmes that can help stop domestic abuse happening in the first place.

An overview of our safeguarding and early intervention performance in 2015-16:

- Despite the doubling of targets in September 2014, all parents wishing to access a funded early education place for their 2 year old were able to find a place.
- 89% of early education settings in the private, voluntary or independent (PVI) sector were judged as Good or Outstanding by Ofsted, with 95% of all children accessing funded places attending these settings.
- 89% of Children's Centres assessed were judged as Good or Outstanding by Ofsted.
- 3 and 4 year old funding take up: 97.1% in Southend-on-Sea (4521 children)
 - 3 year olds (2,253): PVI = 74.6% Maintained = 25.7%
 - 4 year olds (2,268): PVI = 25.4% Maintained = 74.3%
- Referrals resulting in a single social work assessment - During April 2015 – March 2016 1,499 (provisional figures) referrals were received by social care and the rate of referrals resulting in a Single Social Work Assessment was 95.8% (provisional figures), which demonstrates that threshold is understood across the partnership.
- During the reporting period of April 2015 to March 2016, 1673 learners across the partnership registered for safeguarding training provided by the LSCB. Of which 696 were issued with free safeguarding E-learning.
- We have continued to make improvements in management oversight and monitoring of our social work practices, this includes undertaking regular case audits.

We need to further focus on:

- Embedding the Early Help Family Support Service
- Continuing to create a culture and climate that allows partner agencies to embrace and explore further integrated working
- Continue to work with our services users to co-produce our vision and service delivery.
- Driving forward the delivery of A Better Start and Troubled Families to ensure that we see real evidence of impact and outcomes

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4. Services and outcomes for vulnerable children

4.1 Children in Care

Since 2006 the number of Looked after Children had been progressively reduced from 302 to 228 in March 2015, however in March 2016, this had risen to 262 children in care.

Improving quality of provision and the life outcomes for Looked after Children has been a consistent feature of our partnership Children and Young People Plan, which articulates our high ambitions for this group.

A very strong track record is evidenced by performance indicators and inspection outcomes of fostering and adoption. The indicator that monitors long term stability of placements has a provisional result of 64.7% in 2015-16, and published figures of 69% in 2014-15 and 69.7% in 2013-14.

Performance on the timeliness of placements for adoption has increased to 92.0% in 2015-16 from 80% for children who were adopted that moved to live with their adoptive parents within 12 months of that decision being made.

96.4% of Looked After Children reviews were held within timescale in 2015-16.

The vast majority of children and young people continue to communicate their views as part of their annual review.

We need to further focus on:

- Working as a partnership to fully embed a concrete knowledge of the pathways for children and families to receive the appropriate level of support at the right time
- Continuing to share learning from the Quality Assurance Framework across the partnership
- Across the partnership ensuring that we listening to the voice and experiences of children in care and care leavers as we further commission and design services.

4.2 Narrowing the achievement gap for vulnerable groups

Looked after Children (LAC)

The Virtual School and Virtual School Headteacher continues to monitor the progress and attendance of Looked after Children as a basis for informing Social Workers, supporting Designated Teachers and raising aspiration and outcomes for this group of children.

The impact of levels of trauma among Looked after Children is reflected in the high proportion of Looked after Children with identified Special Educational Needs (SEN). Currently 48.9% of Southend-on-Sea's Looked after Children (school aged) are identified as having SEN, compared to 15.4% (latest figure available 2014 -2015) for all children nationally. The percentage of Southend-on-Sea Looked after Children with a Statement (or EHCP) 18.4% is also very high compared to all children nationally 2.8% (latest figure available 2014 - 2015).

Data relating to the educational attainment and progress of LAC is now collected by the Council's Data and Performance Team to ensure a more robust and reliable set of data and allow for detailed scrutiny of performance. This will enable the Virtual School team to ensure each individual child receives the most appropriate support.

A Management Board has been established for the Virtual School which meets termly and whose role is to offer a mechanism of accountability for the Virtual School offering both support and challenge.

Looked after Children attainment and progress

Attainment – summer 2015

Comparing the attainment of Southend LAC with National LAC, Southend LAC achieve below LAC national average for all headline measures.

Headline measure	Southend LAC %	Cohort size	National Average (all pupils)%	National Average (LAC) %
<i>KS2 Reading Level 4+</i>	57.1	7	89.0	71.0
<i>KS2 Writing Level 4+</i>	42.9	7	87.0	61.0

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KS2 Maths Level 4+	42.9	7	87.0	64.0
KS2 R,W & M Level 4+	28.6	7	72.0	52.0
KS4 5A* -C inc. E&M	8.3	12	53.8	13.8

Pregnant girls and young mums

In Southend-on-Sea, school age pregnant girls and young mums (KS4) have made the following achievements in terms of gaining GCSE qualifications:

Outcomes for pregnant girls/young mums KS4	Summer 10	Summer 11	Summer 12	Summer 13	Summer 14	Summer 15
% achieving 5 A* -C Including English and Maths	14.3%	0.0%	0.0%	12.5%	0.0%	8%
% achieving 5 A*-C	28.6%	25.0%	20.0%	25.0%	0.0%	8%
% achieving 1 A* -G Including English and Maths	57.1%	25.0%	100%	62.5%	50.0%	8%
% achieving 1 A*-G	57.1%	75.0%	100%	100%	50.0%	85%

In July 2015, pregnant teenagers and teenage mothers accounted for 29% of all young people Not in Education, Employment or Training (NEET).

In 2014 (most recent data), 43.8% of under 18 conceptions led to abortion, this is an increase from last year's figure of 37.3%.

The Success for All Children Group will continue to provide services for pregnant girls and young mums via the A Better Start, Family Nurse Partnership.

Children eligible for pupil premium grant (PPG)

A key focus of the partnership is addressing the impact of poverty on children and families, particularly in terms of ensuring that education is a form of prevention against future poverty. This means not only working together to address the health and housing needs but also working together to close the attainment gap between pupils eligible for free school meals or Pupil Premium funding and their peers.

In spite of additional funding being made available, many schools have not been successful in accelerating the progress of their disadvantaged pupils and the gap remains stubbornly wide. The impact of poverty and disadvantage can be addressed by all members of the Success for All Children Group and the wider Southend Health and Wellbeing board. There are a range of strategies aimed to improve housing stock conditions, increase the availability of affordable housing, promote healthy lifestyles and to create an economic climate in Southend-on-Sea with secure and stable employment opportunities. A key to success for the members of the group is to give the adults of tomorrow that are currently eligible for free school meals the opportunity for a better chance and outcomes as an adult. Education is a key plank in achieving this; as such during 2015-16 there was a greater focus by partners on the use of Pupil Premium Funding to achieve improved academic attainment and progress for these pupils. Initiatives such as Achievement for All, reading and mathematics interventions, clubs to boost self-esteem, funding towards school trips and music lessons have been commissioned using PPG by individual schools and academies across Southend-on-Sea. In addition pupils coming into the Early Years Foundation Stage should now and in the future be benefitting from the initiatives of the A Better Start programme whilst aged 0-3 years old.

In the Early Years Foundation Stage, 59.5% of children who were eligible for Free School Meals reached a good level of development compared with 71.2% of all pupils. The gap at key stage 1 was 2.7 points, equivalent to roughly 2 and a half terms, and at the end of key stage 2 eligible children were on average 3 terms behind their peers.

The Pupil Premium Strategy Group representing partners from the Council and all school Challenge Clusters has provided challenge and direction for all schools in their efforts to close the gap. Actions taken have included: Link Advisers and school support partners challenging the actions of all schools in raising pupil premium attainment and progress; more detailed analysis of data Cluster by Cluster with weekly challenge to individual school leaders and governors where gaps are not closing; the identification of good practice; the setting of performance targets relating to the gap for individual officers and the raised profile through half termly Pupil Premium Network meetings.

We need to further focus on:

- Continuing to focus on the progress and attainment of looked after children and ensuring that Personal Education Plans have an impact on outcomes
- Evaluating and shaping the use of, and impact of, the Pupil Premium Grant spend allocated to children in care.
- With regard to children in care and their Personal Education Plans (PEPs) partners need to address the issues of compliance (whether or not a PEP is in date) and quality of the PEP's though implementing the new EPEP system
- Addressing the barriers to Pupil Premium attainment and progression.
- Increasing take up of the Free School Meal offer, particularly in KS1.
- Promoting the positive uses of Pupil Premium grant funds on improving outcomes for children on free school meals.
- Increasing the level of challenge to school leaders and governors, drawing where necessary on our full powers of intervention

4.3 Care leavers in education, employment or training

The purpose of the CM16+ team is to ensure that appropriate planning is in place for all allocated young people. As well as promoting formal education for our young people CM16+ has been looking at various strategies to engage our hardest to reach young people initially within less formal education forums. This has been an area of real progress over the previous year and there will be a continuing focus to maintain and expand this success moving forward.

The team will continue to offer drop-in opportunities including sessions focusing on teenage pregnancy and healthy eating and budgeting. The “cook for life” sessions have proved successful in engaging young people around issues of independence, budgeting and healthy cooking and eating and will continue.

The Council and its partners have been successful in engaging young people who are due to leave care, or who have left care, in education, training and employment and in the last year (2015-16) the number of young people recorded as not in education, training or employment (NEET) has fallen from 29% to a current figure of 11.5%. Currently (as at July 2016) 143 young people are being supported by the dedicated CM16+ team.

The decrease in NEET represents excellent progress and is something that the team and partners will build on moving forward. This is a reflection of the high quality of service offered to the young people of Southend-on-Sea as they prepare and embark on an independent adult life.

We need to further focus on

- Working with the data to identify young people at their 15th birthday and flagging this for joint working between the Council and partners
- Continue to explore creative ways with our partners to engage the most difficult to reach young people in educational activities.

4.4 Children with special educational needs and disabilities

In September 2014 reforms within the Children and Families Bill for children with Special Educational Needs and Disabilities (SEND) came into effect. Among other things the reforms introduced:

- The requirement to jointly commission services
- The requirement to produce a Local Offer of services for children and young people with SEND
- A 20 week assessment process leading to an Education Health and Care Plan (EHCP)
- A requirement to convert all current statements to EHCPs by April 2018.
- The right to request a personal budget to secure particular provision specified in the EHCP.

The SEND reform has been a significant change project affecting all staff in settings and services working with children and young people with SEND. The project involved consultation, user engagement, the implementation of new ICT systems and training across organisational boundaries, and work in these areas continues as we learn from implementing the reforms.

The Council and Southend CCG's joint commissioners for children's services are now within the same team as discussed in section 2.1 and health commissioners are working closely with the SEN team to ensure the redesigned community paediatrics service better meets the needs of children and young people with SEND.

Clear steps have been taken to meet the new duties to publish an interactive Local Offer that sets out the support available to all children and young people with SEND from mainstream, targeted and specialist services, including arrangements for leisure, health, social care provision and post-16 education training or employment. Work continues on this to ensure it remains compliant.

The 20 week timeframe for new statutory assessments has proved particularly challenging, with the number of plans completed within 20 weeks around 12%, and around 50% being over 26 weeks. This compares to 96.7% of all cases being completed in 26 weeks the year prior to the reforms. A major challenge for the members of the Success for All Children Group is to address the causes of delay in providing professional advice to inform the individual child's plan. Collaborative work is underway to amend the pathway and support agencies in providing advice within the 6 week limit. Part of this is to

support each agency to better understand whether new advice is required or not.

The Council published a Transition Plan in September 2014 setting out details of how it intended to meet the deadline to convert all statements by April 2018. In the academic year 2014-2015 the aim was to hold transfer reviews for all pupils with statements in Nursery, Year 2, Year 6, Year 9, Year 11 and Year 14, as well as pupils in Year 13 in school sixth forms. However due to delays in completing plans from Year 1, particularly those started in the summer term, it was decided to delay Year 2 pupils for one year. A revised Transition Plan was issued in November 2015. As of March 2016 37% of statements maintained as of September 2014 had been converted.

Since September 2014 parents of children with SEND have been able to request a personal budget which is linked to the Local Offer. Each agency has criteria for personal budget and agreed a common approach to facilitate direct payments building on the success of the arrangements made within social care.

In addition there has been on-going work in relation to implementing the third year of the SEN Strategy (Early Help, Choice, Partnership and Ambition) and consultation across the partners on Working Together to Improve Outcomes, the strategy for the next 3 years.

We need to further focus on:

- Timely Intervention
- Partnership working
- Quality and effective SEND provision
- Raise attainment and expectations
- Ensure value for money

These are the priorities in the 2016-2019 SEN strategy.

5. Outcomes for all children

In this section the members of the Success for All Children Group report on outcomes achieved in specific fields of work from across the partnership, this includes education, sexual health, youth offending, drug and alcohol teams, emotional health and wellbeing, keeping young people in education, employment and training, and support for young carers.

The success, or otherwise, of the activities and interventions set out in this section can be life changing for the children and families receiving the services, and just as importantly can reduce costs and the need for intervention elsewhere in the public sector. Our Success for All Children Group has a strong understanding of this and is proactive in supporting the removal of barriers and challenges across the system.

5.1 Overall school attainment

Schools in Southend-on-Sea work collaboratively with the Success for All Group members to understand how to continuously improve attainment and progress. As a partnership we understand that education provides inspiration and leads to the creation of aspiration and ambition for young people.

In 2015 in the Early Years Foundation Stage 69% of children achieved a Good Level of Development which was 7% higher than in 2014. At Key Stage 1 the percentage of pupils achieving the expected level (Level 2 or above) increased in writing and in maths with more children achieving the higher level 3 in reading, writing and in science. 79% of Southend-on-Sea pupils achieved Level 4 or above at the end of Key Stage 2 in reading, writing and mathematics.

At Key stage 4 results for 2015 show that 65% of Southend-on-Sea pupils achieved 5 or more A*-C grades including English & Maths at GCSE. In 2014 the figure was 62% which was above the national average and put Southend-on-Sea in the top quartile nationally.

The Southend Borough Council Annual Education Report is published on www.southend.gov.uk and provides a more detailed analysis of pupil progress and attainment. The 2016 results will be found within the Annual Education Report published in January 2017.

We need to further focus on:

- The continued development of strong strategic partnerships between strong schools and weaker schools.
- Challenge to the leadership and governance of all schools where progress is not secure enough and the gaps between disadvantaged pupils and all pupils continue to prevail.

A more detailed analysis can be found in our Annual Education Report

5.2 Healthy schools

The Healthy Schools programme addresses many priorities especially those concerned with healthy weight, physical activity, under 18 conceptions, substance misuse and the emotional health and wellbeing of children and young people.

Currently 96% of Southend-on-Sea schools as well as two independent schools and the Virtual School have achieved National Healthy Schools Status (NHSS). This requires schools to meet the criteria around Personal, social and health education (PSHE), Healthy eating, Physical activity and Emotional health and wellbeing.

88% of these schools have moved onto a more in depth piece of work that addresses a specific health priority. Many are working on their 2nd piece of work some even their 3rd piece. For this stage of the process an action plan is submitted and schools work towards achieving Enhanced Healthy School Status.

32 schools have achieved Enhanced Healthy School Status as of November 2015. A further 11 schools are expected to achieve in November 2016. An annual Enhanced Healthy School celebration takes place each November.

Healthy School Programme developments

Involvement and completion of other substantial pieces of work such as the Drug Aware and Equality and Diversity Champion programme also merit Enhanced Healthy School Status. Some of our more outstanding schools are embarking on several projects concurrently.

Eleven schools are about to complete our 2015-16 Equality and Diversity Champion Programme, this programme aims to help the school to promote strong inclusive values and thus significantly reduce discriminatory behaviour and bullying. This programme will be involving a further 10 schools 2016-17.

The Drug Aware programme is continuing in partnership with the Drug and Alcohol Commissioning Team, with 3 schools from the first cohort having achieved Drug Aware Status in November 2015. At least a further 8 schools have signed up to the programme and are working towards achieving the award.

Healthy schools working towards the Drug Aware mark will also achieve Enhanced Healthy School Status on completion due to their extensive work on substance misuse.

Southend-on-Sea schools with secondary aged children continue to be offered the theatre forum, Prince Charming by Outloud Productions which

tackles the subject of teenage relationship abuse. All Southend secondary schools have taken up the offer at least once and approximately 4,750 young people had access to the experience. The tour will be repeated in November 2016 to a new cohort of young people.

A healthy relationship resource 'Getting On' has been developed for year 6 children in conjunction with Outloud Productions. It was launched in June 2016 a copy of the resource a DVD has been sent to each school.

5.3 Sexual health

From 1 July 2015, South Essex Partnership NHS Foundation Trust (SEPT), in conjunction with Southend University Hospital NHS Foundation Trust and Brook Young Peoples Sexual Health Charity, have been commissioned to deliver the SHORE (Sexual Health, Outreach, Reproduction and Education) Integrated Sexual Health Service. The service delivers open access, high-quality, confidential sexually transmitted infections testing and treatment services, contraception provision, sexual health information and targeted interventions in a range of settings.

The Family Planning Association's *Growing up with Yasmine and Tom* relationships and sex education (RSE) online resource has been offered to all primary schools in Southend-on-Sea. The resource provides age appropriate lesson plans that are fun, interactive and meet curriculum requirements. The programme also provides individual support to school staff to enable the confident delivery of the resource, as well as group training on relationship and sexual education (RSE) policy writing and engaging parents/carers.

All Secondary schools, through a partnership with CSN Community Interest Company, have been offered a high quality comprehensive RSE programme. The programme supports RSE delivery across all secondary year groups, providing age appropriate and relevant lesson plans to meet curriculum requirements. The programme supports school staff to deliver the *RSE Scheme of Work* through training sessions; dedicated individual time in each participating school; and, group workshop sessions to explore key themes such as relationships, sexual and reproductive health, and consent and safeguarding.

5.4 Teenage conception

Year	Number of Conceptions	Conception rate per 1,000 women in age group	Percentage change from 1998 Baseline	Percentage of conceptions leading to abortion
1998	155	56.4	0.0	45.8
1999	132	48.5	-14.0	35.6
2000	126	46.8	-17.0	42.1
2001	130	47.4	-16.0	49.2
2002	146	50.9	-9.8	44.5
2003	140	47.7	-15.4	46.4
2004	135	46.8	-17.0	41.5
2005	136	46.2	-18.1	48.5
2006	143	47.5	-15.8	46.9
2007	127	40.7	-27.8	48.8
2008	131	41.8	-25.9	41.2
2009	128	41.4	-26.6	42.2
2010	109	36.1	-36.0	52.3
2011	108	34.8	-38.3	47.2
2012	94	30.4	-46.1	47.9
2013	83	26.6	-46.5	37.3
2014	89	28.8	-42.6	43.8

The under 18 conception rate increased slightly to 28.8 in Southend-on-Sea. The East of England rate reduced to 20.2 from 21.0 and the national England rate reduced from 24.3 in 2013 to 22.8 in 2014.

Prevention work and partnership approaches

Nationally, the areas that have had the most success have made sure all young people have access to effective sex and relationships education and access to contraception, but have also specifically targeted support to at risk groups. This includes young people in and leaving care, NEET and those in the criminal justice system.

Southend-on-Sea continues to take a multi-agency and partnership approach to reducing under 18 conceptions and supporting local young parents. Amongst some of the many programmes of work are:

- The Family Nurse Partnership which offers first time, teenage parents aged under 20 in Southend-on-Sea an evidence based programme to help them to ensure their babies get the best start in life.
- Teen BUMPs and Teen BUMPs + is a multi-agency team offering antenatal and postnatal support specific to the needs of teenagers
- CEOP (Child Exploitation Online Protection) – Early Help Family Support Service and Youth Offending Service deliver internet and social media interventions through its Street Engagement Team.
- Care To Learn provision.
- Sanctuary Housing provides support for young parents with everyday living through housing placements.

Achievements in 2015-2016 include:

- Partners continuing to work through the Teenage Pregnancy Strategy 2015-2018 that will sustain the continual reduction of under 18 conceptions and ensure positive outcomes for teenage parents and their babies.
- Reporting of pregnant teenagers and teenage parents in education, employment or training (EET), thus facilitating focussed approach and work to support teenagers.
- Reporting of school age pregnancy attendance data to a Children Missing in Education group to monitor reduced “maternity attendance” back to full time whenever possible.
- Early Help Family Support and Youth Offending service team have a single front door referral process in place to ensure that teenage parents receive the right support at the right time.
- Initiatives to develop and raise teenagers’ self-esteem and aspirations include opportunities to volunteer at Teen BUMPs and Teen BUMPs+
- Public Health commissioned an integrated sexual health services that will ensure easy and improved access for young people.

We need to further focus on:

- Monitor the Implementation the Teenage Pregnancy Strategy and the action plan for 2016-2017.
- Targeted interventions for vulnerable young people and young parents through Early Help Family Support and Youth Offending Service and LAC and Leaving Care teams.
- Improve awareness of risk taking behaviour and sexual health matters for relationships and sex education leads in schools; for parents and foster carers; and for all professionals working with young people so that children and young people get the education, knowledge and skills they need to experience positive relationship and sexual health.
- Improving access to the local sexual health services.

5.5 Substance misuse

The Drug and Alcohol Commissioning Team (DACT) have commissioned a package of preventive substance misuse education, known as DrugAware, which was piloted with a cohort of nine schools from early 2014. This programme is intended to develop consistent standards of preventive education across the Borough and to enable schools to identify and intervene earlier with students who are at risk of substance misuse. Three schools have completed the DrugAware Award programme so far, with a further 10 schools working towards their accreditation. The DACT are keen to encourage all schools across the Borough to engage in this programme.

Support for families affected by parental substance misuse continues to be delivered through the M-PACT (Moving Parents and Children Together) Programme. National evidence suggests that for every one person in specialist substance misuse treatment, there is at least one child affected by substance misuse; this suggests that in Southend-on-Sea there are likely to be at least 1000 children affected. Three successful M-PACT programmes have been delivered so far to a total of twelve families; a fourth programme is set to commence in September 2016.

Although the number of young people accessing treatment in Southend-on-Sea each year has been reducing, Southend's Young People's Drug and Alcohol Team (YPDAT) have continued to engage with proportionally higher numbers of young people and young adults during 2015-16 than regional and statistical neighbours. During 2015-16, YPDAT engaged 109 under 18's and 20 18-21 year olds. The proportionally higher rate of young people engaging with YPDAT is likely to be due in part to their well-established links with a wide range of young people's services and their positioning within the Early Help Family Support and Youth Offending Service.

5.6 Improving outcomes for children and young people’s emotional wellbeing and mental health

In November 2015, Emotional Wellbeing and Mental Health Services (EWMH) commenced delivery as part of an Essex wide service commissioned by Southend Borough Council, Essex County Council and Thurrock Council and all seven Clinical Commissioning Groups (CCG) in Essex.

The key outcomes of the new service commissioned are:

- Improved emotional wellbeing/ intelligence, resilience and self-esteem for Children, young people, their families and carers.
- Children, young people, their families and carers receive easier access to services with a quick response to their needs and improved consultation, advice, support, training and guidance from the Service for themselves.
- More effective collaboration and support for frontline clinicians from the Service. This will enable them to work more effectively and working jointly builds resilience at front line.
- Improved joint working with adult mental health services with provision of age appropriate services and smoother transition for 14-25 year olds.
- Improved joint working with other services and an integrated holistic approach to ensure improved wellbeing.
- Improve crises pathways for all children and young people and reduced inappropriate use of A&E to access EWMH Services.
- Reduced waiting lists for specific treatments.
- Did Not Attend (DNAs) are reduced.
- Reduced health inequalities across greater Essex through provision of consistent model

Outline of Southend delivery (Nov15-Mar16)

Types of Service	Data Item	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
Targeted Services	Referral Received	89	131	119	113	141
	Referral Accepted	86	121	110	105	122
	Referral Rejected	3	10	9	8	19
	Completed Assessments	32	31	77	131	94

	First Appointments	132	90	100	128	88
	Follow-up Appointments	152	202	327	352	379
Crisis	Referral Received	10	16	14	18	13
	Completed Assessments	10	13	14	13	13
	First Appointments	7	10	13	11	13
	Follow-up Appointments	6	21	11	15	38
Eating Disorder	Referral Received	0	0	0	0	0
Learning Disabilities	Referral Received	0	0	0	0	0
	Total Contact	1	1	3	1	0
Single Point of Access (Children & young People)	Referrals Received	70	121	101	92	120

In Future in Mind: Children and Young People's Mental Wellbeing by Dr Martin McShane (March 2015), 5 themes were identified which represent best practice in respect of EWMH Services for children and young people.

The five key themes are:

- Promoting resilience, prevention and early intervention
- Improving access to effective support – a system without tiers
- Care for the most vulnerable
- Accountability and transparency
- Developing the workforce

The EWMH service specification and the Local Transformation Plan set out how the key themes are being addressed. Service delivery was still in a developmental stage towards the end of 2015-16 however with immediate effect the crisis support service had longer opening hours and anyone could refer or self-refer to the service.

5.7 Reducing school absenteeism

Improved access to emotional wellbeing and mental health services, a solid approach to Early Help and Troubled Families and a partnership wide focus on the importance of attendance has reduced absence and persistent absence levels in all school sectors compared to last year, resulting in an improvement in the national rankings. The full statistical release for 2014-15 academic year showed that we were below the national and statistical neighbour average for overall absence in Primary and secondary Schools for compulsory school age children.

The largest rank improvement was in Primary schools where Southend-on-Sea improved by 66 places from the 3rd quartile to the 1st quartile nationally. In Primary and Secondary Schools the absence level dropped by 0.2% while there was a decline nationally of 0.1%. In special schools the absence level increased by 4.3% but there were similar declines in performance nationally, 6 out of 10 statistical neighbours also showed a decline in Special schools.

The percentage of persistent absentees has decreased in Southend-on-Sea schools over the last 2 academic years. The biggest improvement was in Secondary schools once again where the figure dropped by 2.0%, meaning that Southend-on-Sea has now fallen below the national and has improved by 97 ranking places to reside in the 1st quartile nationally. Special schools however had a big decline of 55 places; this was due to the percentage of persistent absence pupils increasing by 6.6% (the national figure also increased by 0.8%). The primary school figure reduced by 0.4% which was also larger than national (0.2%). Overall, Southend-on-Sea schools are below national in terms of persistent absence by 0.9%. Furthermore, the local figure of 2.8% is now lower than the statistical neighbour average of 4%.

Persistent absence is a significant factor in children underachieving and gaining lower exams results. The Early Help Family Support Service continue to support a number of priority schools with higher than national persistent absence to offer a tailored support to differing school needs to target and reduce persistent absence. This incorporates various aspects from supporting schools to better analyse their data; increased numbers of early intervention meetings with parents and young people; enforcement and rewards.

The Every School Day Matters project, run by the Youth Offending Service (YOS) started in June 2013 in order to promote the positive aspects of school attendance to children, their families and the wider community. YOS Prevention staff receive information from schools advising who the unauthorised absentees are and attend the home addresses to identify the reasons for non-attendance. If they are not supplied with a valid reason the young people are taken to school and in all cases the parents are informed and advised of consequences of non-attendance.

The project (now known as Operation Newcastle) offers a service to schools in improving attendance levels in line with the Government's targets which in turn reduces risk of youth crime, anti-social behaviour and substance misuse. These patrols are undertaken twice per week, working in partnership with the Police, who have the authority under

Section 16 of the Crime and Disorder Act to both stop young people and return them to school. They inform the young person of the reasons why they had been stopped, inform the school and send a letter to the parents or carers. This project also leads to referrals to the local Troubled Families project when concerns are noted during the home visit. Statistics from the local education department have noted a marked improvement of educational attendance since the inception of this project.

Between April 15 and March 16:

- 53 days of operational deployments
- 73 young people returned to school
- 336 parents educated

We need to further focus on:

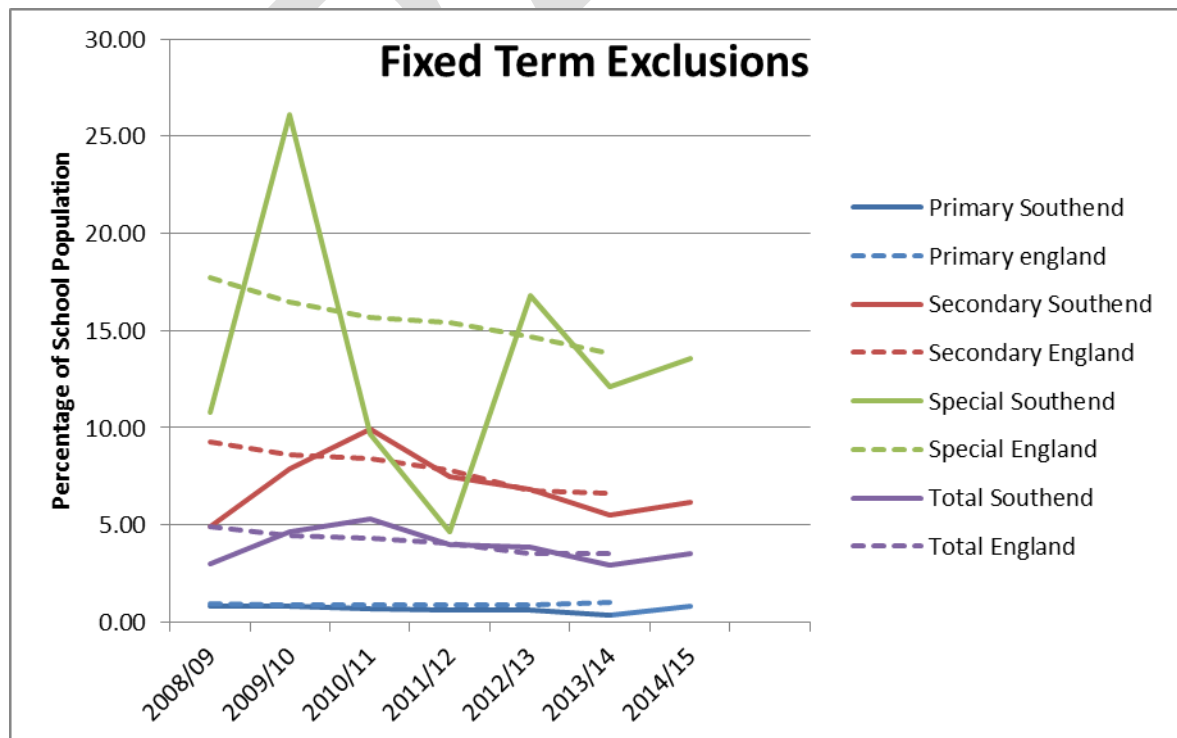
- Continuing to reduce absence and persistent absence in schools with a specific focus in primary schools and early years to embed routines and the importance of attending regularly at school from an early age.
- To work with and alongside the Special Schools to help reduce absence where possible, to help facilitate early intervention meetings so enable parents to feel better equipped with managing long term illness which presents many challenges. Learning how to meet those challenges is a process, but this group of children can, and wish to, achieve like their peers. Education may be a lifeline of opportunity and normality to children and families. Education will not only be school based. In many cases children will need a combination of flexible and school-based, hospital and home tuition. It emphasises the need for strategic partnerships between education and health services, teachers, children and families in understanding the practical and emotional impact of a chronic medical condition on education and development.
- Educating the wider community on the importance of school attendance.

5.8 Reducing exclusions

One measure of how well children behave in schools is to consider the number of fixed term and permanent exclusions from schools across Southend-on-Sea and compare this with national and regional information. It is generally accepted that pupils excluded from school are having their education interrupted, which will have an impact on the progress and achievement of an individual. As a result, schools and Southend Borough Council try as far as possible to manage children's behaviour within the school system, although it is recognised that some young people are not able to be educated in the mainstream school system and may need specialist individual education provision.

Fixed term exclusions

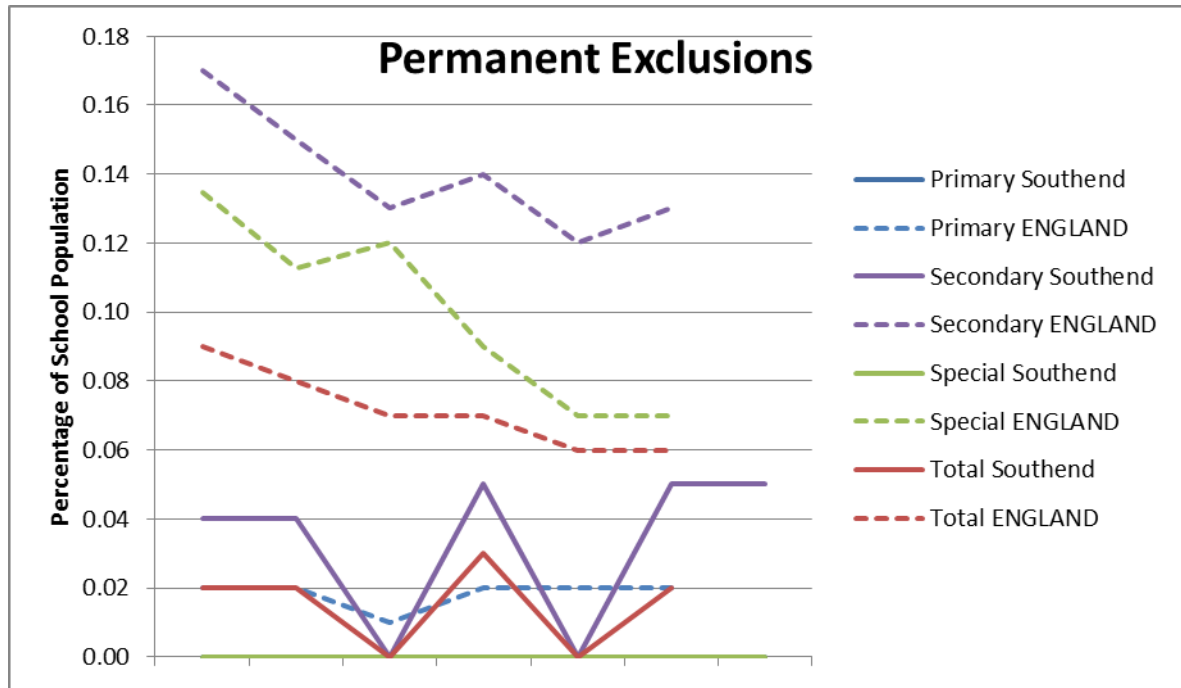
Fixed term exclusions, which are short term exclusions from the school due mainly to inappropriate behaviour and lasting from a day to a week or so, shows an increasing trend over the last five years. While in primary schools the percentage of children subject to fixed term exclusions is consistently less than that nationally, in secondary and special schools the trend is more mixed. Data for 2014-15 and 2015-16 has yet to be released, however internal data suggests that fixed term exclusions within primary schools, special schools and the pupil referral unit has reduced substantially, while there has been a significant increase in fixed term exclusions in secondary schools. It is likely that the increase in school academies and multi academy trusts within Southend-on-Sea, where zero tolerance behaviour policies have become more common, has had a direct impact upon increased fixed term exclusions.



Permanent exclusions

The Council has for many years, together with schools in Southend-on-Sea, had the aim of ensuring no child or young person is permanently excluded

from school. This aim, supported by a range of strategies has seen a significantly lower percentage of pupils permanently excluded from either primary, secondary or special schools than that nationally. The data between 2009-10 and 2015-16 evidences the significance of the much lower permanent exclusion rate in the Borough, in particular within primary and special schools. We have, however, seen a slight increase in permanent exclusions within both secondary and primary schools over the last academic year but this remains less than the current national figure and statistical neighbours.



A new Behaviour Outreach Service has been established through Seabrook College and has prioritised work with schools across Southend-on-Sea with increased fixed term exclusions. The service works in partnership with schools to support the development of effective school strategies to prevent negative behaviour escalating and thus avoiding the need for further exclusions. Over the past year all but 8 schools have received support from the service consisting of either individual child support or whole school support regarding training and behaviour strategies. 81% of primary and 65% of secondary school referrals for individual support were evaluated as showing improvement in behaviour at closure. 6 schools have accessed training from the team comprising of whole school strategies and theme's such as 'responding to behaviours'. The impact of this service will continue to be evaluated at regular periods.

5.9 - Reducing the number of young people not in education, employment or training (NEET)

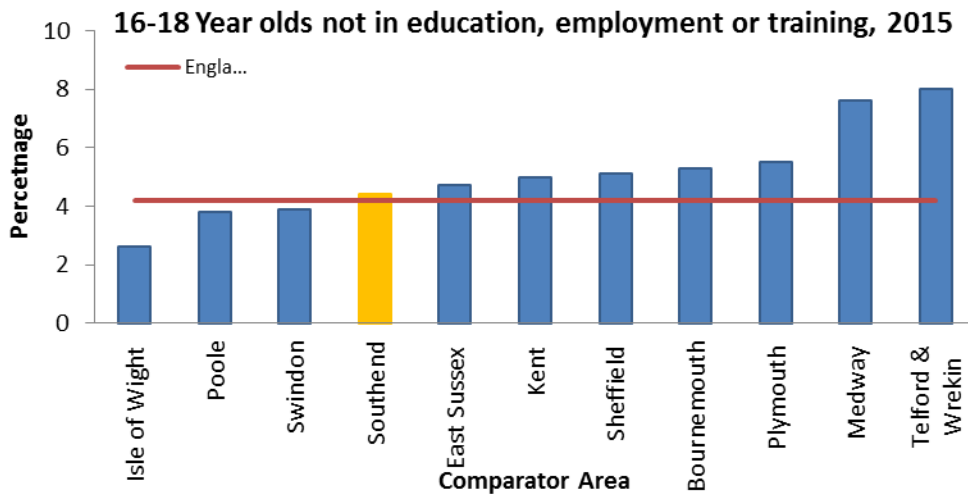
In March 2016 the NEET figure was 4% for 16-18 year olds against a locally set target of 7%. This has shown a move in the right direction from the previous year of 5.6%.

A number of policy measures have been introduced by the Government to reduce the number of people who are NEET, including raising the participation age, this means that from September 2015 all young people in England are required to continue in education or training until their 18th birthday. Options for this include:

- Full-time learning such as in school, college or home education;
- An apprenticeship;
- Part-time education or training if employed, self-employed or volunteering full-time.

The Figure below shows that in 2015 the proportion of 16-18 year olds not in education, employment or training in Southend-on-Sea was similar to the England average and better than the majority of its statistical neighbours (our comparator group of local authorities).

16-18 year olds not in education, employment or training (2015) in Southend compared to statistical neighbours and England



In Southend-on-Sea, the Success for All Children Group needs to ensure that many more young people choose to stay in learning post-16, including those with multiple barriers to learning. To achieve this partners have developed systems and improved processes so that we provide:

- an excellent universal offer for all young people to prevent them disengaging

- a very efficient service for getting back into learning and work those young people who become NEET but have no specific barriers to engagement
- more targeted and intensive support to engage those young people with particular barriers to participation or to re-engagement

In response to the National NEET scorecard that was introduced by the Department of Education during 2015, an action plan in partnership with school improvement, and local educational providers was developed to be used as a working document to improve outcomes. This ensures the continuing offer of courses for young people leaving care as well as programmes for Young Offenders. These programmes have been successful in engaging young people by enabling them to access education and progress onto further education or apprenticeships. By supporting vulnerable learners to gain qualifications and progress into employment the NEET figure is further reduced.

Southend's Early Help Family Support and Youth Offending Services targets those young people who have the most complex needs including those with special educational needs, those known and working with the Youth Offending Service, those who are teenage parents or who are currently pregnant, and those young people with a substance misuse issue and working with Young People's Drug and Alcohol Team.

5.10 Reducing the impact of anti-social behaviour and offending on children, young people and the community

Our aim is to prevent children and young people from entering the criminal justice system.

Southend Youth Offending Service (YOS) believes that youth crime early intervention and preventative work with children, young people and families provides considerable opportunities for joint working at strategic and operational levels. Further it demonstrates that when an early intervention approach is embedded it can relieve the pressure on other public services.

To be effective preventative-opportunities must exist at various stages in a young person's life and the YOS must prioritise partnership efforts effectively whilst adopting a risk-led approach to intervention planning across all its early intervention and prevention programmes.

Early intervention and prevention is not a single, one off event but a process whereby:

- Children, young people and families difficulties are identified before they have reached a point at which the children's development and wellbeing is seriously compromised
- Having been identified early on, the scale and nature of these problems are properly understood and a plan for offering help is developed through a process of high quality assessment, and

- Children, young people and families are offered the support and challenge they need in line with the assessments, for as long as it is needed

Our aims therefore are to

- significantly reduce first time entrants into the criminal justice system
- reduce youth anti-social behaviour
- reduce the risks that lead children and young people to commit asb and crime
- avoid criminalising children and young people, which in turn significantly increases their opportunities for more positive outcomes
- Make the best use of partnerships in a time of financial constraint to ensure gains made can be sustained and built upon

2015-16 Achievements

- Only 47 young people have become First Time Entrants (FTE) throughout 2015-16. This means we have reduced our FTEs by 11.3% compared to the same period last year. This is an above average reduction compared to the country as a whole (a 10.8% drop). Regionally FTE's dropped by 15.6% however we achieved above average reductions compared to the region the year before, so this year represents the rest of the region 'catching up'.
- Our Triage Programme was short listed for a Howard League Award and we received a commendation
- As stated earlier, since Triage being implemented within the Borough in April 2009, 1202 young people have been through the process. This has meant these young people did not enter the criminal justice system and did not receive a substantive outcome for those offences. Whilst young people were initially arrested for the offences, compliance with Triage resulted in no further action being taken. In view of the fact that re-offending rates for Triage over a 7 year period are only 16.9% this clearly demonstrates that the programme is successfully targeting young people at the earliest point of their criminal career and diverting them away from the youth justice system
- Our Challenge & Support programme involves every under 18 year old who is stopped by the police being referred through to the scheme whereby various tools and powers are used from letters, home visits, Acceptable Behaviour Contracts and structured interventions. This scheme is clearly identifying those young people at the earliest opportunity who are at risk and/or vulnerable and ensuring the appropriate level of support is put in place. Likewise, all young people at risk or engaged in crime and anti-social behaviour are able to benefit from a systematic joined up approach. It worked with 217 children and young people during the year April 2015 to end March 2016 through the use of Warning letters, Home visits, and Acceptable Behaviour

Contracts (ABC). 5 ABC's have been issued during the year and 4 Criminal Behaviour Orders (replacing ASBO's).

- Our Street Engagement Team undertake specific operations in identified hotspots between the hours of 7pm and midnight in order to protect children left to wander the streets at night without adult supervision who are at risk of offending, target underage drinking or ASB. These are joint initiatives undertaken by YOS and Police whereby workers engage with children and young people removing them where appropriate and necessary.

Street based deployments are also undertaken delivering street based outreach where and when it is most needed. By offering young people viable and attractive alternatives to anti-social and criminal behaviour they are helping to break the damaging cycle of negative influence and raise aspirations. The team work days, evenings and weekends dependent upon intelligence across the borough, targeting areas with a high level of public concern about youth disorder with the overall aim to signpost young people to more positive activities using a triple track approach of challenge, support and enforcement. During 2015-16 there were:

- 11 Joint police operations
 - 679 deployments
 - 2,145 children and young people engaged
 - 33 NSPCC Child Exploitation Online Protection (CEOP) courses delivered to 803 school teaching staff and students
- Intelligence shows us Friday & Saturday between 4pm-9pm continues to be when youth ASB was most reported and therefore the most effective times for the Street Engagement team to be deployed.

The YOS continues to offer one to one support to young people in the community who are assessed as being at risk of committing crime or Anti-Social Behaviour. Referrals are received from a range of agencies including internally from Early Help Family Support, Social Care, Schools, Police (particularly schools officers). Furthermore, as part of our commitment to prevention, Southend YOS offer voluntary intervention and support to all young people made subject to Youth Cautions. Work at this level is based on diversion and a restorative ethos is used throughout the interventions especially where there is an established victim identified. Young people are also referred to this service for specified CEOP work and as exit strategies from Court Orders.

Between April 15 and March 16:

- 147 were opened for 1:1 work. Of the 147, 13 went on to receive Triage or substantive outcomes for offences committed after they started their Prevention intervention. (8% offending rate)
- 24 x Youth Cautions

- 9 x Youth Conditional Cautions

A total of **507** youth ASB calls were made to the police between April 15 and January 2016 ******(information not available for February 16 & March 16 – NO YOS POLICE OFFICER) in comparison with **643** calls made during the same period this year. Consequently a **21.2%** reduction in youth ASB has been achieved.

To reduce re-offending by children and young people under the age of 18

According to the Youth Justice Board (YJB) data, in 2007 Southend had a cohort of 562 offenders with 181 of those re-offending. This equates to a 32.2% re-offending rate. In the last 8 years Southend YOS has consistently reduced the cohort size, so much so that the latest figures published by the YJB in June 2016 (for the July 2013 to June 2014 cohort) indicates a cohort of 154 offenders with 65 re-offenders - a re-offending rate of 42.2%. Whilst data indicates that Southend has a high re-offending rate, there is a story of place behind this data which is important to demonstrate in order to reflect the actual re-offending characteristics and performance. It is also important to note that while our re-offending rate is still above 40%, it has been consistently reducing across the last 18 months since we peaked at 51.6%.

Much of our work has been displaced following the implementation of our prevention and diversion schemes. The inception of Triage in 2009 has not only had a significant impact on preventing young people entering the criminal justice system but has also been extremely successful in preventing re-offending.

Unfortunately, Triage re-offending data is not included in the YJB performance measures but the Triage re-offending rate is 16.9% over 7 years (cumulative). If Triage was included, our July 2012 to June 2013 cohort would have increased by a further 156 offenders to 310. If 16% of those in the Triage cohort reoffended, the percentage for all re-offending then reduces from 44.1% to 29.0%.

The reality remains however that out of over 16,000 10-17 year olds in the Borough, only 154 were subject to substantive outcomes during the last published period of which only 65 were re-offenders.

Whilst many other YOT's are now operating Triage and this argument could be counter-acted as their re-offending data is on target, Southend was one of the first in the country to operate Triage and consequently this has affected our data for 7 years whereas most other YOT's have only been operating Triage for 2 years.

It is a nationally recognised statistic that 20% of prolific/revolving door offenders are responsible for 80% of crime committed. However for Southend during 2015-16 15% of offenders (13 young people) were responsible for 42% of all youth crime committed in the Borough over that 12 month period. This

demonstrates therefore that our ways of working with these prolific offenders (those committing 5 or more offences within 12 months), by providing additional support and intervention over and above that prescribed by National Standards appears to be achieving results. By way of comparison, in 2013-2014 the figures were that 16% of offenders were prolific and responsible for 40% of youth crime in the Borough, representing performance for prolific offenders that has been consistently better than the national statistics over the last 3 years. This has undoubtedly been achieved through strong and effective partnership working.

Southend YOS has undertaken its seventh Problem Profile for the time period April 15-March 16. Previously this document has focused heavily on offences – those most common, when and where they are committed, and by what age and ethnicity of offender. Over the last year the YOS has overcome challenges brought about by unavoidable changes to policing structure, resulting in us obtaining less data on a regular basis than we have before.

April 2015 also saw the YOS change case management systems to a single joined-up system shared with education departments within the council. We have therefore taken the opportunity to shift focus from offence-based analysis, to offender-based analysis; engagement in education, where they live, what particular features the groups have that indicate where resources might be most effectively targeted. Whilst it is useful for the police to be able to target their efforts at the location of offences, the provision of Family and Community based help by the Early Help Family Support and Youth Offending Services needs to focus on offender location and their families. The incorporation of Early Help into our overall Service area has further allowed us to enhance our innovative approach to the way we deliver services around the needs of hard to reach and vulnerable children, young people and their families.

By looking at the individual crime types it can be seen that throughout this period 75 unique offenders committed 207 offences and these young people were subsequently supervised by the Southend Youth Offending Service as part of a Court Order with a further 17 supervised through a Youth Caution or Youth Conditional Caution. The two most frequent offence types of Assault and Theft accounted for 36% of the overall offences committed. The majority of offenders were aged 16 years of age.

2015-16 Achievements

- The latest YJB reoffending rate demonstrates that Southend has dropped to 42.2%. This brings us within 6% of the South East Average and within 1% of our statistical neighbour average.
- Southend YOS continues to use the YJB Re-Offending Toolkit as a live monitoring and performance measure to ensure analysis informs practice. Performance for year ending 2015-16 was 26% re-offending rate. The YJB published data (as in the bullet point above) is 18 months behind 'real time'. We therefore anticipate that between now and the next published data our re-offending rate will be in line with SE

Average if not considerably better.

- Her Majesty's Inspectorate of Probation conducted a SQS (Short Quality Screening) Inspection of Southend YOS in May 2016 and found overall that 'the YOS was performing well with enthusiastic and experienced staff. The YOS had found a good balance between protecting the public and assuring the safety and wellbeing of the children and young people they worked with. Case managers linked well with other agencies and were flexible in their approach in order to achieve positive outcomes.'
- Significant success in prevention has led to Southend having a small entrenched cohort. This is a challenging cohort of prolific revolving door offenders who we are working hard to engage in different ways such as programme activities. Our ways of working with these prolific offenders, by providing additional support and intervention over and above that prescribed by National Standards is working as the number of prolific young people has been reduced again this year to 13. The fact they remain responsible for 42% of all youth crime is a clear indication of their entrenched patterns of behaviour.
- All young people subject to court orders are required to undertake payback to the community as well as, where appropriate, restorative justice interventions. Undertaking community payback acts as an effective deterrent to further offending and a restriction of liberty. Furthermore it benefits both young people and the wider community as it improves our local communities, develops young people's skills and knowledge bases, whilst encouraging them to take responsibility for the communities in which they live. During this time period 662 hours of reparation were undertaken by young people.

To minimise the use of remand and custody for children and young people

Southend YOS is committed to ensuring that the use of remands and custody is a last resort for young people. Consequently we provide good quality and realistic bail support packages and reports to the courts using experienced staff in order to maintain the courts confidence in both bail provision and community sentences.

2015-16 Achievements

- Historically the YOS has always been subject to the target of less than 5% of court outcomes resulting in custody. Whilst we have been able to

perform close to this target, the reduction in the numbers of young people appearing before the courts has meant that percentages can be misleading - a small cohort of prolific offenders are naturally likely to have a higher custody rate. For this reason in 2014-15 we moved to mirror the MOJ reporting method in our own local performance monitoring. This measures the rate of custody amongst the overall 10-17 year old population – the population is more static than the number of young people in the criminal justice system enabling better comparison.

The rate for 2015-16 was 0.44 custodial sentences per 1,000 10-17 year olds in the Borough. That means that for every 1,000 young people in the Borough, less than 1 received a custodial sentence. Compared to previous years this is a significant reduction: the average for 2011-2015 was 1.10 so to achieve an over 50% reduction is a real achievement. Last year we challenged ourselves to reduce it from 0.68 and the key for 2016-17 will be to maintain this reduction, a challenge that we know will be made more difficult by the concentration of prolific young offenders in the Borough. Many of the young people in Southend who come to work with the Youth Offending Service have entrenched patterns of behaviour and often receive multiple court outcomes in the year. We need to provide substantial well considered options to the court to engage young people in the community as a direct alternative to a custodial sentence.

- Southend YOS will continue to ensure the following are in place - Bail support packages that incorporate a range of specifically tailored interventions (including sport, outdoor pursuits, ETE, social skills), prohibitive measures, including electronically monitored curfews and restrictions on associations and exclusion zones and the use of Troubled Families where appropriate. An early warning notification system of young people at risk of remand to ensure we present robust bail support packages to the court at the earliest opportunity is also embedded within practice.

To minimise the risk of harm posed by children and young people

The Youth Offending Service has a duty to co-operate with the Multi-Agency Public Protection Arrangements (MAPPA) and is committed to its role in supporting local information sharing and management of risk to the public posed by young people.

Those young people who pose a risk of harm, who we classify as high or very high risk of harm or meet the MAPPA criteria and are managed at MAPPA Level 1 are effectively managed within Southend YOS working alongside colleagues from partner agencies where necessary. We did not have any young people who have required management at MAPPA Level 2/3 and therefore require the MAPPA inter-agency management process during 2014/15.

2015-16 Achievements

- Introduced MACE (Multi-Agency Child Exploitation) Panels. The MACE is a new group meeting every 6 weeks. Its overall aim is to ensure that there is an effective multi-agency assessment and response where there are concerns that young people are at high risk of exploitation which relates to the young people that agencies are most worried about – this includes; high risk of sexual exploitation, high risk of exploitation related to gang activity including drug dealing and possibly other criminal activity; places where there are significant concerns that young people are being exploited e.g. through gang activity, drug dealing/taking, sexual exploitation, other criminality etc. ; Perpetrators/alleged perpetrators where there are significant concerns that they are exploiting children and young people. These referrals are most likely to be from the police. The Panel will consist of a core group of senior representatives from Social Care, Early Help Family Support and Youth Offending Service, Health, Education, Police, the Community Safety Partnership. Other agencies will be co-opted to attend according to the subject matter of the discussions.
- Reviewed and revised management oversight of plans and interventions relating to young people who present a risk of harm to others including CSE links
- Delivered 33 NSPCC Child Exploitation Online Protection (CEOP) courses within local schools
- Undertaken multi agency Case Management Forums for all young people assessed as presenting a risk of harm to others

Ensure children and young people are protected from harm and are helped to achieve more

Southend Youth Offending Service has a statutory duty under section 11 of the Children Act 2004 to safeguard and promote the welfare of the child. We are represented on the Local Safeguarding Children's Board and produce a yearly section 11 report to the Board.

Multi agency meetings are held within the YOS (Case management forums) in order to manage vulnerability and risk of harm for all those assessed as being high or very high within these areas.

We are fully integrated with children's specialist services and look forward to opportunities to integrate further with adult services as we embed as one department. Whilst the YOS has a seconded health worker and a full time substance misuse YOS officer, being part of the Early Help Family Support and Youth Offending Service ensures that there are many specialist workers who can specifically contribute to work with young people who have a range of complex needs.

2015-16 Achievements

- Attended joint YOS/Social Care meetings to ensure effective joint management and working arrangements
- CSE Strategic & Operational Groups have been embedded in conjunction with social care, police and health. Risk Assessment Toolkit developed and successfully disseminated to all staff.
- Since April 2015 all children that are reported to the police and registered as Missing are offered a return to home interview, this is to establish the Child's story about their missing period whilst at the same time assessing if they have been at risk of CSE and any safeguarding issues that may need referring to social care and or the police. During this time period 163 children were reported missing to the police with 464 missing periods and 329 home visits were completed (70.90%).

5.11 Support for young carers

Our priority for young carers in Southend-on Sea is to ensure that they are safeguarded from inappropriate caring and to ensure as far as we can that they are able to enjoy and achieve in line with their peers and to have time away from their caring role.

In October 2015 the contract for Young Carers with Premier Care came to an end, and came back "in house" as part of the Early Help Family Support and Youth Offending Service. The Early Help Family Support and Youth Offending Service – previously known as the Integrated Youth Support Service - have continued to raise awareness during 2015-16 in schools, colleges, with other professionals and agencies and also the general public. We also continued to work with partners around the implementation for young carers regarding the Care Act and the Young Carers Development Group, which includes various partner organisations.

We have continued to work closely with the Virtual Head and Virtual Teacher around attendance and achievement in education for young carers and during the year 4 schools gained their Bronze Young Carers School Standards. This work continues and is now also part of the Enhanced Healthy Schools initiative. Furthermore, we have supported Milton Hall School to implement a group for Young Carers, completed a successful Young Carers Group with Macmillan nurses and supported 2 of their volunteers in youth work training.

A Young Adult Carers group was initiated during 2015-16 with Southend Carers Forum employing a part time (7 Hours) worker to develop this group, which is in its early stages but showing positive signs.

The young carers attending SYC&MORE and COOL continued to work on their Children's University passports of which 12 completed and attended the graduation ceremony in 2015 and 6 are invited to the first graduation in 2016.

Each year we continue to work closely with partner organisations raising awareness of Young Carers and provide different activities /trips/events for young carers. Young Carers Festival, in 2015 was led by Southend Carers Forum, (who received funding from Key Med) with support from Brenda Lewis the Young Carers Worker. 22 Young people had the opportunity of attending the weekend held at YMCA, Fairthorne Manor, with 3 of the Young Carers Champions attending as volunteers.

At the end of March 2016 there was a total of 517 Young Carers known to Southend on Sea Borough Council.

We need to further focus on:-

- Care Act and Children and Families Act, ensuring the work is delivered appropriately
- Work with the Health Service in general to ensure the optimum health for Young carers.
- Embed the Single Point of Contact Referral for Young Carers, developing work across teams within the Early Help Family Support and Youth Offending Service.

6. Looking Forward

During the period April 2016 – September 2016 several SFAC partners received reviews/inspections around the support they provide for children in need of help and safeguarding. Although these were outside of the reporting timeframe for this report it would not be appropriate not to comment and the findings from these will reviews play an important part in our direction of travel and future plans for the coming few years:

Inspection of services for children in need of help and protection, children looked after and care leavers

Ofsted inspected services for looked after children as part of the wider inspection in May 2016. Overall the services were judged as 'requires improvement' however the sub-elements of the service (Adoption, and the experiences and progress of care leavers) were judged as 'Good'. To date 106 local authorities have been inspected under this new inspection framework and 24% have been judged as inadequate, 49% requires improvement, 25% good and 2% outstanding (as at 12th September 2016). Ofsted provided 12 recommendations for service improvement, some of which related to services for children in care. Members of the Success for All Children Group are instrumental in helping Southend Borough Council Children's Services to achieve the improvements required and actions set out in our Southend Children's Services Improvement Plan.

A key focus over the next 4 years will be to improve outcomes through the development of innovative and more integrated services. Focussing on the journey of the service user to ensure that needs are better met by more joined up approaches to service delivery across our partnership.

Short Quality Screening (SQS) of youth offending work in Southend

HMIP conducted a SQS Inspection of Southend Youth offending Service (YOS) in May 2016 and found overall that 'the YOS was performing well with enthusiastic and experienced staff. The YOS had found a good balance between protecting the public and assuring the safety and wellbeing of the children and young people they worked with. Case managers linked well with other agencies and were flexible in their approach in order to achieve positive outcomes.'

CQC review of how health services keep children safe and contribute to promoting the health and wellbeing of looked after children and care leavers.

In July 2016 the Care Quality Commission (CQC) undertook a review of health services for looked after children and safeguarding in Southend-on-Sea. The review was conducted under Section 48 of the Health and Social Care Act 2008 which permits the CQC to review the provision of healthcare

and the exercise of functions of NHS England and Clinical Commissioning Groups. The review explored the effectiveness of health services for looked after children and the effectiveness of safeguarding arrangements within health for all children. The focus was on the experiences of looked after children, and children and their families who receive safeguarding services. The CQC reported seeing many good examples of health services supporting early help and working with families to help safeguard children and young people. The report also made a number of recommendations which included a broad theme that relates to communication and record keeping.

HMIC National Child Protection re-inspection of Essex Police

HMIC conducted a National Child Protection re-inspection of Essex Police in September 2016 and noted significant improvements in how Essex Police and their partners managed child protection issues. They made specific references to strong and consistent leadership from all agencies; substantial investment made in developing the police operational response and the involvement of partners and linked joint working as a key driver of progress made. While the overall position was largely positive inspectors raised concerns in a number of areas such as child protection referrals, partnership decision making at strategy discussions and outcomes for children after the use of Police protection powers.

Success for All Children Group Future plans

Looking forward the Success For All Group have a vision for a simpler, slicker and swifter model of service delivery for all of our users, delivered through better integrated services. We want to make things be less complex for families as a result of us providing seamless services that are productive and cost effective. To achieve this vision the group carried out a workshop in September 2016 attended by key people in all partner organisations, to consider how better integrated services for children and young people could be delivered. Our intention is to have produced a strategy and action plan, by spring 2017, for integrated children's services across Southend.

Southend-on-Sea Borough Council

**Report of Corporate Director for People
to
Cabinet
on
November 8 2016**

**Agenda
Item No.
7**

Report prepared by: Jenni Naish, Planning & Engagement
Manager

**A Local Account of Adult Social Care Services in Southend 2015-16
Department for People – Executive Councillor: Councillor Salter**

A Part 1 Public Agenda Item

1. Purpose of Report

- 1.1 To present a draft of the Local Account of Adult Social Care services in 2015-16, including priorities and plans for 2016-17. This is the sixth year of producing an annual report of this sort.
- 1.2 The Local Account aims to provide information about the quality and value of the social care services to the users of services and local people. It is the Council's self assessment of how it provided services during 2015-16 together with plans for the future which contribute to the overall health and wellbeing of the local community.

2. Recommendation

- 2.1 That the draft Local Account be noted as the Council's self assessment for these services**

3. Background

- 3.1 In the years leading up to 2010/11, an annual assessment of adult social care services was undertaken by the Regulator of adult social care services. The last annual assessment was carried out by the Care Quality commission (CQC) for the year 2009/10 where the Council was assessed as "performing well ... consistently delivering above the minimum requirements" and in two out of the seven areas assessed, achieving a rating of "excellent", the highest rating. This was the third year in succession in which adult social care services in Southend had improved.
- 3.2 Annual assessments by CQC have now ended. The Local Account is a self-assessment which summarises what Adult Social Services have done over the

past year, how successful they have been delivered and what their future priorities are. The Local Account includes the most recent Adult Social Care Outcomes Framework (ASCOF) data for 2015-2016.

- 3.3 The intention of the Local Account is to promote transparency and enable local citizens to have a stronger voice in deciding how well services are doing and what Adult Social Care should be reporting on. The Local Account has now replaced the previous performance framework used to judge and rate our services by the national regulator, the Care Quality commission.

4. Other Options

- 4.1 No other options are presented

5. Reasons for Recommendation

- 5.1 The publication of the Local Account of adult social care services for 2015-16 ensures the continuity of information for the public about the performance of this service.

6. Corporate Implications

- 6.1 Contribution to Council's Vision & Corporate Priorities
HEALTHY – Continue to improve outcomes for vulnerable adults and older people
PROSPEROUS – Reduce inequalities and increase the life chances of people living in Southend.
EXCELLENT – Deliver strong, relevant and targeted services that meet the needs of our community.
- 6.2 Financial Implications
The cost of planning the production of future Local Accounts will be met within the existing resources for consultation on adult social care services. Any new costs arising from the Local Account for adult social care services for 2016-17 and future years will need to be considered as part of the relevant annual budget process for the Council.
- 6.3 Legal Implications
None. Although the production of a Local Account allows us to be transparent regarding our adult social care provision and allows us to be held to account.
- 6.4 People Implications
The Account demonstrates how increasingly our staff are working in a more integrated way with other public and voluntary organisations within Southend.
- 6.5 Property Implications
Not applicable
- 6.6 Consultation
Partners and commissioned service providers were consulted on the content of the draft local account.

- 6.7 Equalities and Diversity Implications
Policies for developing adult social care services are subject to equality impact analysis.
- 6.8 Risk Assessment
The Local Account of adult social care in 2015-16 is a report to which risk assessments were applied as part of the service planning.
- 6.9 Value for Money
Financial and performance information has been included within the Account as well as how well we are using our joint resources with health more effectively.
- 6.10 Community Safety Implications
Safeguarding information is included within the Local Account. In addition a safeguarding annual report is produced by the Safeguarding Adults board.
- 6.11 Environmental Impact
Not applicable
- 7. Background Papers**
None
- 8. Appendices**
- 8.1 Appendix : A Local Account of adult social care services in Southend 2015-16;

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LOCAL ACCOUNT 2015-16

**A review of adult social care in
Southend-on-Sea**

DRAFT

This case study to be published on the inside front or inside back cover

Below is the story of Charles Neale and his wife Grace. Charles went in to hospital and was discharged into a 'discharge to assess' bed for a period of reablement before returning home. This is his account

Charles Neale's Story....

'I was admitted via my GP following 3 days of sickness, loss of appetite and stomach bloating and due to lack of food, fluids and little sleep following admission I then began to show signs of confusion and had hallucinations. I was later diagnosed with chronic constipation. This time in the hospital was largely spent in bed so I was unable to mobilise unaided at time of discharge from hospital with no real prospect of improving.'

'I came into the hospital with no previous care package and on discharge on 13th May I was informed I would need a large care package to support me at home with all personal care and mobility and continence issues. I was so very low.'

'Social Care – Priory dept. - came to see me and we had a discussion about possible rehabilitation at the Priory project. I am aware that Rehab on the ward felt that I had 'low' rehab potential, however the Priory social care team arranged for me to come to the Priory for two weeks. They all believed in my ability to improve, my family were incredibly supportive and encouraging to do this as well.'

Mrs Neale then added 'I was so very relieved and knew I could now sleep at night knowing he was so well looked after! In hospital I could not see any improvement in him personally and his mobility was so poor but on admission to the Priory Rehab unit it seemed that daily he got better, I got my hope back for a future together.'

Mrs Neale further spoke of the most traumatic moments being when Mr Neale was hallucinating whilst on the ward, adding 'it scared me very much', she also further spoke of the kindness and reassurance of all the staff at the Priory 'the way they looked and talked to me and Charlie gave us hope for the future. We have got our life together back!'

Mr Neale wanted to talk about his time at the Priory and the importance of the level of care he had received from all the staff, 'When I arrived (at the Priory) they were all there to meet me, I felt so welcome and expected! They were Angels to us both! What a welcome! I was so shaky, not knowing what to expect and what sort of Unit I was to expect, that concern went immediately and until the day I was discharged home I felt welcome! Do you know that is the first time anyone other than my wife has 'looked' after me (personal care)- it was scary but the staff were so friendly and I got the distinct impression that they knew what they were doing, they were so competent and 'normal' so I did not feel awkward.'

Mr and Mrs Neale both stated 'at mealtimes, all the staff came and sat down with us all and all ate the same meals and they joked and were so friendly- loving, sharing people'. Social Care and Mrs Neale recall the staff adding they wanted to keep Mr Neale with them at the Priory as they would miss his lovely sense of humour and smile (he is a very pleasant man) and Mr Neale became emotional at the memory of the staff at the Priory and playing jigsaws and undertaking the exercise classes and the friendships he had made with other residents.

'I've been so very lucky with people and their friendships, I felt very cared for at the Priory!'

Mr Neale is now able to mobilise around his home entirely independently with a wheeled zimmer frame. He goes out into the community on his motorbility scooter and gets small amounts of shopping from Leigh-on-sea. Leaving his scooter outside and accessing the shops with a shopping list and a walking stick. He has regained his independence and his mobility and his life back.

Mr and Mrs Neale are very grateful to the Priory project and all staff involved for their future.

Local Account 2015-16

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Foreword

This annual Local Account provides an overview of adult social care in Southend-on-Sea during 2015-16, and our priorities and plans for 2016-17 and beyond.

The purpose of this Local Account is to inform people living in the Borough about the achievements, challenges and priorities for adult social care and the impact these have on people's lives.

A glossary that explains some of the terms used plus a list of useful contacts is included at the end of this document.

Our ambitions for redesigning adult social care

The adult social care redesign programme will change our approach to adults, families, carers and the community. The ambition is to move to an approach that will be empowering, and facilitate the person in taking control of their own lives rather than being told what is best for them, with social workers taking a preventative approach to their practice in community settings. The vision is for social workers, alongside their health colleagues, to have a strong understanding of their local community and engage wholly with Southend residents to maximise independence, inclusion and reduce marginalisation.

The work is driven by our ambition to create a better Southend.

Redesigning adult social care is a transformational programme across the whole social care and health system in order to achieve our ambition; we are turning around culture and mind-set, developing alternatives, developing engagement, communicating a compelling vision, and developing and embedding the narrative that supports this transformational change. The programme will embrace the work of the entire Adult Services and Housing service area as well as Integrated Commissioning.

We are working in partnership with local health providers and voluntary organisations to ensure people who have particular support needs receive preventative information, advice and support and excellent care that enables them to enjoy independence and be a part of society.

We are pleased to present this overview of adult social care in Southend-on-Sea 2015-16.

Simon Leftley

Director for People

Councillor Lesley Salter

Portfolio Holder for Health & Adult Social Care

Introduction

During the course of 2015-16 we undertook an enormous amount of work to ensure that we met the statutory requirements of the Care Act for the delivery of adult social care. We have, as with all other local authorities, had significant reductions to our budgets over several years, and this is likely to continue.

We have a clear long term vision for regeneration and redesign of the provision of adult social care, health and housing within the town. These initiatives will meet current needs and help to prevent future needs from becoming an issue.

Our status as an Integrated Care 'Pioneer' (one of only twenty five local authorities with this status in the United Kingdom) and the pooling of funds between health and social care have given us the opportunity to work more closely between health and social care. Significantly, the Community Recovery Pathway (a programme to reshape and integrate health and social care services) and the Adult Social Care Redesign have initiated a number of transformational changes including: (i) development of six 'Discharge-to-Assess' beds at Priory House to support timely discharges from hospital (ii) Overnight domiciliary care support to minimise admissions into residential care and hospital (iii) transforming the language and approach to social work practice through Asset-Based Community Development (iv) Piloting a GP Community Social Worker to integrate social work practice with primary healthcare and the community.

The impacts of this work for 2015-16 have been monitored through the regular reporting of the Better Care Fund, a fund established to pool funds to commission and operate integrated services. During the course of 2015-16 our integrated activity delivered a 5% reduction to A&E attendances and an 18% reduction to admissions into residential care.

Where possible we aim to commission/buy services from local organisations and businesses, to ensure that local people benefit from employment opportunities and the service users are more familiar with the organisations providing support.

Our in-house services are provided by a dedicated and professional workforce that is focussed on providing the best outcomes for our service users. We are committed to the on-going development of our staff and as a local authority have been awarded Investors in People Gold status (an award which recognises world class best practice in the development of people within an organisation). Our staff's passion for work is reflected in the high quality of services that we deliver. However, we are not complacent and we continue to review our performance in order to continue to deliver excellent services for local people.

We aim to continue to support people to live healthy, active, independent and fulfilling lives. Our plans for 2016-17, as shown in this Local Account, set out how we will make this a reality.

1. The National Picture

The Care Act 2014

In April 2015, the way in which local authorities provide care and support changed as a result of this new national legislation. 'Care and Support' is the term used to describe the help a person may need with things like washing, dressing, eating, reading mail, doing shopping, getting out and about, and keeping in touch with friends and family.

Anyone living in the Borough is entitled to have their needs met if they are assessed as being eligible for 'Care and Support'. Carers are also entitled to an assessment of their needs.

The emphasis of the new approach is on developing the individual's strengths, assets and aspirations, rather than on 'providing services'. We will support people and their carers to be as independent as possible with the right support from their families, friends and wider community network. In doing so, we will create inter-dependence which is sustainable and will reduce long term dependency on state-funded care.

In order to achieve this, people in Southend-on-Sea will be given every opportunity to be part of their assessment and care planning so they are central to all decision-making. Having a personalised care plan is part of this aspiration which will highlight the person's strengths and identify outcomes.

Carers also benefited from the changes in the Care Act. Carers play a vital role in Southend-on-Sea to support people who need additional help. For this first time, legislation has given carers an equal footing with people who need care and support in their own right. We support carers in the most difficult situations in order for them to carry on living fulfilling and happy lives alongside the people they care for.

Anyone who is likely to have difficulty in taking part in the assessment and planning process is also entitled to an independent advocate.

Whether people receive or provide support, under the Care Act, they will now know how much it will cost to meet their needs and how much we will contribute towards the cost. People will have more control over how that money is spent, and will have a personal budget to pay for their care and support.

We have developed a website, Southend's **SHIP** directory (www.southendinfopoint.org), to help people to find out how these changes will affect them. In addition to information and advice, there is a directory of the services available that can provide help, support and advice locally, and a register of organisations and individuals that can provide services in

people's own homes. To find out more visit www.southendinfopoint.org or call Southend-on-Sea Borough Council on: 01702 215008 for more information and to get advice.

The Children and Families Act 2014

The Children and Families Act 2014 has introduced changes for young adults with significant social care needs. The transition stage for young people aged 13 to 25 is an important time for children, young people and their families. They are thinking about the future and considering their options, including how they can manage their own lives and reduce dependency on health and social care services in the future. This is being achieved by:

- replacing statements of Special Educational Needs (SEN) and separate learning difficulty assessments (for young people) with a single, simpler birth to 25 years assessment process and Education, Health and Care (EHC) plan. Young people with EHC plans also have the right to a personal budget for their support.
- providing statutory protection comparable to those currently associated with a statement of SEN for young people up to 25 years old with EHC plans in further education.
- the jointly re-commissioned emotional wellbeing and mental health service in Southend, Essex and Thurrock.

The Better Care Fund

The Better Care Fund was announced, as a plan, in June 2013. The fund introduced a pooled budget of £3.8 billion (nationally) for health and social care services. Each area, (of which Southend-on-Sea is one), was challenged in 2014-15 to develop annual joint plans across health and social care, with the objective of improving outcomes for the public and providing better value for money.

The plan for 2015-16, in addition to delivering a closer working relationship between health and social care, delivered a reduction in social care placements and packages ensuring that residents and patients receive care at the most appropriate place and time.

The planned budget for 2016-17 will continue to deliver efficient health and social care services that are shared between the NHS and local authorities and as a result this will deliver better outcomes for older and disabled people. We continue to work as a Pioneer local authority with our local Health colleagues to plan and deliver better integrated care in Southend-on-Sea as part of this national approach.

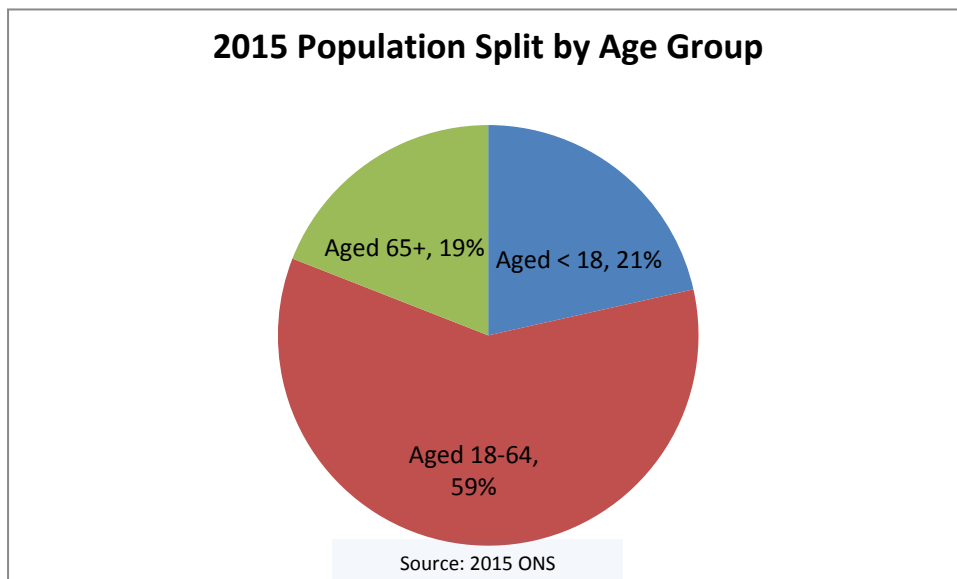
2. The Local Picture – How we support you

What is Adult Social Care?

Adult social care provides advice and support to people over the age of 18 who may need some help. The work we do is driven by our vision to create a better Southend and we acknowledge that:

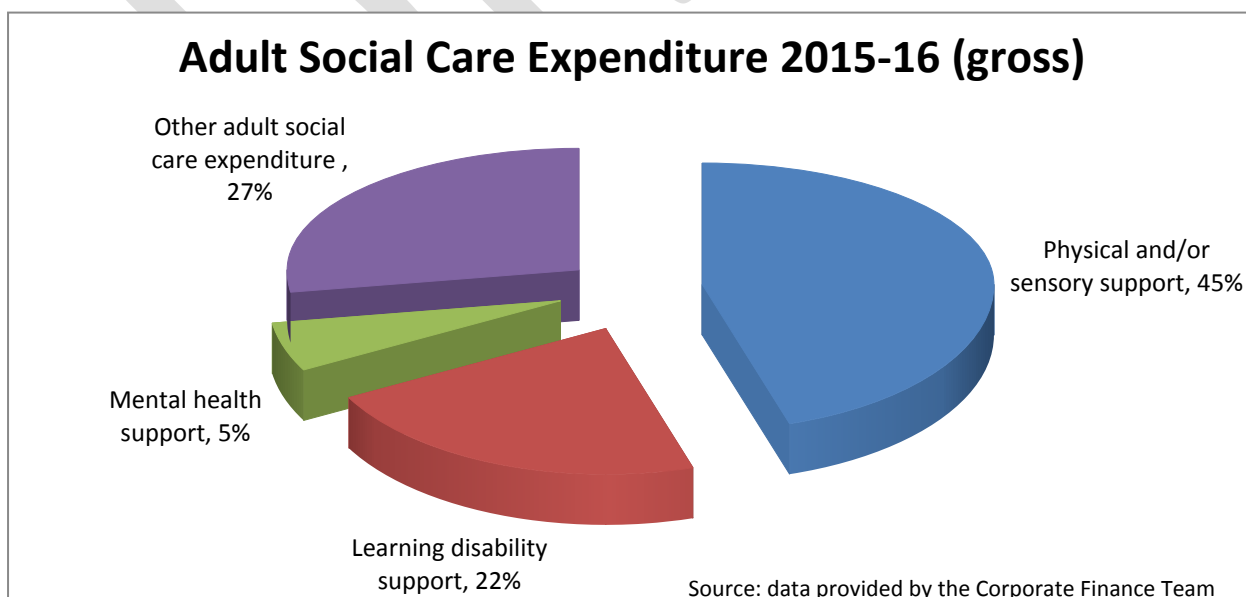
- Everyone in the community can contribute to, and benefit from, creating a better Southend.
- Residents/citizens establish what's important to them.
- Southend-on-Sea Borough Council works with partner agencies to make those things that are important to Southend residents actually happen.
- Agencies continually check out with the community that what we do is in line with what they have decided are the key priorities.
- We all acknowledge that the community knows its strengths and needs best – so we take an asset based approach to our work.
- We all acknowledge that individuals/the community in the first instance are responsible for setting out their agenda and what's important to them, for creating their own solutions, and for meeting their own needs. All of our work supports this principle.
- We work alongside each other – sharing knowledge, skills, and the responsibility for supporting residents to create a better Southend.
- We each have areas of expertise: but we're prepared to flex the boundaries of these and allow people to work across roles/services in order to achieve our overall aim.
- We're committed to working in multi-disciplinary teams of specialists where possible; where not, we work in a joined up way across teams and services with a continuous flow of communication between all parties.

Southend is home to 178,702 residents. Of these, 38,402 (21.5%) are under the age of 18; 106,257 (59.5%) are aged 18-64 and 34,043 (19.1%) are aged 65 and over.



Financial Expenditure

During 2015-16 Southend Borough Council spent £68 million on adult social care. This is 35% of everything the council spends.



Gross Spend for Adult Social Care 2015-16 by Primary Support Reason

Adult Social Care	£'000
Physical support - adults (18–64)	3,484
Physical support - older people (65+)	26,807
Sensory support - adults (18–64)	62
Sensory support - older people (65+)	357
Support with memory and cognition - adults (18–64)	25
Support with memory and cognition - older people (65+)	1,000
Learning disability support - adults (18–64)	13,027
Learning disability support - older people (65+)	1,920
Mental health support - adults (18–64)	2,983
Mental health support - older people (65+)	698
Social support: Substance misuse support	216
Social support: Asylum seeker support	0
Social support: Support for carer	2,235
Social support: Social Isolation	0
Assistive equipment and technology	1,295
Social care activities	6,639
Information and early intervention	287
Commissioning and service delivery	6,966
TOTAL ADULT SOCIAL CARE	68,001

Adult Social Care Services 2015-16

We aim to support people to help themselves, provide a quick and measured response to people who need some limited support and offer support planning and review to those people who have longer term needs.

The Access Team offers advice, information and guidance to carers and people who may need support. They can also offer advice and information to professionals and third parties calling on behalf of a carer, or someone who needs support.

The SPOR (Single Point of Referral) is a multi-disciplinary team which supports people with short term assessment, crisis response and reablement. The team supports people with supporting effective and safe discharges from hospital, minimising admissions into hospital and maximising the opportunities for recovery and enablement.

Since August 2016 the SPOR and Access teams co-located and work at the first point of contact with General Practitioners, nurses, social work professionals and Southend residents.

Adult Social Care Locality Teams generally work with people who have longer term needs – typically, those people who require intensive or prolonged professional involvement. They have statutory responsibilities and work with primary care, community services and local people, to proactively and comprehensively manage local population health and social care needs.

Whilst protecting services for the most vulnerable, the Locality Teams proactively encourage people to help themselves. A cultural shift, from 'I can fix it for you' to 'I will enable you to fix it for yourself' wherever possible.

In **Southend Hospital** there is a team of social workers who undertake needs-led assessments for people aged 18 years and above, who present with a need for care and support. The main aim of the team is to ensure the person returns to their own home in a safe and timely manner. In addition, the initial aim of the care and support provided to the person is through a reablement service to promote their ability to regain their independence.

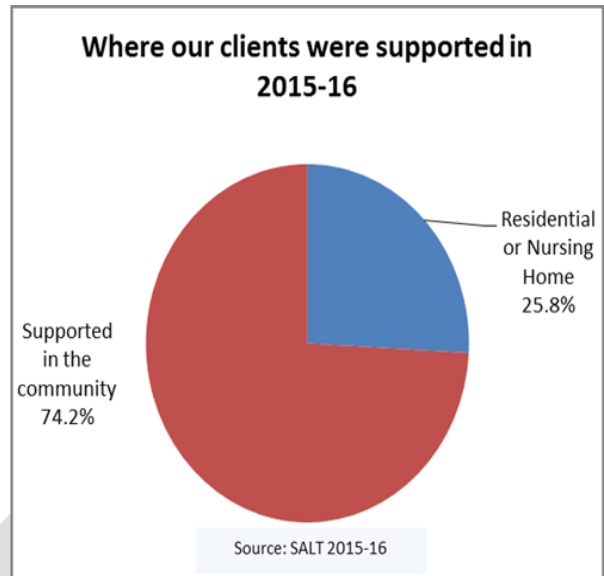
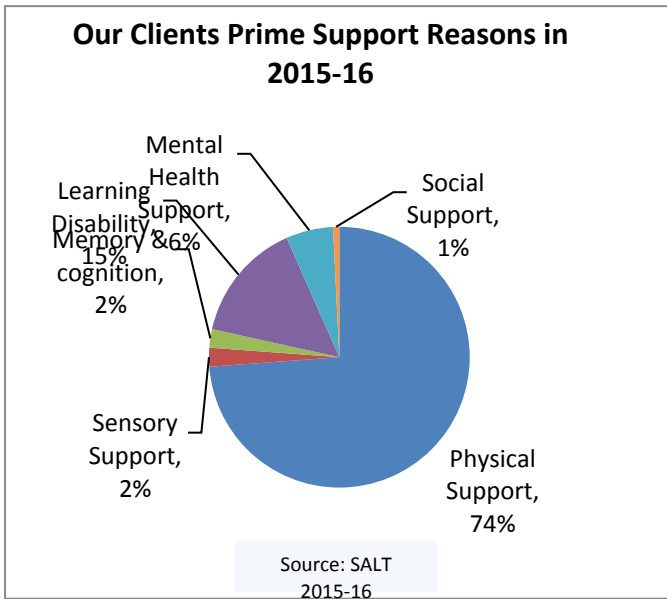
Home care and reablement are services that help residents who would otherwise be unable to live alone, due to illness or disability, live independently. Those most likely to require this type of assistance are those with a limiting long term illness or disability, those with long-term health problems or disabilities living alone, or those with very bad health or limited day to day activities.

During 2015-16 Adult Social Care received a total of 17,025 requests for support into our Access Team and 3,496 referrals from professionals into our Single Point of Referral team.

During 2015-16 the proportion of people who received a short term service to maximise their independence that required no further long term support was 63.1%.

During 2015-16, we supported 3,714 people with long term support, of these 74% were aged 65 or over.

The chart below highlights that the majority of the people supported had a primary support reason of Physical support and 74.2% were supported in the community.



We also received 7,011 new requests for short term support or information and advice, of these 86.9% were from people aged 65 or above.

One of the ways in which we have promoted independence and provided personalised services and given greater choice and control is through the provision of personal budgets and direct payments.

97.1% of people received social care as self-directed support. Self-directed support means people are given choice and control over what kind of support they get.

65.1% of people received social care as a managed budget (this means managed by Southend-on-Sea Borough Council).

32.1% of people received social care as a direct payment.

Meeting Housing Needs

Housing Related Support (HRS) services play an important role in Southend-on-Sea, assisting many vulnerable residents to live independent, healthy lives. It can be provided via accommodation-based services or via floating (visiting) support to an individual's own home. HRS has a broad role and supports a diverse set of client groups, it:

- plays a preventative role, helping avoid unnecessary admission to higher cost settings such as hospital or residential care, as well as preventing homelessness, crime and other factors which will affect someone's health or wellbeing;
- enables people to gain skills that help them sustain daily living in the community: including cooking, healthy eating, managing health conditions, benefits, budgeting and tenancy management, and enjoying life as a member of the community e.g. accessing leisure, education, training and employment;
- is available for a range of vulnerable groups, including people with mental health issues, learning disabilities, physical and/or sensory disabilities, pregnant teenagers, teenage mothers, domestic abuse victims, young people, people who are homeless, ex-offenders, and older people in sheltered housing;
- is, where possible, a route to fully independent living rather than a home for life. There are a number of ways to find accommodation for those who are ready to move on from supported housing.

BOX QUOTE “we are currently supporting approximately 2,500 vulnerable people in Southend to live independent, safe and healthy lives.”

In 2016 the Council changed the commissioning/buying arrangements for **Housing Related Support** throughout the Borough through the development of an Integrated Commissioning team. This new team will ensure a stronger link between the commissioners of specialist services for a particular client group and how the housing services fit in with wider commissioning priorities. The aim of the Housing Related Support programme is to commission/buy high quality services geared towards helping people to establish and maintain their tenancy and to live as independently as possible.

The Adaptations Team deliver home adaptations and accessible housing options to the most vulnerable residents of Southend-on-Sea, improving their independence and meeting their long term housing needs.

The Adaptations Team delivers their service through the guidance of the new Policy for Adaptations and Accessible Housing – 2014.

Adaptations are split into two categories – minor and major. These distinctions are based on the nature of the work required to implement the adaptation, rather than the impact the adaptation will have on the individual concerned. Both minor and major adaptation work can impact significantly on an individual's quality of life. A recent survey shows that approximately 34% of the housing stock has had either major or minor adaptations.

Minor adaptations (typically under £1,000) include ramps, handrails, grab rails and lever taps. Major adaptations (typically over £1,000) require more extensive and complex access

work and include the installation of stair lifts and showers, and bathroom and kitchen conversions.

The Adaptations Team provides a link between the needs of people with physical difficulties and the housing stock we manage. They help support tenants living in the 6,200 social housing properties in Southend-on-Sea. The overall aim is to enable tenants to remain in their home for as long as it is safe and reasonable to do so.

Of the current social housing properties, 24% (1,488) have had major adaptations (at least an adapted shower) and in total 34% (2100) have minor or major adaptations. 90 major adaptations and 144 minor adaptations have been provided for disabled tenants.

We have a policy of recycling existing adapted properties when they become available. This process meets the needs of disabled people where their home cannot be adapted or their circumstances now mean they need adapted accommodation. This is a more efficient way of using the adapted housing stock. During 2015-16, 59 people were best matched with suitable properties - allowing them to live more independently. This helped us avoid costs, leading to savings of approximately £278,000.

During 2015-16 The Adaptation service in Southend-on-Sea was reviewed and is now in the process of change, this will be implemented during 2016-17. The service redesign will deliver the adaptation and accessible housing service to both private residents and social housing tenants within one team.

The cornerstone of the new service is that disabled residents needs are at the centre of the redesign of the service;

- Simplify the process
- Tailor the system to the customer
- Communicate at each stage of the process

“The level access shower has made it much easier to bathe my disabled daughter rather than struggling over the bath” Ms L – May 2016 Adapted home tenant

“Very pleased with my new home, the flat is beautiful” Ms J P – May 2016
Nomination Panel disabled tenant

“The adapted shower and kitchen has made life much easier for me” Ms T –
April 2016 Adapted home tenant.

Delaware House and **Priory House** are two care homes operated by Southend-on-Sea Borough Council for older people.

Delaware House is a 24 bedded Residential Care Home in Shoeburyness. It provides long term care for older people with dementia, especially those with severe level dementia and complex needs.

Priory House is a 28 bedded home to meet the needs of elderly frail people. Within the 28 beds there are 2 respite beds, and 6 'discharge to assess' beds.

Our care homes work closely with colleagues in the NHS e.g. Dementia Nurse Specialists, Dementia Intensive Support Team, District Nurses, GPs etc., working together to continuously improve local services for people.

Delaware House and Priory House are registered with the Care Quality Commission (CQC). The CQC monitor, inspect and regulate Health and Social Care services.

Both Delaware and Priory House were rated as good in recent CQC inspections. A 'good' rating means the service is performing well and meeting expectations.

Supporting People with Dementia

Dementia rates continue to increase both nationally and locally and in Southend-on-Sea we are focusing our efforts on transforming dementia services to enable people with dementia and their carers to truly live well with dementia. We have a variety of services that can offer support for this ambition from pre-diagnosis initiatives through to end of life support and care

Southend-on-Sea has achieved 'Working towards becoming a Dementia Friendly Community' status. A dementia friendly community is described as a city, town or village where people with dementia are understood, respected, supported and confident they can contribute to community life. The status has been awarded thanks to the partnership work of the Southend Dementia Action Alliance (SDAA) which was launched in March 2015 to help the Borough become a 'Dementia-Friendly' town. The SDAA is made up of businesses, services and community groups all working in partnership with the health and social care providers. Southend now has recruited over 3,000 dementia friends and Southend Airport was the first dementia friendly airport in the country.

Pre and post diagnostic dementia support commissioned in Southend-on-Sea include:

A range of dementia support commissioned from the **Alzheimer's Society** which provides information, advocacy, peer support and dementia support to people living with dementia and their carers in Southend-on-Sea. There are also a wide range of activities and groups on offer including support for carers of people with dementia, 'Singing for the Brain' sessions, 'Motivational Men's Groups, information and awareness raising events and peer support.

Dementia Cafés at Leigh on Sea and Southend-on-Sea Providing an informal meeting place for people with dementia and their carers to come together and meet others in a similar situation and receive information and support from staff and visiting professionals. Guest speakers will attend and helpful information is available.

Memory Clinic at Southend Hospital: Runs 4 days a week and is facilitated by a Dementia Support Worker. Clients meet the consultant psychiatrist for the elderly and are also given the option of speaking to the Alzheimer's Society Dementia Support Worker for support, advice and information.

Memory Clinic at Harlands: Clients meet with the Consultant or Dementia Nurses and are also given the option of speaking to the Alzheimer's Society Dementia Support Worker for support, advice and information.

In partnership with the Darby and Joan organisation, we have created **The St Martins Community Dementia Garden**. Based in St Martins Care Home, Imperial Avenue, the sensory garden has been designed specifically for people living with dementia and their carers and has special features such as sensory planting, reminiscence features in the form of a bus stop and post box and sensory water features stimulating sound and touch. The garden is open to visitors on the 3rd Thursday of every month by appointment only. Groups by arrangement at other times. To book an appointment to visit, please call 01702 475891.

We also provide information and support to all providers of dementia care in the Borough through the Southend Dementia Action Alliance and Dementia Friends Initiative.

[INSERT PICTURE OF THE DEMENTIA GARDEN]

Supporting People with Mental Health Needs

We continue to strive to make improvements in the lives of people with mental health issues that live in Southend-on-Sea.

Much work has been focused on working with our local partners across Southend-on-Sea, Essex and Thurrock on the Mental Health 5 year forward view and exploring the development of supported self-management for people with the prospect of new community services and opportunities. It is about commissioning better and more responsive service in the areas where people live and having improved crisis support where people need it. It is also about responding to gaps and commissioning new services where they do not exist locally. We are working with our partners to do this.

In collaboration with Castle Point and Rochford CCG, Essex County Council and a range of community consortium partners **The South East Essex Recovery College** is a wellbeing community that is being established to support people with mental health conditions through an individual recovery journey and supported transition from dependency to longer term self-management.

The service will be offered to those who can step down and out of secondary care as part of a seamless pathway towards recovery, and those who have mental health need whose treatment and management and stabilisation can be achieved without the need for secondary mental health services.

We also commission a range of services for **people with Mental Health needs**, and their carers, to enable people to access advice, guidance, support and advocacy and maximise their independence and choice.

Community Links (Richmond Fellowship) provides individually tailored, one-to-one, and on-going support for individuals to engage in and sustain mainstream activities, in ordinary community settings, alongside other members of the community who are not service users.

Mental Health Supported Accommodation (Richmond Fellowship) is both shared and self-contained accommodation, which is designed to help people move through to more independent living during their recovery journey. People with mental health issues can manage their tenancy, budget successfully, keep safe, learn new life skills to maximise independence, manage their physical health and explore future options, including training, work and learning.

Carers of People with Mental Health conditions (Trustlinks) provides a range of services for carers of people with mental health issues, including information and advice, counselling and a range of groups to participate in.

Mental Health Advocacy (AIM Advocacy In Mind) provides independent advocacy for people with mental health issues which promotes independence and self-advocacy for people who use the service.

Other services available within the Borough

Peer Support (Mind) provides training and support to people with mental health difficulties to become Peer Support Volunteers. Peer volunteers assist other service users to develop their recovery plans and to support them in managing their own care and support arrangements.

Rethink Mental Health Services - Rethink provides services such as self-management courses; community groups; peer groups; work prep course and job club.

In 2015-16, 686 people, aged 18-69 were in contact with secondary mental health services 8.2% were in paid employment, an increase of 3% from 2014-15.

67.5% were in settled accommodation, an increase of 1.4% from 2014-15.

Supporting People with Learning Disabilities

We continue to seek to make improvements in the quality of life of people with Learning Disabilities in Southend-on-Sea.

Much of our focus has been on working with our local partners across Southend-on-Sea, Essex and Thurrock on the Transforming Care Agenda. This is about improving people's lives, to reduce incidence of behaviour that challenges. It is about commissioning better and more responsive services in the areas where people live and having improved crisis support where people need it. It is also about responding to gaps and commissioning new services where they do not exist locally. We are working with our partners to do this. It will create a better overall offer.

A key achievement that we are most proud of this year is the continued improvement in the numbers of Annual Health Checks. Southend-on-Sea has achieved the highest percentage of Annual Health Checks in the East of England. This measure is often taken as showing how good health services are for people with a Learning Disability. We intend to use this to improve health services further and are in a very good position to do this. Our ambition is to ensure that all those eligible receive an annual health check.

Our overall Learning Disability Self-Assessment Framework showed the highest number of Green Rag ratings in 2015 of all areas in the East of England and we will seek further sustainable improvements.

Other key developments this year include the introduction of the Safe Places to Southend-on-Sea. This has created Safe Places for people should they feel vulnerable when visiting the Town Centre. People with Learning Disabilities have set this up. These Safe Places are in a wide range of shops and facilities within the Town Centre. People with Learning Disabilities and Autism (Including Aspergers) can go and make a telephone call if they want to.

During 2015-16, of the people aged 18-64 offered long term support 48% had learning difficulties. Of these

- 10.2% are in paid employment, an increase from 7.2% in 2014-15
- 83.4% live in their own home or with their family, an increase from 81.4% in 2014-15.
- 33% live independently, with or without support

In 2016-17 we will also be strengthening the Southend-on-Sea Learning Disability Partnership and improving the engagement between: people with Learning Disabilities and Autism, providers, and commissioners. It is particularly important that the Learning Disability Partnership links directly to the Health and Wellbeing Board and that there continues to be effective and purposeful activity for people with Learning Disability by all partners.

Supporting people with Autism

The Autism Partnership Board has been set up since early 2015 to improve the lives of people with Autism and Aspergers in Southend-on-Sea. It has a large number of partners on it, including Job Centre Plus and the local police. Its most important members are people with Autism and Aspergers. It is taking a role in overseeing and coordinating action to improve services for people of all ages and is seeking to achieve effective co-production through regular discussion. The Board will also oversee the development of a joint local Autism Strategy with Health partners.

The Autism Partnership Board has a number of strategic priorities that we are working on first. These are: Diagnosis and support; Training; and employment.

Advocacy Services

We commission advocacy services to ensure that older people or those with physical or learning disabilities or mental health needs can access independent assistance, to ensure that their interests and wishes are represented. Information on how to find advocacy support can be obtained through social workers or through our information website: www.southendinfopoint.org. In 2016 we are working with partner agencies to commission one over-arching advocacy service, to provide advocacy for vulnerable people and their carers, in order to simplify the referral process. Advocacy will also be available to children and young people in the Care System and to children with disabilities.

Support for Carers

A carer is someone who provides unpaid care for a friend or family member with an illness or disability, where the individual cannot cope without their support.

In 2015-16, we reviewed the provision of carers services and carried out extensive consultation with carers, providers and key stakeholders. The feedback from this has highlighted opportunities to:

- Improve information, advice and guidance for carers
- Improve the quality and range of options around respite provision
- Review carers assessment processes
- Empower carers to leverage their strengths and make use of local assets

As a result of this work, we are remodelling the adult carers provision in Southend.

We have also identified the need for better quality data on carers and we have worked hard to gather more robust information on carers over the last year. Emerging figures for 2015-16 suggest that we have been able to reach many more of our unpaid carers. Here are a few example of how carers have been supported over the last year.

The Southend Carers Forum provides counselling, advice, online support, group meetings and a helpline for carers.

During 2015-16 139 new carers joined Southend Carers Forum. 1,893 carers received support via the Helpline/Drop In and 987 carers received Outreach support. 37 support groups were run. 35 Young Adult carers received support via 43 group sessions.

The Carers Emergency Respite Scheme (CERS) The aim of this free service is to provide carers with peace of mind if they are suddenly taken ill or find themselves unable to return home, as might happen if they are admitted into hospital.

Carers register with the scheme and are supported to create an emergency plan for such situations. If the Emergency Contacts are unavailable, trained and experienced care workers are then mobilised to provide up to 48 hours of support or 72 hours support over a Bank Holiday, enabling the individual receiving care to remain in their own home and avoiding admission into a residential setting.

During 2015-16 339 carers were registered and 187 care worker hours were provided across 7 emergency call outs.

Services for carers of people with dementia provide a range of specialist support including peer support groups, advice and guidance for carers of people with dementia.

Carers Breakthrough is our specialist provision for carers of people with enduring mental illness. The offer includes counselling, one-to-one listening services and relaxation classes.

During 2015-16 172 carers made contact with the service. 72 carers (including 26 new clients) received 1059 counselling sessions, 43 yoga/relaxation sessions were held and 27 support group sessions were run.

Carers Flexi breaks is currently offered free to any carer who is a Southend-on-Sea resident and provides more than 21 hours of unpaid care each week. This scheme provides up to 30 hours of sitting services for such carers without recourse to a social care assessment.

Prescription Breaks are like the Carers flexi breaks, carers living in Southend-on-Sea and providing more than 21 hours of care each week are eligible for this free service.

During 2015-16, 2031 hours of support were provided across 771 breaks for 97 carers via Flexi and Prescribed breaks.

Hospice at Home is a specialist service for carers of people who are in the later stages of terminal conditions. It provides 24/7 information, advice and emotional support for these carers and the provision of carer respite during this period.

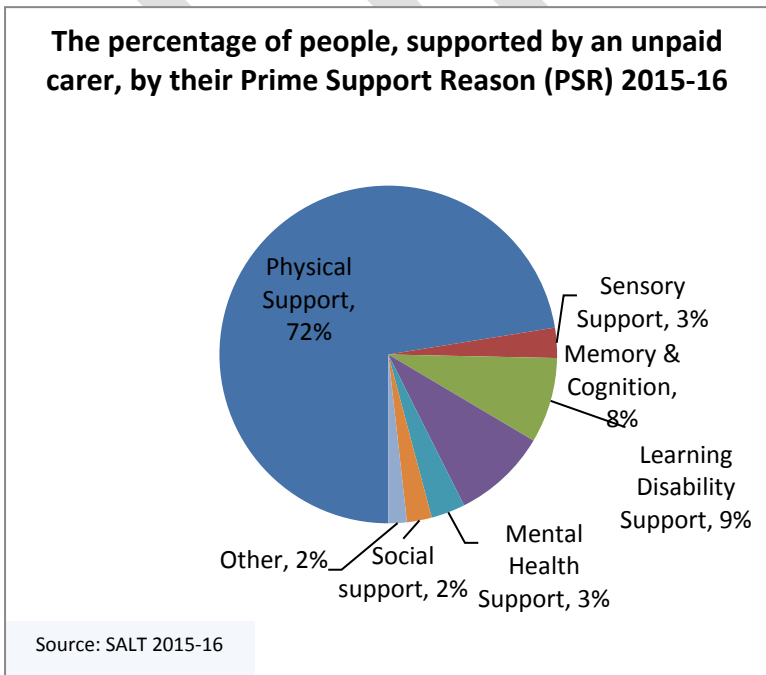
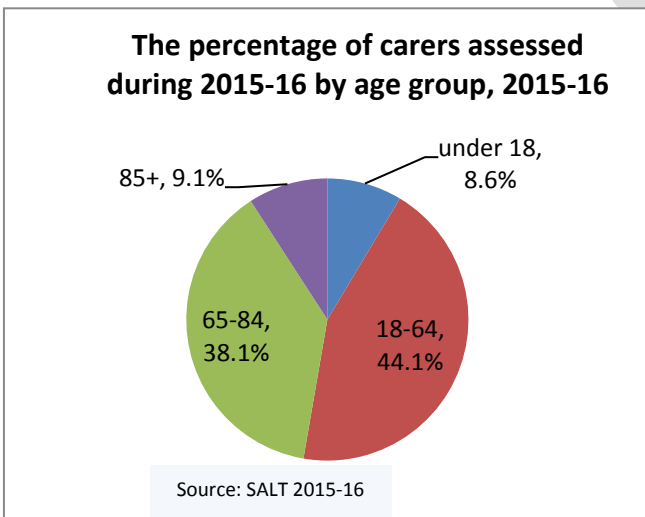
During 2015-16 91 carers received 1,176 hours of support across 333 breaks from Hospice at home.

Carer Assessments

At Southend, we recognise and value the work undertaken by unpaid carers in our community and make sure they and the people they care for are supported to live as independently as possible.

During 2015-16 we assessed 2,561 carers, either jointly with the person they care for, or on their own. The following charts show the ages of our carers and the prime support reason of the person(s) they care for. The largest proportions of carers are aged 18-64. 91.3% are over the age of 18, with 47.2% over the age of 65.

Of those, who are supported by an unpaid carer, 72.5% have a prime support reason of physical support.



27.8% of carers assessed were given advice and information or signposted to organisations to assist those in their chosen outcomes and 23.5% were supported with a direct payment.

Adult carers views are captured in a biennial national survey held by the Health & Social Care Information Centre (HSCIC) – Results from the 2014-15 survey are available on the HSCIC website at <http://www.hscic.gov.uk/catalogue/PUB18423>

The survey covers informal, unpaid carers aged 18 and over, where the carer has been assessed by Adult Services, to seek their opinions on a number of topics that are considered to be indicative of a balanced life alongside their caring role. Findings of the survey are used to populate a number of national measures in the Adult Social Care Outcomes Framework (ASCOF) which can be found at the following website <http://ascof.hscic.gov.uk/>. The next carer's survey is due in 2016-17.

Support at 'End of Life'

People who are nearing the end of their life are entitled to high quality personal care wherever they are being cared for. It is important that their wishes are respected and they are involved in decisions about their care, whenever possible. Care should be focused on maintaining the person's comfort and dignity, and any symptoms they have should be managed.

Gold Standard Framework Trial for Care Homes: Southend-on-Sea Borough Council and Southend CCG are working together to empower care homes to support more people to end their days at home, if this is their wish. We are funding Gold Standard Framework training for five care homes that will then be evaluated to see how we can further develop End of Life support for residents.

Macmillan GP: Macmillan Cancer Support and Southend CCG are joint funding a Macmillan GP that will work with primary care across the Borough to improve services for people with cancer and those who are at end of life.

Serious Illness Conversations: Southend CCG is one of only two CCGs within the UK to participate in an NHS England trial of an approach to support GPs when diagnosing people with serious illnesses.

3. Monitoring and accountability

Healthwatch England

Healthwatch England is the national consumer champion for people who use health and social care services. It was set up as part of the changes to the way the NHS and social care services are run. It represents the views of the public to improve services nationally. Each local Healthwatch is independent of the NHS and local authorities.

Healthwatch Southend

Healthwatch Southend is a health and social care consumer champion for the residents of Southend-on-Sea. They are commissioned by Southend-on-Sea Borough Council using funding provided by the Department of Health and are a confidential, independent and free service for all Southend residents and anyone receiving health or social care services within the Borough.

Healthwatch Southend gives a voice to all the people of Southend-on-Sea; adults and children. It offers a range of services to the people of Southend, including:

- advocacy support for people who wish to raise a concern or complaint about NHS services and who would like help to do so
- information and advice about health and social care services in the area
- improving services by gathering views and passing them on to the people who commission local providers

If repeated concerns are received, Healthwatch can influence both the organisations delivering health and social care services and those that pay for them. Healthwatch researches trends in poor service and reports their findings to Healthwatch England to influence the Department of Health and NHS England. At a local level they report research findings to the people who make the decisions about health and social care, such as the NHS Clinical Commissioning Group (CCG), the hospital, and Southend-on-Sea Borough Council.

Southend Health and Wellbeing Board

There is a Health and Wellbeing Board in each council to oversee the aim of improving the overall health and wellbeing of the population, and reducing health inequalities.

Southend Health and Wellbeing Board (HWB) has increased its strong leadership in the past year, effectively responding to recommendations from a Local Government Association Peer Review follow up in July 2015, by focusing on five “Big Ticket” priorities for the Borough and prioritising quality time for strategic discussions to address health and care system challenges and opportunities.

The HWB Board has established, and regularly monitored, a set of performance indicators which have driven forward progress for the three “Broad Impact Goals” within the Health and Wellbeing Strategy refresh for 2016, these being;

- a) Increased Physical Activity (prevention of ill health);
- b) Increased aspiration and opportunity (addressing inequality);
- c) Increased personal responsibility and participation (sustainability).

The Broad Impact Goals have helped the Board to ‘add value’ to the core ambitions of the first Health and Wellbeing Strategy.

A robust decision making structure is in place and the Health and Wellbeing Board is now looking to develop priorities for a longer term Health and Wellbeing Strategy up to 2020, which will be informed by a recently completed Joint Strategic Needs Assessment (JSNA) as well as messages and feedback from public and stakeholder engagement in the past year.

Complaints and Compliments

The total number of complaints received by the Council regarding adult social care during 2015-16 was 176. There has been a steady upward trend in the number of complaints being received by the Council (6% up on 2014-15).

Financial year	2013-2014	2014-2015	2015-16
Number of complaints	136	166	176

This trend reflects the nationwide picture as outlined in the Local Government Ombudsman’s ‘Annual Review of Local Government Complaints’ (2015-16) which highlights a 6% rise in complaints and enquiries received by them. Reasons cited for this upward trend include the impact of declining resources on council services and growing willingness of the public to make complaints.

Compliments were also received, with numbers shown below.

Financial year	2013-2014	2014-2015	2015-16
Number of comments and compliments	470	407	341

Lessons Learnt and Service Improvements

Whilst responding to feedback in a timely manner it is important for the Council to reflect on lessons learnt and improving outcomes. Examples of service improvements undertaken throughout the year as a result of customer feedback include:

- Procedures were improved to ensure that care providers have a clearly defined retention and disposal policy - a copy of which is sent to the contracts team for review;
- The hospital discharge pack provided by the Hospital Social Work Team was improved;
- The contracts team have strengthened their contract monitoring of care providers to ensure any issues are highlighted and addressed earlier. There is also more focus within the contract monitoring meetings on late/missed visits and complaint response timescales.

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4. Our Partnership Approach - Integrated Pioneer Pilot Status

We are continuing to develop our well-established culture of partnership working amongst health, social care, clinical commissioners, Southend Hospital, and a range of local public, private and voluntary sector partners. This enables us and our partners to maintain **integrated health and social care Pioneer status**. In 2013 just 14 Pioneer sites across the country were chosen to showcase innovative ways of creating change in the health service in order to bring services closer together. In January 2015 a further 11 sites were selected as Pioneers, bringing the total to 25. The ambitious plans we have developed in Southend-on-Sea will mean better support at home and earlier treatment in the community to prevent people needing emergency care in hospital or in care homes.

The ambitions of local partner organisations are brought together in our Joint Health and Wellbeing Strategy. The strategy is owned, regularly refreshed and driven forward by the Health and Wellbeing Board. Within the strategy all partners are committed to:

- listen to the voice of people who use our services
- share a vision about the priorities for local services
- commit to continuing development of integrated work
- reflect the Joint Strategic Needs Assessment (JSNA) for the population of Southend
- contribute to the wider vision for communities shared with partner commissioners
- shape other local commissioning plans to enable integration of services and pathways
- integrate planning so that local resources are used to better effect

There are many examples of our integrated approach that people living in Southend-on-Sea may already have seen as well as many behind the scenes changes that make providing services easier:

- we continue to build upon an Integrated Care Commissioning team between the council and the CCG
- we continue to develop Multi-Disciplinary Teams working across the Borough and focused around GP practices
- the impact has been that we were the first in the country to link and share health and social care data to identify those patients that had slightly more complex needs than others in the community
- a social worker team has been established at the hospital to ensure patients in need of social services receive them at the right time and in the right place
- the way we manage hospital discharge is considered national best practice

- we have recently commissioned a 'discharge to assess' service which is helping to ensure patients discharged from hospital have the right packages of care delivered in the most appropriate place
- we have recently commissioned an overnight support service which supports residents for a short period of time at home and overnight during a time when they might otherwise have been admitted to hospital.

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5. Adult Social Care Outcomes

The Adult Social Care Outcomes Framework (ASCOF) is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

The ASCOF was first published in March 2011 and is updated annually in partnership with local government. Since its introduction ASCOF has been strengthened year on year with the addition of new measures and clearer definitions, reflecting the Department of Health and local government's key priorities for social care. For more information visit <http://ascof.hscic.gov.uk/>

The Table below shows Southend's performance against the Adult Social Care Outcomes Framework 2015-16.

ASCOF Indicators - 2015-16						
Domain 1	Enhancing quality of life for people with care and support needs	Southend-on-Sea			National	
		2013/14	2014/15	2015/16	2015/16	
1A	Social care-related quality of life	18.8	18.8	18.9	3	19.1
1B	Proportion of people who use services who have control over their daily life	73.8	76.6	75.8	3	76.6
1C(1A)	The proportion of people who use services who receive self-directed support	75.4	97.6	97.1	2	86.9
1C(1B)	The proportion of carers who receive self-directed support	x	8.8	19.6	4	77.7
1C(2A)	The proportion of people who use services who receive direct payments	x	30.9	32.1	2	28.1
1C(2B)	The proportion of carers who receive direct payments	x	3.6	19.6	4	67.4
1E	Proportion of adults with a learning disability in paid employment	8.9	7.1	10.2	1	5.8
1F	Proportion of adults in contact with secondary mental health services in paid employment	6.8	7.2	9.2	1	6.7
1G	Proportion of adults with a learning disability who live in their own home or with their family	81.9	81.4	83.4	2	75.4
1H	Proportion of adults in contact with secondary mental health services living independently with or without support	70.4	70.3	67.2	2	58.6
1I(1)	The proportion of people who use services who reported that they had as much social contact as they would like	42.1	45.1	44.1	3	45.4
Domain 2	Delaying and reducing the need for care and support	Southend-on-Sea			National	
		2013/14	2014/15	2015/16	2015/16	
2A(1)	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	5.7	11.3	12.2	2	13.3
2A(2)	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	633.8	831.0	669.7	3	628.2
2B(1)	The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	80	77.4	87.4	2	82.7
2B(2)	The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	2.8	2.5	1.8	4	2.9
2D	Outcome of short-term services: sequel to service	x	68.4	70.1	3	75.8
2C(1)	Delayed transfers of care from hospital, per 100,000	5	6.6	6.4	1	12.1
2C(2)	Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population	1.8	1	1.2	1	4.7
Domain 3	Ensuring that people have a positive experience of care and support	Southend-on-Sea			National	
		2013/14	2014/15	2015/16	2015/16	
3A	Overall satisfaction of people who use services with their care and support	61.1	60.2	59.8	4	64.4
3D(1)	The proportion of people who use services who find it easy to find information about support	78.6	75.6	73.5	3	73.5
Domain 4	Safeguarding adults whose circumstances make them vulnerable and protection from avoidable harm	Southend-on-Sea			National	
		2013/14	2014/15	2015/16	2015/16	
4A	Proportion of people who use services who feel safe	69.1	70.0	66.1	4	69.2
4B	Proportion of people who use services who say that those services have made them feel safe and secure.	79.4	87.4	86.0	2	85.4

6. Safeguarding – ‘supporting people to live lives free from abuse’

The work of the **Southend-on-Sea Safeguarding Adults Board (SAB)** supports adults who have care and support needs and who therefore may be unable to protect themselves from abuse.

The SAB is made up of a wide range of public sector organisations both from the statutory and voluntary sectors. The purpose of the Board is to ensure that organisations from around the Borough work together in partnership, to help reduce the risks of abuse and prevent adults being subject to abuse. The Board also ensures that organisations work in a coordinated way to safeguard adults with support and care needs when abuse or neglect is identified.

Strategic links have been developed and enhanced between the Local Safeguarding Children’s Board, the SAB, the Health and Wellbeing Board and the Community Safety Partnership, which has resulted in the sharing of best practice and assurance that the agendas and priorities of the respective boards contribute to the central aim of improving safety.

Safeguarding Adults works collaboratively with the Public Health Team to deliver outcomes that improve wellbeing and reduce the impact of abuse and violence.

The SAB also leads work in the community aimed at raising awareness about abuse, preventing abuse and supporting those who have been harmed by abuse.

Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act 2005. They aim to make sure that people in care homes, hospitals and supported living are looked after in a way that does not inappropriately restrict their freedom. The safeguards should ensure that a care home, hospital or supported living arrangement only deprives someone of their liberty in a safe and correct way, and that this is only done when it is in the best interests of the person and there is no other way to look after them.

The Local authority is the ‘Supervisory Body’ for all Southend-on-Sea and self-funding residents in care homes. As of 1 April 2013, we assumed responsibilities as Supervisory Body for all Southend-on-Sea local authority/Southend Clinical Commissioning Group funded and self-funded people within long stay and acute hospitals. Since 2009, we have also been the Supervisory Body for people placed in care homes and hospitals outside of Southend-on-Sea.

Nationally, local authorities have experienced an increase in DoLS referrals, following a landmark Supreme Court Judgement in March 2014. During 2015-16, the Council received 619 applications from care homes and hospitals. This represents a 54% increase in referrals

from 2014-15. As a result of this we have ensured that additional resources are in place to meet the increase in referrals.

Keeping Safe

'Keep Safe' is an example of how people aged 16+ are being safeguarded in Southend on Sea. Children's Services, the Safeguarding Adults Board and the Safeguarding Children's Boards have funded the pilot year of Keep Safe which launched in 2016. Keep Safe is a scheme to support people aged 16+ who have a learning disability and access the community independently. The scheme is facilitated by SHIELDS Parliament, a self-advocacy group supported by Basildon and Thurrock Independent Advocacy Service (BATIAS). Local businesses are identified and sign up to the scheme by agreeing to provide use of a telephone in a public area for a person who may be experiencing an emergency or who are in distress. Participants in the scheme would look for the yellow and black telephone sticker in the shop window. Using the emergency number card or fob provided, the person themselves would call their carer or parent. If required, the shop would assist or call the police if needed. The scheme aims to support people to reduce the feelings of fear or agitation in accessing the community alone.

PREVENT

We have assumed new responsibilities in assisting the Government to prevent vulnerable people being drawn into terrorist activity. Our new duties are part of the PREVENT Strategy.

The PREVENT Board is a multi-agency initiative chaired by the Department of Place, supported by Adult and Children's Services. We have set up CHANNEL Panels, which are a convened group of safeguarding professionals, representative of statutory services who can assist in supporting a person who is or is at risk of being radicalised.

Domestic Abuse

Adult Social Care is a key partner in the delivery of domestic abuse support in Southend-on-Sea. Adult Social Care has a duty to support people with care and support needs who may be experiencing domestic abuse.

In 2015-16 we have commissioned training around a variety of topics e.g. inter-generational abuse, forced marriage and honour based abuse.

Adult Social Care is a key partner in the development of the new Multi-Agency Risk Assessment Team (MARAT) which went live in June 2016. MARAT will provide a localised response to high risk domestic abuse in terms of information sharing, safety planning and decision making.

7. Improving Support through Consultation and Involvement

As part of the statutory duty to consult and the wider commitment to engage with service users and stakeholders we have conducted a wide range of consultations and engagement activities within adult social care in 2015-16.

The Crisis Care Concordat, made up of stakeholders from South Essex, commissioned a review of personal and carer experiences of crisis mental health support in Southend-on-Sea which has fed into the development of a South Essex action plan to improve crisis care.

Prior to the development of an improved model for carers' support in Southend-on-Sea both carers and those cared for were asked their view on what needed to improve and how best to support carers in their role. Through face to face engagement and group workshops a consultation was developed to help shape the future service.

Local authorities also have a statutory duty to carry out a sample survey of all users of adult social care services. The results from this survey feed into the ASCOF framework mentioned earlier and the measures within the framework can be found at the following website; <http://ascof.hscic.gov.uk/>

Early findings from the Adult Social Care Users Survey

Generally there is a very slight decline across all but one of the ASCOF measures that relate to the survey relative to last year, however we remain in line with the national benchmark for most of the measures.

Summary of Adult Social Care Outcomes Framework measures (2015-16 FINAL)

Weighted Results

	Southend-on-Sea		National
	2014/15	2015/16	2015/16
1A: Social care-related quality of life	18.8	18.9	19.1
1B: Proportion of people who use services who have control over their daily life	76.6	75.8	76.6
1I(1): The proportion of people who use services who reported that they had as much social contact as they would like	45.1	44.1	45.4
3A: Overall satisfaction of people who use services with their care and support	60.2	59.8	64.4
3D(1): The proportion of people who use services who find it easy to find information about support	75.6	73.5	73.5
4A: Proportion of people who use services who feel safe	70.0	66.1	69.2
4B: Proportion of people who use services who say that those services have made them feel safe and secure.	87.4	86.0	85.4

8. Plans for 2016-17

Transforming Adult Social Care

During the course of 2016-17 we will be building on our existing integrated service provision by developing our integrated teams. Our aim is to align our adult social care workers with health colleagues across four Localities in Southend on Sea. These integrated teams will be at the centre of communities to support, signpost and care for people. We want to ensure that people only have to tell their story once because their care is integrated. An example of this is our GP/community social worker pilot which aims to develop stronger partnerships between GP Practices, primary care services and the wider community. The pilot specifically focuses on bringing people together to reduce isolation as well as signposting and giving advice, information and guidance as needed.

We want to make sure that our social work teams have exactly the right knowledge and skills to support people in the community to be as independent as possible. We are strong advocates for people to remain in their own homes rather than in institutional types of care.

Transforming Care

During 2016-17 we will be continuing our work around the Transforming Care agenda with our partners across Southend-on-Sea, Thurrock and Essex. One element of this is around improving support for behaviour that challenges, both preventing it and working with people who have behaviour that challenges. This is about the ability of providers to respond better to the risk of behaviour that challenges in relation to people with learning disabilities and autism and mental health problems. Transforming Care is also about making sure that services are supportive and preventative in the early years and through to adulthood.

Southend Care Ltd.

In 2015 the Council established Southend Care Ltd, a local authority trading company. From April 2017 Southend Care Ltd. will manage Delaware House and Priory House adult care homes and the Viking Learning Disability Day Centre and will lead improvements in social care across the Borough's care economy. Also sitting within Southend Care Ltd. will be Project 49 Day Opportunities, Spencer House, START (Southend Therapy and Recovery Team), Shared Lives, Employment Service and (new service) Domiciliary Care.

South Essex Recovery College

REACH (Recovery, Empowerment, Achievement, Community and Hope) is the name of the new Recovery College that is being piloted across South East Essex during 2016-17. REACH is co-produced and co-lead with people who have lived experience and aims to provide psycho-educational courses and self-management tools for people with on-going mental health issues. As well as a range of courses there will be an active and peer led student union that will offer both support and social opportunities.

Integrated Market Position Statement

The Market Position Statement sets out how Southend's Clinical Commissioning Group and ourselves will work together to commission community care services going forward. In doing so it confirms our strategic vision for care provision and gives providers a steer of how to shape their business. The Market Position Statement is not a statutory document, but it will show how we intend to deliver statutory requirements as set out in the Care Act. It is the start of our commitment to market facilitation. Namely:

- facilitate and shape the market
- focus on outcomes and wellbeing
- promote quality, including workforce development
- support sustainability and ensure choice and
- market oversight and market failure

From our perspective, the term 'market' is used to refer to those people who live in Southend-on-Sea who are entitled to adult based community care services. Moving forward, our commissioners will work with providers to better understand what 'their' market is as we are aware that the two interpretations may not be the same - our providers will also include people coming from out of borough.

In a world where there is not a 'one size fits all' approach to service provision, we will look at the person beyond the condition and work with them, their families, carers, peers, operational staff and providers to offer the right services at the right time for the right cost – our commitment to effective stakeholder engagement will shape future services and our commitment to advocacy will help people to pick the services which are right for them.

We will make sure everyone with an assessed level of need has a personal budget with the opportunity to receive Direct Payments. In our Market Position Statement, we highlight the importance of personalised services and put the citizen at the heart of not only the care package, but also its development; we encourage providers to develop preventative community focused services rather than costly institutional ones that cannot deliver the benefits of community based support.

Moving forward, we intend to produce more detailed client specific chapters, to be refreshed on an ongoing basis, in order to keep providers up-date with our developing vision for provision of services in Southend-on-Sea.

Service Objectives for 2016-17

During the Autumn/Winter of 2015-16 we prepared our corporate priorities, commissioning intentions and service plans for the 2016-17 financial year. The following areas were highlighted as key service objectives for the 2016-17 period:

Maintain excellent safeguarding services for vulnerable people. Further integrate commissioning and delivery of adult social care and health services:

- Commissioning
 - Service delivery
 - Prevention and Engagement
 - ICT
- Ensure that people about whom safeguarding concerns are raised have a timely and coordinated multi-agency response when required.
 - Continue to support people to live independently in their own homes for as long as possible.
 - Maintain frontline housing related support services for vulnerable people.
 - Deliver more affordable housing options in the Borough.
 - Encourage the use of green technology for any new affordable homes built in the Borough.
 - Promote the improvement in quality of the existing stock achieving decent, healthy & environmentally sustainable homes across all tenures.
 - Promoting greater accessibility to different types of housing, promoting independent living for vulnerable groups and continuing work to prevent homelessness.
 - Deliver the national drugs strategy.
 - Deliver the implementation phase of the Better Care Fund.
 - Contributing to the growth and development of a robust economy in the town.

Useful Contacts

Adult Social Care
www.southend.gov.uk
Tel: 01702 215008

Alzheimers Society
www.alzheimers.org.uk
Tel: 01702 345156.
Email: southend@alzheimers.org.uk

Ask SAL
Tel: 08452 66 66 63
www.asksal.org.uk

Carers Emergency Respite Scheme (CERS)
CERS Co-ordinator
Ashley Care LLP
22 Pembury Road
Westcliff on Sea
SS0 8DS
Tel: 01702 348142

Carers of People with Mental Health conditions (Trustlinks)
Tel: 01702 213134
Email: office@trustlinks.org
www.trustlinks.org

Citizen Advice Bureau
1 Church Road
Southend on Sea
SS1 2AL
Tel: 0344 477 0808
www.citizensadvicesouthend.org.uk

Community Links (Richmond Fellowship)
Tel: 01702 431177
www.richmondfellowship.org.uk/

Dial-a-ride Southend
Tel: 01702 212212
www.southend.gov.uk/info/200340/travel_information/39/dial-a-ride

Mental Health Advocacy (AIM Advocacy In Mind)

Tel: 01702 601123

Email: Aimatthurrockmind.org.uk

www.thurrockmind.org.uk

Mental Health Supported Accommodation (Richmond fellowship)

Tel: 01702 352192

www.richmondfellowship.org.uk/

Rethink Mental Health Services

Tel: 01702 330267

www.rethink.org

REACH - Recovery College

Tel: 01702 213134

Email: recoverycollege@trustlinks.org

SHIELDS (Supporting, Helping, Informing Everyone with Learning Disabilities in Southend)

Tel: 07503 059 730

Email: info@shieldsparliament.co.uk

Southend Association of Voluntary Services (SAVS)

29-31 Alexandra Street

Southend-on-Sea,

SS1 1BW

Tel: 01702 356000

www.savs-southend.org

Southend-on-Sea Borough Council Adult Social Care

Tel: 01702 215008

Southend's SHIP Directory (information point and directory of services)

www.southendinfopoint.org

Southend Hospital

Prittlewell Chase,

Westcliff-on-Sea,

SS0 0RY

Tel: 01702 435555

www.southend.nhs.uk

Southend Mencap

100 London Road

Southend-On-Sea
Essex SS1 1PG
Tel: 01702 341250
www.southendmencap.org.uk

Southend MIND
Tel: 01702 601123
Email: office@SEandCEssexMind.org.uk
www.southendmind.org.uk/

South Essex Homes Ltd.
Civic Centre,
Victoria Avenue,
SOUTHEND-ON-SEA,
SS2 6FY
Tel: 0800 833160
www.southessexhomes.co.uk

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GLOSSARY

Adult Social Care	Personal care and practical help for adults who have care or support needs due to age, illness or disability to help them live life as independently as possible.
Advocacy	An independent process which supports and enables people to express their views about their needs and choices.
Adult Social Care Survey	An annual questionnaire that seeks to gain an understanding of service users' views and experiences of adult social care. It seeks feedback from service users about how adult social services have affected their lives. This feedback and experience from service users is crucial information for improving adult social services.
Assessment	An assessment is the process by which the Council gains an understanding of a service user's level of need. It will involve asking the service user a series of questions, following which a financial assessment may also take place to determine whether funding can be provided
Asset-Based Community Development	An approach based on the principle of identifying and mobilising individual and community 'assets', rather than focusing on problems and needs.
The Better Care Fund	A pooled fund between Health and Social Care that facilitates the delivery of joined up local services.
Carer	Somebody who provides support, or who looks after a family member, partner or friend who needs help because of physical or mental illness or disability.
Clinical Commissioning Group (CCG)	A CCG is a group of GPs and clinicians which commissions (buys) health services for their local communities.
Commissioning	The process of identifying what services or products are needed, acquiring them and ensuring that they meet requirements.
Community-based services	Care and support services provided in the community rather than in hospital or residential homes.
Community Recovery Pathway	An approach which will deliver appropriate services in the right place at the right time which will enable a seamless navigation through the system for Southend residents, families and carers.

Dementia	A syndrome (a group of related symptoms) associated with an on-going decline of the brain and its abilities.
Direct Payment	Money payment made to people who need care following an assessment, to help them buy their own care or support and be in control of those services.
Deprivation of Liberty Safeguards (DoLs)	DoLs are part of the Mental Capacity Act 2005. They aim to make sure that people in care homes, hospitals and supported living are looked after in a way that does not inappropriately restrict their freedom.
Discharge-to-Assess beds	In Southend we have developed 6 residential care beds into discharge-to-assess beds to enable safe transfers from hospital and support adults who need a short period of reablement, ideally to get them back to their own homes and live as independently as possible;
Domiciliary Care	Personal, domestic, or nursing care provided for people at home rather than in an institution.
Equipment and Adaptations	Specialist items provided to people following an assessment by an occupational therapist or physiotherapist.
Extra care housing	Self-contained homes with design features and support services available to enable self-care and independent living for those requiring higher levels of care than supported living schemes.
GP (General Practitioner)	A doctor who looks after the health of people in their local community.
Health and Wellbeing Board	A group of key leaders from local health and care organisations, with the remit to work together to improve the health and wellbeing of their local population and reduce inequalities.
HealthWatch	A consumer champion for health and social care; intended to give service users a greater voice in decisions about local care and health services.
Harm	Harm to an adult at risk can include physical, psychological, sexual or financial harm by another person, paid/unpaid carer or institution.
Home care	Help at home from paid carers for people with care and support needs.

Integrated care	Care and support provided jointly by health and social care services.
Integrated Pioneer	A Government awarded status for local health and social care systems that are designing new ways of delivering coordinated care.
Joint Strategic Needs Assessment (JSNA)	An assessment of the health and social care needs of a local population.
Learning Disability Partnership Board	The Learning Disability Partnership Board champions the needs of people with learning disabilities in the local community. It is responsible for supporting people with learning disabilities to lead active, independent and full lives.
Local Account	The Local Account summaries what adult social services have done over the past year. It assesses how successful adult social services have been and outlines the future priorities.
Market Position Statement	The Market Position Statement outlines the commissioning priorities for adult social care services, and highlights the key factors influencing developments in the care market. It looks at demand, supply and our commissioning intentions, so that we can support our current and future providers to develop quality care services.
NHS England	The public body that oversees the budget, planning, delivery and day-to-day operation of the commissioning (purchasing) part of the NHS.
Nursing care	Care carried out or supervised by a qualified nurse, including injections and dressings, paid for by the NHS.
Outcome	End result, change or benefit for an individual who uses social care and support services or takes part in other community activities.
Personal Assistant	A person who is employed by an individual with care or support needs. The services of personal assistants can be bought directly by service users, making service become delivered in a person centred way.
Personal budget	Money allocated to someone who needs support, where the money comes from the Council's social care funding.

Primary Care	As many people's first point of contact with the NHS, around 90 per cent of patient interaction is with primary care services. In addition to GP practices, primary care covers dental practices, community pharmacies and high street optometrists.
Procurement	Where commissioning is the process that identifies what services are required, procurement is the process of identifying the best provider to meet that requirement.
Public Health	The Department within Southend Council concerned with changing and preventing harmful behaviours to improve wellbeing.
Reablement	Supports service users to regain and develop the confidence and skills to safely and independently live at home. It provides service users with help to perform certain tasks such as personal care and daily living.
Review	Regular evaluation of a person's needs to make sure their care and support plan is personalised and meets their needs.
Safeguarding	Protecting a vulnerable person's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.
SBC (Southend-on-Sea Borough Council)	The local authority with responsibility for the Borough of Southend-on-Sea.
Secondary Care	Secondary care refers to health services provided by medical specialists who generally do not have the first contact with a patient and patients are usually referred to secondary care by a primary care provider such as a GP.
Self-Directed Support	Support that means people are given choice and control over what kind of support they get. It means that people can choose and arrange some or all of their own support, instead of having it chosen and arranged by other people.
Solution	The meeting of an individual's needs.
Specialised Support	High-level health and social care support.
Stakeholders	A person, group or organisation that has interest or concern in an organisation.
Telecare	Telecare services use technological equipment, devices and services to help users live more independently at home (e.g. fall sensors and safety alarms).

Transition	When young disabled people move from childhood to adulthood.
Wellbeing	Health and happiness.

We welcome feedback, which will help us to continuously improve the information we provide in the document. If you would like to comment on our Local Account, please contact the Department for People on Tel: 01702 215008 or E-mail council@southend.gov.uk. You can use these contact details to request a copy in an alternate format, such as audio, large print or a translated version.

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Southend-on-Sea Borough Council

Report of Corporate Director for People

to
Cabinet

on

8th November 2016

Report prepared by: Sharon Houlden
Head of Adult Services and Housing

Agenda
Item No.

8

Sheltered Housing Review and Review of Housing Need of Older People

People Scrutiny Committee

Policy & Resources Scrutiny Committee

Executive Councillors: Councillor Mark Flewitt & Councillor Lesley Salter

A Part 1 Agenda Item

1. Purpose of Report

- 1.1 PFA were commissioned in November 2015 to undertake a review of housing need of older people in the borough in order to assist the Council in addressing concerns about the demand/supply equation of housing (both general needs and specialist provision) in the town, and have committed to this Review as a first step towards addressing this issue.
- 1.2 This report accompanies the first presentation of the outcome of the Review to Cabinet via the attached report of Peter Fletcher Associates (PFA).
- 1.3 PFA were commissioned in November 2015 to undertake a review of housing need of older people in the borough; with a specific brief to explore the fitness for purpose and potential of the sheltered housing service to meet current and anticipated need. Their Review Report makes a number of recommendations for the Council to consider as a means of progressing and developing our vision for housing solutions for older people that address identified need, and are congruent with the Council's strategic priorities for creating a better Southend. The Review Report presents options for consideration and is intended to facilitate a process of discussion and consultation. No decisions on the options presented will be made until the appropriate processes of stakeholder consultation have been completed. Key stakeholders in the process are elected Members as representatives of residents and tenants in their wards.

2. Recommendations

- 2.1 That the contents of this report and the accompanying PFA Report are noted;
- 2.2 That Cabinet agree that a series of workshops and working groups be convened for the purpose of exploring in detail the main themes of the report, namely:
 - **Physical structure of the schemes** –including accessibility within Schemes and the size of individual accommodation units.

- **Community & Locality** –location of Schemes in relation to local facilities (i.e. accessibility to local amenities and transport links) and encouraging community access to Scheme facilities as part of a wider Locality approach to services.
- **Meeting Housing, Care and Support needs of older people** –how Schemes enable tenants to stay in their homes as they become frailer, developing a criteria for sheltered housing based on need, and developing use of Telecare, Telehealth, and assistive technology options.

2.3 That the workshops and working groups be convened and facilitated by officers from the strategic housing service, South Essex Homes, and adult social care services, and be supported and attended by elected Members as key stakeholders and decision makers.

2.4 That the outcome of these workshops and working groups be presented as a follow up Cabinet report in the spring of 2017 with recommended options for developing a model of sheltered housing provision in order to meet the housing need of older people in Southend.

3. Background

3.1 Peter Fletcher Associates (PFA) were commissioned to provide independent specialist advice on the fitness for purpose of the existing sheltered housing service and stock, and to support the development of a vision for housing for older people that is sustainable going forward.

3.2 The PFA Report is attached to this Report as Appendix 1. Key issues and recommendations can be summarised as follows:-

- **Demographic Trends** indicate that there will be a growing older person's population in the Borough - 66,300 people aged 50+ in 2015, rising to 87,100 by 2035 – increase of 31.4%. 85+ population to increase by 103.8% between 2015 and 2035.
- **Supply** - there is a large supply of sheltered housing for rent including schemes developed in the 1970's and 80's with bedsits managed by providers such as Anchor Trust and Genesis and some small local almshouse providers. The total number of sheltered housing units for social rent is 1,282 units. In addition there are 475 units of Part 1 accommodation (not included in the above table) managed by south Essex Homes bringing the total to 1,757 units.
- **Technical Appraisal of Schemes** - Schemes are generally well maintained, with the usual focus on 'Decent Homes' compliance and following Stock Condition Survey (SCS) forecasts for renewal programmes.

3.3 Recommendations from the report:

- **Strategic** – develop a vision and strategic role for sheltered housing, extra care housing and Careline set within the wider local context of integrated commissioning of services for older people across the Borough.

- **Operational** – improve service delivery in sheltered and extra care housing to achieve better outcomes for residents and ensure value for money for the Council, e.g. by growing Careline to provide services to more older and vulnerable people.
- **Extra Care schemes** - The two Council run extra care schemes are small with only 15 units and the costs to the Council of commissioning care on site 24/7 is over £380,000 per annum (rents and service charge are paid for by residents either self-funded or by Housing Benefit). The future arrangements for these schemes could be reviewed to achieve greater efficiency and better outcomes for residents.
- **Sheltered Housing** - Sheltered housing services in the Borough would benefit from having a more strategic role to play in supporting older people to remain independent. This is the case for the Council schemes and those managed by RP's and small charities.

4. Other considerations and dependencies

- 4.1 The Report takes into account the wider local landscape in relation to housing need and the links with Adult Social Care; considering our ambition to achieve good quality housing across tenures, provide proportionate information and advice in relation to care and support, and maintain our focus on enabling older people to remain living independently in their communities.
- 4.2 **Locality Approach** – Southend Clinical Commissioning Group (CCG) and Southend Borough Council (SBC) have committed to a partnership approach to delivering health and social care services according to a locality model, with four identified Localities in the Borough. This model will support the health and social care integration agenda and it would be prudent to use this opportunity to map our housing resource (as part of a wider package of support) in relation to Localities.

5. Reasons for Recommendations

- 5.1 The provision of good quality housing for older people is an important issue that is crucial to the successful delivery of the Council's strategic objectives in relation to health and wellbeing, safety, prosperity, and value for money.

6. Contribution to Council's Vision & Corporate Priorities

- 6.1 The Sheltered Housing Review will contribute to the Council's vision of "creating a better Southend" through the following:-
- "Healthy" – by looking to provide good quality housing for older people will enable older people to remain living independently for longer.
 - "Safe" – one of the benefits of living in well-designed housing for older people is that they are very safe environments in which to live.

6.2 Financial Implications

There are likely to be financial implications arising from the Review which will need to be considered in the Housing Revenue Account capital programme from 2017/18 onwards. The Registered Provider's older persons housing revenue funding in the borough will be reviewed by the Integrated Commissioning Team.

6.3 Legal Implications

There are no major legal implications arising from this Report.

6.4 People Implications

None

6.5 Property Implications

None

6.6 Consultation

There will continue to be a wide range of consultation undertaken as part of this Review including external and internal stakeholders, including Sheltered Housing tenants themselves.

6.7 Equalities and Diversity Implications

The provision of good quality, accessible accommodation for older people will have a number of positive impacts particularly for those older people with physical disabilities and dementia. The Review will also consider whether the schemes are meeting the need of citizens with designated protected characteristics and a full Equalities Impact Assessment will be undertaken in relation to any recommendations arising from the workshops and working groups.

6.8 Risk Assessment

There are no significant risk issues at this stage.

6.9 Value for Money

6.10 Community Safety Implications

6.11 Environmental Impact

7. Background Papers

8. Appendices

Appendix 1: Peter Fletcher Associates Report

Appendix 2: Peter Fletcher Associates Executive Summary Report

Sheltered Housing Review

Southend on Sea Borough Council

August 2016



Team:
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1. Introduction

1.1 Our commission

Peter Fletcher Associates (PFA) was commissioned by Southend-on-Sea Borough Council in November 2015 to review the Sheltered Housing stock against best practice standards, making recommendations on how the Borough Council could adapt their schemes to meet the housing needs of older people in the Borough. Work covered 475 Part 1 and 998 Part 2 schemes and bungalows. The latter includes accommodation not designated for older people.

The reviews looked at the bricks and mortar, service delivery and the context for sheltered housing in the Borough, including:

- Scheme Design and Size
- Location and the access to local amenities
- Types, sizes and numbers of flats
- Number of voids in the last 3 years and current void numbers
- Whether schemes are dementia friendly
- Accessibility for the disabled and wheelchair users
- Number and suitability of lifts
- Heating
- Gardens and external facilities
- Communal Facilities and how well they are being used
- Other facilities including guest rooms, assisted bathrooms and laundries
- Telecare and Digital Inclusion (including assistive technologies and digital inclusion)
- Careline provision
- Care and Support Provision
- Admissions to hospital and residential care settings
- Implications of the Care Act 2014

Work also included a review of sheltered housing contracts managed by the Supporting People team with third sector providers.

Outcomes include:

This written report setting out our findings and future options, including:

- An overview profiling key characteristics of the schemes

- Examples of practice from other Local Authorities and providers of social housing
- Future options for the schemes and sheltered housing services across the Borough (Council and third sector) including how this may fit with the Council's trading company.

1.2 How the work was carried out

Our approach was based on our Sheltered Housing Toolkit developed in partnership with the Northern Housing Consortium, which uses a holistic approach integrating technical information and cost forecasting with a wider set of factors such as location, demographics, demand, tenant satisfaction and the service model.

Throughout the commission we worked in partnership with our commissioners at the Borough Council and with staff at South Essex Homes which is the arms-length management organisation managing Council properties. Set out below are the key areas covered in this report:

- National policy context for housing and services for older people
- Scheme visits
- Resident consultation
- Analysis of property and asset management data
- Discussions and interviews with staff at the Council, South Essex Homes and other stakeholders
- Detailed local market and needs analysis which includes consideration of social care services and local plans and strategies to understand the context for sheltered housing in the Borough
- Consideration of a future arms-length service delivery vehicle, and our recommendations, are set within the context of the trading company recently set up by the Council.

To provide baseline data we requested the completion of our Property and Resident surveys for each of the Part 2 schemes. Unfortunately, this work was not able to go ahead. However, we were provided with asset management data and other scheme based data which we analysed.

Some data was not possible to obtain such as the numbers of residents in receipt of care services. Our report includes analysis of care services commissioned and funded by the Council but not services self-funded by residents or provided informally by family as this data is not held by the Council. Similarly, case audits of residents moving out of sheltered housing into residential care focussed on data held by the Council to understand what had prompted the moves.

We held an initial meeting with our commissioners in November 2015, followed by a meeting in February 2016 with the sheltered housing steering group to set

out initial findings. Following further scheme visits, consultation with residents and data analysis we met with our commissioners in May 2016 to discuss our findings and recommendations.

2. National and local policy context

2.1 National Policy Context

The national policy agenda is increasingly focusing on:

- Promoting the independence and wellbeing of the growing numbers of older people. Between 2010 and 2030 there is expected to be a 50% increase in people aged 65 or older, and a doubling of people aged 85 or older
- Providing increasing levels of care and support within the home. This complements the preferences of older people to remain for as long as possible in their own homes
- Addressing the housing and support needs of older people across all tenures including older owner occupiers

Social care and health policy is focusing on prevention, reablement and enabling older people to sustain independence and well-being in the community and out of hospital and long-term care.

Further policy context can be found in Appendix 1.

2.2 Regional Policy Context

2.2.1 Housing

The *Thames Gateway South Essex Fundamental Review of Strategic Housing Market Assessment Review 2013*¹ identifies that specialist housing offered today may not be appropriate in future years, and that 'any future specialist housing offered needs to both understand not just the numbers of specialist homes required but also the aspirations of what older people want from new supply.' (p.7)

With regards to the supply of specialist housing for older people, the document acknowledges interest from developers and others. Investors are reportedly keen to enter the market but viability is key and desirable sites are required.

¹ Opinion Research Services 'Thames Gateway South Essex Fundamental Review of Strategic Housing Market Assessment Review 2013, Report of Findings December 2013'

2.3 Local Policy Context

2.3.1 Housing

The *Southend-On-Sea Housing Strategy 2011-21*² identifies three strategic aims, which represent the key priority housing themes in Southend-On-Sea:

- Aim 1: Promote the delivery of quality housing, including affordable, to meet local needs and promote a sustainable and balanced housing market.
- Aim 2: Promote the improvement in the quality of the existing housing stock achieving Decent, Healthy & Environmentally Sustainable homes across all tenures.
- Aim 3: Promoting greater accessibility to different types of housing and promoting independent living for vulnerable groups and continuing work to prevent homelessness.

Older people and their housing needs are not specifically listed in these aims. However, the Borough Council's aspiration to 'support older people to remain in their own homes for as long as they are able to possibly with support, assistive technology and a commitment to lifetime homes' is highlighted later in the document, alongside the following actions:

- Close working with clients and commissioners to ensure a suitable range of housing options provided for vulnerable adults
 - Communicating (to planning, developers and builders etc.) the specific needs of individuals with specialist housing requirements and ensuring their provision alongside General Needs affordable housing.
 - Work with providers of specialist housing to achieve the correct mix of accommodation type and tenures for Southend's future needs in line with wider Health and Social Care aims.
 - Continued improvement and development of Supporting People programme as part of delivery of suitable housing options for vulnerable residents.
 - Ensure the housing needs of the town's older persons are reflected through provision of the right balance of housing options e.g. Extra Care, Sheltered, Telecare

The Council will be undertaking a consultation exercise with stakeholders on its Housing Strategy later in 2016 which will consider how the Council will need to respond to the changes to national housing and planning policy and the implications for its approach to meet local housing needs.

² Southend-on-Sea Borough Council 'The Southend-on-Sea Housing Strategy 2011-21'

The *Older People Commissioning Outcomes Plan 2015/16*³ lists the following housing-related commissioning intentions for 2015/16:

- ‘Deliver health, care and housing in a more joined up way to ensure that sufficient and suitable accommodation is available with the required support that will enable older people to live as independently as possible.’
- ‘Information, Advice and Advocacy - Ensuring older people have access to the right information, advice and guidance about their health, care and housing needs.’

The ‘*Strategic Housing Market Assessment: South Essex, May 2016*⁴ report (SHMA) uses the Housing LIN SHOP tool to estimate the future need for specialist older person’s accommodation. Together with the Housing LIN SHOP tool, and data from Edge Analytics and Turley 2015, the following levels of need are provided:

	Basildon	Castle Point	Rochford	Southend-on-Sea	Thurrock	TGSE
Upper end of range – core economic activity assumptions						
Sheltered housing	1,380	1,054	872	1,520	1,084	5,910
Enhanced sheltered housing	221	169	140	243	173	946
Extra care – 24/7 support	276	211	174	304	217	1,182
Total	1,877	1,434	1,186	2,067	1,474	8,038
Annual	82	62	52	90	64	349
Lower end of range – SNPP London						
Sheltered housing	1,326	979	819	1,438	1,057	5,620
Enhanced sheltered housing	212	157	131	230	169	899
Extra care – 24/7 support	265	196	164	288	211	1,124
Total	1,804	1,332	1,114	1,956	1,438	7,644
Annual	78	58	48	85	63	332

Source: Turley, 2015; Housing LIN, 2015; Edge Analytics, 2015

Source: ‘Strategic Housing Market Assessment: South Essex 2016’

³ Southend-on-Sea Borough Council and Southend Clinical Commissioning Group ‘Older People Commissioning Outcomes Plan 2015/16’

⁴ Turley Economics ‘Strategic Housing Market Assessment: South Essex’, May 2016

According to modelling produced by Edge Analytics, there will be an additional 1,073 (lower end of range, 1,151 upper end of range) people aged 75 and over living in residential care establishments in Southend-on-Sea between 2014 and 2037.

The SHMA stresses the importance of considering the housing needs of specific population groups, especially in light of the large projected increase in older people in the housing market area. The document recognizes that many older people will choose to live independently, however the development of further sheltered and extra care housing schemes will contribute towards the objective assessment of need for this population group. Outside of the objective assessment of need, however, is an assumed increase in the communal population in the modelling by Edge Analytics, which is entirely attributable to people aged 75 and over. This indicates that there will be an additional need for approximately 1,073 communal bed-spaces in Southend-on-Sea over the projection period.

2.3.2 Adult Social Care

The *Draft Integrated Southend Market Position Statement (MPS)*⁵ outlines the results of a self-assessment carried out by Southend-on-Sea Council in 2015. The assessment demonstrated that the authority is performing well in the areas of supporting people with disabilities. Southend is 'also very strong at preventing any delays in the care transfer process, moving people from hospital to other care services, this ensures "bed blocking" in our hospital is minimised.' (p.5). The assessment also points to some areas for Southend to focus on. This includes 'ensuring that carers and service users are able to access information about support and services in an easy and straightforward manner and that people who use our services are satisfied with what they receive.' (p.5).

The MPS highlights the importance of understanding the market from the providers' perspective to continue to meet the needs of Southend-On-Sea's residents. A need to better understand the market for self-funded services, the likely impact of the £72,000 cap from 2020 and the citizen's right to subsidise their package is stressed in the document. The MPS suggests Southend will encourage providers to develop preventative community focused services and that Southend is committed 'to effective stakeholder engagement and co-production (that) will shape future services and our commitment to advocacy will help citizens to pick the services which are right for them.' (p.7). Southend will ensure everyone with an assessed level of need has a personal budget with the opportunity to receive Direct Payments.

⁵ Draft Integrated Southend Market Position Statement, November 2015

Southend-On-Sea expects there to be 'an increase in community care provision and recommend existing residential and nursing care providers to consider preventative, high quality care which reduces dependency and maximises interdependency. We would also recommend considering the role of assistive technology as we look to support people to live in their own home.' (p.7)

The MPS also stresses that Southend-On-Sea Borough Council and Southend Clinical Commissioning Group need to work with all providers to jointly explore realistic, sustainable business models which deliver high quality services that support both the current market conditions and economic climate. As the Integrated Commissioning Team identifies efficiencies in service provision, Southend will work with providers to explore the full costs of all provision and review their payment structure accordingly.

Southend-On-Sea's commissioning focus 'will turn to whether we feel services can achieve positive outcomes rather than individual outputs. We believe this shift will encourage creativity, innovation and commitment from providers who will be able make the most of their sector experience to offer better services within the financial constraints.' (p.8). They will also 'place greater emphasis on the impact of social value when considering tenders and expect all service providers to sign up to the Public Health Responsibility Deal. As part of the commissioning process we will consider the social value of providers to the local community before offering a contract.' (p.9).

Key considerations for providers of any service include:

- How it complements existing provision;
- Early diagnosis of conditions to allow for more effective planning of treatment and appropriate support for the person and their family;
- All providers should maximise the use of latest technology;
- Easy access to Information, Advice and Guidance and support for pre and post diagnosis;
- Effective data sharing; and
- Enhanced home support.

The MPS provides an overview of the expenditure for 2013/14 and 2014/15 and the proposed expenditure for 2015/16 by service type.

Adult social care and housing are engaged in redesigning social services and current projects include the community recovery pathway, re-provisioning of the Priory/Delaware/Viking facilities, LD review, Mental Health review and the review of sheltered housing. All the work streams need to connect.

The re-design will be a whole system transformational approach to change and include community groups, health and social care. Using strengths-based

assessments and care planning, it will focus on individual abilities and community assets, rather than on deficits and services to meet need. The approach will be empowering, and facilitate individuals to take control of their own lives with social workers taking a preventative approach to their practice in community settings. The vision is for social workers, alongside their health colleagues, to have a strong understanding of their local community and engage with Southend residents to maximise independence and inclusion and reduce admissions into hospital and long term care.

Figure 2.1: Southend-On-Sea Social Care Expenditure 2013-2015 and Planned Expenditure 2015-16

	2013-14	2014-15	2015-16
Service	Actual	Actual	Budget
Drug & Alcohol Action Team	172,617	156,863	169,300
Older People	19,561,152	18,630,360	17,383,884
Learning Difficulties	14,358,513	14,202,245	14,945,131
Physical or Sensory Impairment	4,125,662	4,634,731	4,033,755
Mental Health Needs	4,079,313	4,318,110	2,933,119
Other Community Services	473,560	380,202	344,694
Service, Strategy & Regulation	485,008	120,305	220,267
	43,255,826	42,442,816	40,030,150

Source: Draft Integrated Southend Market Position Statement, November 2015

Figure 2.2: Adult Social Care Performance Overview, 2011-2015

	2011-12	2012-13	2013-14	2014-15
NUMBER OF SERVICE USERS HELPED	5740	5640	5514	5674
OF WHICH;				
NUMBER OF PEOPLE RECEIVING COMMUNITY BASED SERVICES (18-64)	1210	1231	1282	1066
NUMBER OF PEOPLE RECEIVING COMMUNITY BASED SERVICES (65+)	3363	3255	3126	3524
NUMBER OF PEOPLE IN RESIDENTIAL CARE (18-64)	159	135	148	156
NUMBER OF PEOPLE IN RESIDENTIAL CARE (65+)	986	1003	939	921
NUMBER OF PEOPLE IN NURSING CARE (18-64)	1	0	8	1
NUMBER OF PEOPLE IN NURSING CARE (65+)	27	16	11	6
NUMBER OF PEOPLE ASSESSED (18-64)	393	493	542	-
NUMBER OF PEOPLE ASSESSED (65+)	1710	1813	1714	-
TOTAL ASSESSMENTS	2103	2306	2256	-
New client assessments (18-64)				290
New client Assessments (65+)				1646
Total new clients assessed				1936
TOTAL CARERS SUPPORTED WITH SERVICES and ADVICE	959	1005	1094	1248
NUMBER OF SERVICE USERS RECEIVING DIRECT PAYMENTS	517	587	712	695
NUMBER OF CARERS RECEIVING DIRECT PAYMENTS	119	90	83	23
PERCENTAGE OF CLIENTS AND CARERS RECEIVING DIRECT PAYMENTS	11.30%	13.08%	16.15%	21.20%
NUMBER OF CLIENTS REVIEWED	4762	4688	4536	3913
PERCENTAGE OF CLIENTS REVIEWED	82.96%	83.12%	82.26%	78.49%

Source: Draft Integrated Southend Market Position Statement, November 2015. Please note that in 2014-15 the Adult Social Care Framework of performance changed. 2014-15 data is generally not comparable with historical year's data.

The *Older People Commissioning Outcomes Plan 2015/16*⁶ lists the following adult social care-related commissioning intentions for 2015/16:

- 'To protect social services and reduce hospital admissions through re-ablement services with the aim of improving social care discharge management and admission avoidance.'
- 'Redesigning Social Services - Investment in services that support independent living and reduce reliance on all forms of institutional care.'

⁶ Southend-on-Sea Borough Council and Southend Clinical Commissioning Group 'Older People Commissioning Outcomes Plan 2015/16'

- ‘To reduce hospital and residential care admissions and protect social services by a change to a system built around prevention, early intervention and actively promoting well-being in the community.’
- ‘Promote healthy and active lifestyles for older people and enable our older population to lead fulfilling lives as citizens.’

In terms of what Southend should be like for older people, *Southend-On-Sea’s Older People Strategy*⁷ suggests the following: ‘It is our aim that the older population of Southend-On-Sea should lead fulfilling lives and be given every opportunity to age well in a community that values their experience of life, whilst also helping them to stay healthy enough to remain independent for as long as possible. This includes the most vulnerable and those with complex needs’. (p.7)

The document provides a detailed list of strategic priorities taken from other relevant strategic documents relevant to older people in Southend-On-Sea. This list includes the following:

- Older people and their carers receive appropriate, fair and timely access to services in relation to their needs, particularly for people that are the most disadvantaged.
- Develop alternative services which support people at home and reduce the need for residential care, including reviewing the effectiveness of domiciliary care in sustaining independence.
- Increasing the proportion of older people living independently at home following discharge from hospital.
- Older people and their carers have choice, feel in control and connected through services which are personalised, meet individual eligible needs, are safe, and respect people’s dignity.
- Raise awareness of the link between poor housing and poor health so that older people are referred to appropriate housing services in Southend-on-Sea.
- There should be a review of the future plans for older people’s housing needs in Southend-on-Sea to identify alternatives to residential accommodation, particularly for older people with a mild to moderate dementia diagnosis.

⁷ Southend Clinical Commissioning Group and Southend-on-Sea Borough Council ‘Southend-on-Sea’s Older People Strategy: A Joint Commission Strategy 2015 – 2018’

3. Demographics and market analysis

3.1 Introduction

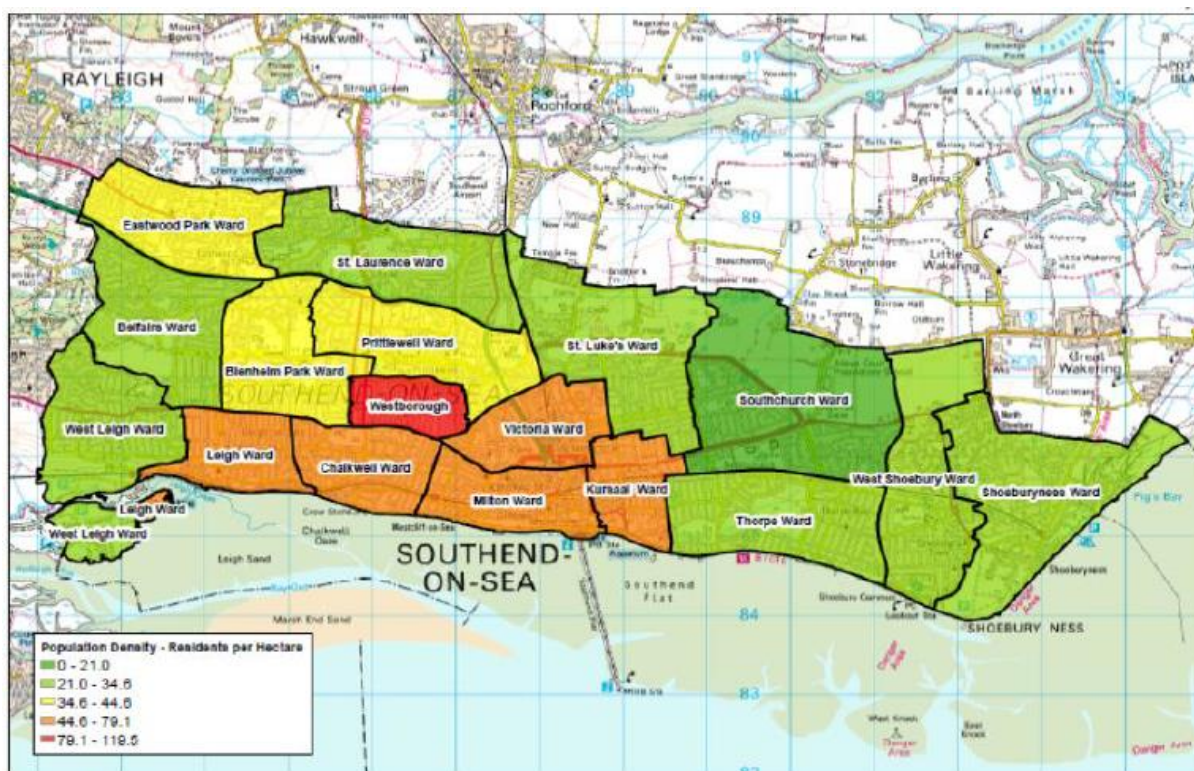
This demographic and market analysis includes data for Southend-on-Sea local authority area and the 19 ward areas that make up Southend-on-Sea. The local authority data has been compared with regional and national data to provide context.

Figure 3.1 provides a list of the ward areas within Southend-on-Sea and Figure 3.2 identifies these wards on a map.

Figure 3.1: Southend-on-Sea Wards

Belfairs Ward	St Luke's Ward
Blenheim Park Ward	Shoeburyness Ward
Chalkwell Ward	Southchurch Ward
Eastwood Park Ward	Thorpe Ward
Kursaal Ward	Victoria Ward
Leigh Ward	Westborough Ward
Milton Ward	West Leigh Ward
Prittlewell Ward	West Shoebury Ward
St Laurence Ward	

Figure 3.2: Southend-on-Sea Ward Map



Source: Joint Strategic Needs Assessment 2012 Summary, Southend-on-Sea

All of the data provided within this analysis has been taken from reliable and up-to-date data sources, including the Office for National Statistics and Projecting Older People Population Information (POPPI). Property prices have been gathered from a variety of websites, including Rightmove, onthemarket.com and the McCarthy and Stone website.

3.2 Summary

Geographical Area	Main Findings
Southend-on-Sea	<ul style="list-style-type: none"> • 66,300 people aged 50+ in 2015, rising to 87,100 by 2035 – increase of 31.4%. 85+ population to increase by 103.8% between 2015 and 2035. • 97.6% of the 65+ population are White, 1.5% Asian/ Asian British. • Higher levels of long-term limiting illness than the regional and national averages. • 4,761 people aged 65+ providing unpaid care in 2015, rising to 6,322 by 2030 – increase of 32.8%. • 2,520 people aged 65+ estimated to have dementia in 2015, rising to 3,867 by 2030 – increase of 53.5%. • 78.1% of pensioner households are owner-occupiers – higher than national average but lower than regional average. 12.2% of pensioner households are living in social rented accommodation and 8.1% in private rented

Geographical Area	Main Findings
	<p>accommodation.</p> <ul style="list-style-type: none"> • 12,600 people aged 65+ living alone in 2015, rising to 17,455 by 2030 – an increase of 38.5%. • Southend has the lowest overall average property price (£204,000) when compared to neighbouring local authority areas.
Belfairs Ward	<ul style="list-style-type: none"> • 4,523 people aged 50+ in 2013 (largest amongst wards) • 95.6% total population are 'white' • 10.6% total population limited 'a lot' by long-term illness/disability • 82.1% pensioner households are owner-occupiers, 13.3% live in social rented accommodation
Blenheim Park Ward	<ul style="list-style-type: none"> • 4,053 people aged 50+ in 2013 • 94.3% total population are 'white' • 10.2% total population limited 'a lot' by long-term illness/disability • 77.4% pensioner households are owner-occupiers, 17.1% live in social rented accommodation
Chalkwell Ward	<ul style="list-style-type: none"> • 3,797 people aged 50+ in 2013 • 89.8% total population are 'white' • 10.8% total population limited 'a lot' by long-term illness/disability (highest amongst wards) • 80.5% pensioner households are owner-occupiers, 5.9% live in social rented accommodation
Eastwood Park Ward	<ul style="list-style-type: none"> • 4,350 people aged 50+ in 2013 • 96.4% total population are 'white' • 8.7% total population limited 'a lot' by long-term illness/disability • 93.1% pensioner households are owner-occupiers, 3.2% live in social rented accommodation
Kursaal Ward	<ul style="list-style-type: none"> • 3,037 people aged 50+ in 2013 • 88.6% total population are 'white' • 9.6% total population limited 'a lot' by long-term illness/disability • 44.9% pensioner households are owner-occupiers (lowest amongst wards), 36.5% live in social rented accommodation, 17.3% in private rented accommodation.
Leigh Ward	<ul style="list-style-type: none"> • 3,179 people aged 50+ in 2013 • 95.4% total population are 'white' • 6.1% total population limited 'a lot' by long-term illness/disability • 83% pensioner households are owner-occupiers, 1.4% live in social rented accommodation, 13.5% in private rented accommodation.

Geographical Area	Main Findings
Milton Ward	<ul style="list-style-type: none"> • 3,430 people aged 50+ in 2013 • 85.4% total population are 'white' • 9.2% total population limited 'a lot' by long-term illness/disability • 68% pensioner households are owner-occupiers, 1.5% live in social rented accommodation, 27.3% in private rented accommodation (the highest amongst ward areas)
Prittlewell Ward	<ul style="list-style-type: none"> • 4,186 people aged 50+ in 2013 • 89.5% total population are 'white' • 9% total population limited 'a lot' by long-term illness/disability • 82.6% pensioner households are owner-occupiers, 11.1% live in social rented accommodation
St Laurence Ward	<ul style="list-style-type: none"> • 4,185 people aged 50+ in 2013 • 93.6% total population are 'white' • 9.4% total population limited 'a lot' by long-term illness/disability • 77.2% pensioner households are owner-occupiers, 17.4% live in social rented accommodation
St Luke's Ward	<ul style="list-style-type: none"> • 3,581 people aged 50+ in 2013 • 92.9% total population are 'white' • 8.4% total population limited 'a lot' by long-term illness/disability • 77.9% pensioner households are owner-occupiers, 10.9% live in social rented accommodation
Shoeburyness Ward	<ul style="list-style-type: none"> • 3,986 people aged 50+ in 2013 • 94.4% total population are 'white' • 9% total population limited 'a lot' by long-term illness/disability • 60.8% pensioner households are owner-occupiers, 30.4% live in social rented accommodation
Southchurch Ward	<ul style="list-style-type: none"> • 4,011 people aged 50+ in 2013 • 91.8% total population are 'white' • 10.1% total population limited 'a lot' by long-term illness/disability • 81.1% pensioner households are owner-occupiers, 12.3% live in social rented accommodation
Thorpe Ward	<ul style="list-style-type: none"> • 4,346 people aged 50+ in 2013 • 93.8% total population are 'white' • 8% total population limited 'a lot' by long-term illness/disability • 93.2% pensioner households are owner-occupiers (highest amongst ward areas), 0.3% live in social rented accommodation (lowest amongst ward areas)
Victoria Ward	<ul style="list-style-type: none"> • 3,121 people aged 50+ in 2013 • 84% total population are 'white' (lowest amongst ward areas)

Geographical Area	Main Findings
	<ul style="list-style-type: none"> • 10.5% total population limited 'a lot' by long-term illness/disability • 47% pensioner households are owner-occupiers, 40% live in social rented accommodation (highest amongst ward areas)
Westborough Ward	<ul style="list-style-type: none"> • 2,693 people aged 50+ in 2013 (the smallest number amongst ward areas) • 84.3% total population are 'white' • 5.8% total population limited 'a lot' by long-term illness/disability • 79.6% pensioner households are owner-occupiers, 1.2% live in social rented accommodation and 17.4% in private accommodation
West Leigh Ward	<ul style="list-style-type: none"> • 3,725 people aged 50+ in 2013 • 97.4% total population are 'white' (highest amongst ward areas) • 5.2% total population limited 'a lot' by long-term illness/disability (lowest amongst ward areas) • 89.3% pensioner households are owner-occupiers, 3.4% live in social rented accommodation
West Shoebury Ward	<ul style="list-style-type: none"> • 3,919 people aged 50+ in 2013 • 92.6% total population are 'white' • 8.7% total population limited 'a lot' by long-term illness/disability • 85.2% pensioner households are owner-occupiers, 9.6% live in social rented accommodation

A detailed analysis is set out in Appendix 2 and a set of maps illustrating the geography of the South Essex Homes schemes alongside demographic features is provided in Appendix 3.

4. Specialist housing supply

This section of the report looks at the different types and tenures of specialist housing available to older people in the Borough.

4.1 Sheltered housing for social rent

Figures 4.1 and 4.2 list sheltered housing provision from South Essex Homes and other Registered Providers respectively.

Figure 4.1: South Essex Homes Retirement/ Sheltered Housing in Southend-on-Sea

Scheme Name	Address	Postcode	No. Units	Type Units	Year of Build
Adams Elm House	1271 London Road, Leigh-on-Sea	SS9 2AQ	87	37 studios and 50 one bedroom flats	1983
Bishop House	Western Approaches, Leigh-on-Sea	SS9 6TT	61	19 studios and 42, one bedroom flats	1978
Buckingham House	3 Salisbury Avenue, Westcliff-on-Sea	SS0 7DL	28	14 studios and 14 one bed flats	1978
Crouchmans	46 Centurion Close, Shoeburyness	SS3 9UT	60	30 studios and 30 one bed flats	1976
Furzefield	20 Priorywood Drive, Leigh-on-Sea	SS9 4BU	28	8 studios and 20 one bed flats	1977
Great Mead	200 Frobisher Way, Shoeburyness	SS3 8XJ	48	One bed flats	1986
Kestrel House	96 Eagle Way, Shoeburyness	SS3 9YX	51	5 studios and 46 one bed flats	1978, renovated 1983
Mussett House	49 Bailey Road, Leigh-on-Sea	SS9 3PJ	21	11 studios and 10 one bed flats	1977
Nestuda House	4 Grovewood Avenue, Southend-on-Sea	SS9 5EG	29	20 studios and 9 one bed flats	1978
Nicholson House	299 Southchurch Road, Southend-on-Sea	SS1 2PD	96	1 bed flats	

Norman Harris House	450 Queensway, Southend-on-Sea	SS1 2LY	28	6 studios , 21 one bed and 1 two bed flats	1986
Scott House	171 Neil Armstrong Way, Leigh-on-Sea	SS9 5YZ	58	31 studios and 27 one bed flats	No Data
Senier House	39 Salisbury Road, Leigh-on-Sea	SS9 2JX	20	5 studios and 15 one bed flats	1984
Stephen McAdden House	21 Burr Hill Chase, Southend-on-Sea	SS2 6PJ	66	33 studios and 33 one bed flats	1979
The Brambles	20 Eastern Avenue, Southend-on-Sea	SS2 5NJ	39	19 studios, 19 one bedroom flats and 1 two bedroom flat	1980
The Jordans	Maple Square, Southend-on-Sea	SS2 5NY	72	28, studios and 44 one bed flats	1979
Trafford House	117 Manchester Drive, Leigh-on-Sea	SS9 3EY	26	13 studios and 13 one bed flats	1979
Trevett House	19a Southchurch Rectory Chase	SS2 4XB	29	1 bed flats	1989
Keats House	Shelley Square, Southend on Sea	SS2 5JP	24	20 studios and 4 one bed flats	1975
Nayland House	Manners Way Southend on Sea	SS2 6QT	27	13 Studios and 14 one bed flats	1964
Total			898		

N.B Keats and Nayland are listed on the Elderly Accommodation Counsel website as extra care schemes but are sheltered schemes and are both included in the table. Longmans and Westwood are listed as retirement housing schemes and have not been included in the table as they provide extra care.

Figure 4.2: Retirement/ Sheltered Housing in Southend-on-Sea from other Registered Providers

Scheme Name	Manager	Address	Postcode	No. Units	Type Units	Year of Build
Cambridge Court	Genesis HA	Cambridge Road, Southend-on-Sea	SS1 1EJ	39	Flats and bungalows	1890 renovated 1989
Carnival Estate	Carnival Estates Fund	Carnival Gardens, Eastwood Old Road North	SS9 4NE	19	Studio and 1 bed bungalows	1955, renovated 1999
Cascades	Estuary HA	Prospect Close, Southend-on-Sea	SS1 2JA	34	1 bed flats	1981
Catherine Lodge	Genesis HA	45 Baxter Avenue, Southend-on-Sea	SS2 6FE	55	1 and 2 bed flats	1984, renovated 2006
Churchgate	Riverside	560 London Road, Westcliff-on-Sea	SS0 9HS	21	Studio, 1 and 2 bed flats	1980
Clough House	Anchor	314 Princes Avenue, Westcliff-on-Sea	SS0 0LJ	38	Studio and 1 bed flats	1977
Diana Rose House	Abbeyfield Southend Society Ltd	158 Southchurch Boulevard, Thorpe Bay	SS2 4UY	9	Studio flats	1973
Frank Phillips House	Abbeyfield Southend Society Ltd	107 Oakengrange Drive, Southend-on-Sea	SS2 6QA	12	Studio flats	1982
Fred Laws House	Abbeyfield Southend Society Ltd	25/26 Westcliff Parade, Westcliff-on-Sea	SS0 7QE	12	Studio flats	1920
Shebson Lodge	Jewish Care	1 Cobham Road, Westcliff-on-Sea	SS0 8EG	16	1 bed flats	No Data
St Francis Court	Genesis HA	Stornoway Road, Southchurch	SS2 4PD	26	Studio and 1 bed flats	1976
St Margaret's	Brentwood Branch (CWL) HA	594 Raleigh Road, Leigh-on-Sea	SS9 5HU	14	1 bed flats	1975
St Margaret's House	Abbeyfield Southend Society Ltd	1461 London Road, Leigh-on-Sea	SS9 2SB	10	Studio flats	1920
St Peter's Court	Anchor	342 Prince Avenue, Westcliff-on-Sea	SS0 0NF	26	Studio and 1 bed flats	1979
Charlotte Mews	Genesis	Boston Avenue Southend on Sea	SS2 6JB	20	One and two bed flats	1983

Elizabeth Tower	Genesis	Same site as Catherine Lodge and Charlotte Mews		17	One bed flats	Not known
St. Francis Court	Genesis	Stornoway Road, Southchurch, Southend on Sea	SS2 4PD	26	Studios and one bed flats	1976
Total				394		

N.B Cambridge Court is listed on housingcare.org as being both social rented and leasehold. Leyland Court managed by Estuary and Catherine Lodge managed by Genesis are both listed as sheltered housing and have not been included in the table as they are providing enhanced sheltered or extra care.

There is a large supply of sheltered housing for rent including schemes developed in the 1970's and 80's with bedsits managed by providers such as Anchor Trust and Genesis and small local almshouse providers. The total number of sheltered housing units for social rent is 1,292 units. In addition, there are 475 units of Part 1 accommodation (not included in the above table) managed by South Essex Homes bringing the total to 1,767 units.

The Housing LIN has developed a tool to help predict future need for specialist housing for older people. SHOP@ (www.housinglin.org.uk/SHOPAT/) is an online analysis tool to help local authorities and providers identify potential demand for different types of specialist housing in England and Wales. It uses Office for National Statistics (ONS) population data and supply data generated by the Elderly Accommodation Counsel's (EAC) national records to predict future housing and care needs of older people based on nationally accepted parameters.

The Supply data for Council sheltered housing listed on the site does not include the Part 1 schemes which add significantly to the supply of sheltered housing for social rent in the Borough. However even without these units the SHOP tool is showing a slight over provision (127 units) of sheltered housing against demand (based on 2014 figures). When the tool is used to predict future demand it shows a need for 3,400 units by 2035 which taking account of all the current provision is a need for 1,633 additional units.

At national and local level, the SHOP tool assumes that as the population ages older people will continue to want and need specialist housing. However, it does not take account of other factors such as new technologies or of health and social care services such as re-ablement designed to support independence e.g. after a hospital admission or illness. Community based services are increasingly focused on helping older people remain in their own homes rather than moving into specialist accommodation Also future supply is not simply about units of accommodation it is also about design and quality particularly as the population continues to age.

4.2 Extra care housing for social rent

Figure 4.3: Extra care housing for social rent

Scheme name	Manager	Address	Post code	Number units	Type units	Year of build
Longmans	South Essex Homes	11 Rampart Street, Shoeburyness	SS3 9AY	15	One bed flats	1978
Westwood	South Essex Homes	137, Eastwood Old Road, Leigh-on-Sea	SS9 4RZ	15	One bed flats	1975
Estuary HA	Leyland Court	257, Southchurch Road	SS1 2PE	24	Studio and one bed flats	1990
Genesis HA	Catherine Lodge	45, Baxter Avenue	SS2 6FE	55	One & two bed flats	1984 renovated 2006

N.B All four schemes are listed on the Elderly Accommodation Counsel website but none of them are described as extra care. The data for Longmans and Westwood is out of date. It is not known why Estuary or Genesis do not describe their schemes as Extra Care or Very Sheltered Housing. At Catherine Lodge only 30 of the 55 flats receive a higher level of service.

4.3 Retirement housing for sale

Just over 78% of older people in the Borough own their own homes. The Figure 4.4 provides a snapshot of the specialist accommodation available to older people able to purchase a property. Prices range from £70,000 for a one bedroom apartment to in excess of £300,000 for a two bedroom apartment in a new McCarthy & Stone scheme.

Figure 4.4: Retirement Accommodation for Sale in Southend-on-Sea

Property Name	Address	Property Type	Price	Developer (where known)	Source
Elmtree Lodge	66 Cranleigh Drive, Leigh on Sea	2 bed apartment	£325,000 to £299,950	William Nelson	Rightmove
Orchard Meade	Leigh on Sea SS9 4LW	2 bed cottage	£195,000	Lopia Homes	Rightmove
Crowstone Road	Westcliff-on-Sea, Southend-on-Sea	2 bed apartment	£180,000		Rightmove
Chalkwell Park Drive	Leigh on Sea	2 bed apartment	£169,950		Rightmove
Hamlet Court Road	Westcliff-on-Sea, Southend-on-Sea	2 bed apartment	£169,995		Rightmove
Southchurch Rectory Chase	Southend-on-Sea	2 bed apartment	£160,000		Rightmove

Property Name	Address	Property Type	Price	Developer (where known)	Source
Nevyll Court	Southend-on-Sea	1 bed apartment	£149,995		Rightmove
Kingswell Imperial Avenue	Westcliff-on-Sea, Southend-on-Sea	1 bed apartment	£149,995 to £120,000		Rightmove
Cambridge Road	Southend-on-Sea	1 bed apartment	£139,995		Rightmove
The Rowans	Leigh on Sea	1 bed apartment	£129,995		Rightmove
Martins Court	Southend-on-Sea	1 bed apartment	£95,000 to £84,995		Rightmove
Kings Meade	Westcliff-on-Sea, Southend-on-Sea	1 bed apartment	£90,000		Rightmove
Riviera Drive	Southend-on-Sea	1 bed apartment	£70,000		Rightmove
Montague Court	Westcliff-on-Sea, Southend-on-Sea	2 bed apartment	£238,000 to 199,500	McCarthy and Stone	Rightmove
Centenary Place	Southchurch Boulevard, Southend-on-Sea	1 bed apartment	£224,950	McCarthy and Stone	McCarthy and Stone
Centenary Place	Southchurch Boulevard, Southend-on-Sea	2 bed apartment	from £274,950 to £334,950	McCarthy and Stone	McCarthy and Stone
Homecove House	Westcliff-on-Sea, Southend-on-Sea	1 bed apartment	£134,950 to £175,000	McCarthy and Stone	Rightmove
Cambridge Road	Southend-on-Sea	1 bed bungalow	£139,995		On the market.com

Source: Various as listed

There are no Assisted Living schemes in the Borough. This is the descriptor often used for private sector, leasehold extra care housing. .

5. Council extra care and sheltered housing

5.1 Extra care housing

Extra care provision is in two former sheltered housing schemes, Longmans and Westwood. Both schemes have the same original design footprint. 30 studio apartments were remodelled to provide 15 one bedroom apartments at each scheme. Studio flats at a third scheme, Keats House, were also upgraded to provide extra care but care was never commissioned on site.

Remodelling costs for Longmans were £487,000 (£30,000 per unit) and Westwood £521,000. External units managed by S.E.H at Longmans (George St, Dane Street, John St.) and Westwood (Bradfordbury, Rothwell Close & Eastwood Old Rd.) were not remodelled and are not included in the care contract.

The Council contracts care from independent providers under a block contract for 250 hours per week at each scheme. In addition, the Council spot contracts additional hours. The total amount paid for care in 2015/16 was:

- Longmans £210,971
- Westwood £170,243

The hourly rate is £11.90 during the day and £5.98 at night for sleep in cover. The Council has on occasion funded waking care at night for individual residents. There is no café or meals service or programme of social activities at either scheme.

South Essex Homes provides basic housing management services including repairs and maintenance at both schemes.

There are some issues with voids and two units at Longmans were void, one for over 6 months. Staff responsible for lettings reported that it can take some time to find applicants whose needs match the on-site service. The Council's Care First data shows three residents from the schemes moving into long term care in 2015/16. PFA were not provided with data about the care needs of individual residents in order to establish how many residents would otherwise be living in a care home. In order to be cost effective for the Council both schemes should be offering an alternative to residential care placements funded by the Council and aim to provide residents with a home for life.

Information on the Elderly Accommodation Counsel website is out of data as both schemes are described as sheltered housing with 30 studio apartments for social rent. South Essex Homes website has basic information about the schemes and contact details for the Housing Options Team. Information about the schemes is also included in S.E.H sheltered housing marketing brochure.

Nationally, most extra care housing schemes are new build and providers such as Housing & Care 21, Hanover and Anchor have developed schemes with 40 plus units in order to deliver economies of scale particularly for care services. Compared to larger schemes Longmans and Westwood are small and expensive as they may

have the same number of staff on duty at certain times during the day as a larger scheme. Also one of the main reasons for older people making a permanent move into residential care is to access care at night which is not generally available at either scheme as the staffing is sleep in cover.

The Council is managing allocations and the care contract and S.E.H is providing basic housing management. At an operational level it is not clear if the schemes are able to provide an alternative to residential care or support people with complex needs and without this information it is not possible to make a judgement about their value for money. At a strategic level it is not clear how the schemes fit with integrated commissioning and older person's services more widely.

5.2 Sheltered housing

5.2.1 Care and support needs of residents

Set out below is an overview of residents' ages, gender, ethnicity and disability across the Part 1 and 2 schemes:

Part 1 schemes

- Around half of the residents are aged under 70: 17.3% aged 55 – 59; 16.2% aged 60 – 64; and 16% aged 65 – 69.
- Gender: there are large variations in the gender mix between the schemes with e.g. Rothwell Close 20% female and Ruskin Avenue 80%.
- 86.35% of residents white British.
- Disability: there are large variations in the number of residents who describe themselves as disabled with 60% at Ruskin Avenue and Kipling Mews compared with none of the residents at Bronte Mews, Eastwood Old Road and West Road.

Part 2 schemes

- Age: Part 2 schemes have an older age profile than the Part 1 schemes: 18.8% aged 85 and over; 18.3% of residents aged 70 – 74; and 17.8% aged 75 – 79.
- Gender: there are large variations in the gender mix with 23.1% female at Longmans and 32% at Keats compared with 71% at Great Mead and almost 70% at Trevett House.
- Ethnicity: 89.2% white British.
- Disability: there are large variations in the numbers of residents who describe themselves as disabled with 46.2% at Longmans and 30.3% at Furze field compared with just over 9% at Bishop House and 10% at Nayland House.

Data from the Council's Care First system shows that there are 8 residents in the Part 1 schemes in receipt of Council funded domiciliary care.

As Figure 5.1 shows, there is a much higher number of people in receipt of Council funded domiciliary care in the Part 2 schemes:

Figure 5.1: Number of recipients in receipt of council-funded domiciliary care by scheme

Name of scheme	Number of residents in receipt of council funded domiciliary care
Adams Elm	9
Bishop House	10
Great Mead	3
Kestrel House	2
Nayland	1
Nestuda	4
Nicholson House	13
Norman Harris House	4
Scott House	2
Senier House	3
Stephen McAdden House	5
The Brambles	2
The Jordans	9
Trafford House	5
Trevett House	3
Total	75

At the time the data was provided there were a total of 1,118 residents living in the Part 2 schemes. No Council funded care was being provided at Buckingham House, Crouchmans, Furzefield or Mussett House.

The Council does not hold data about residents who self-fund their care or for those receiving care from friends and relatives.

The Council funds day care for 10 residents in Part 1 schemes (all living in Randolph) and 3 residents in Part 2 schemes.

The Council has also provided 23 items of equipment in Part 1 schemes and 153 items in Part 2 schemes, including the extra care schemes.

In 2014/15 Care First data shows 32 Part 2 residents, 6 part 1 residents and 14 residents in general needs housing moved into long term care. It is not known how many of these were part or fully funded by the Council. The Part 2 sheltered schemes do not seem able to support frail older people and the numbers moving into long term care seem high based on our knowledge and work with other providers.

5.2.2 Lettings

Interviews with lettings staff and Registered Providers indicate sheltered accommodation is being let to younger more independent older people including those still working. Management staff working for Registered Providers reported few lettings issues even for small studio apartments.

There is a high demand for social housing across the Borough. As a result of this older people are more likely to have their housing need met through sheltered housing. This is because there is a lot of sheltered units compared to general needs housing, turnover in sheltered schemes is higher than general needs and schemes are located throughout the Borough.

Section 7 of this report looks in detail at the sheltered stock, however there are a high number and percentage of studio flats compared with many other local authorities. Only three schemes, Great Mead, Nicholson House and Trevett House do not have any studios and in total there are over 220 studios across the Part 2 schemes. It may only be the shortage of general needs housing that is masking potential lettings issues.

Scheme consultation meetings identified a number of residents who were offered a flat in a sheltered housing scheme without knowing it was in a scheme designated for older people. Residents accepted sheltered accommodation because that was what was available at the time they were in need. None of the residents at the consultation meetings had seen the sheltered housing brochure published by S.E.H and very few had knowledge about sheltered schemes other than the one they lived in with the exception of a former warden and residents who act as the block voice and visit other schemes for meetings.

5.2.3 Sheltered housing service

Council funding to South Essex Homes to provide a housing related support service in the Part 2 sheltered housing schemes ended in April 2016. The service is now funded as intensive housing management and eligible for housing benefit. There are 17 full time equivalent Sheltered Housing Officers working across the Part 2 schemes. Their role is to support residents to remain independent and act as a first point of contact with South Essex Homes. They also act as a response service for Careline when they are on site. Officers work across a number of schemes and a typical rota means an Officer spending two weeks full time at one of the larger schemes and the following two weeks dividing their time (morning and afternoons) across two smaller schemes.

The total annual cost of the service as part of tenant's service charge is £690,345.72 which equates to £15.96 per unit for the financial year 2016/17. It is difficult to compare costs with comparable services. Around the country landlords have put different service models in place as council funding has reduced or withdrawn. Some such as Riverside have different models across their sheltered stock following resident consultation. In London Hammersmith and Fulham schemes have a Scheme manager on duty during office hours Monday – Friday. In December 2012

the LB of Southwark consulted with tenants about developing an enhanced sheltered housing service to include full time on site wardens, overnight security, community alarm and handyperson service.

It is too early to understand how well the new Sheltered Housing Officer role is working.

At the consultation meetings with residents the only issue raised about the Sheltered Housing Officer service was in relation to Careline calls and specifically Officers not responding because they were on duty in another scheme.

5.2.4 Rents and service charges

The example in Figure 5.2 is based on the service charge at Adams Elm House.

Figure 5.2: Service charges at Adams Elm House

Charges	Cost
Communal energy: electricity	£ 2.42
Communal heating: gas	£ 1.42
Estate service	£ 6.42
Warden service	£15.96
Communal aerial	£ 0.18
Door entry	£ 0.41
Fire alarm	£ 0.45
Emergency lighting	£ 0.73
Paladins	£ 0.83
Total	£28.82

Consultation with residents highlighted issues about water and heating charges. With the exception of Adams Elm House schemes do not have water meters and residents have raised issues about the cost. South Essex Homes are working with the water company to move from property rateable value to assessed charges or water meters.

In March 2016 the High Court judged that Southwark Council had overcharged residents prior to 2013 and was reselling water. The overcharging is for reductions in costs for voids and the Council's administrative fee which were not passed on to residents. The judgment may impact on a number of social landlords.

All sheltered residents were overcharged for heating and refunded based on length of tenancy for charges between April 2009 and March 2015. Residents at the consultation meetings said they had not received a detailed breakdown of their individual refunds. The overcharging was discovered as a result of un-pooling scheme service charges and a move to scheme specific charging.

A big issue for residents raised through the consultation work was about transparency of charges. Residents provided examples of what they see as reductions in service e.g. a shift away from on-site caretakers but no corresponding

reduction in charges. At present residents are not provided with a detailed service charge breakdown to help them understand how the weekly charge is calculated.

5.2.5 Housing-related support

The Council currently contracts with a number of providers of social rented sheltered housing for the provision of housing related support services. Figure 5.3 sets out the details.

Figure 5.3: Housing-related support by scheme

Landlord	Scheme name	Weekly unit price	Number of units funded	Annual contract value
Anchor Trust	Clough House	£4.49	27	£6,315.77
	St. Peter's Court	£5.27	23	£6,324.23
CWL	St. Margaret's	£14.42	10	£7,519.00
Riverside Care & Support	Churchgate	£10.39.	18	£9,751.76
Estuary HA	Cascades	£7.37	24	£9,223.03
Genesis HA	Charlotte Mews	£6.15	18	£5,722.21
	Elizabeth Tower	£7.29	16	£6,081.94
	St. Francis Court	£10.39	24	£13,002.33
	Catherine Lodge	£14.62	23	£17,533.56
Jewish Care	Shebson Lodge	£15.73	13	£10,662.69

In addition, the Council contracts with two providers for the delivery of housing related support services in two Very Sheltered/Extra Care housing schemes. Figure 5.4 sets out the details.

Figure 5.4: Housing-related support in very sheltered/ extra care schemes

Landlord	Scheme Name	Weekly unit price	Number of units funded	Annual contract value
Estuary HA	Leyland Court	£40.79	23	£48,918.35
Genesis HA	Catherine Lodge	£43.87	27	£61,762.69

In all instances Council grant is paid in respect of residents who are in receipt of housing benefit or eligible for Council funded adult social care services. Non eligible

residents are required to self-fund the cost of housing related support services. The majority of residents at each of the schemes are funded by the Council. Figure 5.5 shows the total contract funding for each landlord and the total annual cost to the Council.

Figure 5.5: Total contract funding for each landlord

Name of Landlord	Total contract value
Anchor Trust	£ 12,640.30
CWL	£ 7,519.00
Riverside Care & Support	£ 9,751.76
Estuary HA	£ 58,141.38
Genesis HA	£104,152.74
Jewish Care	£ 10,662.69
Total	£202,867.87

The Council previously funded services in Council owned sheltered schemes but this was discontinued in April 2016. The Council continues to fund Careline for residents in receipt of Housing Benefit or those eligible for adult social care services funded by the Council.

The current contracts have been extended up to 31st March 2017 by exception. They cannot be further extended and if the Council wishes to continue to contract services a procurement exercise will be required.

Researchers interviewed the following stakeholders about the current contracts:

- Yvonne Adams – Contracts Manager, Southend Council
- Shidaa Adjin-Tetty – Older Person’s Commissioning Manager
- Vivienne Cornelius – District Manager, Anchor Trust
- Pam Potter, Area Manager, CWL Housing
- Linda Potter, Area Manager, Riverside Care and Support
- Louise Glover, Estuary Housing
- Ann Hayes, Service manager, Genesis Housing

Phone calls and e-mails were sent to the Manager at Shebson Lodge, managed by Jewish Care but it was not possible to arrange an interview.

The contracts are managed by Council staff formerly in the Supporting People team and now in the Integrated Commissioning team.

Staff interviewed from national providers such as Anchor Trust, Riverside and Genesis were all familiar with funding being reduced or withdrawn. The approach adopted by Anchor is to continue to provide the service and to charge for it as a service charge item. Riverside has adopted different approaches on a scheme by scheme basis including:

- Providing a caretaking service

- Intensive housing management service eligible for Housing Benefit
- Basic housing management only

At the time of the interview Riverside were concluding an internal review of scheme services with the aim of having a more strategic approach. The outcome of that process is not known.

At Genesis they have reverted to providing a basic housing management service where funding has been withdrawn.

Local providers such as Estuary were less clear about their approach. CWL stated that they would keep the Scheme Manager on site and consult with residents.

Locally Essex County Council has reduced funding for support services in sheltered housing, Thurrock Council has withdrawn funding for new residents but continues to fund a service for existing residents. London Boroughs such as Lambeth, Southwark and Bromley have all withdrawn funding in sheltered housing. Around the country Councils are reviewing services and funding is being reduced or withdrawn.

In Southend-on-Sea, moves into sheltered housing appear to be primarily to access suitable accommodation rather than to access support services. This was confirmed by providers who stated that new residents (with the exception of the two Very sheltered/Extra care schemes) were generally independent including some who were still working. Discussions with Choice Based lettings staff and the housing related support Contracts Manager confirm this. However, as residents age some of them do need support. Contract monitoring data includes information about the numbers of residents helped to access care packages, falls prevention services and occupational therapy assessments.

Key findings are as follows:

- Providers are expecting funding to be reduced or withdrawn
- There is a big variation in the weekly unit price paid to providers (disregarding the higher level of service funded at Leyland Court and Catherine Lodge)
- Eligibility for Council funding is based on eligibility for Housing Benefit rather than a need for a service
- Leyland Court and Catherine Lodge appear to be meeting the needs of frailer older people including helping to keep them out of long term care
- Overall expenditure is in excess of £200,000 per annum and it is not clear if this is providing the Council with value for money

5.3 Careline

Careline is the community alarm service operated by South Essex Homes. They are accredited members of the Telecare Services Authority (TSA). Careline provides a service to all residents in the Part 2 sheltered housing schemes as a condition of their tenancy. The charge for the service is £1.30 per week which is for a call monitoring service.

The hard wired alarm equipment in the Part 1 schemes was decommissioned and not replaced. Residents were given the choice of a dispersed alarm and this is also offered to new residents at tenancy sign up. Only 173 residents in the Part 1 schemes has a dispersed alarm (lifeline).

Careline also provides a service to other social landlords in the Borough and out-of-hours repairs services for Council properties.

Non-residents can buy or rent a service from Careline, currently £11.27 per month (rental £4.77 and monitoring £6.50) plus VAT. Older or disabled customers may be eligible for VAT exemption.

Consultation with residents in the sheltered schemes included some feedback about the poor quality of the Careline service. This included residents contacting Careline and some confusion about whether or not a Sheltered Housing Officer would respond. Officers will only respond when they are on duty in the scheme from which a call has been made. Unlike some other community alarm service which have mobile response units Careline does not offer a 24/7 response service.

5.4 Resident consultation

The culture in the sheltered schemes is very traditional and consultation and resident engagement includes residents being nominated to act as the 'block voice. They are invited to attend regular meetings and discuss issues with staff and residents from other sheltered schemes. This is useful but has its limitations since they cannot represent everyone at their individual schemes and it is difficult and time consuming to provide feedback to all the residents in their respective schemes.

At the consultation meetings researchers held at schemes it was clear that residents were keen to engage with the Council and South Essex Homes.

The Housing LIN has a number of publications about resident involvement and consultation including a good practice guide for Providers and Commissioners, commissioned by a former Department of Communities and Local Government Sheltered Housing Working Group.

http://www.housinglin.org.uk/library/Resources/Housing/Support_materials/Other_reports_and_guidance/Sheltered_Housing_Consultation_Guide.pdf

Six key messages from the research publication are:

- The importance and value of being involved – effective involvement and consultation leads to a greater ownership and empowerment of residents, in turn leading to increased satisfaction and individual well-being.
- Establish a range of options – this ensures providers and commissioners are better able to capture and address the input from a diverse range and increasing numbers of residents;
- Continuum of involvement – this does not mean that involvement methods higher up the continuum are intrinsically better, rather that offering a wide

range of activities helps in establishing a long-term sustainable commitment to resident involvement;

- Scope and scale of decision making – reviewing and challenging the decisions that could in fact be delegated to residents will strengthen the involvement process.
- Influencing external bodies – as external organisations are often also stakeholders within sheltered housing, positively involving residents can result in stronger relationships and an additional positive benefit to stakeholders, who gain more in-depth knowledge and understanding of residents which in turn may better support their own external roles;
- Resourcing – time, energy and commitment are invaluable resources. If the whole organisation ‘buys-in’ to the process, involvement becomes more meaningful and effective – but the implications for staff and managers in terms of their time, commitment and energy need to be identified and factored in.

The research also includes case studies and examples of different approaches to involvement as well as defining some of the terminology to explain what terms mean and what they can achieve. The aim is to shift organisations from a paternalistic approach which assumes professionals know best to one that fits with self-determination, personal responsibility and maintaining independence.

The Housing LIN has also published guidance about resident involvement in extra care housing.

Providers including Joseph Rowntree Housing Trust, Family Mosaic, Sanctuary and Peabody have all published resident involvement and consultation strategies which are available on the internet.

5.5 Community role of sheltered housing

The sheltered housing service is focused on residents and PFA were not aware of a wider community role for the schemes or the service. Some providers including ALMO’s have developed programmes of social and health related activities using the lounges in sheltered housing schemes as meeting places. These range from low level fitness classes through to services designed to improve the lives of older people with dementia and their carers.

5.6 Recommendations

5.6.1 Extra Care Schemes

The two Council run extra care schemes are both very small with only 15 units and the costs to the Council of commissioning care on site 24/7 is over £380,000 per annum (rents and service charge are paid for by residents either self-funded or by Housing Benefit).

There are two options for the schemes:

- For them to become part of integrated commissioning and aimed at people who would otherwise need to move into a care home. This should improve allocations and reduce voids. This may mean increasing care costs to include waking staff on duty at night to provide care. A cost benefit analysis will be required to determine how many residents would otherwise be in a care home placement funded by the Council and aggregated up to determine if the costs are more or less than those being paid under the current contracts.
- De-commission the schemes as extra care and let them as sheltered housing.

In addition to the Council schemes two Registered Providers Estuary Housing and Genesis manage Leyland Court and Catherine Lodge both of which are aimed at providing frail older people with an alternative to residential care. It is recommended that discussions take place with both providers to agree future funding for care and support services. There is potential at Catherine Lodge to increase the number of residents currently receiving an enhanced service (only 30 out of a total of 55 units receive the service).

Extra care housing needs a more explicit role and marketing to older people and their carers and to be understood by staff working across housing and adult social care. Schemes should be on the Council website with a link to the Elderly Accommodation Counsel website for more information (the EAC data will need updating as all four are currently described as sheltered housing).

5.6.2 Sheltered housing service

Sheltered housing services in the Borough would benefit from having a more strategic role to play in supporting older people to remain independent. This is the case for the Council schemes and those managed by RP's and small charities.

Actions include:

- Developing a shared vision and strategic role for sheltered housing across the Council, SEH and other providers. This could include some basic monitoring about falls and falls prevention, referrals to adult social care and admissions into care homes (this data is currently collected from the RP's as part of the housing related support contracts).
- Improving information on the Council website to include names and addresses of schemes and the organisations that manage them and a link to the Elderly Accommodation Counsel website to get more information. Making clear what services are on offer in sheltered housing and providing examples of costs.
- To start discussions with each of the sheltered housing providers whose support services receive Council funding to understand how they would like to deliver services from April 2017 and what assistance they are looking for from the Council. Any future funding should be equitable across providers and focussed on residents outcomes rather than their eligibility for Housing Benefit. Going forward services could be funded by the Council under a

contract or through providers shifting to an Intensive Housing Management Service funded by Housing Benefit for residents who are eligible.

- Improving consultation with residents in the Council sheltered schemes including providing all residents with a detailed service charge breakdown so those who wish to can understand how their money is being spent and engage with S.E.H about setting future priorities.
- Providing residents with greater clarity about service standards for repairs.

5.6.3 Careline

As part of the sheltered housing service the role of Careline should be clarified to make clear to residents that the standard service is monitoring only with the exception of Part 2 schemes when the Scheme Officer is on duty and s/he may be able to provide a response service.

The information about telecare on the Council website could be improved to provide more local information. Currently the link takes people to a film clip showing the service in North Yorkshire.

There is potential for Careline to grow its services as part of the wider plans for the Council's trading company. It could have a more explicit role in supported older people to return home from hospital with or without telecare devices and could be promoted to self-funders as part of the Council's duty to provide advice and information. Housing LIN case study 87 about Eden Independent Living includes a community alarm service alongside domiciliary care and handyperson services:

http://www.housinglin.org.uk/library/Resources/Housing/Practice_examples/Housing_LIN_case_studies/HLIN_CaseStudy87_Eden.pdf

If it is determined that Careline is not part of the Council's wider plans the Council could consider commissioning monitoring services from outside the Borough.

6. Technical appraisal

This section of the report considers what is involved in strategic property asset management and goes on to provide a technical appraisal of the Council Part 1 and 2 sheltered housing schemes.

In 2008 the Royal Institution of Chartered Surveyors produced a publication entitled 'Public Sector Property Asset Management Guidelines', which was revised and updated in 2012. Whilst primarily focused on the commercial property portfolio, the document can be equally relevant to housing stock.

In this publication the RICS set out to define the differences between a strategic forward looking approach to the management of property assets, as opposed to the traditional approach to the maintenance and upkeep of properties. The paragraphs below are taken from the RICS document and along with the graphic attempt to describe this approach.

6.1 RICS property asset management and property management

There is consensus about the basic characteristics of strategic property asset management for land and buildings, but to distinguish this process from property management is more difficult. Figure 6.1 assists in explaining how these management processes interrelate.

Many of the day-to-day property management activities which keep a facility operational are shown at Level 3. These may be carried out by contractors who will be procured by the property manager, often on a portfolio wide basis in order to reduce the number of suppliers. It is the job of the property manager to ensure that these services are efficiently delivered and that the facility meets the requirements of customers and staff. Across a portfolio, the property manager will oversee many facilities, perhaps with buildings and transactions managers taking care of maintenance.

Level 2 activity defines the property manager's support role for a number of properties and emphasizes the delivery of this critical activity for accommodation, perhaps across a whole organisation.

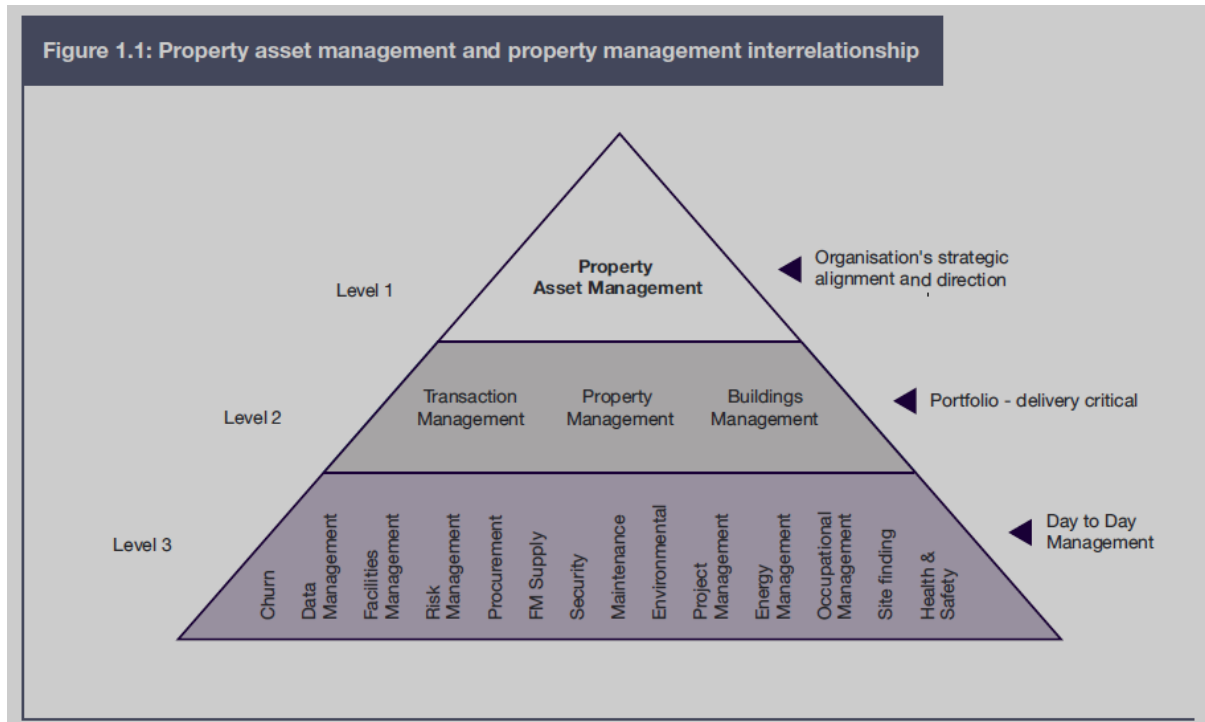
Level 1 - In contrast, the property asset manager ensures that the property asset base of an organisation is optimally structured in the best corporate interest of the organisation and in the case of housing stock, that it should serve the best interests of the relevant population.

The brief of the Asset Manager should be to align the property asset base with the organisation's corporate goals and objectives, shown at the apex of the diagram at Level 1. The job requires business as well as property skills and so it is not imperative that the role is filled by a property professional. However, it is essential that the property asset manager does have an overall knowledge of and experience in property matters. The property asset manager does not respond solely to the

requirements of any particularly operating part of the organisation, but rather, takes all requirements of the authority into account and tries to deliver the optimal solution in terms of the overall operational (including financial) goals and objectives.

The level 1 Asset Management role has an executive orientation. It is a corporate activity and should balance operational and financial requirements with the needs of both the property assets and tenants. The result should produce a match between the business plan and accommodation need.

Figure 6.1: Property asset management and property management interrelationship



Copyright RICS

PFA have been provided with a copy of a 'SEH Asset Management Strategy' dated November 2013. This sets out a strategic approach similar to the model proposed by RICS above, with the added dimension essential for social housing providers, which is a customer focused approach. Within the SEH strategy there are references to ways of working and tools that will be used. It appears that due to financial constraints, including not replacing some staff that leave, many of the stated aims and ways of working set out in the 'SEH Asset Management Strategy' document are not currently in place.

Following a strategic asset management approach (including work such as this borough wide review into sheltered housing provision), supported by appropriate tools and staff who understand and are committed to this way of working, will help ensure future stock investment decisions are only made after taking all relevant factors into account.

6.2 Technical appraisal of SEH sheltered housing stock

The stock is divided into two main categories. This is a standard approach in housing for older persons. The Part 1 stock is meant to be for more independent living, whereas the Part 2 stock can provide more facilities and support, where needed. There are also two small 'Extra Care' facilities, which have been converted from former Part 2 schemes.

Good quality financial information for the schemes was received from SEH allowing thorough desktop analysis supported by scheme visits. Information obtained from the Stock Condition Survey and historic spending records was compiled into a master spreadsheet and analysed at unit cost level.

Our standard methodology also requires the completion of a basic property survey⁸ for each scheme by local staff. In this instance the forms were not completed and similar information had to be gathered by PFA. All information is fed into a spreadsheet that uses a balanced scorecard approach to rate each property against a series of relevant attributes.

Using the observational and factual data which has been pulled together, this allows comparisons to be made and a picture for each scheme begins to emerge together with a general overview of the whole stock.

Schemes are generally well maintained, with the usual focus on 'Decent Homes' compliance and following Stock Condition Survey (SCS) forecasts for renewal programmes. It should be stated that any SCS is a relatively blunt instrument and rather than following forecasts, a review of outputs should always take place to ensure investment decisions are based on both current physical condition and business need.

Reports on future investment needs were obtained from the SCS and analysis of this was taken into account in the following options appraisal. Highlights abstracted from this information are:

- Current backlog on capital investment for 41 schemes = £4.45m
- Total spend on upkeep of 41 schemes required over next 30 years = £39m
- Average annual responsive repair spend over past 6 years = £364 / unit
- Highest spend per unit average over 6 years; Bronte Mews = £659 / unit

On the capital investment side, a positive outcome has been the decision to convert bathrooms to shower rooms in Part 2 flats. The majority of residents liked their new showers and it will mean flats are more able to meet the needs of residents as they age.

Where money has been invested in photo-voltaic solar panels, it is presumed these can be removed from schemes that may be de-commissioned at some point in the future and re-used elsewhere.

There is a general issue with the Part 1 flats and in particular their fundamental suitability for older people because of lack of lift access to the upper floors including 3-storey blocks.

⁸ The PFA 'Property Survey' is designed to capture local knowledge from the commissioner's staff. It is easily completed by persons without a technical background.

Key issues for Southend are:

- The SEH Asset Management Strategy document is in need of updating and should reflect current practice.
- Southend could benefit from producing 'A vision for the future of housing for older people in the Borough'. This would provide clarity about the future role of specialist housing for older people and help to inform future investment decisions such as directing funding into long term sustainable projects.
- Consideration should be given to the long term sustainability of schemes when components are renewed.
- All future reinvestment decisions should be based on a considered business case backed up with figures to show a likely return on capital investment. At present investments are reportedly made in line with Stock Condition Survey reports.
- Individual scheme decisions should be taken in the context of the whole estate and the wider impact of any decision – both positive and negative
- Consideration should be given for change of designation to upper floor flats without mechanical vertical access to general needs housing. It is recognised that this will raise issues about 'Right to Buy' and the potential of future sales to private landlords.

7. Options Appraisal

PFA has sought to take a holistic approach to this sheltered housing review, integrating technical information and cost forecasting with the broader context of a wider set of factors impacting on schemes such as location, local demographics and demand.

The recommendations set out in this section are based on consideration and analysis of the following:

- Findings from physical and virtual surveys of properties which provides baseline data and analysis of Asset Management data.
- A review of the stock against the following criteria:
 - Accessibility to flats and common parts of the buildings for older people including wheelchair users
 - Access to local services and facilities
 - Suitability of each scheme for current and future residents
 - Future planned and cyclical maintenance costs
 - A comparison of current stock and future needs and aspirations of older people
- Findings from the resident consultation meetings, telephone calls and emails to and from residents.
- Choice based lettings data to understand demand for sheltered and general needs housing for social rent.
- Demographic analysis of the current and predicted future older population.
- The local housing market including older person's tenure, house prices and the housing circumstances of older people.
- The availability of specialist housing for older people for rent and sale.
- An overview of care and support services in Southend designed to support older people's independence.
- Local strategies and plans that impact on future services for older people
- Consideration of national policy and good practice.
- The fact that all schemes are letting including over 200 studio units in the Part 2 schemes means that the Council can take a pragmatic and phased approach to upgrading, change of use or decommissioning based around schemes as they start to get lettings problems and come to the end of their natural life.

Following on from the technical appraisal summarised in Chapter 6, PFA looked at each scheme individually and also in the context of the wider stock portfolio. This is summarised in Appendix 4.

This section of the report summarises the findings of the review exercise and provides recommendations for each SEH scheme using a traffic light system:

- Schemes with a green traffic light
- Schemes with an amber traffic light
- Schemes with a red traffic light

This information can be used to inform the vision for housing for older persons in the borough. Timescales for addressing each of the recommendations would be subject to both budgetary and human resources constraints. The report indicates suggested priorities. However, it would be for the Council to decide on the overall timescale they believe is realistic to achieve stock transformation.

7.1 Schemes with a green traffic light

Figure 7.1 lists the schemes PFA recommends to retain as sheltered housing, along with a description of the scheme to justify this recommendation. All these schemes consist of properties with lifts or level access and one bedroom.

Figure 7.1: Schemes to retain as sheltered housing

Scheme Name	Description
Great Mead	In a good location at the East end of the borough, close to Shoeburyness with excellent local facilities close by. A medium size scheme with 48 flats.
Nicholson House	A good scheme close to the town centre. This large scheme has 96 one bedroom flats. Some issues about security in the scheme were raised at the resident consultation meeting.
Trevett House	In a good location on Southchurch Road with local amenities and, close to the town centre. Relatively small with 29 flats.
Bungalows (all areas/ schemes)	Bungalows continue to be desirable, but smaller one bedroom bungalows will become an increasing issue in the medium term and options will need to be explored on a location by location basis. Repair costs are generally high at the bungalow stock and the reasons for this should be investigated.

7.2 Schemes with an amber traffic light

7.2.1 mainly one bedroom flats – possible remodel and conversion of studios flats

Figure 7.2 lists the schemes where more than 50% of the flats are one bedroom and some remodeling may be possible to upgrade studios and convert the whole scheme to one bedroom flats. This would be subject to a detailed feasibility study.

Figure 7.2: Schemes for possible re-model and conversion of studio flats

Scheme Name	Description
Adams Elm House	In a good location on London Road, Leigh on Sea. This is a large scheme with 87 flats, 42% of which are studios. As this is a relatively high proportion it may be difficult to devise a cost effective solution.
Bishop House	There are a total of 77 properties at Bishop House, 16 of which are deck access flats separated from the main scheme by a grassed area. In the main block there are 19 studio flats and 42 one bedroom flats. The property is in a good location and it is envisaged a remodelling study could produce a cost effective solution that would ensure long term sustainability for this property.
The Jordans	Situated in a convenient location for transport and also close to the bungalow schemes at Cedar, Kipling and Bronte Mews.
Kestrel House	Located in the same district as Great Mead. In a good location close to local amenities, only 5 of the flats are studios.
Norman Harris House	Close to the town centre and seafront, this is a relatively small scheme with 28 units, 6 of which are studios.
Scott House	Located at the north end of the borough near to Bishop House. A larger scheme with 58 flats. The scheme is split into a main block with a lift and external flats. The external block may be better suited to general needs use.

7.2.2 Smaller schemes and schemes with a high proportion of studios where the long term future must be considered

These are schemes that could be highlighted in a vision for the future housing of older persons in Southend-On-Sea as possible redevelopment opportunities.

Figure 7.3 lists the schemes recommended by PFA for a more in depth appraisal to determine their future.

Figure 7.3: Schemes for further in depth appraisal to determine their future

Scheme Name	Description
The Brambles	In a good location for transport being situated on the main A1159. This medium sized scheme has 39 flats 19 of which are studios. Being on a compact site, remodeling could prove difficult.
Buckingham House	A small scheme on the west side of the town centre. There are 28 flats, 14 of which are studios. The internal environment is quite institutional with a lot of painted concrete blockwork throughout the communal areas.
Crouchmans	A larger scheme, close to Great Mead and Kestrel House. 60 units, half of which are studios.
Furzefield	A smaller scheme with only 28 units on a tight site tucked away at the end of a cul de sac. Slightly remote from facilities, the property has quite an institutional feel with painted concrete blockwork throughout the communal areas. Of the 28 units, 8 are studios, the property has limited potential for remodeling.
Keats House	A small scheme with 24 units, 20 of these are studios. Close to Shelley Square. This scheme has had previous investment to remodel as an extra care scheme but care was never commissioned on site.
Mussett House	A pleasant but very small scheme close to London Road in Leigh on Sea. 21 units, with 11 of these being studios. Limited potential for remodeling on a relatively small site.
Nayland House	Located at the north side of the borough. This small scheme has 27 units, 13 are studios. Built in the early 60's the property has limited potential for remodeling.
Nestuda House	Located on the far north west tip of the borough, the property has 20 studios out of a total of 29 flats, the highest percentage of all the schemes. Remodeling such a large number of studios into one bedroom flats is unlikely to be a practical proposition.
Senier House	A very small scheme converted and extended from a large private house and located in Leigh on Sea. The scheme has 20 units, 5 of which are studios.
Stephen McAdden House	In a good central location within the borough and occupying a site surrounded by Council owned land that could be developed for older persons housing. There are 66 units, 50% of which are studios.
Trafford House	One block down from London Road, close to Yantlett and Adams Elm House, this is a very small scheme of 26 units in a desirable area. 13 of the units are studios.

7.3 Schemes with a red traffic light

7.3.1 Schemes where some of the properties could be let as general needs

Generally, this is all flats without level access (mainly Part 1 properties) – either upper floor flats without vertical mechanical access arrangements, or isolated ground floor units with long external travel distances from vehicular drop off points.

Where change of use renders communal facilities redundant, these could be redeveloped into additional lettable units, used as additional communal facilities or where possible, let on commercial leasehold terms.

Figure 7.4 lists the schemes recommended by PFA for consideration to let some units as general needs.

Figure 7.4: Schemes that could be let as general needs

Scheme Name	Description
Avon Way / West Road	These flats are deck access blocks adjacent to one another located close to a shopping parade in Shoeburyness. Three storey blocks without vertical mechanical access, these properties are unsuitable for long term older person's accommodation. There are a total of 40 units.
Bradfordbury / Eastwood Old Road / Rothwell Close	2 storey flats in blocks of 4 with a common access. There are also communal facilities within the site. Located close to the Westwood extra care scheme. There are a total of 40 units in 10 blocks.
Cedar Close / Dickens Close	28 flats in Cedar Close, 32 in Dickens Close. Located approx. 400 metres apart at either end of a road containing mainly houses. These are two blocks of 3 storey flats each with 6 flats with the same shared access – a total of 24 flats in the three storey blocks. The remaining flats are in adjacent 2 storey blocks with 4 flats per block.
Kingfisher Close / Sandpiper Close	2 adjacent schemes with a shared communal block between. Located close to Great Mead and Kestrel House, these are recently refurbished two storey blocks with 8 flats in each block.
Nursery Place	In a good location on Southchurch Road close to Nicholson House and Trevett House. A three storey building with a total of 36 flats accessed by 4 separate staircases. There are communal facilities on the ground floor. Access makes the building unsuitable for older persons housing.

Scheme Name	Description
Randolph Close	Two storey flats, similar to general needs properties adjacent to the Bradforbury scheme. These flats have individual access to each unit. The upper flats are not suitable for older persons housing.
Shelley Square	Similar to the 3 storey units at Cedar Close, access makes the property unsuitable for older persons housing. There are two 3 storey blocks 24 flats accessed by 4 separate entrances. A further two blocks of 2 storey units, containing four flats each, are somewhat isolated set behind housing at the rear of Shelley Square.
Sherwood Way	Probably the most challenging and least desirable of the Part 1 units. Similar in design to the Avon Way / West Road flats, these are deck access blocks. There are 24 units in the 3 storey blocks and a further 8 units in 2 storey deck access blocks.
Snakes Lane	Located in the north west corner of the borough close to local facilities. These are a series of deck and shared access flats in two storey blocks. This is a big site with good potential for complete redevelopment. A feasibility study into potential uses for the site is recommended.
Yantlet	Located on London Road close to Adams Elm House. Previously Part 2 accommodation and redesignated as Part 1. This large 4 storey deck access block does have a single lift, however each flat has a large step at the front door to gain access to the flats. There are also 4 flats in a 2 storey block attached to the main building that do not have access to a lift. There are a total of 42 units at this scheme.

7.3.2 Schemes with potential for redevelopment

Several sites have potential for redevelopment, including:

- Schemes which cannot be remodeled to become fit for purpose.
- Schemes which are adjacent to Council owned land and buildings which could be developed to provide a range of types and tenures of housing for older people. Around the country there are examples of local authorities working with providers such as the Extra Care Charitable Trust, Anchor and others to develop care villages.
- Schemes which in future require major investment, where the outcome of a detailed appraisal and feasibility study may be to decommission and redevelop the site. There are some schemes which have a large site footprint

with open spaces at the front and/or large gardens at the rear. These currently place a heavy burden on the service charge for grounds maintenance. There is potential to either add additional units or to undertake a more ambitious site re-design to include different types and tenure of housing.

7.6 Former warden properties

Former warden properties should be let as general needs housing or converted to provide additional accommodation for older people (taking account of earlier recommendations about the future of some schemes).

8. Conclusions

Key issues for the Council are:

Strategic – developing a vision and strategic role for sheltered housing, extra care housing and Careline set within the wider local context of integrated commissioning of services for older people across the Borough and the re-design of housing and adult social care services. This will set the context for the recommendations set out in the Options Appraisal for individual sheltered schemes owned by the Council.

Operational – making changes to services in sheltered and extra care housing, managed by SEH and Registered Providers to improve outcomes for residents and ensuring better value for money for the Council.

Appendix 1: Policy Context

A1.1: Housing

Central government has begun to acknowledge the importance of older people as a population group in the housing market.

The Housing Green Paper (Homes for the future: more affordable, more sustainable, DCLG, July 2007) has a specific section on housing for an ageing population (chapter 6, paragraph 9) which states that “a substantial majority of new households in many regions will be over 65”.

Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society was published by DCLG, DH and DWP in February 2008. DCLG believes that this growth in older households may be the most significant driver of the housing market over the next 20 years

Government action is based on three key areas:

- Providing support for people who want to stay at home (e.g. Disabled Facilities Grants and handyperson services)
- Information and Advice (e.g. First Stop National Housing Advice Service)
- Increasing choice for older people who want to move

Laying the Foundations: A Housing Strategy for England (DCLG 2011) reaffirms the government’s commitment to older people’s housing. The strategy makes an explicit commitment to “encourage local authorities to make provision for a wide range of housing types across all tenures, including accessible and adaptable general needs retirement housing, and specialised housing options including sheltered and Extra Care housing for older people with support and care needs.”

In 2014 DCLG commissioned external research and policy development on older people’s housing. A key driver for this was to look at how the volume of suitable housing for older people could be increased across all tenures.

The Government concluded that ‘doing nothing is not an option’, (speech by Terrie Alafat, Director of Housing DCLG, to the Northern Housing Consortium, conference October 2014), and that investment in both specialist and general needs housing that meets the aspirations of older households and is fit for the future makes economic sense.

DCLG has identified the benefits of specialist housing for older people to health and social care:

- On average extra care residents spend less time in hospital
- It is estimated the NHS could save around £75,000 per unit of supported housing

- 19% of older people receiving care at home go into institutional care compared to under 10% of those in extra care housing

Similarly, the 'Housing our Ageing Population: Panel for Innovation (HAPPI)' report of 2009 jointly published by DCLG, DH and the Homes and Communities Agency (HCA) sets out comprehensive guidance on addressing the housing and support needs of older people in a significantly different direction to historic provision, including:

- The provision of housing to help older people to maintain their chosen lifestyles
- Safe, secure, healthy and attractive environments, close to the shops, amenities and social networks
- Homes that are easy to maintain and that can be adapted to changing needs
- Helping older people to be in control of their lives and to make their own decisions about housing and support

HAPPI 3⁹, published in June 2016, sets out the following recommendations for local government and housing associations:

Local Government

- **Councils** need to ensure their Local Plan gives the necessary priority to older people's housing needs – not least as a core component of any new settlements – and that new developments of retirement housing embrace HAPPI design principles.
- **Exemption of retirement housing** from the requirement to build Starter Homes – or to pay a commuted sum in lieu – would provide the opportunity to prioritise this age group. It is important too, to recognise that the Community Infrastructure Levy must not threaten the viability of such developments.
- **Health and Wellbeing Boards** are ideally placed to promote age-exclusive housing and technology-enhanced care services that combat loneliness, prevent the need for residential care and reduce requirements for domiciliary care.
- **Council/ALMO** house-building and Council support for housing association development for older tenants can free up affordable, under-occupied family homes – for example, with bungalows on infill sites within estates – achieving solutions for both younger and older households.

Housing Associations

- **We call on all** the major housing associations to recognise the scale of unmet need for housing in all tenures for older people which they can address as trusted, regulated, experienced providers.
- **We urge the sector's** representative bodies – such as the Chartered Institute of Housing and the National Housing Federation – to be advocates for older people's housing, with government and with those networks representing house builders and retirement housing operators.

⁹ All Party Parliamentary Group on Housing and Care for Older People 'Housing our ageing population: Positive Ideas HAPPI 3 Making retirement living a positive choice', June 2016.

- **As innovative providers**, housing associations could move forward in introducing ‘care ready’ features and could use new connected home technologies to provide greater autonomy and control.
- **We encourage more housing associations** to use their development skills and experience to assist the fledging “senior co-housing movement”, custom building for groups of older people.
- **We call on the housing associations** to forge strong partnerships with their local authorities – including new Combined Authorities – and with institutional investors, with developers and with the Homes and Communities Agency and GLA, to make a very real difference to the housing of our ageing population.

A1.2: Adult social care

The Care Act 2014 has been described by the Government as ‘the most significant reform of care and support in more than 60 years.’ Key responsibilities for Local Authorities include better health and social care integration.

The Care Act also requires Local Authorities to promote wellbeing, prevent the need for care and support, provide information and advice and facilitate a vibrant, diverse and sustainable market of care and support provision.

The Better Care Fund was announced in June 2013 to drive the transformation of local services to ensure that people receive better and more integrated care and support. The fund consists of at least £3.8 billion to be deployed locally on health and social care through pooled budget arrangements between local authorities and Clinical Commissioning Groups. All plans should be signed off by Health and Wellbeing Boards and by constituent Councils and Clinical Commissioning Groups.

The Better Care Fund offers a substantial opportunity to bring resources together to address immediate pressures on services and lay foundations for a much more integrated system of health and care delivered at scale and pace. But it will create risks as well as opportunities. The £3.8 billion is not new or additional money. Guidance makes clear that the Better Care Fund will entail a substantial shift of activity and resource from hospitals to the community.

The NHS Five Year Forward View sets out the future for the NHS and Clinical Commissioning Groups (CCG’s) are required to publish a five-year Sustainability and Transformation Plan which focuses on care in primary care and community based settings and a one-year Operational Plan.

Reducing the demand for health and care services, by enabling people to enjoy a healthy and active life within their communities, is a key priority for the NHS and social care system.

For local authorities and the NHS key outcomes are to achieve:

- Reductions in the numbers in long term residential and nursing home care and increasing alternatives such as extra care housing

- Successful reablement (intensive support to help individuals regain independence following illness and/or hospital stay)
- Achieving identifiable benefits in relation to prevention initiatives that promote independence and self-care and reduce reliance on costlier publicly funded services

The Coalition Government (Department of Health) published its Vision for Adult Social Care in November 2010 with a statement of the purpose of care services and it includes a clear steer for the further development of Extra Care housing.

A1.3: Welfare Reform

Until recently welfare reform has not impacted on sheltered housing as changes have been aimed at working age adults rather than older people. However the government's proposed changes to rents will impact on supported and sheltered housing, including:

- **Local Housing Allowance Cap**
In the Spending Review the Chancellor outlined plans to cap the amount of rent that Housing Benefit will cover in the social sector to the relevant Local Housing Allowance (LHA). In March 2016 the Government announced a 12-month delay on its proposals to bring supported housing rents in line with local housing allowances
- **1% rent reduction**
January 2016 the Government agreed to exempt supported housing for a year from the rent cap due to come into place for social rented accommodation in April 2016

A decision on revenue funding for supported housing is expected in the Autumn. Welfare reform is impacting on Registered Providers' appetite and ability to develop supported housing schemes, with some deferring decisions until the position about the applicability of rent reductions and Local Housing Allowance is known.

Appendix 2: Demographic and Market Analysis

A.2.1 Introduction

This demographic and market analysis includes data for Southend-on-Sea local authority area and the 19 ward areas that make up Southend-on-Sea. The local authority data has been compared with regional and national data to provide context.

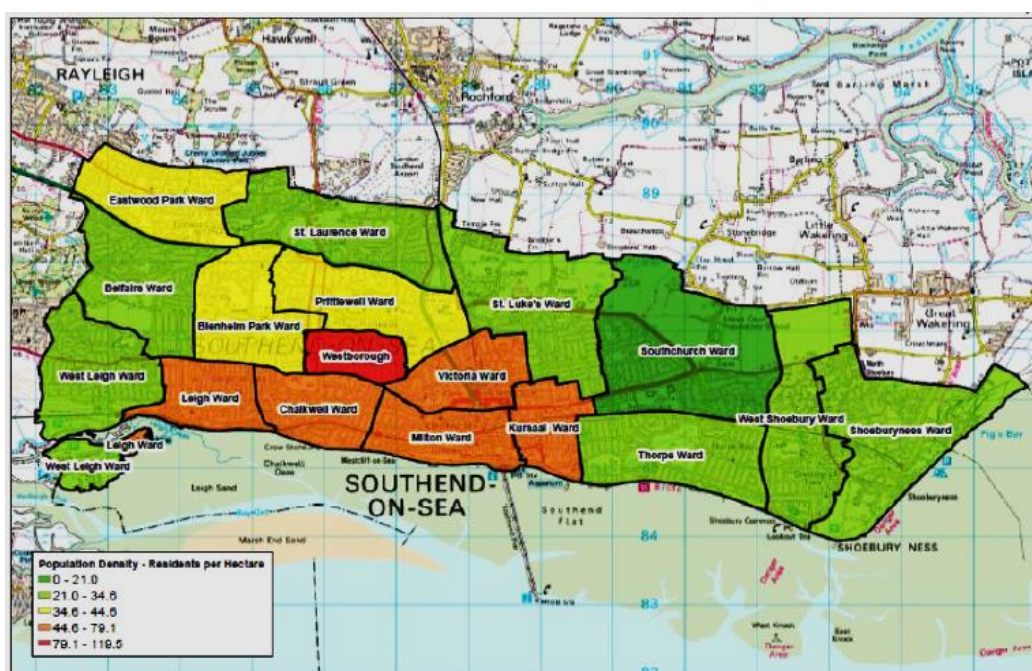
This appendix provides further detailed information to the summary provided in Section 3 of the main report.

Figure A2.1 provides a list of the ward areas within Southend-on-Sea and Figure A2.2 identifies these wards on a map.

Figure A2.1: Southend-on-Sea Wards

Belfairs Ward	St Luke's Ward
Blenheim Park Ward	Shoeburyness Ward
Chalkwell Ward	Southchurch Ward
Eastwood Park Ward	Thorpe Ward
Kursaal Ward	Victoria Ward
Leigh Ward	Westborough Ward
Milton Ward	West Leigh Ward
Prittlewell Ward	West Shoebury Ward
St Laurence Ward	

Figure A2.2: Southend-on-Sea Ward Map



Source: Joint Strategic Needs Assessment 2012 Summary, Southend-on-Sea

All of the data provided within this analysis has been taken from reliable and up-to-date data sources, including the Office for National Statistics and Projecting Older People Population Information (POPPI). Property prices have been gathered from a variety of websites, including Rightmove, onthemarket.com and the McCarthy and Stone website.

A2.2. Population

Local Authority Population Projections

Figure A2.3 provides projection data for the population aged 50 and over in Southend-on-Sea between 2015 and 2035. Numbers of people aged 50+ are projected to rise from 66,300 in 2015 to 87,100 by 2035, an increase of 31.4%.

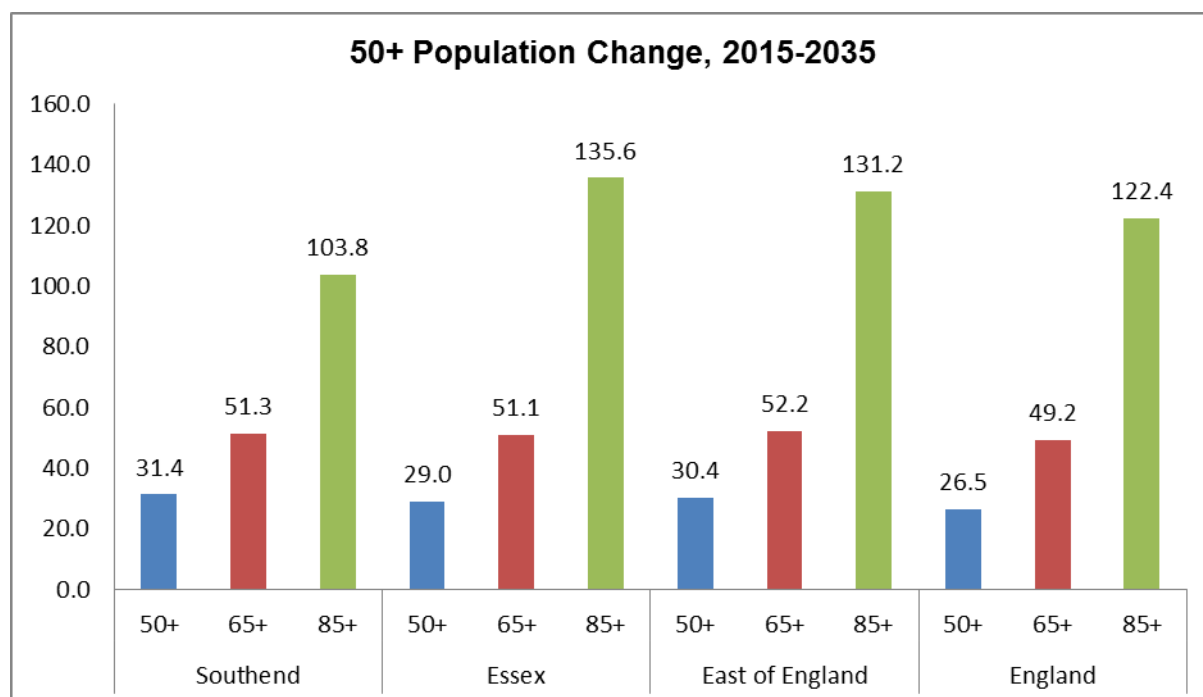
Figure A2.3: Projections for the Population (thousands) aged 50+ in Southend-on-Sea, 2015-2035

Age Group	Year of Projection					% Change 2015-2035
	2015	2020	2025	2030	2035	
50-54	12.5	12.9	12.2	11.6	12.2	-2.4
55-59	10.5	12.4	12.8	12.1	11.6	10.5
60-64	9.4	10.4	12.2	12.7	12.0	27.7
65-69	10.2	9.2	10.2	12.0	12.5	22.5
70-74	7.6	9.7	8.8	9.8	11.6	52.6
75-79	6.1	7.0	8.9	8.2	9.2	50.8
80-84	4.7	5.1	6.0	7.8	7.2	53.2
85-89	3.3	3.5	4.0	4.8	6.3	90.9
90+	2.0	2.3	2.8	3.6	4.5	125.0
Total 50+	66.3	72.5	77.9	82.6	87.1	31.4
Total 65+	33.9	36.8	40.7	46.2	51.3	51.3
Total 85+	5.3	5.8	6.8	8.4	10.8	103.8

Source: ONS 2012-based Sub-National Population Projections

These projections are compared to the regional and national averages in Figure A2.4, showing that the projected rate of change in the population aged 50+ is highest in Southend-on-Sea whilst the projected change in the population aged 85+ is lowest.

Figure A2.4: Projected Population Change Southend-on-Sea and Comparators, 2015-2035



Source: ONS 2012-based Sub-National Population Projections

Ward-Level Population Estimates

Mid-2013 based ward-level population estimates are provided in Figure A2.5 and summarised in Figure A2.6. Population numbers differ quite widely between ward areas, with the highest number of people aged 50+ living in Belfairs ward and the lowest number in Westborough ward.

Figure A2.5: Mid-2013 Ward Population Estimates for South-on-Sea Wards

Ward	Age Group								
	50-54	55-59	60-64	65-69	70-74	75-79	80-84	85-89	90+
Belfairs	627	567	647	772	587	501	396	269	157
Blenheim Park	712	602	652	610	456	397	310	201	113
Chalkwell	647	564	566	535	334	290	296	267	298
Eastwood Park	684	567	628	774	536	459	380	221	101
Kursaal	719	591	486	388	266	221	143	135	88
Leigh	613	534	493	486	338	256	208	147	104
Milton	654	521	473	418	335	318	305	232	174
Prittlewell	734	649	596	673	460	387	321	220	146
St Laurence	753	628	660	679	467	410	299	197	92
St. Luke's	846	601	511	523	336	257	277	150	80
Shoeburyness	847	659	623	708	440	350	179	121	59
Southchurch	638	506	545	688	483	445	347	240	119

Thorpe	710	528	645	697	514	479	371	262	140
Victoria	666	562	469	420	303	256	206	154	85
Westborough	695	550	417	352	261	176	140	72	30
West Leigh	650	558	586	598	417	344	277	185	110
West Shoebury	755	592	580	671	407	348	265	198	103

Source: Table SAPE15DT8: Mid-2013 Population Estimates for 2013 Wards in England and Wales, by Single Year of Age and Sex (experimental statistics)

Figure A2.6: Mid-2013 Ward Population Estimates for South-on-Sea Wards (summary)

Ward	Total 50+	Total 65+	Total 75+	Total 85+
Belfairs	4,523	2,682	1,323	426
Blenheim Park	4,053	2,087	1,021	314
Chalkwell	3,797	2,020	1,151	565
Eastwood Park	4,350	2,471	1,161	322
Kursaal	3,037	1,241	587	223
Leigh	3,179	1,539	715	251
Milton	3,430	1,782	1,029	406
Prittlewell	4,186	2,207	1,074	366
St Laurence	4,185	2,144	998	289
St. Luke's	3,581	1,623	764	230
Shoeburyness	3,986	1,857	709	180
Southchurch	4,011	2,322	1,151	359
Thorpe	4,346	2,463	1,252	402
Victoria	3,121	1,424	701	239
Westborough	2,693	1,031	418	102
West Leigh	3,725	1,931	916	295
West Shoebury	3,919	1,992	914	301

Source: Table SAPE15DT8: Mid-2013 Population Estimates for 2013 Wards in England and Wales, by Single Year of Age and Sex (experimental statistics)

Ethnicity

The ethnic profile of people aged 65+ is provided in Figure A2.7. 97.6% of the 65+ population of Southend-on-Sea is White, a higher level than the national average and lower than the regional average.

Figure A2.7: Ethnic Profile of Population Aged 65+ in 2011, Southend-on-Sea and Comparators (%)

Area	White	Mixed/ multiple ethnic group	Asian/ Asian British	Black/ African/ Caribbean/ Black British	Other Ethnic Group
Southend on Sea	97.6	0.4	1.5	0.4	0.2
Essex	98.5	0.3	0.9	0.3	0.1
East of England	97.6	0.3	1.4	0.5	0.1
England	95.3	0.4	2.7	1.3	0.3

Source: Projecting Older People Population Information (POPPI)

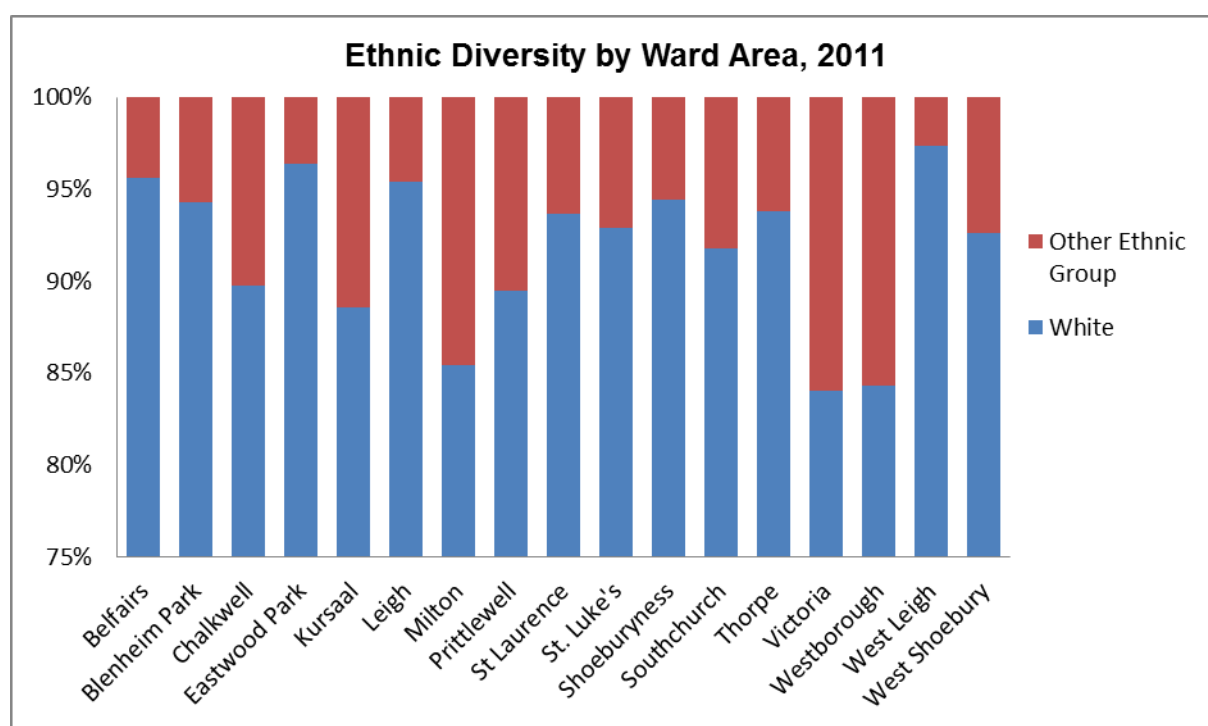
The ward-level ethnic profile is given in Figure A2.8 and Figure A2.9. Ward-level ethnicity data is not available broken down by age, so the data below covers the total population. The Victoria and Westborough wards have the highest levels of ethnic diversity, whilst West Leigh and Eastwood Park have the lowest.

Figure A2.8: Ward-Level Ethnic Profile (all ages), 2011 Census

Ward Area	White	Mixed/ Multiple Ethnic Group	Asian/ Asian British	Black/ Caribbean/ British	African/ Black	Other Ethnic Group
Belfairs	95.6	1.3	1.7	0.9		0.4
Blenheim Park	94.3	1.6	3.0	0.9		0.3
Chalkwell	89.8	3.3	3.0	3.2		0.7
Eastwood Park	96.4	0.9	1.8	0.7		0.2
Kursaal	88.6	3.7	3.3	3.8		0.7
Leigh	95.4	2.2	1.6	0.5		0.3
Milton	85.4	2.8	6.4	4.3		1.0
Prittlewell	89.5	1.8	6.1	2.0		0.7
St Laurence	93.6	1.4	3.2	1.5		0.3
St. Luke's	92.9	2.1	2.4	2.1		0.6
Shoeburyness	94.4	2.0	1.9	1.2		0.4
Southchurch	91.8	1.6	4.5	1.8		0.4
Thorpe	93.8	1.7	3.2	1.0		0.3
Victoria	84.0	3.0	7.5	4.7		0.8
Westborough	84.3	2.9	7.9	3.9		0.9
West Leigh	97.4	1.0	1.1	0.4		0.2
West Shoebury	92.6	1.8	3.4	1.8		0.4

Source: ONS Neighbourhood Statistics, based on 2011 Census data

Figure A2.9: Ethnic Diversity by Ward Area, 2011 Census



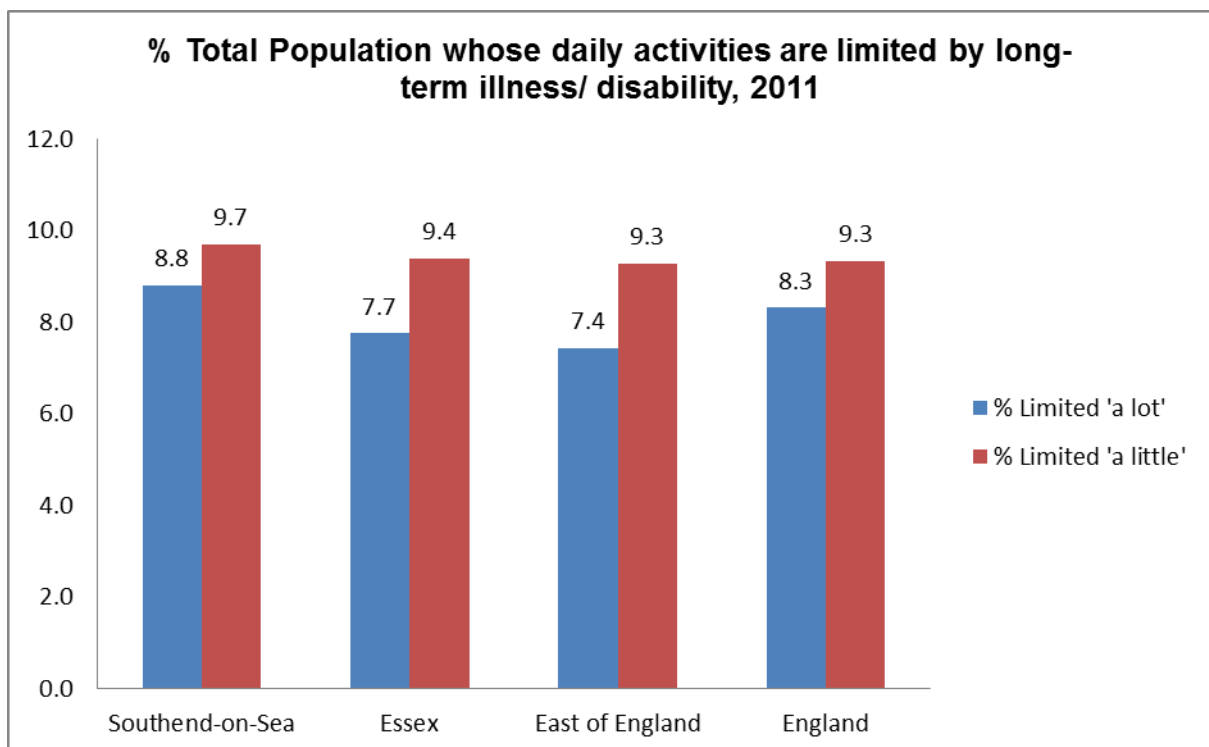
Source: ONS Neighbourhood Statistics, based on 2011 Census data

A2.3. Health

Limiting Long-Term Illness/ Disability

Figure A2.10 shows the percentage of the total Southend-on-Sea population that is limited 'a little' and 'a lot' by long-term illness or disability, compared with the regional and national averages. The levels of limitation are higher in Southend-on-Sea than the comparator areas.

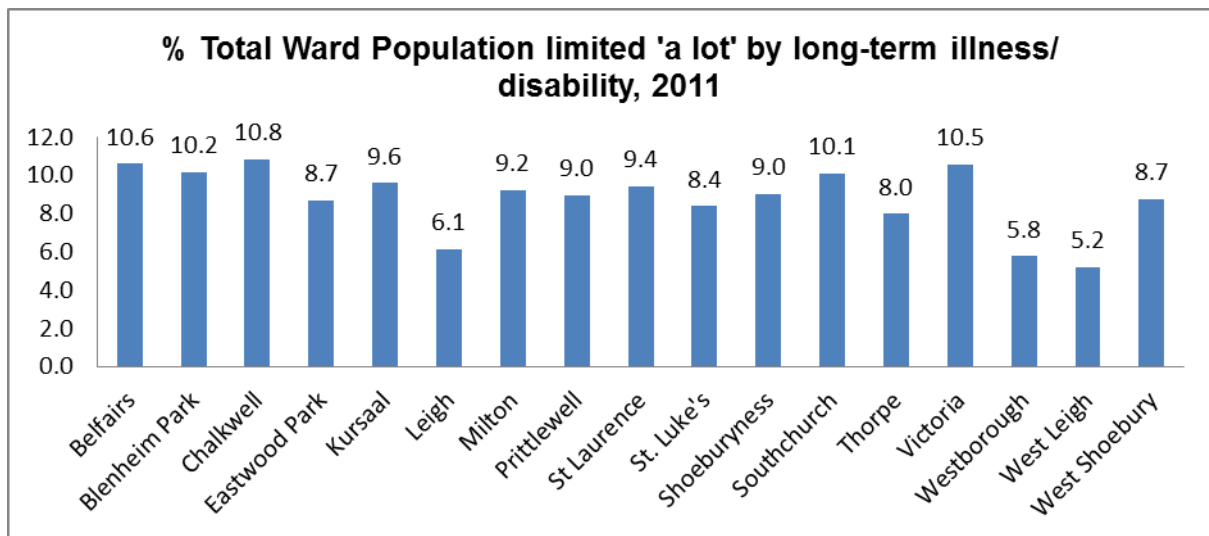
Figure A2.10: % Total Population Limited by Long-term Illness/ Disability 2011, Southend-on-Sea and Comparators



Source: ONS Neighbourhood Statistics, based on 2011 Census Data

Figure A2.11 provides this data at the ward level. There is a high level of diversity between the ward areas, with the Chalkwell ward having the highest level of population limited 'a lot' at 10.8% and the West Leigh ward having the lowest level at 5.2%.

Figure A2.11: % Total Ward Population Limited 'a lot' by Long-term Illness/ Disability, 2011



Source: ONS Neighbourhood Statistics, based on 2011 Census Data

Provision of Unpaid Care

Projection data that estimates the number of people aged 65+ providing unpaid care is given in Figure A2.12. A total of 4,761 people aged 65+ were estimated to be providing unpaid care in 2015. This figure is projected to rise to 6,322 by 2030, an additional 1,561 people and a percentage change of 32.8%.

Figure A2.12: Number of People Providing Unpaid Care by Age and Number of Hours Projected to 2030, Southend-on-Sea

Provision of unpaid care	Year of Projection				Additional No. 2015-2030	% Change 2015-2030
	2015	2020	2025	2030		
People aged 65-69 providing 1-19 hours of unpaid care	1,036	934	1,036	1,219	183	17.7
People aged 70-74 providing 1-19 hours of unpaid care	569	726	659	734	165	29.0
People aged 75-79 providing 1-19 hours of unpaid care	370	424	539	497	127	34.3
People aged 80-84 providing 1-19 hours of unpaid care	238	258	304	395	157	66.0
People aged 85 and over providing 1-19 hours of unpaid care	133	145	170	207	74	55.6
People aged 65-69 providing 20-49 hours of unpaid care	213	192	213	250	37	17.4
People aged 70-74 providing 20-49 hours of unpaid care	132	168	153	170	38	28.8
People aged 75-79 providing 20-49 hours of unpaid care	125	143	182	168	43	34.4
People aged 80-84 providing 20-49 hours of unpaid care	63	68	80	104	41	65.1
People aged 85 and over providing 20-49 hours of unpaid care	52	57	67	81	29	55.8
People aged 65-69 providing 50+ hours of unpaid care	496	447	496	584	88	17.7
People aged 70-74 providing 50+ hours of unpaid care	424	542	491	547	123	29.0
People aged 75-79 providing 50+ hours of unpaid care	374	429	546	503	129	34.5
People aged 80-84 providing 50+ hours of unpaid care	285	309	364	473	188	66.0
People aged 85 and over providing 50+ hours of unpaid care	251	275	321	391	140	55.8
Total population aged 65 and over providing unpaid care	4,761	5,119	5,620	6,322	1,561	32.8

Source: Projecting Older People Population Information (POPPI)

Dementia

There were an estimated 2,520 people aged 65+ with dementia in Southend-on-Sea in 2015. This figure is projected to rise to 3,867 by 2030, a 53.5% increase. The full breakdown of this data by age group and year is provided in Figure A2.13.

Figure A2.13: Number of People aged 65+ in Southend-on-Sea Projected to have Dementia, 2015-2030

Age Group	Year of Projection				Additional No. 2015-2030	% Change 2015-2030
	2015	2020	2025	2030		
65-69	127	115	128	150	23	18.1
70-74	207	265	238	269	62	30.0
75-79	357	410	526	478	121	33.9
80-84	563	620	717	929	366	65.0
85-89	667	700	795	972	305	45.7
90+	600	687	834	1,069	469	78.2
TOTAL 65+	2,520	2,797	3,238	3,867	1,347	53.5

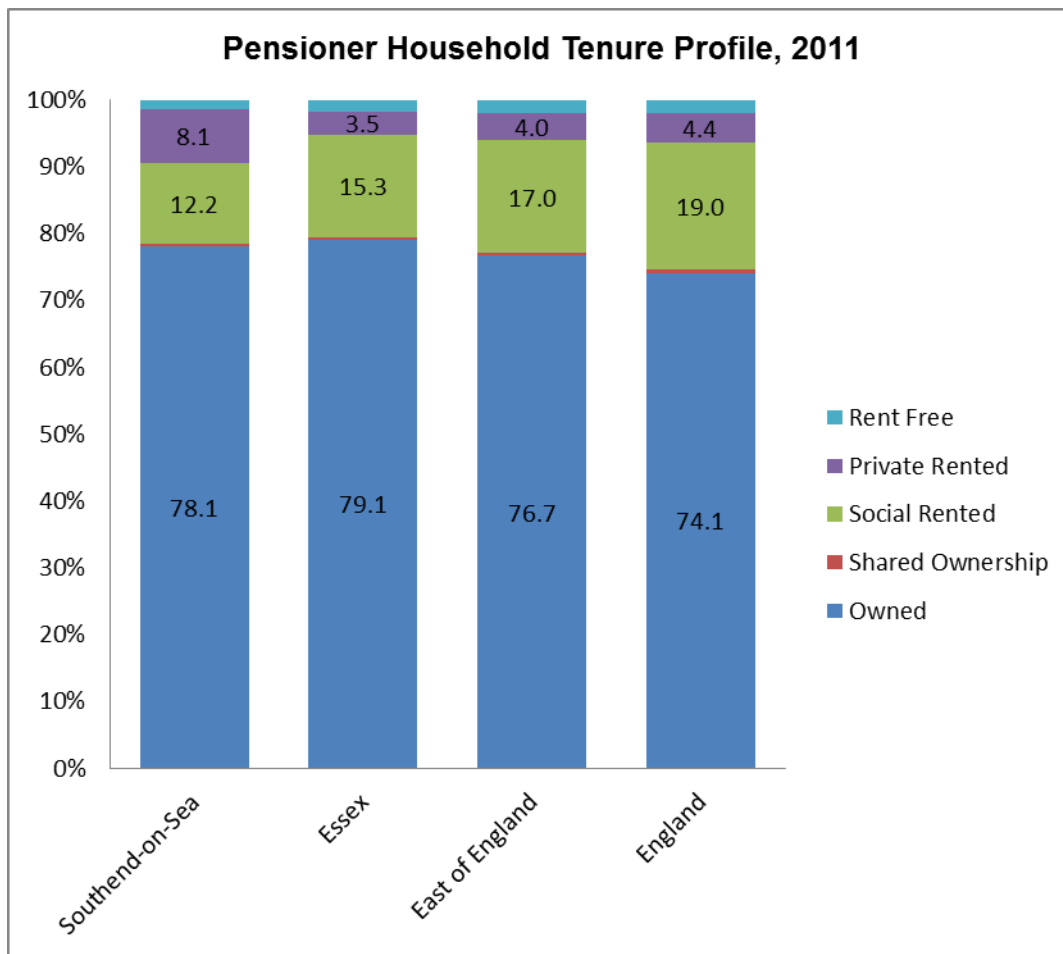
Source: Projecting Older People Population Information (POPPI)

A2.4. Housing

Pensioner Household Tenure

The Southend-on-Sea pensioner household tenure profile, according to the 2011 Census, is shown in Figure A2.14. 78.1% of pensioner households are owner-occupiers, 12.2% live in social rented accommodation, and 8.1% live in private rented accommodation. The level of owner-occupation is higher than the national average yet lower than the regional average. The level of private renting is far higher than all of the comparator areas.

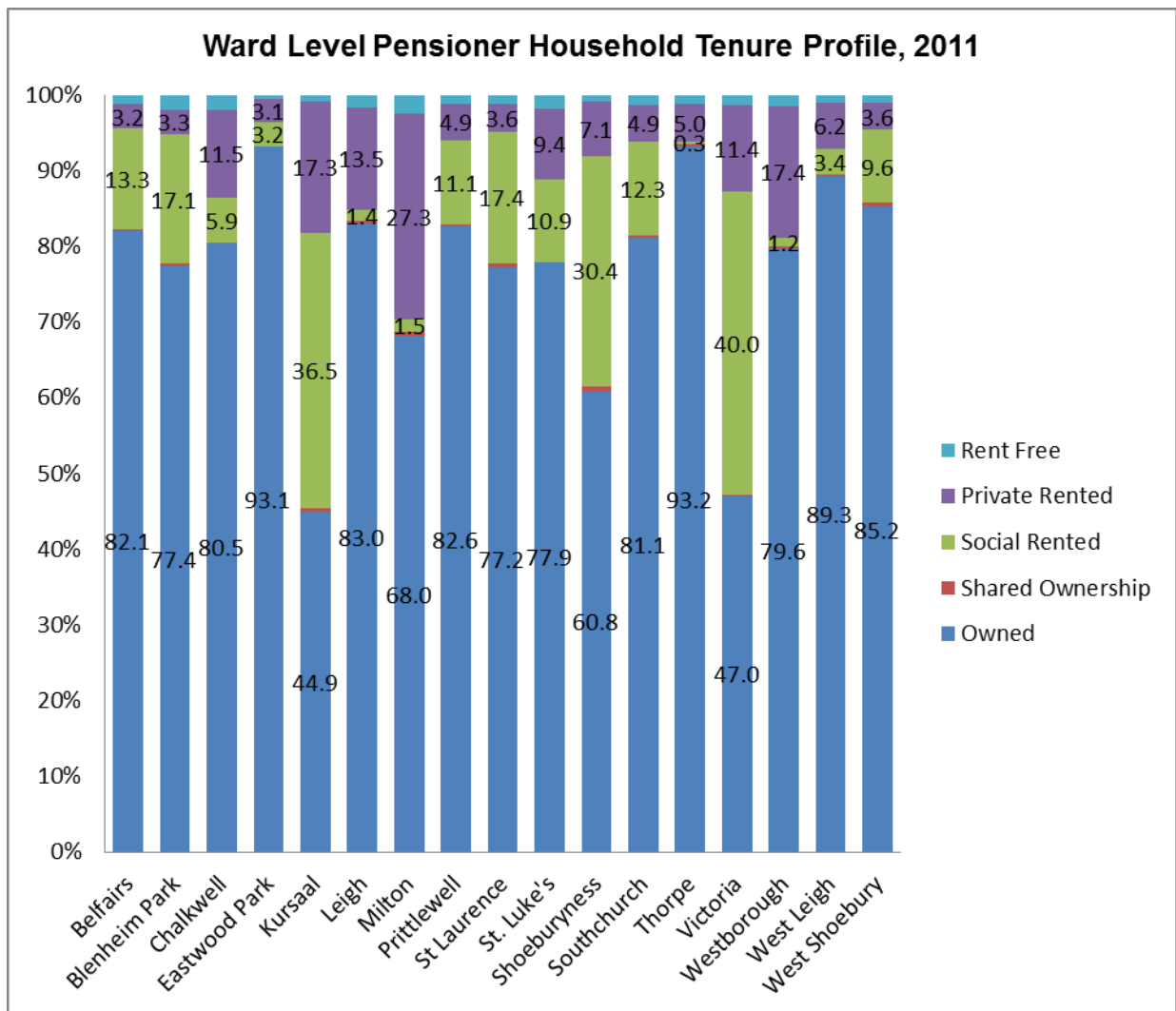
Figure A2.14: Pensioner Household Tenure in Southend-on-Sea and Comparators, 2011



Source: ONS Neighbourhood Statistics, based on 2011 Census data

The ward-level pensioner household tenure profile is provided in Figure A2.15. There is a high level of diversity between the ward areas, ranging from 93.2% owner-occupation in Thorpe to 44.9% owner-occupation in Kursaal. Social renting ranges from 0.3% in Thorpe to 40% in Victoria, and private renting ranges from 3.1% in Eastwood park to 27.3% in Milton.

Figure A2.15: Ward-Level Pensioner Household Tenure Profile, 2011



Source: ONS Neighbourhood Statistics, based on 2011 Census data

Living Alone

Figure A2.16 provides data on the number of people aged 65+ in Southend-on-Sea who are living alone. The total is projected to rise from 12,600 people in 2015 to 17,455 in 2030, an increase of 38.5% over the period.

Figure A2.16: Number of People aged 65+ Living Alone in Southend-on-Sea, 2015-2030

Gender and Age Group	Year of Projection				Additional No.	% Change
	2015	2020	2025	2030		
Males 65-74	1,680	1,820	1,860	2,160	480	28.6
Males 75+	2,244	2,584	3,196	3,638	1,394	62.1
Females 65-74	2,820	2,940	2,880	3,300	480	17.0
Females 75+	5,856	6,405	7,564	8,357	2,501	42.7
Total 65+	12,600	13,749	15,500	17,455	4,855	38.5

Source: Projecting Older People Population Information (POPPI)

Property Prices

Figure A2.17 provides the average property prices by property type in 2014 for Southend-on-Sea and its neighbouring local authority areas. The overall average property price in Southend-on-Sea is lower than the comparator areas, whilst detached and semi-detached properties are higher in price than Rochford and Castle Point but lower than Basildon.

Figure A2.17: 2014 Average Property Prices (£) in Southend-on-Sea and Neighbouring Local Authority Areas by Property Type

Area	All dwelling types	Detached	Semi-detached	Terraced	Flats & Maisonettes
Southend-on-Sea	204,000	340,000	237,000	195,000	137,500
Rochford	240,000	333,498	230,000	204,250	130,000
Castle Point	220,000	250,000	220,000	180,500	147,000
Basildon	210,000	360,000	245,000	176,000	130,000

Source: ONS House Price Statistics for Small Areas 1995-2014

Figure A2.18 looks at the change in average property prices between 2010 and 2014. The prices of all property types in Southend-on-Sea have increased in value between 2010 and 2014.

Figure A2.18: % Change in Average Property Prices 2010-2014, Southend-on-Sea and Neighbouring Local Authority Areas

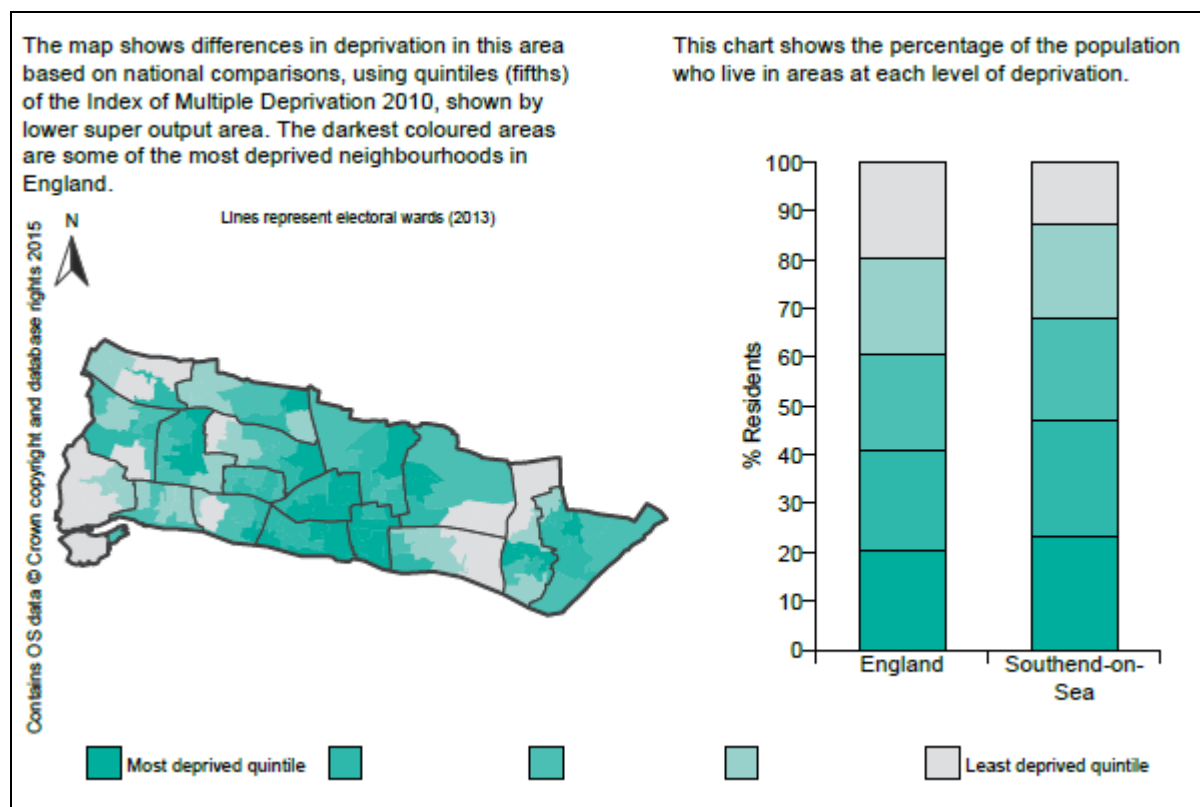
Area	All dwelling types	Detached	Semi-detached	Terraced	Flats & Maisonettes
Southend-on-Sea	13.3	10.7	12.9	12.7	12.1
Rochford	11.6	10.7	12.2	12.1	-6.3
Castle Point	12.8	4.2	12.8	9.4	8.9
Basildon	11.1	9.1	12.5	13.5	0.0

Source: ONS House Price Statistics for Small Areas 1995-2014

A2.5. Deprivation

Figure A2.19 provides a map of Southend-on-Sea that shows levels of deprivation. The darkest areas are those with the highest levels of deprivation. There are a greater percentage of Southend-on-Sea's population falling within the most deprived quintile than the national average.

Figure A2.19: Map of Deprivation in Southend-on-Sea



Source: Health Profile 2015 Southend-on-Sea, Public Health England.

Appendix 3: GIS Maps showing South Essex Homes schemes and demography

Figure A3.1: Map showing location of schemes

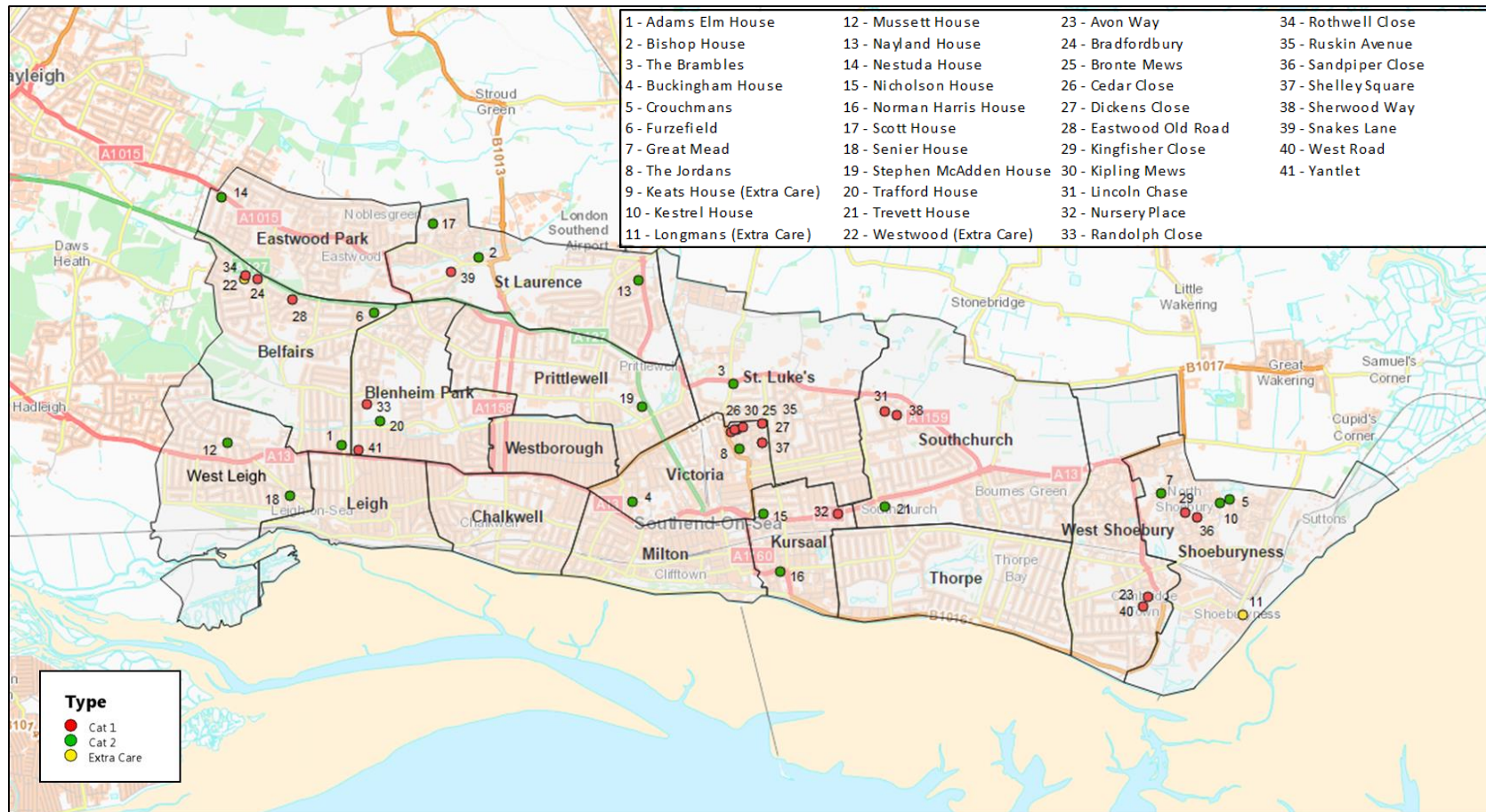


Figure A3.2: Map showing schemes in relation to % total ward population aged 50+

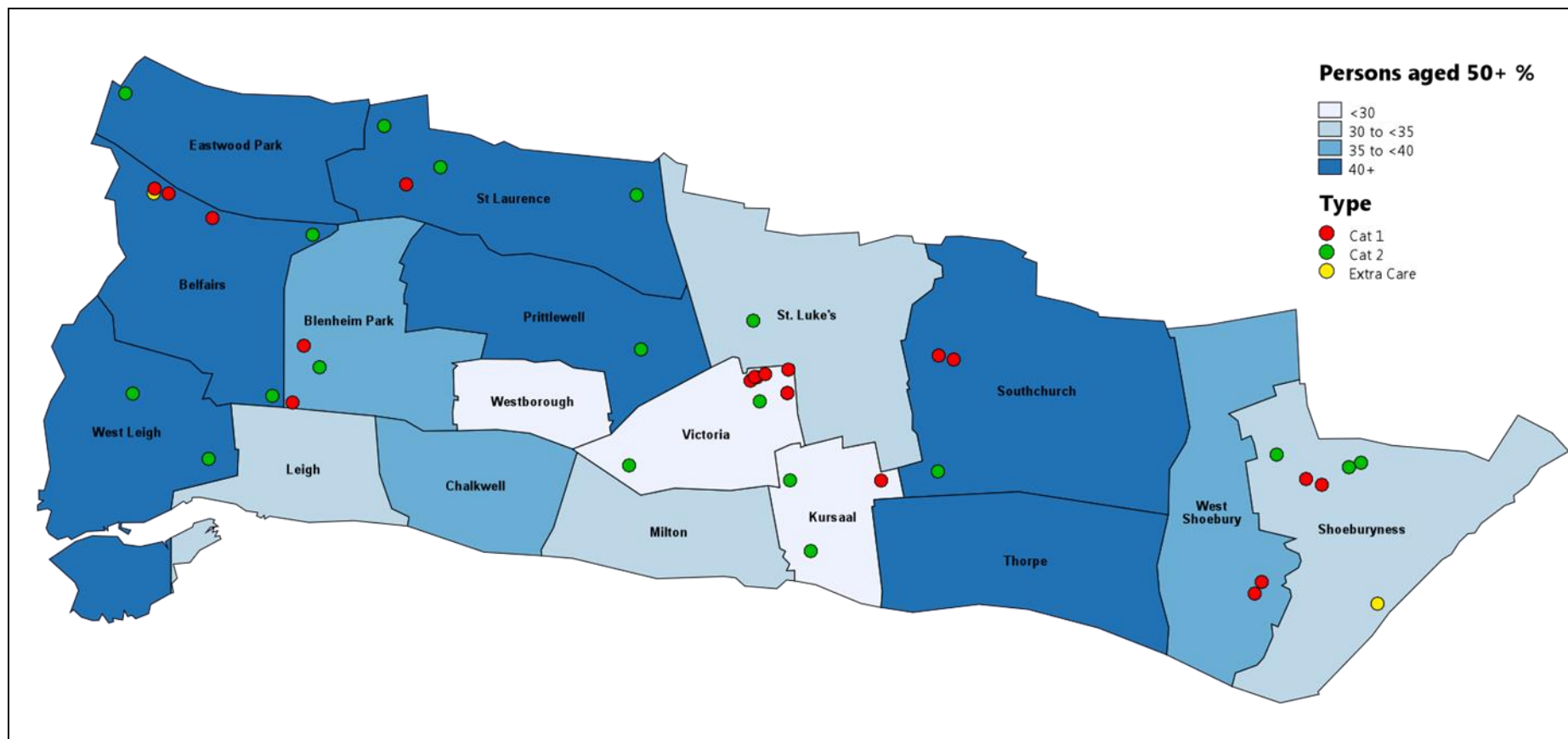
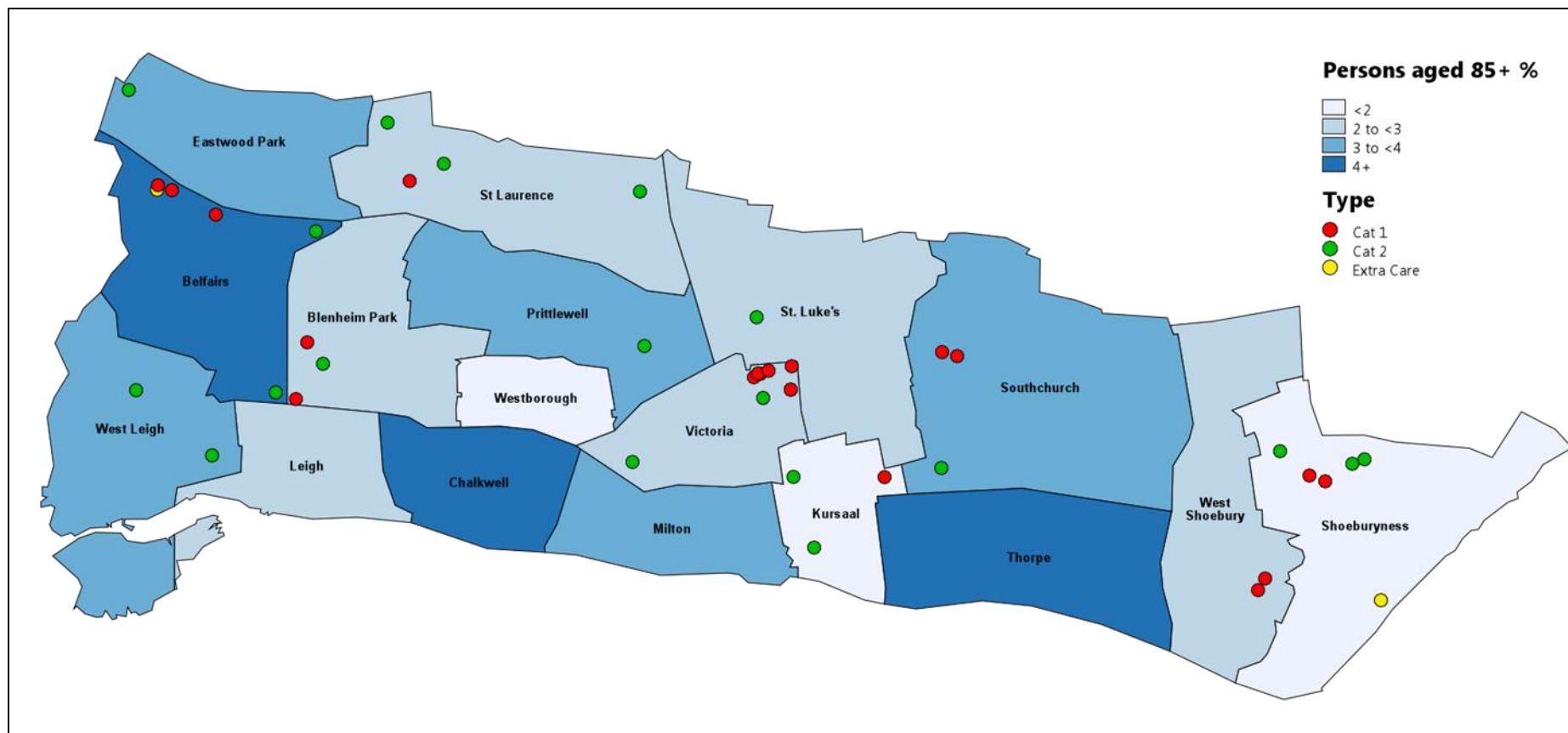
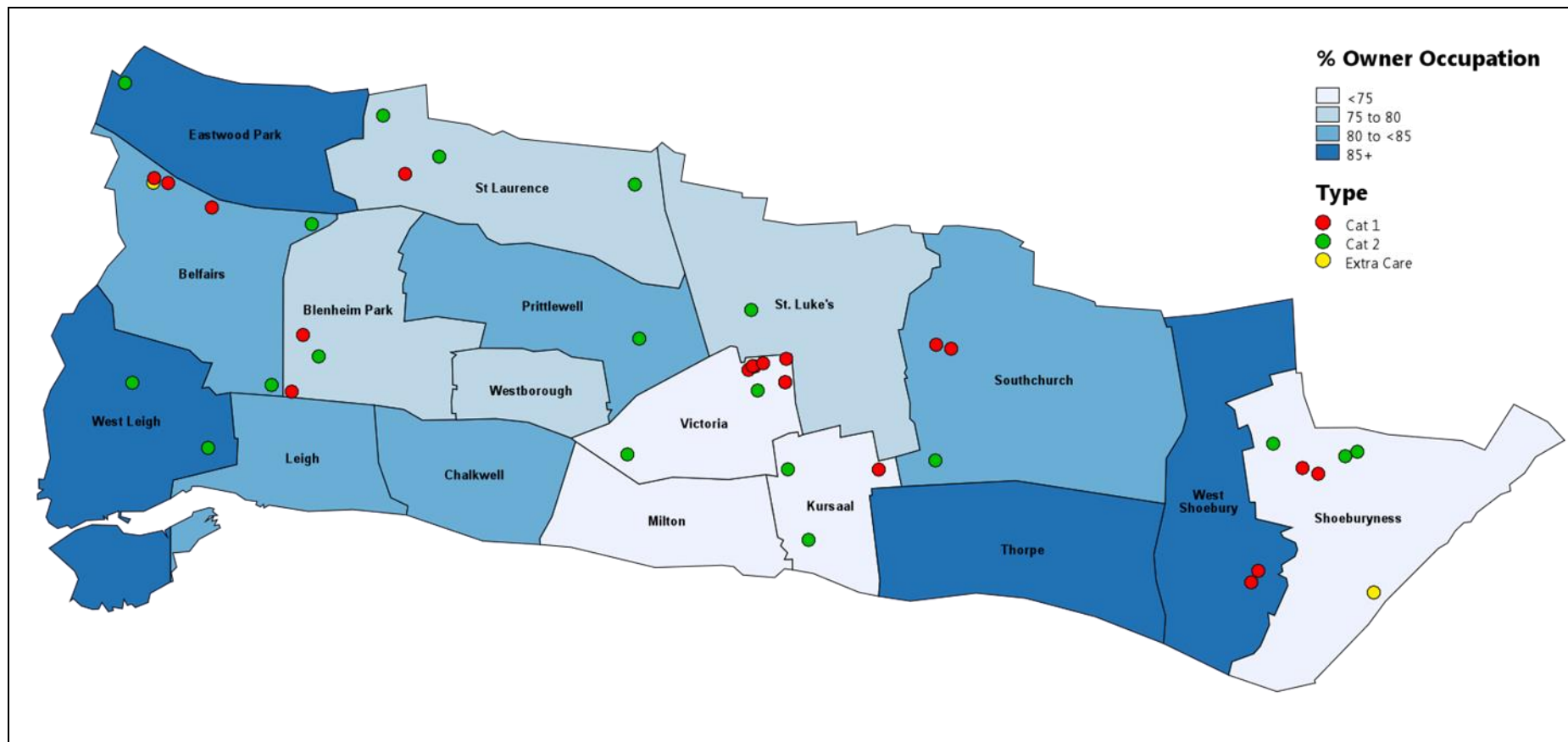


Figure A3.3: Map showing schemes in relation to % total ward population aged 85+



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Figure A3.4: Map showing schemes in relation to % pensioner household owner-occupation



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Figure A3.5: Map showing schemes in relation to % pensioner household social renting

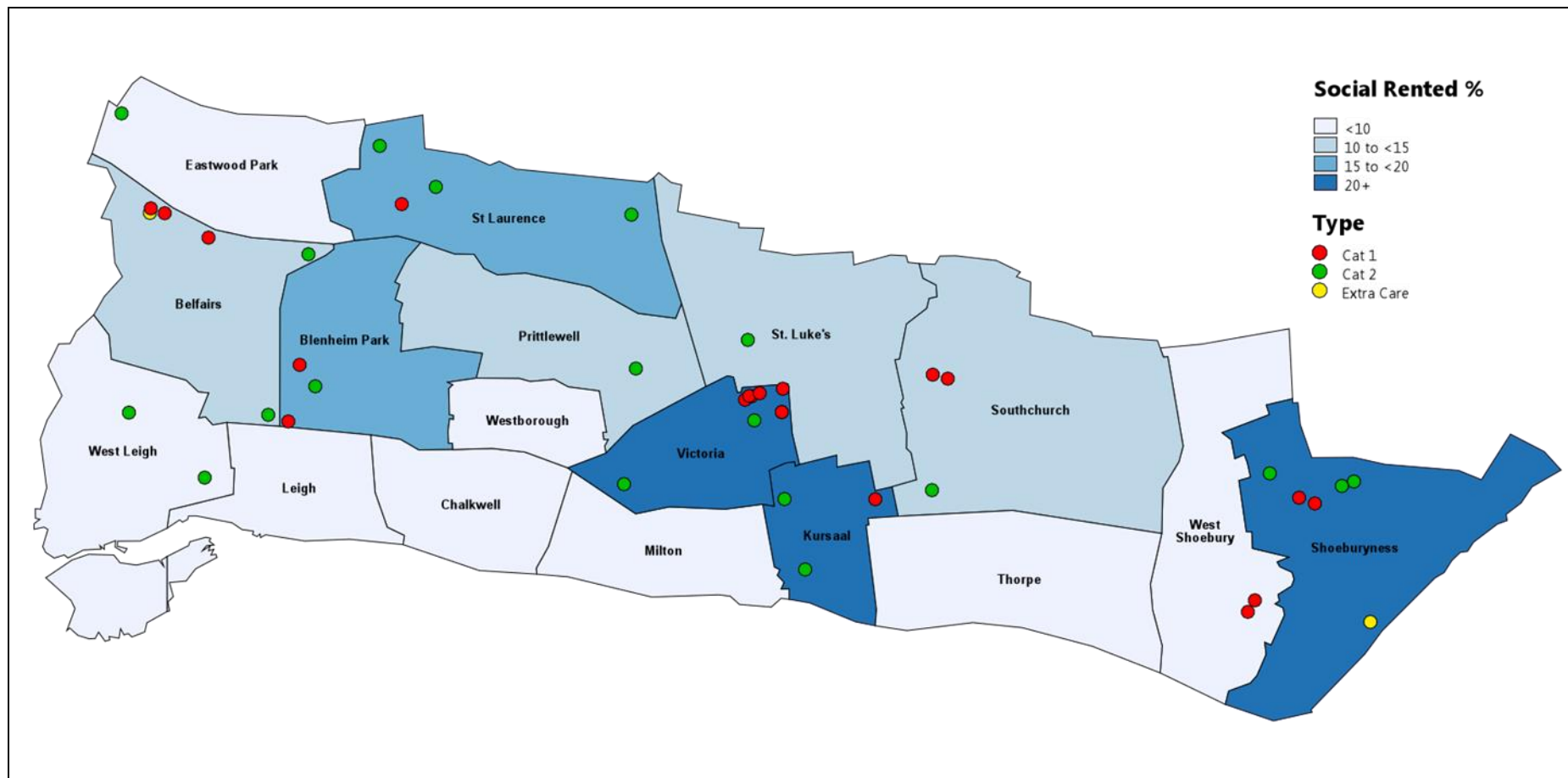
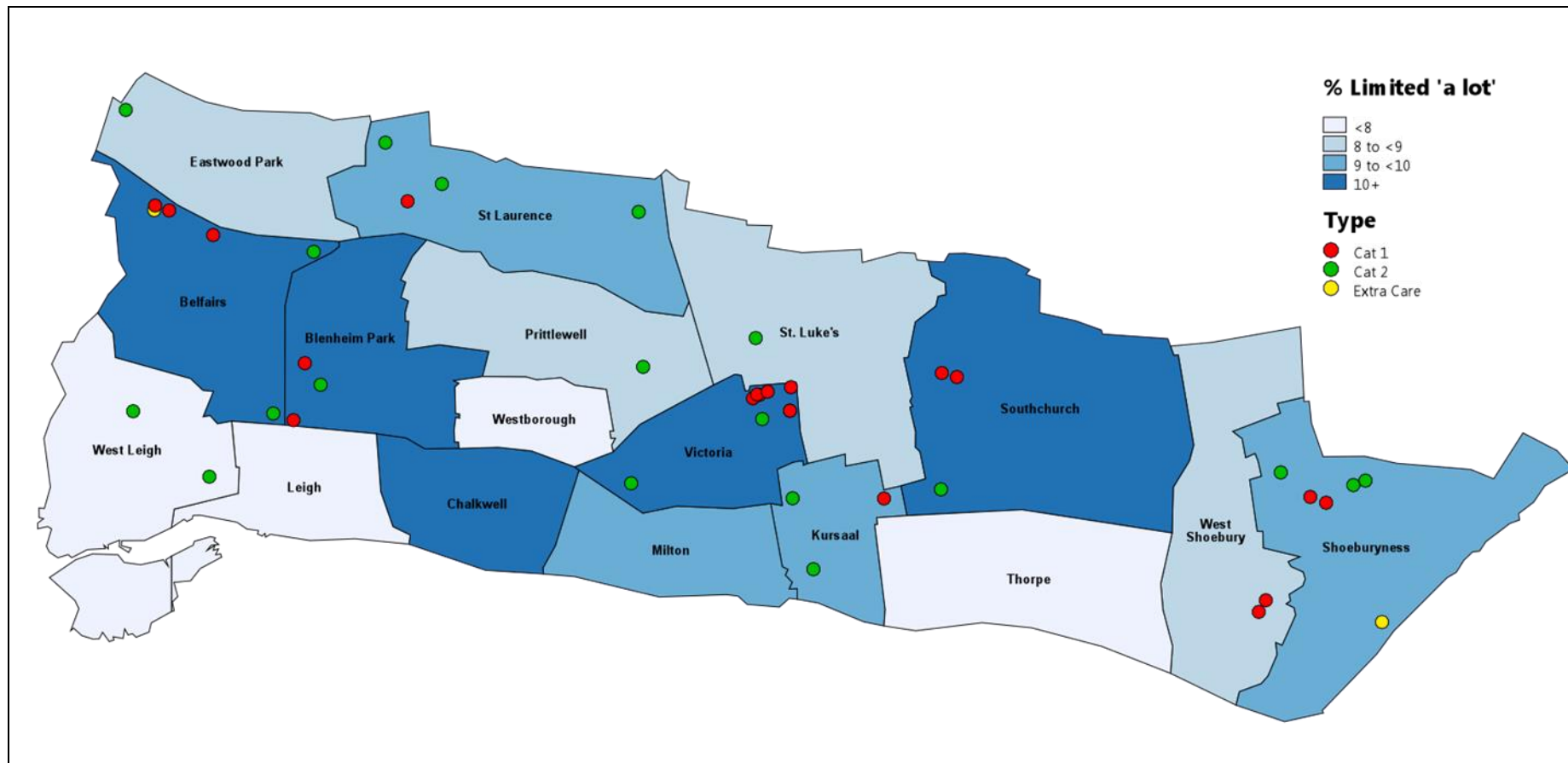


Figure A3.6: Map showing schemes in relation to % total population whose daily activities are limited 'a lot' by long-term illness or disability



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Figure A3.7: Map showing schemes in relation to the Indices of Multiple Deprivation score (the higher the score, the greater the level of deprivation)

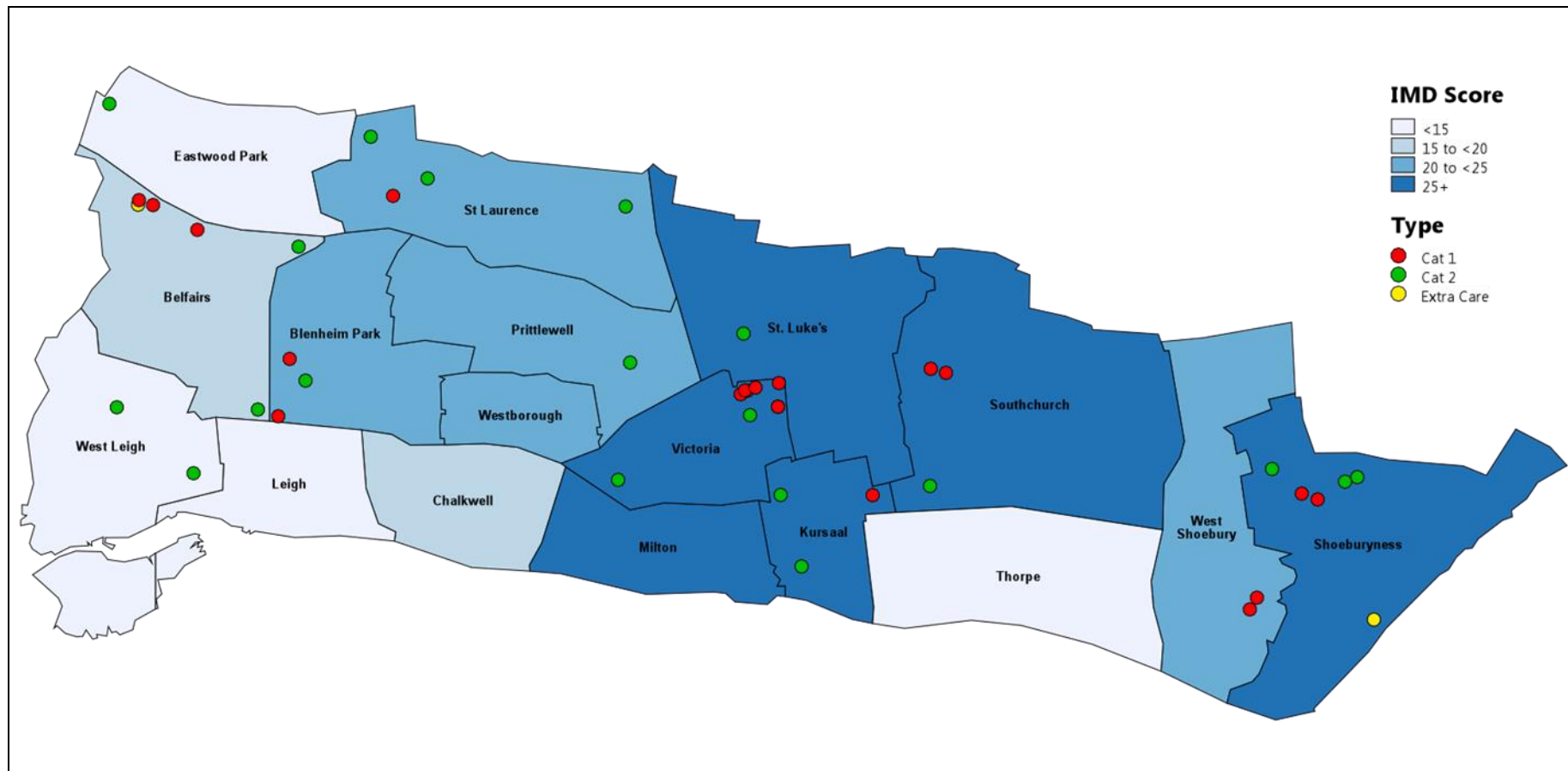
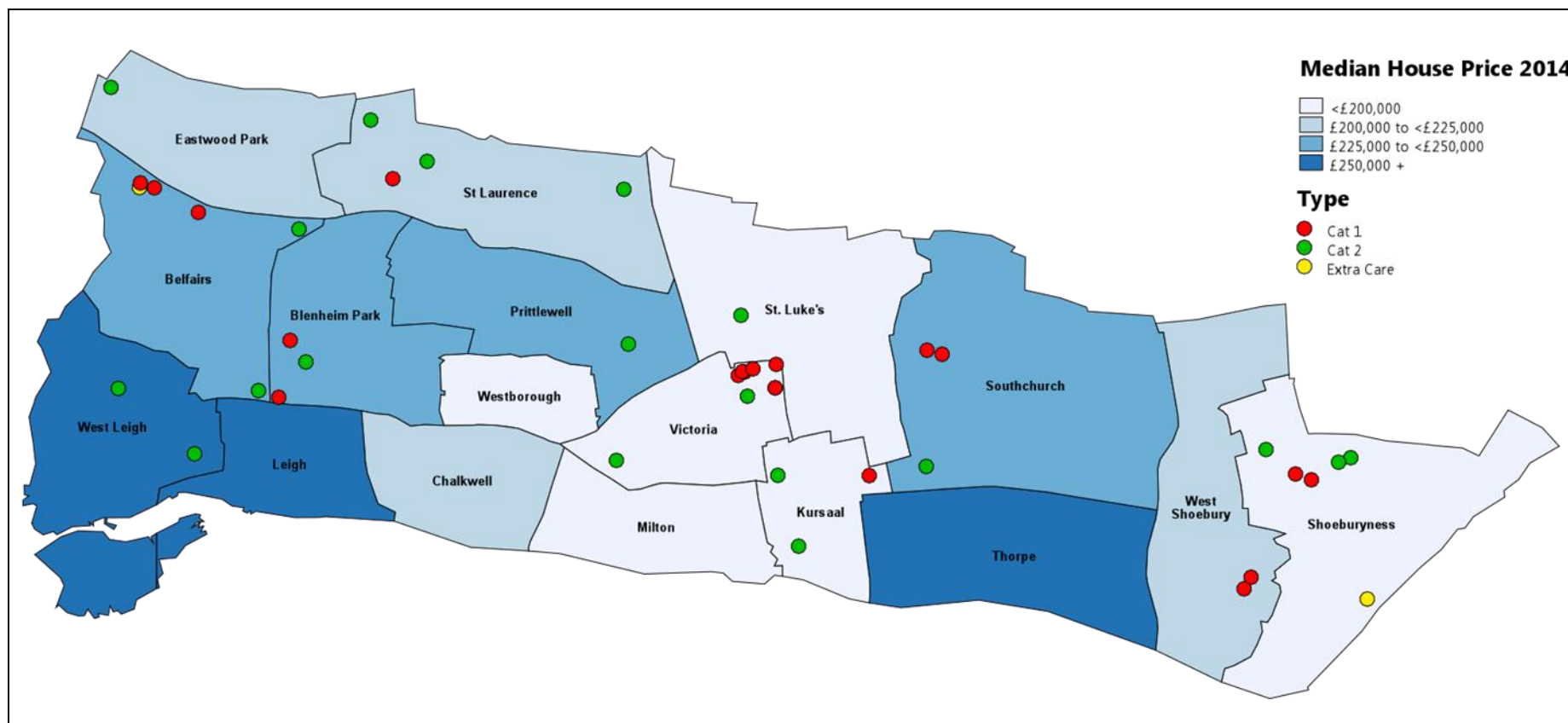


Figure A3.8: Map showing schemes in relation to 2014 median house prices



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Appendix 4: Sheltered Housing Schemes – Aerial Views and Brief Scheme Details

Contents

<p><u>Part 2 Schemes</u></p> <p><u>Adams Elm House</u></p> <p><u>Bishop House</u></p> <p><u>The Brambles</u></p> <p><u>Buckingham House</u></p> <p><u>Crouchmans</u></p> <p><u>Furze field</u></p> <p><u>Great Mead</u></p> <p><u>The Jordans</u></p> <p><u>Keats House</u></p> <p><u>Kestrel House</u></p> <p><u>Longmans</u></p> <p><u>Mussett House</u></p> <p><u>Nayland House</u></p> <p><u>Nestuda House</u></p> <p><u>Nicholson House</u></p> <p><u>Norman Harris House</u></p> <p><u>Scott House</u></p> <p><u>Senier House</u></p> <p><u>Stephen McAdden House</u></p> <p><u>Trafford House</u></p> <p><u>Trevett House</u></p> <p><u>Westwood</u></p>	<p><u>Part 1 Schemes</u></p> <p><u>Avon Way</u></p> <p><u>Bradfordbury</u></p> <p><u>Bronte Mews</u></p> <p><u>Cedar Close</u></p> <p><u>Dickens Close</u></p> <p><u>Eastwood Old Road</u></p> <p><u>Kingfisher Close</u></p> <p><u>Kipling Mews,</u></p> <p><u>Lincoln Chase</u></p> <p><u>Nursery Place</u></p> <p><u>Randolph Close</u></p> <p><u>Rothwell Close</u></p> <p><u>Ruskin Avenue</u></p> <p><u>Sandpiper Close</u></p> <p><u>Shelley Square</u></p> <p><u>Sherwood Way</u></p> <p><u>Snakes Lane</u></p> <p><u>West Road</u></p> <p><u>Yantlet</u></p>
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Adams Elm House, 1271 London Road, SS9 2AQ



Part 2 Sheltered Housing.

- 87 flats. Built in 1983. Sizes 37 studio flats, 50 1 bedroom.
- Resident management staff and community alarm service Lift, lounge, laundry, and guest facilities.
- Historic Capital spend 2010 – 2015: £1,138k. Including: windows, bathrooms, electrics and ventilation.
- The property is very large with wide well-lit corridors. There is only one lift located at the rear of the building, close to the Car Park. Internal circulation although level throughout can be somewhat tortuous due to the long corridors and single lift.
- There is lots of exposed brickwork in common area which gives the scheme a somewhat dated and institutional feel. This could also present a Health & Safety Hazard for someone falling against the rough textured surface.

Bishop House, Western Approaches, SS2 6TT



Part 2 Sheltered Housing.

- 77 flats in total. Built in 1978. 19 studio, 42 1 bedroom flats. Part 1 Scheme adjacent has 16 one bedroom flats – deck access, no lift.
- Resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities, garden, hobby room, hairdressing salon
- Access to site easy, but less so for less mobile people. Distances: bus stop 20 yards; shop 0.5 mile(s); post office 1 mile(s); town centre 3.5 mile(s); GP 0.5 mile(s); social centre 0.5 mile(s).
- A single lift for this large scheme, located near the common room in the middle of a series of linked wings, makes internal circulation for anyone with mobility issues challenging.
- Historic Capital spend 2010 – 2015: £709k. Including: windows, bathrooms, kitchens and heating.

The Brambles, 20 Eastern Avenue, SS2 5NJ



Part 2 Sheltered Housing.

- 39 flats. Built in 1980. 19 studio, 19 one bedroom, 1 two bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £99k. Including: windows and water supply.

Buckingham House, Salisbury Avenue, Westcliff on Sea, SS0 7DL.



Part 2 Sheltered Housing.

- The low rise property shown in the centre foreground. Contains 28 flats. Built in 1978. 14 studio, 14 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £260k. Including: windows, bathrooms and heating.
- Internally there is a lot of exposed painted concrete blockwork in communal areas, this gives a general impression of a low value property and is not attractive, in addition this could present a health & safety hazard for anyone falling against the exposed blockwork.

Crouchmans, Centurion Close, Shoeburyness, SS3 9UT.



Part 2 Sheltered Housing.

- 60 flats. Built in 1976. 30 studio, 30 one bedroom.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- 100 metres from Kestrel House scheme. 750 metres from Great Mead and 400 metres from Kingfisher / Sandpiper Close.
- Historic Capital spend 2010 – 2015: £239k. Including: heating and electrical system.

Furzefield, 20 Priorywood Drive, Leigh one Sea, SS9 4DP.



Part 2 Sheltered Housing.

- 28 flats. Built in 1977. 8 studio, 20 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Adjacent to a private development of flats.
- Historic Capital spend 2010 – 2015: £214k. Including: windows, bathrooms, heating and solar photo voltaic panels.

Great Mead, 200 Frobisher Way, Shoeburyness, SS3 8XJ.



Part 2 Sheltered Housing.

- 48 flats. Built in 1986. 48 one bedroom flats.
- Community alarm service.
- Lift, lounges, laundry, guest facilities, hobby room, hairdressing, library and garden.
- Whole site accessible by wheelchair. Access to site easy, but less so for less mobile people. Distances: bus stop 30 yards; shop 30 yards; post office 30 yards; town centre 0.5 mile(s); GP 30 yards.
- 650 metres from Kestrel House scheme. 750 metres from Crouchmans and 450 metres from Kingfisher / Sandpiper Close.
- Historic Capital spend 2010 – 2015: £103k. Including: windows and bathrooms.

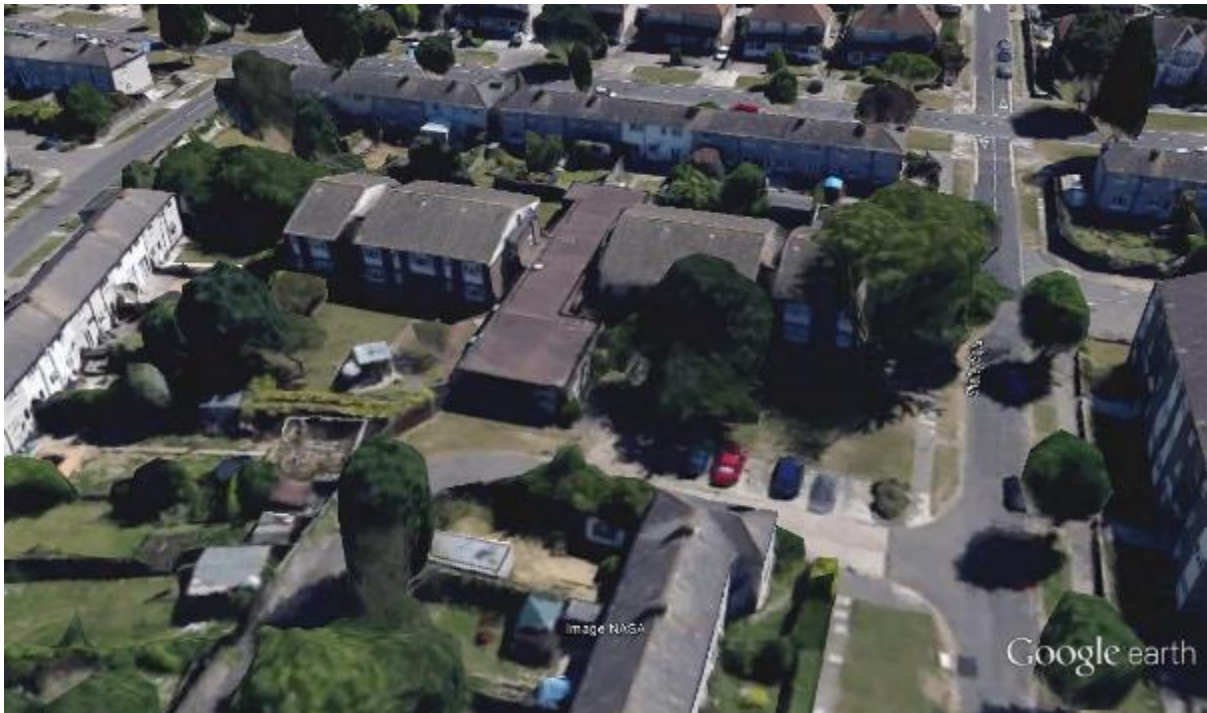
The Jordans, Maple Square, SS9 5NY



Part 2 Sheltered Housing.

- 73 flats. Built in 1979. 28 studio flats, 44 one bedroom flats and one 2 bed. Located in an area of predominantly social housing.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities, activities room and garden.
- 200 metres from Keats House and Shelley Square.
- Historic Capital spend 2010 – 2015: £810k. Including: windows, bathrooms, electrics, heating and ventilation. Of this sum £129k was also for solar photo voltaic panels.

Keats House, Shelley Square, SS2 5JP.



Extra care housing.

- 24 flats. Built in 1975 and renovated in 2008. 20 studio, 4 one bedroom flats.
- Resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Adjacent to Shelley Square Part 1 schemes. 200 metres from The Jordans.
- Historic Capital spend 2010 – 2015: £114k. Including: heating and Disability Discrimination Act compliance work.

Kestrel House, 96 Eagle Way, Shoeburyness, SS3 9SQ.



Part 2 Sheltered Housing.

- 51 flats. Built in 1978 and renovated in 1983. 5 studio, 46 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities, conservatory, hobby room and garden.
- 100 metres from Crouchmans scheme, 650 metres from Great Mead and 250 metres from Kingfisher / Sandpiper Close.
- Historic Capital spend 2010 – 2015: £478k. Including: windows, bathrooms, heating and Disability Discrimination Act compliance work.

Longmans, 11 Rampart Street, Shoeburyness, SS3 9AY.



Extra care housing.

- Built in 1978, refurbished / converted 2012. 15 one bedroom flats.
- Resident management staff and community alarm service.
- Lounge, lifts, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £487k. Including: conversion work to form extra care scheme. Running costs for this small scheme are higher than they would be for a typical purpose built extra care facility.

Mussett House, 49 Bailey Road, Leigh on Sea, SS9 3PJ



Part 2 Sheltered Housing.

- 21 flats. Built in 1977. 11 studio, 10 one bedroom flats. A small scheme with the majority of units being studios. The tight site doesn't lend itself to remodelling the existing units.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £233k. Including: windows, bathrooms, kitchens, heating and Disability Discrimination Act compliance work.

Nayland House, Manners Way, SS2 6QT



Part 2 Sheltered Housing, with 4 Extra Care Flats.

- 27 flats. Built in 1964 and renovated in 2010. 13 studio, 14 one bedroom flats.
- Extra Care scheme with non-resident management staff and community alarm service.
- Lounge, lift, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £123k. Including: bathrooms, kitchens and Disability Discrimination Act compliance work.

Nestuda House, Grovewood Avenue, Leigh on Sea, SS9 5EF.



Part 2 Sheltered Housing.

- 29 flats. Built in 1978. 20 studio, 9 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £283k. Including: windows, heating, electrics, passenger lift and Disability Discrimination Act compliance work.

Nicholson House, 299 Southchurch Street, SS1 2PB.



Part 2 Sheltered Housing.

- 96 flats. Built 1989. 96 one bedroom flats
- Resident management staff and community alarm service
- Lift, lounge, laundry, guest facilities, hobby room, hairdressing and roof terrace.
- Access to site easy. Distances: bus stop 30 yards; shop 0.25 mile(s); post office 0.25 mile(s); town centre 0.25 mile(s); GP 0.25 mile(s)
- The last and largest scheme to be built in the borough. With its roof top terrace providing views of Southend pier and across the borough. Situated in a prime location and benefiting from a range of local shops; within walking distance of the town centre.
- Historic Capital spend 2010 – 2015: £1,159k. Including: passenger lift renewal, bathrooms, heating and kitchens.

Norman Harris House, 450 Queensway, SS1 2LY.



Part 2 Sheltered Housing.

- 28 flats. Built in 1986. 6 studio, 21 one bedroom, 1 two bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £533k. Including: roofing work, kitchens, bathrooms, heating, electrics and external works.

Scott House, 171 Neil Armstrong Way, Leigh one Sea, SS9 5YZ.



Part 2 Sheltered Housing.

- 58 flats. Built 1978. 31 studio flats, 27 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £171k. Including: fire safety, heating, electrics and Disability Discrimination Act compliance work.

Senier House, Salisbury Road, Leigh on Sea, SS9 2JX.



Part 2 Sheltered Housing.

- 20 flats. Built in 1984. 5 studios, 15 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Original large detached house was converted and extended. In an area of predominantly private housing.
- Historic Capital spend 2010 – 2015: £206k. Including: windows, bathrooms, kitchens and Disability Discrimination Act compliance work.
- With a new build incorporated into an old property the internal layout is compromised and could be confusing for older persons. Externally the newer parts of the building have not worn well. The external balconies at the front of the property detract from the overall presentation of the property, as does the entrance being located in a covered parking area.

Stephen McAdden House, 21 Burr Hill Chase, SS2 6PJ.



Part 2 Sheltered Housing.

- 66 flats. Built in 1979. 33 studios, 33 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £400k. Including: kitchens, bathrooms and electrical work
- On a large gently sloping site, the travel distances internally from the main entrance / car park are quite long.
- There is redevelopment potential for the surrounding area, which could re-provide better facilities and accommodation for older persons, this could include incorporating this property into the proposals.

Trafford House, 117 Manchester Drive, Leigh on Sea, SS9 3EY.



Part 2 Sheltered Housing.

- 26 flats. Built in 1979. 13 studios, 13 one bedroom flats.
- Resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities, garden.
- In an area of predominantly private housing, backs onto a large allotment site. Whole site accessible by wheelchair. Access to site easy. Distances: bus stop 300 yards; shop 400 yards; post office 0.5 mile(s); town centre 1.5 mile(s); GP 0.5 mile(s); social centre 1 mile(s).
- Historic Capital spend 2010 – 2015: £2325k. Including: electrics, heating, kitchens and water system.

Trevett House, Southchurch Rectory Chase, SS2 4XB.



Part 2 Sheltered Housing.

- 29 flats. Built in 1989. 29 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £284k. Including: kitchens, bathrooms and heating. Sum includes £52k on solar photo voltaic panels.

Westwood, 137 Eastwood Old Road, Leigh on Sea, SS9 4RZ.



Extra Care Scheme.

- Built in 1975, converted / refurbished 2012. 15 one bedroom flats.
- Resident management staff and community alarm service.
- Lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £521k. Including: remodel to extra care scheme, fire safety and internal doors.

Avon Way, (No's 2 to 51), SS3 9DZ.



Part 1 Scheme.

- 31 Units. 2 Studios, 26 one bed, 3 two bed flats.
- Adjacent and connected to West Road flats (upper left in photo).

Bradfordbury, (No's 2 to 70), SS9 4SW. – see also Eastwood Old Road.



Part 1 Scheme.

- 28 no. units. One bedroom flats. No lift, ground and first floor flats, with a separate common room on site.
- Adjacent to Eastwood Old Road and close to Rothwell Close.

Bronte Mews No's 1 to 8), SS2 5EN. – See also Kipling Mews and Ruskin Avenue.



Part 1 Scheme.

- 7 No. Purpose built bungalows, not hard wired.
- Adjacent to Kipling Mews.

Cedar Close, (No's 1 to 29, no Number 13), SS2 5HW.



Part 1 Scheme.

- 28 no. one bedroom flats, in three 2 storey blocks and one 3 storey block. No lift.
- 325 metres from Dickens Close.

Dickens Close, (No's 1 to 33, No number 13), SS2 5HN.



Part 1 Scheme.

- 32 no. one bedroom flats. In four 2 storey blocks and one 3 storey block. No lift.
- 325 metres from Cedar Close.

Eastwood Old Road, (No's 117 to 131), SS9 4RP.



Part 1 Scheme.

- 8 No. one bedroom flats, no lifts ground and first floor.
- Adjacent to Bradfordbury and close to Rothwell Close.

Kingfisher Close, (No's 57 to 103), SS3 9YD.



Part 1 Scheme.

- Adjacent to and identical to the flats in Sandpiper Close.
- 24 No. flats in 3 x two storey blocks of 8 flats. No lift – Common Room between Kingfisher and Sandpiper.

Kipling Mews, (No's 1 to 5), SS2 5EH. – See also Bronte Mews and Ruskin Avenue.



Part 1 Scheme.

- 6 purpose built one bedroom bungalows.
- Adjacent to Bronte Mews and Ruskin Avenue.

Lincoln Chase (No's 1 to 11), SS2 4QS.



Part 1

- Purpose Built one bedroom Bungalows.
- 11 in total.

Nursery Place (No's 530 to 596), Southchurch Road, SS1 2QD.



Part 1

- Flats on Southchurch Road.
- Located on busy shopping road with many local amenities.
- 34 flats. 3 storey block, no lift 4 separate stairwells, leading to 6 flats, 3 on first floor and 3 on second floor in each block. Common Room on ground floor.

Randolph Close (No's 18 to 72), SS9 4HU.



Part 1 scheme.

- 28 units. One bedroom ground and first floor flats. These flats are identical to flats located adjacent to Bradfordbury that are designated general needs.
- Spencer House located on this road, adjacent to the Cat 1 flats, is a 15 flat development for adults with learning difficulties.

Rothwell Close (and part Bradfordbury), (No's 20 to 23), SS9 4SN.



Part 1 scheme.

- 4 units of one bedroom flats.
- Adjacent to Bradfordbury and Eastwood Old Road flats and close to Westwood Extra Care scheme.

Ruskin Avenue, (No's 14 to 24 even), SS2 5HB.



Part 1 scheme.

- 6 one bedroom Bungalows only.
- Set in a courtyard off Ruskin Avenue in between and opposite entrance road to Bronte Mews and Kipling Mews.

Sandpiper Close, (No's 58 to 120), SS3 9YN.



Part 1 scheme.

- Flats, adjacent to and identical to the flats in Kingfisher Close.
- 32 flats in 4 x two storey blocks of 8 flats. No lift – Common Room between Kingfisher and Sandpiper.

Shelley Square, flats 5 to 29 (no number 13) & 36 to 39 &, 46 to 49), SS2 5JP.



Part 1 scheme.

- 32 flats.
- Flats 5 to 29 (13 excluded) – 3 storey blocks – no lift. 2 x blocks of 12 flats – total 24.
- Flats 36 to 39 – 2 storey block – no lift 1 x block 4 flats.
- Flats 46 to 49 – 2 storey block – no lift 1 x block 4 flats.
- Adjacent to Keats House Extra Care scheme.
- Flats 36 to 49 are located behind main part of site with poor pedestrian access. Potential redevelopment site (0.25 Ha).

Sherwood Way, (No's 8 to 52, 57 to 62, 65 to 68 & 77 to 82), SS2 4SR.



Part 1 Scheme (not the tower block)

- 64 One bedroom flats across this large site.
- Four blocks of 3 storey flats. No's 8 to 52 (no number 13). Each pair of blocks is linked with a communal entrance and there is one shared common room located beneath arrow. 12 flats in each block.
- Two storey blocks of 4 flats each. 57 to 62, 65 to 68 and 77 to 82.
- 3 storey flats are 'deck access' design, lightweight construction, with flat roof. Potentially poorly insulated.

Snakes Lane, (no's 68 to 114A even), SS2 6UD.



Part 1 scheme.

- 2 storey flats, on quite a large ribbon site.
- 48 one bedroom flats.
- Flats 68 – 114 ground floor, 68A – 114A first floor flats. No lift.
- Good area, potential for redevelopment.
- Site approx. 185 metres x 42 metres. 0.75 Ha.

West Road, (No's 120 to 136), SS3 9DT.



Part 1 scheme.

- 9 one bedroom flats. 3 storey deck access, same design as Sherwood Way.
- Adjacent and part connected to Avon Way flats. No lift.

Yantlet, (No's 1 to 43 excl 13), London Road, Leigh on Sea, SS9 3JD.



Part 1 scheme.

- 5, 4 and 2 storey block, There is a lift in the 5/4 storey block, but the flats are not level access. There is no lift in the 2 storey block.
- Close to shops and estuary.

Sheltered Housing Review
Southend on Sea Borough Council
Executive Summary

August 2016

Team:
Denise Gillie
Malcolm Gara
Louise Craig



1. Introduction

Peter Fletcher Associates (PFA) was commissioned by Southend-on-Sea Borough Council in November 2015 to review the Sheltered Housing stock and service. Work covered Part 1 and Part 2 schemes and bungalows.

Our methodology was based on our sheltered housing toolkit developed with the Northern Housing Consortium which brings together technical data and cost forecasting together with consideration of wider factors such as location, demographics, demand, tenant satisfaction and the service model.

We worked in partnership with our commissioners at the Council, South Essex Homes and other stakeholders.

1.1 National Policy Context

The national policy agenda is increasingly focusing on:

- Promoting the independence and wellbeing of the growing numbers of older people. Between 2010 and 2030 there is expected to be a 50% increase in people aged 65 or older, and a doubling of people aged 85 or older
- Providing increasing levels of care and support within the home in line with the preferences of older people.
- Addressing the housing and support needs of older people across all tenures including older owner occupiers

Social care and health policy is focusing on prevention, reablement and enabling older people to sustain independence and well-being in the community and out of hospital and long-term care.

1.2 Local policy Context

The Strategic Housing Market Assessment, South Essex May 2016 highlights large projected increases in the older population many of whom will wish to live independently and a need for more sheltered and extra care housing.

The Draft Integrated Market Position Statement for adult social care services expects an increase in community care provision.

The Older Person's Commissioning Outcomes Plan 2015/16 includes reducing hospital admissions, improving social care discharge, management and admissions avoidance; redesigning social services to reduce reliance on institutional care; moving towards a system built around prevention, early intervention and well-being and promoting healthy and active lifestyles for older people.

The Council's Older People Strategy aims for older people to lead fulfilling lives with the opportunity to age well in a community that values their experience whilst helping them remain independent for as long as possible.

2. Demographics and market analysis

The demographic and market analysis includes data for Southend-on-Sea local authority area and the 19 ward areas that make up Southend-on-Sea. The local authority data was compared with regional and national data to provide context.

The main findings include:

- 66,300 people aged 50+ in 2015, rising to 87,100 by 2035 – increase of 31.4%. 85+ population to increase by 103.8% between 2015 and 2035.
- 97.6% of the 65+ population are White, 1.5% Asian/ Asian British.
- The Council has higher levels of long-term limiting illness than the regional and national averages.
- 4,761 people aged 65+ providing unpaid care in 2015, rising to 6,322 by 2030 an increase of 32.8%.
- 2,520 people aged 65+ are estimated to have dementia in 2015, rising to 3,867 by 2030 which is an increase of 53.5%.
- 78.1% of pensioner households are owner-occupiers – higher than the national average but lower than the regional average. 12.2% of pensioner households are living in social rented accommodation and 8.1% in private rented accommodation
- 12,600 people aged 65+ living alone in 2015, rising to 17,455 by 2030, an increase of 38.5%.
- Southend has the lowest overall average property price (£204,000) when compared to neighbouring local authority areas.

3. Specialist housing supply

South Essex Homes manages 475 Part 1 sheltered housing properties and 998 Part 2 sheltered housing units. The latter includes 30 units of extra care housing.

Registered Providers of social housing include Anchor Trust, Estuary, Genesis and Riverside, together with provision managed by the local Abbeyfield Society and charities providing a total of 394 units.

The total number of sheltered units for social rent in the Borough is 1,767.

There are four extra care schemes in the Borough. Longmans and Westwood each provide 15 units of accommodation in one bedroom flats. Estuary Housing Association manages Leyland Court which provides 24 units and Genesis Housing Association manages 55 units at Catherine Lodge.

Just over 78% of older people in the Borough own their own home and there are a number of retirement housing schemes offering properties for sale. The majority of properties are apartments which range in price from under £100,000 to over £300,000.

4. Council extra care and sheltered housing

4.1 Extra care housing

Extra care provision is in two former sheltered housing schemes, Longmans and Westwood where 30 studio apartments were remodelled to provide 15 one bedroom apartments at each scheme. Remodelling costs for Longmans were £487,000 and Westwood £521,000.

The Council contracts care from independent providers under a block contract for 250 hours per week at each scheme and spot contracts additional hours. South Essex Homes provides housing management services including repairs and maintenance at both schemes.

At the time of the review there were some issues with voids and two units at Longmans were void, one for over 6 months.

The Council's Care First data shows three residents from the schemes moving into long term care in 2015/16.

At an operational level it is not clear if the schemes are able to provide an alternative to residential care or support people with complex needs and without this information it is not possible to make a judgement about their value for money. At a strategic level it is not clear how the schemes fit with integrated commissioning and older person's services more widely.

4.2 Sheltered housing

Residents in the Part 1 schemes are younger than those in Part 2 schemes where almost 20% of residents are aged 85 and over.

Data from the Council's Care First system shows 8 residents in the Part 1 schemes and 75 residents in Part 2 schemes in receipt of Council funded domiciliary care.

In 2014/15 Care First data shows 32 Part 2 residents and 6 part 1 residents moving into care homes. The Part 2 sheltered schemes do not seem to be supporting frail older people and preventing moves into care.

There is a high demand for social housing across the Borough and as a result older people are more likely to have their housing need met through a move into sheltered housing.

There are a high number and percentage of studio flats, only three schemes do not have any studios and it may only be the shortage of social housing that is masking potential lettings issues.

A typical service charge for a Part 2 property is £28.82 per week which includes £15.96 for the Scheme Officer service.

Consultation with residents highlighted the following issues:

- High water charges compared with larger properties. This issue is being addressed by SEH and the water company
- Historical overcharging for heating for which monies were refunded
- Lack of transparency in charges - residents would like to be provided with detailed scheme specific service charge breakdowns

5. Housing related support

The Council is currently contracting with Genesis, Estuary, CWL, Riverside, Jewish Care and Anchor for the delivery of housing related support services in ten sheltered schemes. In addition the Council contracts with Estuary and Genesis to deliver support in two extra care housing schemes. Contracts expire on 31st March 2017 and cannot be extended. In interviews with providers they are all expecting funding to be reduced or withdrawn. Total expenditure is in excess of £200,000 per annum and it is not clear if this is providing the Council with value for money.

5.1 Careline

Careline is the community alarm service operated by South Essex Homes which provides a service to all residents in the Part 2 schemes at a weekly charge of £1.30. A further 173 residents in Part 1 schemes have a lifeline alarm. Non-residents can buy or rent a service from Careline.

6. Recommendations

6.1 Extra Care Schemes

Options for the two Council schemes include:

- To become part of integrated commissioning aimed at people who would otherwise need to move into a care home. This may require an increase in overnight staffing, or
- Let them as sheltered housing.

Estuary Housing and Genesis manage schemes which are aimed at providing frail older people with an alternative to residential care. It is recommended that discussions take place with both providers to agree future funding for care and support services.

Extra care housing would benefit from a more explicit role; marketing to older people and their carers and to be understood by staff working across housing and adult social care.

6.2 Sheltered housing service

Sheltered housing services in the Borough would benefit from having a more strategic role to play in supporting older people to remain independent. Actions include:

- Developing a shared vision and strategic role for sheltered housing across the Council, SEH and other providers.
- Improving information on the Council website to include names and addresses of schemes and the organisations that manage them and a link to the Elderly Accommodation Counsel website to get more information.
- Discussions about the future of Council funded support services with Registered Providers.
- Improving consultation with residents in the Council sheltered schemes.

6.3 Careline

Operationally Careline should make clear to residents in the Part 2 schemes that the service is monitoring only unless the Scheme Officer is on duty when s/he may be able to respond.

At a strategic level information about telecare on the Council website should be improved. There is also potential for the service to grow, including as part of the Council's trading company, providing services to support older people to return home after a hospital stay.

If Careline is not part of the Council's wider plans, community alarm monitoring services could be purchased from outside the Borough.

7. Technical appraisal

Analysis of the Stock Condition Survey highlights the following:

- Current backlog on capital investment for 41 schemes = £4.45m
- Total spend on all 41 schemes required over next 30 years = £39m

Key issues are:

- The SEH Asset Management Strategy document is in need of updating
- Southend would benefit from producing 'A vision for the future of housing for older people in the Borough' to provide clarity about its role and to inform future investment decisions
- Consideration should be given to the long term sustainability of schemes when components are renewed.
- All future reinvestment decisions should be based on a considered business case backed up with figures to show a likely return on capital investment.
- Individual scheme decisions should be taken in the context of the whole estate and the wider impact of any decision – both positive and negative

- Consideration should be given for change of designation to upper floor flats without mechanical vertical access to general needs housing.

8. Options Appraisal

A traffic light system has been used. Schemes with a green traffic light are those with lifts or level access and one bedroom. These include:

- Great Mead
- Nicholson House
- Trevett house
- Bungalows (all areas)

Schemes with an amber traffic light include those with studio flats where there is potential to remodel and provide one bedroom accommodation. Schemes include:

- Adams Elm
- Bishop House
- The Jordans
- Kestrel House
- Norman Harris House
- Scott House

Also in this category are schemes that would benefit from a more detailed scheme specific appraisal to determine their future. These include:

- The Brambles
- Buckingham House
- Crouchmans
- Furzefield
- Keats House
- Mussett House
- Nayland House
- Nestuda House
- Senier House
- Stephen McAdden House
- Trafford House

Schemes with a red traffic light are those without lifts or level access or isolated ground floor units with long travel distances from vehicle drop off points. It is suggested that units in the following schemes should be let as general needs housing:

- Avon Way/West Road
- Bradfordbury/Eastwood Old Road/Rothwell Close
- Cedar Close/Dickens Close
- Kingfisher Close/Sandpiper Close
- Nursery Place

- Randolph Close
- Shelley Square
- Sherwood Way
- Snakes Lane
- Yantlet

There may also be some schemes where the sites lend themselves to redevelopment, such as those which cannot be remodelled, schemes adjacent to Council owned sites, schemes with a large site footprint and those which require major investment for which there is no business case.

It is also recommended that former warden properties be let as general needs housing or converted for older people, taking account of recommendations about the future of schemes.

Report of Chief Executive
to
People Scrutiny Committee

29th November 2016

Report prepared by:
Fiona Abbott

Scrutiny Committee - updates
A Part 1 Agenda Item

1. Purpose of Report

To update the Committee on a number of health scrutiny matters, Joint Committee work, Success Regime and the in depth scrutiny project.

2. Recommendations

2.1 That the report and any actions taken be noted.

2.2 To note that a special meeting of the Committee will be held on Tuesday 20th December, starting at 6 pm.

3. Location of PETCT scanner service for south Essex – Joint Committee Essex and Southend

3.1 At the meeting in October 2016, the Committee received an update on the outcomes from the Joint Committee (Minute 356 refers). The Joint Committee met on 15th September and considered NHS England's recommendation for Southend to be the permanent location of the PETCT scanner service in south Essex. Following the meeting, a letter was sent to NHS England on behalf of the Joint Committee unanimously supporting the proposal to site the future service at Southend Hospital.

3.2 Thurrock HOSC considered the issue separately and did not agree with the recommended site for the fixed scanner and referred the matter to the Secretary of State.

3.3 It is likely that NHS England will now have to brief the Secretary of State on the background to the proposal and their engagement with the health scrutiny Committees at Essex, Southend and Thurrock. The Joint Committee has resolved to proactively highlight its role and share its conclusions with the Secretary of State (something the Centre for Public Scrutiny also advised would be good practice to do so) and a letter has now been sent to the Secretary of State, highlighting the role and views of the Joint Committee.

3.4 Pending the final decision on the permanent solution, the Regional Director for Specialised Commissioning has agreed to put in place an interim solution / temporary action. From December, the interim arrangements for the service will be 1 day per week of the mobile service at Basildon (which can be increased if capacity is insufficient for demand) and 2 days per week at the fixed service at Southend.

4. Success Regime and Sustainability and Transformation Plans (STP)

- 4.1 At the October meeting, a further detailed presentation was given on the Mid & South Essex Success Regime & STP programme and the developing proposals and progress on the locality approach. At the meeting it was agreed that the pre consultation business case will be shared with the Committee at its next meeting and there will be service redesign which will be subject to public consultation in early 2017 (Minute 345 refers).
- 4.2 Health have now advised that the timescales have changed to allow for more time for engagement and appraisal of options and completion of pre-consultation business case.
- 4.3 In the light of the changed timescales and with the agreement of the Chairman it has been agreed that a special meeting of the People Scrutiny Committee will be held on Tuesday 20th December 2016 starting at 6 pm. At the meeting health colleagues will also give an update on progress on the roll out of the integrated locality team model in Southend.
- 4.4 The latest NHS England Stakeholder briefing on the Success Regime was circulated to the Committee on 11th November 2016 and is attached at **Appendix 1**.
- 4.5 There is a need to explore the three Essex authorities working more closely together. There will also continue to be periodic strategic high level updates from NHS England on the Success Regime to the full Committee.

5. In depth scrutiny project

- 5.1 At the last meeting, the Committee agreed the project plan for the in depth project – ‘Alternative provision – off site education provision for children and young people’ (Minute 356 refers).
- 5.2 To date the project team has held four meetings and Members have met with a number of key witnesses as part of the evidence gathering for the review. The Committee is asked to note the update.

6. Other matters

- 6.1 Regional Specialist Commissioning – an update report from NHS England on regional specialised commissioning is attached at **Appendix 2**. This provides the Committee with an update on the key national and local service reviews that are taking place.
- 6.2 Shoeburyness Primary Care Centre and St Luke’s – at the last meeting, the Committee received a brief update on these 2 developments (Minute 356 refers). The CCG have now provided the following information:-

“Since your last update, we have continued to work on developing the model of care for the two new primary care centres. Both projects remain very much on track and we continue to meet with local residents and councillors through our ‘task and finish’ groups. At the last meetings, both held in early November, we discussed the emerging model of care we are seeking to develop. This seemed to be well received by those at the meeting. St Luke’s will be the first primary care centre to be completed and we will co-locate community and primary care services in the building

as the first step towards developing an integrated model of health and social care. Shoebury is a new build project so will take longer to build, as such we expect an integrated model of care to be developed in parallel with the new building and ready to occupy it at the time services move in.

A paper is going to our Governing Body meeting in public on 1 December which will be published on 24 November.”

A copy of the Board paper will be circulate to the Committee when available.

- 6.3 Mental health services for children and young people – at the last meeting, the Committee was updated about the involvement of Councillors Boyd and Endersby in an Essex Scrutiny Committee Task & Finish Group to review mental health services for children and young people (Minute 356 refers). This group has held a number of meetings and has a grounding in the context and structure of current services, and some of the key issues, and will now be establishing a work programme to speak to further witnesses, including NELFT. The Group aims to conclude its review by February 2017. The Committee is asked to note the update and the current Scoping Document for the Group, attached at **Appendix 3**.

7. Corporate Implications

- 7.1 Contribution to Council’s Vision and Critical Priorities – Becoming an excellent and high performing organisation.
- 7.2 Financial Implications – There are no financial implications arising from the contents of this report. The cost of the Joint Committee work can be met from existing resources.
- 7.3 Legal Implications – Where an NHS body consults more than one local authority on a proposal for substantial development of the health service or a substantial variation in the provision of such a service, those authorities are required to appoint a joint committee for the purposes of the consultation. Only that joint committee may - make comments on the proposal to the NHS body; require the provision of information about the proposal; require an officer of the NHS body to attend before it to answer questions in connection with the proposal.
- 7.4 People Implications – none.
- 7.5 Property Implications – none.
- 7.6 Consultation – as described in report.
- 7.7 Equalities Impact Assessment – none.
- 7.8 Risk Assessment – none.

8. Background Papers

- Email regarding PETCT scanner – 2nd November 2016 and associated emails.
- Emails re Success Regime – 10th November 2016 and 11th November 2016.

9. Appendices

Appendix 1 – Success regime progress update

Appendix 2 – specialised services – an update

Appendix 3 – mental health services for children & yp scoping document

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Briefing note on current progress

Update no.4 – 11 November 2016

What's in this briefing

- New timeline
- Sustainability and transformation plan update
- Quick recap on Success Regime plans
- Proposed single executive team for acute trusts
- Contact us

New timeline

During the months of May to October 2016, several groups across mid and south Essex have been working on potential changes in health and care over the next five years. Many hundreds of people have been involved with over 50 stakeholder meetings and some 28 discussion workshops with staff and local people.

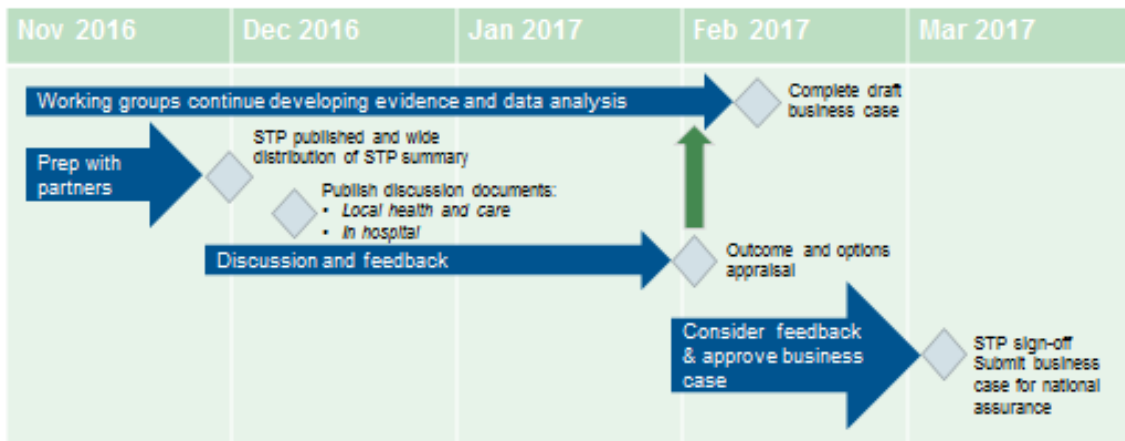
Working groups are compiling evidence for a business case that sets out the main recommendations for service changes. It was originally envisaged that the business case would be submitted this autumn to NHS England and other national bodies for assurance before public consultation.

We have now agreed to give more time to gather more detailed information and a wider range of perspectives on potential options.

Some hospital clinicians and GPs have expressed their view that the developing options need further work and wider discussion. An options appraisal process and completion of the business case will therefore shift to early 2017.

The business case will then go through a national assurance process before detailed plans are published for public consultation.

Discussion plan



System-wide events coming up in 2016:

Events	Dates
Essex Health Overview and Scrutiny Committee	9 Nov
System Leadership Group meeting	9 Nov
Thurrock Health & Wellbeing Overview and Scrutiny Committee	10 Nov
Success Regime Programme Board	14 Nov
Thurrock Health & Wellbeing Board	17 Nov
Essex Health & Wellbeing Board	
Acute Leaders Group workshop	24 Nov
Southend Health & Wellbeing Board	7 Dec
Success Regime Programme Board	12 Dec
System Leadership Group meeting	13 Dec
Acute Leaders Group workshop	15 Dec
Southend People Scrutiny (special meeting)	20 Dec

Sustainability and transformation plan (STP) update

All health and care systems across the country are developing “sustainability and transformation plans (STPs)”, which explain potential changes to local services over the next five years and the steps to achieve them.

It was agreed that the STP and success regime should cover the same area of mid and south Essex, which includes five of the seven CCGs in Essex, one county and two unitary authorities, three main hospital trusts, four community and mental health providers, East of England Ambulance Service and over 180 GP practices.

The STP builds on the Success Regime and has been developed by a working group drawn from the local health and care system. CCGs in west and north east Essex are preparing their STPs in partnership with Hertfordshire and Suffolk.

Work on the STP started in April 2016 and two drafts have been submitted to the NHS regulators, one at the end of June 2016 and one on 21 October 2016. The STP and a public summary of the plan are due to be published in the next few weeks.

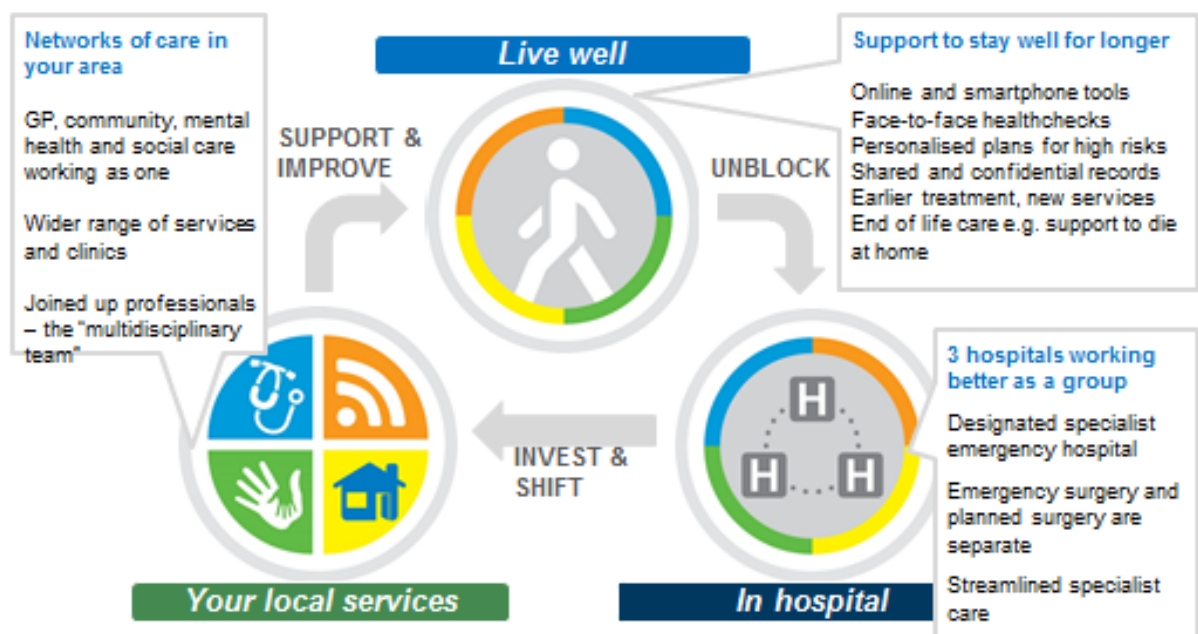
What is the difference between the STP and the Success Regime plan?

The STP provides the overall strategic plan, covering all aspects of health and care from prevention to specialist services, including some strategies that are Essex-wide, such as for mental health and learning disabilities.

The success regime plan is a major part of the STP. It concentrates on the top priority and critical changes required to:

- Sustain the clinical workforce across the health and care system
- Configure services in both community and hospital settings to meet rising demands and ensure there is consistent, high quality care
- Achieve sustainable financial balance by 2020/21.

Quick recap on Success Regime plans



Local health and care workstreams

- The five CCGs and partners are planning service developments and technology innovations that will place a much greater emphasis on prevention and self-care. This will include ways of identifying people with higher risk of illness and helping them with care plans and preventative care to avoid illness and hospital visits.
- GP practices are starting to work together to share resources and expand the range of services offered to their local communities e.g. for populations of between 20,000 and 70,000 residents. This could provide the backbone for most health and care, including mental health and social care, voluntary sector and other public services.
- Investments in GP and community services could fund additional staff and facilities in some places, if approved.

- New roles and ways of working could offer a wider range of care – not just from GPs, but also from a variety of new practitioners and clinics, potentially with some specialist care available in community settings rather than in hospital.

In hospital workstreams

- The three hospitals in Basildon, Chelmsford and Southend are working as a group to meet rising demands and make best use of specialist staff.
- As a group, the hospitals can save money by sharing corporate functions and support services, while clinicians are looking at the opportunities to improve staffing levels and quality of patient care by centralising some specialist services at each hospital.
- There are no plans to close A&E at any of the three hospitals. The potential is to create a network of urgent care in the community, keep walk-in A&E at each hospital and designate one site to be a specialist emergency hospital for serious and life-threatening cases.
- A network of urgent and emergency care could help to solve the current problems of overcrowding in all three A&Es; while people treated in a centre of emergency excellence have been shown to have greater chances of survival and good recovery.
- Separating the major emergency work in this way could release capacity and resources for planned surgery and other treatments. For patients, this could reduce waiting times and put an end to cancelled operations caused by surges in emergency cases.
- Establishing new centres of excellence across the hospital group in both planned and emergency care could help to attract high calibre staff and bring the best of modern healthcare to mid and south Essex.
- The benefits of specialist centres are already evident in Essex. People with serious burns go by ambulance to Broomfield in Chelmsford and people suffering an acute heart attack go by ambulance to the cardiothoracic centre in Basildon.
- The medical directors of the Mid and South Essex Success Regime have agreed that there should be more time to continue discussions before appraising options for any new configuration of hospital services. Further discussions with staff and local people will continue this year, leading to proposals for public consultation in 2017.

No change for existing centres of excellence

Within the emerging models of clinical services the following centres of excellence would remain unchanged:

- Cardiothoracic centre at Basildon
- Plastics and Burns at Chelmsford
- Cancer and Radiotherapy services at Southend

As much care as possible close to where people live

For the majority of care the aim is to provide as much as possible close to where patients live, balanced against potential benefits of consolidating some specialist services. This includes identifying where there is potential to transfer some services to GP surgeries or local health centres, and opportunities to use telemedicine and other technologies to run virtual clinics.

Across the range of hospital services, the majority of what people might need from their local hospital would continue at each hospital site, such as day surgery, outpatient clinics and beds for a short stay for observation and recovery. All three hospitals would continue to provide an A&E for walk-in patients and for ambulances carrying patients who have been referred by their GP.

There would be local assessment units for children, older and frail people and for people who may need surgery. These assessment units would ensure quick access to tests and scans and prompt treatment, including an overnight stay if necessary, so that most people needing urgent treatment could receive it at their local hospital.

Ideally, people should return home within a few days of treatment in a specialist centre, with the support of community services. Should they need longer in a hospital setting, they would return to the hospital closest to where they live. Each hospital would have beds for recovery and rehabilitation.

Proposed single executive team for acute trusts

The hospital trusts have launched a consultation on proposals to develop a single joint executive team to manage the three organisations. The proposal builds on the achievements of the committee in common which was agreed earlier this year.

Over the next month, the trust chairs are discussing the proposed arrangements with the executive leaders in each of the three trusts and how a single executive might function with the support of local trust leadership teams who would manage day to day running of the hospitals.

Following consultation, the trust boards are expected to reach a final decision in December.

Contact us

Alongside the publication of the Mid and South Essex STP and further discussion documents, we will publish a programme of discussion events and provide various channels for feedback, including an online questionnaire.

Local trusts, CCGs and other organisations are arranging staff briefings. Check your staff news, talk to your line manager or contact your local Communications team.

We would be delighted to support you in arranging discussions for your team, group or organisation. If you would like to arrange an event or you would like someone to attend your meeting, please contact us on england.essexsuccessregime@nhs.net

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Essex County Council
Overview and Scrutiny Committee
Review Scoping Document (DRAFT 2 – 13 OCTOBER 2016)

Review Topic	Mental Health services for children and young people
Committee	Health Overview and Scrutiny Committee
Terms of Reference	<ul style="list-style-type: none"> (i) To provide Members with an improved understanding of issues and trends in connection with mental health services for children and young people; (ii) To review the new Emotional Wellbeing and Mental Health Service launched by a new provider including capacity and demand issues; (iii) To review issues about services raised by service users and patients, and other sources, using anecdotal evidence, local research material such as YEAH 2 from Healthwatch Essex and conducting witness sessions as appropriate; (iv) To consider any changes that could be recommended
Lead Member, and membership of Task and Finish Group	District Councillor J Beavis County Councillor Keith Bobbin Southend Borough Councillor Helen Boyd County Councillor Jenny Chandler (P&F Scrutiny Cmtee nominee) Southend Councillor Caroline Endersby County Councillor K Gibbs County Councillor Jill Reeves County Councillor Andy Wood
Key Officers / Departments	Barbara Herts, Director for Commissioning Mental Health Clare Hardy, Head of Commissioning.
Lead Scrutiny Officer	Graham Hughes
Portfolio Holder(s)	Councillor Graham Butland, Cabinet Member for Health
Relevant Corporate Links	<u>Corporate Outcomes Framework -</u> <i>Children in Essex will get the best start in life</i> (Children and young people are well looked after and safe with their basic needs being met within resilient families and that they are emotionally healthy and make good decisions) <i>People in Essex enjoy good health and wellbeing</i> (ensuring that mental health services are fit for purpose)

Type of Review	Task and Finish Group
Timescales	Completion by February/March 2017
Rationale for the Review	<p>Two of Essex County Council's desired Corporate Outcomes are that <i>Children in Essex will get the best start in life</i> and that <i>People in Essex enjoy good health and wellbeing</i>.</p> <p>Both national and local reports have suggested that there are issues around information being available about services, referrals to services, accessing services, transition between services, and the suitability of services for children and young people.</p> <p>In particular, in the summer of 2016 Healthwatch Essex published YEAH2 – a report on young people's experiences of accessing and using local health services (with a particular section focussing on mental health). The YEAH! 2 report states that young people are asking for more information to be published about services in order to help raise awareness and highlight the fact the type of services available do not always meet their expectations and needs. Difficulties around the transition between children and adults services are also highlighted.</p> <p>A new contract for providing services to children and young people has been operational since 1 November 2015 and it is also opportune to assess the challenges being faced, and the changes being made and planned by the new provider (North East London Foundation Trust).</p>
Scope of the Topic	<p>To identify and review:</p> <ul style="list-style-type: none"> (i) awareness and signposting of services (ii) referral and waiting times to access services (iii) the links between and to services (iv) consistency of services (v) appropriate budget and finance issues and impacts
Key Lines of Enquiry	<ul style="list-style-type: none"> (i) Is there clear leadership on mental health? (ii) Do young people know where to go for support and is it accessible? (iii) What service standards are in place on how mental health services should be provided? (iv) How are services linked and integrated? (v) How prominent is prevention and early intervention? (vi) How do current budgets and finances impact the services being provided?

<p>Other Work (Being) Undertaken</p>	<p>Children’s Commissioner: Lightning Review: Access to Child and Adolescent Mental Health Services - May 2016 Centre Forum Commission on Children and Young People’s Mental Health – State of the Nation – April 2016 Hope for Better Mental Health – exploring co-production and recovery – Essex County Council Healthwatch Essex YEAH, YEAH 2 and SWEET reports. Healthwatch Essex YEAH 3 (underway) Updating of Joint Strategic Needs Assessment on Mental Health (underway) Mental Health Strategy review (underway)</p>
<p>What primary / new evidence is needed for the scrutiny?</p>	<p>Awareness, signposting and services in schools, youth services. The role of the voluntary sector/third sector</p>
<p>What secondary / existing information will be needed?</p>	<p>See Other Work (being) Undertaken</p>
<p>What briefings and site visits will be relevant to the review?</p>	<p><i>Briefings:</i> ECC Commissioner for children’s/young people’s mental health services. Service provider (North East London Foundation Trust)</p> <p><i>Site Visits:</i> Local schools Youth projects</p>
<p>Who are the witnesses who should be invited to provide evidence for the review?</p>	<p><i>Provider – North East London Partnership Trust</i></p> <p><i>Schools:</i> ECC Educational Psychologist(s) Youth Offending Teams (YOTs) Social Workers with youth offenders Schools council School nurse Pastoral care provision School Co-ordinators</p> <p><i>Youth services</i> Youth projects and similar ECC Youth Bus YMCA</p> <p><i>Role of Voluntary/Third sector (e.g. MIND, YMCA)</i></p> <p><i>Others to be determined</i></p>

Implications	<p>In terms of topic, have the following matters been taken into consideration in the planning of this review:</p> <p>Legal implications Yes/ no Financial implications Yes/ no Equality and diversity issues..... Yes/ no Other critical implications.....</p>
What resources are required for this review?	<p>At present it is difficult to quantify the additional resources required to undertake this review. Given that the resource available is finite, it will be necessary to consider carefully the timing of the review within the Committee's overall work programme.</p>
Indicators of Success	<p>That the Group obtain assurance that children and young people have a mental health service that is accessible and fit for purpose and any gaps or weaknesses identified by the review can be improved.</p>
Notes	
Provisional Timetable	<p>Completion by February/March 2017</p>

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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