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SOUTHEND-ON-SEA BOROUGH COUNCIL

Policy and Resources Scrutiny Committee

Date: Thursday, 1st December, 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 Thursday, 13th 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 **In-depth Scrutiny report - 'Control of personal debt and the advantages of employment'**
Minute 440 (Cabinet Book 1 – Agenda Item 5 refers)
Called in by Councillors Willis and Nevin
- 7 **Procurement of Remote Processing of Housing Benefits**
Minute 447 (Cabinet Book 1 – Agenda Item 13 refers)
Called in by Councillors Jones and Ware-Lane
- 8 **Financial Pressures Facing HRA**
Minute 448 (Cabinet Book 1 – Agenda Item 14 refers)
Called in by Councillors Norman, Borton, Woodley and Assenheim
- 9 **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 in to People Scrutiny Committee

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

**** **PRE CABINET SCRUTINY ITEMS - NONE**

****** OTHER SCRUTINY MATTERS**

10 Response to recent events in York Road

11 In-depth Scrutiny Project - 'To investigate the case for additional enforcement resources for Southend'

To: The Chairman & Members of Policy & Resources Scrutiny Committee

Cllr B Ayling (Chair), Cllr D Kenyon (Vice-Chair), Cllr B Arscott, Cllr D Burzotta, Cllr M Butler, Cllr L Davies, Cllr N Folkard, Cllr I Gilbert, Cllr D Garston, Cllr R Hadley, Cllr D McGlone, Cllr C Mulrone, Cllr D Norman MBE, Cllr G Phillips, Cllr M Stafford, Cllr C Walker and Cllr J Ware-Lane

SOUTHEND-ON-SEA BOROUGH COUNCIL

Meeting of Policy and Resources Scrutiny Committee

Date: Thursday, 13th October, 2016
Place: Committee Room 1 - Civic Suite

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Present: Councillor B Ayling (Chair)
Councillors D Kenyon (Vice-Chair), B Arscott, D Burzotta, L Davies,
N Folkard, D Garston, J Garston*, I Gilbert, R Hadley, D McGlone,
C Mulrone, D Norman MBE, G Phillips, C Walker, J Ware-Lane and
R Woodley*

*Substitute in accordance with Council Procedure Rule 31.

In Attendance: Councillors J Lamb, A Holland and M Flewitt (Executive Councillors)
Councillors Terry and Aylen
R Tinlin, J K Williams, F Abbott, S Leftley, J Chesterton, S Ford and
A Keating

Start/End Time: 18.30 – 21.00

359 Apologies for Absence

Apologies for absence were received from Councillor Stafford (substitute Cllr Woodley) and Councillor Butler (substitute Cllr J Garston).

360 Declarations of Interest

The following interests were declared at the meeting:-

- (a) Councillors Lamb, Holland and Flewitt - 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 Hadley – agenda item relating to Notice of Motion – Estate Agent Fees and Practices – non-pecuniary – private landlord;
- (c) Councillor D Garston - agenda item relating to Notice of Motion – Estate Agent Fees and Practices – non-pecuniary – private landlord;
- (d) Councillor J Garston - agenda item relating to Notice of Motion – Estate Agent Fees and Practices – non-pecuniary – private landlord;
- (e) Councillor Burzotta - agenda item relating to Notice of Motion – Estate Agent Fees and Practices – non-pecuniary – private landlord.

361 Questions from Members of the Public

Councillor Flewitt, the Executive Councillor for Housing, Planning and Public Protection Services responded to a written question from Mr Webb.

362 Minutes of the Meeting held on Thursday 14th July 2016

Resolved:-

That the Minutes of the Meeting held on Thursday, 14th July, 2016 be confirmed as a correct record and signed.

363 Monthly Performance Report

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

In response to questions regarding CP 1.1 (score against BCS crimes), the Executive Councillor for Housing, Planning and Public Protection Services said that he would provide written clarification about the month's target / annual target figures.

In response to a query by Councillor Davies on CP 5.2 (measurement of satisfaction), the Chief Executive said that he would ask the Head of Customer Services to provide further details about the survey.

Resolved:-

That the report be noted.

Note:- This is an Executive Function.

Executive Councillor:- As appropriate to the item

364 Notice of Motion - Estate Agent Fees and Practices

The Committee considered Minute 260 of Cabinet held on 20th September, 2016, which had been called in to scrutiny. This concerned the Notice of Motion on estate agent fees and practices which had been proposed by Cllr Davies and seconded by Cllr Callaghan.

During the discussion on this item, the Executive Councillor invited Members to forward any issues / questions they would like raised at the fact finding workshop.

Resolved:-

That the following decision of Cabinet be noted:-

"That a fact finding workshop be convened for stakeholders to identify specific issues that need to be addressed in relation to the private rented sector, with a view to action planning, collaboratively, on a way forward."

Note:- This is an Executive Function.

Executive Councillor – Flewitt

365 Better Queensway

The Committee considered Minute 261 of Cabinet held on 20th September, 2016, which had been called in to scrutiny, together with a report of the Corporate Director for Corporate Services providing an update on the work undertaken on the Better Queensway Project since the decision of Cabinet on 22nd September 2015.

In response to questions, the Corporate Director for People said that he would provide the statistics on the number of void properties on Queensway.

Resolved:-

That the following decisions of Cabinet be noted:-

1. That the work undertaken on the Better Queensway Project to date, be noted.
2. That progression to Phase 3 of the Project based on the latest option development attached at Appendix 1 to the submitted report, be approved.
3. That the use of the Council's Compulsory Purchase Powers continue to be investigated and that preparatory work be undertaken for the making of a Compulsory Purchase Order (CPO), which will be subject to a formal resolution of the Cabinet in the future.
4. That the Project should involve the demolition of the tower blocks and other flats (where the Council owns the freehold) within the Project area.
5. That Initial Demolition Notices under Section 138(a) and Schedule 5(A) of the Housing Act 1985 (as amended) be served on all secure tenants of houses and flats within the Project area.
6. That based on Appendix 1 to the report, an outline planning application for the Project be prepared and submitted.
7. That further work be undertaken on the preferred Joint Venture approach (through competitive dialogue) with a report being submitted to Cabinet to determine this matter and the selection of a development partner.
8. That delegated authority be given to the Section 151 Officer, in consultation with the Deputy Leader, to agree the terms of any proposed Leaseholder swaps.
9. That it be noted that further reports will also be needed to give approval to additional matters such as, land appropriation, CPO resolution and a decant policy for re-housing of tenants and leaseholders."

This is an Executive Function
Executive Councillors – Lamb and Holland

366 Quarter One Treasury Management Report 2016/17

The Committee considered Minute 262 of Cabinet held on 20th September, 2016, which had been called in to scrutiny, together with a report of the Corporate Director

for Corporate Services on the treasury management activity for the period from April 2016 to June 2016.

Resolved:-

That the following recommendations of Cabinet be noted:-

1. That the Quarter One Treasury Management Report for 2016/17, be approved.
2. That it be noted that treasury management activities were carried out in accordance with the CIPFA (The Chartered Institute of Public Finance and Accountancy) Code of Practice for Treasury Management in the Public Sector during the period from April to June 2016.
3. That it be noted that the loan and investment portfolios were actively managed to minimise cost and maximise interest earned, whilst maintaining a low level of risk.
4. That it be noted that an average of £52.7m of investments were managed in-house. These earned £0.087m of interest during this three month period at an average rate of 0.66%. This is 0.30% over the average 7-day LIBID and 0.16% over the bank base rate.
5. That it be noted that an average of £22.6m of investments were managed by an external fund manager. These earned £0.060m of interest during this three month period at an average rate of 1.07%. This is 0.71% over the average 7-day LIBID and 0.57% over bank base rate.
6. That it be noted that an average of £13.6m was managed by two property fund managers. These earned £0.255m during this three month period from a combination of an increase in the value of the units and income distribution, giving a combined return of 7.87%.
7. That it be noted that the level of borrowing from the Public Works Loan Board (PWLB) (excluding debt relating to services transferred from Essex County Council on 1st April 1998) remained at the same level of £227.8m (HRA: £77.0m, GF: £150.8m) during the period from April to June 2016.
8. That it be noted that during the quarter the level of financing for 'invest to save' schemes increased from £3.21m to £4.61m."

Note:- This is a Council Function.
Executive Councillor – Moring

367 Information Governance - Senior Information Risk Owner (SIRO) Annual Report - 2015/16

The Committee considered Minute 264 of Cabinet held on 20th September, 2016, which had been called in to scrutiny, together with a report of the Corporate Director for Director for Corporate Services, Senior Information Risk Owner (SIRO), setting out the Information Governance work undertaken in 2015/16.

Resolved:-

That the following decision of Cabinet be noted:-

"That the SIRO's report on Information Governance in 2015/16 and the proposed work for 2016/17, be noted."

Note:- This is an Executive Function.

368 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

369 Amendments to Senior Management & Departmental Arrangements

The Committee considered Minute 281 of Cabinet held on 20th September, 2016, which had been called in to scrutiny, together with a report of the Chief Executive proposing amendments to the senior management structures and departmental arrangements.

Resolved:-

That the following recommendations of Cabinet be noted:-

1. That the revisions to the senior management structure set out in the submitted report be approved.
2. That the Public Health function be incorporated within the Department for People as described in the report.
3. That employment titles are amended as described in the report and that an additional management level be introduced in order to provide additional leadership capacity and to support staff retention and succession planning.
4. That the detailed allocation of functions and implementation of other arrangements be delegated to the Chief Executive, in consultation with the Leader of the Council, subject to no substantive adverse response to consultations.
5. That appropriate amendments be made to the Constitution to reflect the new senior management structure once implemented.
6. That the Chief Executive develop proposals in respect of senior officer remuneration (including the new management level) to be considered by the Council's PRP Panel later in the year.”

Note:- This is a Council Function.
Executive Councillor – Lamb

370 Summary Reports to Scrutiny Committee

Further to Minute 10 of Council held on 21st May 2015, at which it was agreed that the Council nominees to four specific outside bodies should submit Summary Reports to every other ordinary meeting of the Scrutiny Committee, the Committee considered the following reports:-

- (a) Essex Fire Authority – Reports from Councillors Woodley, Ware-Lane and Holland;
- (b) Southend University Hospital – Report from Councillor Davidson;
- (c) Essex Police and Crime Panel – Report from Councillor Flewitt; and
- (d) Kent & Essex Inshore Fisheries & Conservation Authority – Councillor Lamb advised that unfortunately he was not at the last quarterly meeting of the IFCA due to illness and is unable to update the Committee at the current time, but will do so in his next report.

Resolved:-

That the Summary Reports be noted.

371 In depth scrutiny report - 'Control of personal debt and the advantages of employment'

The Committee considered a report of the Corporate Director for Corporate Services to seek approval to the draft report of the scrutiny project – 'Control of personal debt and the advantages of employment'.

Members felt that the study had been a worthwhile one and that the public need to be made aware about the issues of illegal loan sharks and suggested that the media department, South Essex Homes etc should use every opportunity to publicise the issue and for people to be very wary of them.

The Chief Executive said that officers would investigate whether the Essential Living Fund can be adjusted in some way to assist people with funeral costs and also to encourage the use of Credit Unions.

Resolved:-

1. That the report from the in depth scrutiny project, attached at Appendix 1 be agreed.
2. That the Chairman of the Scrutiny Committee be authorised to agree and final amendments to the report and in accordance with Scrutiny Procedure Rule 10 (Part 4 (e) of the Constitution), the report be submitted to the next Cabinet meeting.

Note:- This is a Scrutiny Function.

372 In depth scrutiny project - 'To investigate the case for additional enforcement resources for Southend'

Referring to Minute 110 of Place Scrutiny Cttee held 11th July 2016 and to Minute 153 of Policy & Resources Scrutiny Committee held on 14th July 2016, the Committee considered the proposed project plan for the joint scrutiny project – 'To

investigate the case for additional enforcement resources for Southend'. The project plan had been agreed at the Place Scrutiny Cttee meeting held on 10th July 2016.

With regard to sources of evidence for the review, it was felt that it would be beneficial for the project team to also speak to chairs of Resident Associations.

Resolved:-

That the project plan for the joint in-depth scrutiny project – 'To investigate the case for additional enforcement resources for Southend', be agreed.

Note:- This is a Scrutiny Function

Chairman: _____

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MONTHLY PERFORMANCE REPORT

September 2016

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Version: V1.0

Published by the Policy, Engagement & Communication Team

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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**

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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

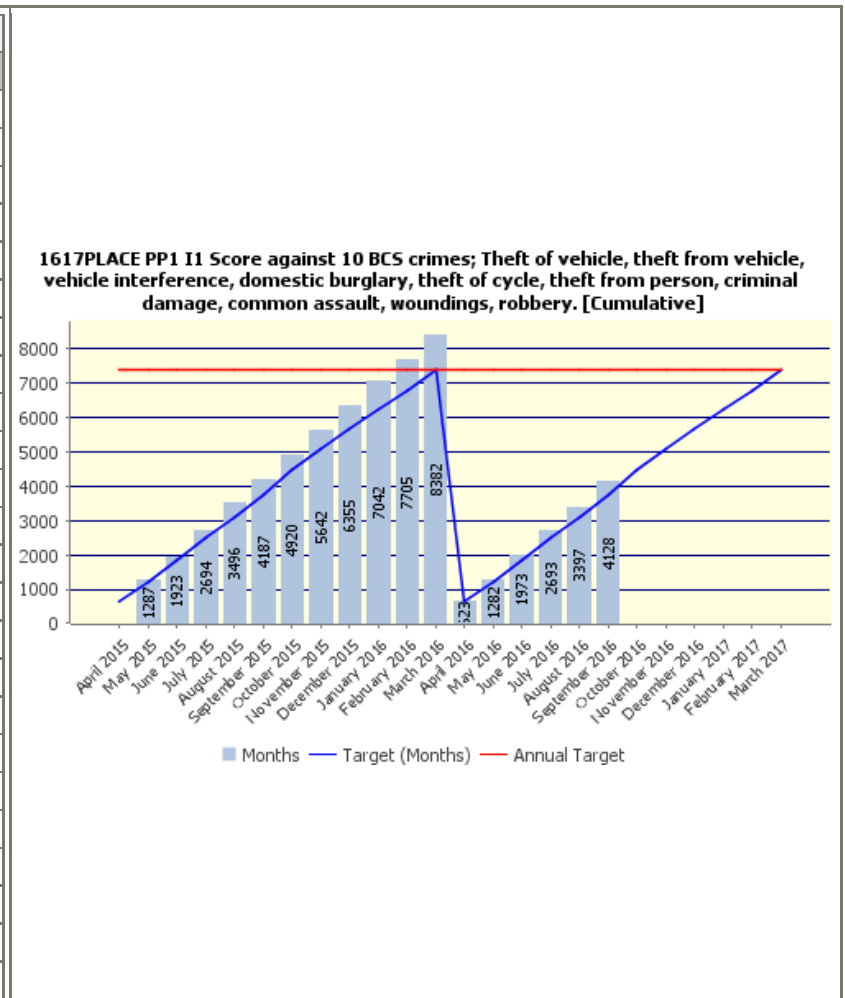
Section 3: Detail of indicators rated Red or Amber

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]			<p>September 2016 result</p> <p>3848 3773 0 4128 10000</p>
Expected Outcome		Format	Aim to Minimise	
Managed By	Dipti Patel			
Year Introduced	2007			

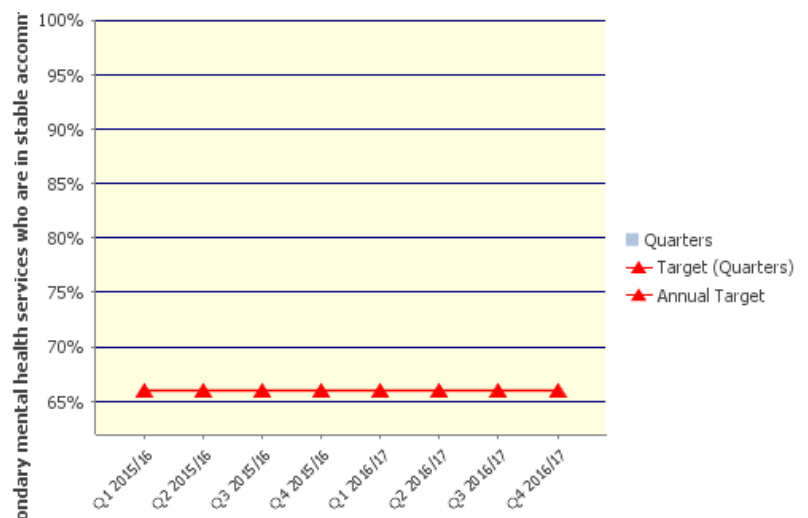
Date Range 1		
	Value	Target
April 2015	N/A	626
May 2015	1287	1231
June 2015	1923	1857
July 2015	2694	2532
August 2015	3496	3102
September 2015	4187	3773
October 2015	4920	4478
November 2015	5642	5078
December 2015	6355	5665
January 2016	7042	6235
February 2016	7705	6754
March 2016	8382	7389
April 2016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

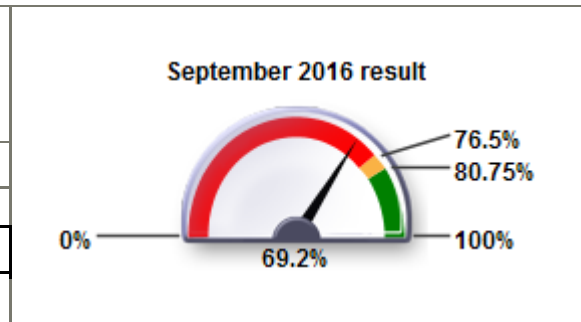
CP 1.2	Adults in contact with secondary mental health services who are in stable accommodation (ASCOF 1H) [Year to date Snapshot]			<p style="text-align: center;">September 2016 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Sharon Houlden			
Year Introduced	2013			

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		

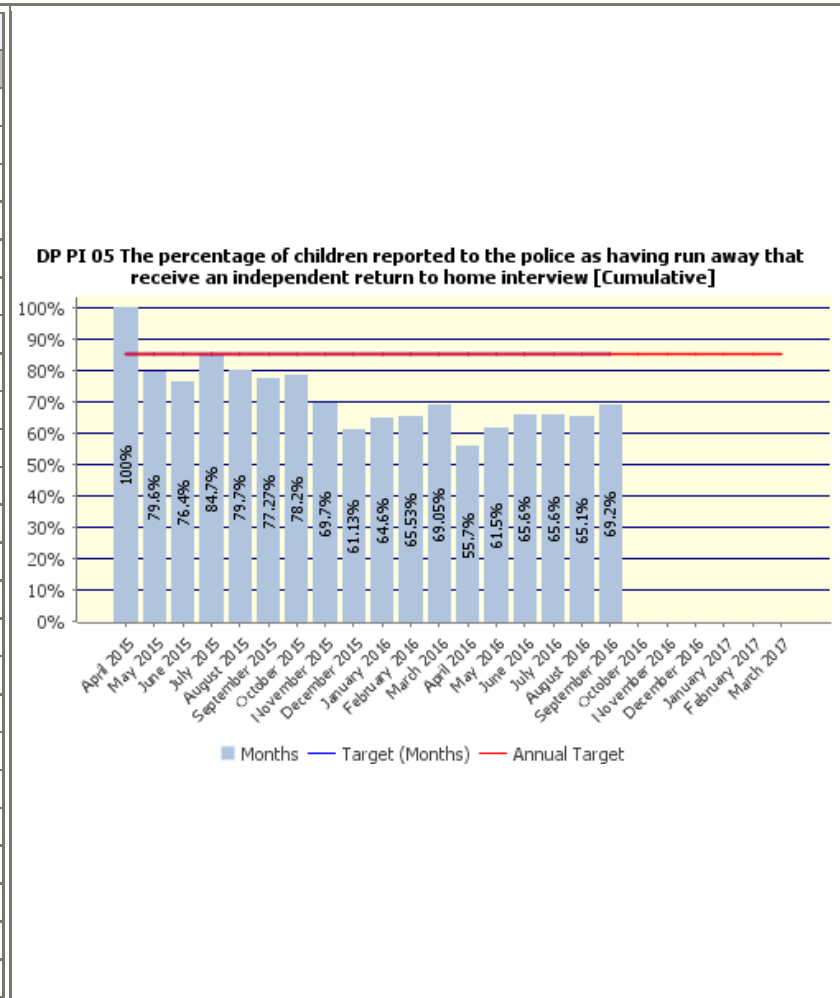


The measure is just below target with 336 clients in contact with SEPT (South Essex Partnership Trust) in stable accommodation, out of 531 in contact with SEPT.

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		




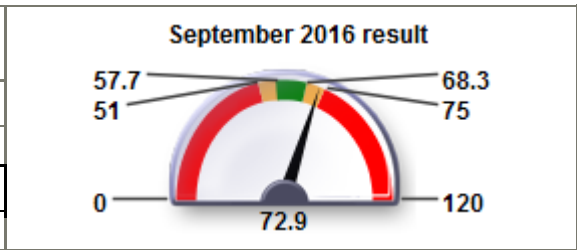
For September 2016 the figure of 69.2% is made up of 281 successful visits, 82 unsuccessful visits (visits refused by the child/young person or the young person wasn't seen during the visit) and 43 outstanding visits.

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.

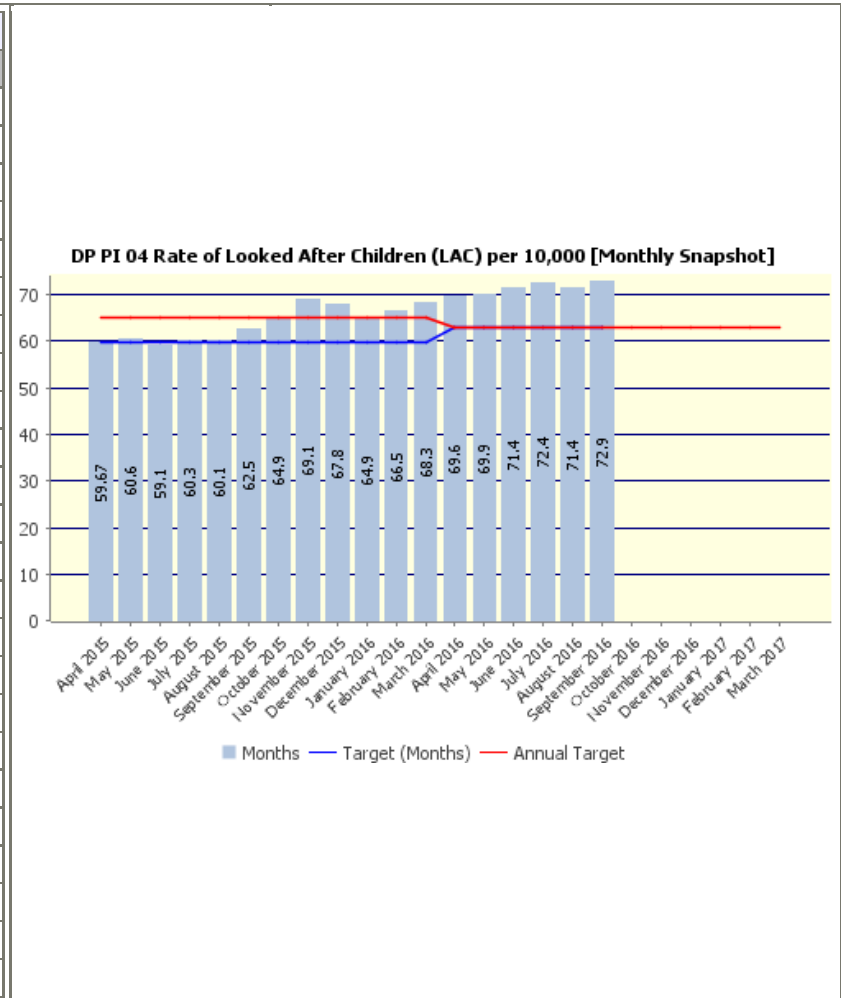
The percentage of successful visits for children looked after by Southend but placed out of borough is 61.0%, with 76.3% offered a visit.

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		



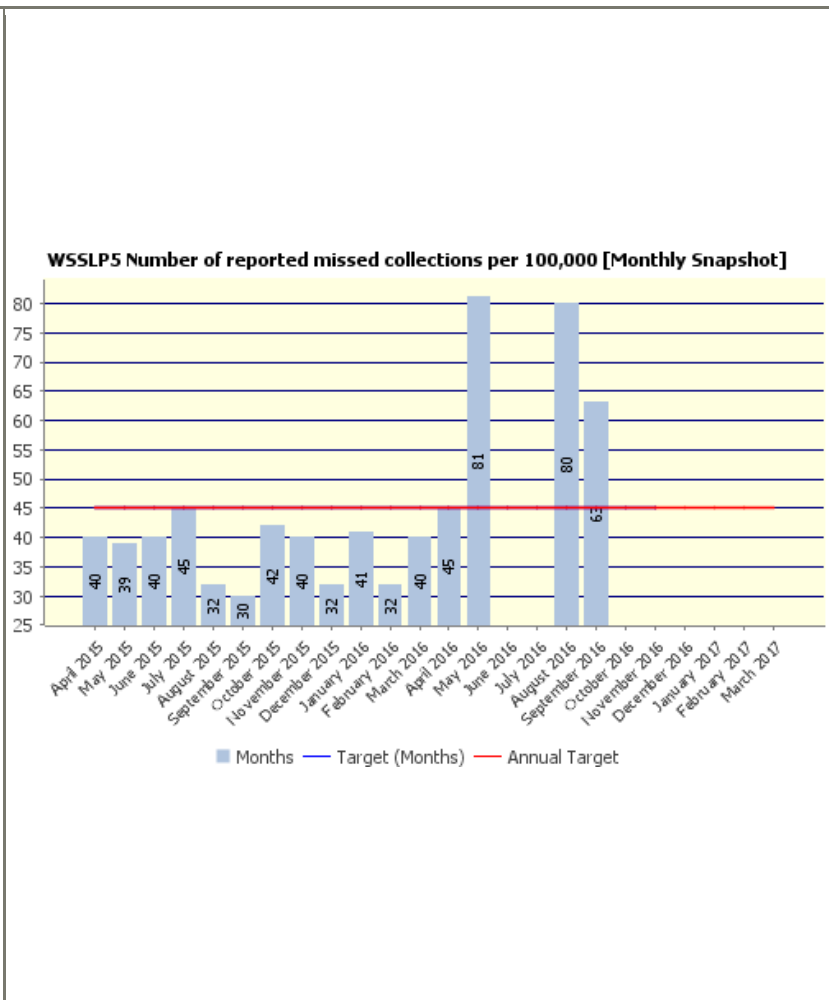
The number of looked after children remain above target at 72.9 per 10,000 population against a target range of 57.3-68.3. The Children's Service Improvement plan will address some of this as it is anticipated that more children will be supported to remain with their family. In addition work is being 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			



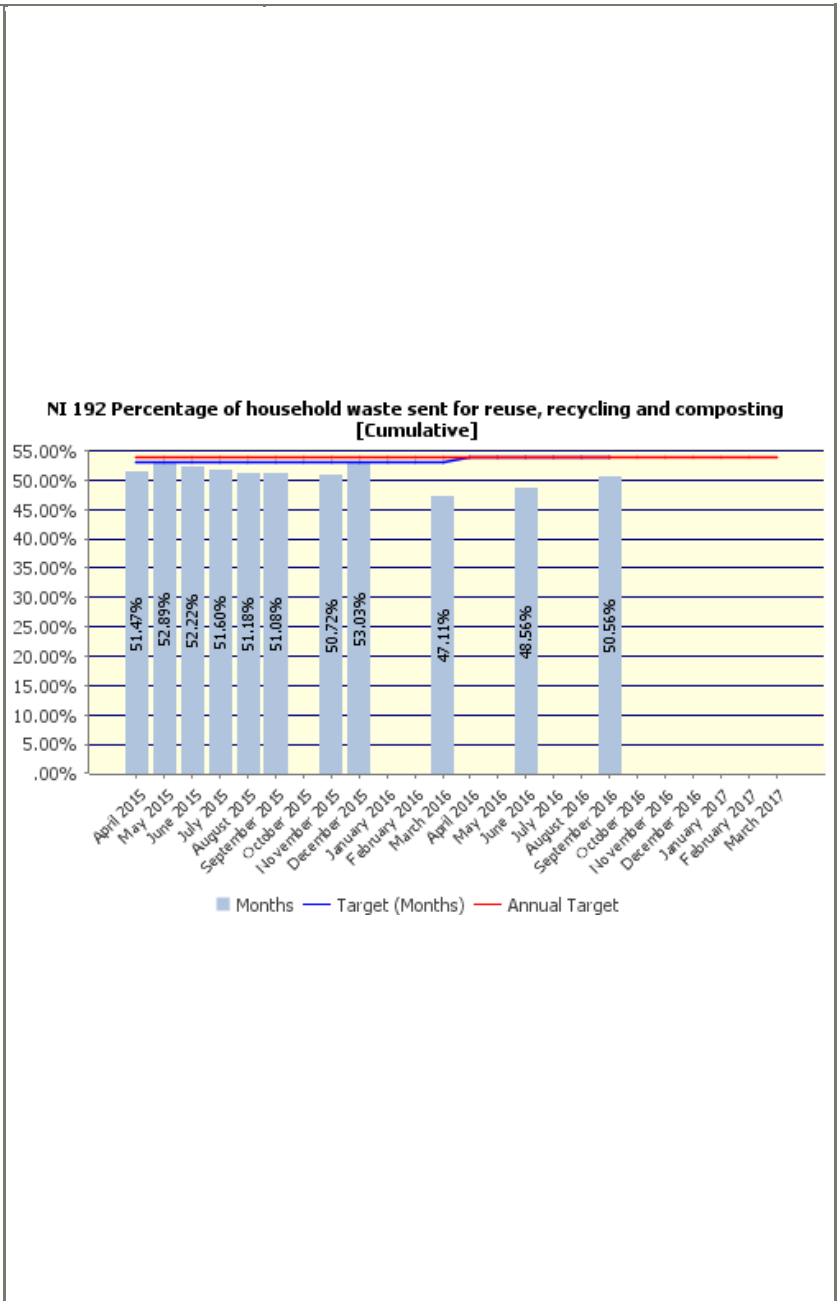
Date Range 1		
	Value	Target
April 2015	40	45
May 2015	39	45
June 2015	40	45
July 2015	45	45
August 2015	32	45
September 2015	30	45
October 2015	42	45
November 2015	40	45
December 2015	32	45
January 2016	41	45
February 2016	32	45
March 2016	40	45
April 2016	45	45
May 2016	81	45
June 2016	N/A	45
July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

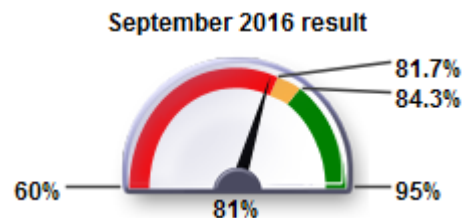


September update - * This figure currently is unvalidated, by the end of December 2016 this data should be validated. Veolia completed their new waste collection service roll out which included a new blue box recycling service stream, which will take time to embed across the borough. There is also a 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.

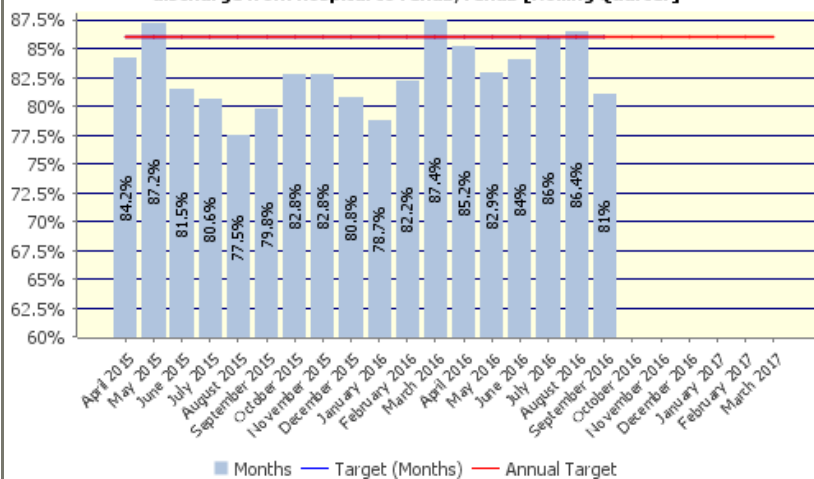
Expected Outcome: At risk of missing target 2 Some slippage against target 4

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		

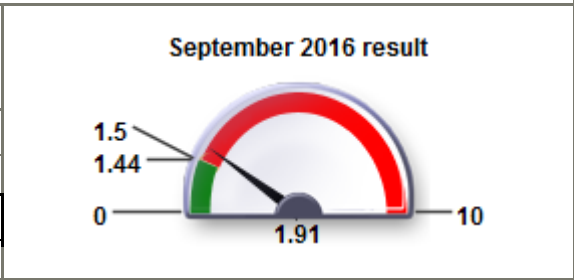
ACS SC 12 Proportion of older people 65 and over who were still at home 91 days after discharge from hospital to rehab/rehab [Rolling Quarter]



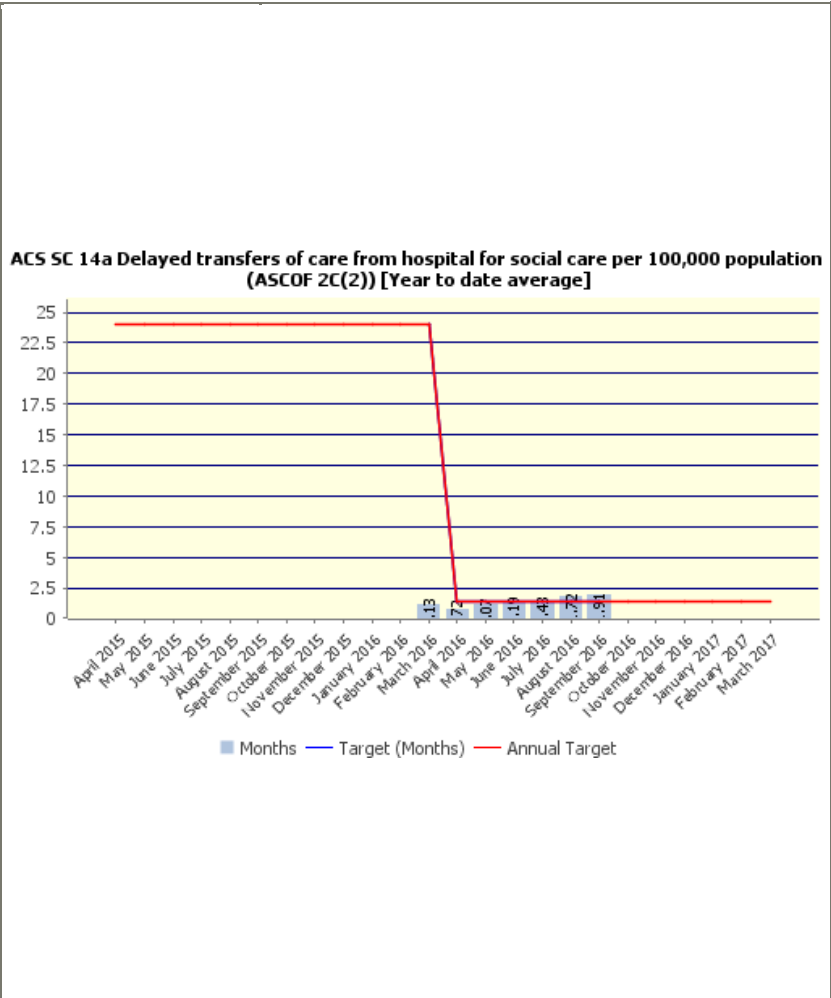
For the period April - June which is reported 3 months later in September 2016, 79 people started

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			

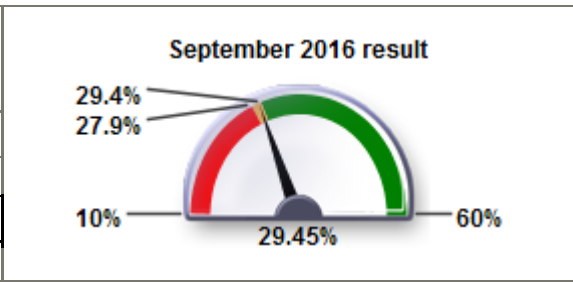


Date Range 1		
	Value	Target
April 2015		
May 2015		
June 2015		
July 2015		
August 2015		
September 2015		
October 2015		
November 2015		
December 2015		
January 2016		
February 2016		
March 2016	1.13	24
April 2016	0.72	1.43
May 2016	1.07	1.43
June 2016	1.19	1.43
July 2016	1.43	1.43
August 2016	1.72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

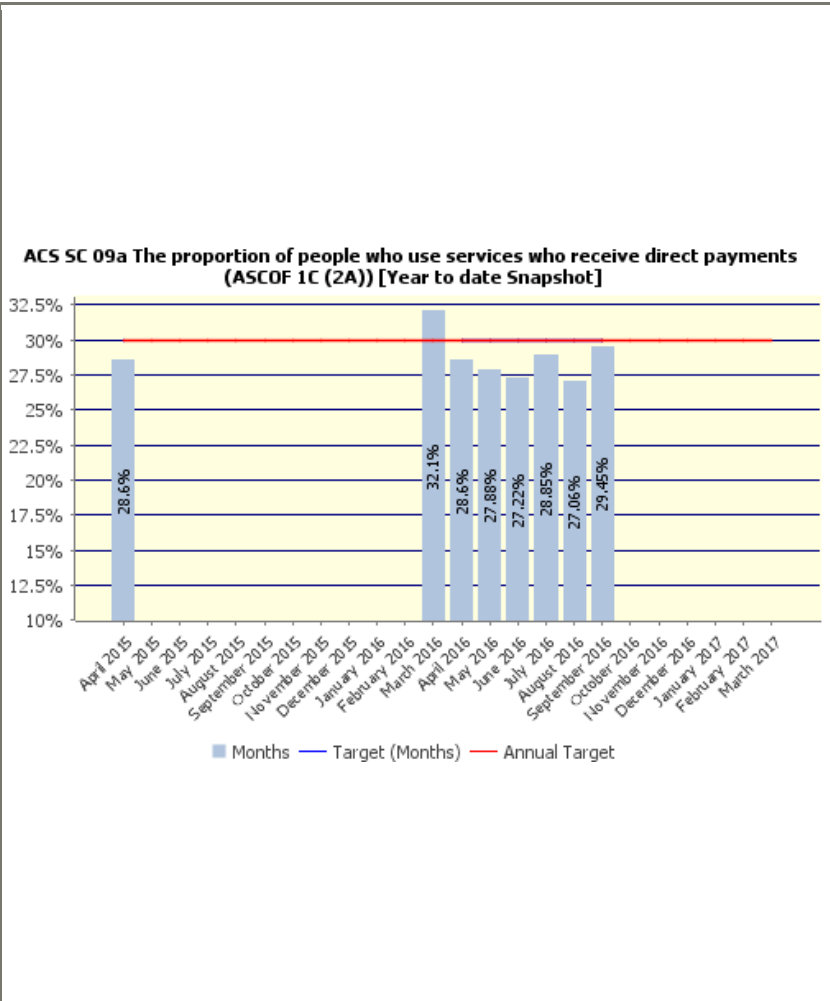


There have been 16 delays attributed to Social Care so far this year. This is made up of 13 delays from the acute side (Southend Hospital) and 3 from the Non-Acute (SEPT/Rochford). Our current performance remains above the regional average.


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			

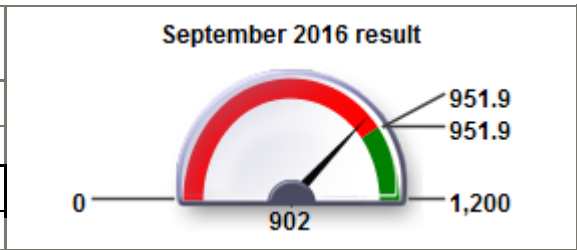


Date Range 1		
	Value	Target
April 2015	28.6%	30%
May 2015		
June 2015		
July 2015		
August 2015		
September 2015		
October 2015		
November 2015		
December 2015		
January 2016		
February 2016	N/A	
March 2016	32.1%	
April 2016	28.6%	30%
May 2016	27.88%	30%
June 2016	27.22%	30%
July 2016	28.85%	30%
August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

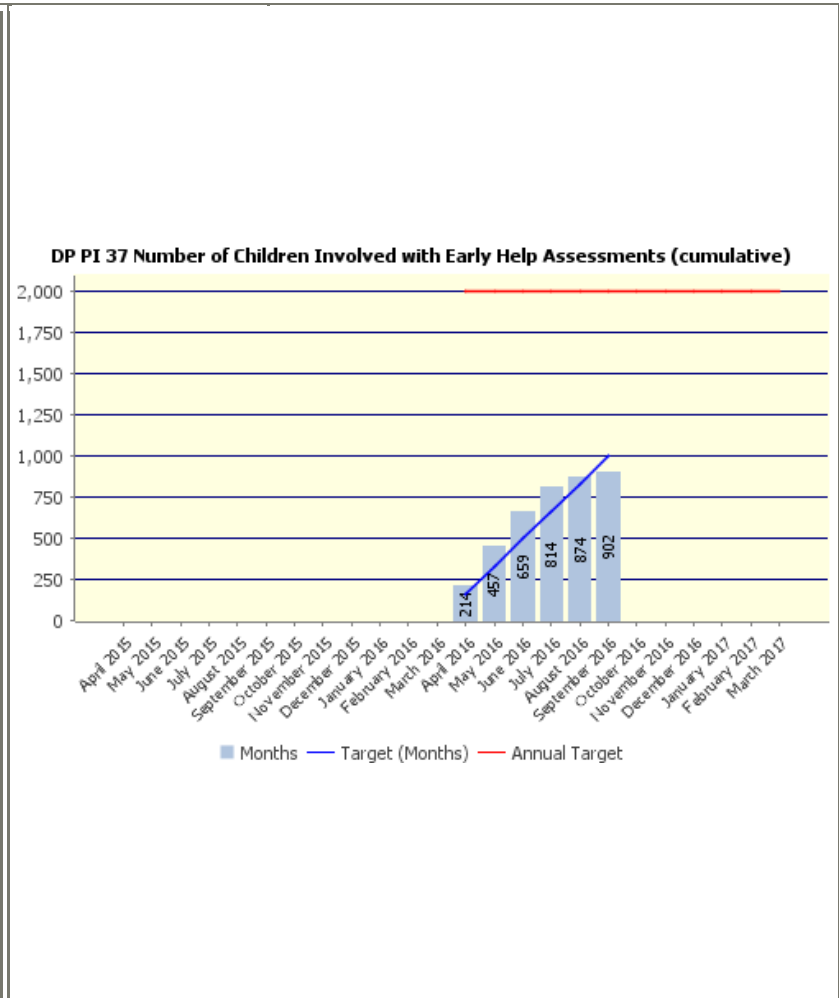


Further October update- this increase is due to staff being reminded in supervisions and appraisals and team meetings We have also had adults wishing to take a DP to move to a Dom care provider of their choice


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			

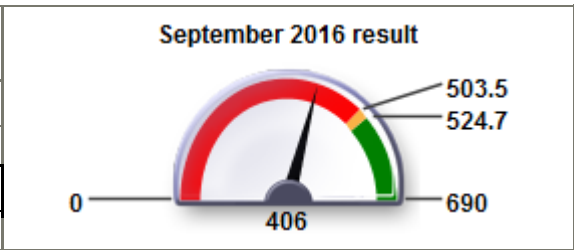


Date Range 1		
	Value	Target
April 2015		
May 2015		
June 2015		
July 2015		
August 2015		
September 2015		
October 2015		
November 2015		
December 2015		
January 2016		
February 2016		
March 2016		
April 2016	214	167
May 2016	457	333
June 2016	659	500
July 2016	814	668
August 2016	874	835
September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

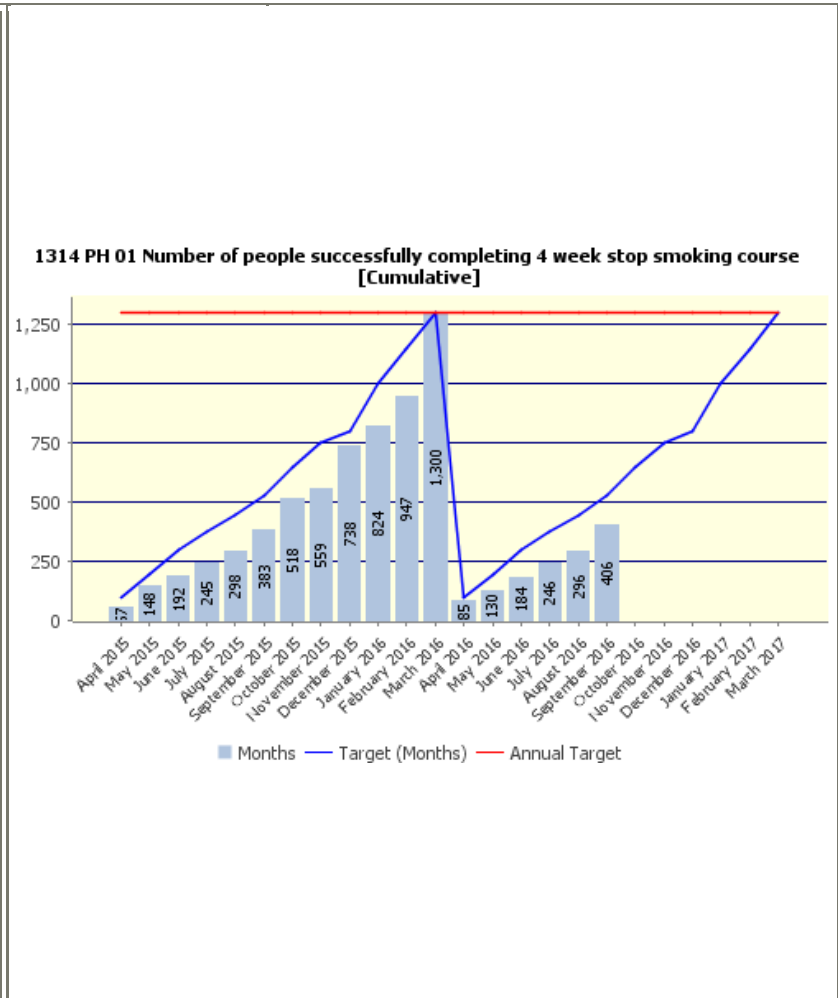


The number of children involved in EHA is below target this month. The numbers are currently draft whilst we continue to refine our database. We expect the numbers to increase next month when reporting mechanisms are refined and referrals from schools increase after the dip in the summer holidays.


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			

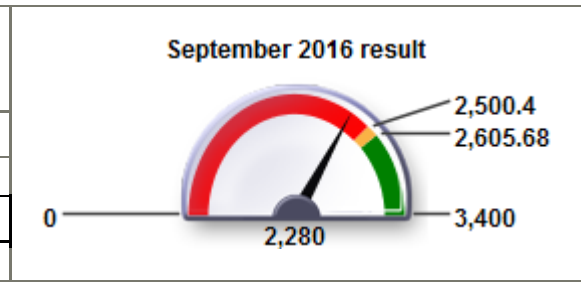


Date Range 1		
	Value	Target
April 2015	57	100
May 2015	148	200
June 2015	192	300
July 2015	245	380
August 2015	298	450
September 2015	383	530
October 2015	518	650
November 2015	559	750
December 2015	738	800
January 2016	824	1,000
February 2016	947	1,150
March 2016	1,300	1,300
April 2016	85	100
May 2016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

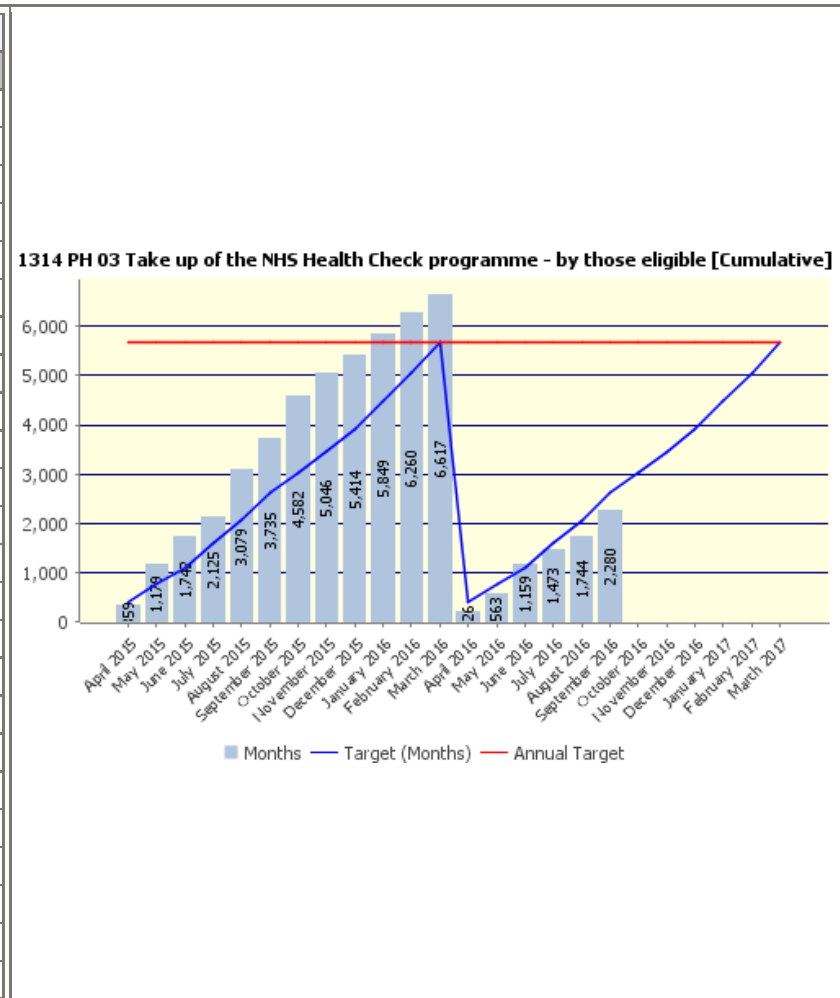


Final quit data for September is unlikely to be available until the end of November 2016. Department of Health guidelines state that successful quits can be registered up to 42 days after a quit date is set.

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



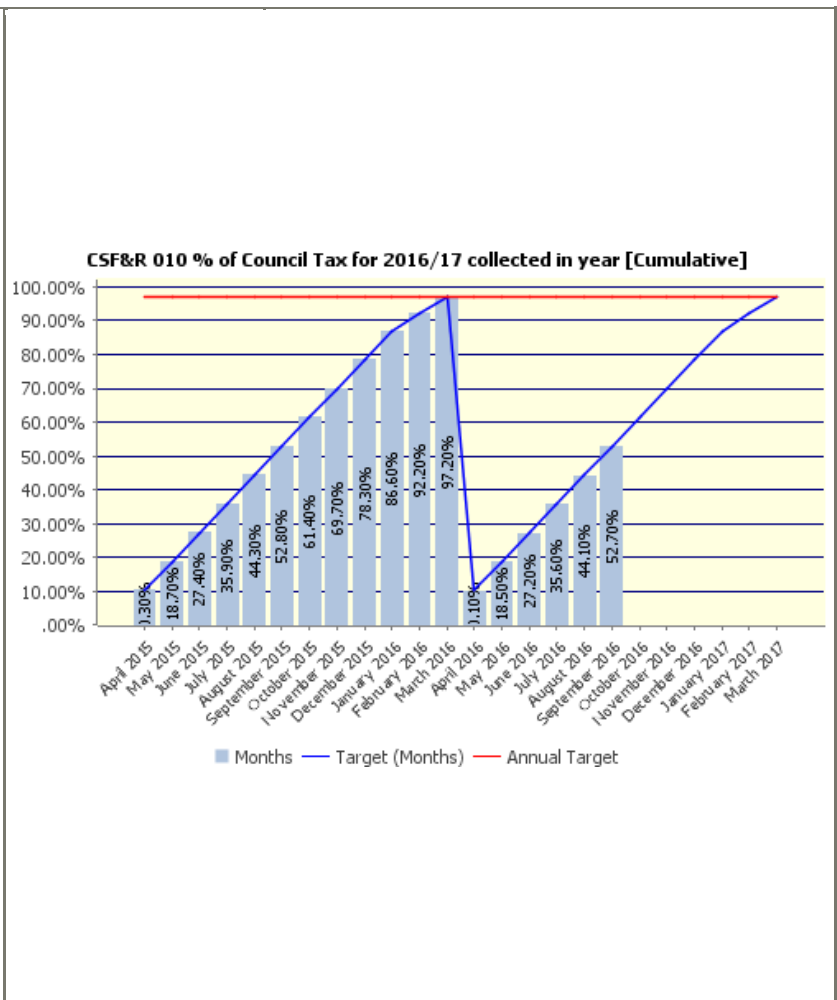
Data from the outreach provider has been received and is being verified. This data will be included in the figures for next month.
The health check trajectory remains on track to hit target by the end of the year.

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

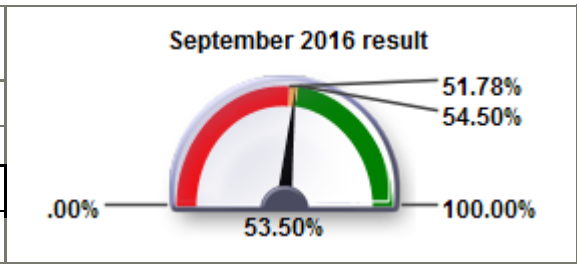
CP 4.3	% of Council Tax for 2016/17 collected in year [Cumulative]			<p>September 2016 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Joe Chesterton			
Year Introduced	2000			

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%

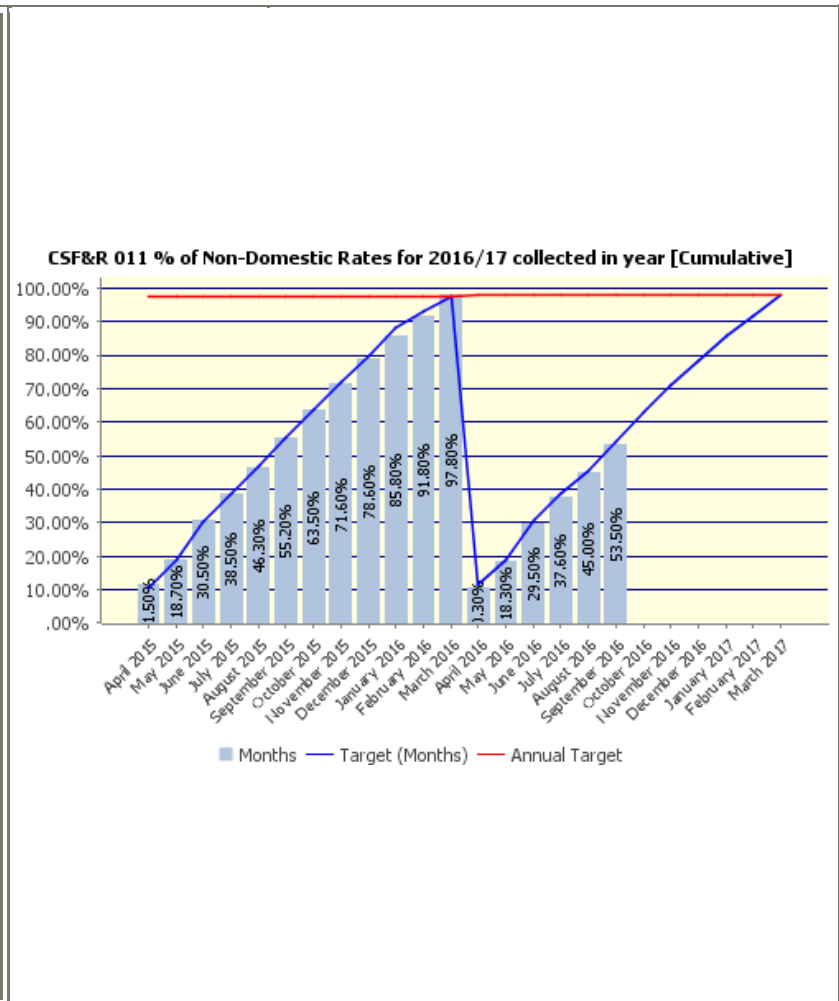


Although collection is slightly down in Council Tax for the current financial year targeted recovery is now underway to increase collection over the remaining months to reach the end of year target. Since 1st April 2016 the net collectable position has increased due to new properties and the removal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



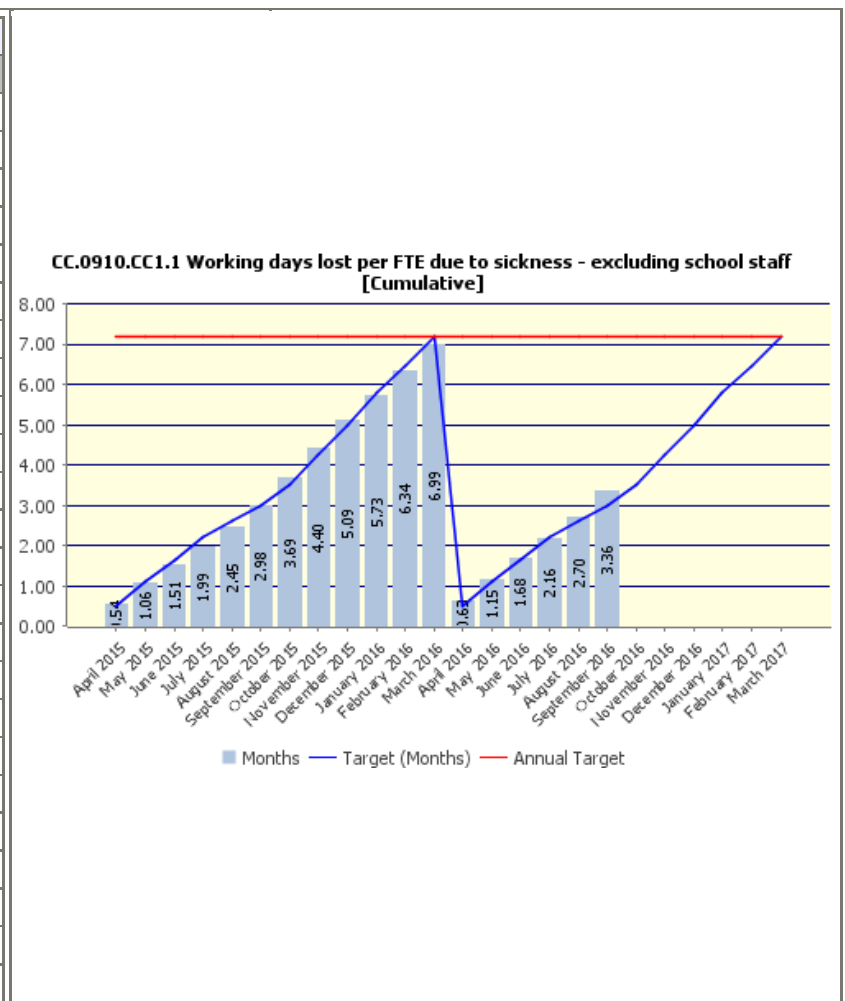
For NDR we have identified a few ratepayers who last year paid in full at the beginning of the year and now have changed to monthly instalments. We have been profiling and are confident collection will be on target at the end of the financial year. We are now receiving payments from Enforcement Agents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

46

**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.	

52

**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

Transfer from earmarked reserves
Allocation from Contingency
In year virements

£000

235
196
(21)

410

**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 is 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 remains 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.	

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**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
	(165)
	<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

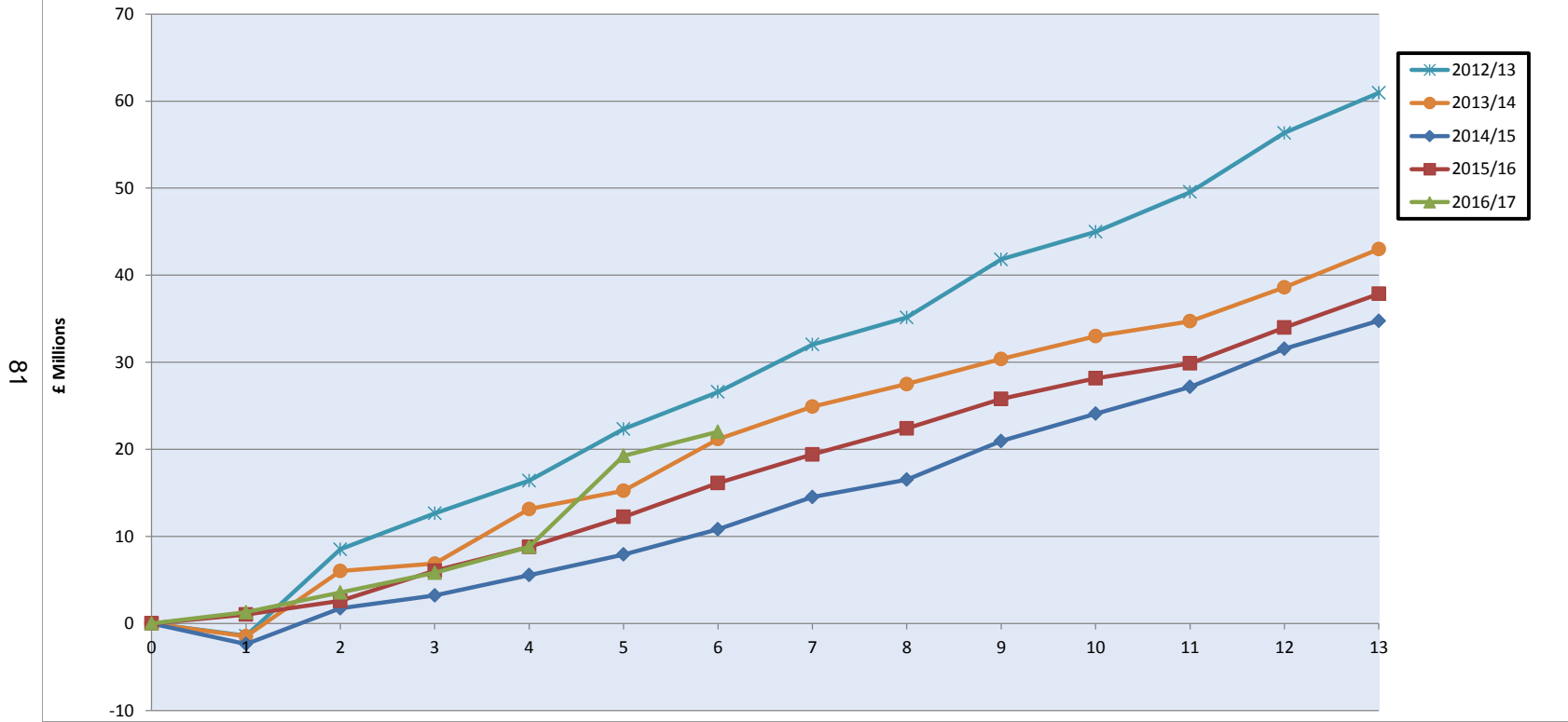
Appendix 1

	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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Report of Chief Executive

to
Cabinet

8th November 2016

Report prepared by:
Fiona Abbott

**In depth scrutiny report –
'Control of personal debt and the advantages of employment'
A Part 1 Agenda Item**

1. Purpose of Report

To present the final report of the in depth scrutiny project - "Control of personal debt and the advantages of employment".

2. Recommendation

That Cabinet approves the report and outcomes from the review from the in depth scrutiny project attached at **Appendix 1**.

3. Background

- 3.1 The Policy & Resources Scrutiny Committee selected its topic at the meeting on 16th July 2015 (Minute 158 refers). The project plan was agreed by project team at its meeting on 16th September 2015 and by the Scrutiny Committee on 15th October 2015 (Minute 346 refers). The specific focus of the review was to understand the issues around personal debt in Southend and its impact on residents; the support available to residents to stop getting into debt and the advantages & benefits of employment. The aim was to raise resident and all member awareness about the issues and to make appropriate recommendations.
- 3.2 The Member Project Team, which was Chaired by Councillor Mark Flewitt, met on four occasions and considered a range of information and evidence and number of work streams were investigated by the project team. The Project Team comprised Councillors David Garston, Brian Ayling, Alan Crystall, Lawrence Davies, Cheryl Nevin, Derek Kenyon and Chris Walker. Officer support was provided by Fiona Abbott.
- 3.3 The Project Team held a full day of evidence gathering, in the form of a 'mini conference', with invited witnesses on 4th February 2016. The event was facilitated by the then Healthwatch Southend Manager.
- 3.4 The review proved to be a thought provoking and wide ranging project, looking at issues such as credit reference agencies, loan sharks and funeral poverty. There was greater Member awareness of the issues facing a number of our residents, for example, the Project Team considered detailed information from the Illegal

Money Lending Team on the issue of illegal loan sharks and also considered information about the Credit Union in Southend. A great deal of good work is taking place in Southend and based on the evidence from the review, a lot of good around to help and support residents who face debt issues and to help them.

- 3.5 The draft scrutiny report was considered by the Member Project Team and considered at the Policy & Resources Scrutiny Committee at its meeting on 13th October 2016 (Minute 371 refers). The Committee felt that the study had been worthwhile and suggested some further actions for inclusion at section 6 of the final report (emerging outcomes from review).

4. Recommendations

- 4.1 In accordance with Scrutiny Procedure Rule 10 (Part 4 (e) of the Constitution), the in depth scrutiny report is now attached at **Appendix 1** for consideration by Cabinet. There are a number of issues from the review which need to be taken forward, as follows:
- a) As a way forward a third sector assembly should be convened to ‘show case’ event (anti debt fair) for the debt agencies to promote awareness. This will provide an opportunity for stakeholders to show support and advice (the expectation is that the resourcing for the event will be met by sponsorship). A number of programmes or work streams should also be developed to take forward e.g. helping people maximise income, working in a joined up way (see also (i) below).
 - b) That awareness raising about Credit Reference Agencies be included in the work mentioned above and that some can provide information to people on a no-charge basis.
 - c) The public need to be made aware about the issues of illegal loan sharks and the media department, SEH and other partners should use every opportunity to publicise the issue.
 - d) The Council should embed financial inclusion as a cross cutting priority.
 - e) All statutory agencies should be asked to review their literature promotional materials, social media presence sent to residents so that opportunities to sign post residents who may be experiencing difficulties are not missed (or lead to residents falling further into debt).
 - f) The Council should encourage the use of Credit Unions (Essex Savers Credit Union), and promote membership of them to staff and residents and also look at other ways of supporting its work.
 - g) That the Council review whether the Essential Living Fund can be adjusted in some way to assist people with funeral costs.
 - h) Partners need to look at targeting outreach opportunities in the wards with higher number of households likely to experience financial stress.
 - i) The Council’s Head of Learning be asked to raise with School / FE Governors the need for improved financial literacy of primary and secondary school pupils and for a more structured approach to financial literacy incorporated into the school curriculum (utilising the resources of organisations such as Illegal Money Lending Team for example), including generic financial advice for school leavers.

4.2 Cabinet is asked to consider the report and identify how best to progress the work.

5. Other Options

Not applicable.

6. Corporate Implications

6.1 Contribution to Council's Vision and Critical Priorities – Becoming an excellent and high performing organisation; reduce inequalities and increase the life chances of people living in Southend.

6.2 Financial Implications – there are financial implications to some recommendations but as yet they are unquantifiable. However, any recommendations progressing with associated financial implications will need to go through the annual budgetary process before implementation, as currently no revenue or capital budgets exist for the proposals.

6.3 Legal Implications – none.

6.4 People Implications – none.

6.5 Property Implications – none.

6.6 Consultation – as described in report.

6.7 Equalities Impact Assessment – none.

6.8 Risk Assessment – none.

7. Background Papers

- Project team meeting notes – meetings held on 16th September 2015, 14th October 2015, 17th November 2015 and 5th January 2016
- Notes from witness session held 4th February 2016
- Updates to Scrutiny Cttee – 15th October 2015, 3rd December 2015 and 28th January 2016 and 13th October 2016
- Other evidence as described in the report

8. Appendix

Appendix 1 – in depth scrutiny project report

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Control of personal debt and the advantages of employment

Policy & Resources Scrutiny Committee
In depth Scrutiny Project 2015/16

October 2016

Preface

“Unfinished business is never satisfying, but on this occasion to offer a report back as to what we found at a whole day mini conference, seems right and justified.

The depth of the debt project was always going to be a challenge and I have come to realise that even if we had "finished" by issuing recommendations, we would not have been that much further advanced, in the context of the complex issues.

The idea of an anti debt fair is still something I hope we can achieve, despite the fact that there are two new civic projects to take centre stage for 2016/2017.

My colleague Councillors and I spent an un-apologetic time period looking at the issue of funeral poverty and how this affected too many people. The 2016 Budget agreed a 4% increase in funeral costs – something which I did not support. The position now is that the current administration is now faced with looking at all costs afresh as part of the 2017 budget (in the light of continuing budget pressures) - what will happen, only time will tell.

So debt pressures and challenges are still too prevalent but even this late publication of our mini conference day will make a contribution to the never ending civic concern around debt.”

*Councillor Mark Flewitt,
Chair of the in depth scrutiny project
2015/16*

“The Working Party reviewed all aspects of personal debt and the many reasons relating to personal debt increases and found mounting costs with limited employment prospects together with the processes used by Banks and Finance Houses to analyse credit worthiness virtually forced people into high interest finance providers. Credit reference agencies together with a plethora of sub agencies hold incorrect information on people who find it difficult to have wrong information corrected and the system allows unscrupulous concerns to manipulate the system and force those with financial problems into further difficulties.

It is hoped that this report will highlight our concerns and will elevate the various issues to Central Government for action.”

*Councillor Brian Ayling
Chairman, Policy & Resources Scrutiny Committee 2016/17
Project team member 2015/16*

1. Introduction

In 2015/16 Municipal Year, Members of the Policy & Resources Scrutiny Committee undertook an in depth project investigating the issues of the control of personal debt and the advantages of employment. Led by the cross party project team members, the project aimed to understand the issues around personal debt and its impact on residents; the control of personal debt; the support available to residents to stop them getting into debt and the advantages and benefits of employment. The aim was to raise resident and all member awareness about the issues and to make appropriate recommendations.

Debt is something than can potentially affect anyone of us. This review was the start of the debate to help residents in the borough. The way to do this is for actions to be joined up, working together in a partner-led way.

Our thanks go to all those who were involved with the project – particularly the witnesses called to share their views, expertise and insights – and all the Project Team members who undertook to investigate a number of key areas for the review.

2. Method of the investigation

The Committee was supported by a project team comprising:-

- 🚩 Councillor Mark Flewitt, Chairman, Councillor David Garston, Councillor Brian Ayling, Councillor Alan Crystall, Councillor Lawrence Davies, Councillor Cheryl Nevin, Councillor Derek Kenyon and Councillor Chris Walker.
- 🚩 Officer support was provided by Fiona Abbott

The project team met on four occasions and considered a range of information and evidence and number of work streams were investigated by the project team.

3. Briefing / information considered during review

- (i) Dealing with loan sharks https://www.youtube.com/watch?v=d_Ja0n9WJSk
- (ii) Licensing of loan companies
- (iii) Credit reference agencies
- (iv) Funeral Poverty
- (v) Information on debt / individual insolvencies in Southend and financial stress
- (vi) Mortgage debt (interest only mortgages)
- (vii) Role of education
- (viii) Illegal Money Lending Team, including a detailed briefing from the IMLT to the Project Team in January 2016
- (ix) Loan sharks witness statistics (want a *shark free* Southend)
- (x) Information from CAP
- (xi) Essex Savers net Credit Union workshop

4. Mini conference

The main evidence gathering session for the review was a **mini conference** held on 4th February 2016. This session was facilitated by John Cooke, the then Healthwatch Southend Manager and invited witnesses attended to give their views, see **Table 2**.

The questions were sent to the witnesses in advance and are set out in **Table 1**.

The session was run in a workshop style format, reflecting the objectives of the review.

Table 1

	Questions
1	<i>In your opinion what are the main reasons / causes of people getting into personal debt here and is the situation getting worse?</i>
2	<i>What do you see as the main effect on residents / impact on residents (a residents story)? What are the trigger points in people's lives / signals that are struggling?</i>
3	<i>What are agencies doing to help support residents to stop them getting into debt? Are there any significant gaps in support?</i>
4	<i>What do you think to be the best route to getting message out?</i>

The list of witnesses is outlined in **Table 2**. The project team would like to formally thank the witnesses for giving up their time to attend and for sharing their insights.

Table 2

Name	Representing
Carl Robinson	Department for Place, Regulatory Services
Trish Carpenter	Citizens Advice Southend
Holly Lippold	Trust Links
Jane Dresner	Advocacy for Older People
Revd Hannah Bucke	Southend Interfaith / Foodbank
Richard Leadley	Christians Against Poverty (CAP)
Gavin Dixon	Kings Money Advice Centre (KMAC)
Alison Davies	Essex Savers net Credit Union
Mick Davey	Essex Savers net Credit Union
Jeremy Martin	Department for Place, Southend Energy
Coral Fallon	Community Integration Team, ECRC
Paul Felice	Community Integration Team, ECRC
Rosanna Ridgeway	Jobcentre Plus, DWP
Judith Codarin	South East Alliance of Landlords, Agents and Residents (SEAL)
Martin Ransom	SEAL
Simon Putt	South Essex Homes
Lorraine Goldsmith	Benefits, Department for Corporate Services
Pam Watson	Finance, Department for People
Christine Lynch	Revenues, Department for Corporate Services
Cathy Braun	Access and Inclusion, Department for People
Ellen Butler	Customer Services, Department for Corporate Services
Sian Hines	The Hub, Department for Corporate Services
Julia MacKenzie	Streets Ahead, Department for People

In advance of the witness session, each witness was asked to provide some brief information about them / their organisation (a 'pen picture') and what they see as the main issues.

The following project team members attended the witness day on 4th February – Councillor Mark Flewitt (Chairman), Councillor David Garston, Councillor Brian Ayling, Councillor Alan Crystall, Councillor Lawrence Davies, Councillor Cheryl Nevin, Councillor Derek Kenyon and Councillor Chris Walker.

Apologies for absence were received from – Cath Wohlers - England Illegal Money Lending Team, Steve Ackroyd - RBS, Denise Rossiter - Essex Chambers of Commerce, Nick Williams - Keymed, Jon Horne - Stobart Aviation, Bobby Evans - Tesco, Tracey Nicola – Department for Corporate Services, Keith Harding - Department for Corporate Services and Councillor Ron Woodley – Leader of the Council.

The following items formed the paperwork for the meeting:-

- ✚ Response to questions Holly Lippold, Trust Links
- ✚ Response to questions from Lorraine Goldsmith, Essential Living Fund (SBC)
- ✚ Information on Essex Savers net Credit Union
- ✚ Press release re loan sharks and debt
- ✚ Information highlighted by Citizens Advice Southend
- ✚ Introduction to work of the KMAC
- ✚ Response to questions from Christine Lynch, Revenues (SBC)
- ✚ Response to questions from Richard Leadley, CAP
- ✚ Response to questions from Steve Gibbs, RBS
- ✚ Response to questions from Julia Mackenzie, Streets Ahead (SBC)
- ✚ Response to questions from Gavin Dixon, KMAC
- ✚ Response to questions from Sian Hines, The Hub (SBC) was circulated to the project team after the meeting.

5. Themes to emerge at mini conference

The following main themes emerged during the event, which was organised into 3 sessions:-

Question 1

In your opinion what are the main reasons / causes of people getting into personal debt here and is the situation getting worse?

Pointers of what was discussed at the event

- Overwhelming view that the situation is getting worse
- Reasons 'are as wide as town itself' – some examples mentioned were - mental health issues considerable need in Southend; divorce; relationship breakdown; events triggers such as illness; culture of debt (consumption) & societal pressure to consume; criminal activities targeting vulnerable residents (on-line scams); peer pressure; redundancy; addictions
- Education needed at school level
- Budgeting – need more work on prevention
- There is what can be called 'good debt & bad debt' with people having good weeks & bad weeks
- Mortgages and crunch – big issue in next 5 years
- Difficult if don't have support mechanisms available
- Complex systems & (the tone of) written communications from statutory agencies – can get unclear or threatening communications
- Fuel and funeral poverty highlighted
- Impact of Universal Credit?
- Benefit cap & pressure to cut them – massive impact on finances when already tight
- Older people and re mortgaging to help younger family

- Cost of holidays if have school aged children
- Don't tend to 'touch' money now - financial literacy

Question 2

What do you see as the main effect on residents / impact on residents (a residents story)? What are the trigger points in people's lives / signals that are struggling?

Pointers of what was discussed at the event

- Residents story very powerful
- Easy to get credit on line and no control (affordability checks)
- Scamming / befriending sites
- Predatory culture
- Crack down on pay day loans – loan sharks / door step loans bank on people not being able to pay!
- Lack of financial understanding
- Role of Credit Unions and differences in repayment levels from other lenders! (e.g. significant differences if borrowed from CU instead of loan shark)
- Seaside town context
- Poor diet / poor self care
- Mental health issue mentioned – need specific help – spend money don't have
- Need checks and balances on system
- If have council tax arrears have additional charges (and difficult to get out of as debt increases year on year)
- There are triggers which point to problems – e.g. access Essential Living Fund, use Foodbanks, which indicates have insufficient funds for the basics
- CAP – on average takes someone a year to make call to ask for help
- *“When you can get into debt without the effort of getting off the sofa I believe we have a serious problem”.*

Question 3

What are agencies doing to help support residents to stop them getting into debt? Are there any significant gaps in support?

Pointers of what was discussed at the event

- Role of local authority – ELT team, Street Ahead etc.
- Money management courses at CAP led to debt advice
- Encourage use of cash against card
- Avoid use of bailiffs / legal proceedings will help people – more pastoral approach
- *“we really need to break cycle of debt and poor money management so that individuals take control of their finances.”*
- Trust Links – refer to other organisations
- Money management calculator on Council website
- RBS – invested in debt management office & fund other organisations through donations, fair share contributions or a levy
- Citizens Advice Southend role and KMAC
- Life events have massive impact on income / expenditure
- Education – courses need crèche facilities when run
- 'invest to save' & budget sessions needed in schools

- Mention of 'Your Home Newcastle' – make huge difference (see www.ownyourown.co.com)
- Illegal Money lending Team – more partnership with local authorities, voluntary sector (310,000 people are in the grip of loan sharks nationally)

Question 4

What do you think to be the best route to getting message out?

Pointers of what was discussed at the event

- Awareness & prevention is key
- Foodbank includes leaflets in packs
- Could leaflet in areas (where debt occurs?) and where to go for help ('may not read it but if not there, can't!) - signposting
- Do a leaflet campaign when send out other documentation (e.g. benefits) – along lines 'how to make your money go further'
- Need to think about how agencies can reach people sooner
- SEAL happy to include information on debt advice on their community website – see www.mystreetsouthend.com
- Need some adverse publicity
- Use social media (but one size doesn't fit all)
- Use community hub / digital hub
- Loan scams – need to get banks to put stop on withdrawals
- Issue of financial literacy - need compassion, dignity & respect
- Also need to educate people to know outcomes of their decisions
- Need positive marketing approach too
- Approach TV producers / soap – have debt / loan shark story
- Schools use personal health and social education time & also integrate into other subjects
- Ask Youth Council for views

6. Some emerging outcomes from review

The review proved to be a thought provoking and wide ranging project, looking at issues such as credit reference agencies, loan sharks and funeral poverty. There was greater Member awareness of the issues facing a number of our residents, for example, the Project Team considered detailed information from the Illegal Money Lending Team on the issue of illegal loan sharks and also considered information about the Credit Union in Southend.

A great deal of good work is taking place in Southend and based on the evidence from the review, a lot of good around to help and support residents who face debt issues and to help them.

There are a number of issues from the review which now need to be taken forward, as follows:-

- a) As a way forward a third sector assembly should be convened to 'show case' event (anti debt fair) for the debt agencies to promote awareness. This will provide an opportunity for stakeholders to show support and advice (the expectation is that the resourcing for the event will be met by sponsorship). A number of programmes or work streams should also be developed to take

forward e.g. helping people maximise income, working in a joined up way (see also (i) below.

- b) That awareness raising about Credit Reference Agencies be included in the work mentioned above and that some can provide information to people on a no-charge basis.
- c) The public need to be made aware about the issues of illegal loan sharks and the media department, SEH and other partners should use every opportunity to publicise the issue.
- d) The Council should embed financial inclusion as a cross cutting priority.
- e) All statutory agencies should be asked to review their literature promotional materials, social media presence sent to residents so that opportunities to sign post residents who may be experiencing difficulties are not missed (or lead to residents falling further into debt).
- f) The Council should encourage the use of Credit Unions (Essex Savers Credit Union), and promote membership of them to staff and residents and also look at other ways of supporting its work.
- g) That the Council review whether the Essential Living Fund can be adjusted in some way to assist people with funeral costs.
- h) Partners need to look at targeting outreach opportunities in the wards with higher number of households likely to experience financial stress.
- i) The Council's Head of Learning be asked to raise with School / FE Governors the need for improved financial literacy of primary and secondary school pupils and for a more structured approach to financial literacy incorporated into the school curriculum (utilising the resources of organisations such as Illegal Money Lending Team for example), including generic financial advice for school leavers.

The Executive is asked to consider the report and identify how best to progress the work.

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Report of Chief Executive

to
Cabinet

on

8 November 2016

Report prepared by: Veronica Dewsbury, Benefits Manager

Procurement of Remote Processing for Housing Benefits

Policy and Resources Scrutiny Committee
Executive Councillor: Councillor Moring
A Part 1 Public Agenda Item

1. Purpose of Report

To detail the need for flexible, external resources to maintain service levels within Housing Benefits during the full roll out of universal credit.

2. Recommendations

Cabinet to approve a tender process to appoint a provider of third party remote processing to support the Housing Benefit Team during the transition to Universal Credit.

3. Background

The Welfare Reform Act was the biggest change to the welfare state system for over 60 years. It received royal assent on the 8th March 2012. The major initiative under this Act is the replacement of 6 mainstream means tested benefits with Universal Credit. Housing Benefit is administered by Local Authorities, Tax Credits by Her Majesty's Revenues and Customs and the rest by the Department for Work and Pensions.

In the original planned roll out of Universal Credit it would have been fully implemented by October 2015 for working age claimants, with pensioners fully rolled out by 2018. There have been a number of delays, and a reduction in the planned pilot areas, because of system issues. The roll out plan was revised and Southend Jobcentre went "live" with the first universal credit claims in April 2015. This was expected to deliver relatively rapid reductions in the housing benefit caseload over an 18 month period.

Based on these plans the service has limited recruitment of new permanent resources as the training is costly and it would ultimately add to the inevitable redundancy costs following the full roll out of Universal Credit.

Due to further issues, although Southend Jobcentre is officially a live area for Universal Credit, only single people are included at the moment. Only a small number of housing benefit claims have transferred to Universal Credit to date.

A new delivery system for universal credit has now been developed and is live in a few pilot areas. A revised roll out to the rest of the Country has now been announced.

The digital system allows all claim types to make an application for Universal Credit instead of any of the legacy benefits it replaces (Housing Benefit, Tax Credits, Income Support, Income Based Jobseekers Allowance, Income Related Employment and Support Allowance).

Once a jobcentre is on the digital system anyone who is working age and wishes to make a new claim for any of the legacy benefits will have to claim Universal Credit. There would be no new claims for Housing Benefit to the Local Authority for working age people, though they would still have to claim Council Tax Reduction from the LA if applicable.

Apart from a few test sites in November 2015, the main rollout to jobcentres is happening in stages as below:

- 5 a month from May 2016 to July 2016
- 5 a month from October 2016 to December 2016
- 5 a month from February 2017 to June 2017
- 30 in July 2017
- 55 a month from October 2017 to December 2017
- 65 a month from February 2018 until last 57 in September 2018

All the jobcentres due to switch up to and including March 2017 have been named. Southend is not amongst those named and will therefore be in one of the phases from April 2017 to September 2018. The DWP have stated that the remainder sites for 2017/2018 will be announced by November 2016.

The migration of existing working age Housing Benefit caseload will start in July 2019 and will conclude by March 2022. The specific of how this will be operated is not yet known. The plan to incorporate Housing Benefit for pensioners into Pension Credit will not be looked at until the completion of the above Universal Credit timetable in 2022. The pensioner Housing Benefit caseload will stay with Local Authorities until at least then.

These delays and changes have had a continued impact on our internal delivery plans, particularly the need to extend the additional burdens from the welfare reform programme such as the Fraud and Error Incentive Scheme and right time interventions which have increased the workload within the department despite a slight drop in caseload.

Following a restructure of the service in April 2016 and a full service review covering these and other challenges, the need for additional, external and flexible resources was identified.

At the point that Southend Jobcentre go live on the new universal credit solution the housing benefit caseload will start to reduce. There is no data available to quantify how rapidly this will happen so accurate planning is problematic. The overall working age project will not be complete until March 2022 but we could be managing a much smaller working age caseload by then.

One of the outcomes from the service review was that the best way to manage the caseload through these uncertain times would be with the assistance of a third party provider to provide flexible extra resources between now and when the caseload has reduced to a point where the service can manage it internally. The proposal is to tender for this support for a 3 year period with an option to extend for 1 further year.

4. Other Options

- Recruit staff on temporary contracts. The difficulty with this approach is that we cannot recruit trained staff and it takes up to a year to train a new starter.
- Try and cover the work using overtime. This will not be sufficient and will lead to significant delays in processing which will result in subsidy qualifications and increased overpayments.
- Recruit specialist agency staff direct. This would be more expensive than the recommended option and does not deliver the flexibility required.

5. Reasons for Recommendations

The option recommended will assist the service in ensuring a maximum subsidy claim each year in the most reliable and cost effective manner. It will allow reduction in resource year on year, in line with Universal Credit roll out, through the life of the contract.

6. Corporate Implications

6.1 Contribution to Council's Vision & Corporate Priorities

6.2 Financial Implications

If this transition is not managed effectively, the risk of loss of housing benefit subsidy is significant. The annual subsidy claim is in excess of £90 million and claims with delays or errors do not attract full subsidy from the Government leaving the cost to be met from the general fund.

In addition, delays lead to increased overpayment which attract only 40% or 0% subsidy leaving the onus on the Council to recover the overpayments from the created debt. These debts are difficult to recover due to the level of income of the debtors. Whilst recovery is sought, it is resource intensive collection.

The cost of engaging a third party provider for remote processing will be met from the existing budget of the Service and will also assist in reducing overtime and agency costs. The contract will be used to deal with peaks and troughs being experienced in caseload and workload and will provide a flexible, efficient and cost effective approach for the Service over the next three years.

6.3 Legal Implications

Extensive delays to processing housing benefit payments could lead to claimants applying for Judicial Review.

6.4 People Implications

Delays to prompt benefit payments can lead to rent arrears and evictions for the most vulnerable residents.

6.5 Property Implications

None

6.6 Consultation

Not required

6.7 Equalities and Diversity Implications

Covered by the service EIA

6.8 Risk Assessment

None

6.9 Value for Money

The potential loss in subsidy, reputation and the increased cost of homelessness would exceed the cost of the proposed contract.

6.10 Community Safety Implications

None

6.11 Environmental Impact

None

7. Background Papers

None

8. Appendices

None

Southend-on-Sea Borough Council

Agenda
Item No.

8

Report of Corporate Director for People

to
Cabinet

on
8 November 2016

Report prepared by: Ian Ambrose
Group Manager, Financial Management

Financial Pressures facing the Housing Revenue Account

Policy and Resources Scrutiny Committee
Executive Councillor: Councillor Mark Flewitt
A Part 1 Public Agenda Item

1 Purpose of Report

To update Members, ahead of the Housing Revenue Account (HRA) Budget and Rent Setting 2017/18 report, on various financial pressures facing the HRA as a result of recent changes in Government policy.

2 Recommendation

2.1 That Cabinet note the report.

3 Background

3.1 As part of the June 2015 budget, the Chancellor announced various plans that will affect social housing tenants and the financial standing of the HRA. These are

- Reduction in rents by 1% a year, from 1 April 2016, for 4 years;
- Obligatory “pay to stay” market rents for tenants earning over £30,000; and
- Proposed duty to consider the disposal of higher value stock as it becomes void.

3.2 The June budget also set out plans to reduce the benefits cap and to freeze the level of working age benefits for the life of the Parliament.

3.3 Notwithstanding the enactment of both the Welfare Reform and Work Act 2016 and the Housing and Planning Act 2016, which are the routes for the

introduction of these changes, both Acts rely on regulations yet to be published; there is a lack of firm detail as yet.

4 Decrease in Social Rents

4.1 The Welfare Reform and Work Act 2016 forces local authorities and housing associations to reduce current rent levels by 1% a year for four years starting 1 April 2016. This applies to both formula and affordable rents.

4.2 The Government exempted sheltered housing from this rent reduction in 2016/17 whilst it reviewed supported housing, but has confirmed that these rents too will be reduced by 1% each year from 1 April 2017.

4.3 Based on the Bank of England's forecasts of CPI inflation (August 2016) over coming years, this rent reduction policy will have the following impact on rental yield.

	Previous CPI + 1% policy £M	1% pa reduction policy £M	Loss in anticipated annual rental yield £M / %	
2015/16	25.940	25.940	0.000	0%
2016/17	26.340	25.700	0.640	2.4%
2017/18	26.940	25.440	1.500	5.6%
2018/19	27.740	25.190	2.550	9.2%
2019/20	28.690	24.940	3.750	13.1%
Cumulative loss of income			8.440	

4.4 As can be seen, the HRA will have a cumulative £8.4 million less resources over the next four years, and even though it is assumed that rent increase policy will revert back to CPI from April 2020, the HRA will by then have some £3.750M less rental income each year than otherwise would have been the case.

4.5 Surpluses accrued within the HRA are currently being set aside in a reserve for future HRA capital investment, particularly for new build and regeneration. The loss in rental yield will mean, all things being equal, that there will be £8.4M less in the reserve than previously anticipated over the next four years, meaning that the ability of the HRA to undertake new build or major refurbishment will be more restricted.

4.6 Tenants will see their rents go down. At the time of setting the 2016/17 HRA budget, the average weekly rent for general needs was £89.27 and for sheltered accommodation £77.53. Applying government policy, these rents will fall to £88.38 and £76.75 for 2017/18. Had the rent increase policy remained unchanged, average rents would have been expected to rise by £8.38 to £98.55 for general needs and by £7.20 to £84.73 for sheltered units by 2020. However under the Government's policy of reducing rents, average rents will instead fall by £3.54 to £86.63 and by £2.31 to £75.22 respectively.

4.7 For those tenants that are not on housing benefit, they will see a reduction in their weekly out goings as a result; for the approximately 75% of tenants on

housing benefit, their benefits will go down £ for £ in line with the reduction in their rent, and so all things being equal, will be no better off.

5 Pay to Stay

5.1 As part of the Sumer Budget 2015 the Chancellor announced that a compulsory 'pay to stay' scheme would be introduced. The thresholds were expected to be £40,000 in London and £30,000 elsewhere.

5.2 Measures to introduce a mandatory pay to stay scheme for local authorities are included in the Housing and Planning Act 2016. Detailed provisions will be set out in regulations which will be published in due course. Those Regulations will need to be approved by both Houses of Parliament.

5.3 Although no draft regulations have been proposed as yet, various statements by Government Ministers have added more information to their proposals, namely;

- Pay to Stay will be voluntary for housing associations, and if they choose to apply the scheme, they will retain any proceeds in full;
- Pay to Stay will be mandatory for local authorities, with any proceeds being passed to HM Treasury;
- The thresholds have been confirmed as household income of £40,000 in London and £31,000 elsewhere. These rates will be uprated each year by CPI inflation;
- Household income means the taxable income of tenants or joint tenants and their spouses and partners – if there are other people living in the household (for example, adult children), their income is unlikely to count towards the £31,000 limit;
- Child benefit, Disability Living Allowance and tax credits will not count as part of household income for Pay to Stay and anyone who gets housing benefit or Universal Credit will be exempt from Pay to Stay;
- Once household income is above £31,000 a year, rent will increase by 15 pence for every pound above this threshold. That is for each £1,000 extra in household income, rent will increase by £150 a year - that is, £12.50 a month or £2.88 a week; and
- There is no commitment to exempt people over the age of 65 from Pay to Stay

5.4 For tenants not in receipt of housing benefit, the Council does not have details of household income, and therefore it is not possible to estimate the number of tenants that may be affected or the amount of additional rent that may be raised. In any case the Council will be acting as a revenue collecting agency for the Treasury, not raising additional revenue for itself.

5.5 The policy is due to come into effect from 1 April 2017.

<http://researchbriefings.files.parliament.uk/documents/SN06804/SN06804.pdf>

6 Housing Association Right to Buy and Vacant High Value Local Authority Housing

- 6.1 As part of its manifesto, the Government announced plans to give housing association tenants the right to buy, on the same terms as Council tenants. As part of the proposal, the Government has announced that the cost of the discounts offered to housing association tenants will be funded through the enforced sale of local authority's "most expensive properties" as they fall vacant.
- 6.2 The National Housing Federation, which represents Housing Associations, has negotiated a voluntary agreement which will allow for housing association tenants to exercise right to buy from 2016. This voluntary agreement is included within the Housing and Planning Act 2016, by giving the Secretary of State power to pay a grant to cover the cost of the discounts provided, and by giving the Homes and Communities Agency a role in monitoring the performance of housing associations on right to buy and home ownership.
- 6.3 The Housing and Planning Act places a duty on councils to consider selling higher value vacant social housing when it becomes vacant. The Act has changed the understanding of the nature of the scheme, in that it empowers the Secretary of State to require an upfront payment from the Council calculated by reference to the market value of their "higher value" housing stock, rather than just paying over the proceeds of the actual sales, raising the possibility that should insufficient properties be sold, the HRA will have to fund the levy through other resources.
- 6.4 Details of how 'higher-value' is to be defined, and how the levy is to be calculated, are not yet known. The change in language from 'high-value' used in the draft Bill to 'higher-value' was made in response to concerns raised by peers about the severe impact the policy may have in Central London if a regional definition of high-value were applied. Higher-value is instead thought to indicate that local market conditions will be taken into account.
- 6.5 An assessment of the impact on the Housing Revenue Account must wait for these details to be clarified. If homes are sold to pay the levy, this would reduce the capacity to rehouse households on the waiting and transfer lists, increase the number of households in temporary accommodation and reduce long-term Housing Revenue Account (HRA) income. The alternative of funding the levy from the HRA itself – effectively from tenants rents – will reduce capacity within the HRA to maintain and regenerate the council housing stock. The Regulations setting out the detail of the plans along with what definition of higher-value will be used are due to come back before Parliament. Further information on the timescales for implementation is also expected at this point.

7 HRA Medium Term Financial Plan

- 7.1 The previous financial issues paper (Cabinet – 10 November 2015) predicted that the reduction in rents over the financial years to 2019/20 would move the HRA from a position of annual surplus to one of deficit. As a consequence decisions were taken as part of setting the HRA budget for 2016/17, in consultation with South Essex Homes, to seek further efficiencies in the management fee and to reduce the revenue repairs budget. Officers also undertook to review the depreciation policy with a view to making this charge more stable and sustainable into the future for the revenue account, and at the same time ensuring sufficient funds are being set aside for the future capital maintenance needs of the stock.
- 7.2 That latter piece of work is only partially complete. Depreciation has been substantially reduced and made more stable, but further work needs to be undertaken to ensure that sufficient resources are being set aside for future capital maintenance. This work is nearing completion. Therefore the major repairs allowance assumed in the original self-financing business plan has been used as a proxy within the HRA MTFP.
- 7.3 Fundamentally it is still difficult to model the HRA MTFP with any certainty given the lack of information from the government as to the proposed level of any levy in relation to higher value voids from 2017 onwards. Based on what is currently known, the tables below set out the HRA MTFP up until 2020. Appendix 1 sets out a more detailed version of the HRA MTFP.

	2016/17 Budget £000	2017/18 Forecast £000	2018/19 Forecast £000	2019/20 Forecast £000
Total Expenditure	23,688	24,182	24,715	25,088
Total Income	(28,151)	(27,917)	(27,722)	(27,512)
Net Operating Surplus	(4,463)	(3,735)	(3,007)	(2,424)
Revenue Contribution to Capital	2,176	0	0	0
Surplus taken to Reserves	(2,287)	(3,735)	(3,007)	(2,424)

Table makes no allowance for the impact of the proposed Higher Value Voids Levy

- 7.4 As a result of reducing the cost base of the HRA, notwithstanding that the on-going required rent reductions are reducing resources available, the HRA MTFP indicates that the HRA will remain in surplus, albeit reducing whilst the government require the Council to continue to reduce rent levels. Surpluses being generated are lower than they otherwise would have been, but nonetheless still remain positive.
- 7.5 However what remains clear is that the HRA will only be able to support a higher value voids levy payment in the region of £3.0M a year from the revenue account, without the need to dispose of properties or use existing balances to raise the required funds. Until the government publish the draft regulations and determinations, it is difficult to propose a definitive course of action.

8 Corporate Implications

8.1 Contribution to Council's Vision & Critical Priorities

The proposed statutory provisions will make it more difficult for the Council to address its priorities in relation to the provision of new mixed tenure affordable housing and its ability to enable the planning and development of quality, affordable housing.

8.2 Financial Implications

The financial implications, as far as they can be predicted at this stage, are included throughout the report. The reduction in rent yield within the HRA reduces the amounts available for future reinvestment in the Council Housing Stock.

The proposed Higher Value Voids Levy will further reduce available housing reserves.

8.3 Legal Implications

The report refers to two statutory instruments; the Welfare Reform and Work Act and the Housing and Planning Act. Statutory Regulations that will bring some of the provisions into effect are still awaited.

8.4 People Implications

There are no people implications arising from this report

8.5 Property Implications

There are no immediate property implications arising from this report, although the statutory provisions referred to are likely to see an acceleration of the reduction of the Council's housing stock, and a decrease in the provision of new affordable homes for rent.

8.6 Consultation

There are no consultation implications arising from this report

8.7 Equalities Impact Assessment

There are no equalities implications arising from this report

8.8 Risk Assessment

There are no risk implications arising from this report

8.9 Value for Money

There are no value for money implications arising from this report

8.10 Community Safety Implications

There are no community safety implications arising from this report

8.11 Environmental Impact

There are no environmental implications arising from this report

9 Background Papers

Hyperlink within the report point Members to a House of Commons Library briefing paper relating to this issue.

Financial Pressure facing the Housing Revenue Account - report to Cabinet –
10 November 2015

10 Appendices

Appendix 1 Detailed HRA Medium Term Financial Plan 2016/17 – 2019/20

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HRA Medium Term Financial Plan 2016/17 to 2019/20

Appendix 1

	2016/17 Budget £000	2017/18 Forecast £000	2018/19 Forecast £000	2019/20 Forecast £000
Employees	276	276	276	276
Premises (excluding repairs)	702	732	764	797
Repairs	4,736	4,831	4,928	5,027
Higher Value Voids Levy	0	?	?	?
Supplies and Services	67	68	69	70
Management Fee	5,618	5,618	5,668	5,718
MATS	1,048	1,074	1,101	1,129
Provision for Bad Debts	372	383	394	406
Depreciation	7,310	7,553	7,803	8,062
Interest and Debt Management Charges	3,559	3,647	3,712	3,603
Total Expenditure	23,688	24,182	24,715	25,088
Fees and Charges	(503)	(513)	(523)	(533)
Dwelling Rents	(25,705)	(25,440)	(25,190)	(24,940)
Other Rents	(940)	(949)	(957)	(965)
Other	(263)	(286)	(286)	(286)
Interest	(210)	(210)	(210)	(210)
Recharged to Capital	(530)	(519)	(556)	(578)
Total Income	(28,151)	(27,917)	(27,722)	(27,512)
Net Operating Expenditure	(4,463)	(3,735)	(3,007)	(2,424)
RCCO	2,176	0	0	0
Appropriation to Earmarked Reserves	2,287	3,735	3,007	2,424
(Surplus) or Deficit in Year	0	0	0	0
General HRA Balance				
Opening Balance	3,502	3,502	3,502	3,502
Used to meet Deficit	0	0	0	0
Closing Balance	3,502	3,502	3,502	3,502
Earmarked Reserves				
Opening Balance	16,800	19,087	22,822	25,829
Appropriation to Earmarked Reserves	2,287	3,735	3,007	2,424
Closing Balance	19,087	22,822	25,829	28,253
Total HRA Balances at year end	22,589	26,324	29,331	31,755

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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.

9

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:
Denise Gillie
Malcolm Gara
Louise Craig

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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

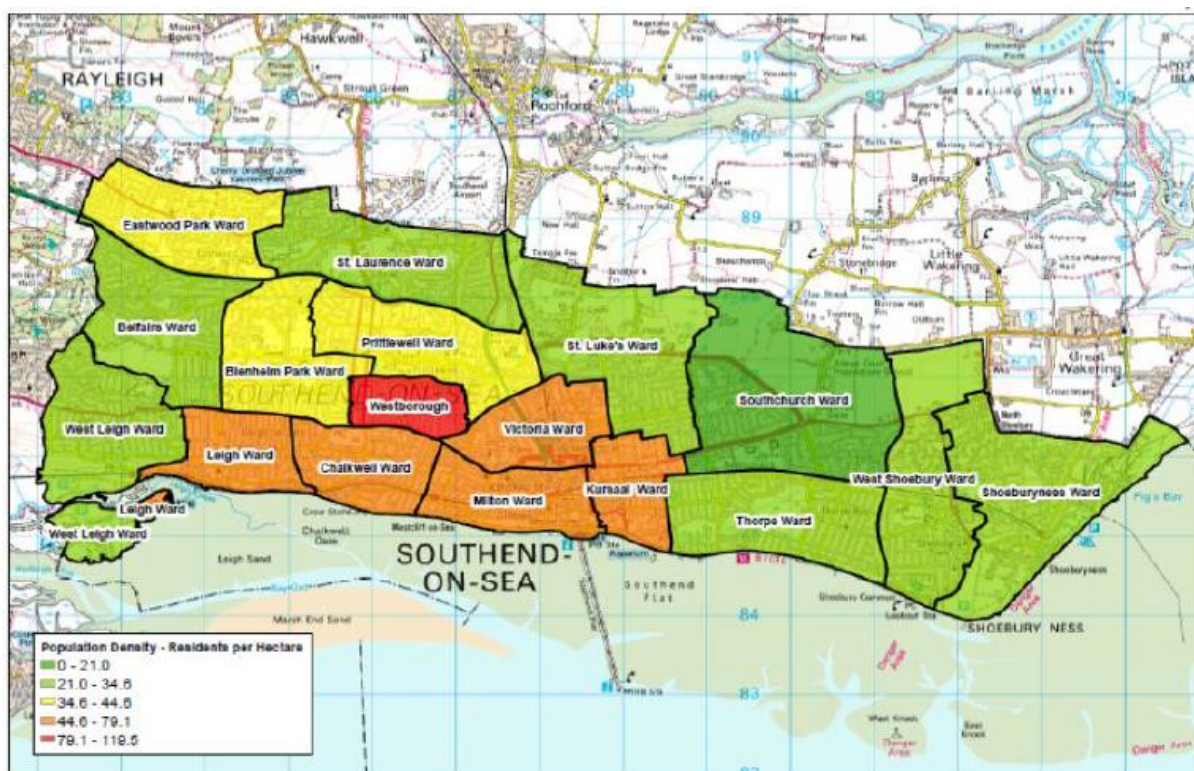
This demographic and market analysis includes data for Southend-on-Sea local authority area and the 19 ward areas that make up Southend-on-Sea. The local authority data has been compared with regional and national data to provide context.

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 Priorswood 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.

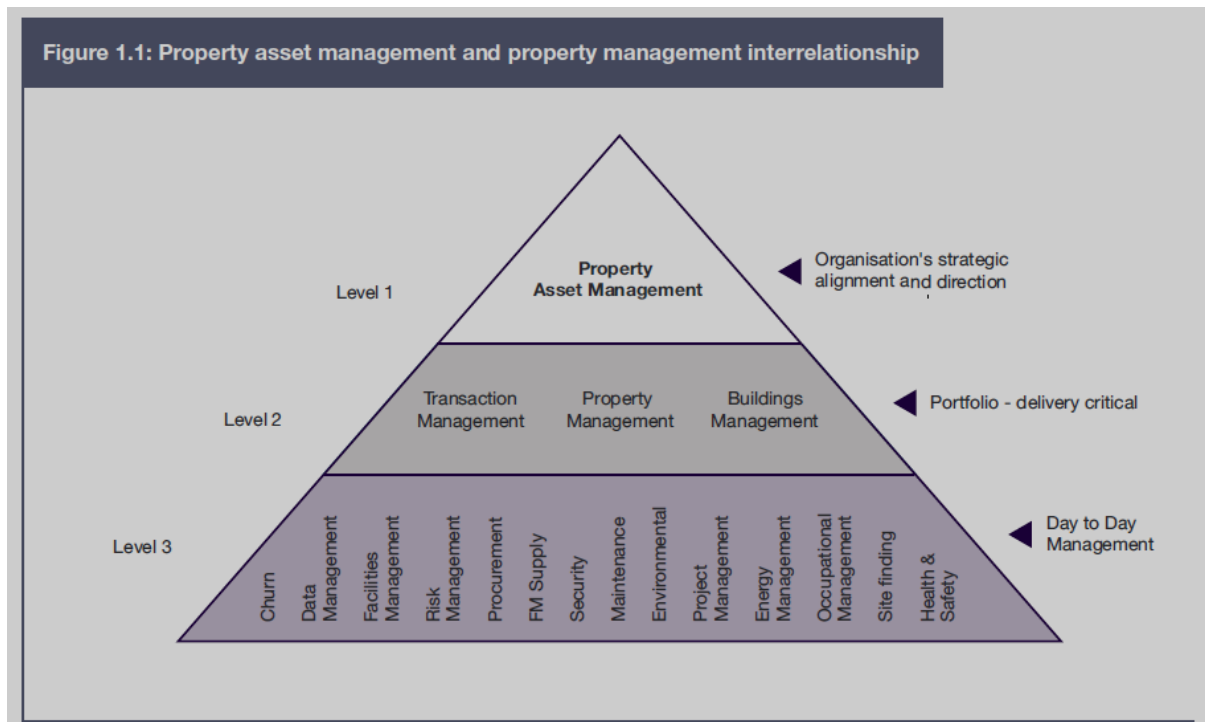
Level 1 - In contrast, the property asset manager ensures that the property asset base of an organisation is optimally structured in the best corporate interest of the organisation and in the case of housing stock, that it should serve the best interests of the relevant population.

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.

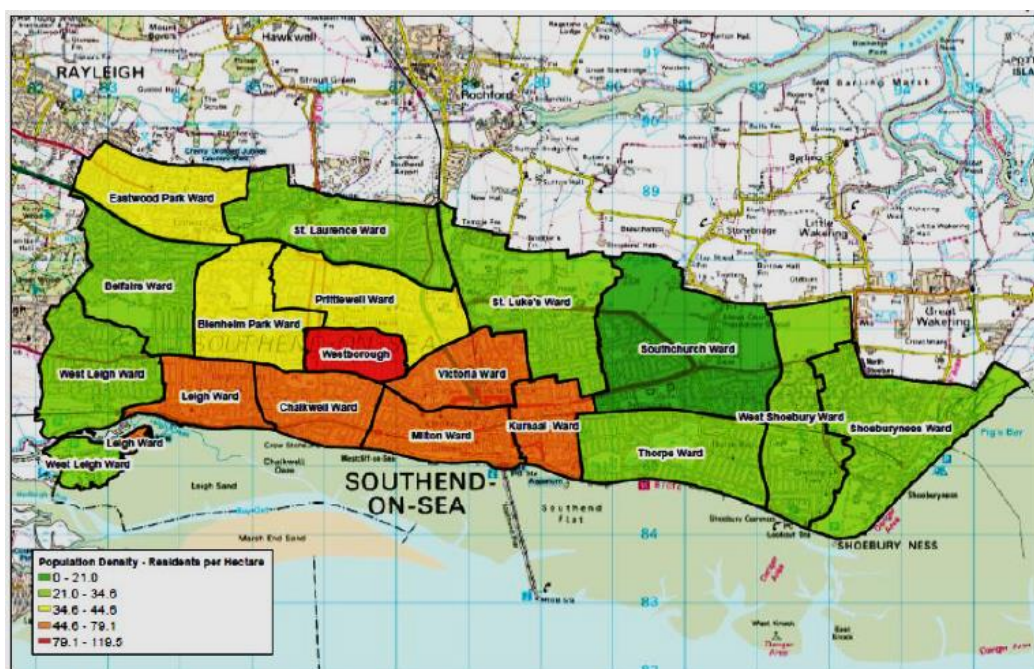
This appendix provides further detailed information to the summary provided in Section 3 of the main report.

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%.

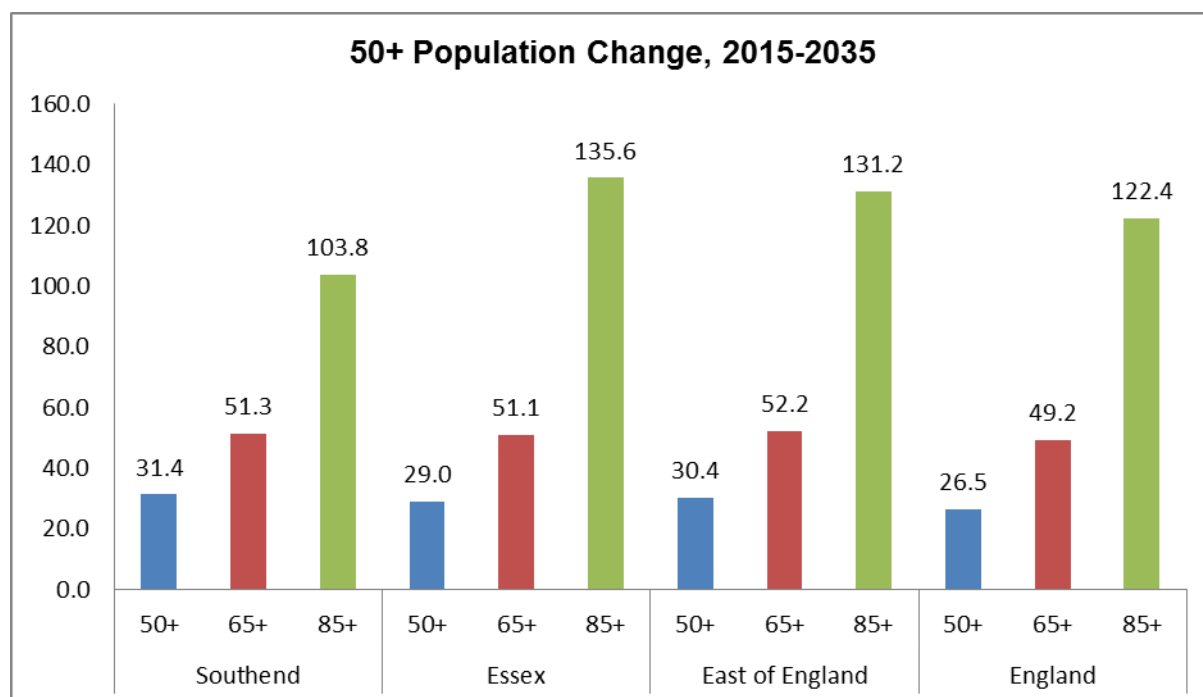
Figure A2.3: Projections for the Population (thousands) aged 50+ in Southend-on-Sea, 2015-2035

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)

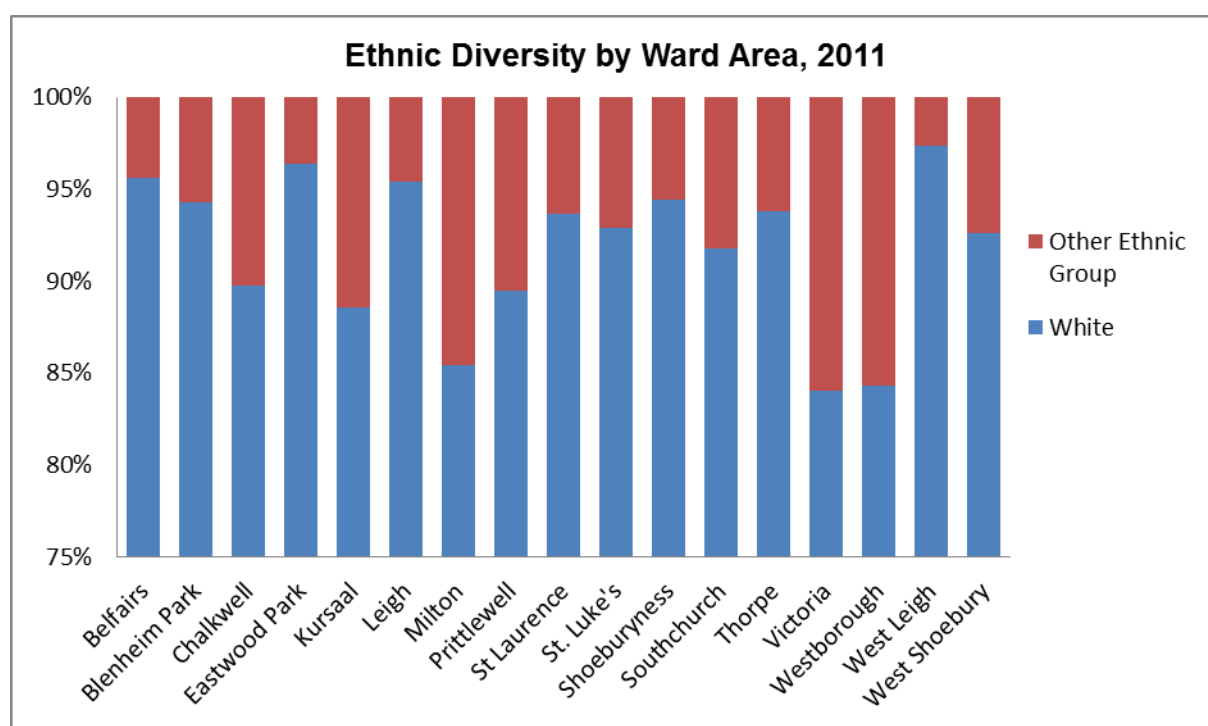
The ward-level ethnic profile is given in Figure A2.8 and Figure A2.9. Ward-level ethnicity data is not available broken down by age, so the data below covers the total population. The Victoria and Westborough wards have the highest levels of ethnic diversity, whilst West Leigh and Eastwood Park have 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



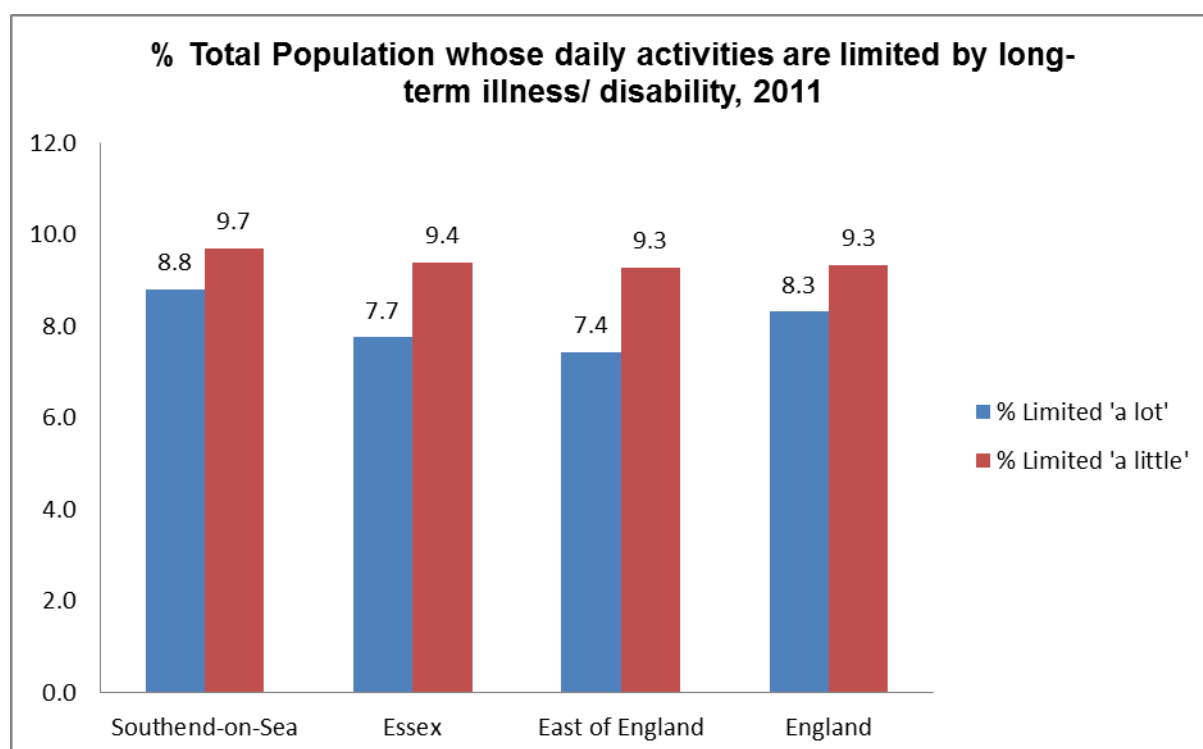
Source: ONS Neighbourhood Statistics, based on 2011 Census data

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.

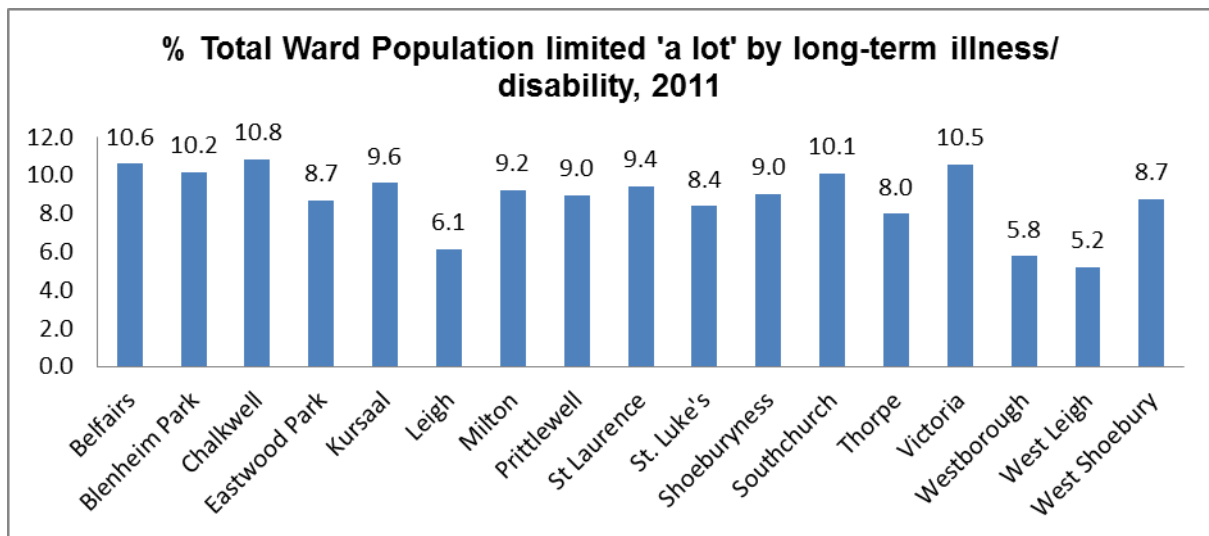
Figure A2.10: % Total Population Limited by Long-term Illness/ Disability 2011, Southend-on-Sea and Comparators



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

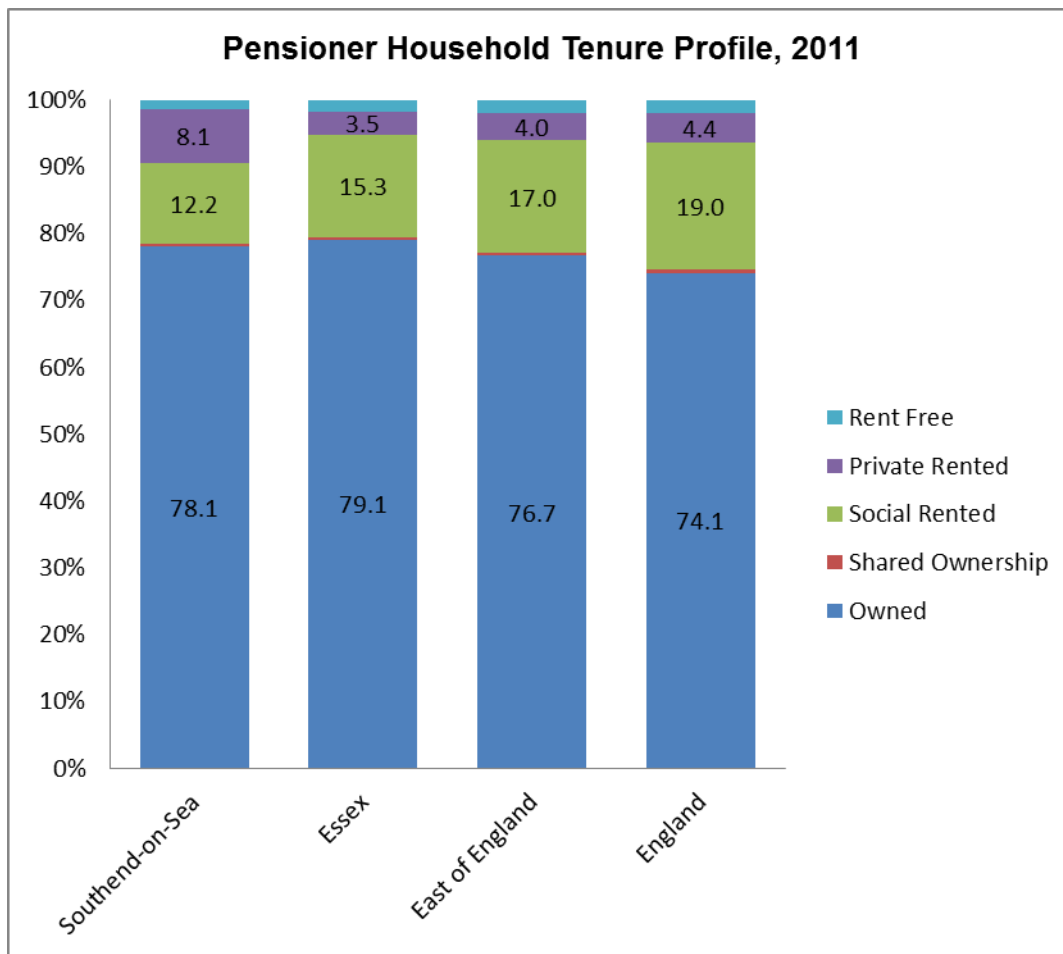
Source: Projecting Older People Population Information (POPPI)

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.

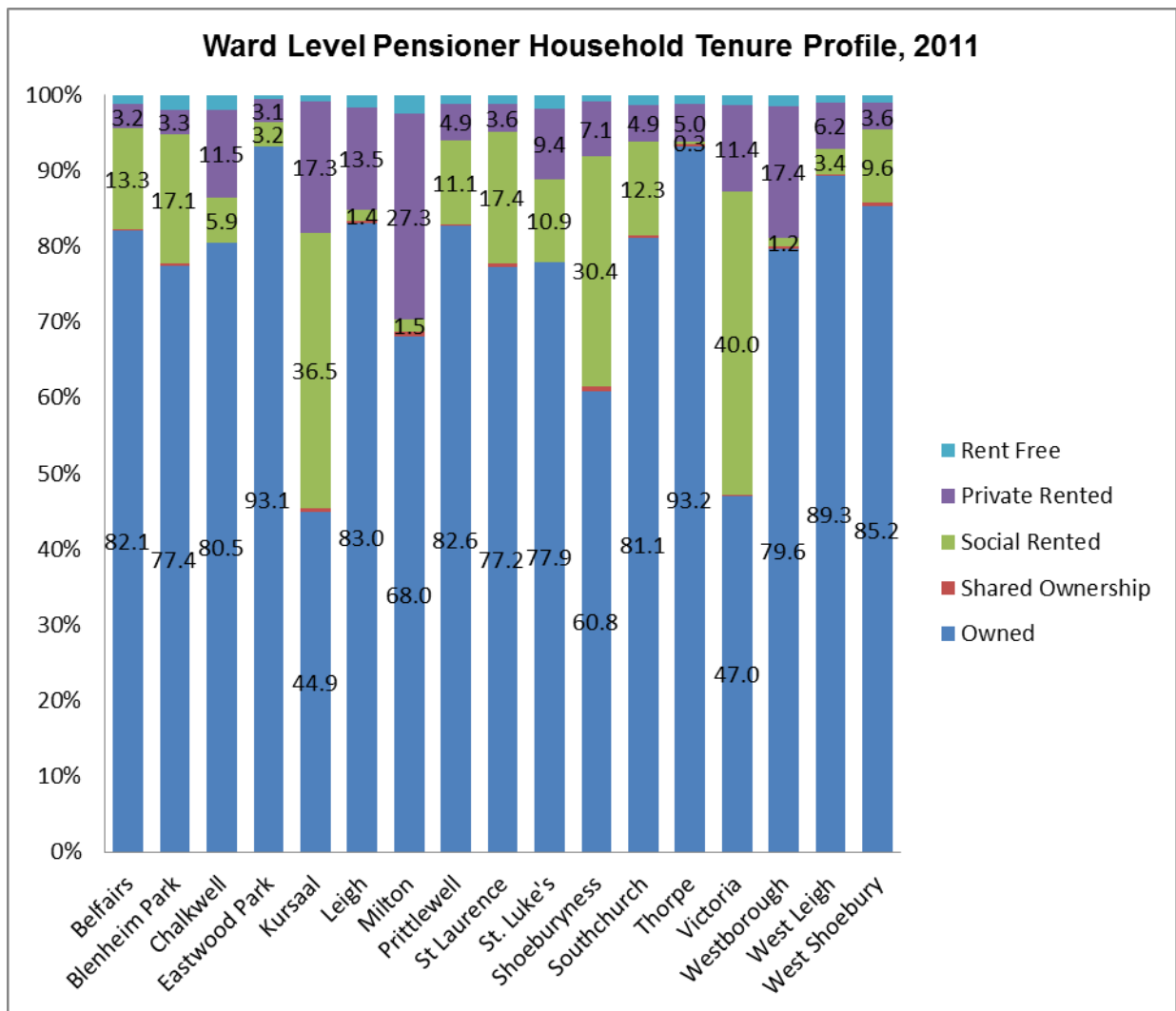
Figure A2.14: Pensioner Household Tenure in Southend-on-Sea and Comparators, 2011



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

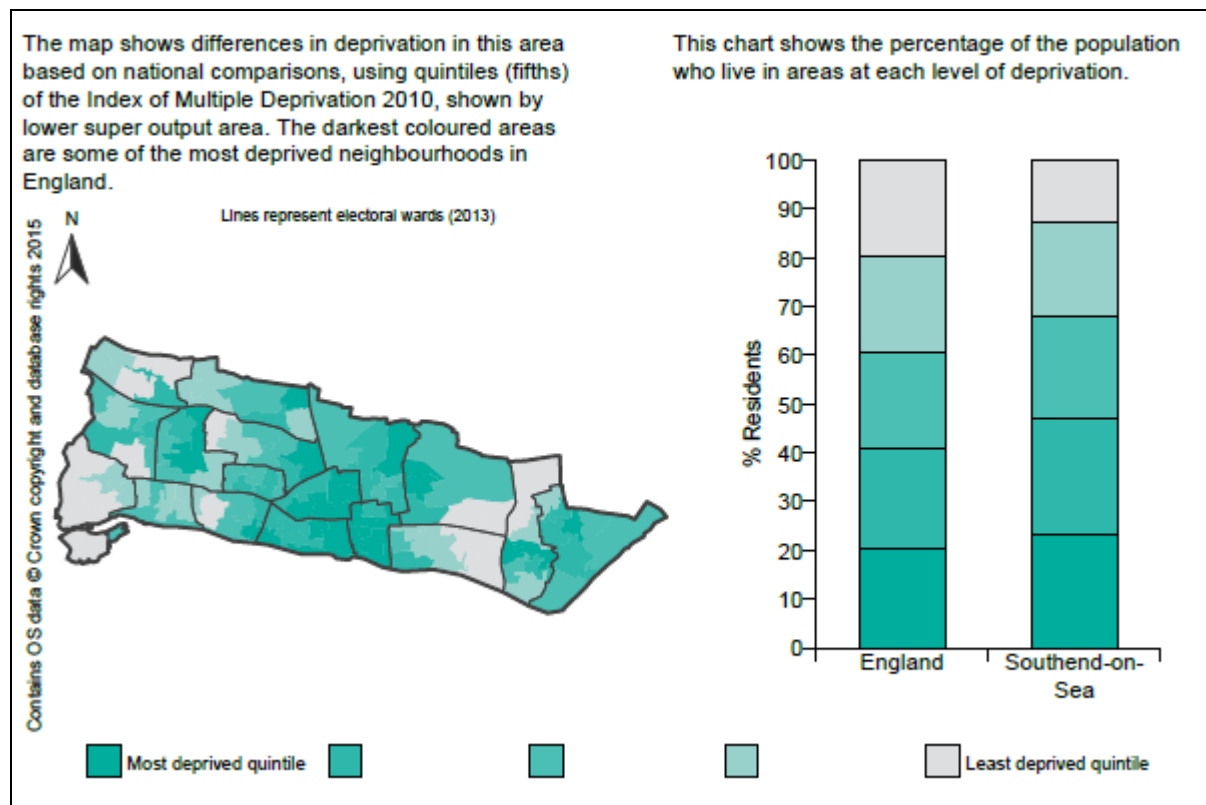
Area	All dwelling types	Detached	Semi-detached	Terraced	Flats & Maisonettes
Southend-on-Sea	13.3	10.7	12.9	12.7	12.1
Rochford	11.6	10.7	12.2	12.1	-6.3
Castle Point	12.8	4.2	12.8	9.4	8.9
Basildon	11.1	9.1	12.5	13.5	0.0

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

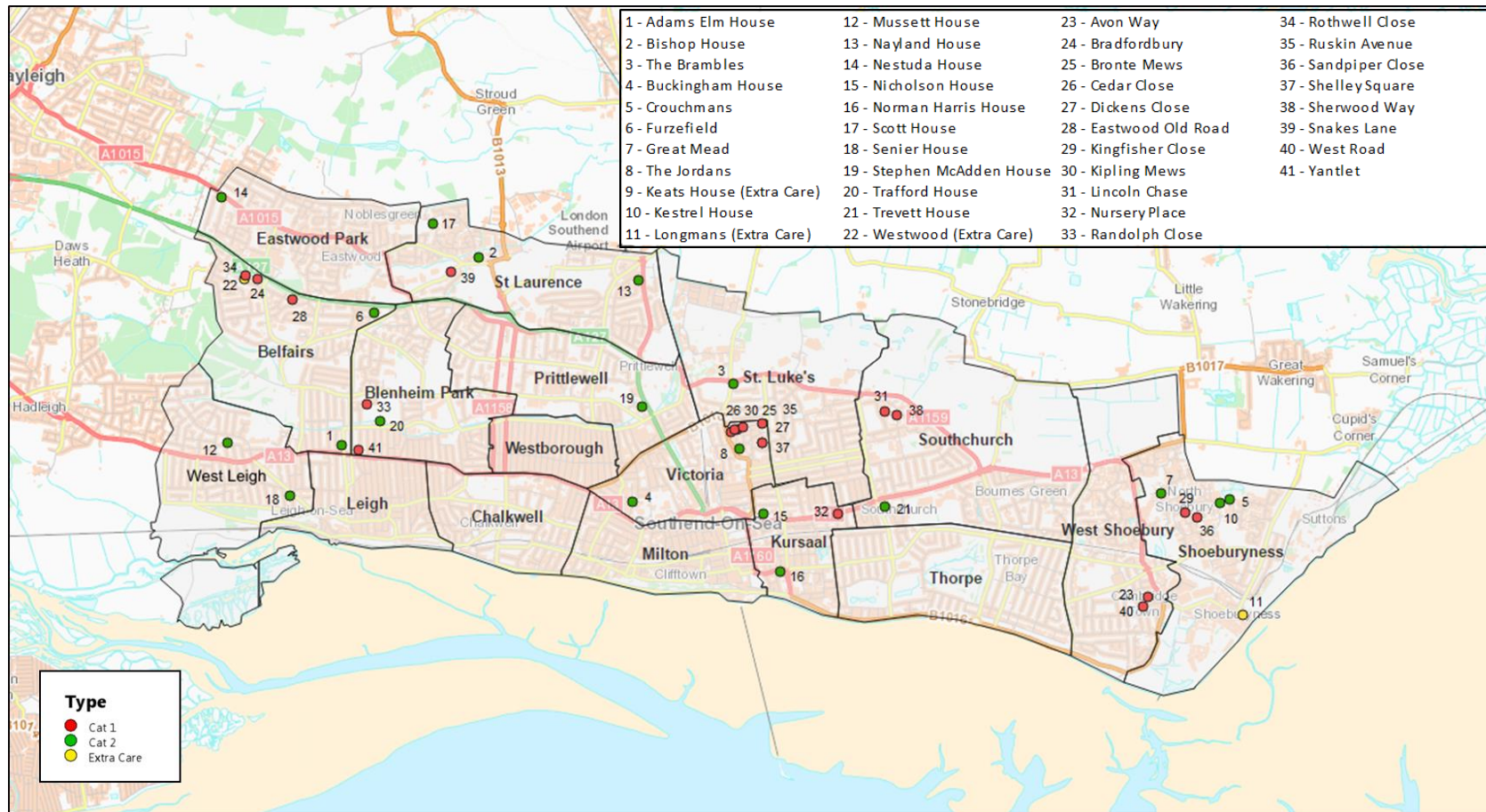


Figure A3.2: Map showing schemes in relation to % total ward population aged 50+

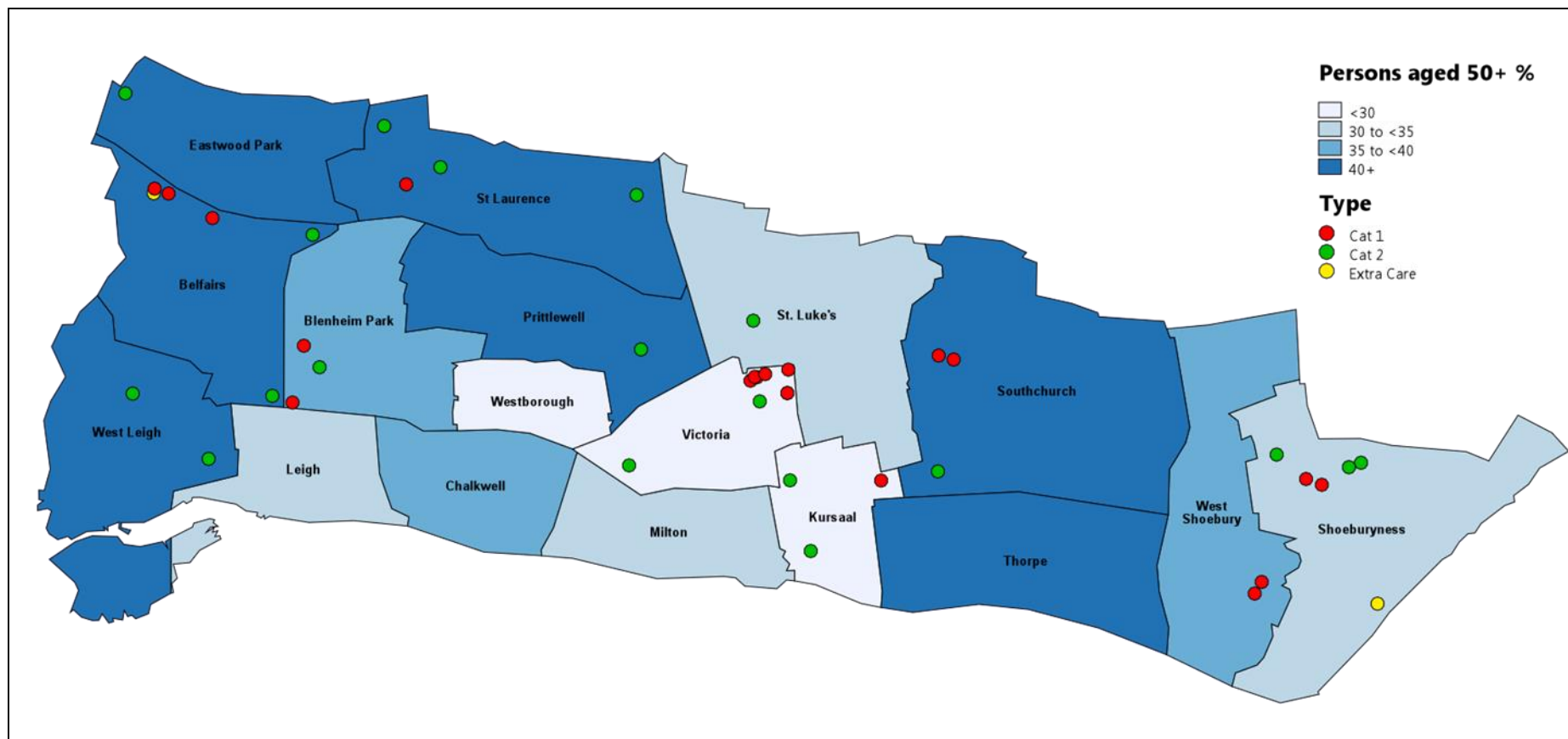


Figure A3.3: Map showing schemes in relation to % total ward population aged 85+

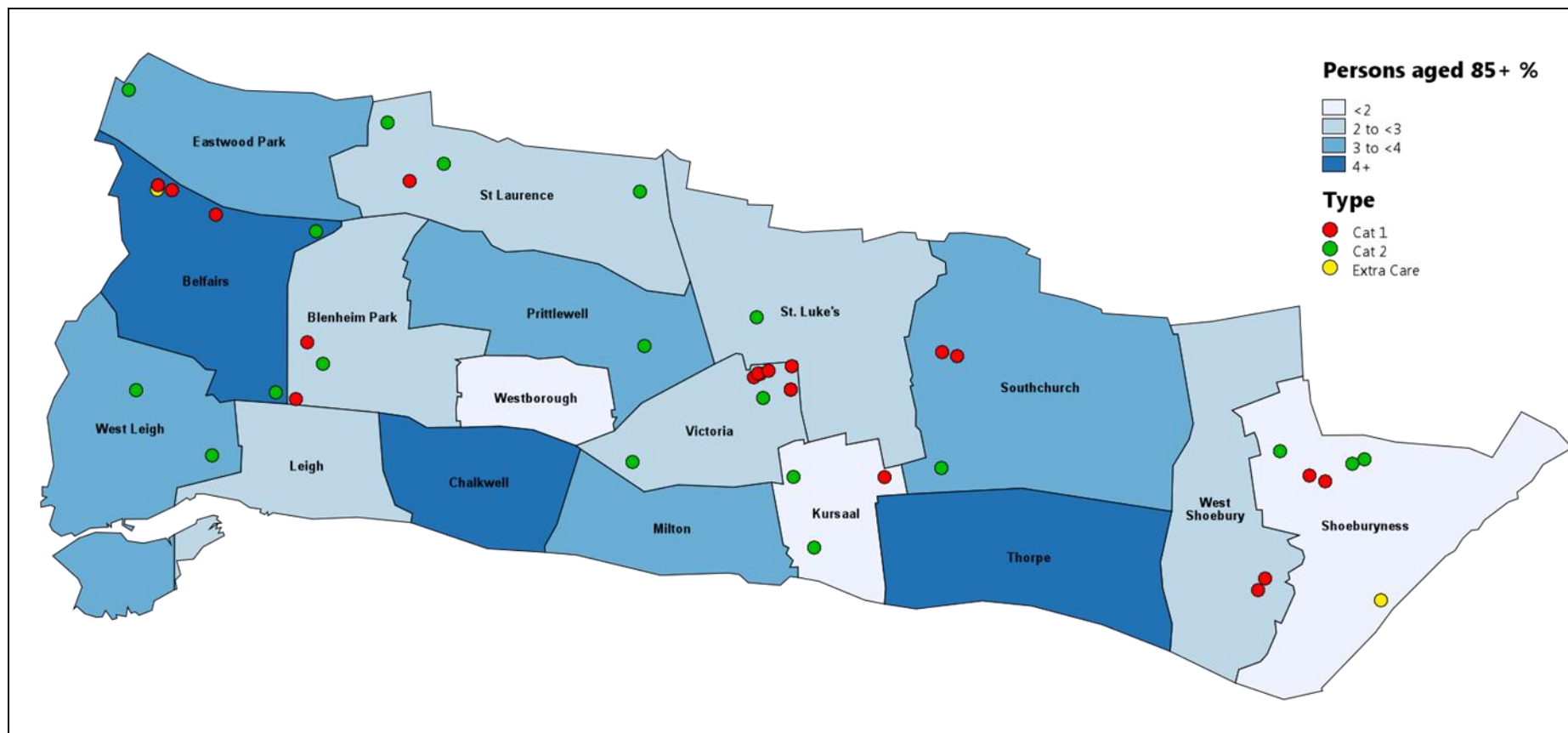


Figure A3.4: Map showing schemes in relation to % pensioner household owner-occupation

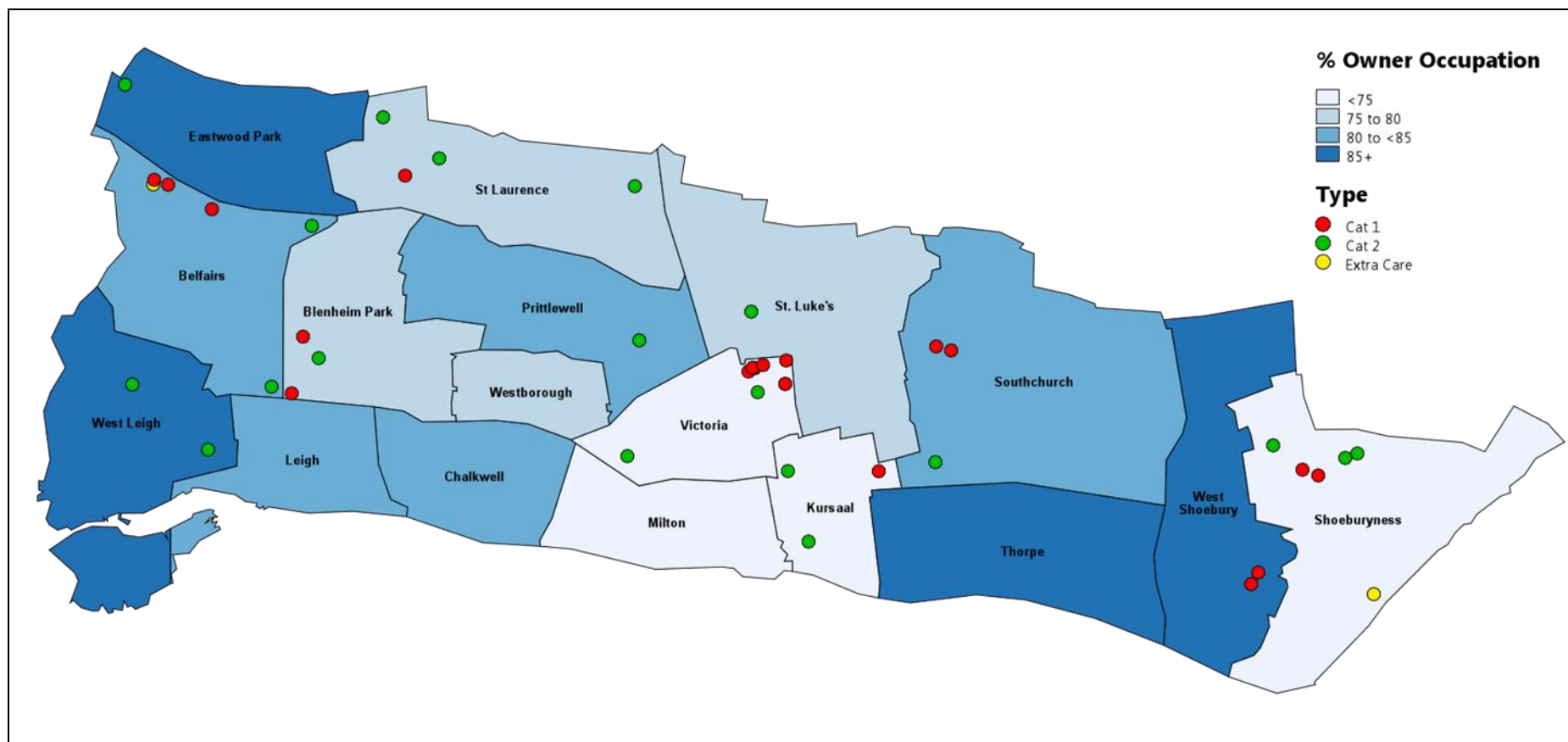


Figure A3.6: Map showing schemes in relation to % total population whose daily activities are limited 'a lot' by long-term illness or disability

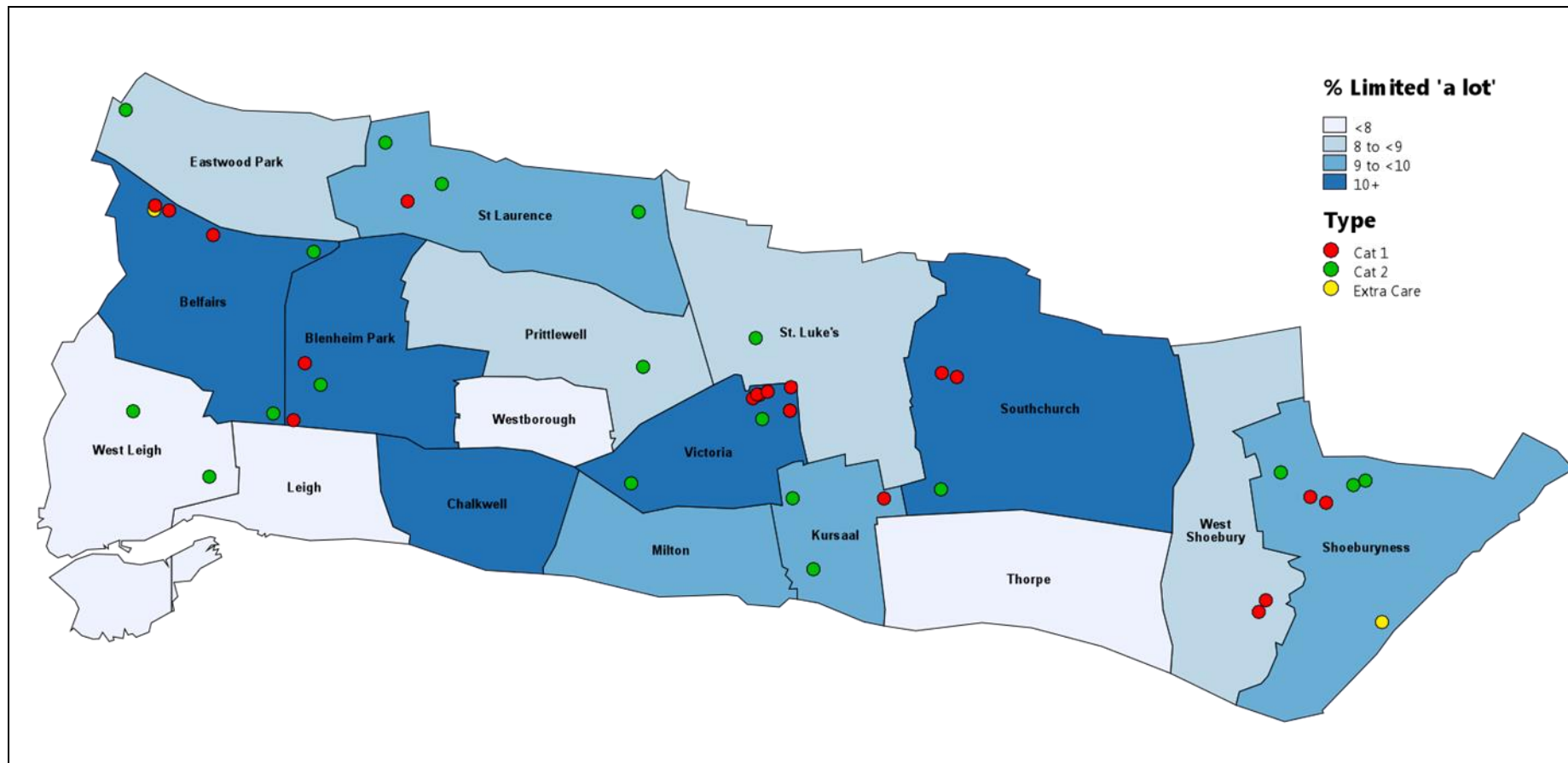


Figure A3.7: Map showing schemes in relation to the Indices of Multiple Deprivation score (the higher the score, the greater the level of deprivation)

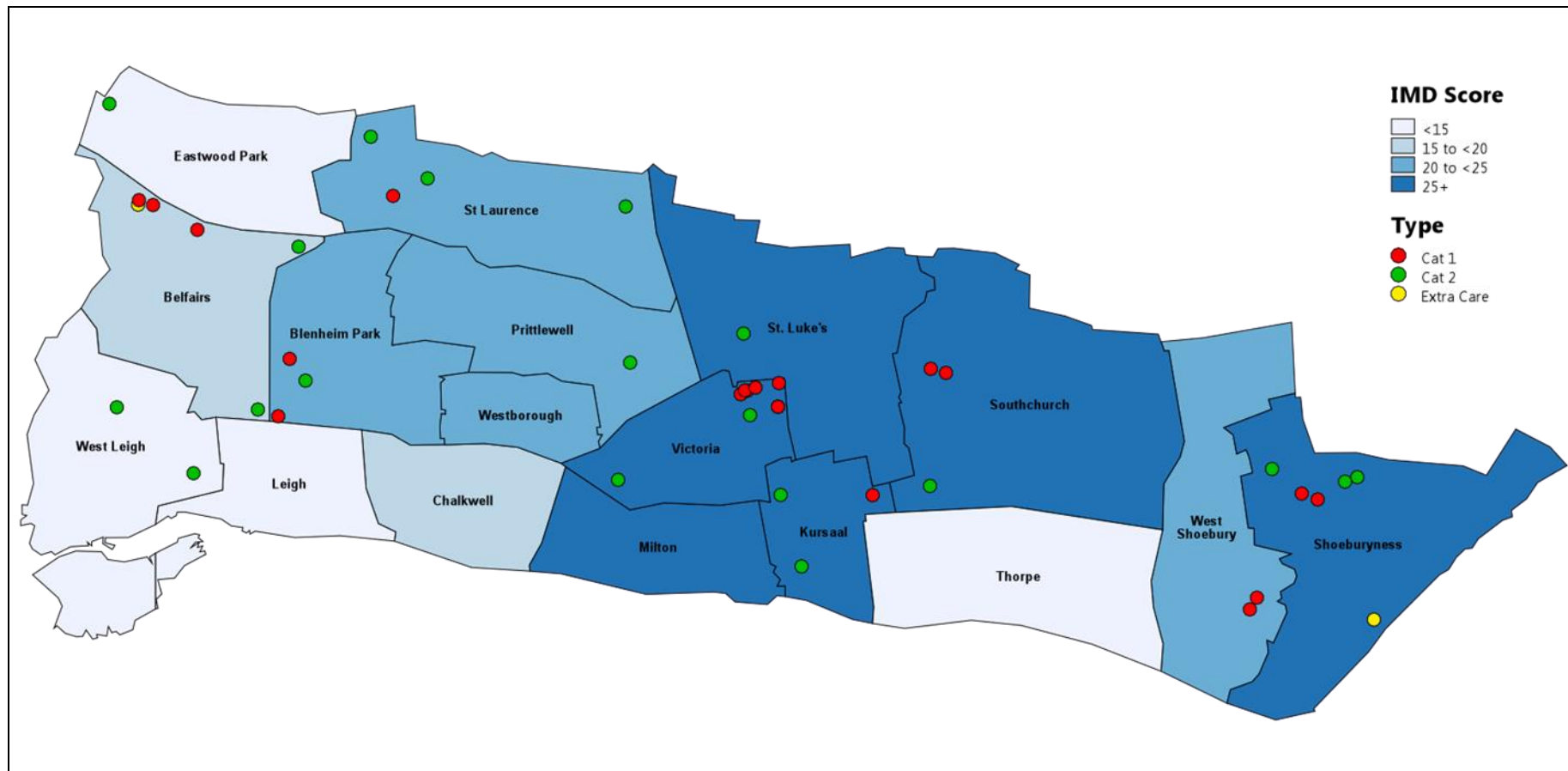
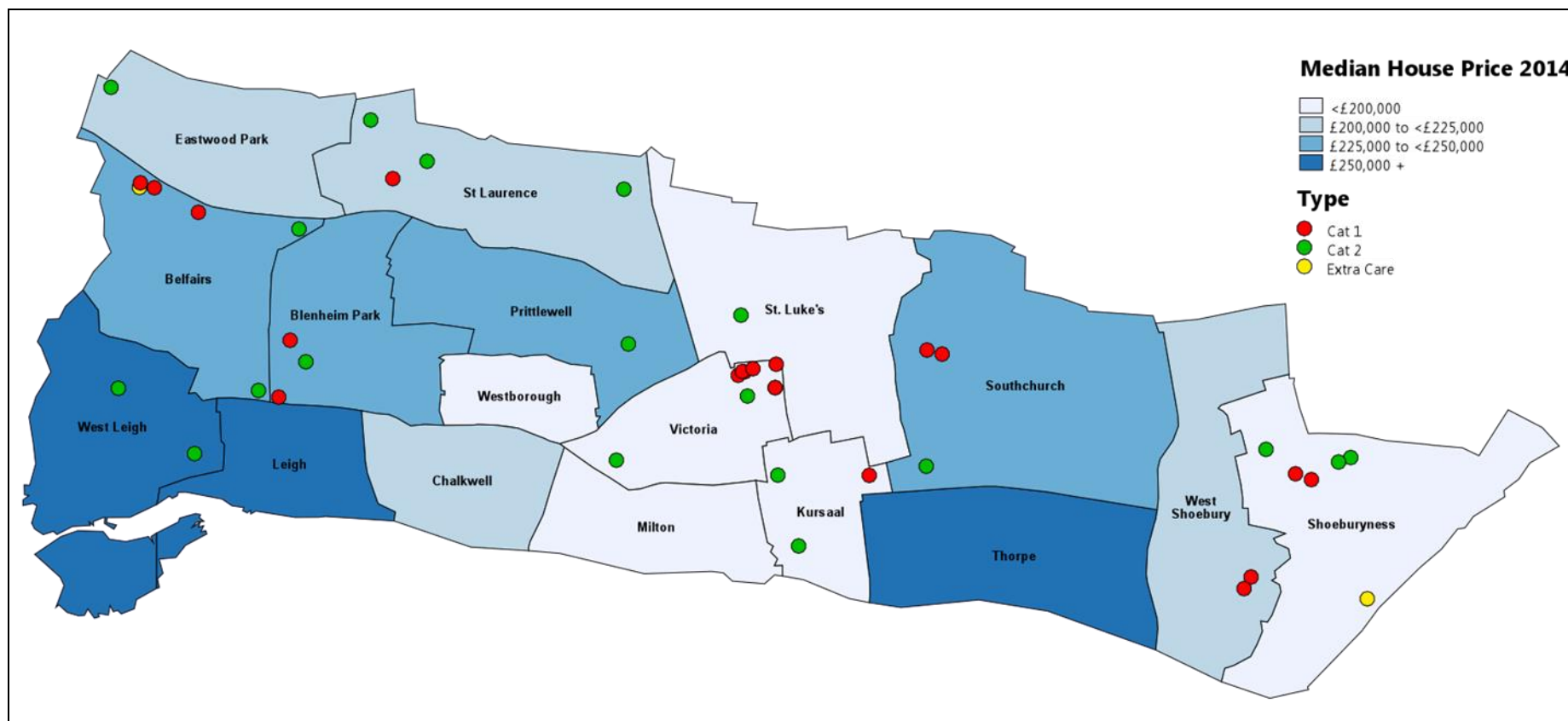


Figure A3.8: Map showing schemes in relation to 2014 median house prices



Appendix 4: Sheltered Housing Schemes – Aerial Views and Brief Scheme Details

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<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.

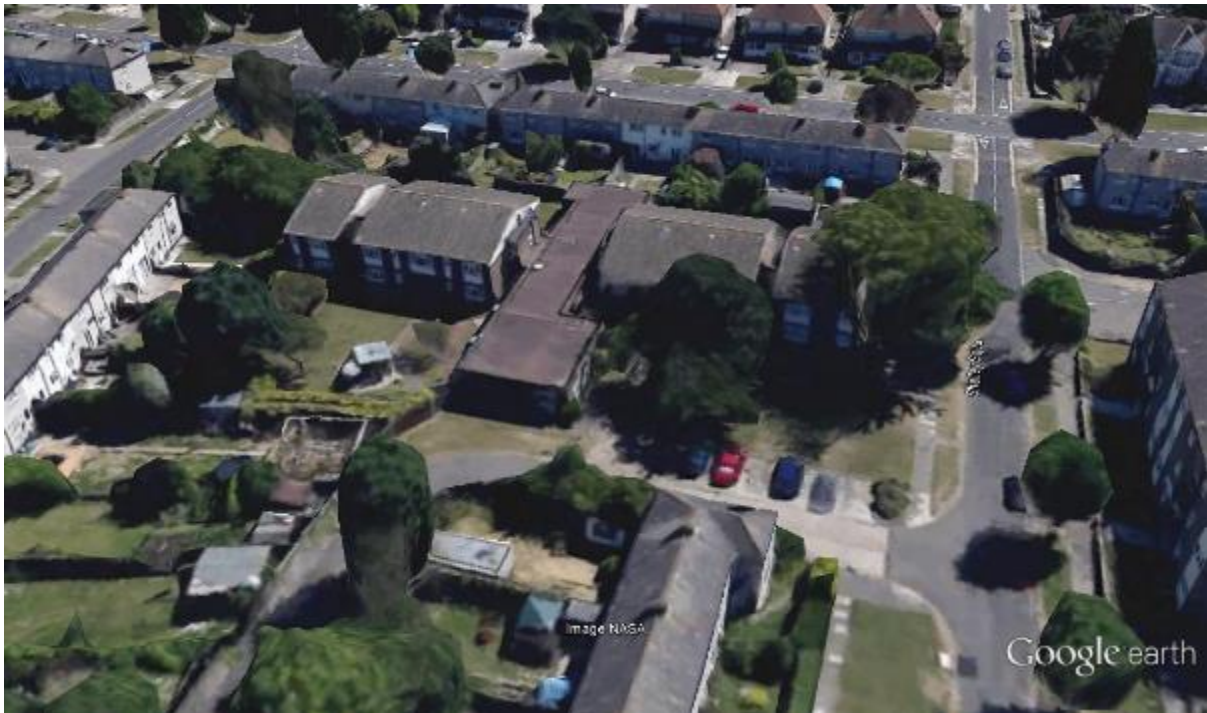
The Jordans, Maple Square, SS9 5NY



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 Bradforbury 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.