



CABINET

18 November 2015

A meeting of the CABINET will be held on Thursday, 26th November, 2015, 6.00 pm
in Committee Room 1 Marmion House, Lichfield Street, Tamworth

A G E N D A

NON CONFIDENTIAL

1 Apologies for Absence

2 Minutes of the Previous Meeting (Pages 1 - 4)

3 Declarations of Interest

To receive any declarations of Members' interests (pecuniary and non-pecuniary) in any matters which are to be considered at this meeting.

When Members are declaring a pecuniary or non-pecuniary interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a pecuniary or non-pecuniary interest in respect of which they do not have a dispensation.

4 Question Time:

To answer questions from members of the public pursuant to Executive Procedure Rule No. 13

5 Matters Referred to the Cabinet in Accordance with the Overview and Scrutiny Procedure Rules

None

6 Quarter Two 2015/16 Performance Report (Pages 5 - 60)
(The Report of the Leader of the Council)

7 Draft Base Budget Forecasts 2016/17 to 2020/21 (Pages 61 - 98)
(The Report of the Leader of the Council)

- 8 VCS and Locality Commissioned Services Contract Review** (Pages 99 - 166)
(The Report of the Leader of the Council)
- 9 Council Tax Base 2016/17** (Pages 167 - 170)
(The Report of the Portfolio Holder for Operations and Assets)
- 10 Write Offs 01/04/15 - 30/09/15** (Pages 171 - 178)
(The Report of the Portfolio Holder for Operations and Assets)
- 11 Treasury Management Strategy Statement and Annual Investment Strategy Mid-year Review Report 2015/16** (Pages 179 - 202)
(The Report of the Portfolio Holder for Operations and Assets)
- 12 Revised Gambling Act 2005 Statement of Principles 2016-2019** (Pages 203 - 238)
(The Report of the Portfolio Holder for Communities and Public Health)
- 13 Homelessness Prevention Strategy** (Pages 239 - 452)
(Report of the Portfolio Holder for Housing and Waste Management)
- 14 Revised Standards for Housing in Multiple Occupation (HMOs)** (Pages 453 - 514)
(The Portfolio Holder for Housing and Waste Management)
- 15 Tinkers Green and Kerria Regeneration** (Pages 515 - 566)
(Report of the Portfolio Holder for Economy and Education)
- 16 Exclusion of the Press and Public**
To consider excluding the Press and Public from the meeting by passing the following resolution:-

“That in accordance with the provisions of the Local Authorities (Executive Arrangements) (Meeting and Access to Information) (England) Regulations 2012, and Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the consideration of the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public”

At the time this agenda is published no representations have been received that this part of the meeting should be open to the public.
- 17 Council Garage Site Redevelopment** (Pages 567 - 578)
(Report of the Portfolio Holder for Economy and Education)

Yours faithfully

A handwritten signature in black ink, appearing to be 'ASD', enclosed within a circular scribble.

Chief Executive

People who have a disability and who would like to attend the meeting should contact Democratic Services on 01827 709264 or e-mail committees@tamworth.gov.uk preferably 24 hours prior to the meeting. We can then endeavour to ensure that any particular requirements you may have are catered for.

To Councillors: D Cook, R Pritchard, S Claymore, S Doyle and M Thurgood.

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MINUTES OF A MEETING OF THE CABINET HELD ON 5th NOVEMBER 2015

PRESENT: Councillors R Pritchard, S Claymore, S Doyle and M Thurgood

The following officers were present: Anthony E Goodwin (Chief Executive), John Wheatley (Executive Director Corporate Services), Anica Goodwin (Director - Transformation and Corporate Performance), Zoe Wolicki (HR Adviser) and Janice Cliff (Democratic and Elections Officer)

66 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor D Cook

67 MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 22 October 2015 were approved and signed as a correct record.

(Moved by Councillor M Thurgood and seconded by Councillor S Claymore)

68 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

69 QUESTION TIME:

None

70 MATTERS REFERRED TO THE CABINET IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULES

None

71 EQUALITY AND DIVERSITY SCHEME UPDATE

The Portfolio Holder for Operations and Assets provided an overview on the issues and work areas around equality that the Transformation and Corporate Performance team had a lead on and/or was involved in. This report provided Cabinet with an update of the on-going work and to give assurance that systems

or work streams are in place where required in order that Tamworth Borough Council embraces equality and diversity and remains compliant.

RESOLVED: That Cabinet

- 1 approved the revised diversity and equality objectives as detailed within the report;
- 2 approved the diversity and equality action plan; and
- 3 endorsed the Diversity and Equalities Scheme and recommend it to Council (15 December 2015) for formal approval

(Moved by Councillor R Pritchard and seconded by Councillor M Thurgood)

72 LOCAL COUNCIL TAX REDUCTION SCHEME 2016 ONWARDS CONSULTATION RESULTS

The Portfolio Holder for Operations and Assets advised Members of the results and feedback from the recently undertaken consultation on and the financial implications of the 2014/15 scheme and reviewed the consultation feedback when potential changes to be applied in the 2016/17 Local Council Tax Reduction Scheme were considered. Also Members were advised that the Local Council Tax Reduction Scheme for working age customers for 2016/17 should include continued alignment to Applicable Amounts with those of Housing Benefit. Members were requested to endorse the proposed change, supported by the consultation results, to exclude child maintenance as income.

RESOLVED: That

- 1 Cabinet considered the results of the public consultation on the current scheme, carried out 31 July to 25 September 2015, and endorsed the proposed recommended changes detailed below for when the scheme is considered by Council on 15 December 2015; and
- 2 The base scheme (in place for 2014/15 and 2015/16) goes forward with the following exceptions/amendments;
 - (a) That the Local Council Tax Reduction Scheme for working age customers for 2016/17 will continue to be aligned to Applicable Amounts with those of Housing Benefit, and
 - (b) That the exclusion of child maintenance as income becomes a policy change for the Local Council Tax Reduction scheme from 2016/17

onwards.

*(Moved by Councillor R Pritchard and seconded by
Councillor S Doyle)*

Leader

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THURSDAY, 26 NOVEMBER 2015

**REPORT OF THE LEADER OF THE COUNCIL
QUARTER TWO 2015/16 PERFORMANCE REPORT**

EXEMPT INFORMATION

Not applicable

PURPOSE

This report aims to provide Cabinet with a performance and financial health-check.

RECOMMENDATIONS

That Cabinet endorse the contents of this report.

EXECUTIVE SUMMARY

This report provides information on:

1. High level corporate plan actions, key service performance Indicators and corporate risks,
2. Impact of welfare benefit reform,
3. Performance management framework,
4. Sustainability Strategy,
5. Financial health check

OPTIONS CONSIDERED

Not applicable.

RESOURCE IMPLICATIONS

There are none.

LEGAL/RISK IMPLICATIONS BACKGROUND

There are none.

SUSTAINABILITY IMPLICATIONS

There are none.

BACKGROUND INFORMATION

REPORT AUTHOR

John Day

APPENDICES

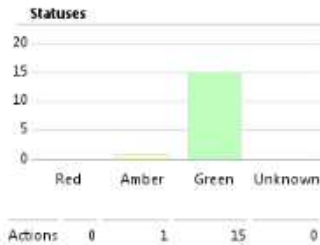
Quarter two 2015/16 performance report

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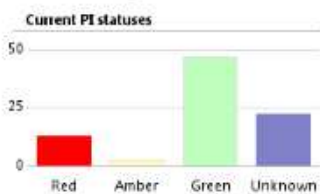
1. Overview of High level corporate plan actions, key service performance indicators and corporate risks

The current status of high level corporate plan actions, key service performance indicators and corporate risks is shown below; detail is available in the appendices.

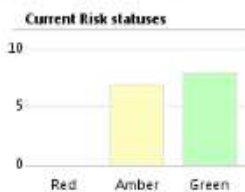
2015/16 Corporate Plan Actions



2015/16 Key Service Performance Indicators



2015/16 - Corporate Risk Register



Further details are available in the appendices:

- Corporate Plan Actions: **Appendix D**
- Key Service Performance Indicators: **Appendix E**
- Corporate Risks: **Appendix F**

2. Impact of Welfare Benefit Reform on Council services

Quarterly updates are presented to monitor the impact of welfare benefit reform changes on Council services including customer demand via customer services monitoring of calls/contacts together with the financial impact of collection and demand for benefits and effect on income streams such as rent, council tax and business rates.

Benefits

A reduction in DHP claims is reported - DHP claims are underspent by £60k with 114 successful claims from 190 applications (compared to 228 successful claims from 360 applications at September 2014).

Live caseload figures are 339 lower than 2014/15 – currently 6,580 (6,919 at September 2014) although there is a 4 week backlog (4 weeks as at 30 September 2014) with claims still to be processed which will increase this figure.

NNDR

Reminders (550 at 30 September) are marginally higher than 2014/15 levels (538 at 30 September 2014) with summons & liability orders at similar levels to 2014/15.

Very good collection performance by the Revenues team is reported with current year collection levels at 57.5%, ahead of target by 2.2% at 30 September. Court costs are at target of £4k.

Council Tax

Reminders are 974 lower than 2014/15 levels (8652 at 30 September 2015 compared to 9626 at 30 September 2014).

Strong collection performance is again reported - with current year collection levels at 58.3%, ahead of target by 0.3% at September 2015 (with a target of 97.5% for the 2015/16 financial year). Court cost income is also ahead of target by £12k at £135k.

Arrears for 2014/15 are slightly behind target at 31.2% compared to target of 37.7% - work has commenced on further approaches to realise more Council Tax revenue.

Collection Fund – the estimated surplus is £22k for the year with a LCTS projected underspend of £41k (total £63k).

Customer Services

Data has not been updated since June 2015 when visits to Marmion House / Council Tax, Housing Benefit & Rent enquiries were 2153 lower (5,709 by June 2015 compared to 7,862 by June 2014).

Council tax enquiries & payments were 967 lower (355 by June 2015 compared to 1,322 by June 2014).

Rent enquiries & payments 506 lower (134 by June 2015 compared to 640 by June 2014).

Housing Benefit enquiries were 665 lower (1,740 by June 2015 compared to 2,405 by June 2014).

Housing

The Housing Income team continue to perform well - Total Rent arrears (excluding former tenants) at 30 September 2015 was £473k compared to £358k at 31 March 2015 – an increase of £115k (compared to a £74k increase as at 30 September 2014).

Total arrears (including garages etc.) are £1.55m at 30 September 2015, compared to £1.35m at 31 March 2015, an increase of £198k (compared to a £152k increase between 31 March 2014 and 30 September 2014).

Total arrears (including garages etc.) were £1.35m at 31 March 2015 compared to 31 March 2014 - £1.31m (£44k higher).

There were 11 evictions during the first half of 2015/16 compared to 21 during the same period of 2014/15.

3. Performance Management Framework

Activity in quarter two 2015/16 saw:

- Performance and financial healthcheck report at Cabinet,
- Commencement of the budgeting process,
- Public budget consultation.

4. Sustainability Strategy

Medium Term Financial Strategy 2015-2020 Monitoring

Medium Term Financial Strategy 2015-2020 Monitoring, October 2015

On 22nd August 2013, Cabinet endorsed the document ‘Planning for a Sustainable Future’ as the overarching strategy for meeting the challenges forecast for the Council’s Medium Term Financial Strategy (MTFS). Following its introduction, work has been underway on the strands included within it designed to deliver savings and efficiencies to tackle the forecast deficit. The strategy contains a number of workstreams – led by CMT members - which all contribute to the organisation working in the most efficient way, providing the best services we can, while working towards reducing the shortfall in our budgets in coming years.

Last year’s budget report also outlined a proactive approach to the other major challenge that of ever increasing demand. By adopting the guiding principles, tools, techniques and transformational approaches, the Council can set about **managing demand** and thereby have greater control and the ability to align or target “supply” to managed “demand”.

Corporate Management Team (CMT) review the most up-to-date budget forecasts on a quarterly basis, and discuss the delivery of the Sustainability Strategy and our Medium Term Financial Strategy (MTFS) – as outlined below.

General Fund

| GENERAL FUND MTFS 2015/16-2019/20 | 2014/15 £'000 | 2015/16 £'000 | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|---|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Projected Balances per MTFS Council February 2015 | (3,831) | (3,685) | (2,544) | (505) | 1,420 | 3,673 | - |
| Revised Stress Tested: Forecast - October 2015 | (4,911) | (4,791) | (2,812) | (1,702) | (446) | 1,034 | 3,280 |

The forecast has been updated to include:

- a) the final outturn for 2014/15 – an improved position of c.£1.1m since the MTFS was approved;
- b) Technical adjustments as part of the base budget review reported to Cabinet in November 2015 – including savings of £0.25m from a review of previous years outturn underspends;
- c) Updated Local Government Finance Settlement grant indications following indications of further austerity included within the Summer Budget in July 2015;
- d) Reflection of the 1% pay cap, living wage and insurance premium tax measures included within the Summer Budget in July 2015;
- e) any known changes to the savings targets included within the current MTFS;
- f) updated impact on investment income, new homes bonus and council tax income from expected housing developments (including the former Golf Course) - arising from discussions / joint working with Planning and Strategic Housing;
- g) Revised Business Rates income forecasts – following an increased appeals provision made in 2014/15.

When the 3 year MTFS for the General Fund was approved by Council in February 2015, the forecast MTFS shortfall in balances was c. £1.4m for 2018/19 increasing to £3.7m in 2019/20. Following the updates the forecast now identifies a shortfall in balances £0.1m over the 3 years to 2018/19 with a shortfall of c. £1.5m for 2019/20.

The shortfall over the next 5 years has been revised to £3.3m (£3.8m including the approved minimum balances level of £0.5m). The General Fund has benefited over the 5 year period by £1m due mainly to the pay award cap – however, the current forecast has also removed £2m in RSG grant income (pending the Spending Review outcome in the autumn).

Achievement of further savings is dependent on the outcomes of ongoing service reviews or workstream actions.

Housing Revenue Account

With regard to the Housing Revenue Account, the position is forecast:

| HRA MTFS 2015/16-2019/20 | 2014/15 £'000 | 2015/16 £'000 | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|---|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Projected Balances per MTFS Council February 2015 | (£4,847) | (£1,775) | (£1,304) | (£1,229) | (£1,403) | (£1,403) | (£1,403) |
| Revised: | | | | | | | |
| Revised Projected Balances - July 2015 | (5,957) | (3,040) | (2,699) | (2,065) | (823) | 1,163 | 3,304 |

The forecast has been updated to include:

- Page 12
- a) the final outturn for 2014/15 – an improved position of c.£1.1m since the MTFS was approved;
 - b) Updated Rent income forecasts following the announcement in the Summer Budget in July 2015 that the Government will require social housing rents to be reduced by 1% a year for four years from 2016/17, requiring local authorities and housing associations to make savings - initial indications could mean a reduction in HRA rent income of c.£600k p.a. each year for 4 years (cumulative) due to the 1% reduction and as the planned inflationary increases of c.3% p.a. would also not be made;
 - c) Reflection of the 1% pay cap, living wage and insurance premium tax measures included within the Summer Budget in July 2015;
 - d) any known changes to the savings targets included within the current MTFS – including inclusion of Service Charges income of c.£0.5m p.a.;
 - e) It has been assumed that the proposed pay to stay scheme and the sale of higher value dwellings will have a broadly neutral effect.

When the 3 year MTFS for the HRA was approved by Council in February 2015, the forecast MTFS balances were c. £1.4m by 2019/20. Following the updates the forecast now identifies a shortfall in balances of c.

£1.2m for 2019/20 with a shortfall over the next 5 years of £3.3m by 2020/21 (£3.8m including the approved minimum balances level of £0.5m).

The HRA has suffered additional costs and income reductions totalling c. £9m as a result of the Summer Budget (including a worse case assumption for 1% rent reduction) – this is mitigated by the improvement in the 2014/15 outturn underspend of £1.1m and inclusion of service charge income of £0.5m p.a.

5. Financial Health check Report

Period 6 September 2015

Executive Summary

This section to the report summarises the main issues identified at the end of September 2015.

General Fund

Revenue

| GENERAL FUND | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 |
|---|--------------------|-------------------|------------------|----------------|------------------------------|------------------|
| Chief Executive | 93 | 101 | 8 | - | 9 | 9 |
| Executive Director Corporate Services | 65 | (18) | (83) | 518 | 509 | (9) |
| Director of Finance | 1,325 | 1,061 | (264) | (328) | (301) | 27 |
| Director of Technology & Corporate Programmes | 677 | 637 | (40) | 57 | 83 | 26 |
| Solicitor to the Council | 375 | 382 | 7 | 712 | 724 | 12 |
| Director of Transformation & Corporate Performance | 619 | 694 | 75 | 278 | 340 | 62 |
| Director of Communities, Planning & Partnerships | 894 | 765 | (129) | 2,783 | 2,732 | (51) |
| Director of Housing & Health | 88 | 61 | (27) | 1,042 | 1,034 | (8) |
| Director of Assets & Environment | 1,548 | 1,453 | (95) | 3,400 | 3,307 | (93) |
| | | | | | | |
| Total | 5,684 | 5,136 | (548) | 8,462 | 8,437 | (25) |

- The General Fund has a favourable variance against budget at Period 6 of £548k (£396k favourable at period 5).
- The projected full year position identifies a projected favourable variance against budget of £25k or 0.30% (£46k or 0.54% unfavourable at period 5).
- This projection has highlighted several budget areas for concern (detailed at **Appendix A**). Ongoing investigations into these areas have been initiated to mitigate the levels of the deficit.
- A balance of £65k was held in the General Contingency Budget at the end of September 2015.

Capital

| GENERAL FUND | Budget Reprofiled from 2014/15 £000 | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 | Reprofile £000 | Outturn £000 |
|--|-------------------------------------|-----------------|----------------|----------------|--------------|------------------------|---------------|----------------|--------------|
| Chief Executive | - | - | - | - | - | - | - | - | - |
| Executive Director Corporate Services | - | - | - | - | - | - | - | - | - |
| Director of Finance | - | - | - | - | - | - | - | - | - |
| Director of Technology & Corporate Programmes | 89 | 88 | 13 | (75) | 149 | 149 | - | - | 149 |
| Solicitor to the Council | - | - | - | - | - | - | - | - | - |
| Director of Transformation & Corporate Performance | 25 | 25 | 26 | 1 | 25 | 25 | - | - | 25 |
| Director of Communities, Planning & Partnerships | 627 | 652 | 41 | (611) | 877 | 877 | - | - | 877 |
| Director of Housing & Health | 122 | 122 | - | (122) | 122 | 122 | - | - | 122 |
| Director of Assets & Environment | 448 | 455 | 267 | (188) | 763 | 763 | - | - | 763 |
| Contingency | 340 | 616 | - | (616) | 1,616 | 1,616 | - | - | 1,616 |
| TOTAL GENERAL FUND | 1,651 | 1,958 | 347 | (1,611) | 3,552 | 3,552 | - | - | 3,552 |

- Capital expenditure incurred was £347k compared to a profiled budget of £1.958m (£322k incurred against a profiled budget of £1.86m at period 5).
- It is predicted that £3.552m will be spent by the year-end compared to a full year budget of £3.552m (this includes re-profiled schemes from 2014/15 of £1.65m).
- A summary of Capital expenditure is shown at **Appendix B**.

Treasury Management

- At the end of September 2015 the Authority had £39.60m invested in the money markets (excluding the £1.186m which is classified as sums at risk invested in Icelandic Banks). The average rate of return on these investments is 0.69% though this may change if market conditions ease. At this point it is anticipated that our investments will earn approximately £317k compared to the budgeted figure of £260k, a favourable variance of £57k, due to higher investment balances.
- Borrowing by the Authority stood at £64.060m at the end of September 2015, all being long term loans from the Treasury Public Works Loans Board. The average rate payable on these borrowings equates to 4.41%. At this point it is anticipated that our interest payments will be £2.908m which is no variance to budget.
- A more detailed summary of the Treasury Management situation, detailing our current Lending and Borrowings together with the situation with our Icelandic investments, can be found at **Appendix C**.

Balances

Balances on General Fund are projected to be in the region of £4.79m at the year-end from normal revenue operations compared to £3.69m projected within the 2015/16 budget report – additional balances of £1.1m.

Housing Revenue Account (HRA)

Revenue

| HOUSING REVENUE ACCOUNT | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 |
|----------------------------------|--------------------|-------------------|------------------|----------------|------------------------------|------------------|
| Director of Housing & Health | 1,577 | 1,514 | (63) | 4,057 | 4,137 | 80 |
| Director of Assets & Environment | (83) | (87) | (4) | - | - | - |
| HRA Summary | (9,144) | (9,737) | (593) | (985) | (1,220) | (235) |
| Total | (7,650) | (8,310) | (660) | 3,072 | 2,917 | (155) |

- The HRA has a favourable variance against budget at Period 6 of £660k (£597k favourable at period 5).
- The projected full year position identifies a favourable variance against budget of £155k (£86k favourable at period 5). Individual significant budget areas reflecting the variance are detailed at **Appendix A**.

Capital

| HOUSING REVENUE ACCOUNT | Budget Reprofiled from 2014/15 £000 | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 | Reprofile £000 | Outturn £000 |
|--------------------------------------|--|--------------------|-------------------|------------------|----------------|------------------------------|------------------|-------------------|-----------------|
| Director of Housing & Health | 976 | 4,283 | 1,594 | (2,689) | 6,792 | 3,279 | (3,513) | 3,473 | 6,752 |
| Director of Assets & Environment | 1,326 | 1,861 | 1,759 | (102) | 5,790 | 5,790 | - | - | 5,790 |
| HRA Summary | - | - | - | - | - | - | - | - | - |
| HRA Contingency | - | 150 | - | (150) | 150 | 150 | - | - | 150 |
| TOTAL HOUSING REVENUE ACCOUNT | 2,302 | 6,294 | 3,353 | (2,941) | 12,732 | 9,219 | (3,513) | 3,473 | 12,692 |

- Housing Capital expenditure of £3.353m has been incurred as at the end of Period 6 compared to a profiled budget of £6.294m.
- It is predicted that £9.219m will be spent by the year-end compared to the full year budget of £12.73m (including £2.30m re-profiled from 2014/15);
- A summary of Capital expenditure is shown at **Appendix B**.

Balances

- Balances on the Housing Revenue Account are projected to be in the region of £3.040m at the year-end compared to £1.774m projected within the 2015/16 budget report – additional balances of £1.266m.

General Fund – Main Variances

| Cost Centre | Account Code | Year To Date Position Sub Total | Year To Date Position Budget | Year To Date Position Variance | Full Year Position Budget | Full Year Position Predicted Outturn Variance | Full Year Position Predicted Outturn | Comment |
|---|---------------------------------|---------------------------------|------------------------------|--------------------------------|---------------------------|---|--------------------------------------|--|
| PR and Consultation | Salaries | 49,511 | 67,945 | (18,434) | 135,890 | (36,220) | 99,670 | Estimated outturn should PR & Communications Manager post remain vacant to year end. |
| Customer Services | Franking Machine Charges | 48,092 | 20,940 | 27,152 | 41,880 | 35,000 | 76,880 | Est pending termination of franking machine contract |
| AD Partnership & Communications Development | Salaries | 15,787 | 30,570 | (14,783) | 76,580 | - | 76,580 | Post vacant from 1st June. Interim arrangements in place for 6 months while review is undertaken. |
| Locality Commissioning | Health Promo/Imps Joint Funding | 121,315 | 156,029 | (34,714) | 307,080 | (37,940) | 269,140 | Some of the funding will be underspent and will be retained for use next financial year |
| | Contribution To Reserves | 34,714 | - | 34,714 | - | 37,940 | 37,940 | Temporary reserve will be requested for uncommitted funding |
| Community Safety | Salaries | 55,406 | 63,840 | (8,434) | 127,670 | (30,000) | 97,670 | Two posts have become vacant but the saving is, in part, offset by an under recovery on income as the posts were in part funded externally. |
| Development Control | Fees & Charges Planning App | (105,895) | (64,980) | (40,915) | (130,000) | (70,000) | (200,000) | Major application has been received. |
| Local Strategic Partnerships | Contribution To Reserves | 34,510 | - | 34,510 | - | 34,510 | 34,510 | Money received from SCC .To be held on behalf of TSP and to be used for troubled families. Not subject to time constraints and will be held in reserve if not spent this financial year. |
| | Contribution From Staffs CC. | (34,510) | - | (34,510) | - | (34,510) | (34,510) | Money received from SCC .To be held on behalf of TSP and to be used for troubled families. Not subject to time constraints and will be held in reserve if not spent this financial year. |

| Cost Centre | Account Code | Year To Date Position Sub Total | Year To Date Position Budget | Year To Date Position Variance | Full Year Position Budget | Full Year Position Predicted Outturn Variance | Full Year Position Predicted Outturn | Comment |
|--|---|---------------------------------|------------------------------|--------------------------------|---------------------------|---|--------------------------------------|---|
| Assembly Rooms Bar | Bar Sales | (13,535) | (26,190) | 12,655 | (50,000) | 20,000 | (30,000) | Sales are down generally and with uncertainty around planned closure it is estimated that income will be below target. It is hoped that savings can be made elsewhere across the service to mitigate the situation |
| Disabled Facilities Grant-Admin Page 18 | Salaries | 5,057 | 15,120 | (10,063) | 30,260 | (25,200) | 5,060 | Currently running with a vacant post and reviewing outcome with external agency. Post to be reviewed as contract proceeds. |
| | Vacancy Allowance | - | (780) | 780 | (1,510) | 1,510 | - | |
| | Car Allowances | 318 | 960 | (642) | 1,880 | (1,590) | 290 | |
| | Provision Of Occupational Health Services | - | 2,580 | (2,580) | 5,150 | (5,150) | - | |
| Commercial Property Management | Rents | (905,940) | (928,500) | 22,560 | (837,250) | 33,000 | (804,250) | Based on current estimated usage. The situation will be closely monitored throughout the year. |
| Industrial Properties | Rents | (463,157) | (458,800) | (4,357) | (685,000) | (31,000) | (716,000) | Based on current estimated usage. The situation will be closely monitored throughout the year. |
| Outside Car Parks | Short Stay Car Parking | (475,642) | (452,400) | (23,242) | (870,000) | (55,000) | (925,000) | Increased income expected based on current increased usage of both machine and cashless parking and as a result of change in new parking enforcement arrangements. The situation will be closely monitored throughout the year. |

| Cost Centre | Account Code | Year To Date Position Sub Total | Year To Date Position Budget | Year To Date Position Variance | Full Year Position Budget | Full Year Position Predicted Outturn Variance | Full Year Position Predicted Outturn | Comment |
|---------------------------|--------------------------|---------------------------------|------------------------------|--------------------------------|---------------------------|---|--------------------------------------|---|
| Civil Parking Enforcement | Standard Charges | (23,076) | (60,410) | 37,334 | (120,820) | 65,000 | (55,820) | New staff involved in the process coupled with a change in the statutory observation period has resulted in less tickets issued. Compliance in car parks generally high and new technology enabling staff to use discretion and educate and address regular concerns. |
| Cemeteries | Contribution To Reserves | 28,000 | - | 28,000 | - | 29,950 | 29,950 | Balance transferred to Retained Fund at year end. Fees were increased in January 2014 in line with Cabinet report which has resulted in additional income. |
| | Fees & Charges | (76,661) | (52,320) | (24,341) | (104,620) | (40,000) | (144,620) | Fees were increased in January 2014 in line with Cabinet report which has resulted in additional income. |
| Public Spaces | Equipment Hire | 77,245 | 113,000 | (35,755) | 124,530 | (30,000) | 94,530 | Savings from the procurement process for purchase of new equipment |
| Joint Waste Arrangement | Specific Contingency | - | 50,000 | (50,000) | 50,000 | (50,000) | - | Specific contingency budget not expected to be used - budgets will be monitored closely throughout the year. |
| ICT | External Support | 1,155 | 35,000 | (33,845) | 35,000 | - | 35,000 | Budget released from contingency not yet spent |
| Homelessness | Bed And Breakfast Cost | 159,137 | 94,280 | 64,857 | 138,510 | - | 138,510 | Increased demand reflects national trends relating to both increased homelessness and use of temporary accommodation. Measures to mitigate this position locally are now being put into place and actioned. |
| | Bed & Breakfast Income | (162,870) | (94,260) | (68,610) | (138,510) | - | (138,510) | Increased income off sets increased expenditure. |
| Corporate Finance | Vacancy Allowance | - | - | - | 50,000 | (50,000) | - | Offsets overspending projected in Service cost centres |
| | Contribution To Reserves | - | - | - | 150,000 | (150,000) | - | Increased levy payment means no funds available for transfer to reserve |

| Cost Centre | Account Code | Year To Date Position Sub Total | Year To Date Position Budget | Year To Date Position Variance | Full Year Position Budget | Full Year Position Predicted Outturn Variance | Full Year Position Predicted Outturn | Comment |
|---------------------|-------------------------------------|---------------------------------|------------------------------|--------------------------------|---------------------------|---|--------------------------------------|--|
| Corporate Finance | NNDR Levy Payments | - | - | - | 498,000 | 356,520 | 854,520 | Increased levy forecast due to higher business rates income levels & change in appeals provision |
| | Government Grants | (351,836) | (183,495) | (168,341) | (366,990) | (6,070) | (373,060) | Increased S31 grant forecast |
| | Fees & Charges | (100,000) | - | (100,000) | - | (100,000) | (100,000) | Income re renegotiated lease |
| Treasury Management | Miscellaneous Interest & Dividends | (158,326) | (129,780) | (28,546) | (259,500) | (57,000) | (316,500) | Higher investment balances than budgeted |
| Benefits | Rent Allowances | 4,771,844 | 5,729,750 | (957,906) | 10,734,610 | (435,150) | 10,299,460 | Based on DWP Claim as at P6 |
| | Non-HRA Rent Rebates | 146,823 | 65,520 | 81,303 | 131,110 | 162,540 | 293,650 | Based on E-Fins @ P6. Includes expenditure on Bed & Breakfast, which is not fully recovered in DWP subsidy |
| | Council Tenant Rent Rebates | 5,564,869 | 5,757,750 | (192,881) | 11,285,340 | (204,030) | 11,081,310 | Based on DWP Claim as at P6 |
| | Council Tenant Grant | (5,418,292) | (5,663,500) | 245,209 | (11,100,290) | 263,710 | (10,836,580) | |
| | Private Tenant Grant | (4,564,226) | (5,577,630) | 1,013,404 | (10,443,000) | 570,580 | (9,872,420) | |
| | Non-HRA Rent Rebate Grant | (72,788) | (42,900) | (29,888) | (85,890) | (65,510) | (151,400) | |
| Benefits | Discretionary Housing Payment Grant | (31,217) | - | (31,217) | - | (31,220) | (31,220) | DHP Grant rec'd to date |
| | Overpayment Private Tenant | (389,207) | (227,640) | (161,567) | (455,260) | (323,150) | (778,410) | Based on E-Fins @ P6 |
| | Overpayment Council Tenant | (269,582) | (142,500) | (127,082) | (285,040) | (254,120) | (539,160) | |
| | Pt Overpayment Recovery | 85,620 | - | 85,620 | - | 171,240 | 171,240 | |

| Cost Centre | Account Code | Year To Date Position Sub Total | Year To Date Position Budget | Year To Date Position Variance | Full Year Position Budget | Full Year Position Predicted Outturn Variance | Full Year Position Predicted Outturn | Comment |
|-------------------------|-------------------------|---------------------------------|------------------------------|--------------------------------|---------------------------|---|--------------------------------------|---------------------------------|
| Benefits | Ct Overpayment Recovery | 73,909 | - | 73,909 | - | 147,818 | 147,818 | Based on E-Fins @ P6 |
| Benefits Administration | Government Grants | (47,340) | (12,620) | (34,720) | (12,620) | - | (12,620) | Government Grants not yet spent |

Housing Revenue Account – Main Variances

| Cost Centre | Account Code | Year To Date Position Sub Total | Year To Date Position Budget | Year To Date Position Variance | Full Year Position Budget | Full Year Position Predicted Outturn Variance | Full Year Position Predicted Outturn | Comment |
|------------------|------------------------------|---------------------------------|------------------------------|--------------------------------|---------------------------|---|--------------------------------------|--|
| Housing Advice | Salaries | 111,158 | 141,720 | (30,562) | 283,480 | (30,000) | 253,480 | Underspend due to vacant posts but this is offset by the cost of temporary agency staff. |
| | Payments For Temporary Staff | 25,853 | - | 25,853 | - | 26,000 | 26,000 | Temporary agency staff used to cover vacant posts - offset by savings on salaries |
| Caretakers | Electricity | 9,133 | 42,240 | (33,107) | 84,520 | (10,000) | 74,520 | Multiple sites |
| H R A Summary | Provision For Bad Debts | 119,151 | 470,000 | (350,849) | 470,000 | - | 470,000 | Budget reflects potential impact of welfare reforms and escalation of arrears but presently bad debt is being contained by robust and effective arrears recovery management |
| | Rents | (9,674,026) | (9,438,332) | (235,694) | (18,121,600) | (235,000) | (18,356,600) | Rent income is currently exceeding budget due to void levels being lower than budgeted but this is offset by right to buy sales and properties being vacated pending demolition prior to regeneration. |
| Repairs Contract | Responsive Repairs | 749,119 | 781,350 | (32,231) | 1,562,700 | - | 1,562,700 | Mears to be instructed to ensure works are correctly invoiced against budget codes |
| | Voids | 281,949 | 424,000 | (142,051) | 848,000 | - | 848,000 | Mears to be instructed to ensure works are correctly invoiced against budget |

| Cost Centre | Account Code | Year To Date Position Sub Total | Year To Date Position Budget | Year To Date Position Variance | Full Year Position Budget | Full Year Position Predicted Outturn Variance | Full Year Position Predicted Outturn | Comment |
|-------------------|---------------------|---------------------------------|------------------------------|--------------------------------|---------------------------|---|--------------------------------------|--|
| | | | | | | | | codes |
| | Rechargeable Works | (42,315) | - | (42,315) | - | - | - | Recharges to tenants for works outside repairs policy |
| Repairs - General | Planned Maintenance | 117,652 | 225,000 | (107,348) | 450,000 | - | 450,000 | Additional works have been released to contractor to take up full spend. |

Capital Programme Monitoring

| GENERAL FUND | Budget Reprofiled from 2014/15 £000 | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 | Reprofile £000 | Outturn £000 | Comments |
|---|-------------------------------------|-----------------|----------------|---------------|-------------|------------------------|---------------|----------------|--------------|--|
| Director of Technology & Corporate Programmes | | | | | | | | | | |
| Replacement It Technology | 2 | 32 | - | (32) | 62 | 62 | - | - | 62 | To be utilised on replacement technology |
| EDRMS (Electronic Document Records Management System) | 63 | 32 | 13 | (19) | 63 | 63 | - | - | 63 | Project to be recommenced once server infrastructure update is completed |
| Gazetteer Development | 24 | 24 | - | (24) | 24 | 24 | - | - | 24 | To be utilised on Data Manipulation Tool - currently out to tender |
| Directorate Total | 89 | 88 | 13 | (75) | 149 | 149 | 0 | - | 149 | |
| Director of Transformation & Corporate Performance | | | | | | | | | | |
| Digital/Self Service | 20 | 20 | 22 | 2 | 20 | 20 | - | - | 20 | Commitment raised for replacement Q-Matic system |
| HR / Payroll System | 5 | 5 | 4 | (1) | 5 | 5 | - | - | 5 | Self-serve to be implemented |
| Directorate Total | 25 | 25 | 26 | 1 | 25 | 25 | 0 | 0 | 25 | |
| Director of Communities, Planning & Partnerships | | | | | | | | | | |
| Assembly Rooms Development | - | - | 2 | 2 | 200 | 200 | - | - | 200 | Project successful in funding bids and moving forward with timeline detailed in reports. Further report for next stage to be submitted to cabinet later this year. |

| GENERAL FUND | Budget Reprofiled from 2014/15 £000 | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 | Reprofile £000 | Outturn £000 | Comments |
|---|-------------------------------------|-----------------|----------------|---------------|-------------|------------------------|---------------|----------------|--------------|--|
| Castle Mercian Trail | 350 | 350 | - | (350) | 350 | 350 | - | - | 350 | HLF have requested further information and revisions to the bid have been made and resubmitted. Latest correspondence sent 15/09/15 - expecting to know if successful later in 2015/16 |
| Gateways | 277 | 302 | 39 | (263) | 327 | 327 | - | - | 327 | The County Council is progressing the works to Ladybridge. Phase two between the Station and the town is also being designed for spend later in the programme with the potential to start in 2015/16. |
| Directorate Total | 627 | 652 | 41 | (611) | 877 | 877 | - | - | 877 | |
| Director of Housing & Health | | | | | | | | | | |
| Private Sector Coalfields Fund | 122 | 122 | - | (122) | 122 | 122 | - | - | 122 | Approach to Empty Homes to be reviewed January 2016 in light of both the Waterloo Housing / HCA Programme ending and the need to utilise these resources to enable expansion of PSL scheme as part of the plan to reduce the use of B&B, which will likely result in requirement to re-profile this budget into 2016/17. |
| Directorate Total | 122 | 122 | - | (122) | 122 | 122 | - | - | 122 | |

| GENERAL FUND | Budget Reprofiled from 2014/15 £000 | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 | Reprofile £000 | Outturn £000 | Comments |
|---|-------------------------------------|-----------------|----------------|---------------|-------------|------------------------|---------------|----------------|--------------|---|
| Director of Assets & Environment | | | | | | | | | | |
| Disabled Facilities Grant | 171 | 318 | 255 | (63) | 471 | 471 | - | - | 471 | Current backlog of work with the Home Improvement Agency exceeds the budget available for the full year and new cases are being referred all the time. This position confirms the current budget allocation is significantly insufficient to meet demand. |
| Page 25 CCTV Camera Renewals | 5 | 13 | 1 | (12) | 20 | 20 | - | - | 20 | Ongoing enhancements to current system - delays due to line of sight issues and storm damage issues currently being reviewed with Council Tree Officer. |
| Street scene Service Delivery Enhancements | 30 | 30 | - | (30) | 30 | 30 | - | - | 30 | Delays in the project due to the delays in the full implementation of the CRM system - future agile service delivery dependant on delivery of scheme. |
| Wigginton Park Section Section 106 | 54 | 14 | - | (14) | 54 | 54 | - | - | 54 | Work ongoing to deliver items from the Wigginton Park Management Plan |
| Broadmeadow Nature Reserve | 58 | 42 | 11 | (31) | 58 | 58 | - | - | 58 | Work ongoing to complete works from the management plan and HLS agreement. |
| Public Open Space Section 106 | 123 | 31 | - | (31) | 123 | 123 | - | - | 123 | Project group established - list of works currently be considered |
| BMX Track | 7 | 7 | - | (7) | 7 | 7 | - | - | 7 | Balance of external funding held for future works |
| Directorate Total | 448 | 455 | 267 | (188) | 763 | 763 | - | - | 763 | |

| GENERAL FUND | Budget Reprofiled from 2014/15 £000 | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 | Reprofile £000 | Outturn £000 | Comments |
|--|-------------------------------------|-----------------|----------------|---------------|--------------|------------------------|---------------|----------------|--------------|--|
| Contingency | | | | | | | | | | |
| GF Contingency | 50 | 50 | - | (50) | 50 | 50 | - | - | 50 | Funding to be released by Cabinet once a report detailing the new requirement had been approved |
| Contingency-Return On Investment | 160 | 160 | - | (160) | 160 | 160 | - | - | 160 | Provisional project - funding cannot be released until detailed scheme approved by Cabinet |
| GF Contingency Agile Working - Floor Refurbishment | - | 228 | - | (228) | 228 | 228 | - | - | 228 | Provisional project - funding cannot be released until detailed scheme approved by Cabinet |
| GF Contingency Agile Working - Furniture | - | 48 | - | (48) | 48 | 48 | - | - | 48 | Provisional project - funding cannot be released until detailed scheme approved by Cabinet |
| GF Contingency Plant and Equipment | - | - | - | - | 1,000 | 1,000 | - | - | 1,000 | Funding to be used to provide most financially advantageous replacement of plant and equipment. Business case to be provided for any potential schemes |
| Private Sector Improvement Grants (Coalfields Funding) | 130 | 130 | - | (130) | 130 | 130 | - | - | 130 | Cabinet Nov 2013 approved use for Works in Default Scheme. Details of scheme being worked up with new policy to be approved by members before Christmas 2015. Given current position it is likely this budget will require re-profiling for 2016/17. |
| Directorate Total | 340 | 616 | - | (616) | 1,616 | 1,616 | - | - | 1,616 | |
| GENERAL FUND TOTAL | 1651 | 1958 | 347 | (1611) | 3552 | 3552 | - | - | 3552 | |

| HOUSING REVENUE ACCOUNT | Budget Reprofiled from 2014/15 £000 | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 | Reprofile £000 | Outturn £000 | Comments |
|---|-------------------------------------|-----------------|----------------|---------------|-------------|------------------------|---------------|----------------|--------------|---|
| Director of Housing & Health | | | | | | | | | | |
| Gas Cent Heating Upgrade & Ren 2012 | 74 | 352 | 253 | (99) | 631 | 631 | - | - | 631 | Morrison reporting capacity to spend budget |
| Gas Heating Belgrave | - | 142 | 129 | (13) | 285 | 285 | - | - | 285 | Due to refusals and no access there may be possible underspend estimated to be £80k. Request to transfer to boiler upgrades being submitted to Director of Housing and Health and Executive Director Corporate Services, which Morrison advise they have capacity to deliver |
| Carbon Monoxide Detectors | 89 | 89 | 69 | (20) | 89 | 69 | (20) | - | 69 | Predict £20k underspend due to number of properties that already have CO detector fitted when surveyed |
| Tinkers Green Project | - | 657 | 414 | (243) | 1,314 | 1,314 | - | - | 1,314 | Decant of phase 3 tenants underway and work on CPO progressing. Update report to be sent to Cabinet in Nov 2015. Full spend anticipated but could be variable within individual work streams which may mean some funds need reprofiling in to 2016/17 nearer the end of the financial year. |

| HOUSING REVENUE ACCOUNT | Budget Reprofiled from 2014/15 £000 | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 | Reprofile £000 | Outturn £000 | Comments |
|---|-------------------------------------|-----------------|----------------|----------------|--------------|------------------------|----------------|----------------|--------------|--|
| Kerria Estate Project | 477 | 597 | 40 | (557) | 717 | 200 | (517) | 517 | 717 | CPO Process ongoing. Update report to be sent to Cabinet in Nov 2015. Currently anticipate a significant reprofiling of funds into 2016/17 as unlikely land acquisition will complete before year end. |
| Regeneration General | 336 | 1,646 | - | (1,646) | 2,956 | - | (2,956) | 2,956 | 2,956 | Options for this scheme being reconsidered in light of the 1% Rent Reduction announced in July 2015 by the DCLG. Will need to reprofile into 2016/17. |
| Other Acquisitions | - | 800 | 689 | (111) | 800 | 780 | (20) | - | 780 | 4 Properties have completed the remainder are in the legal process and should complete before September. Insufficient budget available to buy any further properties |
| Directorate Total | 976 | 4,283 | 1,594 | (2,689) | 6,792 | 3,279 | (3,513) | 3,473 | 6,752 | |
| Director of Assets & Environment | | | | | | | | | | |
| Structural Works | 31 | 131 | 73 | (58) | 231 | 231 | - | - | 231 | Insufficient budget available to complete all works identified in year. |
| Bathroom Renewals 2012 | 42 | 420 | 302 | (118) | 798 | 798 | - | - | 798 | Issues with access over the peak holiday season have resulted in a lower than anticipated spend to date. Sufficient work to take up full budget by year end. |

| HOUSING REVENUE ACCOUNT | Budget Reprofiled from 2014/15 £000 | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 | Reprofile £000 | Outturn £000 | Comments |
|---|-------------------------------------|-----------------|----------------|---------------|-------------|------------------------|---------------|----------------|--------------|--|
| Kitchen Renewals 2012 | 50 | 499 | 275 | (224) | 947 | 947 | - | - | 947 | Issues with access over the peak holiday season have resulted in a lower than anticipated spend to date. Sufficient work to take up full budget by year end. |
| High Rise Lift Renewals 2012 | 378 | - | 108 | 108 | 713 | 713 | - | - | 713 | No work to commence until outcome of structural survey is known. |
| Fire Upgrades To Flats 2012 | 553 | - | - | - | 453 | 453 | - | - | 453 | No work to commence until outcome of structural survey is known. |
| Sheltered Schemes | - | - | 20 | 20 | 250 | 250 | - | - | 250 | Schemes being identified by Housing, to follow on from Cabinet report in July. |
| Thomas Hardy Court Heating Replacement | 24 | 24 | 24 | - | 24 | 24 | - | - | 24 | Works nearing completion |
| Energy Efficiency Improvements | - | - | - | - | 50 | 50 | - | - | 50 | Working with ERDF bid to fund a pilot scheme. The outcome of the bid won't be known until September. |
| Glenfield and Oakendale Heating System Replacements | - | - | 117 | 117 | 400 | 400 | - | - | 400 | New scheme created by August Cabinet - replacement system required during routine gas inspections. |
| Roofing High-Rise 2012 | 43 | - | - | - | 43 | 43 | - | - | 43 | No work to commence until outcome of structural survey is known. |
| Roofing Overhaul & Renewal 2012 | - | 76 | 153 | 77 | 153 | 153 | - | - | 153 | Sufficient work to take up full budget. |
| Fencing/Boundary Walls 2012 | - | 15 | 15 | - | 30 | 30 | - | - | 30 | Sufficient work to take up full budget. |

| HOUSING REVENUE ACCOUNT | Budget Reprofiled from 2014/15 £000 | YTD Budget £000 | YTD Spend £000 | Variance £000 | Budget £000 | Predicted Outturn £000 | Variance £000 | Reprofile £000 | Outturn £000 | Comments |
|---|-------------------------------------|-----------------|----------------|---------------|--------------|------------------------|---------------|----------------|--------------|--|
| Window & Door Renewals 2012 | - | 146 | 165 | 19 | 292 | 292 | - | - | 292 | Sufficient work to take up full budget. |
| High Rise Balconies | 60 | - | - | - | 585 | 585 | - | - | 585 | No work to commence until outcome of structural survey is known. |
| External and Environmental Works | 92 | 192 | 177 | (15) | 292 | 292 | - | - | 292 | Sufficient work to take up full budget. |
| Disabled Adaptations | 53 | 203 | 179 | (24) | 353 | 353 | - | - | 353 | Issues with access over the peak holiday season have resulted in a lower than anticipated spend to date. Sufficient work to take up full budget by year end. |
| Capital Salaries 2012 | - | 150 | 149 | (1) | 166 | 166 | - | - | 166 | Costs and provisional outturn based on latest estimates of staffing costs |
| CDM Fees 2012 | - | 5 | 2 | (3) | 10 | 10 | - | - | 10 | Annual contract agreed |
| Directorate Total | 1,326 | 1,861 | 1,759 | (102) | 5,790 | 5,790 | - | - | 5,790 | |
| HRA Contingency | | | | | | | | | | |
| HRA Contingency | - | 100 | - | (100) | 100 | 100 | - | - | 100 | Funding to be released by Cabinet once a report detailing the new requirement had been approved |
| HRA Contingency Agile Working - Furniture | - | 50 | - | (50) | 50 | 50 | - | - | 50 | Provisional project - funding cannot be released until detailed scheme approved by Cabinet |
| Directorate Total | - | 150 | - | (150) | 150 | 150 | - | - | 150 | |
| HOUSING REVENUE ACCOUNT TOTAL | 2302 | 6294 | 3353 | (2941) | 12732 | 9219 | (3513) | 3473 | 12692 | |

Treasury Management Update – Period 6 - 2015/16**Investments held as at 30th September 2015:**

| Borrower | Deposit £m | Rate % | From | To | Notice |
|-------------------------|---------------|-----------------------|-----------|-----------|---------|
| Lloyds Bank | 1.00 | 1.00 | 01-Oct-14 | 01-Oct-15 | - |
| Lloyds Bank | 1.00 | 1.00 | 31-Oct-14 | 30-Oct-15 | - |
| Lloyds Bank | 1.00 | 1.00 | 10-Nov-14 | 09-Nov-15 | - |
| Barclays Bank | 2.00 | 0.63 | 03-Aug-15 | 03-Feb-15 | - |
| Bank of Scotland | 2.00 | 1.00 | 11-Feb-15 | 10-Feb-16 | - |
| Barclays Bank | 1.00 | 0.69 | 07-Sep-15 | 07-Mar-16 | - |
| Barclays Bank | 1.00 | 0.63 | 01-Apr-15 | 01-Oct-15 | - |
| Bank of Scotland | 2.00 | 1.00 | 01-Apr-15 | 30-Mar-16 | - |
| Standard Chartered Bank | 2.00 | 0.68 | 02-Apr-15 | 02-Oct-15 | - |
| Santander UK plc | 3.00 | 0.70 | 10-Apr-15 | 09-Oct-15 | - |
| Royal Bank of Scotland | 2.00 | 0.84 | 30-Apr-15 | 28-Apr-16 | - |
| Nationwide | 1.00 | 0.66 | 07-May-15 | 09-Nov-15 | - |
| Royal Bank of Scotland | 2.00 | 0.92 | 22-May-15 | 22-Apr-16 | - |
| Barclays Bank | 1.00 | 0.66 | 05-Jun-15 | 04-Dec-15 | - |
| Coventry BS | 1.00 | 0.60 | 07-Jul-15 | 07-Jan-16 | - |
| Nationwide | 2.00 | 0.66 | 08-Jul-15 | 08-Jan-16 | - |
| Nationwide | 1.00 | 0.66 | 15-Jul-15 | 15-Jan-16 | - |
| Nationwide | 1.00 | 0.66 | 15-Sep-15 | 15-Mar-16 | - |
| Coventry BS | 1.00 | 0.60 | 20-Jul-15 | 20-Jan-16 | - |
| Coventry BS | 1.00 | 0.60 | 05-Aug-15 | 05-Feb-16 | - |
| Santander | 1.00 | 0.40 | - | - | On call |
| Santander | 1.00 | 0.90 | - | - | 95 day |
| MMF - PSDF | 0.76 | 0.40* | - | - | On call |
| MMF – IGNIS | 5.00 | 0.44* | - | - | On call |
| MMF - Deutsche | 2.84 | 0.39* | - | - | On call |
| Total | 39.60 | 0.69 (avg) | | | |

* Interest rate fluctuates daily dependant on the funds investment portfolio; rate quoted is approximate 7 day average.

External Borrowing as at 30th September 2015:

| <u>Borrowing from PWLB</u> | | | | |
|-----------------------------------|--------------------|-------------------------|---------------------|------------------------|
| <u>Loan Number</u> | <u>Rate</u> | <u>Principal</u> | <u>Start</u> | <u>Maturity</u> |
| 468478 | 11.750% | 2,000,000 | 23/04/1990 | 18/02/2017 |
| 475875 | 8.875% | 1,200,000 | 29/04/1995 | 25/04/2055 |
| 478326 | 8.000% | 1,000,000 | 17/10/1996 | 17/10/2056 |
| 479541 | 7.375% | 1,000,000 | 28/05/1997 | 28/05/2057 |
| 479950 | 6.750% | 2,000,000 | 02/10/1997 | 03/09/2057 |
| 481087 | 5.625% | 3,000,000 | 22/06/1998 | 22/06/2058 |
| 481641 | 4.500% | 1,400,000 | 09/10/1998 | 09/10/2058 |
| 483694 | 4.875% | 92,194 | 21/12/1999 | 18/10/2059 |
| 484204 | 5.125% | 2,000,000 | 20/04/2000 | 18/10/2015 |
| 488835 | 5.000% | 2,000,000 | 01/07/2004 | 01/07/2034 |
| 490815 | 4.250% | 1,000,000 | 24/11/2005 | 24/05/2031 |
| 494265 | 4.430% | 2,000,000 | 21/01/2008 | 01/01/2037 |
| 494742 | 4.390% | 700,000 | 15/08/2008 | 15/08/2058 |
| 500759 | 3.520% | 5,000,000 | 28/03/2012 | 28/03/2053 |
| 500758 | 3.510% | 5,000,000 | 28/03/2012 | 28/03/2054 |
| 500757 | 3.510% | 5,000,000 | 28/03/2012 | 28/03/2055 |
| 500761 | 3.510% | 5,000,000 | 28/03/2012 | 28/03/2056 |
| 500755 | 3.500% | 5,000,000 | 28/03/2012 | 28/03/2057 |
| 500756 | 3.500% | 3,000,000 | 28/03/2012 | 28/03/2058 |
| 500753 | 3.500% | 1,000,000 | 28/03/2012 | 28/03/2059 |
| 500760 | 3.490% | 5,000,000 | 28/03/2012 | 28/03/2060 |
| 500762 | 3.490% | 5,000,000 | 28/03/2012 | 28/03/2061 |
| 500754 | 3.480% | 5,668,000 | 28/03/2012 | 28/03/2062 |
| Total | | 64,060,194 | | |

ICELANDIC BANKING SITUATION AS AT 30/9/2015

| | Deposit with; | Ref Number | Date Invested | Amount | % |
|---|--|------------|---------------|-------------------|-------|
| 1 | GLITNIR | 1696 | 10/10/2007 | 1,000,000 | |
| | GLITNIR | 1715 | 31/08/2007 | 1,000,000 | |
| | GLITNIR | 1754 | 14/12/2007 | 1,000,000 | |
| | Total Principal | | | 3,000,000 | |
| | Estimated of Contractual or Interest due to point of administration (subject to currency exchange rate fluctuations) | | | 155,000 | |
| | Total of Claim | | | 3,155,000 | |
| | Repayments Received to date | | | (2,554,432) * | 80.96 |
| | Outstanding at 30/9/2015 | | | 600,568 ** | |
| | Estimated Remaining | | | 600,568 | |

*Partial repayment received on the 15th March 2012 in GBP/EUR/USD/NOK. The balance is currently being held in Icelandic Krone (ISK). Release of these funds is dependent on a change in Icelandic Law which currently does not allow the distribution of ISK ou

- Best case recovery 100%

| | | | | | |
|---|--|------|------------|---------------|-------|
| 2 | Heritable Bank | 1802 | 12/09/2008 | 500,000 | |
| | Heritable Bank | 1803 | 15/09/2008 | 1,000,000 | |
| | Total Principal | | | 1,500,000 | |
| | Interest due at point of administration 07/10/2008 | | | 5,127 | |
| | Total of Claim | | | 1,505,127 | |
| | Repayments Received to date | | | (1,475,024) | 98.00 |
| | Outstanding at 30/9/2015 | | | 30,103 | |
| | Estimated Remaining | | | - | |

- Final recovery received of 94.02% (declared 23/08/13, though Administrators are retaining a contingency for disputed claims that could be distributed at a later date).

| | | | | | |
|---|--|------|------------|----------------|-------|
| 3 | Singer & Friedlander | 1716 | 31/08/2007 | 1,000,000 | |
| | Singer & Friedlander | 1740 | 31/10/2007 | 1,000,000 | |
| | Singer & Friedlander | 1746 | 14/01/2008 | 1,000,000 | |
| | Total Principal | | | 3,000,000 | |
| | Interest due at point of administration 08/10/2008 | | | 175,256 | |
| | Total of Claim | | | 3,175,256 | |
| | Repayments Received to date | | | (2,619,586) | 82.50 |
| | Outstanding at 30/9/2015 | | | 555,670 | |
| | Estimated Remaining | | | 87,320 | |

- Current indications project an 82.5% recovery of our investments

| Summary | | | | | |
|----------------|---------------------------------|--|--|------------------|-------|
| | Total Principal | | | 7,500,000 | |
| | Interest | | | 335,383 | |
| | Total of Claim | | | 7,835,383 | |
| | Repayments Received to date | | | (6,649,042) | 84.86 |
| | Outstanding at 30/9/2015 | | | 1,186,341 | |
| | Estimated Remaining | | | 687,888 | |

1 Registered Bank in Iceland - In Administration under Icelandic Law

2 & Registered Bank in UK - In Administration in UK by Ernst & Young

3 Under English Law

Total Estimated Recovery (including Outstanding)





7,336,930

Total Estimated % Remaining

93.64%

2015/16 High Level Corporate Plan Projects/Programmes



| |
|-------------------------------------|
| Corporate Priority |
| 1.To Aspire and Prosper in Tamworth |

| Corporate Project/Programme | Milestone/Measure of Success | Latest Update | Status |
|--|--|--|---|
| Creative Quarter | 1. External funding | A potential shortfall in funding has been identified as a result of increased costs and work is progressing to identify potential sources of funding including ERDF bid. The EU tendering process for the professional team for the Assembly Rooms element has been delayed but is expected to start soon. The risk of further delays to the EU procurement for the professional team and subsequent EU tendering process for the construction contractor is the potential increased costs. |  |
| | 2. Planning permissions | | |
| | 3. Contract | | |
| | 4. Delivery | | |
| | 5. Evaluation | | |
| Development of new affordable housing | Tranche Two Garage site development - Start on site | Work has started on the Tranche Two Garage site development and an agreement is in place to progress new housing developments with Waterloo Housing Group. |  |
| | Partnership with WHG agreed | | |
| | Tamworth Affordable Homes Development Programme agreed | | |
| Tinkers Green and Kerria Centre Regeneration | Agreement of developer procurement methodology | The agreement of the developer procurement methodology is completed and consultants have been appointed to support the bidding process. |  |
| | Appointment of consultants to support bidding process | | |
| | Appoint developer | | |
| To improve the green environment including | Achieving a gold award in the "Heart of England in Bloom" competition. | Tamworth achieved a gold award for the sixth year running in the Heart of England in Bloom competition. |  |

| Corporate Project/Programme | Milestone/Measure of Success | Latest Update | Status |
|--|--|--|--------|
| management and maintenance of local nature reserves, open spaces and parks, and to provide an efficient waste collection service | Continue to improve accessibility and use of all open space and nature reserves | The issue regarding land ownership of Town Wall is now resolved, a report was presented to Cabinet on 23rd April 2015 and LNR designation is expected by January 2016. | |
| | The waste collection service delivers its planned financial efficiency throughout the year and still maintains a recycling rate above 50%. | | |
| | Town Wall gaining designation as a Local Nature Reserve subject to land registration constraints | | |

Corporate Priority


2. To be healthier and safer in Tamworth



| Corporate Project/Programme | Milestone/Measure of Success | Latest Update | Status |
|--|--|---|---|
| Sheltered Housing Review Implementation | Agreement of approach for remodelling the service | Cabinet met on 9th July 2015 to agree the approach for remodelling the service, staff have been consulted and implementation of the new scheme is still planned for April 2016. |  |
| | Formal consultation with Staff commences | | |
| | Implementation of remodelled service | | |
| To ensure all regulatory functions provided by the Council are delivered in a transparent, consistent and fair manner to promote public safety and to minimise the burden to businesses. | A reduction in workplace accident investigations | Work is ongoing against all the milestones |  |
| | Air Quality Improved | | |
| | All Licensing applications processed in a timely fashion, with any appeals dealt with in a professional manner | | |
| | All planned food and health and safety inspections completed | | |
| | Statutory nuisance investigations/actions completed within acceptable timescales | | |






Corporate Priority


3. Approachable, Accountable and Visible

| Corporate Project/Programme | Milestone/Measure of Success | Latest Update | Status |
|------------------------------|--|---|---|
| Budget / Council Tax Setting | Executive Board (additional) meetings timetabled | The budget process including budget consultation was approved |  |






| Corporate Project/Programme | Milestone/Measure of Success | Latest Update | Status |
|---|---|---|---|
| Key Budget milestones completed in line with the agreed timetable | Budget Consultation Process reviewed | by Cabinet on 30th July 2015 and the budget consultation results were reported to Cabinet 22 October 2015 | |
| | Budget Process approval | | |
| | Budget Consultation results to CMT / EB | | |
| | Circulation of Revised recharges to CMT/ADs/Managers for review/challenge | | |
| | Consideration of Initial Capital Programme proposals by CMT/EB | | |
| | Consideration of Initial Policy Changes by CMT/EB | | |
| | Approval of Council Taxbase | | |
| | Base Budget forecast to CMT/EB | | |
| | Council Members Budget Workshop (instead of 1 Joint Budget Scrutiny Committee) | | |
| | Joint Budget Scrutiny Committee | | |
| | Approval of Budget by Council | | |
| | Council Tax Leaflet published | | |
| | Treasury Management Policy & Prudential Indicators / Limits reported & set | | |
| Completion of Statutory Returns to ODPM (Revenue Estimates / Budget Requirement / capital estimates | | | |
| Corporate Change Programme | Continued development of Customer Relationship Management (CRM) System | <p><i>Continued development of Customer Relationship Management (CRM) System</i></p> <p>The Customer Service Centre continues to develop the CRM and there is now 99.8% CRM system availability.</p> <p>Process development dates for workshops have been arranged: - Allpay cards, benefit forms, car parking, general appointments and Street Scene.</p> <p>A Web self service module is being developed</p> |  |
| | Corporate roll out of Electronic Document and Records Management (EDRM) | | |
| | Delivery of services digitally by default (i.e. via website, email and telephone) | | |
| | Implementation of corporate telephony | | |
| | Implementation of corporate virtual desktop environment | | |

| Corporate Project/Programme | Milestone/Measure of Success | Latest Update | Status |
|---|---|--|---|
| | | <p><i>Corporate roll out of Electronic Document and Records Management (EDRM)</i> Scoping activity is now complete. Awaiting dates from supplier for relevant upgrade after which the project will be restarted.</p> <p><i>Delivery of services digitally by default (i.e. via website, email and telephone)</i> Ongoing and on target</p> <p><i>Implementation of corporate telephony</i> Stage three scheduled for 21st October 2015. Failover testing to follow Lagan integration to be scoped and implemented but timescales not yet agreed.</p> <p><i>Implementation of corporate virtual desktop environment</i> All 340 thin clients have now been installed.</p> | |
| Deliver customer services that offer the customer value for money, accessible, digital by default and designed to meet customer needs | <p>Establish position re: Customer Insight</p> <p>Devise action plan to support customer services strategy</p> <p>Report to CMT on Customer Services Strategy Action Plan including Organisational Development Plan and Impact</p> <p>Review of Customer Services</p> <p>Delivery of the CRM project plan</p> | <p>Heads of Service have been approached to establish what customer insight details are held throughout the authority. An action plan to support the customer services strategy is now complete and in consultation with Corporate Management Team.</p> <p>The review of customer services is now complete and in consultation with Corporate Management Team.</p> |  |
| Electoral Review | <ol style="list-style-type: none"> 1. Assess and examine current arrangements 2. consult stakeholders 3. Assess demands 4. Alter current arrangements to achieve best operating model for Tamworth. Alter: Wards by numbers; members elected and timing of elections. | <p>The Solicitor to the Council and Monitoring Officer to check with the Leader of the Council when this can take place; it is anticipated to commence in August 2015.</p> <p>This will then determine when the other milestones will be completed.</p> |  |

| Corporate Project/Programme | Milestone/Measure of Success | Latest Update | Status |
|---|--|--|---|
| | 5. Continual reporting consultation followed by delivery of the outcomes in the public arena through the democratic process. | | |
| Further develop an Organisational Development Strategy that supports the transformational change of TBC | Delivery of Service Review as per the plan | Discussions are underway with Corporate Management Team regarding the next stage options of the agile working project. |  |
| | Performance Management Framework designed to underpin Demand Management | | |
| | Stage Two of the Agile Working Project completed (Date TBA) | | |
| Local Election | | Local and Parliamentary Elections held on 7th May 2015. |  |
| Maximisation of income/collection Council Tax, Non-Domestic Rates, Debtors and Mortgages. Improved cash flow and local collection targets achieved – including monitoring of the impact of Welfare Benefit Reform and Business Rates retention. | In year % collection of Debtors - Target 95% | <p>Debtors</p> <p>At the end of quarter 2, the collection rate was 96.2% compared to the target of 96%. Debts over 6 months old are £101k - around target of £100k</p> <p>Council Tax</p> <p>At the end of quarter 2, the collection rate was 58.3% against a year to date target of 58% - ahead of target by 0.3% Court costs income is ahead of target by £12k at £135k Arrears for 2014/15 slightly behind target at 31.2% compared to target of 37.7% - work has commenced on further approaches to realise more Council Tax revenue</p> <p>NNDR</p> <p>At the end of quarter 2, the collection rate was 57.5% against a year to date target of 55.3% - ahead of target by 2.2% Court costs income is at target of £4k Arrears for 2014/15 slightly behind target at 26.3% compared to target of 31.5%</p> |  |
| | In year % collection of Council Tax - Annual Target 97.5% | | |
| | In year % collection of Non-Domestic Rates – Annual Target 98% | | |
| Parliamentary Election | | Local and Parliamentary Elections held on 7th May 2015. |  |
| Provision of financial advice, assistance and business support for Directorates & budget managers & preparation of monthly financial | Bank Reconciliation completed within 10days (Payments Account) / 15 days (General Account) of period end | Bank Reconciliation completed within 16 days on average in quarter two (General Account) and 7 days on average in quarter two (Payments Account). |  |
| | Ledgers closed down within 5 working days of period end | | |

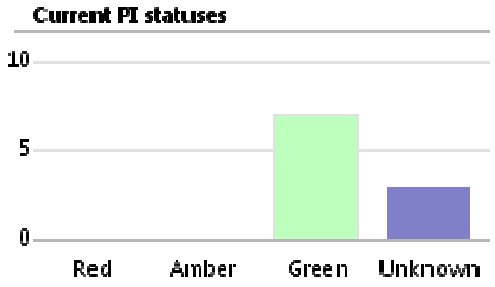
| Corporate Project/Programme | Milestone/Measure of Success | Latest Update | Status |
|--|--|---|---|
| performance management reports for CMT & Quarterly for Cabinet | Spending maintained within approved budget and without significant underspends – target range of up to 5% underspend | Cabinet in November 2015 | |
| To complete the Final Accounts process with an unqualified audit opinion | Preparation of Draft Accounts | Draft Statement of Accounts prepared and circulated to Members of the Audit & Governance Committee (& to the External Auditors, Grant Thornton) on 29th May 2015. Draft Statement of Accounts reported to Audit & Governance Committee on 25 June 2015 Whole of Government Accounts return (WGA) completed 16 July, Revenue Outturn forms completed 13 July, Capital Outturn forms completed 1 July Audited Statement of Accounts approved by the Audit & Governance Committee on 24 September 2015 Audited Statement of Accounts published on website 24 September 2015 |  |
| | Completion of Statutory Returns to ODPM (Revenue Out-turn / Capital Out-turn / WGA return) | | |
| | Approval by Audit & Governance Committee by statutory deadline | | |
| | Publication by statutory deadline | | |

Key to symbols





| Action Status | |
|---|----------------|
|  | Cancelled |
|  | Overdue |
|  | Check Progress |
|  | In Progress |
|  | Completed |

2015/16 Key Service Performance Indicators



 **Assets & Environment Key Performance Indicators**



Assets & Environment

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|-------------|---|---|--|
| Monitor the local air quality in Tamworth, taking any necessary action as dictated by the results | Yes | Yes | 2015/16 |  |  | Air Quality within Tamworth within Government set limits. The Air Quality Management Area (AQMA) at Two Gates continues to be monitored and reviewed |
| Deliver 100% of the Housing Capital Programme | 100% | 100% | 2014/15 |  |  | The programme is currently running to planned profile |

Environmental Health & Regulatory Services

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|-------------|---|---|----------------------------------|
| The number of food businesses that are 0 and 2 star rated | | 46 | Q2 2015/16 |  |  | |

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| The percentage of planned interventions undertaken | 50% | 100% | Q2 2015/16 | | ▬ | |
| Satisfaction of business with local authority regulation services (Tamworth) | 80% | 90% | 2014/15 | | ↑ | |

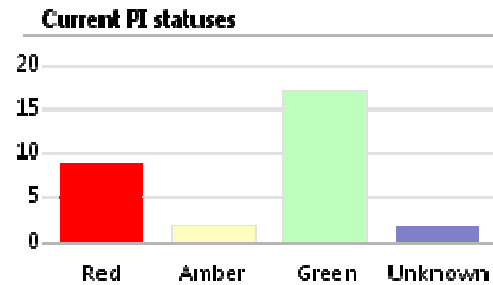
Environmental Management

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| Percentage of fly tipping reported in Tamworth compared to the average reported in Staffordshire | | 9.4% | 2014/15 | | | |
| Percentage of reported fly tipping in Tamworth that is investigated. | 100% | 100% | 2014/15 | | | |
| Percentage of Tamworth streets that are above the required national cleansing standard | 90% | 97.78% | 2014/15 | | ↑ | |
| Percentage of all wards that are patrolled by a Community Warden Service | | | | | | |





Waste Management

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| Percentage of household waste sent for reuse, recycling and composting (Tamworth) | 52.00% | 51.90% | Q1 2015/16 | | ↓ | |







Communities, Planning & Partnerships Key Performance Indicators



Children & Families Safeguarding

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|---|---|----------------------------------|
| The number of reported concerns - Children | | 7 | Q2 2015/16 |  |  | |
| The number of reported concerns - Adults | | 16 | Q2 2015/16 |  |  | |

Community Development

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|---|---|----------------------------------|
| The number of partners delivering services in response to agreed issues - Amington | 27 | 32 | Q2 2015/16 |  |  | |
| The number of partners delivering services in response to agreed issues - Belgrave | 30 | 31 | Q2 2015/16 |  |  | |
| The number of partners delivering services in response to agreed issues- Glascote | 30 | 32 | Q2 2015/16 |  |  | |







| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| The number of partners delivering services in response to agreed issues - Stonydelph | 30 | 33 | Q2 2015/16 | | | |

Community Leisure







| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| Total Attendance Overall - Assembly Rooms | 15,000 | 8,293 | Q2 2015/16 | | | |
| Overall Satisfaction rated good/excellent - Assembly Rooms | 96% | 97% | Q2 2015/16 | | | |
| Visitor Numbers (Outdoor Events) | 14,000 | 22,149 | Q2 2015/16 | | | |
| Total Number of visits/usages - Tamworth Castle | 12,818 | 13,118 | Q2 2015/16 | | | |
| Trip Advisor Rating - Tamworth Castle | 4.5 | 4.5 | 2014/15 | | | |
| Total 16+ attending organised activity across the Borough | 20,000 | 40,444 | Q1 2015/16 | | | |
| Total under 16 attending organised activity across the Borough | 20,000 | 42,226 | Q1 2015/16 | | | |

Community Safety

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|------------------------------------|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| Burglary Dwelling | 46 | 47 | Q2 2015/16 | | | |
| Incidents of Anti-Social Behaviour | 597 | 735 | Q2 2015/16 | | | |
| Serious Violence | 12 | 14 | Q2 | | | |

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---------------------------|---------------------------|-------------|-------------|---|---|----------------------------------|
| | | | 2015/16 | | | |
| Less Serious Violence | 149 | 176 | Q2 2015/16 |  |  | |
| Serious Acquisitive Crime | 133 | 137 | Q2 2015/16 |  |  | |
| Violence with injury | 161 | 189 | Q2 2015/16 |  |  | |

Development Control

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|---|---|--|
| Processing of planning applications: Major applications (Tamworth) | 60.00% | 33.00% | Q2 2015/16 |  |  | 6 applications were determined during the July-September quarter. 2 applications were determined within the statutory 13 weeks. The remaining 4 applications were determined after 13 weeks but with the agreement of the applicants who all signed extensions of time |
| Processing of planning applications: Minor applications (Tamworth) | 65.00% | 85.00% | Q2 2015/16 |  |  | 20 decisions were made during this quarter 17 of which were in the 8 week target time. the remaining 3 applications were determined after the 8 weeks, but with extensions of time agreed in all cases with the applicant |
| Processing of planning applications: Other applications (Tamworth) | 80.00% | 95.08% | Q2 2015/16 |  |  | 61 decisions were made during this quarter, 58 of which were made within the 8 week target time |

Economic Development



| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| Percentage of working age population claiming Job Seekers Allowance | 1.5% | 0.5% | Q2 2015/16 | | ▬ | |
| Percentage of total rateable value of commercial floorspace that is unoccupied | 8.25% | 4.45% | Q2 2015/16 | | ↑ | |
| Percentage change in rateable value of commercial buildings | 0.5% | -0.45% | Q2 2015/16 | | ↑ | |



Partnerships Support & Development

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| 20 new jobs created in existing organisations per annum directly attributable to interventions under the Contract (BDS – Infrastructure Support for business and third sector) | 5 | 67 | Q2 2015/16 | | ↑ | |
| 10 first-time business start ups over two years with information broken down by sector and level of support provided (BDS – Infrastructure Support for business and third sector) | 1.5 | 0 | Q2 2015/16 | | ↓ | |

Planning and Regeneration

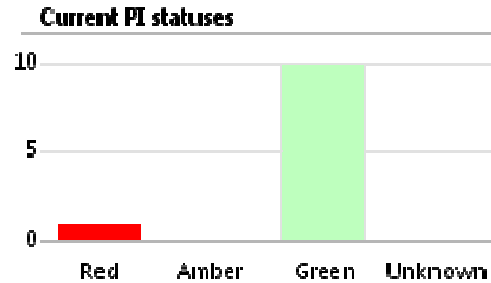
| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|-------------------------------|---|--|
| The occupancy levels of Town Centre retail outlets | 91% | 93 | Q2 2015/16 | | ↑ | There are 22 units vacant this quarter Vacancy rates have remained fairly constant over the previous year at around 14%. The increase in occupancy in Q1 and Q2 is a noticeable improvement from Q3 2014/15 and is moving towards levels not seen since |

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|---|---|---|
| | | | | | | <p>2011/12.</p> <p>The emerging Local Plan will ensure that retail and other town centre use takes a 'town centre first' approach and will encourage the location of shops, offices etc in the town centre. However it is important to consider other measures to boost occupancy levels in the town centre. Environment improvements, car parking fees and initiatives like the BID will all play a role in improving the vitality and vibrancy of the town centre.</p> <p>In addition to the more traditional town centre uses the Local Plan is proposing some housing allocations within and adjoining the town centre. These will help to diversify the town centre and improve the overall environment.</p> <p>Projects such as the Gateways and Linkages and the junction improvements along fountains junction should all contribute to improving the town centre..</p> |
| Net additional homes provided (Tamworth) | 170 | 61 | 2014/15 |  |  | Gross completions for the year 2014/15 are 64 units, with 3 losses, giving a net figure of 61. This marks the 4th year in a row of completions lower than the planned target (170dpa). The Council's role in providing new homes is setting the right environment for house building by producing an up to date and sound Local Plan and the approval planning applications for sustainable development. Without the availability of large housing |

















| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|-------------|---|---|--|
| | | | | | | <p>allocations it can be difficult to bring forward large amounts of additional housing. The current supply within Tamworth is predominantly made up of small application sites, the only remaining large site is Anker Valley, which now has planning permission, and it is expected completions for this site will start to come through by 2016/17, but possibly a small number in 2015/16.</p> <p>The new Local Plan has now been submitted for examination and it expected to be adopted by Q3 2015/16, this will set out the specific supply of housing within the borough for the next 15 years.</p> <p>Planning & Regeneration will continue to work with the development industry in a productive manner to bring forward more housing within Tamworth.</p> <p>Despite the low completion rate, there still remains a supply of smaller applications sites; however progress by the house building industry has been slowed to bring forward these applications to completion. There are currently 406 dwellings with planning permission and a further 58 under construction. It is clear there is a supply of houses with planning permission, but perhaps for non planning reasons, the deliver of these sites has been delayed.</p> |
| Number of affordable homes delivered (gross) (Tamworth) | 40 | 42 | 2014/15 |  |  | Affordable completions for the year 2014/15 are 42 units. The Council's role |

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|-----------------------|---------------------------|-------------|-------------|-------------------------------|---|---|
| | | | | | | <p>in providing new homes is setting the right environment for house building by producing an up to date and sound Local Plan and the approval planning applications for sustainable development.</p> <p>Planning & Regeneration will continue to work with the development industry in a productive manner to bring forward more housing within Tamworth.</p> <p>Despite the low total completion rate for all housing, there has been a significant increase in affordable houses delivered, exceeding the annual target and the highest level since 2010/11. The principal factor in this increase is the Council's collaborative approach with housing associations to deliver a number of 'garage sites' within Tamworth: Council owned land delivered in partnership.</p> |







Corporate Finance Key Performance Indicators



Corporate Finance

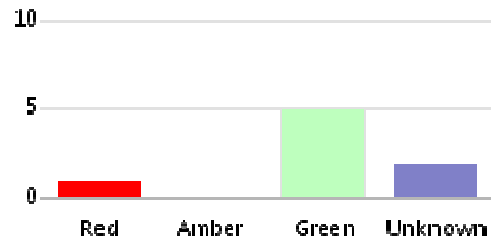
| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|---|---|--|
| Percentage of Invoices paid within 30 days | 97.00% | 98.33% | Q2 2015/16 |  |  | |
| Percentage of Invoices paid within 10 days | 85% | 87% | Q2 2015/16 |  |  | |
| Achievement of an unqualified audit opinion on the financial statements | Yes | Yes | 2014/15 |  |  | Unqualified Audit opinion signed by Grant Thornton 24th September 2015 |
| Spending maintained within approved budget and without significant underspends | -5% | -0.3% | Sept 2015 |  |  | |
| Number of material final account audit adjustments | 0 | 0 | 2014/15 |  |  | |
| Ledgers closed down within 5 working days of period end | 3 | 1 | Q2 2015/16 |  |  | |
| Bank Reconciliation completed within 10 days (Payments Account) | 10 | 6.67 | Q2 2015/16 |  |  | |
| Bank Reconciliation completed within 15 days (General Account) of period end | 15 | 16 | Q2 2015/16 |  |  | |

Revenues Services



| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|---|---|----------------------------------|
| Percentage of Non-domestic Rates Collected | 55.30% | 57.50% | Q2 2015/16 |  |  | |
| Percentage of Council Tax collected | 58.00% | 58.30% | Q2 2015/16 |  |  | |
| Debtors current year collection | 96% | 96.2% | Q2 2015/16 |  |  | |

Housing & Health Key Performance Indicators









Current PI statuses









Housing Empty Property Management

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|-------------|---|---|----------------------------------|
| Average number of days taken to re-let local authority housing (Standard Empty Homes) | 16 | 13.33 | Q2 2015/16 |  |  | |

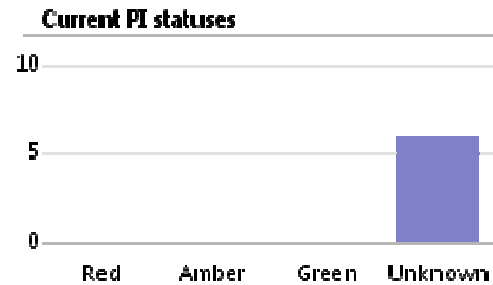
Housing Maintenance

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|-------------|---|---|----------------------------------|
| Percentage of properties with a valid Gas Safety Certificate | 100% | 99.99% | Q3 2015/16 |  |  | |
| Percentage of all responsive repairs completed within target | 97% | 98.03% | Q2 2015/16 |  |  | |
| Percentage of appointments kept as a percentage of appointments made | 96% | 97.23% | Q2 2015/16 |  |  | |
| Percentage of responsive repairs completed on the first visit to the tenants home (glazing and external doors not included) | 80% | 89.57% | Q2 2015/16 |  |  | |







Housing Rent Income Management

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|----------------|---|---|---|
| Current tenants arrears as a percentage of the annual debit (excluding h/b adjustments) | 1.9% | 2.33% | Q2 2015/16 |  |  | The figure will reduce each month depending on free weeks and direct debit cycles |
| Number of closed resolved anti-social behaviour cases | | 91% | September 2015 |  |  | 18 out of 19 cases were closed resolved in September |
| Number of closed unresolved anti-social behaviour cases | | 1 | September 2015 |  |  | 1 out of 19 cases were closed unresolved in September |

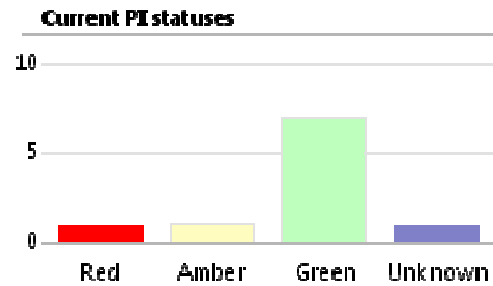
Legal & Democratic Services Key Performance Indicators



Solicitor and Monitoring Officer

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|---|---|---|
| Number of Standard Searches carried out | | 317 | Q2 2015/16 |  | ↓ | 139 full searches 278 personal |
| The number of exempt items presented to meetings | | 15 | Q2 2015/16 |  | ↓ | |
| Percentage of Household Enquiry Forms returned | | 82.1% | Q2 2015/16 |  | ? | Initial – 32,212 Reminder – 15,371 Final – 9,572 Outstanding as of 15/10/15 – 5,776 |
| Percentage of Individual Elector Registration Forms returned | | N/A | Q1 2015/16 |  | ? | 38,500 forms are being issued in late July 2015 with a second tranche scheduled for late August 2015. A return rate should be able to be calculated in time for the next reporting period. |
| The number of Ombudsman complaints received | | 10 | 2014/15 |  | ↑ | |
| The number of Ombudsman decisions made | | 7 | 2014/15 |  | ↑ | |

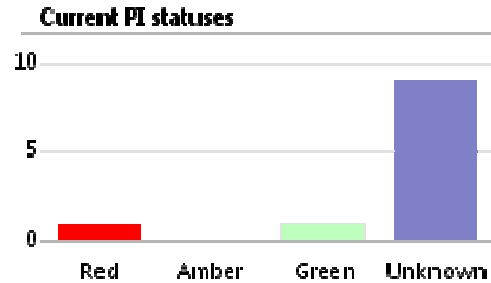
Technology & Corporate Programmes Key Performance Indicators



| Technology & Corporate Programmes | | | | | | |
|--|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
| Percentage of incidents fixed by ICT | 70% | 91.01% | Q2 2015/16 | ✓ | ↓ | |
| Incidents Responded within SLA | 90% | 93.22% | Q2 2015/16 | ✓ | ↑ | |
| Incidents Resolved within SLA | 90% | 96.34% | Q2 2015/16 | ✓ | ↓ | |
| ICT Backups | 100% | 86.09% | Q2 2015/16 | ✗ | ↓ | |
| Service Availability | 99% | 99.91% | Q2 2015/16 | ✓ | ↓ | |
| Freedom of Information Requests Responded To Within legislative timescales | 100% | 96.58% | 2015/16 | ⚠ | ↑ | |
| ICT Support Desk - Percentage of calls answered within 15 seconds | 92% | 93.37% | Q2 2015/16 | ✓ | ↑ | |
| ICT Support Desk - Percentage of calls abandoned | 3% | 1.24% | Q2 | ✓ | ↑ | |

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|----------------|-------------------------------|---|----------------------------------|
| | | | 2015/16 | | | |
| ICT Service Desk - Outstanding Incidents | | 71 | September 2015 | | | |
| LLPG Quality | 5 | 5 | September 2015 | | | |

Transformation & Corporate Performance Key Performance Indicators






Customer Services


| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|--|---------------------------|-------------|-------------|-------------------------------|---|---|
| The number of face to face enquiries dealt with received by the Customer Services Centre | | 4,536 | Q1 2015/16 | | ↑ | |
| The number of telephone calls into the Customer Services Centre | | 17,316 | Q2 2015/16 | | ↓ | |
| The number of self serve processes available for customers | 1 | 6 | Q2 2015/16 | | ↑ | These are - planning application, HB application, single person discount, phone and internet payments. car park payments. |

Health and Safety


| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| Number of accidents to employees reported | | 10 | Q2 2015/16 | | ↓ | |

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|-------------|---|---|----------------------------------|
| Number of accidents to non-employees reported | | 1 | Q2 2015/16 |  | ↑ | |
| Number of HSE notifications/interactions | | 1 | Q2 2015/16 |  | ↑ | |
| Number of violent/threatening incidents | | 0 | Q2 2015/16 |  | — | |

Human Resources

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|---|---------------------------|-------------|-------------|---|---|----------------------------------|
| Working Days Lost Due to Sickness Absence | 4.25 | 5.17 | Q2 2015/16 |  | ↓ | |

Payroll

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|------------------------------|---------------------------|-------------|-------------|---|---|----------------------------------|
| The number of payroll errors | | 0 | Q2 2015/16 |  | ↑ | |

Transformation and Corporate Performance

| Performance Indicator | Target (where applicable) | Performance | Last Update | RAG status (where applicable) | Performance compared to last reporting period | Latest Update (where applicable) |
|-----------------------------------|---------------------------|-------------|-------------|-------------------------------|---|----------------------------------|
| The number of hits on the website | | 261,800 | Q2 2015/16 | | | |
| Average time spent on the website | | 3.2 | Q2 2015/16 | | | |




Key to symbols

| PI Status | | Performance compared to last reporting period | |
|-----------|------------------------------|---|---------------|
| | Not at target | | Improving |
| | Close to target | | No Change |
| | At, or above, target | | Getting Worse |
| | Unknown | | |
| | Data Only PI (No target set) | | |

2015/16 Corporate Risk Register

| Corporate Risk Register 'Heat Map' | | | |
|------------------------------------|--|--|--|
| Likelihood | | | |
| | | | |
| | | | |
| | | | |
| Severity | | | |

| Risk | Description of Risk | Date Last Reviewed | Severity | Likelihood | Current Risk Rating | Current Risk Status |
|--|---|--------------------|----------|------------|---------------------|---------------------|
| Medium Term Financial Planning & Sustainability Strategy | Loss of Funding and Financial Stability. | 07-Aug-2015 | 4 | 2 | 8 | |
| Reputation | Damage to Reputation | 29-Sep-2015 | 2 | 2 | 4 | |
| Governance & Regulatory Failure | Failure to achieve adequate Governance Standards and statutory responsibilities | 07-Aug-2015 | 2 | 2 | 4 | |
| Partnership Working and Supply Chain Challenges | Failure in partnership working, shared services or supply chain | 29-Sep-2015 | 2 | 2 | 4 | |
| Emergency & Crisis Response Threats | Failure to manage an external or internal emergency/disaster situation | 29-Sep-2015 | 2 | 2 | 4 | |
| Economic Changes | Failure to plan and adapt services to economic changes within the community | 07-Aug-2015 | 3 | 1 | 3 | |
| Information Management & Information Technology | Failure to secure and manage data and IT infrastructure | 29-Sep-2015 | 3 | 2 | 6 | |
| Loss of Community Cohesion | Failure to achieve community cohesion | 29-Sep-2015 | 3 | 3 | 9 | |
| Workforce Planning Challenges | Failure to manage workforce planning challenges | 29-Sep-2015 | 2 | 2 | 4 | |
| Health & Safety | Failure to manage Health & Safety | 29-Sep-2015 | 3 | 2 | 6 | |
| Corporate Change | Failure to manage corporate change | 29-Sep-2015 | 2 | 2 | 4 | |
| Safeguarding Children & Vulnerable Adults | Failure to safeguard children and vulnerable adults | 29-Sep-2015 | 3 | 3 | 9 | |

| Risk | Description of Risk | Date Last Reviewed | Severity | Likelihood | Current Risk Rating | Current Risk Status |
|--|--|--------------------|----------|------------|---------------------|---|
| Sale of land for housing - Amington | Cabinet selected to redevelop the Golf Course for housing following the in-depth options appraisal. Prior to this, Cabinet approved the closure of the course in October 2014. The project to redevelop the site is ongoing and a number of technical studies are being finalised. Outline planning permission approved 4 August 2015 – site to be marketed by September 2015. | 29-Sep-2015 | 3 | 2 | 6 |  |
| Inability to manage the impact corporately of the Government Austerity measures and new legislative requirements | Inability to manage the impact corporately of the Government Austerity measures and new legislative requirements | 29-Sep-2015 | 4 | 2 | 8 |  |
| Elections | Parliamentary & Local Elections 2016 | 07-Aug-2015 | 2 | 2 | 4 |  |

26th November 2015

REPORT OF THE LEADER OF THE COUNCIL

DRAFT BASE BUDGET FORECASTS 2016/17 to 2020/21

Purpose

To inform Members of the re-priced base budget for 2016/17, base budget forecasts for the period 2016/17 to 2020/21 (the 5 Year Medium Term Planning Period) and the underlying assumptions and to consider the future strategy to address the financial trends.

Recommendations

That:

- 1. the technical adjustments and re-priced base budget figures for 2016/17 & indicative budgets to 2020/21 be approved (as attached at Appendix B, C, D, E, F, G & H);**
- 2. consideration be given to the proposed Policy Changes and Capital Programmes, as detailed within the report;**
- 3. consideration be given to the planned changes to Council Tax and Housing Rent for 2016/17, as detailed within the report; and**
- 4. in compliance with the Constitution of the Council, the Joint Scrutiny Budget Workshop be asked to consider the budget proposals contained within this report.**

Executive Summary

The following detailed budget information is contained within the report:

- Re-priced base budget information (& the associated technical adjustments) for 2016/17 in respect of the General Fund (GF) and Housing Revenue Account (HRA);
- A five year, medium term financial forecast for the General Fund and HRA;
- The associated strategy to address the financial trends & projection;
- The Provisional Capital Programmes for the General Fund and Housing Revenue Account for the period 2016/17 to 2020/21.

The Medium Term Financial Planning process is being challenged by the ongoing uncertain economic conditions. The attached forecast is based on a 5 year period, but does contain a number of uncertainties. The forecast grant reductions will put significant pressure on the ability of the Council to publish a balanced 5 Year Medium Term Financial Strategy (MTFS) – it may have to be a 3 or 4 year MTFS, in compliance with the Prudential Code.

Currently projections identify:

1. a General Fund shortfall of £0.1m over 3 years (with a shortfall of £3.8m over 5 years), including the minimum approved level of £0.5m;
2. a HRA surplus of £0.3m over 3 years (with a shortfall of £3.8m over 5 years) including the minimum recommended balances of £0.5m.

The key uncertainties which will inform further budget considerations before the final budget proposals are developed are:

- a) Potential changes to future New Homes bonus levels following the announcement that the Government will be reviewing the scheme again including the potential termination of the scheme after 2015/16;
- b) Future Revenue Support Grant levels for future years following the Chancellor's Summer Budget in July 2015 (which indicated further £18bn cuts to Public Service spending by 2019/20) and the outcome from the Comprehensive Spending Review which is due to be published on 25th November 2015 – when the implications for Local Government should be known. The impact for the Council will be confirmed by DCLG as part of the *Local Government Finance Settlement* in February 2016 following a provisional announcement in December 2015. A review on the potential redistribution on a needs basis could also adversely impact on the grant income levels;
- c) The impact of Business Rate Reform from 1st April 2013 and the associated forecast business rates receivable in 2015/16 and future years – of which the Council's budget will receive 40% (subject to 20% levy reduction on 'excess' rates payable to the Greater Birmingham & Solihull Local Enterprise Partnership (GBSLEP) after deduction of the 50% central share, 9% County Council and 1% Fire & Rescue Authority share). Uncertainty remains over the planned revaluation in 2017 and recent Government announcements regarding proposals for Councils to keep 100% of the business rates collected by 2020;
- d) The calculation of the level of business rate appeal costs – of which the Council has to fund 40% from its own budgets – a provision of £3.8m was set aside in 2014/15 (40% of which relates to the Council);
- e) Future Pension contribution levels - following the triennial review carried out by the Actuaries employed by the Pension Fund - indicative *ongoing* annual increases in Employer's contributions of c.2% p.a. for the next 3 years have been included. This now includes an ongoing lump sum (with an annual increase) relating to past liabilities and a set rate for future employer contributions of 16.5% p.a.
- f) The impact of Pension Auto-Enrolment and the single tier pension from 2016/17 – no additional cost associated with auto enrolment has been included as salary budgets are prepared on a full cost basis (and then reduced by the 5% vacancy allowance);

An increase in Employer's National Insurance contributions of 3.4% p.a. has been included from 2016/17 when the single-tier pension starts as the State Second Pension scheme will close and contracting out will end;

- g) While the Government announced a pay cap for 2014/15 & 2015/16, a 2.2% increase (plus other changes) was agreed from 1st January 2015. As part of the Summer Budget announcements, a 1% pay cap for public sector workers for the next 4 years has been set. In addition, from April 2016, a new compulsory National Living Wage for the over 25s will be introduced to replace the National Minimum Wage, currently set at £6.50 per hour. The National Living Wage will be set at £7.20 when it comes into effect in April 2016. It will then rise over the next four years to £9.00 per hour in 2020.
- h) Proposed changes set out in the Welfare Reform Act 2012 and the introduction of Universal Credit – impact on housing benefits and associated income receipts (including Housing Rents and Council Tax) of the council;
- i) The impact of any further uncertainty over future interest rate levels and their impact on investment income / treasury management;
- j) Due to uncertainties around the Better Care Fund, a significant risk on the current grant funding for Disabled Facilities Grants (DFG) is highlighted after 2015/16. A grant of £224k p.a. has been assumed to be redistributed – in line with the funding notified for 2015/16;
- k) The effect of the reduction in Social Housing Rents announced in the Summer Budget 2015 – rents are to be reduced by 1% a year for four years from 2016/17, requiring local authorities and housing associations to make savings, and this will mean a reduction in HRA rent income of c.£600k p.a. each year for 4 years (cumulative) due to the 1% reduction and as the planned inflationary increases of c.3% p.a. will also not be made;
- l) The impact that Social Tenants with household incomes of at least £40k in London and at least £30k elsewhere, will have to pay a market or near market rent. Local Authorities will have to repay the rent subsidy that they recover from high income tenants to the Exchequer;
- m) Any impact from the sale of high value council housing scheme;
- n) Finalisation of the expected outcomes and impact on the Council's financial position from the programme of short-term and medium-term workstream reviews commissioned by Cabinet in August 2013 as part of the 'Plan for a Sustainable Future' overarching strategy to identify measures to help the Council cope with grant & income reductions in the coming years - potential savings arising from the Sustainability Plan workstreams have been included;
- o) Review and finalisation of the revised budgets/policy changes and feedback from the scrutiny process – including the Council Tax increase for 2016/17 following confirmation of the referendum threshold.

Options Considered

As part of the budget setting process a number of options for the council tax and rent increase levels for 2016/17 and future years have been modelled / considered.

| Council Tax | Option Modelled / Considered |
|--------------------|--|
| Model 1 | 1.99% increase in Council tax in 2016/17 (followed by inflationary increases of c.1.99% p.a.) |
| Model 1a | 0% increase in Council tax in 2016/17 (followed by increases of c.1.99% p.a.) |
| Model 2 | 2.5% increase in Council tax in 2016/17 (followed by increases of 2.5% thereafter) |
| Model 3 | 0% increase in Council tax in 2016/17 (followed by increases of 0% thereafter) |
| Model 4 | 1% increase in Council tax in 2016/17 (followed by increases of 1% thereafter) |

| Rent | Option Modelled / Considered |
|-----------------|--|
| Option 1 | CPI + 1% |
| Option 2 | Reduction of 1% (in line with the Summer Budget announcement) |

Resource Implications

The detailed financial & budgetary implications are outlined within the report, however:

- The Forecast projects a General Fund shortfall of £0.1m over 3 years (£3.8m over 5 years), including the minimum approved level of £0.5m – assuming annual Council Tax increases of below 2% p.a. - in line with the 2% cap set by the Department for Communities & Local Government (DCLG) for 2015/16.

Key issues arising from the base budget review are detailed within the report and summarised below:

- a) Impact of Committee decisions on the 2015/16 budget – a General Fund net cost reduction of £0.4m;
- b) Budget issues 2015/16:
 - Vacant Public Relations & Communications Manager post, £36k;
 - Increased postage & distribution costs £35k;
 - Car parking income higher than expected, £55k – offset by lower than expected parking fines, £65k;

- Joint Waste Contingency budget not required (£50k);
- Development Control - £70k projected additional Planning Applications income;
- Business Rates levy payment £357k offset by reduced transfer to reserves £150k;
- Increased return on higher than expected treasury balances, £57k.

c) Base Budget review:

- New Homes Bonus – increased grant income of £58k;
 - Increased return on higher than expected treasury balances, £180k (from the sale of the former Golf Course);
 - Savings identified from procurement and a review of the last 3 years outturn position, £246k;
 - Increased income within Communities, Planning & Partnerships, £56k.
- The current forecast projects a Housing Revenue Account (HRA) surplus of £0.3m over 3 years with a shortfall of £3.8m over 5 years including the minimum recommended balances of £0.5m.

However this includes contributions to Capital Spend of £4.1m over 3 years (£6.9m over the next 5 years) and the Regeneration Reserve of £4.6m over 3 years (£9.4m over 5 years) - resulting in balances of £1.0m over 3 years (£8.8m over 5 years).

a) Impact of Committee decisions on the 2015/16 budget – a net cost saving of £3.3m;

b) Budget issues 2015/16:

- Rent income is projected to exceed budget by £235k for the year due to lower than budgeted void levels;
- The budgeted increase in bad debts due to the impact of Welfare Benefit Reforms is being contained by robust and effective arrears recovery – pending implementation of Universal Credit.

c) Base Budget review:

- Savings identified from procurement and a review of the last 3 years outturn position, £72k;
- Reduced Income from Housing Rents of £312k arising from a reduced inflation factor in the rent calculation;
- Increased Interest income receivable on higher HRA balances of £79k.

Legal / Risk Implications

The Council's constitution requires Cabinet publish initial proposals for the budget, having first canvassed the views of local stakeholders as appropriate - budget proposals will be referred to the Joint Scrutiny Committee (Budget) for further advice and consideration.

In line with the constitution a Joint Scrutiny Budget Workshop has been arranged for 3rd December 2015.

In order to allow Scrutiny Committees to respond to the Cabinet on the outcome of their deliberations, a meeting of the Scrutiny Committee (Budget) has been arranged for 26th January 2016.

Proposed amendments to the 2015/16 base budget, approved by Council on 24th February 2015, are detailed within the report.

Risks to Capital and Revenue Forecasts:

| Risk | Control Measure |
|--|--|
| Major variances to the level of grant / subsidy from the Government (including specific grants e.g. Benefits administration, Business Rates Section 31 funding); (High) | Sensitivity modelling undertaken to assess the potential impact in the estimation of future grant levels; (Medium / High) |
| New Homes Bonus grant levels lower than estimated; Continuation of the scheme in its current form is uncertain – a further review is planned. (High/Medium) | Future levels included on a risk based approach in order to offset further grant reductions / uncertainty over additional property numbers; (Medium) |
| Potential 'capping' of council tax increases by the Government or local Council Tax veto / referendum; (Medium) | Current indications are that increases of 2% and above risk 'capping' (confirmed as 2% for 2015/16); (Low) |
| The achievement / delivery of substantial savings / efficiencies will be needed to ensure sufficient resources will be available to deliver the Council's objectives through years 4 to 5. Ongoing; (High) | A robust & critical review of savings proposals will be required / undertaken before inclusion within the forecast; A minimum General Fund capital balance of £0.5m is a requirement – this has been financed in the past by revenue contributions (held in a revenue reserve). (High/Medium) |
| Pay awards greater than forecast; (Medium) | Public sector pay cap announced as part of the Summer Budget 2015 - 1% increase p.a. for 4 years from 2016/17; (Medium / Low) |
| Pension costs higher than planned / adverse performance of pension fund; (Medium) | Regular update meetings with Actuary; Increases of c.2% p.a. with a new 'lump sum' element have been included with agreement made with Pension Fund following triennial review (during 2013 for 2014/15) for 3 years; (Medium) |

| Risk | Control Measure |
|--|---|
| <p>Assessment of business rates collection levels to inform the forecast / budget (NNDR1) and estimates of appeals, mandatory & discretionary reliefs, cost of collection, bad debts and collection levels;</p> <p>New burdens (Section 31) grant funding for Central Government policy changes – including impact on levy calculation;</p> <p>Potential changes to the Business Rates Retention system by the DCLG in support of Town Centre Regeneration / equalisation of the scheme; (High)</p> | <p>Robust estimates included to arrive at collection target. Ongoing proactive management & monitoring will continue;</p> <p>Business Rates Collection Reserve - provision of reserve funding to mitigate impact of any changes in business rate income levels;</p> <p>Monitoring of the situation / regular reporting;</p> <p>(High / Medium)</p> |
| <p>Local Council Tax Reduction scheme implementation – potential yield changes and maintenance of collection levels; (High)</p> | <p>Robust estimates included. Ongoing proactive management & monitoring (including a quarterly healthcheck on the implications on the organisation – capacity / finance) will continue; (High / Medium)</p> |
| <p>Achievement of income streams in line with targets e.g. treasury management interest, car parking, planning, commercial & industrial rents etc.; (High / Medium)</p> | <p>Robust estimates using a zero based budgeting approach have been included; (Medium)</p> |
| <p>Delivery of the capital programme (GF / HRA – including Regeneration schemes) dependent on funding through capital receipts and grants (including DFG funding through the Better Care Fund); (High / Medium)</p> | <p>Robust monitoring and evaluation – should funds not be available then schemes would not progress; (Medium)</p> |
| <p>Dependency on partner organisation arrangements and contributions e.g. Waste Management (SCC/LDC). (High / Medium)</p> | <p>Memorandum of Understanding in place. (Medium)</p> |

Report Author

If Members would like further information or clarification prior to the meeting please contact Stefan Garner, Director of Finance Ext. 242.

| | |
|---------------------|--|
| Background Papers:- | Corporate Vision, Priorities Plan, Budget & Medium Term Financial Strategy 2015/16, Council 24 th February 2015 |
| | Budget and Medium Term Financial Planning Process, Cabinet 30 th July 2015 |
| | Budget Consultation Report, Cabinet 22 nd October 2015 |

Base Budget Forecast 2016/17 to 2020/21

Revisions / updates have been made to the 2015/16 base budget in order to produce an adjusted base for 2016/17 and forecast base for 2017/18 onwards.

General Fund Revenue

Forecast – When the budget for 2015/16, and indicative budgets for 2016/17 to 2017/18, were approved by Council in February 2015 it was anticipated that balances would remain above the minimum approved level of £0.5m for the 3 year period.

However, a number of issues have now arisen & will need to be considered:

Budget Issues 2015/16

- Vacant Public Relations & Communications Manager post, £36k;
- Increased postage & distribution costs £35k;
- Car parking income higher than expected, £55k – offset by lower than expected parking fines, £65k;
- Joint Waste Contingency budget not required (£50k);
- Development Control - £70k projected additional Planning Applications income;
- Business Rates levy payment £357k offset by reduced transfer to reserves £150k;
- Increased return on higher than expected treasury balances, £57k.

Base Budget

Key issues arising from the base budget review are detailed within the report and summarised below:

- Savings identified from procurement and a review of the last 3 years outturn position, £72k;
- Reduced Income from Housing Rents of £312k arising from a reduced inflation factor in the rent calculation;
- Increased Interest income receivable on higher HRA balances of £79k.

Issues for the Medium Term

The Forecast projects a General Fund shortfall of £0.1m over 3 years (£3.8m over 5 years), including the minimum approved level of £0.5m – assuming annual Council Tax increases of below 2% p.a. - in line with the 2% cap set by the Department for Communities & Local Government (DCLG) for 2015/16.

Implications & Options

It is currently estimated that further savings of around £56k will be required over the next 3 years (based on annual c.1.99% increases in Council Tax) with savings of £0.8m per annum required over 5 years.

Consideration of the level of Council tax increases over the 5-year period is needed to account for potential 'capping' by the Government or a local referendum / veto and to ensure that balances are maintained at the minimum approved level of £0.5m.

Decisions on future funding will need to be made with reference to the Council's Corporate Priorities together with the feedback & issues raised by the budget consultation exercise.

There is a need to consider how the limited resources can be 'prioritised' (& whether service improvements in a priority area should be met from service reductions elsewhere).

Responses / indications from Scrutiny Committees on priority areas for the future allocation of resources will be sought, as part of the consultation required by the constitution.

Housing Revenue Account

Forecast – When the budget for 2015/16, and indicative budgets for 2016/17 to 2019/20, were approved by Council in February 2014 it was anticipated that balances would remain above the minimum approved level of £0.5m for the 5-year period, with significant planned contributions to a regeneration reserve.

Budget Issues 2015/16

Significant items currently identified relating to underspends/over achievement of income are,

- Rent income is projected to exceed budget by £235k for the year due to lower than budgeted void levels;
- The budgeted increase in bad debts due to the impact of Welfare Benefit Reforms is being contained by robust and effective arrears recovery – pending implementation of Universal Credit.

Base Budget

Key issues arising from the base budget review are detailed within the report and summarised below:

- Savings identified from procurement and a review of the last 3 years outturn position, £72k;
- Reduced Income from Housing Rents of £312k arising from a reduced inflation factor in the rent calculation;
- Increased Interest income receivable on higher HRA balances of £79k.

There is still a degree of uncertainty over the future financial position of the HRA arising from:

- Finalisation of the costs (following tender) / income associated with the regeneration / redevelopment schemes – to inform the likely need from the Regeneration Reserve;
- The impact of restructuring following Supporting People funding reductions;
- The effect of service charges implementation;
- Results of ongoing structural surveys e.g. High Rise;
- The impact of Welfare Benefit Reform on rent collection levels – limited so far but further measures are to be rolled out (e.g. Universal Credit);
- The effect of the reduction in Social housing rents announced in the Summer Budget 2015 – rents are to be reduced by 1% a year for four years from 2016/17, requiring local authorities and housing associations to make savings and will mean a reduction in HRA rent income of c.£600k p.a. each year for 4 years (cumulative) due to the 1% reduction and as the planned inflationary increases of c.3% p.a. will also not be made;
- The impact that Social tenants with household incomes of at least £40k in London and at least £30k elsewhere, will have to pay a market or near market rent. Local authorities will have to repay the rent subsidy that they recover from high income tenants to the Exchequer;
- Any impact from the Sale of high value council housing scheme;
- Future impact of the Government's increased discounts to promote Right to Buy sales on housing stock numbers and associated income levels – 50 sales p.a. have been assumed in future years. There is also still uncertainty over retained receipt levels (pending further Government guidance) and spending plans.

The current forecast projects a HRA surplus of £0.3m over 3 years with a shortfall of £3.8m over 5 years) including the minimum recommended balances of £0.5m.

However this includes contributions to capital spend of £4.1m over 3 years (£6.9m over the next 5 years) and the regeneration reserve of £4.6m over 3 years (£9.4m over 5 years) - resulting in balances of £1.0m over 3 years (£8.8m over 5 years).

Detailed Considerations

Base Budget Forecasts 2016/17 to 2020/21

Revisions / updates have been made to the 2015/16 base budget in order to produce an adjusted base for 2016/17 and forecast base for 2017/18 onwards. These changes, known as technical adjustments, have been informed by feedback from budget managers and calculated to take account of:

- virements approved since the base budget was set;
- the removal of non-recurring budgets from the base;
- the effect of inflation;
- changes in payroll costs and annual payroll increments;
- changes in expenditure and income following decisions made by the Council;
- other changes outside the control of the Council such as changes in insurance costs and reduction in grant income;
- The 'Zero base budgeting' review of income levels.

General Fund – Technical Adjustments Summary

| Technical Adjustments | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|---|------------------|------------------|------------------|------------------|------------------|
| Base Budget B/Fwd | 8,464 | 8,032 | 8,085 | 7,348 | 7,201 |
| Committee Decisions | (402) | 298 | (540) | (121) | - |
| Inflation | 15 | 35 | 32 | 37 | 38 |
| Other | (427) | (391) | (317) | (166) | 211 |
| Pay Adjustments (Including pay award / reduction of 5% for vacancy allowance) | 319 | 111 | 88 | 103 | 182 |
| Revised charges for non-general fund activities | 63 | - | - | - | - |
| Total / Revised Base Budget | 8,032 | 8,085 | 7,348 | 7,201 | 7,632 |

The technical adjustments are shown in detail at **Appendix B** with a summary by Directorate at **Appendix D**. The key assumptions made during the exercise are summarised at **Appendix A**.

Future Revenue Support Grant & Business Rate Income

Given the current economic climate and further anticipated reductions in Central Government Grant support together with the uncertainty around the impact of the Business Rate Retention scheme, detailed modelling has been carried out in order to prepare estimated Business Rates income levels.

The 2015/16 settlement

The final Local Government finance settlement figures for Tamworth for 2014/15 and 2015/16 show that the Government funding assessment (Revenue Support Grant (RSG) plus the new business rates baseline retained income) totalled £4.423m for 2014/15 (£5.114m 2013/14) and £3.736m for 2015/16.

| External Finance | 2014/15 £'000 | 2015/16 £'000 |
|---|--------------------------|--------------------------|
| Business Rates Baseline | 2,083 | 2,122 |
| Revenue Support Grant | 2,340 | 1,608 |
| Total Funding Assessment | 4,423 | 3,730 |
| % Change (Increase) / Decrease | 13.5% | 15.7% |

The Council's actual reduction in combined Revenue Support Grant / assessed Business Rates baseline funding need was 13.5% for 2014/15 (which means that Government support decreased by £0.69m over 2013/14) with a further reduction of 15.7% (£0.69m) in 2015/16.

For future years, in light of indications of further grant reductions, it has been assumed that there will be a reduction in Revenue Support Grant as detailed below. It has been assumed that the New Homes Bonus scheme will continue with such funding included using a risk based approach.

| External Finance | 2015/16 £'000 | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Revenue Support Grant | 1,608 | 954 | 542 | 251 | 76 | - |
| % Change Increase/(Decrease) | (31.3)% | (40.6)% | (43.2)% | (53.6)% | (69.9)% | - |

Business Rates

Additional monthly monitoring has been implemented since the implementation of business rate retention from 2013/14 – following approval of the NNDR1 form (Business Rates estimates) by Cabinet in January each year.

The Council received additional business rates during 2013/14 (above forecast / baseline) and had to pay a levy of £386k to the Greater Birmingham & Solihull Local Enterprise Partnership (GBSLEP). No levy was payable for 2014/15 due to the significant increase in appeals during March 2015 – which meant an increase in the provision from £1m to almost £4m. The latest estimates indicate additional business rates receivable above the baseline in 2015/16 – of which the Council will receive 40% less the Government set tariff payment of c.£11m (and a 20% levy on any surplus over the baseline to the GBSLEP) - after deduction of the 50% Central Share, 9% County & 1% Fire & Rescue Authority shares).

However, the future position is less certain. A robust check & challenge approach has been taken of any increases on the base figure, including a risk assessed collection level.

New Burdens (Section 31) Grant is receivable for additional reliefs given by the Government relating to business rates from 1st April 2014 e.g. Small Business Rate Relief – of which 50% of any in excess of the baseline will be payable in levy to the GBSLEP. A prudent approach has been taken in respect of any new burdens funding – and, due to uncertainties & risk, the creation of an associated Business Rates Collection reserve to mitigate fluctuation in income. The forecast Section 31 Grants and levy payments included within the base budget forecasts are detailed below.

| Section 31 Grants / Levy | 2015/16 £'000 | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Section 31 Grant | 429 | 390 | 408 | 427 | 446 | 465 |
| Business Rates Levy | 882 | 416 | 291 | 156 | 13 | - |

For future years, the forecast business rates income is detailed below:

| External Finance | 2015/16 £'000 | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Business Rates Baseline | 2,122 | 2,165 | 2,210 | 2,259 | 2,311 | 2,366 |
| Business Rates Income Forecast (net of tariff) | 2,629 | 2,608 | 2,383 | 2,144 | 1,891 | 1,622 |
| % Change Increase/(Decrease) | 10.8% | (0.8)% | (8.6)% | (10.0)% | (11.8)% | (14.2)% |

Forecast

Using the funding forecast and assuming increases in Council Tax of c.2.0% per annum for 2016/17 onwards, the five year base budget forecast is as follows:

| | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|--|------------------|------------------|------------------|------------------|------------------|
| Estimated Net Cost of Services | 8,032 | 8,085 | 7,348 | 7,201 | 7,632 |
| Proposed Policy Changes / Additional Costs Identified | 317 | (143) | 218 | 173 | 173 |
| Net Expenditure | 8,349 | 7,942 | 7,566 | 7,374 | 7,805 |
| Financing: | | | | | |
| RSG | (954) | (542) | (251) | (76) | - |
| Collection Fund Surplus | - | - | - | - | - |
| Collection Fund Surplus (Business Rates) | 573 | (416) | (291) | (156) | (14) |
| Tariff Payable | 10,763 | 10,989 | 11,231 | 11,489 | 11,765 |
| Non Domestic Ratepayers | (13,371) | (13,373) | (13,375) | (13,380) | (13,387) |
| Council Tax Income | (3,381) | (3,490) | (3,624) | (3,771) | (3,923) |
| Gross Financing | (6,370) | (6,832) | (6,310) | (5,894) | (5,559) |
| Surplus(-) / Deficit | 1,979 | 1,110 | 1,256 | 1,480 | 2,246 |
| Balances Remaining (-) / Overdrawn | (2,812) | (1,702) | (446) | 1,034 | 3,280 |
| | | | | | |
| Per Council, 25 th February 2015 | (2,544) | (505) | - | - | - |

Indicating a potential shortfall in General fund balances of approx. £0.1m over 3 years (£1.5m over 4 years & £3.8m over the 5 year period) - including the minimum approved level of £0.5m.

Balances are forecast to be £4.79m at 31st March 2016.

A detailed summary of the budget for 2016/17 is attached at **Appendix F** with 5 years attached at **Appendix G**.

Future Strategy

Due to the adverse financial forecast, there is a need to reconsider the inclusion of items contained within the forecast / budget:

1) Variations to Council Tax Policy/Strategy

The Government indicated that it would offer grant support for the 4 year Comprehensive Spending Review (CSR) period should the Council freeze Council Tax levels for 2011/12. There was no mention that this arrangement would continue thereafter. A subsequent offer was announced for 2012/13 but with Government grant support for one year, 2012/13 only. A similar offer was announced for subsequent years where Government grant support equivalent to 2% of a Council Tax increase would be payable over a 2 year period (i.e. 1% p.a.). It is not known whether a similar scheme will operate for 2016/17 pending the outcome of CSR 2015.

Also, for future years potential 'capping' of the increase by the Government or a proposed local council tax referendum/veto needs to be considered when setting future Council Tax increases. The Council's Council Tax is currently £158.60 which is below the average of the Council Tax charges of similar Councils (from the Cipfa nearest neighbour grouping).

The indication is that the 'capping' threshold will be lower than 2.0% - following a freeze in 2011/12 & 2012/13 and a below 2% increase since then, the impact of a lower than 2% p.a. increase (Band D) is outlined below:

Model 1 Impact of 1.99% increase in Council Tax in 2016/17 (followed by inflationary increases of c.1.99% p.a.)

| Year: | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|---|----------------|----------------|--------------|--------------|--------------|
| Forecast: | £'000 | £'000 | £'000 | £'000 | £'000 |
| Surplus (-) /Deficit | 1,979 | 1,110 | 1,256 | 1,480 | 2,246 |
| Balances Remaining (-) / Overdrawn | (2,812) | (1,702) | (446) | 1,034 | 3,280 |
| | | | | | |
| £ Increase | 3.15 | 3.20 | 3.25 | 3.35 | 3.40 |
| % Increase | 1.99% | 1.98% | 1.97% | 1.99% | 1.98% |
| Note: Resulting Band D Council Tax | 161.75 | 164.95 | 168.20 | 171.55 | 174.95 |

which indicates a potential shortfall in balances of £0.1m over 3 years, £3.8m over 5 years - further savings of approx. £0.8m per annum would have to be identified.

In order to take advantage of any potential Council Tax Freeze Grant, the following scenarios have been modelled:

Model 1a Impact of 0% increase in Council Tax in 2016/17 (followed by increases of c.1.99% p.a.)

| Year: | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|---|----------------|----------------|--------------|--------------|--------------|
| Forecast: | £'000 | £'000 | £'000 | £'000 | £'000 |
| Reduction in Council Tax £ | 66 | 67 | 68 | 70 | 71 |
| Revised Surplus (-) / Deficit | 2,045 | 1,177 | 1,324 | 1,550 | 2,317 |
| Balances Remaining (-) / Overdrawn | (2,746) | (1,569) | (245) | 1,305 | 3,622 |
| | | | | | |
| £ Increase | 0.00 | 3.15 | 3.20 | 3.25 | 3.35 |
| % Increase | 0.00% | 1.99% | 1.98% | 1.97% | 1.99% |
| Note: Resulting Band D Council Tax | 158.6 | 161.75 | 164.95 | 168.20 | 171.55 |

Less £70k freeze grant - indicates a potential shortfall in balances of £0.2m over 3 years, £4.0m over 5 years - further savings of approx. £0.8m per annum would have to be identified.

Further indicative models are outlined below:

Model 2 Impact of 2.5% increase in Council Tax in 2016/17 (followed by increases of 2.5% thereafter)

| Year: | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|---|----------------|----------------|--------------|-------------|--------------|
| Forecast: | £'000 | £'000 | £'000 | £'000 | £'000 |
| Increase in Council Tax £ | (18) | (37) | (56) | (76) | (97) |
| Revised Surplus/(Deficit) | 1,961 | 1,073 | 1,200 | 1,404 | 2,149 |
| Balances Remaining (-) / Overdrawn | (2,830) | (1,757) | (557) | 847 | 2,996 |
| | | | | | |
| £ Increase | 4.00 | 4.10 | 4.20 | 4.30 | 4.40 |
| % Increase | 2.5% | 2.5% | 2.5% | 2.5% | 2.5% |
| Note: Resulting Band D Council Tax | 162.60 | 166.70 | 170.90 | 175.20 | 179.60 |

which indicates potential surplus balances of £0.1m over 3 years with a shortfall of £3.5m over 5 years - further savings of approx. £0.7m per annum would have to be identified.

However, given the announced 2% cap, a referendum would be required at this level which is not considered feasible given the risk & associated costs.

Model 3 Impact of 0% increase in Council Tax in 2016/17 (followed by increases of 0% thereafter)

| Year: | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|---|----------------|----------------|-------------|--------------|--------------|
| Forecast: | £'000 | £'000 | £'000 | £'000 | £'000 |
| Reduction in Council Tax £ | 66 | 134 | 204 | 278 | 354 |
| Revised Surplus/(Deficit) | 2,045 | 1,244 | 1,460 | 1,758 | 2,600 |
| Balances Remaining (-) / Overdrawn | (2,746) | (1,502) | (42) | 1,716 | 4,316 |
| | | | | | |
| £ Increase | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| % Increase | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Note: Resulting Band D Council Tax | 158.60 | 158.60 | 158.60 | 158.60 | 158.60 |

Less £70k freeze grant - indicates a potential shortfall in balances of £0.4m over 3 years, £4.7m over 5 years - further savings of approx. £1.0m per annum would have to be identified.

Model 4 Impact of 1% increase in Council Tax in 2016/17 (followed by increases of 1% thereafter)

| Year: | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|---|----------------|----------------|--------------|--------------|--------------|
| Forecast: | £'000 | £'000 | £'000 | £'000 | £'000 |
| Reduction in Council Tax £ | 33 | 67 | 102 | 140 | 179 |
| Revised Surplus/(Deficit) | 2,012 | 1,177 | 1,358 | 1,620 | 2,425 |
| Balances Remaining (-) / Overdrawn | (2,779) | (1,602) | (244) | 1,376 | 3,801 |
| | | | | | |
| £ Increase | 1.58 | 1.60 | 1.61 | 1.63 | 1.65 |
| % Increase | 1.00% | 1.00% | 1.00% | 1.00% | 1.00% |
| Note: Resulting Band D Council Tax | 160.18 | 161.78 | 163.39 | 165.02 | 166.67 |

which indicates a potential shortfall in balances of £0.3m over 3 years, £4.3m over 5 years - further savings of approx. £0.9million per annum would have to be identified.

2) *Potential Savings / additional costs*

Potential revenue policy changes are highlighted below:

| Policy Changes Identified | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Contingency budget to allow for 'in year' decisions to be made by Cabinet & to provide for any potential further reductions in income as a result of the financial climate | 100.0 | - | - | - | - |
| Return of Transformation reserve funding to support revenue budget | - | (360.0) | - | - | - |
| Funding for a project officer (for 3 years) that would be dedicated to managing the projects for growth | 44.0 | 44.5 | 45.0 | - | - |
| Agile Working Project - Deferral of receipt of projected income for Marmion House / Loss of income | 142.7 | 142.7 | 142.7 | 142.7 | 142.7 |
| Replacement of the aging operational fleet of Council vehicles. These vehicles cover operational areas within Streetscene, Cemeteries, Arboricultural Services and Housing Caretakers | 30.0 | 30.0 | 30.0 | 30.0 | 30.0 |
| Total New Items / Amendments | 316.7 | (142.8) | 217.7 | 172.7 | 172.7 |

As part of the planned review & scrutiny process leading up to formal presentation of the budget, Executive Management Team will consider feedback received from the Budget Consultation process, the Joint Scrutiny Budget workshop and the Joint Budget Scrutiny Committee (planned for 26th January 2016) in order to inform the next stages of the budget process:

- a review of the proposals including:
 - Reference to the Council's corporate priorities together with the feedback & issues raised by the budget consultation exercise.
 - Consideration of how the limited resources can be 'rationed' (& whether service improvements in a priority area should be met from service reductions elsewhere).

- Inclusion of any further potential savings in order to mitigate the forecast budget shortfall. This process is ongoing and will be reported as policy changes in the next phase of the budget process in order to formulate a balanced medium term financial strategy for approval by Cabinet & Council in February 2016.

Housing Revenue Account – Technical Adjustments Summary

| Technical Adjustments | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|---|------------------|------------------|------------------|------------------|------------------|
| Base Budget | 3,072 | 138 | (247) | (360) | (337) |
| Committee Decisions | (3,283) | (238) | (89) | 347 | - |
| Inflation | 91 | 128 | 132 | 149 | 153 |
| Other | 197 | (322) | (200) | (510) | (103) |
| Pay Adjustments | 94 | 47 | 44 | 37 | 57 |
| Revised charges for non-general fund activities | (33) | - | - | - | - |
| Total / Revised Base Budget | 138 | (247) | (360) | (337) | (230) |

The detail of the technical adjustments are shown in Appendix C with a more detailed summary of the HRA Technical Adjustments at Appendix E. Assuming reductions in Rent in line with the Government's announcement in the Summer Budget 2015 (a 1.0% reduction per annum for 4 years from 2016/17), the five year base budget forecast is as follows:

| | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|---|------------------|------------------|------------------|------------------|------------------|
| Estimated Net (Surplus) / Deficit | 138 | (247) | (360) | (337) | (230) |
| Proposed Policy Changes / Additional Costs Identified | 202 | 881 | 1603 | 2323 | 2372 |
| Surplus (-) / Deficit | 340 | 634 | 1243 | 1986 | 2142 |
| Balances Remaining (-) / Overdrawn | (2,699) | (2,065) | (822) | 1,164 | 3,306 |
| Per Council, 24 th February 2015 | (1,304) | (1,229) | (1,403) | (1,403) | - |

Indicating a Housing Revenue Account (HRA) surplus of £0.3m over 3 years (with a shortfall of £3.8m over the next 5 years) including the minimum recommended balances of £0.5m.

However this includes contributions to capital spend of £4.1m over 3 years (£6.9m over the next 5 years) and the regeneration reserve of £4.6m over 3 years (£9.4m over 5 years) - resulting in balances of £1.0m over 3 years (£8.8m over 5 years).

A summary of the HRA over the 5 year period is shown at **Appendix H**.

There is still a degree of uncertainty over the future financial position of the HRA arising from:

- Finalisation of the costs (following tender) / income associated with the regeneration / redevelopment schemes – to inform the likely need from the Regeneration reserve;

- The impact of restructuring following Supporting People funding reductions;
- The effect of service charges implementation;
- Results of ongoing structural surveys e.g. High Rise;
- The impact of Welfare Benefit Reform on rent collection levels – limited so far but further measures are to be rolled out (e.g. Universal Credit);
- The effect of the reduction in Social housing rents announced in the Summer Budget 2015 – rents are to be reduced by 1% a year for four years from 2016/17, requiring local authorities and housing associations to make savings and will mean a reduction in HRA rent income of c.£600k p.a. each year for 4 years (cumulative) due to the 1% reduction and as the planned inflationary increases of c.3% p.a. will also not be made;
- The impact that Social tenants with household incomes of at least £40k in London and at least £30k elsewhere, will have to pay a market or near market rent. Local authorities will have to repay the rent subsidy that they recover from high income tenants to the Exchequer;
- Any impact of the sale of high value council housing scheme;
- Future impact of the Government’s increased discounts to promote right to buy sales on housing stock numbers and associated income levels – 50 sales p.a. have been assumed in future years. There is also still uncertainty over retained receipt levels (pending further Government guidance) and spending plans.

Potential revenue policy changes for the HRA are highlighted below:

| Policy Changes Identified | 2016/17 £'000 | 2017/18 £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Reduction in Social housing rents by 1% a year for four years from 2016/17 | 638 | 1317 | 2039 | 2759 | 2808 |
| Introduction of Service Charges from 1 April 2016 including appointment of a Service Charges Officer | (436) | (436) | (436) | (436) | (436) |
| Total New Items / Amendments | 202 | 881 | 1603 | 2323 | 2372 |

Rent Restructuring

The introduction of rent restructuring in April 2003 required the Council to calculate rents in accordance with a formula on a property by property basis and account separately for rental payments and payments which are for services (for example grounds maintenance, upkeep of communal areas, caretaking) within the total amounts charged.

This framework removed the flexibility to independently set rent levels from Social Landlords and replaced it with a fixed formula (RPI plus 0.5% plus £2.00) based on the value of the property and local incomes.

The aim of the framework was to ensure that by a pre-set date all social landlord rents have reached a 'target rent' for each property that will reflect the quality of accommodation and levels of local earnings. In achieving this target rent councils were also annually set a "limit rent" which restricted the level of rent increase in any one year.

Housing rents were increased in accordance with the Rent Restructuring Framework for 2014/15. However, from 2015/16, Councils could decide locally at what level to increase rents. Government Guidance suggested an increase of CPI plus 1%, however, the Council agreed to vary this level, and applied the formula CPI plus 1% plus £2 (capped at formula rent) **for 2015/16 only**, to generate additional funding to support increased maintenance costs and the regeneration of key housing areas within the Borough.

However, under Benefit regulations and circulars issued by the DWP, the Rent Rebate Subsidy Limitation scheme penalises the Council should the average rent be above the notified limit rent. The guidance on rent increases stated a CPI + 1% increase which, when applied to the 2014/15 limit rent, gave a limit rent for 2015/16 of £82.56 which when compared to the actual rent for 2015/16 of £81.51 meant no loss of Housing Benefit subsidy grant.

The effect of the reduction in Social housing rents announced in the Summer Budget 2015 means that rents are to be reduced by 1% a year for four years from 2016/17 and will mean a reduction in HRA rent income of c.£600k p.a. each year for 4 years (cumulative) due to the 1% reduction and as the planned inflationary increases of c.3% p.a. will also not be made.

Capital Programme

Following a review of the Capital Programme approved by Council on 24th February 2015, a revised programme has been formulated including additional schemes which have been put forward for inclusion.

Each scheme has been assessed with regard to:

- the contribution its delivery makes towards the achievement of the Council's corporate priorities;
- the achievement of Government priorities and grant or other funding availability;
- the benefits in terms of the contribution to the Council's Corporate Objectives and compliance with the Corporate Capital Strategy requirements of:
 1. Invest to save
 2. Maintenance of services and assets
 3. Protection of income streams
 4. Avoidance of cost.

The current de-minimus for capital expenditure is £10k per capital scheme.

General Fund

It is estimated that approximately £8.7m (excluding the £0.5m approved minimum balance) will be needed during the period to 2020/21 for future capital spending (including the usable capital receipts generated from the sale of council housing).

A surplus over 3 years of £74k is highlighted, with a shortfall of £286k over 5 years.

Details of the proposed capital programme are shown in **Appendix I**.

The capital programme has been reviewed and updated:

a) Technology Replacement

Rolling annual budget of £60k has been included until 2020/21 (the provisional programme included £60k p.a. from 2016/17);

b) Air Conditioning

An additional scheme has been included - £32k in 2016/17. Significantly increased reliance on ICT has resulted in a commitment to ongoing, large scale upgrade and maintenance to the TBC infrastructure, in line with agreed device lifecycles. In order to support the provision of this infrastructure, the computer suite needs continued investment, specifically the replacement of the air conditioning solution. Without a functioning system, the server infrastructure will become unstable and will impact on application availability across the organisation.

c) Backup Solution

An additional scheme has been included - £15k in 2016/17. The current backup solution has been installed for 8 years and the reliability and stability of the hardware has started to degrade. The tapes used are also becoming obsolete and require replacing every twelve months to ensure good quality backups. Whilst much of the data created by the organisation is replicated off-site, the operating systems, applications and UNIX based data has a continued requirement to be backed up to tape.

d) Disabled Facilities Grants

Rolling annual budget of £250k has been included. No changes have been made. However, due to current demand, it is likely that an increased budget will be needed – subject to the usual funding constraints.

e) CCTV Camera Renewals

Required for the rolling replacement of cameras, £15k p.a. - subject to funding constraints.

f) Street Lighting

An additional scheme has been included – with an annual spend required. The Council has its own stock of street lighting across the borough, mainly in housing areas and other communal parts such as play areas and car parks. The street lighting assets are inspected and maintained by Eon on behalf of the Council under the terms of Staffordshire County Council PFI contract with Eon. Eon have produced a replacement street lighting programme which spans 40 years and includes the replacement of all the lighting columns based on 'their life expectancy' and a lighting head replacement programme based on providing more efficient low energy lighting heads. The appraisal is based on the first 5 years of the replacement programme.

g) Cultural Quarter

The scheme budgets have not been revised pending an update in the coming months.

h) Castle Mercian Trail (Budget currently within 2015/16 Programme)

A revised scheme, with a net cost to the Council of £125k, has been included to redevelop the top floor of the Castle to create a new exhibition focusing on Saxon Tamworth and the Staffordshire Hoard. Tamworth Castle will develop an exhibition that will include the display of more pieces from the Staffordshire Hoard along with artefacts relating to the history of Saxon Tamworth.

i) Gateways

An increased budget has been included – part funded by SCC and Section 106 funds with a net cost of £70k p.a. for the Council. Phase 1A in 2016/17 of £400k (Riverdrive to Ventura Park), phase 2 over 3 years from 2016/17 of £1.034m (Train Station to Town Centre). The provisional programme included £50k p.a. from 2016/17.

j) Contingency

A £50k contingency budget will be required for 2016/17 – to be re-profiled from the unspent 2015/16 budget.

Housing

The proposed 5 year Housing Capital Programme is attached at **Appendix J**.

It is estimated that approximately £44.9m (excluding the £0.5m approved minimum balance) will be needed during the period to 2020/21 for future capital spending (including revenue contributions from the HRA of £6.9m, Regeneration reserve balances of £9.4m & additional borrowing of £7.2m – the ‘headroom’ in line with the HRA Government debt cap is £11.3m) - resulting in balances of £1.0m over 3 years (£8.8m over 5 years).

The capital programme has been reviewed (saving £2m over 4 years when compared to the provisional programme) and updated to include the new year 5 costs – with costs then smoothed over the new 5 year planning period. In addition, certain demand led schemes have been reviewed and updated to reflect current trends:

a) Gas Central Heating Upgrades and Renewals

The budget has been reduced by £335k over 4 years in line with current demand.

b) Energy Efficiency Improvements

The programme has been reduced to the 3 years (remaining at the £50k level) needed for the ERDF funding bid.

c) Fencing / Boundary Walls

The budget of £30k p.a. has been removed with any spend to be met from the revenue budget.

d) Windows and Door Renewals

The programme has been smoothed – saving £235k over 4 years.

e) General Estate Works

The demand led budget has been removed (previously £200k p.a.).

f) Contingency

The £100k p.a. budget has been removed - A £100k contingency budget will be required for 2016/17 – to be re-profiled from the unspent 2015/16 budget

g) Regeneration Schemes

The budgets for Redevelopment of garage sites and other acquisitions have not yet changed but will need to be updated to reflect available resources.

Main Assumptions

| Inflationary Factors | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|-----------------------------|---------|---------|---------|---------|---------|
| Inflation Rate - Pay Awards | 1.00% | 1.00% | 1.00% | 1.00% | 2.00% |
| National Insurance | 10.50% | 10.50% | 10.50% | 10.50% | 10.50% |
| Superannuation | 16.50% | 16.50% | 16.50% | 16.50% | 16.50% |
| Inflation Rate (RPI) | 2.00% | 2.50% | 2.50% | 2.75% | 2.75% |
| Inflation Rate (CPI) | 1.53% | 1.93% | 2.00% | 2.00% | 2.00% |
| Investment Rates | 1.25% | 1.75% | 2.00% | 2.75% | 3.00% |
| Base Interest Rates | 0.75% | 1.25% | 1.75% | 2.00% | 2.00% |

1. Pay award – it has been assumed that public sector pay will be capped at 1% for 4 years from 2016/17, in line with announcement in the Summer Budget 2015, and is estimated to mirror the Government's inflation target of 2% thereafter.
2. Overall Fees and Charges will rise generally by 2.5% annually except where a proposal has otherwise been made (car parking charges, corporate & industrial property rental income, statutory set planning fees, leisure fees);
3. Revised estimates for rent allowance / rent rebate subsidy levels have been included;
4. Changes to the level of recharges between funds has been included;
5. A reduction in Revenue Support Grant levels to zero by 2020 following the Chancellor's Summer Budget in July 2015 (which indicated further £18bn cuts to public service spending by 2019/20). The outcome from the Comprehensive Spending Review is due to be published on 25th November 2015 – when the implications for Local Government should be known. The impact for the Council will be confirmed by DCLG as part of the *Local Government Finance Settlement* with a provisional announcement in December 2015. A review on the potential redistribution on a needs basis could also adversely impact on the grant income levels.
6. Continuation of the New Homes Bonus scheme – including additional receipts from new developments (including Anker Valley and the Former Golf Course Site);
7. Increased investment income returns due to higher balances including the anticipated capital receipt from the sale of the Former Golf Course;
8. The Government has not yet indicated its policy regarding council tax bills being frozen for the next year. It is unknown if a grant will be available to authorities that agree to freeze or reduce Council Tax in 2016/17;
9. The major changes to the previously approved policy changes are included within this forecast – Directors were issued with the provisional information in August to review, confirm & resubmit by the end of September;
10. Annual year-on-year pension cost increases of c.2% via the pension lump sum element for past liabilities have been included (for 3 years following SCC triennial review in 2013).
11. Reduction in rent levels by 1% due to the Summer Budget announcement & current indications that sales of council houses will be approximately 50 per annum.

Technical Adjustments Analysis – General Fund

| | £ | £ | £ |
|---|-----------|-----------|---------------|
| Chief Executive | | | |
| Virements | | - | |
| Committee Decisions | | - | |
| Inflation | | 80 | |
| Other | | | |
| 2016/17 BWP 010 Car Allowances | (70) | | |
| 2016/17 BWP 018 Vacancy Allowance | (290) | | |
| 2016/17 BWP 035 Insurance | 750 | 390 | |
| Pay Adjustments | | 4,230 | |
| Changes in External Recharges | | (4,700) | |
| | | | - |
| Executive Director Corporate Services | | | |
| Virements | | - | |
| Committee Decisions | | | |
| 2014/15 Policy Change ED1 Potential savings arising from Service Review options | (20,000) | (20,000) | |
| Inflation | | (2,350) | |
| Other | | | |
| 2016/17 BWP 003 Welfare Benefits | 2,150 | | |
| 2016/17 BWP 010 Car Allowances | (890) | | |
| 2016/17 BWP 018 Vacancy Allowance | (1,550) | | |
| 2016/17 BWP 022 Benefits Estimates | 28,510 | | |
| 2016/17 BWP 028 Bank Charges | 300 | | |
| 2016/17 BWP 035 Insurance | 6,520 | | |
| 2016/17 BWP 042 CMT 3 Year Savings Review | (12,000) | 23,040 | |
| Pay Adjustments | | 51,960 | |
| Changes in External Recharges | | (7,160) | |
| | | | 45,490 |
| Director of Finance | | | |
| Virements | | - | |
| Committee Decisions | | | |
| 2015/16 Policy Change DF1 Corporate Finance General Contingency | (100,000) | | |
| 2015/16 Policy Change DF5 Business Rates Levy | 13,000 | | |
| 2014/15 Policy Change DF6 Agile Working Contribution to Capital Reduced | (58,000) | | |
| 2015/16 Policy Change DF4 Business Rates Section 31 Grant Income | 42,700 | | |
| 2012/13 Policy Change FER1 New Homes Bonus | (58,000) | | |
| 2013/14 Policy Change DF1 New Homes Bonus | 430 | | |
| 2014/15 Policy Change DF1 New Homes Bonus | (30,000) | (189,870) | |
| Inflation | | 1,860 | |

| | £ | £ | £ |
|--|-----------|-----------|------------------|
| Other | | | |
| 2016/17 BWP 005 Interest SOCH/HAA | 20 | | |
| 2016/17 BWP 008 Audit Fee | 4,850 | | |
| 2016/17 BWP 010 Car Allowances | (950) | | |
| 2016/17 BWP 013 NNDR Cost of Collection Grant | 650 | | |
| 2016/17 BWP 014 Depreciation Charges | 80,240 | | |
| 2016/17 BWP 018 Vacancy Allowance | (1,950) | | |
| 2016/17 BWP 025 Revenues Income | (1,320) | | |
| 2016/17 BWP 027 New Homes Bonus | (9,530) | | |
| 2016/17 BWP 028 Bank Charges | 7,290 | | |
| 2016/17 BWP 033 Pensions | 55,010 | | |
| 2016/17 BWP 034 NNDR Estimates | (10,110) | | |
| 2016/17 BWP 035 Insurance | (1,720) | | |
| 2016/17 BWP 042 CMT 3 Year Savings Review | (47,000) | | |
| 2016/17 BWP 043 Treasury Management | (180,230) | (104,750) | |
| Pay Adjustments | | 34,460 | |
| Changes in External Recharges | | (12,810) | |
| | | | (271,110) |
| Director of Technology & Corporate Programmes | | | |
| Virements | | - | |
| Committee Decisions | | - | |
| Inflation | | 9,260 | |
| Other | | | |
| 2016/17 BWP 010 Car Allowances | (330) | | |
| 2016/17 BWP 014 Depreciation Charges | 2,770 | | |
| 2016/17 BWP 018 Vacancy Allowance | (480) | | |
| 2016/17 BWP 035 Insurance | 940 | | |
| 2016/17 BWP 042 CMT 3 Year Savings Review | (17,990) | (15,090) | |
| Pay Adjustments | | 7,420 | |
| Changes in External Recharges | | (1,340) | |
| | | | 250 |
| Solicitor to the Council | | | |
| Virements | | - | |
| Committee Decisions | | - | |
| Inflation | | 4,110 | |
| Other | | | |
| 2016/17 BWP 004 NNDR TBC Properties | 10 | | |
| 2016/17 BWP 006 Mayor & Deputy Allowance | 120 | | |
| 2016/17 BWP 009 Members Allowances | 1,520 | | |
| 2016/17 BWP 010 Car Allowances | (230) | | |
| 2016/17 BWP 012 Conveyancing & RTB | 3,800 | | |
| 2016/17 BWP 018 Vacancy Allowance | (1,080) | | |
| 2016/17 BWP 028 Bank Charges | 10 | | |
| 2016/17 BWP 035 Insurance | 2,060 | | |
| 2016/17 BWP 042 CMT 3 Year Savings Review | (2,000) | 4,210 | |
| Pay Adjustments | | 13,140 | |
| Changes in External Recharges | | (15,630) | |
| | | | 5,830 |

| | £ | £ | £ |
|---|-----------------|----------|------------------------|
| Director of Transformation & Corporate Performance | | | |
| Virements | | | |
| | <u>(3,000)</u> | (3,000) | |
| Committee Decisions | | | |
| 2014/15 Policy Changes TCP2 Potential savings arising from Service Review options | <u>(49,760)</u> | (49,760) | |
| Inflation | | 1,560 | |
| Other | | | |
| 2016/17 BWP 010 Car Allowances | (530) | | |
| 2016/17 BWP 011 Healthshield Staff Health Insurance | (350) | | |
| 2016/17 BWP 018 Vacancy Allowance | 880 | | |
| 2016/17 BWP 020 Phil Dix Income | 520 | | |
| 2016/17 BWP 028 Bank Charges | 390 | | |
| 2016/17 BWP 035 Insurance | <u>3,960</u> | 4,870 | |
| Pay Adjustments | | 27,310 | |
| Changes in External Recharges | | 9,890 | |
| | | | <u><u>(9,130)</u></u> |
| Director of Communities, Planning & Partnerships | | | |
| Virements | | - | |
| Committee Decisions | | | |
| 2013/14 Policy Change CPP2 Project Officer | (42,460) | | |
| 2013/14 Policy Change CPP3 Small Grants | 1,700 | | |
| 2015/16 Policy Change CPP5 Revenue Impact of Capital Schemes | <u>35,290</u> | (5,470) | |
| Inflation | | (4,200) | |
| Other | | | |
| 2016/17 BWP 004 NNDR TBC Properties | 90 | | |
| 2016/17 BWP 014 Depreciation Charges | (3,290) | | |
| 2016/17 BWP 015 Gas and Electricity Charges | (1,460) | | |
| 2016/17 BWP 018 Vacancy Allowance | 2,860 | | |
| 2016/17 BWP 028 Bank Charges | 600 | | |
| 2016/17 BWP 029 Cash Security | (1,430) | | |
| 2016/17 BWP 031 CPP Income Budget | (55,720) | | |
| 2016/17 BWP 035 Insurance | 7,100 | | |
| 2016/17 BWP 038 Car Allowances | (4,230) | | |
| 2016/17 BWP 042 CMT 3 Year Savings Review | <u>(18,220)</u> | (73,700) | |
| Pay Adjustments | | 57,290 | |
| Changes in External Recharges | | (38,840) | |
| | | | <u><u>(64,920)</u></u> |
| Director of Housing & Health | | | |
| Virements | | - | |
| Committee Decisions | | | |
| Inflation | | 160 | |
| Other | | | |
| 2016/17 BWP 018 Vacancy Allowance | (3,580) | | |
| 2016/17 BWP 035 Insurance | 1,860 | | |

| | £ | £ | £ |
|---|-----------------|-----------|------------------|
| 2016/17 BWP 036 Private Sector Leasing Scheme | (280) | | |
| 2016/17 BWP 038 Car Allowances | (1,610) | | |
| 2016/17 BWP 042 CMT 3 Year Savings Review | <u>(10,770)</u> | (14,380) | |
| Pay Adjustments | | 12,190 | |
| Changes in External Recharges | | 10,770 | |
| | | | <u>8,740</u> |
| Director of Assets & Environment | | | |
| Virements | | 3,000 | |
| Committee Decisions | | | |
| 2015/16 Policy Change AE1 Rental income from Agile Working Project | (74,750) | | |
| 2015/16 Policy Change AE2 Service Charges income from Agile Working Project | (27,500) | | |
| 2014/15 Policy Change AE5 Waste Management Savings | <u>(35,000)</u> | (137,250) | |
| Inflation | | 4,730 | |
| Other | | | |
| 2014/15 BWP 030 Phil Dix Income | (670) | | |
| 2015/16 BWP 021 Marmion House Rents and Service Charges | (3,190) | | |
| 2015/16 BWP 036 WASTE MANAGEMENT | 39,500 | | |
| 2016/17 BWP 004 NNDR TBC Properties | (21,350) | | |
| 2016/17 BWP 014 Depreciation Charges | (79,720) | | |
| 2016/17 BWP 015 Gas and Electricity Charges | (3,080) | | |
| 2016/17 BWP 017 Community Centres Income | (11,700) | | |
| 2016/17 BWP 018 Vacancy Allowance | (7,950) | | |
| 2016/17 BWP 021 Procurement Savings | (55,670) | | |
| 2016/17 BWP 021 Procurement Savings | (1,270) | | |
| 2016/17 BWP 028 Bank Charges | 920 | | |
| 2016/17 BWP 029 Cash Security | 1,500 | | |
| 2016/17 BWP 035 Insurance | (15,350) | | |
| 2016/17 BWP 037 Commercial and Industrial Rents | (20,000) | | |
| 2016/17 BWP 038 Car Allowances | (410) | | |
| 2016/17 BWP 039 Environmental Health Income | 9,000 | | |
| 2016/17 BWP 042 CMT 3 Year Savings Review | <u>(82,770)</u> | (252,210) | |
| Pay Adjustments | | 111,290 | |
| Changes in External Recharges | | 123,310 | |
| | | | <u>(147,130)</u> |
| Total | | | (431,980) |

() denotes saving

| | £ | £ | £ |
|--|-------------|----------|---------------|
| Director of Housing and Health | | | |
| Virements | | - | |
| Committee Decisions: | | - | |
| Inflation | | 16,930 | |
| Other | | | |
| 2016/17 BWP 004 NNDR TBC Properties | 10 | | |
| 2016/17 BWP 008 Audit Fees | (3,560) | | |
| 2016/17 BWP 011 Staff Health Insurance | (140) | | |
| 2016/17 BWP 014 Depreciation Charges | (1,590) | | |
| 2016/17 BWP 018 Vacancy Allowance | (6,570) | | |
| 2016/17 BWP 028 Bank Charges | 3,530 | | |
| 2016/17 BWP 032 HRA Car Allowances | 3,420 | | |
| 2016/17 BWP 035 Insurance | (17,690) | | |
| 2016/17 BWP 042 CMT 3 Year Savings Review | (70,300) | | |
| 2016/17 BWP 041 HRA Alarm Call Charges | 29,830 | | |
| 2016/17 BWP 044 Grounds Maintenance | 3,000 | (60,060) | |
| Pay Adjustments | | 90,290 | |
| Changes in External Recharges | | (30,270) | |
| | | | 16,890 |
| Director of Assets & Environment | | | |
| Virements | | - | |
| Committee Decisions: | | - | |
| Inflation | | 110 | |
| Other | | | |
| 2016/17 BWP 018 Vacancy Allowance | 140 | | |
| 2016/17 BWP 032 HRA Car Allowances | 10 | | |
| 2016/17 BWP 035 Insurance | 400 | 550 | |
| Pay Adjustments | | 3,360 | |
| Changes in External Recharges | | (2,440) | |
| | | | 1,580 |
| Housing Revenue Account Summary | | | |
| Virements | | - | |
| Committee Decisions: | | | |
| 2012/13 Policy Change HR 2 Increase in Rents | (555,730) | | |
| 2012/13 Policy Change HRA 2 Revenue Contributions to Capital Reserve | 51,090 | | |
| 2012/13 Policy Change HRA 2D Interest Costs | 13,490 | | |
| 2012/13 Policy Change HRA 7 Revenue Contribution to Capital Reserve | (1,821,000) | | |
| 2013/14 Policy Change HRA 9 Revenue Contribution to Capital Reserve | 100,000 | | |
| 2014/15 Policy Change HRA 1 Revenue Contribution to Capital Reserve | (1,000,000) | | |
| 2015/16 Policy Change HRA 4A Revenue Impact of Capital Schemes | 146,050 | | |
| 2015/16 Policy Change HRA 4B Revenue Impact of | (15,050) | | |

| | £ | £ | £ |
|--|-----------|-------------|--------------------|
| Capital Schemes | | | |
| 2015/16 Policy Change HRA 6 Rent Increase | (1,930) | | |
| 2015/16 Policy Change HRA 7 Supporting People Funding Ceased | (200,000) | (3,283,080) | |
| Inflation | | 74,330 | |
| Other | | | |
| 2014/15 BWP 019 Debt Mgt Exps | 130 | | |
| 2015/16 BWP 034 Housing Rents | 311,670 | | |
| 2016/17 BWP 005 Interest SOCH/HAA | 20 | | |
| 2016/17 BWP 014 Depreciation Charges | (3,360) | | |
| 2016/17 BWP 029 HRA Garage Rents | 7,480 | | |
| 2016/17 BWP 033 Pensions | 21,000 | | |
| 2016/17 BWP 042 CMT 3 Year Savings Review | (1,750) | | |
| 2016/17 BWP 043 Treasury Mgmt | (78,770) | 256,420 | |
| Pay Adjustments | | - | |
| Changes in External Recharges | | - | |
| | | | <u>(2,952,330)</u> |
| Total | | | (2,933,860) |

() denotes saving

General Fund

| <i>Figures include internal recharges which have no bottom line impact</i> | Budget 2015/16 | Technical Adjustments | | | | | | External Recharge Changes (non-GF Activities) £ | Total Adjustments £ | Total Adjusted Base 2016/17 |
|--|------------------|-----------------------|-----------------------|---------------|------------------|-------------------|---------------|---|---------------------|-----------------------------|
| | | Virements £ | Committee Decisions £ | Inflation £ | Other £ | Pay Adjustments £ | | | | |
| Chief Executive | 161,180 | - | - | 80 | 390 | 4,230 | (100) | 4,600 | 165,780 | |
| Executive Director Corporate Services | 349,950 | - | (20,000) | (2,350) | 23,040 | 51,960 | (10,430) | 42,220 | 392,170 | |
| Director of Finance | (703,450) | - | (189,870) | 1,860 | (104,750) | 34,460 | 400 | (257,900) | (961,350) | |
| Director of Technology & Corporate Programmes | 879,940 | - | - | 9,260 | (15,090) | 7,420 | 22,400 | 23,990 | 903,930 | |
| Solicitor to the Council | 551,080 | - | - | 4,110 | 4,210 | 13,140 | (3,010) | 18,450 | 569,530 | |
| Director of Transformation & Corporate Performance | 897,080 | (3,000) | (49,760) | 1,560 | 4,870 | 27,310 | 3,330 | (15,690) | 881,390 | |
| Director of Communities, Planning & Partnerships | 2,214,690 | - | (5,470) | (4,200) | (73,700) | 57,290 | - | (26,080) | 2,188,610 | |
| Director of Housing & Health | 912,190 | - | - | 160 | (14,380) | 12,190 | 20,920 | 18,890 | 931,080 | |
| Director of Assets & Environment | 3,200,980 | 3,000 | (137,250) | 4,730 | (252,210) | 111,290 | 29,980 | (240,460) | 2,960,520 | |
| Grand Total | 8,463,640 | - | (402,350) | 15,210 | (427,620) | 319,290 | 63,490 | (431,980) | 8,031,660 | |

Housing Revenue Account

| | Budget 2015/16 | Technical Adjustments | | | | | | Total Adjustments £ | Total Adjusted Base 2016/17 |
|--|-------------------|-----------------------|-----------------------------|----------------|----------------|-------------------------|--|---------------------------|--------------------------------------|
| | | Virements £ | Committee Decisions £ | Inflation £ | Other £ | Pay Adjustments £ | External Recharge Changes (non-GF Activities) £ | | |
| <i>Figures include internal recharges which have no bottom line impact</i> | | | | | | | | | |
| Chief Executive's Office | | | | | | | | | |
| Director of Housing & Health | 4,150,410 | - | - | 16,930 | (60,060) | 90,290 | (30,250) | 16,910 | 4,167,320 |
| Director of Assets & Environment | (12,800) | - | - | 110 | 550 | 3,360 | (2,460) | 1,560 | (11,240) |
| HRA Summary | (1,065,250) | - | (3,283,080) | 74,330 | 256,420 | - | - | (2,952,330) | (4,017,580) |
| Grand Total | 3,072,360 | - | (3,283,080) | 91,370 | 196,910 | 93,650 | (32,710) | (2,933,860) | 138,500 |

General Fund Summary Budgets – 2016/17

| <i>Figures exclude internal recharges which have no bottom line impact.</i> | Base Budget 2015/16 £ | Technical Adjustments £ | Policy Changes £ | Budget 2016/17 £ |
|---|---------------------------------|-----------------------------------|----------------------------|----------------------------|
| Chief Executive | 161,180 | 4,600 | - | 165,780 |
| Executive Director Corporate Services | 349,940 | 42,230 | - | 392,170 |
| Director of Finance | (703,460) | (257,890) | 100,000 | (861,350) |
| Director of Technology & Corporate Programmes | 879,940 | 23,990 | - | 903,930 |
| Solicitor to the Council | 551,070 | 18,460 | - | 569,530 |
| Director of Transformation & Corporate Performance | 897,090 | (15,700) | - | 881,390 |
| Director of Communities, Planning & Partnerships | 2,214,690 | (26,080) | 44,000 | 2,232,610 |
| Director of Housing & Health | 912,190 | 18,890 | - | 931,080 |
| Director of Assets & Environment | 3,201,000 | (240,480) | 172,650 | 3,133,170 |
| Total Cost of Services | 8,463,640 | (431,980) | 316,650 | 8,348,310 |
| Transfer to / (from) Balances | (145,682) | (1,832,920) | - | (1,978,602) |
| Revenue Support Grant | (1,607,554) | 653,232 | - | (954,322) |
| Retained Business Rates | (13,181,129) | (189,851) | - | (13,370,980) |
| Less: Tariff payable | 10,552,019 | 211,041 | - | 10,763,060 |
| Collection Fund Surplus (Council Tax) | (81,670) | 81,670 | - | - |
| Collection Fund Surplus (Business Rates) | (728,023) | 1,301,779 | - | 573,756 |
| Council Tax Requirement | (3,271,601) | 207,029 | (316,650) | (3,381,222) |
| | | | | |

General Fund Summary Budgets – 2015/16 to 2020/21

| <i>Figures exclude internal recharges which have no bottom line impact.</i> | Base Budget 2015/16 £ | Budget 2016/17 £ | Budget 2017/18 £ | Budget 2018/19 £ | Budget 2019/20 £ | Budget 2020/21 £ |
|---|---------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Chief Executive | 161,180 | 165,780 | 168,130 | 170,500 | 172,920 | 177,220 |
| Executive Director Corporate Services | 349,950 | 392,170 | 394,070 | 395,430 | 396,250 | 405,410 |
| Director of Finance | (703,450) | (961,350) | (1,102,680) | (1,754,430) | (1,932,690) | (1,685,120) |
| Director of Technology & Corporate Programmes | 879,940 | 903,930 | 926,230 | 922,230 | 942,790 | 968,330 |
| Solicitor to the Council | 551,080 | 569,530 | 579,150 | 587,800 | 596,150 | 606,270 |
| Director of Transformation & Corporate Performance | 897,080 | 881,390 | 896,390 | 891,130 | 904,520 | 929,000 |
| Director of Communities, Planning & Partnerships | 2,214,690 | 2,188,610 | 2,261,900 | 2,133,630 | 2,104,500 | 2,125,320 |
| Director of Housing & Health | 912,190 | 931,080 | 939,390 | 946,300 | 950,600 | 956,310 |
| Director of Assets & Environment | 3,200,980 | 2,960,520 | 3,022,760 | 3,055,480 | 3,066,190 | 3,149,270 |
| Total | 8,463,640 | 8,031,660 | 8,085,340 | 7,348,070 | 7,201,230 | 7,632,010 |

Housing Revenue Account 2015/16 to 2020/21

| <i>Figures exclude internal recharges which have no bottom line impact.</i> | Base Budget 2015/16 £ | Budget 2016/17 £ | Budget 2017/18 £ | Budget 2018/19 £ | Budget 2019/20 £ | Budget 2020/21 £ |
|---|----------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Director of Housing & Health | 4,150,410 | 4,167,320 | 4,241,260 | 4,313,400 | 4,382,640 | 4,470,960 |
| Director of Assets & Environment | (12,800) | (11,240) | (8,850) | (6,380) | (3,870) | (1,060) |
| HRA Summary | (1,065,250) | (4,017,580) | (4,479,450) | (4,667,570) | (4,716,250) | (4,701,050) |
| Total | 3,072,360 | 138,500 | (247,040) | (360,550) | (337,480) | (231,150) |

Draft General Fund Capital Programme 2016/17 to 2020/21

| <u>General Fund Capital Programme</u> | 2016/17 £ | 2017/18 £ | 2018/19 £ | 2019/20 £ | 2020/21 £ | Total £ |
|---|------------------|------------------|------------------|----------------|----------------|------------------|
| Technology Replacement | 60,000 | 60,000 | 60,000 | 60,000 | 60,000 | 300,000 |
| Air Conditioning | 32,000 | - | - | - | - | 32,000 |
| Backup Solution | 15,000 | - | - | - | - | 15,000 |
| Subtotal | 107,000 | 60,000 | 60,000 | 60,000 | 60,000 | 347,000 |
| Private Sector Grants - Disabled Facilities Grants | 250,000 | 250,000 | 250,000 | 250,000 | 250,000 | 1,250,000 |
| CCTV Camera Renewals | 15,000 | 15,000 | 15,000 | 15,000 | 15,000 | 75,000 |
| Street Lighting | 52,900 | 2,600 | 3,100 | 28,200 | 115,300 | 202,100 |
| Cultural Quarter | 2,135,300 | 2,078,100 | 575,900 | - | - | 4,789,300 |
| Castle Mercian Trail | 605,250 | - | - | - | - | 605,250 |
| Gateways | 784,000 | 370,000 | 280,000 | - | - | 1,434,000 |
| Subtotal | 3,842,450 | 2,715,700 | 1,124,000 | 293,200 | 380,300 | 8,355,650 |
| Total General Fund Capital | 3,949,450 | 2,775,700 | 1,184,000 | 353,200 | 440,300 | 8,702,650 |
| <u>Proposed Financing:</u> | | | | | | |
| Grants - Disabled Facilities | 224,000 | 224,000 | 224,000 | 224,000 | 224,000 | 1,120,000 |
| Section 106 Receipts | 284,000 | 100,000 | - | - | - | 384,000 |
| General Fund Capital Receipts | 461,200 | 914,800 | 7,500 | - | - | 1,383,500 |
| Sale of Council House Receipts | 90,000 | 77,300 | 166,600 | 60,000 | - | 393,900 |
| General Fund Capital Reserve | - | 20,200 | - | - | - | 20,200 |
| Grants - Assembly Rooms (HLF) | 613,100 | 90,300 | - | - | - | 703,400 |
| Grants - Mercian Trail (HLF) | 470,250 | - | - | - | - | 470,250 |
| Grants - Assembly Rooms (SLGF) | 841,900 | 1,124,100 | 575,900 | - | - | 2,541,900 |
| Grants - Gateways (SLGF) | 390,000 | 200,000 | 210,000 | - | - | 800,000 |
| Grants - SCC (Assembly Rooms / Gateways) | 540,000 | - | - | - | - | 540,000 |
| Public Contributions (Assembly Rooms) | 25,000 | 25,000 | - | - | - | 50,000 |
| | 10,000 | - | - | - | - | 10,000 |
| Unsupported Borrowing | - | - | - | 69,200 | 216,300 | 285,500 |
| Total | 3,949,450 | 2,775,700 | 1,184,000 | 353,200 | 440,300 | 8,702,650 |
| | | | | | | |

Draft Housing Revenue Account Capital Programme 2016/17 to 2020/21

| | 2016/17 £ | 2017/18 £ | 2018/19 £ | 2019/20 £ | 2020/21 £ | TOTAL £ |
|---|------------------|-------------------|-------------------|------------------|------------------|-------------------|
| <u>Housing Revenue Account Capital Programme</u> | | | | | | |
| Structural Works | 100,000 | 100,000 | 100,000 | 100,000 | 100,000 | 500,000 |
| Bathroom Renewals | 774,250 | 795,540 | 817,420 | 839,900 | 850,000 | 4,077,110 |
| Gas Central Heating Upgrades and Renewals | 536,250 | 514,000 | 420,000 | 550,000 | 460,000 | 2,480,250 |
| Kitchen Renewals | 919,430 | 944,710 | 970,690 | 997,380 | 900,000 | 4,732,210 |
| High Rise Lift Renewal | 342,460 | 349,990 | - | - | - | 692,450 |
| Fire Upgrades to Flats | 265,460 | - | - | - | - | 265,460 |
| Energy Efficiency Improvements | 50,000 | 50,000 | - | - | - | 100,000 |
| Major Roofing Overhaul and Renewals | 156,770 | 161,080 | 165,510 | 170,060 | 174,310 | 827,730 |
| Window and Door Renewals | 250,000 | 250,000 | 250,000 | 250,000 | 250,000 | 1,250,000 |
| High Rise Balconies | 525,000 | 525,000 | 525,000 | - | - | 1,575,000 |
| Disabled Facilities Adaptations | 307,500 | 315,960 | 324,650 | 333,580 | 341,920 | 1,623,610 |
| Capital Salaries | 169,310 | 173,040 | 176,840 | 180,730 | 180,000 | 879,920 |
| CDM Fees | 10,170 | 5,000 | 5,000 | 5,000 | 5,000 | 30,170 |
| Regeneration Schemes | | | | | | |
| Tinkers Green | 2,162,050 | 6,640,000 | 1,634,000 | - | - | 10,436,050 |
| Kerria | 848,150 | 1,810,640 | 3,805,250 | - | - | 6,464,040 |
| Redevelopment of Garage sites | 2,000,000 | 2,000,000 | 1,500,000 | 1,500,000 | - | 7,000,000 |
| Other acquisitions | 500,000 | 500,000 | 500,000 | 500,000 | - | 2,000,000 |
| Total HRA Capital | 9,916,800 | 15,134,960 | 11,194,360 | 5,426,650 | 3,261,230 | 44,934,000 |
| <u>Proposed Financing:</u> | | | | | | |
| Major Repairs Reserve | 4,069,740 | 4,028,390 | 3,710,730 | 3,382,500 | 3,256,230 | 18,447,590 |
| HRA Capital Receipts | 1,028,200 | 250,000 | 175,000 | - | - | 1,453,200 |
| Regeneration Revenue Reserves | 336,860 | 4,559,570 | 4,260,680 | 44,150 | 5,000 | 9,206,260 |
| Capital Receipts from Add Council House Sales | 559,000 | - | - | - | - | 559,000 |
| Regeneration Reserve | 1,681,000 | 1,325,000 | 3,047,950 | 2,000,000 | - | 8,053,950 |
| Unsupported Borrowing | 2,242,000 | 4,972,000 | - | - | - | 7,214,000 |
| Total | 9,916,800 | 15,134,960 | 11,194,360 | 5,426,650 | 3,261,230 | 44,934,000 |

THURSDAY, 26 NOVEMBER 2015

REPORT OF THE LEADER OF THE COUNCIL**VCS AND LOCALITY COMMISSIONED SERVICES CONTRACT REVIEW****EXEMPT INFORMATION****PURPOSE**

To inform Cabinet and seek approval where necessary on decisions relating to Commissioning Cycle 2 – Tamworth Borough Council VCS funding contracts and Locality Commissioning – multi-agency funding contracts.

Investment in services provided to Tamworth residents through these contracts will automatically cease on 31 March 2016 unless the decision is taken to take up the option to extend for a further one year.

RECOMMENDATIONS**That Cabinet:****Commissioning Cycle 2 – Tamworth Borough Council VCS funding**

1. authorises officers in conjunction with the portfolio holder for Communities and Public Health to take up the option to extend five contracts named in Appendix I for a further one year to automatically cease as of 31 March 2017 and one contract for a minimum of a further 6 months.
2. authorises officers in conjunction with the portfolio holder for Communities and Public Health to terminate the contract with Business Development Services Ltd for an 'Infrastructure Support to the Business and Third Sector' service in line with the commencement of the Staffordshire County Council (SCC) infrastructure support contract
3. authorises officers in conjunction with the portfolio holder for Communities and Public Health to use the funding released from the termination of the 'Infrastructure Support to the Business and Third Sector' contract to purchase additional support for Tamworth from the successful SCC infrastructure support contract holder on an as and when basis
4. authorises officers in conjunction with the portfolio holder for Communities and Public Health and the portfolio holder for Economy and Education to develop a new business support service with a proposal to be brought to a future Cabinet for approval
5. delegates authority to the Director of Housing and Health in conjunction with the portfolio holder for Communities and Public Health to manage the contracts set out in Appendix 1 during the final year of operation.

Locality Commissioning – Multi agency funding

6. endorse the 6 month performance data for the 12 contracts provided in Appendix 2
7. endorse the Director of Housing and Health in conjunction with the portfolio holder for Communities and Public Health and the Commissioning Hub partners to decide on

the roll over into year 2, termination or amendment to the contracts listed in Appendix 2 based on satisfactory service delivery and performance of the contracts, the availability of funding and the agreement of all Parties

8. requires the Director of Housing and Health to provide an update to Cabinet on the decisions as soon as practicably possible.

EXECUTIVE SUMMARY

Commissioning Cycle 2 – Tamworth Borough Council VCS funding

The contracts set out in Appendix 1 have been monitored on a quarterly basis and have provided acceptable levels of performance. Officers propose that Cabinet agree to take up the option to extend for an additional one year as set out in the contracts. Should Cabinet agree to take up the option of the additional one year, these contracts will automatically cease as of 31 March 2017.

The extension of these contracts will allow officers to prepare for a new commissioning exercise based on the needs identified by the EJSNA and our demand management working model during 2016. A report setting out the new commissioning timetable and commissioning proposals will be taken for approval to Cabinet in April 2016 with the intention that new contracts be in place for April 2017.

It is requested that Cabinet authorise officers to terminate the contract with BDS Ltd, under clause 12.5 of the contract. This will allow Tamworth Borough Council (TBC) to align investment in VCS infrastructure support with the investment from Staffordshire County Council and achieve maximum outcomes whilst removing duplication of provision within Tamworth. Currently both SCC and TBC fund infrastructure support to the VCS/Third Sector and this is provided by two different contract holders. This arrangement has led to confusion and duplication in the market. TBC has been invited to work closely with the County on its re-commissioning of their infrastructure support contract and officers now consider an arrangement whereby TBC purchases additional support from the successful County provider on an as and when basis to achieve best value for Tamworth. Officers have been in discussions with BDS Ltd and have advised that the likely termination date will be 31 July 2016.

Officers appreciate that a Business Support service is still required in Tamworth to support the desire for managed economic/business growth. Officers will be working on the design of a new innovative approach for this service and will bring proposals to a future Cabinet in early 2016.

Locality Commissioning – Multi agency funding

Following a report by the Chief Executive of TBC to the Staffordshire Health and Wellbeing Board on the role of Districts in the delivery of wellbeing outcomes, most Districts established Commissioning Boards/Hubs. These commissioning bodies oversaw the development of locality commissioning supported by a number of partner funding streams (see resource implications below for details on Tamworth's funding). Underpinning this work was the belief that shared priorities and shared commissioning activity would deliver better and more cost effective outcomes. In Tamworth the decision was made to pool funding and a multi agency evaluation panel awarded 12 contracts to a wide range of organisations to deliver an extensive range of interventions and support packages to Tamworth residents (see Appendix 2 for details on the services purchased).

The intention when the Commissioning Prospectus was issued was that these contracts would be for 2 years, however in order to de-risk the process for Tamworth Borough Council as the contract holder, the contracts were let on a one plus one basis.

TBC is currently seeking confirmation of the availability of funding for year 2 from partners. Details on the current financial position are set out in Resource Implications.

OPTIONS CONSIDERED

Once funding is confirmed from partners, TBC will be able to consider a range of options (not restricted to but examples could include:

- Roll over all contracts in to year 2
- Roll over some contracts in to year 2 and de-commissioning other contracts
- Seek an agreement from contractors to reduce contract values with an agreed amendment to delivery model
- Roll over contracts for less than 12 months
- Roll over those contracts most closely aligned to the outcomes required from the partners who have provided the funding for year 2

The Commissioning Hub will balance the performance of the contracts, value for money and the availability of funding in coming to a decision on the option of a second year for all the contracts. Contractors will need to be informed of the decision by the end of December 2015 in order to provide 3 months notice.

RESOURCE IMPLICATIONS

Commissioning Cycle 2 – Tamworth Borough Council VCS funding

The funding for Commissioning Cycle 2 VCS contracts is identified in the Council's MTFS.

Locality Commissioning – Multi agency funding

The current financial position is as set out below:

| | Funding received £ | Year 1 contract values £ | Year 2 promised funding £ | Year 2 contract commitments £ |
|--|-----------------------|-----------------------------|--|----------------------------------|
| Public Health | 114,644 | | 114,000 | |
| CCG | 75,000 | | 75,000 | |
| PCC | 35,000 | | 35,000 | |
| SCC - BRFC | 67,000 | | | |
| TBC (Spearhead and Community Cohesion) | 40,000 | | | |
| Community Safety | 14,583 | | 25,000 | |
| SCC – Mental Health | 15,000 | | | |
| Schools | | | 3,000 | |
| | | | | |
| Total | 361,227 | 272,136 | 252,000 | 311,403 |
| | | | | |
| Carry over yr 2 | | | 89,091 | |
| | | | | |
| Potential Total funding pot yr 2 | | | 341,091 | |
| | | | | |
| Surplus | | | 29,688 (to fund new priorities based on EJSNA) | |

Some of the funding identified as already received was in respect of 2 year contracts. Some

partners may wish to reconsider their position if the promised year 2 funding is not secured.

LEGAL/RISK IMPLICATIONS BACKGROUND

Commissioning Cycle 2 – Tamworth Borough Council VCS funding

Tamworth Borough Council has engaged Support Staffordshire to consult with current contractors and to undertake an evaluation of the impact of the commissioned services and to identify implications of any de-commissioning decisions in line with Compact principles. The report from Support Staffordshire is attached as Appendix 3. Due consideration has been given to any TUPE implications. If it is the Council's intention to extend the contracts for a further one year period, the Council is contractually required to confirm this intention in writing at least 3 months prior to the contract expiry date (31 March 2016). Therefore written notification to contractors will need to be sent by 31st December 2015.

Locality Commissioning – Multi agency funding

Tamworth Borough Council has engaged Support Staffordshire to consult with current contractors and to undertake an evaluation of the impact of the commissioned services and to identify implications of any de-commissioning decisions in line with Compact principles. The report from Support Staffordshire is attached as Appendix 3. This will ensure that the Commissioning Hub has an independent analysis of the impact of the commissioned services and the impact of any de-commissioning decisions in order to aid the decision making process.

Confirmation of funding from the CCG and Staffordshire Public Health for year 2 has not been received by TBC. It is therefore difficult to identify in this report the funding available for year 2 of the contracts set out in Appendix 2. Although contractors have clearly been advised that the contracts have been entered into on a one plus one basis, there is a significant risk to the reputation of TBC and its funding partners should there need to be a large decommissioning exercise carried out based solely on the withdrawal of funding. Additional work will need to take place by all partners to ensure that the beneficiaries of any contracts which are terminated are appropriately supported by some other route.

SUSTAINABILITY IMPLICATIONS

With the current financial constraints it is difficult for local government to commit to long term contracts and this is especially the case with multi-agency funded commissioning. However, wherever possible Tamworth Borough Council should seek to enter into contracts for more than one year in order to allow contractors to plan, develop and provide services that deliver measureable outcomes for our more vulnerable residents.

BACKGROUND INFORMATION

Commissioning Cycle 2 – Tamworth Borough Council VCS funding

Following an extensive needs analysis and competitive process, the 7 contracts in Appendix 1 were awarded by the Council under Commissioning Cycle 2 and commenced in April 2014. Performance management reports have been received on a quarterly basis and a 6 monthly performance report was taken to Cabinet in December 2014. These contracts are fully funded by Tamworth Borough Council and will automatically cease as of 31 March 2016 unless the option to extend for a further year is taken up. The VCS Commissioning Board was closed down in December 2014 and therefore decisions on these contracts rests with Cabinet.

Locality Commissioning – Multi agency funding

Cabinet on 11 December 2014 established a Locality Commissioning Hub with appropriate delegations to Council officers; the Chief Executive and the Director for Housing and Health, to manage multi-agency locality commissioning in line with the Council's financial guidance. The principles underpinning the locality commissioning approach is to enable public sector partners to better co-ordinate decisions on commissioning priorities and how we use our resources to achieve them. One element to this work is to achieve better investment decisions on funding used by all partners to support the early intervention/prevention 'wellbeing' agenda. TBC on behalf of funding partners (SCC, public health, CCG, police and TBC) undertook a commissioning process using a single set of commissioning priorities. The outcome of this exercise was reported to Cabinet on 12 March 2015. The report set out the 11 contracts commissioned by the Council on behalf of partners to run from April 2015 to 31 March 2016 with an option to extend for a further one year until 31 March 2017.

REPORT AUTHOR

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LIST OF BACKGROUND PAPERS

Tamworth Borough Council Commissioning Review & Commissioning Intentions 20 June 2013
Tamworth Borough Council Commissioning Programme Update – Cabinet 24 October 2013
Locality Commissioning – Single commissioning process – Cabinet 20 October 2014
Public Sector Commissioning Progress Report – Cabinet 11 December 2014
Improving Wellbeing in Tamworth Commissioning Prospectus Outcome – Cabinet 12 March 2015
Locality Commissioning – Emotional Wellbeing Services for children and young people in Tamworth – Cabinet 9 July 2015

APPENDICES

Appendix 1 – Commissioning Cycle 2 – Tamworth Borough Council funding
Appendix 2 – Locality Commissioning – Multi-agency funding
Appendix 3 - Impact Assessment on Commissioning Cycle 2 and Locality Commissioning Contracts

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Appendix 1 - Commissioning Cycle 2 – Tamworth Borough Council funding

| Organisation & value of 1 year extension | Outcomes purchased | 18 months performance data | Final year option (Yes/No) |
|---|--|---|--|
| Home Start: Practical Family Support Contract - £15,000 | To provide practical family support: Improved parenting skills, improved aspirations of families, parents and children and improvised resilience in families. | 34 families supported in their home environment families contacted within two weeks, the same day if it is deemed an emergency | Yes One year extension |
| Tamworth CAB: Debt & General Advice Service - £60,000 | To provide debt and general advice: Delivering debt advice, maximising income opportunities, improving health and well-being through advice and enhancing advice available. | 15,648 client contacts for face to face advice 2,878 clients have been supported through telephone advice calls 357 clients have been supported to be prepared for hearings, tribunals and court. 23 promotional events/meetings attended | Yes One year extension |
| Tamworth CAB: Money Advice and Tenancy Sustainment Service - £30,000 | To help prevent homelessness: Reduce the number of people losing their tenancies, give support, guidance and information to maintain housing, help to improve the health and well-being of residents through good advice | 306 referrals to the whole service. 86 received assistance from the court desk. 138 received debt advice. The court desk prevented or relieved homelessness in 69 cases and the debt advice service prevented or relieved homelessness in 127 cases. | Extend this contract for a minimum of 6 months pending the outcome of a review with a report back to Cabinet |
| Business Development Services Ltd: Infrastructure Support to Business and the Third Sector - £40,000 | For infrastructure support to business and third sector: Create an environment for innovative businesses, encouraging entrepreneurial activity and organisational stability and encourage job creation. | 232 organisations have received telephone/email support 181 advice sessions 85 jobs facilitated through support 5 new Business start ups 109 new Volunteers placed £89,000 in external funding to support both sectors 151 delegates have attended training and awareness sessions on a variety of subjects | Extend the contract for a period of 4 months only. This contract to cease on 31 July 2016 to align with the commencement of SCC's Voluntary, Community & Social Enterprise Strategic Capacity Building contract |
| Samaritans: Support for Vulnerable People – Mental Health (Crisis Intervention) Service - £7,000 | To support vulnerable people: Improve mental health and well-being, reduce the number of vulnerable people experiencing mental health issues and reduce the risk of self-harm or suicide. | 15,678 client contacts received Approx 3000 of these report to have suicidal thoughts 486 clients signposted to partner agencies 57 publicity/outreach events attended 69 volunteers retained | Yes One year extension |
| Home Start: Maximising Income for Families in Tamworth - £9,000 | To maximise income: Help families increase their income and manage money more effectively, increase grant checks for families, share good practices and case studies with others. | 606 completed benefit checks resulting in excess of £642,396 for these families. 131 grant applications resulting in excess of £14,065 for these families. 88 families have received donated items eg: school uniforms, clothing, bedding, | Yes One year extension |

| | | | |
|---|---|---|-------------------------------|
| Mercian Ability Partnership: Provision of a Shop Mobility Service - £5,000 | To help residents retain independence: To provide mobility aids, to enable people with temporary or permanent physical impairment to continue shopping in the town centre and Ventura Park, give advice on the most appropriate equipment to customers. | toys etc., Since 1 st April 2014, - 358 new users Apr 2014- Mar 2015 – 2716 member users and 1620 casual users Provide volunteering opportunities for disabled adults | Yes One year extension |
|---|---|---|-------------------------------|

More detailed performance data is available on Covalent.

Appendix 2 – Locality Commissioning – multi-agency funding

Lot 1

| Organisation & value of one year extension | Outcomes Purchased | 6 months performance data |
|---|--|---|
| <p>Communities Together CIC</p> <p>Cooking healthily with a budget</p> <p>£23,365</p> | <p>192 Participants will take part in a 6 week Cooking Healthy Within a budget Course. 12 public pop up Healthy Cooking Demonstrations to community groups and at Community Events across Tamworth and sign up 1,000 people to a healthier eating pledge as well as being offered the opportunity to complete a financial well-being assessment and access individual money management support through CAB Advisors who will be on hand at the pop up demonstrations.</p> | <p>396 Pledges from Tamworth residents committing to eat more healthy</p> <p>81 participants have finished the program and received their Hygiene Certificates.</p> <p>80% of course participants are now preparing dishes using basic ingredients and feel confident to follow a simple recipe</p> |
| <p>Staffordshire Care Farming</p> <p>WELLIES Grow it cook it eat it</p> <p>£27,316</p> | <p>2 x 8 week (One day per week) Grow It -Cook It -Eat It Projects. This programme will include cooking and growing activities and give participants the skills to cook and grow food at home. It will also encourage exercise through gardening and countryside walks. Client group involves BRF, Families First, Community Mental Health Team referrals.</p> | <p>Baseline survey data indicates: 90% reported to be more active doing at least 6 hours activity per week. 70% reported to be cooking more and eating less ready meals.</p> <p>58 participants have completed an 8 week course</p> <p>80% of participants are vulnerable referrals eg: 16 participants were referred from BRFC and 6 referrals from Pathways Domestic Violence Project.</p> <p>87% of participants are cooking a main meal from basic ingredients 2-3 times per week.</p> |
| <p>Tamworth Borough Council</p> <p>Active Tamworth</p> <p>£23,606</p> | <p>Community Health Champions - to signpost members of the community to wellbeing related local services, champion Healthy Tamworth and Active Tamworth initiatives.</p> <p>Exercise for All - provide physical activity options for every individual aged 16+ in the Borough including 8 weeks free use of Cornerpost Gym. 15 new users each month.</p> <p>Walk for Health - will allow any individual in Tamworth to access to free guided walks. Community Health Champions will train as volunteer walk leaders, with short walking routes in local areas being mapped and guided each week. 2 walks per week in each of the 4 locality working areas with at least 5 people per walk.</p> <p>Sport @ ur door - This is aimed at children & young people to increase their levels of physical activity by providing them with a catalogue of</p> | <p>3 community health champions</p> <p>132 NEW Gym users who were previously sedentary</p> <p>44 sports at your door sessions held with 21 regular attendees per session.</p> <p>27 Walks with 11 walkers on average per session</p> <p>Referrals to the programme are made by GPs for a range of health issues ie high cholesterol, heart attack</p> <p>Users commented through the recent client impact review that the benefits they have experienced include a reduction in social isolation and feel more supported to achieve their health goals</p> |

| | | |
|---|--|--|
| | sport and physical activity options in the Multi-use Games Areas & open space in their local communities. One session per week in each of the 4 locality working areas with at least 10 people per session. | |
| YOMP Physical Activity App £16,775 | YOMP aims to get more people active, more often. Especially those sedentary or 'high risk'. This through community engagement and behavioural change techniques applied through technology (online platform and app). Aim to get between 2000 and 4000 residents signed up to the app. | APP and Website set up and tailored to Tamworth requirements 9 Teams/31 registered users/23 logged 1+ activity 385 activities logged 301hrs of physical activity 126,000 kcals burnt |
| CRUSE Bereavement Service £10,000 | Delivery of free high quality bereavement support to those requesting it. Volunteer run. In 2013, Cruse supported 63 people in Tamworth through 284 one-one support sessions, 57 telephone sessions and 4 via group sessions. Continue to offer training in schools of how they can support bereaved children. | 25 Tamworth residents supported by this service. 53 trained bereavement volunteers 100% of customer satisfaction surveys reported the service to be 'good' or 'excellent' Out of 25 clients there have been 16 referrals from GPs |

Lot 3

| Organisation | Outcomes Purchased | 6 months performance data |
|--|--|--|
| Support Staffordshire/Tamworth CVS Volunteering for All £22,993 | Volunteering for All (V4A) is a supported volunteering service that works with people who face such barriers, and has a strong track record in delivering the above outcomes for participants and addressing local needs. V4A employs a Volunteering Support Worker who works one-to-one with participants to understand their needs and issues, and agree a package of support tailored to their needs to enable them to engage in, sustain and benefit from volunteering. This will support 150 existing service users and recruit 25 new participants | Out of 24 survey responses - 23 reported Improved health & wellbeing, 14 Accessed health services less and 18 had improved skills as a result of volunteering. 20 NEW volunteers have engaged in the service 9 volunteers have progressed to mainstream volunteering. 12 volunteers are now confident to volunteer with a reduced level of support. 23 out of 24 participants returning the survey reported an increase in health and wellbeing 23 out of 24 participants returning the survey have reported increased confidence. This programme delivers: significant improvements in emotional health and wellbeing, learning new skills and increasing confidence for individuals with additional needs and or disabilities i.e. learning disabilities, mental health |
| Staffordshire Care Farming WELLIES 4 Work £27,216 | Two 8-week WELLIES 4 Work programmes which encourage participants to get closer to being able to work. This would include one to one mentoring sessions to support aspiration. A four week WELLIES Volunteers Programme to give people the confidence and skills to go on to volunteering. | Wellies 4 work - No data is available until courses commence on 15th February 2015 Volunteer Program – 24 participants completed the volunteer program 19 people are going on to another programme of learning 17 people took part in a Level 2 Healthy Eating Programme 8 people passed a Level 2 Healthy Eating |

| | | |
|---|--|--|
| | | Qualification |
| Communities Together CIC Positive Steps for Change £15,975 | 'Positive Steps for Change' project is engaging with local people to make improvements to their lives. 160 individuals will be taken through a whole life assessment looking at their health, social life, work life etc and they will then put together an action plan to make positive changes to their lives. They are supported via volunteer Life Buddies who will sign post to appropriate services and give ongoing encouragement. | 3 new life buddies recruited 60 participants (15 new and 45 rollover) 60 participants have personal action plans 41 out of 60 participants are unemployed 100% of customer satisfaction surveys reported the service to be 'good' or 'excellent' |

Lot 4

| Organisation | Outcomes Purchased | |
|--|--|---|
| Brighter Futures Safe and Well £26,371 | The Safe and Well Service will support people with complex needs living in Tamworth who are; living alone or as a couple, at risk of losing their home, finding tasks around the home difficult to manage, struggling to make or attend appointments with GP's, Dentists or the Hospital or overly reliant on emergency type services, need help to sort out bills and debts and what benefits they may be entitled to, feeling lonely, depressed or isolated. The project will employ a full time support worker. | 14 Outcomes stars have been completed 21 Benefit/Income checks undertaken Proportion of clients making progress, staying the same or slipping back over 6 months is: Big Decrease = 22% Big Increase = 56% No Change = 12% |
| Alzheimer's Society Dementia Support Service £7,914 | The Dementia Support Service provides one-to-one support to people with dementia, carers and family members. The project will employ a Dementia Support Worker for 10 hours per week to work with 47 cases per year. | 29 clients, families and carers have been supported and will be able to remain living at home for the foreseeable future. 100% of customer satisfaction surveys reported the service to be 'good' or 'excellent' All clients undertake an Individual Assessment Map (IAM). 80% of service users IAM showed an improvement in Community Living category |
| Home-Start Home Visit Project £29,872 | Home visit support for post natal depression, relationship breakdowns, isolation, disability in parent or child, domestic violence, parenting, behaviour problems, poverty, multiple births, teenage parents. 20 trained, DBS checked volunteers available to support families days, evenings and weekends, from a wide range of social, economic and educational backgrounds. 8 volunteers into employment or training. | 39 families have received tier 2 support 8 volunteers have moved on to employment or training 8 newly trained volunteers 31 are families where children are living with domestic abuse, adult mental health issues and substance abuse 72% of families are referred by Health Workers |

Second Round Commissioning

| | | |
|---|---|---|
| Malachi Specialist Services Emotional | Provide a consultation, advice training service to designated professional working with C&YP. Provide brief therapeutic interventions to support C&YP | 34 referrals for 1:1 support from the schools and college since the contract commenced this September. Year 7 students have been identified for group work but also students from other years as needing |
|---|---|---|

| | | |
|--|---|--|
| Wellbeing Service for Children and YP £80,000 | experiencing Tier 2 (mild/moderate) difficulties with their emotional wellbeing | some group intervention. We are anticipating that group work will start after the October half term break. |
|--|---|--|

TBC Commissioned Services

Citizens Advice Bureau

Impact on Individuals:

- Individuals are able to access advice from the CAB in a variety of ways; face-to-face, email or telephone.
- Individuals are able to access advice on a variety of issues such as debt, Benefits, housing, legal, education, employment etc. The most popular areas of advice sought are debt (36%) followed by Benefits and Tax Credits (24%).

Client 1 – Explained that they had helped her obtain medical reports and find therapy for her child.

More disabled people are now accessing the services provided by the CAB.

- Incidents of debt in Tamworth are high so residents are able to access early intervention through the Financial Capability Assessments.

Client 1 – Was able to access financial advice, helped with Council and housing bills, how to deal with debtors and was signposted to another organisation that could offer further support.

Client 2 – Was helped to sort out debts in order and prioritise them.

- Accessibility to the service has been increased by offering Financial Capability sessions in local community venues, and sessions looking at maximising income.
- People are able to obtain informal advice by CAB being available at community events and being followed up proactively by the service after the event.
- The help and advice offered increases the individuals' knowledge of the subject they are seeking help with, leading to an increase in their overall peace and well-being as well as their confidence and empowerment to deal with future issues.

Client 2 – Said the help they gave was “like a weight lifting off my shoulders.” They helped her to learn to break it down into small chunks and all the debts are sorted now.....“If it happened again, I could deal with it myself.”

Impact on the Wider Community:

- Providing informal advice at community events makes the service more accessible and visible to the public. The CAB would like to increase their ability to provide these pop-up sessions so individuals can access help and support at an earlier stage.
- The service offers a bridge between Tamworth Borough Council and the public, and individuals are able to seek advice.
- The provision of this service can prevent individuals reaching crisis point and requiring the support of statutory organisations.

Client 1 - “I can approach them for anything, they are amazing and I couldn’t have coped without them.”

- The TAP (Tamworth Advice Partnership Initiative) has made referral from front-line staff easily accessible so that support can be offered quickly from a variety of appropriate agencies.

Partnerships:

- The CAB have long established relationships with a large number of public and private sector organisations and professionals.

- The Tamworth Advice Partnership is an example of voluntary sector and statutory organisations working together to provide a quick response to people at the point of need.

Sustainability and Funding:

- The service would not operate if the funding was to be reduced or stopped. The funding supports the core work of the service and enables and attracts the service to apply for funding from other sources.
- Due to limited funding to support the service, the bureau is currently only open to the public on 2 days a week and the CAB would like to increase their opening hours to meet demand.

Supplementary information was supplied and is enclosed.

Client Impact Review

Project Name: Debt Advice

Organisation Name: CAB

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 51-60

Over 60 Prefer not to say

Gender Male Female

Client 1 - Reasons for Engaging:

- Referred by Borough Council – Had been stabbed by partner, left disabled, with short term memory loss and caring for child.

Impact:

- Had a financial interview, which helped with advice on Council bills / Housing / dealing with debtors but, in addition, found out organisations that could support.
- They helped obtain medical reports to support and helped find therapy for her and her child.
- *"I can approach them for anything, they are amazing and I couldn't have coped without them."*

Client 2 – Reasons for Engaging:

- Self-referral for debt advice.

Impact:

- Helped sort all my debts into order and helped me prioritise them.
- Once started with them and the help they gave *"was like a weight lifting off my shoulders."*
- *They have helped me learn how to break it down into small chunks and debts are all now sorted but if it happened again I could deal with myself – they have helped teach me to do this. "I am much happier and stress free."*

Home Start

Maximising Income Project:

Impact on Individuals:

- Advice is provided in an easily accessible town centre location. It is a drop-in service so it is available Monday to Saturday. The days have been extended following feedback from clients. There is no stigma to accessing the services.
- Clients using the service can also access other advice services available at Tamworth CAN.
- Most referrals are by word of mouth as the Project Worker is very well known and respected locally for his knowledge of benefits, housing etc.

Client 1 – Martin liaised with Council and debtors on behalf of them and agreed repayment amounts and timescales.

- Through using the service clients are enabled to maximise their income, and increasing family income takes children out of poverty.
- The Project Worker develops trusting relationships with the clients and can signpost to other agencies if necessary.
- Vulnerable clients are able to access Money Advice Services where they would not use traditional agencies such as CAB.
- Able to offer practical support, form filling, making expenditure plans. The clients appreciate the level of support offered.

Client 1 – “I couldn’t have done it on my own as I have no knowledge of Benefits System. Martin used his knowledge and was willing and really wanted to help me.”

- Increased health and sense of well-being of the clients using the service.
Client 1 – The help had reduced panic attacks from daily to once every so often and medication had been reduced along with stress and worry.

Impact on Wider Community:

- Maximising the income of families brings more income into the town for people to spend.
- Concern was expressed over the introduction of Universal Credit and the changeover from weekly / fortnightly payment will have a huge financial impact on families; the need for the service will be increased during this transition period.
- The Project Worker supervises volunteers who work on the Reception welcoming clients. They are able to gain valuable experience and training and subsequent employment rates increase.

Partnerships:

- Working with BRFC families.
- Services can be accessed by clients at Tamworth CAN in partnership with the other organisations that use the building.

Sustainability and Funding:

- Service will not continue without this funding.

Practical Family Support:

Impact on Individuals:

- Improved the home environment for children and parents which also impacts positively on the development of the children.
Client 2 – Was able to move into supported run by Home-Start which helped her to cook, clean and look after herself and her child. She said her relationship with her partner is better and she can do things for herself now and her daughter is at nursery so she can go to college herself.
- The Project builds up trusting relationships with the clients so the families are more willing to accept help from a voluntary sector organisation such as Home Start rather than a public sector organisation.
- Neighbourhood disputes are decreased as arguments about the state of the gardens or the properties are lessened as families are given practical help to keep their homes as a clean, tidy, safe environment.
Client 1 – “Every day life is cleaner, more organised and I can think more clearly.” She commented my children are now able to bring their friends home, I recycle more and the house is tidier and therefore the relationship with my partner is less tense.
- The clients are referred from Local Support Team and they are able to work with families with children up to the age of 19 so they can widen the reach of their client group.
- Improved sense of health and well-being.
Client 1 – Commented that her anxiety attacks had decreased.
Client 2 – Commented that she valued herself more now that she can do things for herself.....“They made me grow up.”

Impact on the Wider Community:

- Families are able to access support and other services offered by Home-Start.
- Children perform better at school as they come from a more organised family environment.
- Statutory bodies work with Home-Start to provide support. An example was given of a 16 year old with hygiene issues who had previously worked with statutory bodies with no improvement. A visit to the home revealed that the bath could not be used, there was no gas heater and so no hot water. With the support of Home-Start, the client was able to get the gas fixed, change the radiators and get a shower installed. This practical help led to an improvement in hygiene for the client.

Partnership Working:

- Work closely with the LDT (Local Support Team) who refer clients to the project.
- Home-Start have a good relationship with local businesses that can supply goods and services that can be used by clients, e.g. carpet fitters.

Sustainability and Funding:

- Services would not continue without this funding.

Client Impact Review

Project Name : Practical Family Support

Organisation Name : Home start

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41 -50 51- 60

Over 60 Prefer not to say

Gender Male Female

Reasons for Engaging - Client 1

- Previously been scammed via junk mail, this led to breakdown, the house becoming cluttered – scared to throw things away - referred through LST worker.

Impact:

- Learning how to be more confident to open mail and deal with bills and recognise junk and spam and throw it away – house is less cluttered.
- Similar with children’s toys, had kept everything but house became so cluttered there was no room to play , *scared children would hate me if I threw things out – but now they have kept favourite things and rest has slowly started going to charity.*
- *Everyday life is cleaner, more organised and “I can think more clearly.”*
- *Caron has made me make the decisions on what needs to be thrown, so I can’t blame her and so I can get used to doing it myself.*
- *I recycle more and relationship with partner has become less tense now the house is tidier and I have learnt to throw things away.*
- The children now bring friends home.
- *I am starting to reduce anxiety attacks.*

Reasons for Engaging - Client 2

- Young mum at risk of losing baby as home was overcrowded – moved into supported home for young mothers. – referred through LST worker and Social Services

Impact:

- *I have learnt how to cook, clean and look after myself and my baby.*
- *Increased my confidence and self-esteem and become more independent – if at home mum would’ve looked after me and baby and I wouldn’t be learning how to be a proper mum.*
- *I am going to college 1 day per week and daughter is in nursery.*
- *My relationship with partner is better as I value myself more now I know inside I can do things for myself.*
- *Benefits were sorted with Martin at Tamcan – no idea what I could claim and wouldn’t have claimed anything as too scared to try and understand or find out.*
- *“ They made me grow up.”*

Problems / Areas for Improvement:

- I have had some arguments with other girls in the house – but the workers help me get this sorted .
- I miss being at home with my mum / family but know I wouldn't have grown up and I do see them all the time.

Client Impact Review

Project Name : Maximising Income

Organisation Name : Home start

Review method used:

Face to Face Telephone X Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 X 51- 60

Over 60 Prefer not to say

Gender Male Female X

Client 1 - Reasons for Engaging :

- Split from husband – had rent arrears, other debt, risk of Bailiffs.

Impact:

- Immediate impact - gave foodbank voucher.
- Martin helped devise a Financial Action Plan – to prioritise debt and look at payments.
- Martin liaised with Council and debtors on behalf of client to agree repayment amounts and timescales.
- Supported with new Benefits claim and child tax credit.
- Referred to Pathways for expert support.
Client commented "I couldn't have done it on my own as I had no knowledge of Benefits system, Martin used his knowledge and was willing and wanted to really help me."
- The help has reduced panic attacks from daily to once every so often, and client has reduced medication as a result as the worry and stress has reduced.
- As a side impact – *The client also commented on how empathetic food bank volunteers had been – they made her a meal and tea whilst she waited to collect her food and had a chat.*

Problems / areas for improvement:

- None.

Mercian Ability Partnership

Shopmobility:

Impact on Individuals:

- By hiring a mobility scooter, clients are enabled to access Tamworth town centre shops and Ventura Retail Park.
Client 1 – Said I do have my own scooter but I can't get it in and out of the car alone so I wouldn't be able to come into town if Shopmobility wasn't there.
Client 2 – Said I have moved to Atherstone but they don't have this service so I still come to Tamworth to shop.
- Enables people to get out of the house and to meet new people as well as carry out essential tasks such as visiting the bank etc.
Client 1 – Said I not only use it for shopping but to visit the bank, Chiropodist, Opticians and Dentist.
- Enables people who are quite socially isolated to meet with friends and family in the town centre.
Client 2 - Said I meet with friends and socialise. If they couldn't hire a scooter they would be stuck at home 24/7.
- Demand for the service has increased. They have built up a range of equipment to make sure that the service is as inclusive as possible. The new equipment includes power chairs and electric wheelchairs as well as a specialist mobility scooter that can cater for heavier clients.
- Promotes independence for clients, some with very limited mobility, enabling them to travel to town to do their shopping alone.
Client 1 – Said I am met at the car with the scooter.
- Clients are able to find out information and hire out equipment from the Independent Living Equipment Hire Service. This is particularly beneficial for people who need equipment quickly whilst waiting for it to be provided by statutory services.
- Ease of access as the opening hours have been extended to cover Sundays and all but 4 Bank Holidays.
- Clients are also able to hire portable mobility scooters for holidays or day trips out.

Impact on the Wider Community:

- The project has been shortlisted (shortlist of 6) from 216 Shopmobility Services nationwide for the Tom Hillier Award. Customers nominate their local Shopmobility Service and the award is to recognise outstanding and exceptional service.
- They provide work experience for a 12 week placement to disadvantaged job seekers through the Open Door Project.
- They provide volunteering placements and have employed 10 of the 64 volunteers that have volunteered for them. Other volunteers have moved on to paid employment, other volunteering or education. They currently employ 3 disabled people who manage the Shop mobility Service.
- They are able to provide equipment in emergency situations from the Independent Living Service, thus relieving the pressure on statutory services and this gives immediate support to the client.

- Disabled people and those with limited mobility are able to shop in the town centre and in Venture Retail Park, thus maximising the income brought into the town. (The National Federation of Shopmobility will be doing a financial survey of the impact of providing Shopmobility Services).
Client 2 – Said I wouldn't be able to shop without Shopmobility; I would pay more having to do it online.
- Due to the high visibility of the service in Ankerside Car Park, they are able to help a lot of customers with general car parking enquiries.

Partnerships:

- Mobility Lifestyle refer customers to the service and vice versa.
- They work closely with CareFirst and Food Poverty Project.
- They offer Equipment Assessor training opportunities through the National Federation of Shopmobility.
- They provide work experience through Staffordshire County Council's Open Door Project.
- They work closely with the MS Society.
- Partnership working allows them to reach a wider audience and seek advice from others with different experiences and knowledge.
- They have taken part in Staffordshire Marketplace events.

Sustainability and Funding:

- MAP are keen to extend the service and have had to seek alternative Grant funding as the service is not currently fully funded.
- The impact of reduced or ceased funding would limit access to clients by having reduced opening times and days.
- Increasing the volume of the service will maximise and increase the income received to make the service more sustainable.
- The introduction of the National Living Wage for 25 year olds and above on April 2016 will have a significant impact on expenses.
- Past experience of running the service with just volunteers has resulted in difficulties in maintaining the opening times. The high impact of volunteers has had a negative impact on clients.
- The service are reluctant to increase the hire fees to make the service self-sustaining as the majority of the service users are on a low income.
- With the introduction of PIP reassessment, it is anticipated that demand for the service will increase as a result of DLA Living Allowance recipients losing their Enhanced Mobility Benefit.

A project progress report was supplied.

Client Impact Review

Project Name : Shop Mobility

Organisation Name : MAP

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 51-60

Over 60 Prefer not to say

Gender Male Female

Client 1 Reasons for Engaging:-

- Uses the service 3 times per week, books a scooter.

Impact:

- *I am met at the car with the scooter, I do like to pop into the office to chat with the workers.*
- *I do have my own scooter but can't get it in and out of the car alone so wouldn't be able to come into town if Shopmobility wasn't there.*
- *I use it not only for shopping, but for visiting the bank, Chiropodist, Opticians, Dentists.*
- *My GP has said I am more alert and happy when I can get out and about.*
- *All scooter users stop and chat when in Ankerside etc. so I have made new friends.*

Client 2 Reasons for Engaging:

- Uses once per week.

Impact:

- *I wouldn't be able to shop, I would pay more having to do it online.*
- *I meet with friends and socialise to, if couldn't hire a scooter I would be stuck at home 24/7.*
- *I have moved to Atherstone, but they don't have this service so still come to Tamworth.*
- *The staff are helpful and friendly.*

Samaritans

Crisis Intervention:

Impact on Individuals:

- Improves the health and emotional well-being of clients as they are able to access a 24 hour confidential listening service through telephone, face-to-face, email and text message. SMS and email support has been introduced in the last 3 months and volunteers have been training on how to support clients using these methods.
- Financially the service is more accessible to clients with the introduction of a free telephone number.
- Young adult males are one of the target areas due to the high incidence of suicide in this age group. The service has increased its visibility in supporting this age group by working closely with Swinfen Hall Prison and Tamworth Football Club. Community pop-up events are provided on a monthly basis at Cornerstone Housing.
Cornerstone said that they have found the sessions invaluable for young people to access informal advice.
- Young people at Swinfen Hall are able to access support from other prisoners who have been trained as listeners and these sessions are available twice a week. The Samaritans have supplied a 'phone that is available for the prisoners to use.
- Clients are able to access the service more easily via outreach work at community events, monthly town centre pop-ups and presence at the Safer Nights events. The Safer Nights campaigns have helped break the stigma around mental health issues.
- Volunteers are able to access an extensive training package leading to an excellent skills base and the service has a good retention rate of volunteers.
A volunteer who attended the interview session said it is a fantastic organisation with a variety of volunteer roles. The support network is excellent with a leader on call for every duty and volunteers have an assigned mentor to support them. She had been able to access Train the Trainer course so she can deliver Volunteer Training to other volunteers.

Impact on the Wider Community:

- Samaritans have sought to increase the visibility and access to their service by taking part in community events and regular community pop-up events at Cornerstone Housing and Tamworth town centre.
- The Samaritans offer preventative work by delivering education programmes and information events at schools informing and raising awareness of mental health and well-being.
School staff feedback from the sessions were very positive and they want these sessions to become regular. Students fed back that the message they got from the sessions came across in a very positive, supportive and well targeted manner which addressed the issues they were having.
- The Samaritans have noticed an increase in out of hours calls to them Friday to Sunday when other health care professionals are not easily accessible.
- The service was awarded the Queen's Award for Voluntary Service last year recognising the contribution of the volunteers' work in providing this service.
- The Samaritans in Tamworth currently have 70 volunteers. All have been highly trained in the Samaritans' programme to become a listening volunteer.

- The Samaritans are aware that they need to reach out to the older population and are looking at the best way to take this forward.

Partnerships:

- The Samaritans are currently working in partnership with Starfish, church groups, community groups, GP surgeries, Cornerstone Housing, police / PCSOs, Network Rail, Swinfen Youth Offending and schools across Tamworth and surrounding areas.
- The Samaritans are working closely with the following schools – Belgrave, Landau Forte, Sutton Girls, Lichfield Cathedral School, King Edwards and Abbots Bromley.
- By working in partnership with Cornerstone Housing and other organisations, they have been able to offer community pop-ups across Tamworth.

Sustainability and Funding:

- The project offers value for money as it is delivered entirely by volunteers but the running costs for the service are high.
- The impact of reduced or cessation of funding would be a reduction in the outreach work as well as the preventative work with schools that the service is currently providing.
- The service will continue to look for Grant funding to extend and support the work that they do.

Client Impact Review

Organisation: - Samaritans

Spoke to **3 organisations** who benefited from the Samaritans

Organisation 1 - Local Secondary school sixth form

Impact for staff and students :-

- Delivered 5 sessions to groups of 15 students per session in school for 6th form students.
- Requested after a previous student who had progressed to Uni had committed suicide.
- Discussed stresses, spotting warning signals, looking after your mental health, who's can help
- Staff feedback from the event was so positive and that it was so useful that they need to have it running each year, this they are trying to introduce with Samaritans
- Student feedback was that the message came across in a positive, supportive manner, and really hit the nail on the head of the worries that some students currently or have previously felt.
- All students were more aware of how to gain help earlier to prevent problems escalating to a point of no return.
- The pastoral officer of the school could not give it enough praise in highlighting the impact of the demand on young people during the build-up and taking of exams and preparing for university, how the stress affect their mental health and wellbeing, it giving it the "OK " to discuss with someone was of massive benefit.

Organisation 2 Observation at session

- The other was following an observation of a session at a school
- it was delivered in an easy style, engaging with everyone in the room
- Gave a clear and supportive message on where to go for help and support

Organisation 3 Cornerstone Housing

- Have set up monthly Breakfast Advice Sessions on Saturday mornings for young people at Cornerstone Housing. This increased visibility of the service for young people, and the young people took the opportunity to talk to the Samaritans in a confidential interview.
- The caravan offering drinks and refreshments was set up in the car park along with a pop-up tent so the young people were able to access the service without the stigma of onlookers and their peers knowing why they were there.
- Cornerstone would like the sessions to continue as they found them invaluable for the young people to access advice. This informal set up with free food and drinks enabled young people to more easily access advice from the Samaritan service.

| | |
|-----------------------------------|-------------------------------|
| Organisation Name | BDS and Support Staffordshire |
| Project Name | Support 4 Staffordshire |
| Organisations Representative Name | |

Section 1 - Project Aims and Impacts - Clients / Participant

Evidence of outcomes / Impact on participants

Advice to businesses or individuals regarding all aspects of employment or volunteering. Training, development support, guidance and signposting.

Promote the service via the website, networking and local support. Referrals and promoting through the TBC economic development team.

It's a fluid contract so we will help people by tailoring the support to their requirements.

Strengths- what has gone well for the participants?

Getting the right advice, quickly.

Having Support Staffordshire and BDS working together has been a strength as we can share ideas and referring between the two organisations mean the client gets the best support. It stops them giving up.

Unexpected outcomes

Getting lots of funding coming in to Tamworth through these groups.

Further information:

Linking organisations and creating good referral pathways.

Challenging people and telling them when their ideas are not going to be feasible – stopping people investing their life's saving and not seeing any return.

The support we give reduces stress. We can advise people of what to do and where they can go. It is creating sustainable businesses and volunteering. It can stop people getting into financial difficulty.

It's a free service to access and it does build the economy of Tamworth.

Section 2 - Project Achievements and Impacts – Organisational and wider community

Evidence of Impact on wider community

It creates more employment or sustainable businesses in Tamworth. One lady started off in her living room 2 years ago and now has premises and employs 82 people.

Voluntary groups set up, support others in the community. Volunteers help build capacity within organisations and reduces access to statutory services.

Builds on brand and ensures clients are getting the right advice.

Strengths- Give examples of how the project has been successful?

Information can be cascaded quickly. It's a one stop shop. The training offered is added value to the original contract.

Problems –Are there areas where project has faced obstacles or barriers?

Continuing to deliver services with reduced funding.

Section 3 Partnership Working

| |
|--|
| Which organisations are you working in partnership with? |
| TAP, employment action group, Community Together CIC, DWP. |
| Strengths – Any examples of good partnership working. |
| We've attended jobs clubs to give advice to those in attendance. |
| Referrals are made to ensure the best outcomes for the client, it avoids duplication. We support clients who wouldn't access other services. |
| Have you alternative ways of delivery to adapt to funding pressures? |
| We've already gone through an organisational restructure to adapt to the reduction of funding. |
| Section 4 Sustainability and Funding |
| Value for money |
| The project offers high value for money - It can evidenced that through grant funding and growth of business. |
| Just in numbers compared to the value of the contracts it shows its worth. |
| Exit Strategy |
| We always look for other funding but if the contract was to end tomorrow then the service would have to stop. We could continue some elements but the service as it is would stop. |
| Maintaining the contract until the business hub is established. Tamworth Borough Council might have their own succession strategy. |
| Impact of reduced funding or ceased funding on individuals and wider community |
| We offer tailored one-one support to a person which doesn't happen elsewhere. The support offered would reduce or stop if the funding reduced or ceased. This would mean that the benefits we've seen so far would reduce or stop. |
| The quality of the service would reduce. We wouldn't want to lose the flexibility of the service but you can only do what you can do with the money you have. |

Client Impact Review

Project Name: Support for Tamworth

Organisation Name: BDS

Review method used

Telephone

Age Range Prefer not to say

Gender Male

Client Impact Positive Impacts / Strengths

It's advice for businesses – help with business planning etc.

Adrian was very practical, he's been in business and he understands what smaller businesses face. He is very solution focused and practical – they implemented realistic changes.

Without their support the business wouldn't have grown as it has. In real terms that is our ability to employ more people. We're supporting our employees with training opportunities now which will impact on their earning potential.

Yes, would recommend the service.

I was given useful contacts and opportunities to network which was unexpected but has been very valuable.

Client Impact problems / areas for project improvement

Nothing, very happy with the service.

Any small business owner would benefit from this service.

Generic Questions

Prompt questions

- Do you know of any other organisations that can support you?
- Who referred / suggested you to the project

No.

Word of mouth.

Client Impact Review

Project Name: Support 4 Tamworth

Organisation Name: BDS

Review method used

Telephone

Gender Female

| |
|---|
| Client Impact Positive Impacts / Strengths |
| <p>It's advice for businesses. I'd started a small business in my home but I didn't now what I needed to do as I'd never ran a business before.</p> <p>The information I received was very helpful and put me on the right track.</p> <p>I don't know where I'd be now if I didn't access the service. I didn't know where to go and they came out to me straight away.</p> |
| Client Impact problems / areas for project improvement |
| <p>Prompt questions</p> <ul style="list-style-type: none">• What could have been better on the project (more time / less time / longer session /etc?)• What suggestions do you have (If any) that could improve the project?• Who do you feel would benefit from attending the project? |
| <p>Nothing.</p> <p>People with small businesses or thinking of setting a business up.</p> |
| Generic Questions |
| <p>Prompt questions</p> <ul style="list-style-type: none">• Do you know of any other organisations that can support you?• Who referred / suggested you to the project |
| <p>No.</p> |

Client Impact Review

Project Name: Support 4 Tamworth

Organisation Name: SS

Review method used

Telephone

Gender Female

| |
|---|
| Client Impact Positive Impacts / Strengths |
| We were looking for volunteers. I liked the people we dealt with – there was a willingness to understand our needs. By using the service it addressed a need we had. We could have sourced volunteers ourselves but this would have reduced our capacity and resources. The quality may have not been the same. |
| Client Impact problems / areas for project improvement |
| Prompt questions <ul style="list-style-type: none">• What could have been better on the project (more time / less time / longer session /etc?)• What suggestions do you have (if any) that could improve the project?• Who do you feel would benefit from attending the project? |
| Nothing. Any organisations needing volunteers. |
| Generic Questions |
| Prompt questions <ul style="list-style-type: none">• Do you know of any other organisations that can support you?• Who referred / suggested you to the project |
| Do access in Lichfield and Atherstone but location means that volunteers from Tamworth are more suitable. |

Client Impact Review

Project Name: Support for Tamworth

Organisation Name: Support Staffordshire

Review method used

Telephone

Gender Male

| |
|--|
| Client Impact Positive Impacts / Strengths |
| <p>I'm the group chairman of Tamworth Stroke Group. Needed help and advice on funding as group members require good, safe transport and this can get expensive.</p> <p>We wouldn't be in the financial position we are if we had not accessed this service. We wouldn't be able to do as much with group members.</p> <p>The service we got was always friendly, freely given and efficient.</p> <p>I was told what funding we could apply for and then given help to fill in the application form. Now I fill them in but get advice once I'm done on where improvements can be made. The funding we get really improves the lives of the people who attend. It reduces social isolation and you can share experiences. I think they probably do visit their GPs less.</p> <p>Unexpected benefit is that I continually get support through being pointing to grant funding we'd be eligible for. I've also become an advocate for the Staffordshire Neurological Alliance.</p> <p>I would recommend this service and all the people who work for Support Staffordshire.</p> |
| Client Impact problems / areas for project improvement |
| <p>Prompt questions</p> <ul style="list-style-type: none">• What could have been better on the project (more time / less time / longer session /etc?)• What suggestions do you have (if any) that could improve the project?• Who do you feel would benefit from attending the project? |
| <p>Nothing. Open more hours but that would cost more.</p> |
| Generic Questions |
| <p>Prompt questions</p> <ul style="list-style-type: none">• Do you know of any other organisations that can support you?• Who referred / suggested you to the project |
| <p>Vast but I don't think they offer the same level of service and mainly operate in the North of the County.</p> |

Tamworth Locality Commissioning

Alzheimer's Society

Dementia Support Service:

Impact on Individuals:

- Clients are able to access practical and emotional 1:1 support to both the person affected by Alzheimer's and to the wider family and carers.
Client 2 – Described how she had not been able to visit her children in their homes as they had to come to her and this made her feel guilty along with feelings of selfishness and resentment. After discussing this with Catherine, she felt like it gave her “permission to feel it is okay to have these feelings, they are normal.”
- Clients can access an assessment of need and agree an action plan to support the person to identify and achieve their personal outcomes.
- Use of the IAM (Individual Assessment Map) map to represent different aspects of the person's well-being e.g. knowledge and information, choice and control, hobbies and interests and community living allows the client to see their progress against the support needs and for support worker to provide extra support when needed. (information supplied about the results shown so far for the 29 people that have been offered support)
- Able to offer support to the whole family as Alzheimer's has a wider impact than just on the individual. They facilitate discussions and provide information to increase knowledge of dementia and its effects.
Client 2 – Said the practical advice increased her knowledge and awareness and also offered financial advice on what to claim and when.
- *Client 1 – The advice helped her to manage new problems, deal with things, chat through potential problems and worries and try to help before they arise.*
- Clients can receive open-ended support based on need.
Client 2 - Said the best thing about this service is “She's there at the end of the 'phone and on home visits when I need to talk or need advice.”
- Clients can access practical support as well as advice.
Client 1 (whose husband has dementia) – Said she had lost her own confidence and couldn't go out. Said Catherine had helped her with this and taken her out.
- Draws up individual support plans for clients looking at what practical support, mobility support, housing support, and travel training support can be offered to the clients. Can link the client with other professional for further support e.g. Occupational Therapist,

Impact on the Wider Community:

- Increased visibility of the service and knowledge around dementia will lead to the earlier Dementia diagnosis which the Alzheimer's Society are campaigning for.
- As it is able to offer advice and support to all family members, in the long-term it aims to reduce the impact of a Dementia diagnosis in the family.
- Have identified that Tamworth needs this service and there is also a need to develop networks of support within the community.
- Providing the service quickly and identifying support needs will in the long-term decrease and prevent hospital and GP visits and demand on emergency services. The preventative work of this Project providing early intervention will decrease support required by statutory bodies and Public Health. Without the service, users could tip over into a crisis situation and be admitted to hospital.

Partnerships:

- Currently working with Olive Branch, Crossroads, and the Carers' Association both as refer in and refer out agencies.
- They work with AGE UK to provide a Dementia Advisory Service at the Tamworth Day Service and Age UK Walk and Talk project.
- Also work with the Department for Work and Pensions around Council Tax Exemptions and refer to Community Mental Health Trust when needed, especially the Dementia Team East. They work closely with a Psychologist on the Dementia Team East and are able to visit clients together and work with the Community Psychiatric Nurse.
- Had anticipated referrals from Tamworth Borough Council when the service was set up but this had not yet materialised.
- Have good links with health care professional through Tamworth Area managers Operational meeting,

Sustainability and Funding:

- The funding provides 10 hours of focused support in the Tamworth area and Tamworth benefits from additional worker hours that have been funded elsewhere.
- The Education Programme funded by Alzheimer's has been provided in Tamworth as a result of this work.
- If funding were to cease or decrease, the Dementia information service would continue but the volume of enquiries to the information service would increase and it may not be able to cope with the extra volume of enquiries. Waiting times for contact could increase.
- The preventative work and support for more complex clients that the Dementia Support Service is providing would not continue.

Further reporting information was supplied.

Client Impact Review

Project Name: Dementia Support Worker

Organisation Name : Alzheimer's Society

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 51-60

Over 60 X Prefer not to say

Gender Male Female

Client 1 Reasons for engaging:

- Support for whole family – Father has dementia, support for wife who is main carer but additional advice and support for daughter.

Impact:-

- *I had lost my own confidence and couldn't go out on my own, Catherine has helped with this practically taking me out and emotionally managing it.*
- *Catherine knows what I am going through and draws out of me problems I wasn't aware I was worrying about, we take things through and it helps.*
- *She is my "professional friend", I always feels better when she has been.*
- *"My self-esteem has started to grow again and I can manage with this situation."*
- *Gain advice on what's happening, how to manage new problems and deal with things, we chat through potential problems and worries to try and help before the arise.*

Client 2 – Reasons for Engaging:

- Support for whole family – Dementia sufferer is ex –husband but ex-wife agreed to be main carer. Family of 3 children spread all over the world. Catherine works with the whole family.

Impact:

- Practical advice via telephone to grown children to explain what both parents are facing and dealing with and how they can support, also how their feeling and support their needs, which for them has been guilt at being far away. This is a whole family holistic support.

- Main carer feels she has benefited from the motivational and kind words and support from worker telling her she is doing things right
- Practical advice has been increasing knowledge and awareness of dementia, for example how highly patterned carpets or rugs are unsettling and can unbalance sufferers. It has also been financial advice on what to claim and when.
- *Emotional support and advice has been “amazing” and small pots of money for trips to the theatre and hairdressers has made me feel refreshed and able to cope again.*
- *As a carer she has not been able to visit her children in their homes, they have to come to her which has been emotionally trying, guilt, unfairness, resentment, mixed with feeling selfish for wanting this – Catherine discusses these feelings and I feel like she gives me “permission to feel that it is okay to have these feelings, they are normal.”*
- The best thing about this service is *“she is there at the end of the phone and on home visits, when I need to talk or need advice.”*

Community together CIC

Positive Steps for Change

Impact on Individuals:

- Twenty five individual action plans have been delivered so far. Some participants (45) have moved over from a previous pilot project so they could continue to be supported.
Client 1 – said completing the action plan with Lee highlighted the main issues that needed to be addressed.
- Gives participants an opportunity to review their lives and, by being supported to draw up the action plan, they are enabled to make changes in their lives and to move toward their goals.
Client 1 - wanted to get more exercise and be able to access community facilities. She enrolled on Active Steps project and took up cycling and walking. After the programme she also enrolled on the Grow it, Cook it, Eat it Project and is introducing a more healthy diet and lifestyle.
- Some Positive Steps for Change clients also access Community Café facilities and this reduces their social isolation. However not all clients are part of other community café initiatives.
Client 1 – Found the action planning and support helpful but did not want to take part in other programmes offered there.
- Participants can be supported in a very practical way by the volunteer support buddies.
Client 1 – She was supported to make a doctor's appointment for her husband. She had been worried about his health for some time. Childcare arrangements were also arranged so they could go together. For her this was a huge achievement and it had a positive lasting impact on her family and relationship with her husband.
- Improved health and sense of well -being and being able to deal with problems and issues as they arise.
Client 1 - said 'feels more able to ask for help without being judged.'
- The project is moving toward the volunteer Support Buddy drawing up the action plan so there is a consistent approach and they can build a trusting relationship with the client. The project worker is aware of matching the client and Support Buddy to make sure it is a positive experience for both parties.
- Evidence that changes are sustained are shown by follow ups carried out and by linking participants with other community projects available such as Active Steps that Community Cafe work closely with.

Impact on the Wider Community:

- Volunteer support buddies have gained new skills and training which have helped them secure paid employment.
- Staff have all been trained as Health Watch Champions.
- The project has highlighted the need for a befriending service to tackle social isolation that participants and Community Cafe users are reporting.
- Success with individuals has led to wider family engagement in the Community Café project and initiatives.

Partnerships:

- The project delivery is a partnership between CAB, Community Café and Support Staffordshire. The funding for the newspaper has been removed despite receiving positive feedback. Focus group is looking at ways of continuing to provide the publication.
- Participants are signposted to other agencies for support when necessary.
Client 2 – was put in touch with CAB to help her draw up a will.

Sustainability and Funding:

- Without funding the service would not be available.
Client 1- commented that she thought others would benefit from this programme, especially those with debt problems. She felt that the help and very straightforward approach suited her.
- Funding for the project has already decreased so that the project does not have a dedicated project worker.

Prepare and Cook project.

Impact on Individuals:

- Cooking as a group brings fun back into cooking and participants gained a better insight into the health benefits of cooking.
Client 1 - said that it had helped her cook healthy meals, prepare food and enabled her to try new food that she would not have done before.
Client 3 - Said that he does not use as much convenience food as he did before and he had continued to experiment with new recipes using his slow cooker at least once a month.
- It has given individuals the opportunity to gain qualifications which could help in gaining employment. Of the 86 people that have attended so far, 80 have passed their Food Hygiene course. The project are looking at the possibility of delivering this course in a different way to make it more accessible.
- As part of the community demonstrations on healthy cooking and eating, 150 food pledges have been made by members of the public. All of these will be followed up to show any lasting impact. One person had got in touch to say that as a result of making the food pledge at a community event, she lost weight and changed her diet.
- All ages of people in the community are able to access this course. It appeals to everyone from students who may lack cooking skills and limited financial means to parents who would like more ideas on providing the family with balanced healthy meals to older generations that may want new ideas for food preparation and meals.
- Enables participants to budget better and make better choices when buying food. Sharon from CAB provides a weekly session after the cooking to discuss budgeting and other money saving advice and tips.
Client 4 - Said that being on the course had enabled her daughter to budget better as a single parent.
- One to one benefit entitlement and budgeting advice is available through Sharon from CAB and 50% of participants have taken up the opportunity to have an appointment.

Wider Community Impact:

- The project increases cooking skills of participants and these cooking skills can be passed on to other family members and the wider community.
- It increases people's awareness of making healthier lifestyle choices and equips them with the skills to try out different meal plans while being mindful of budgeting. As the numbers of participants increase, this will have a wider health impact in the local area.
Client 3 – suggested that encouraging participants to pass on the skills learned on the course will benefit the wider family, friends and the community.
- By participating in the course participants have been able to access other training provided by Community Together CIC, attend various community cafes and utilise the services offered by them.
- The project are looking at the possibility of a Cook and Eat club where participants can prepare food and eat together in a friendship group as many participants who are socially isolated enjoy the interaction with others during the cooking sessions.
- It has also highlighted a need to a develop practical skills course for young people to promote independence as it is not part of the school curriculum - for instance, washing, ironing, setting up a bank account etc.
- There could be further scope to introduce additional information and advice at the end of the sessions around energy saving tips, scams, budgeting and prioritising debt.

Partnerships:

- Community Together CIC have always worked in partnership and have built up good relationships with partner organisations.
- The project is delivered in partnership with CAB to provide budgeting advice. TBC Housing Department refer clients to the project and help with delivery of the cooking sessions.
- Age UK promote their Eat Well project and people can sign up for taster sessions with Age UK.
- Active Steps are part of the induction and participants can sign up and be supported to take adopt a healthy lifestyle and take regular exercise.

Sustainability and Funding:

- If funding were to cease or be reduced the organisation would look to try to deliver the sessions in partnership with another organisation or deliver in a different way - for instance, participants could buy and bring their own ingredients. This would limit who could attend the sessions and may exclude people on very low incomes from attending.

Further information was supplied Impact Assessment- Cook and Healthy Eating Project

Project Name: Cooking Healthy with a budget

Organisation Name: CIC Community Together

Review method used

Face to Face X (Clients 1, 2, 3 and 4)) Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 51-60

Over 60 X (Clients 1, 2, 3 and 4) Prefer not to say

Gender Male X (Clients 1 and 3) Female X (Client 2 and 4)

Reasons for Attending:

Client 1

- *I wanted to learn how to cook better, meet people and get out of the house.*

Client 2

- Lives in a difficult family situation caring for her grandson with ADHD with no support and she is socially isolated. Came on to Cooking Course as a result of the Positive Steps for Change Action Plan. Saw the advert in the Tamworth Herald and so decided to come along.

Client 3

- Attended Cooking Course last year and now is a volunteer on the Project. Referred from Diane at Tamworth Borough Housing Department.

Client 4

- Attended Cooking Course last year and now is a volunteer on the Project. Referred from Diane at Tamworth Borough Housing Department.

Impact:

Client 1

- Learnt to cook healthy meals / how to prepare food properly / tried new foods.
- Got out of the house and socialised.

Client 2

- Gained in confidence and has become less stressed at the thought of attending each session.
- Helped with budgeting as she has previously spent too much on food; now spending less.
- Helped her to plan ahead for meals and make sure she has the right ingredients to hand.
- Improved concentration by learning to follow recipes.

Client 3

- He said it shows clients how to cook and shop on a budget as well as encourage them to try out different recipes.
- He said it brings people together as it is a community activity and he has recommended to others in his block of flats that they come along to the sessions.
- He is dyslexic and sometimes this prevents him from mixing into groups and, as result of mixing with others here, he now feels more able to be involved in other community groups and activities.
- It has made him more aware of healthy eating and how to diet sensibly. He does not use as much convenience food as before. He has experimented with new recipes and he uses a slow cooker that he was given at least once a month.
- People have kept in touch from previous courses and they meet up in Tamworth town centre so they are less socially isolated now.

Client 4

- As a result of her attending the Course, her daughter and her husband have also now completed it.
- Suffered from a heart attack earlier this year so wants to focus on the healthy side of cooking and get that message across to the clients she helps at the group.
- Her daughter is still overweight but does cook healthier food where possible. It has enabled her daughter to budget better as a single parent and pass on healthy eating messages to the grandchildren.

Problems / areas for improvement:

Client 2

- Nothing suggested, *"it's all helpful."*
- She enjoys the relaxed atmosphere and said Lee is kind, knowledgeable, calm and helpful.

Client 3

- He would like the advertising to target more disabled people as one of the clients who is a wheelchair user and had never been allowed to do any cooking or preparation before really enjoyed coming along and having the opportunity to use cooking utensils and get involved in cooking for the first time ever.
- It would be easier with fixed cookers rather than portable ones and they could do with more storage for equipment.
- Suggested more publicity such as radio broadcasts to reach out to a wider client group.
- He also suggested passing on the skills after attending the courses to others in the clients' families so they could benefit too.

Client Impact Review

Project Name: Positive Steps for Change

Organisation Name: Community Cafe CIC

Date attended/started: 2/3 months ago (Client 1), unknown (Client 2)

Review method used:

Face to Face x (Clients 1 and 2) Telephone Email Group session

Other _____

Age Range: 16-20 21-30 31-40 41 -50 X (Client 1) 51- 60

Over 60 X (Client 2) Prefer not to say

Gender: Male Female X (Clients 1 and 2)

Reason for Engagement:

Client 1

- Was a member of Wilnecote Community Café and saw a flyer about Positive Steps for Change programme. Had postnatal depression after the birth of her son leading to issues with visiting doctors. She had developed a phobia about talking to the doctor.

Client 2

- Carer of grandson with ADHD with whom she has no support. Self-referral following an advert in the Tamworth Herald.

Impact on client:

Client 1

- Client knew Lee from the Community Café so decided to talk to him about the programme. She said she would not have engaged if she had not already known Lee from the café.
- Completing the questionnaire and drawing up an action plan highlighted the main issues for her and she agreed with Lee how they could tackle them together.
- Her husband had been unwell for some time and she needed to make an appointment at the doctor for him but needed support due to her fear of doctors.
- Lee supported her to make an appointment and then arrange childcare so she could visit the doctor with him and subsequently her husband was able to access hospital treatment that he needed
- Increased her confidence in dealing with problems and she is now able to visit the doctors and also *“feels able to ask for help without being judged.”*
- Improved her relationship with her husband as they now discuss issues and she can ask her for help if needed,
- She is still in touch with the childminder and uses her occasionally. Having this contact has built her confidence in leaving her son with somebody else and she can take some time out away from him which has led to improvement in her health and sense of well-being.
- Without help from Lee she said she would still be at home worrying about her husband and children.

Client 2

- Gave her an opportunity to talk about herself for a change and what she needed.
- With the help of the Action Plan was able to set new targets around getting more exercise and accessing community facilities.
- Enrolled in the Active Steps Project to take up cycling and walking, giving her a positive feeling about herself and also enabling her to make new friends and meet new people, something she had not done for a long time.
- Helped her to learn to trust people again.
- Was put in touch with the Citizens Advice Bureau who helped her to make her Will.

Client Impact problems / areas for project improvement:

Client 1

- She felt that the help was given in a very straightforward approach which suited her.
- She thought others would benefit from being on it, especially those with debt problems.
- Thought it needed more publicity

CRUSE Bereavement

Bereavement Service:

Impact on Individuals:

- Provides a 24 hour Helpline with an answerphone message and guarantees that calls are returned within 24 hours. The telephone is manned by volunteers and a telephone assessment is carried out using the information given and the level of intervention is decided.
Client 3 – “My ‘phone call was followed up quickly and I was given a date to meet which was correct.”
- Clients are able to access 1:1 support meetings in the environment they feel most comfortable in, e.g. their own home or a community setting at a time convenient to them.
Client 3 – “She also met me at work at 7.30 p.m. as I didn’t want to meet in the week.”
The support sessions average between 6 and 8 sessions but, depending on need, open-ended support for the client can be offered.
- The service improves health and well-being by empowering individuals to take small steps towards normality and being able to access their local community again.
Client 3 – “After the work session I took action to improve my situation which made me feel a lot better.....very pleased, it has set me on the right path to happiness.”
- CRUSE have introduced the use of the Client Well-Being Scale to measure the impact of the service. They want to focus on quality of service. We were supplied with examples of this which show that either there had been an improvement or it had stayed the same with reference to physical well-being, emotional well-being, support networks and carrying out work and daily tasks. All 4 samples supplied showed the experience of using CRUSE was either good or excellent.
- To provide further support to clients, CRUSE have introduced group sessions in partnership with St Giles based at Tesco at Lichfield. Nine clients from Tamworth have attended the sessions and reported back how helpful they have found them. These clients have developed their own networks within the group and now meet up outside of the sessions. Developing these drop-in sessions has enabled a greater peer support network for clients.
- A new Bereavement Support Group is being developed at Sacred Heart Church as a need for a group in Tamworth has been identified.
- CRUSE has several new Committee members and they have introduced an Evaluation Questionnaire to measure the quality of the service and the impact on clients.

Impact on the Wider Community:

- Demand for the service in the Tamworth area is high and clients have presented with additional problems and issues and had to be referred on to other professionals.
- CRUSE is training a pool of qualified volunteers who have completed the ABC Training. All volunteers are supervised and supported, given the nature of the work carried out.
- Early intervention through the Helpline and increased publicity and visibility of the service locally will have a long term impact on statutory health services. National statistics show that for every £1 invested in CRUSE saves the NHS £5. (CRUSE Annual Report 2014/15)
- They will be developing a ‘Friends Of Group’ to support the local organisation and fund-raise to support the service.

Partnerships:

- CRUSE has developed working partnerships with St Giles and the Sacred Heart Church to develop the drop-in service. CRUSE work in partnership with GPs and other mental health professionals. The Samaritans use their premises for meetings.
- CRUSE is training the staff at St Giles in dealing with bereavement. In the future CRUSE are looking to work with local businesses and looking at the impact of bereavement on the businesses and how they can work better to support individuals.
- CRUSE said they need to review their networking and signposting information to ensure that clients are able to access support when exiting support from CRUSE.
- Due to the specialist nature and highly trained volunteers who deliver the service, CRUSE feel they would not be able to deliver the service as a partnership.

Sustainability and Funding:

- The service offers value for money as it is delivered by highly trained volunteers with the support of the Project Officer. The 10 hours of funding for Tamworth allows the Project Officer to offer concentrated support in the Tamworth area and she does this in the most cost effective way.
- If the funding was to be reduced or ceased, CRUSE would continue to offer support in Tamworth through the Helpline only but the 1:1 more intensive support would not be available.
- The new Committee are looking at ways of raising income through Grant funding but acknowledge that the local Commissioning funding has allowed them to be more 'adventurous' in the service they can offer and they have been enabled to introduce new ways of supporting clients, e.g. Group Support.

Client Impact Review

Project Name: Bereavement Service

Organisation Name: CRUSE

Review method used: Information taken from Visit Evaluation Forms Given by CRUSE

Age Ranges: Not known

Genders: Not known

Comments from Evaluation Forms:

Client 1

- *Confirmed that my thoughts and feelings were normal and gave good ideas on how to commemorate my granddaughter.*
- *Meeting closer to the point of loss, especially with young child, would have been much better.*
- *Most helpful – being able to talk to someone not directly affected by the loss.*

Client 2

- *Most helpful - having someone other than a family member to talk to.*
- *By listening to my stories about my granddaughter helped me to accept what had happened, ways to remember her and move forward.*

Client 3

- *My 'phone call was followed up quickly and I was given a date to arrange a meeting which was correct.*
- *Most helpful – she analysed my condition in the first session which was correct and gave me ways to improve my wellbeing. She also met me at work at 7.30 p.m. which was very helpful as I didn't want to meet during the week.*
- *After the first session I took action to improve my situation which made me feel a lot better.*
- *Very pleased, this has set me on the right path to happiness.*

Client 4

- *Felt relief that you sounded that you might understand what I had gone through in the last 16 years.*
 - *She was very understanding and helped me to see that I hadn't been valued since childhood and she tried to get help to see what happened and also that I was spending my life seeking approval.*
 - *I could have seen her for a bit longer as she got me taking baby steps towards recovery.*
 - *She managed to get me to admit to myself about my childhood and marriage.*
 - *I know you have many people needing your services. It would have been nice to have seen her until I had healed a bit more.*
 - *The service was excellent and very helpful. I wasn't put under any pressure to talk about my feelings of guilt and she is a valuable asset to CRUSE. It is nice to be able to thank you for sending me and she worked so hard for me. I will miss seeing her; she left a hole in my life.*
-
- **All 4 clients reported that they felt better or much better as a result of accessing the CRUSE Service.**
 - **All 4 clients reported that they were managing their daily lives better as a result of accessing the service.**
 - **All 4 clients reported that their experience with CRUSE was either good or excellent.**

Home Start

Home Visit Project:

Impact on Individuals:

- The project offers emotional and practical support to an average of 60 families per year. The support can vary and responds to the need of the family. Generally an average of 6 months of support is offered but this can vary.
- The support reduces social isolation of the families and, as a result of accessing the support, they are also able to access Home-Start Groups to which they can go along with their children.
- The home environment for the children to grow up in can be improved by the practical help and emotional support that is offered.
Client 2 – “I truly believe this intervention stopped me seeking intervention for medical help.”
- The Project aims to help provide support to families as early as possible.
- The support is provided by volunteers and many of the volunteers come from the families that Home-Start have supported.
- Volunteers receive excellent training and often progress to find work as a result of this training.
- Evidence from a study in Amington showed that parents preferred to use Home Start rather than a Children’s Centre.

Impact on the Wider Community:

- Early intervention prevents family breakdown and decreases support needed from statutory agencies.
- There is no stigma attached to accessing the service. Support is provided to everybody and anybody that needs it.
- Home Start offer regular training to groups of volunteers who often progress into paid work using the qualifications and training that they have completed whilst with Home-Start.
- It is a very well known service and well respected by healthcare professionals. As it is a non-statutory service, it allows the development of trusting relationships between the families and Home Start staff and volunteers.

Partnerships:

- Work in partnership with public sector organisations such as health services and schools. Good relationships with Tamworth Borough Council have helped them carry out a consultation with tenants. Have good links with businesses and private organisations who support them with their fund raising initiatives. Other initiatives linked to businesses include helping volunteers with CV writing ready for employment.
- Partnership Delivery – There have been previous issues in establishing delivery partnerships so they are not being considered at the moment but the organisation will always work to benefit the community and work with other organisations if a need is established.

Sustainability and Funding:

- Without this funding the service could not continue and the organisation continually is looking for alternative funding to continue and extend the support that they offer.

Client Impact Review

Project Name : Family support

Organisation Name : Home Start

Review method used:

Face to Face

Telephone

Email

Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 51-60

Over 60 Prefer not to say

Gender Male Female

Reasons for Engaging :- Client 1

- Volunteer for Home Start – self referral as wanted to give back to community and help part of college course.

Impact:

- Personal improvements, were unexpected, gained self-confidence and learnt how to approach things in new ways, less likely now to worry about what people think.
- *“My husband is proud of my achievements.”*
- Supported families to get out to groups and helped their children interact with other children their own age.

Problems / areas for improvement

- Families are initially difficult to engage with – this is not a fault of Home Start but of the types of families we are trying to reach
- *I would like more training but again Home Start struggle to find funding for this.*

Reasons for engaging :-Client 2

- Had twins - one with medical problems, older child also, Mum has medical problems after birth, no extended family to support. – referred by health visitor.

Impact:-

- *Initially had home Start worker who had twins, and then a home Start volunteer who was a mum of twins – so excellent understanding of my problems, needs etc.*
- Practical help to get to and support with medical appointments for both mum and for the twins, would never have managed this alone and husband works full time. But also invaluable emotional support at these medical visits. *I couldn't have afforded the alternative support to appointment services suggested at the hospital – thankfully Home Start don't charge as they're a charity.*
- *Amazing lifeline both on the phone to stop “going under” and at home visits – with time to chat and discuss concerns, offer practical tips and help and stop me being lonely and on my own everyday “I truly believe this intervention helped stop me seeking medication for mental health.”*

Staffordshire Care Farming

Grow It Cook It Eat It:

Impact on Individuals:

- Allows access to a totally new environment for clients with social anxiety, the long term unemployed and those with mental health issues. Being outside in the fresh air and outdoors environment improves the clients' sense of health and well-being.
Client 1 – Felt it had changed her life completely and she looked forward to getting up in the morning now. It had given her more confidence to do things by herself.
- The clients are helped to take responsibility for their own health and well-being by goal setting and introducing structure into their lives.
- The clients can move on to gaining more confidence and skills by being a volunteer on the Project.
Client 2 - A volunteer – Witnessed how people had grown in confidence and become more comfortable and gave an example of a person who didn't speak for a year who changed and became really chatty.
- Professionals can refer in to the Project or clients can self-refer.
- The clients have changed their eating patterns from eating frozen convenience food to cooking complete meals from raw ingredients.
Client 1 – Said she is now buying a box of fresh vegetables once a month from the Farm Shop at Woodhouse Farm.
- Reduces social isolation of clients.
Client 1 – "Absolutely brilliant, I couldn't leave the house before I started the Project."
- Promotes employment as some participants go on to the Wellies 4 Work Project.

Impact on the Wider Community:

- It is an eco-friendly project and all produce is farmed organically and all the waste is given to the animals on the farm.
- It reduces the cost to public services as the long-term health and well-being of the client is improved by healthy eating.
- The Project has received national accolade by being awarded the Bayer Cop Science Farming and Countryside.
- Participants can go on to become volunteers and receive training and move into employment.
- Staff and volunteers are trained as Healthwatch Champions.

Partnerships:

- Deliver the project in partnership with Woodhouse Community Farm where all the produce is grown and the cooking takes place on their premises.
- Has a partnership with Pathways and they have a Project Worker who works with them one day a week.
- Has good links with BRFC Project Workers and families are referred to the Project.
- Has worked with the Princes Trust so that young people can take part in their 12 week programme and help at the Project.

- Work in partnership for referrals from Community Mental Health Trust and Quest.
- Have worked in partnership with PRU (Pupil Referral Unit) and through this intervention a pupil went back into mainstream education.

Sustainability and Funding:

- The Social Return on Investment Report showed that for every £15,000 invested the outcomes are worth £80,000.
- The organisation lacks core funding needed to keep the Staffordshire Care Farming premises afloat and provide staff training etc.
- Have recently been turned down for Lottery Funding Development Project but hope to re-submit the application.
- They are always looking for new funding as this client group would not be able to pay to access this Project and the support it offers.

Wellies 4 Work:

Impact on Individuals:

- The programme will start in Tamworth in November 2015, and the comments of clients below apply to previous courses. For some participants it offers a progression from the Grow It Cook It Eat It Project.
- Increases the skills of participants by offering Health and Safety Training and Food Hygiene Certificates and other skills.
Client 1 – Said it had opened his eyes to new skills and things he had learned that could lead to future work, and said that it had made him look at things in the world differently.
- Offers 1:1 support sessions and goal getting to individuals to move them nearer to employment.
- Helps individuals to find sustainable employment and give information about support that is available, e.g. permitted work. Wellies have previously employed a person from the Wellies for Work Project under Permitted Work Rules.
Client 1 – Was offered 16 hours a week work as a Technician / Driver after completing Wellies 4 Work and one year of volunteering on the Project.
- Offers participants the chance to talk to employers who visit the Project as employers have highlighted that they struggle to find people with the right qualities to employ.
- Gives participants the opportunity to look at setting up and running small businesses.
- Being outside in the fresh air makes people feel better about themselves, increases their confidence, self-esteem and belief in their ability.
Client 1 – Said the project had transformed his life....."I don't want to think about where I would be without the help of the Wellies Project."

Impact on the Wider Community:

- The Project aims to break the cycle of receiving unemployment benefits which can be very long-term entrenched in multiple generations of the families by offering employment and volunteering opportunities.
- Promotes volunteering in the local community which can lead to more cohesive community relationships.
- New skills that have been learned by the adults can be passed on to the children and other family members, creating lasting family and community impact.

Partnerships:

- Working in partnership with Quest, Changes, Pathways and BRFC Project both as referral agencies and exit strategies for clients.
- Participants are signposted to appropriate organisations that can support beyond the 6 week Wellies 4 Work programme.
- In Tamworth it was felt the Community Mental Health Team could be a more proactive as a referral agency because in Lichfield the relationship is longer established and works very well.
- The organisation has a good track record of working in partnership and would consider putting a joint funding bid together to deliver the Project.

Sustainability and Funding:

- Value for money has been demonstrated in the Social Impact Report prepared April-July 2014 (copy given).
- The project is unique in the way it works with clients and the organisation will attempt to secure funding for its continuation.
- They have found difficulty accessing core funding to meet the running costs.

Further information supplied – Wellies Project Measuring Social Impact.

Client Impact Review

Project Name: Wellies to Work

Organisation Name: Staffordshire Care Farming

Date attended/ started: Two years ago

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41 -50 51- 60

Over 60 Prefer not to say

Gender Male Female

Reason for engagement:

- Had been in hospital for two months following a mental breakdown. He was previously been self-employed and a set of life circumstances came together that led to his illness and he was admitted to hospital.

Impact on client:

- Heard about the project through word of mouth as he heard somebody talking about it and how they were enjoying it and he decided to find out more. He went along to the end of a course and enjoyed it so much that he signed up to the full course.
- He was able to try out new things that he had never thought of doing before such as flower arranging and art work. It opened his eyes to new skills and things he could learn that could lead to future work. He said that it made him look at things in the world differently.
- He really enjoyed the comradery of the programme where everybody was learning new skills together and it improved his self-confidence.
- He witnessed how other people grew in confidence as they became comfortable and described how one person did not speak to anybody for nearly a year and he slowly changed and became really chatty.
- After the course was finished he decided to stay on as a volunteer and he witnessed the benefit to others in improving confidence.
- After a year of volunteering he was offered 16 hours a week working as a technician and doing driving.
- He felt the project had transformed his life and said 'I don't want think about where I would be without the help of the Wellies project'

Client Impact problems / areas for project improvement:

- Non suggested
- The project would benefit from its own land and premises with a base where it could operate from.

Client Impact Review

Project Name: Grow It Cook It Eat It

Organisation Name: Staffordshire Care Farming

Date attended/ started: Three weeks ago

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range: Unknown 16-20 21-30 31-40 41 -50 51- 60

Over 60 Prefer not to say

Gender Male Female

Reason for Engagement:

- Had been referred from the Community Mental Health Support Team.

Impact on client:

- Client has been attending for 3 weeks and already feels it has changed her life completely as she looks forward to getting up in the morning now.
- It has given her more confidence and the day before she had gone to Tamworth town by herself for the first time.
- She felt she is learning to cook from scratch now, something she had never done before, and given more ideas about healthy food she can cook for herself and her children.
- Prior to the course she thought she could only afford frozen food and she now realises she can afford fresh vegetables. She is buying a box of fresh vegetables costing her £20 a month from the Farm Shop at Woodhouse Farm.
- She had always enjoyed cooking but the course has given her the confidence to cook from raw ingredients.
- Getting out and meeting new people is *"like having another family."*

"Absolutely brilliant, I couldn't leave the house before I started the Project."

Client Impact problems / areas for project improvement :

None suggested.

| | |
|-------------------|---|
| Organisation Name | Support Staffordshire |
| Project Name | Supported volunteering – Volunteering for all |

| |
|---|
| Project Overview |
| <p>Outcomes:</p> <p>Volunteering for All (V4A) is a supported volunteering service that works with people who face particular barriers, and has a strong track record in delivering outcomes for participants and addressing local needs. V4A employs a Volunteering Support Worker who works one-to-one with participants to understand their needs and issues, and agree a package of support tailored to their needs to enable them to engage in, sustain and benefit from volunteering. This will support 150 existing service users and recruit 25 new participants</p> |

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| <p>Evidence of outcomes / Impact on participants</p> <p>Client group is primarily residents with physical disabilities, learning disabilities or those with mental ill-health.</p> <p>The impact on clients is that those who are evidenced through key indicators as being most at risk of being socially disadvantaged are able to access volunteering, allowing them to value their social contribution. There is also an impact on volunteering placements who are also a client as they are receiving volunteers who are loyal and reliable and will be with them long term.</p> <p>There is a high retention rate for the project and those who access the service also access the knowledge of other services available to them.</p> <p>Clients gain increased confidence and want to volunteer for more hours.</p> <p>Impact on public services can be quite significant although difficult to demonstrate. Through receiving support, clients have become more settled so reduce the likelihood of them presenting chaotically at services. Given the support needs of the client group – certain clients will not be moved on from the project but they do need reduced support. Those who are able to move on into employment are encouraged and supported to do so.</p> <p>Clients are reviewed at 3, 6 and 12 months.</p> |
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|--|
| <p>Strengths- what has gone well for the participants?</p> <p>Clients feel valued. The project moves at their pace but they are encouraged to move forward.</p> <p>Referrals into other agencies means the clients are properly supported with the right intervention.</p> |
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| |
|--|
| <p>Unexpected outcomes</p> <p>The project has acted as an early identification and intervention mechanism.</p> <p>There are a lot more people who are accessing additional training or education than originally thought.</p> <p>Clients are seeing themselves as working and not volunteering – this is having a positive impact on their well being.</p> |
|--|

| |
|--|
| <p>Further information / ideas / suggestions / discussions</p> <p>More in-depth training for volunteers before they are placed (starting to do)</p> <p>Currently looking at funding to raise awareness of mental health and learning disabilities.</p> |
|--|

Section 2 - Project Achievements and Impacts – Organisational and wider community

Evidence of Impact on wider community

Organisations are getting longer term support and that increases their capacity and continuity of services. By creating good volunteers and volunteer placements, we are strengthening our brand.

Strengths- Give examples of how the project has been successful?

Those who are able to work have made the move into employment. Many of our volunteers retain their volunteer placements. We've got people who have been volunteering for 8 years. They see it as work and you can see the difference it makes to them.

Problems –Are there areas where project has faced obstacles or barriers?

Sometimes the clients own momentum can cause an issue. They want to go 'all in' and that could have a negative impact. We try to build them up slowly so the change is sustainable. We also have the same issue with organisations. It'll be the first time they've used supported volunteers and they'll ask for 10 – we'll manage that by saying that maybe they should start off with one volunteer and if there are no issues we can increase the number.

If problems have occurred what strategies have you employed to continue the momentum of the project?

Talking to the people and mentoring the organisations. Dispelling g the myths around supported volunteering.

Have there been any unexpected outcomes?

The reputation of Support Staffordshire has increased. The brand has become stronger.

Not going so well/could be better

Time to do the work. It was 2 FTE posts and is now 1 part time post.

Organisations often think they have to find volunteers something to do but we work on ensuring that our volunteers do something purposeful and meaningful so they can develop skills and enjoy their placement.

Section 3 Partnership Working

Which organisations are you working in partnership with?

Well covered in partnership working. Support Staffordshire is well established and are involved in a number of Networking meetings.

Strengths – Any examples of good partnership working.

Good referrals both in and out of the service. Our partnership connects allows us to work more quickly and we avoid duplication and the client feels more supported.

What's not going so well / could be better

What, if any problems have you found when working in partnerships? Solutions? Effects on future service delivery?

Some partners want to offload clients. We're here to provide an element of support and not replace other services.

Selling the benefits of supported volunteering as it is a 'leap of faith' for organisations but as soon as they work with one volunteer they see how good they are.

Have you alternative ways of delivery to adapt to funding pressures?

| |
|--|
| <p>This is a project that requires funding. If funding were to stop the supported volunteering would stop.</p> <p>The support could go back into the referral organisations but the cost would then come back on the public sector and it would most likely be more expensive.</p> |
| <p>Section 4 Sustainability and Funding</p> |
| <p>Value for money</p> <p>Yes, the project is value for money. Those clients who go into work stop claiming benefits which is a saving and clients also use public sector services less.</p> |
| <p>Exit Strategy</p> <p>Volunteers would continue in their places but there would be no new supported volunteers.</p> |
| <p>Impact of reduced funding or ceased funding on individuals and wider community</p> <p>Existing volunteers may not continue with their placements or be supported into employment.</p> |

Client Impact Review

Project Name: Volunteering for all

Organisation Name: Support Staffordshire

Date attended/ started: 5 months

Review method used Telephone

Client 1

Age Range Prefer not to say

Gender Female

| |
|---|
| Client Impact Positive Impacts / Strengths |
| <p>The service user had moved to Tamworth and felt isolated. She started to suffer from depression and this led to agoraphobia and general anxiety.</p> <p>She visited her doctors and was referred for counselling and given anti depressants. The counsellor referred her to volunteering for all and she was impressed with the linked up nature of services.</p> <p>The services user spoke very enthusiastically about her experience of the project. The intervention lasted for 4/5 months but she has continued to volunteer unsupported, hasn't been on anti depressants for a few months and no longer needs to visit her GP.</p> <p>When asked about her health and wellbeing she responded with "I feel back to normal".</p> <p>If she hadn't attended the services she doesn't know where she would be – still stuck indoors.</p> <p>Impact of the intervention seems high and outcome has been positive. Independence and confidence has been restored.</p> |
| Client Impact problems / areas for project improvement |
| <p>She felt the service could be promoted more so others could benefit. She felt anyone could benefit from this project as it was tailored around the client and fit in with their timescales.</p> |
| Generic Questions |
| <p>She wasn't aware of any other organisation that could have helped for the needs she had. She did find something on the internet which wasn't very helpful and she really needed a person as a point of contact to help her.</p> |

Client 2

Gender Male

| |
|---|
| Client Impact Positive Impacts / Strengths |
| <p>The volunteering forms part of my therapy package and was suggested by my support worker.</p> <p>I like that I'm doing something that is helping someone else. It gets me out of the house and I'm socialising and mixing with people. It's good for work experience.</p> <p>I don't see my GP less as it forms part of my therapy package. It has improved my health and wellbeing – I'm a lot happier now. I'm getting dressed and getting out of the house and not watching daytime tv.</p> |
| Client Impact problems / areas for project improvement |
| <p>No.</p> |

Brighter Futures

Safe and Well:

Impact on Individuals:

- The project started in June and has already supported 38 clients. Take up of the project is very high and the need for the 1:1 support the project can offer is in demand. They have put in place a steering group to prioritise the people on the waiting list.
- Able to offer 1:1 tailored support to the client depending on the needs presented.
Client 1 – Was supported to claim Benefits that he was entitled to. These Benefits enabled him to prevent being evicted from his home and he was enabled to pay off the debt owed and rent arrears.
Client 2 – Said “the simplest things for normal people are a mountain to climb for me. Having somebody there that understands how you are feeling and can help you do things makes such a difference.”
- Support can be offered in a setting that is the most comfortable for the client in a home or a community setting. Client can chart their progress using and Outcome Star chart.
Client 2 – Was accompanied to his first visit to the Mental Health Team following his discharge from hospital. He said he found this support really helpful.
- The needs of the client can be quickly identified using Brighter Futures’ ‘Simple Solutions’ approach.
Client 1 – “It made one hell of a difference to me and my family”.....“She is knowledgeable and amazing.”
- The support offered can be both emotional support and very practical help.
Client 2 – Had nowhere to live after being discharged from hospital where he had been treated for a mental breakdown. Gail helped him find accommodation and helped sort out his Benefits as he had no money to live on.
- Through links with Rough Sleepers Project, they have supported homeless people into accommodation.
- They have good links with Tamworth Borough Council Housing Department and clients can be referred from there. Tenants have been enabled to keep their current accommodation that they would otherwise be at risk of losing.
- Clients have access to 24 hours support through the Brighter Futures’ out of office Helpline and Gail is contactable during office hours
Client 2 – Commented that having weekly contact with Gail and knowing she was available when he needed help made a huge difference. He said he was aware he could still ‘phone the Mental Health Crisis Line but having this help available from Gail quickly meant that things didn’t reach crisis point for him.

Impact on the Wider Community:

- The preventative work that the Safe and Well Project does by helping clients practically and emotionally relieves the pressure on the statutory service such as CPNs.
Client 2 – Commented that the CPNs are so overworked that they do not have time to help in the way that Brighter Futures can.
- The links with Tamworth Borough Council Housing Department means that clients are able to access support quickly and the Project Worker is able to support them with other issues that arise as well as housing.
- Clients are enabled to take up their entitlement to benefits which consequently means they have less need to access other statutory and voluntary agencies.

Partnerships:

- Brighter Futures work with the following organisations to provide referrals and as signposting agencies – Starfish, Church and faith groups, Social Services, Tamworth CAN, the local Mental Health Team, Good Hope Hospital, One Recovery, Tamworth Borough Council Housing Department, Rough Sleepers Team and local GP surgeries.
- They have quickly established good relationships with referral agencies such as Tamworth Borough Council Housing dept. and Social Services.
- The organisation is building a partnership with Cornerstone Housing Association to support young people in need.
- Signposting agencies such as Bromford Support who have had their funding cut are now unable to support clients from Brighter Futures.

Sustainability and Funding:

- Demand for the service is very high but the project will not continue without the funding. If the service is de-commissioned, the organisation will put in place an exit strategy for people supported by the project using their links with other organisations and the partnerships they have built.

Client Impact Review

Project Name: ___ Safe and Well

Organisation Name: _____ Brighter Futures

Date attended/ started: Current from Dec 2013 (Client 1), Unknown (Client 2)

Review method used:

Face to Face Telephone (Clients 1 and 2) Email Group session

Other _____

Age Range: 16-20 21-30 (Client 2) 31-40 (Client 1) 41 -50 51- 60

Over 60 Prefer not to say

Gender Male X (Client 1) Female

Reason for engagement:

Client 1

- Referred from landlord – rent arrears.

Client 2

- Ex- serviceman with Bi-polar Disorder. Discharged from George Bryan - 'onto the street'. Referred to TBC Housing and they put him in touch with the Safe and Well Project.

Impact on client:

Client 1

- Supported with claiming benefits – client had tried individually to claim Benefits for changed circumstances without success; once working with Gail Benefits were arranged within weeks.
- The Benefits she was able to claim allowed her to prevent eviction from landlord and start paying the debt owed on rent arrears.
- Difference to client was immense relief, reduced stress and supported mental health and wellbeing. She felt she was at such a low point getting no help or support from professionals and was banging her head against a brick wall.
- *Client comment "It made one hell of a difference to me and my family,"..... " she is knowledgeable and amazing."*

Client 2

- Offered practical and emotional support as he was in a *"bad place at the time."*
- He had nowhere to live so they helped liaise with Housing to find accommodation. He now has accommodation.
- Helped to sort out his Benefits as he had no money.
- Accompanied him on his first visit following discharge to Mental Health Team.
- The help made a huge difference as he said *'the simplest things for normal people are a mountain to climb for me. Having somebody there that understands how you are feeling and can help me to do things made such a difference.'*
- Has weekly contact with Gail so she is available when he needs her help.

- He also has access to 24 hour support through Brighter Futures out of hours' Helpline and the Project Worker Gail during the day so he can get in contact at any time that he needs help.
- He can still phone Mental Crisis line but, having this help as first point of contact, makes a huge difference so things do not reach crisis.
- Commented that CPNs are so overworked that they do not have time to help in the way Brighter Future do.

Tamworth Borough Council

Active Tamworth:

Impact on Individuals:

- Since the project started in April 2015, the project has enabled 132 people to join the gym with a free 8 week membership and take up regular exercise. These participants were sedentary before joining the project. Eighty-five of these people have retained their gym membership when the free subsidy ran out.
- Improved social networks of participants by buddying up with other members allowing them to make new friends and join new friendship groups.
- Improved or established habit of taking regular exercise by attending the gym at least twice a week.
- Through initial screening participants are able to access a programme that is adapted to their level of fitness.
- The Sport @ ur Door has enabled young people to access facilities they would not normally use and access football, futsal and cage football.
- Average weight loss whilst on the programme of 8 weeks was 16 lbs.
- The programme is accessible for everybody and encourages people with disabilities and able-bodied to take part together.
- Clients can self-refer on to the project and word of mouth recommendation is having a positive impact on the number of participants.
- Participants are encouraged to take part in other projects such as Active Steps promoting physical activity and exercise.

Impact on the Wider Community:

- Three Community Health Champions have been identified and are willing to work in the Community Development Hub areas. As the Kerria Centre has now closed down, there is no venue in that location for the Community Health Champions to work in but they will be supported by the other members of the Community Development Team.
- An ex-policeman is coaching the football sessions; this is having a positive effect on the people taking part and may make them less likely to engage in risky and anti-social behaviour.
- Community spirit and cohesion is built through young people taking part in activities within their local communities and in the town centre gym.
- The project will improve the quality of provision of sports activities across Tamworth.
- The Project Leader will be attending Walk Leader Training in the near future so that she can train other Walk Leaders and the number of walking groups able to be offered will then be increased.
- Physical activity can improve the health and well-being of participants and may decrease their use of health services.

Partnerships:

- Project delivered in partnership with Tamworth Boxing Club, Age UK, Dave Owen Cycles and Sustrans (Active Tamworth).
- TBC staff are able to offer information and advice to other organisations delivering training and help fund sports qualifications for them which will improve the quality of sports provision across Tamworth.

Sustainability and Funding:

- Partnership working has proved to be a cost effective way of delivering the projects by sharing responsibility and reducing duplication of services.
- Sustainability has been built in as more people access the gym and pay for membership, thus building the capacity of the gym as more staff are then needed.
- Sport @ ur Door offers training so that the sessions could continue if the funding were to reduce or cease.
- Future health benefits are difficult to monitor; Sport England do a telephone survey of 500 Tamworth residents every 6 months and the statistics from that feed into Public Health data which is available.
- The volunteer Community Health Champions could be managed by the Community Development Team if funding was to reduce or cease.

Client Impact Review

Project Name: Exercise for all

Organisation Name: Tamworth Borough Council, Sports Development Team

Client 1

Date attended/ started: May

Review method used

Face to Face

Age Range Over 60

Gender Female

Client Impact Positive Impacts / Strengths

It's a gym with a range of equipment. It's good for me because they have equipment to support people with disabilities – like the bikes – so I can use more things than I could in a standard gym. I also don't feel judged here because everyone is normal and not super fit.

I was referred by my GP as I had high blood pressure – that's gone now – I also came for general fitness and weight loss as I need a walking stick so the equipment is suitable for me. I also have ME and I feel that being able to exercise has improved my symptoms. I love the people here. I'm more active now.

I would recommend this service.

Client Impact problems / areas for project improvement

Open longer.

Anyone would benefit from attending this gym.

Generic Questions

- Do you know of any other organisations that can support you?
- Who referred / suggested you to the project

Not in this way. Now I feel more confident, I have joined another gym after the 8 week free programme finished but I still pay to come back here as I prefer it.

Client 2

Date attended/ started: May

Review method used

Face to Face

Age Range Over 60

Gender Female

Client Impact Positive Impacts / Strengths

It's a gym with a range of equipment. To support people who don't exercise to get fitter.

I like the people and I feel supported. Someone is always close at hand to give me advice.

I was referred by my GP as I had high cholesterol. I come twice a week. I feel a lot fitter – I've also become more active in every day life. I walk a lot more because I feel I can. My cholesterol is now fine and I feel generally better. I don't pick up colds or bugs as much as I used to.

I can get advice on my diet here too.

I would recommend this service.

Client Impact problems / areas for project improvement

I'd like them to be open longer as I work full time.

Anyone could benefit from this project.

Generic Questions

- Do you know of any other organisations that can support you?
- Who referred / suggested you to the project

There are a lot of other gyms but I wouldn't have gone to them. I'd have been intimidated. You also get more support here and they make sure you go at your own pace.

My GP.

26 November 2015

REPORT OF THE PORTFOLIO HOLDER FOR OPERATIONS AND ASSETS**COUNCIL TAX BASE 2016/17****EXEMPT INFORMATION**

None

PURPOSE

To report the Council Tax Base for the Borough Council for 2016/17.

RECOMMENDATIONS

That Tamworth Borough Council resolves its calculation of the Council Tax Base for the year 2016/17 to be 20,904 (2015/16 – 20,628).

EXECUTIVE SUMMARY

The Borough Council is required to calculate its Council Tax Base for each financial year and notify Staffordshire County Council, The Office of the Police and Crime Commissioner Staffordshire and Staffordshire Fire Authority by 31 January preceding that financial year.

The Authority is required to approve the Council Tax Base.

The Council Tax Base is the total of the number of domestic properties in the Borough, after making deductions for exempt dwellings and for the granting of reliefs and discounts for disabled occupiers, single occupiers and as appropriate empty properties. Since 2013/14 the figure is also reduced for the properties where Council Tax Support (replacing Council Tax Benefit from April 2013) is given. This is expressed as Band D equivalents.

OPTIONS CONSIDERED

Not applicable.

RESOURCE IMPLICATIONS

The figure for 2016/17 Council Tax Base is calculated at 20,904. This represents an increase in the current year of 276 or 1.3%.

LEGAL/RISK IMPLICATIONS BACKGROUND

If the base is not set in the legally required timeframe it can be calculated by precepting authorities and imposed upon us.

SUSTAINABILITY IMPLICATIONS

None

BACKGROUND INFORMATION

Under the Local Government Finance Act 1992 as amended the Borough Council is required to calculate its Council Tax Base for each financial year and is required to notify Staffordshire County Council, The Office of the Police and Crime Commissioner Staffordshire and Staffordshire Fire Authority by 31 January preceding that financial year.

In accordance with the Local Authority (Calculation of Council Tax Base) Regulations 1992 as amended, the Tax Base for the year 2015/16 is calculated by applying a formula $A \times B$.

A is the number of properties in each band (expressed as a number of band D equivalents).

B is the Authority's estimate of its collection rate for that year. It is recommended that this should be 97.9%.

Applying the collection rate to A gives a Council Tax Base of 20,904 (21,352 x 97.9%).

REPORT AUTHOR

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LIST OF BACKGROUND PAPERS

Local Government Finance Act 1992
Local Authority (Calculation of Council Tax Base) Regulations 1992
Local Government Finance Act 2012
Local Authority (Calculation of Council Tax Base) (England) Regulations 2012

APPENDICES

Appendix A – Council Tax Base Calculation 2016/17

Appendix A

| Band | Band D Equivalent |
|-----------------|-------------------|
| A | 5392.9 |
| B | 8296.4 |
| C | 4479.8 |
| D | 3334.1 |
| E | 1983.9 |
| F | 565.3 |
| G | 92.9 |
| H | 4.5 |
| LCTS adjustment | -2797.3 |
| Total | 21,352.5 |
| x 97.90% | 20,904.1 |

Council Tax Base

20904

26 November 2015

REPORT OF THE PORTFOLIO HOLDER FOR OPERATIONS AND ASSETS

WRITE OFFS 01/04/15 - 30/09/15

EXEMPT INFORMATION

None

PURPOSE

To provide Members with details of write offs from 1st April 2015 to 30th September 2015 and to seek approval to write off irrecoverable debt in line with policy re Housing Benefit Overpayments in excess of £10k.

RECOMMENDATIONS

That Members endorse the amount of debt written off for the period of 1st April 2015 to 30th September 2015– **Appendix A-D** and approve the write off of irrecoverable debt for Housing Benefit Overpayments of £28,988.66 – **Appendix E** respectively.

EXECUTIVE SUMMARY

The Heads of Service are responsible for the regular review of debts and consider the need for write off and authorise where necessary appropriate write offs in line with the Corporate Credit Policy. The first part of this report shows the position for the current financial year – **Appendix A- D**. Further updates will continue to be produced on a quarterly basis.

| Type | 01/04/15-30/09/15 |
|------------------------------|-------------------|
| Council Tax | £9,355.48 |
| Business Rates | £4,105.16 |
| Sundry Income | £4,482.23 |
| Housing Benefit Overpayments | £31,699.94 |

The second part of the report is in respect of debts which are in excess of £10k.

Under Financial Regulations, debts for write-off greater than £10k require Cabinet authorisation and this report details such accounts. The amount for Housing Benefit Overpayments is attached in **Appendix E**.

OPTIONS CONSIDERED

Not applicable

RESOURCE IMPLICATIONS

The write offs detailed are subject to approval in line with the Corporate Credit Policy/Financial Regulations, and have been provided for under the bad debt provision calculation set out below.

LEGAL/RISK IMPLICATIONS BACKGROUND

Not applicable

SUSTAINABILITY IMPLICATIONS

Not applicable

BACKGROUND INFORMATION

This forms part of the Council's Corporate Credit Policy and effective management of debt.

The Council is committed to ensuring that debt write offs are kept to a minimum by taking all reasonable steps to collect monies due. There will be situations where the debt recovery process fails to recover some or all of the debt and will need to be considered for write off in accordance with the schemes of delegation prescribed in the Corporate Credit Policy.

The Council views such cases very much as exceptions. Before writing off debt, the Council will satisfy itself that all reasonable steps have been taken to collect it and that no further recovery action is possible or practicable. It will take into account the age, size and types of debt together with any factors that it feels are relevant to the individual case.

| Authority Account Value | |
|--|-------------------|
| Head of Revenues | Up to £1,000 |
| Chief Officer(or authorised delegated officer) | £1,001 to £5,000 |
| Executive Director Corporate Services | £5,001 to £10,000 |
| Cabinet | Over £10,000 |

These limits apply to each transaction.

Bad Debt Provision

The level of the provision must be reviewed jointly by the unit and Accountancy on at least a quarterly basis as part of the management performance review, and the table below gives the mandatory calculation.

Where the debt is less than 6 months old it will be written back to the service unit.

| Debt Outstanding | Provision (Net of VAT) |
|------------------------------|------------------------|
| Between 6 and 12 months old | 50% |
| Between 12 and 24 months old | 75% |
| Over 24 months old | 100% |

The financial effects of providing for Bad Debts will be reflected in the Council's accounts at Service Unit level.

REPORT AUTHOR

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LIST OF BACKGROUND PAPERS

Corporate Credit Policy - effective management of debt

APPENDICES

Appendices A to D give details of write offs completed for Revenues and Benefits Services for 01 April 2015 to 30 September 2015

Appendix E gives details of Housing Benefit Overpayment write offs

Appendix A

Summary of Council Tax Write Offs 01/04/2015-30/09/2015

| Date of Write Off | Head of Revenues | | | Director of Finance | Executive Director Corporate Services | Remitted | Credit Write Off | Reversed Write Off | Total | No. of Accounts (Write Off Only) | Reason(s) | |
|------------------------|------------------|------------------|---------------------|---------------------|---------------------------------------|--------------|------------------|--------------------|------------------|----------------------------------|-------------------|-----------------------|
| | (£0.00-£75.00) | (£75.01-£500.00) | (£500.01-£1,000.00) | (£1,000.01-£5,000) | (£5,000.01-£10,000.00) | | | | | | | (£10,000.01 and Over) |
| 09/07/2015 | | | | | | | | (£46.14) | (£46.14) | | Dividend received | |
| 15/07/2015 | | | | | | | | (£6.10) | (£6.10) | | Band reduction | |
| 24/08/2015 | | | | | | | | (£261.24) | (£261.24) | | Traced | |
| 01/09/2015 | | | | | | | | (£19.71) | (£19.71) | | Costs withdrawn | |
| 04/09/2015 | | £1,467.98 | | | | | | | £1,467.98 | 6 | Bankruptcy | |
| 04/09/2015 | | | £2,470.43 | | | | | | £2,470.43 | 3 | Bankruptcy | |
| 04/09/2015 | £354.10 | | | | | | | | £354.10 | 24 | Small balance | |
| 28/09/2015 | £12.92 | | | | | | | | £12.92 | 76 | Small balance | |
| 28/09/2015 | | | | | | | | (£23.27) | (£23.27) | | Dividend received | |
| Q2 Totals | £367.02 | £1,467.98 | £2,470.43 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | (£356.46) | £3,948.97 | 109 | |
| Q1 Totals (B/F) | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £5,406.51 | £0.00 | £0.00 | £5,406.51 | 2 | |
| Overall Total | £367.02 | £1,467.98 | £2,470.43 | £0.00 | £0.00 | £0.00 | £5,406.51 | £0.00 | (£356.46) | £9,355.48 | 111 | |

Appendix B

Summary of NNDR Write Offs 01/04/2015-30/09/2015

| Date of Write Off | Head of Revenues | | | Director of Finance | Executive Director Corporate Services | Remitted | Credit Write Off | Reversed Write Off | Total | No. of Accounts (Write Off Only) | Reason(s) | |
|------------------------|------------------|------------------|---------------------|---------------------|---------------------------------------|--------------|------------------|--------------------|--------------------|----------------------------------|------------------------|-----------------------|
| | (£0.00-£75.00) | (£75.01-£500.00) | (£500.01-£1,000.00) | (£1,000.01-£5,000) | (£5,000.01-£10,000.00) | | | | | | | (£10,000.01 and Over) |
| 03/07/2015 | | | | | | | | (£10.67) | (£10.67) | | Dividend received | |
| 09/09/2015 | £7.28 | | | | | | | | £7.28 | 5 | Small balance | |
| 09/09/2015 | £10.00 | | | | | | | | £10.00 | 1 | Voluntary liquidation | |
| 09/09/2015 | | £577.07 | | | | | | | £577.07 | 2 | Company dissolved | |
| 09/09/2015 | | £105.68 | | | | | | | £105.68 | 1 | Bankruptcy | |
| 09/09/2015 | | £458.16 | | | | | | | £458.16 | 2 | Unable to trace | |
| 09/09/2015 | | £224.49 | | | | | | | £224.49 | 1 | In administration | |
| 09/09/2015 | | | £542.18 | | | | | | £542.18 | 1 | Company dissolved | |
| 09/09/2015 | | | £2,762.97 | | | | | | £2,762.97 | 4 | Unable to trace | |
| 09/09/2015 | | | £683.00 | | | | | | £683.00 | 1 | Proposal to strike off | |
| 09/09/2015 | | | £2,124.82 | | | | | | £2,124.82 | 3 | Voluntary liquidation | |
| Q2 Totals | £17.28 | £1,365.40 | £6,112.97 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | (£10.67) | £7,484.98 | 21 | |
| Q1 Totals (B/F) | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | (£3,379.82) | (£3,379.82) | 0 | |
| Overall Total | £17.28 | £1,365.40 | £6,112.97 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | (£3,390.49) | £4,105.16 | 21 | |

Appendix C

Summary of Sundry Income Write Offs 01/04/2015-30/09/2015

| Date of Write Off | Director of Assets & Environment (£0.00-£999.99) (£1,000.00-£5,000.00) | | Director of Finance (up to £5,000.00) | Director Communities, Planning & Partnerships (up to £5,000.00) | Director Housing & Health (up to £5,000.00) | Executive Director Corporate Services (£5,000.01-£10,000.00) | Cabinet (£10,000.01 +) | Total | No. of Accounts | Reason(s) |
|------------------------|---|------------------|--|--|--|--|---------------------------|------------------|-----------------|-------------------|
| 08/07/2015 | | | £1,087.24 | | | | | £1,087.24 | 1 | Unable to collect |
| Q2 Totals | £0.00 | £0.00 | £1,087.24 | £0.00 | £0.00 | £0.00 | £0.00 | £1,087.24 | 1 | |
| Q1 Totals (B/F) | £624.99 | £2,770.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £3,394.99 | 2 | |
| Overall Total | £624.99 | £2,770.00 | £1,087.24 | £0.00 | £0.00 | £0.00 | £0.00 | £4,482.23 | 3 | |

Appendix D

Summary of Benefit Overpayment Write Offs 01/04/2015-30/09/2015

| Date of Write Off | Head of Benefits | | | | Executive Director Corporate Services (£2,000.01-£10,000.00) | Cabinet (£10,000.01 and Over) | Total | No. of Accounts | Reason(s) |
|------------------------|------------------|-------------------|---------------------|--------------------|--|----------------------------------|-------------------|---|-----------|
| | (£0.00-£75.00) | (£75.01-£500.00) | (£500.01-£1,000.00) | (£1,000.01-£2,000) | | | | | |
| 31.07.2015 | £73.16 | £471.41 | | | | £544.57 | 5 | less than 2 weeks o/s due to death (2015) | |
| " | £63.50 | | | | | £63.50 | 1 | Absconded debtor (2014) | |
| " | £128.30 | £669.22 | £4,115.07 | | | £4,912.59 | 10 | not financially viable as per bad debt provision (2009) | |
| " | £95.00 | £100.00 | | | | £195.00 | 3 | court costs (2010) | |
| " | £64.80 | | | £1,669.51 | | £1,734.31 | 2 | HB Reg 100 compliant - not recoverable (2015) | |
| " | £31.06 | | | | | £31.06 | 2 | <£40 o/s (2013) | |
| " | £15.54 | | | | | £15.54 | 9 | uneconomical to pursue (2015) | |
| 31.08.2015 | £50.00 | £100.00 | | | | £150.00 | 2 | court costs (2011) | |
| " | £53.18 | | | | | £53.18 | 2 | <£40 o/s (2007) | |
| " | £93.51 | £537.99 | £4,477.72 | | | £5,109.22 | 10 | not financially viable as per bad debt provision (2007) | |
| " | | £492.55 | | | | £492.55 | 1 | deceased (2015) | |
| " | | £79.66 | | | | £79.66 | 1 | less than 2 weeks o/s due to death (2015) | |
| " | | £443.18 | | | | £443.18 | 1 | Absconded debtor (2012) | |
| " | £46.70 | £524.77 | | £1,806.86 | | £2,378.33 | 4 | HB Reg 100 compliant - not recoverable (2015) | |
| 30.09.2015 | £65.61 | £400.94 | | | | £466.55 | 4 | less than 2 weeks o/s due to death (2015) | |
| " | £60.00 | | | | | £60.00 | 1 | Absconded debtor (2014) | |
| " | £11.37 | | | | | £11.37 | 7 | uneconomical to pursue (2014) | |
| " | £94.96 | £579.14 | | | | £674.10 | 6 | HB Reg 100 compliant - not recoverable (2015) | |
| " | £136.16 | £1,854.46 | £1,093.87 | | | £3,084.49 | 15 | not financially viable as per bad debt provision (2003) | |
| " | £53.41 | | | | | £53.41 | 2 | <£40 o/s (2013) | |
| " | | £86.54 | | | | £86.54 | 1 | court costs (2012) | |
| Q2 Totals | £1,136.26 | £6,339.86 | £9,686.66 | £3,476.37 | £0.00 | £0.00 | £20,639.15 | 89 | |
| Q1 Totals (B/F) | £1,399.79 | £4,414.76 | £2,286.64 | £2,959.60 | £0.00 | £0.00 | £11,060.79 | 84 | |
| Overall Total | £2,536.05 | £10,754.62 | £11,973.30 | £6,435.97 | £0.00 | £0.00 | £31,699.94 | 173 | |

Appendix E

Request For Benefit Overpayment Write Off

| Date of Write Off | Head of Benefits | | | | Executive Director Corporate Services (£2,000.01-£10,000.00) | Cabinet (£10,000.01 and Over) | Total | No. of Accounts | Reason(s) |
|-------------------|------------------|------------------|---------------------|--------------------|--|----------------------------------|------------|-----------------|------------|
| | (£0.00-£75.00) | (£75.01-£500.00) | (£500.01-£1,000.00) | (£1,000.01-£2,000) | | | | | |
| 26.11.2015 | | | | | | £28,988.66 | £28,988.66 | 1 | Bankruptcy |
| Total | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £28,988.66 | £28,988.66 | 1 | |

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CABINET

THURSDAY, 26 NOVEMBER 2015

REPORT OF THE PORTFOLIO HOLDER FOR OPERATIONS AND ASSETS

TREASURY MANAGEMENT STRATEGY STATEMENT AND ANNUAL INVESTMENT STRATEGY MID-YEAR REVIEW REPORT 2015/16

EXEMPT INFORMATION

None

PURPOSE

To present to Members the Mid-year review of the Treasury Management Strategy Statement and Annual Investment Strategy.

RECOMMENDATIONS

That Cabinet recommend Council:

- 1. Accept the Treasury Management Strategy Statement and Annual Investment Strategy Mid-year Review Report 2015/16;**
- 2. Approve the changes to the credit methodology whereby viability, financial strength and support ratings will not be considered as key criteria in the choice of creditworthy investment counterparties, and revise the minimum sovereign credit criterion to AA- for all sovereigns within our current Annual Investment Strategy; and**
- 3. Approve the inclusion of Property Funds within the Treasury Management Strategy Statement and Annual Investment Strategy as an additional form of Non- Specified Investment for potential future use.**

EXECUTIVE SUMMARY

This mid-year report has been prepared in compliance with CIPFA's Code of Practice, and covers the following

- An economic update for the first six months of 2015/16;
- A review of the Treasury Management Strategy Statement and Annual Investment Strategy;
- The Council's Capital Position (Prudential Indicators);
- A review of the Council's investment portfolio for 2015/16;
- A review of the Council's borrowing strategy for 2015/16;
- A review of any debt rescheduling undertaken during 2015/16;
- Icelandic Banking Situation;
- A review of compliance with Treasury and Prudential Limits for 2015/16.

The main issues for Members to note are:

1. The Council has complied with the professional codes, statutes and guidance.
2. There are no issues to report regarding non-compliance with the approved prudential indicators.
3. The investment portfolio yield for the first six months of the year is 0.69% (0.56% for the same period in 2014/15) compared to the 3 Month LIBID benchmark rate of 0.46% (0.42% for the same period in 2014/15). This excludes all investments currently classified as 'At Risk' in the former Icelandic Banking institutions.
4. In keeping with recent changes in the Credit Rating Agencies' methodologies, in response to the evolving regulatory regime, the credit element of our own credit assessment process now focuses solely on the Short and Long Term ratings of an institution. While this is the same process that has always been used by Standard & Poor's, this has been a change to the use of Fitch and Moody's ratings. It is important to stress that the other key elements to our process, namely the assessment of Rating Watch and Outlook information as well as the Credit Default Swap (CDS) overlay have not been changed. Our Treasury management consultants Capita have recommended that in order to be consistent with the above approach and to allow us to fully access the revised list of banking counterparties under the new methodology, that we should amend our current Annual Investment Strategy minimum sovereign credit criterion to AA- for all sovereigns.
5. Following a review of other investment options that are not currently included within our 2015/16 Strategy Statement, Members are requested to approve the inclusion of Property Funds as an addition to the list of non- specified investments for potential future use.

The aim of this report is to inform Members of the treasury and investment management issues to enable all Members to have ownership and understanding when making decisions on Treasury Management matters. In order to facilitate this, training on Treasury Management issues has been delivered for Members in February 2015 and October 2015.

RESOURCE IMPLICATIONS

All financial resource implications are detailed in the body of this report which links to the Council's Medium Term Financial Strategy.

LEGAL/RISK IMPLICATIONS BACKGROUND

Risk is inherent in Treasury Management and as such a risk based approach has been adopted throughout the report with regard to Treasury Management processes.

SUSTAINABILITY IMPLICATIONS

None

BACKGROUND INFORMATION

The Chartered Institute of Public Finance and Accountancy (CIPFA) issued its revised Code of Practice for Treasury Management in November 2009 (revised 2011) following consultation with Local Authorities during that summer. The revised Code suggests that members should be informed of Treasury Management activities at least twice a year, but preferably quarterly. This is the second monitoring report for 2015/16 presented to Members this year and therefore ensures this Council is embracing Best Practice in accordance with CIPFA's revised Code of Practice. Cabinet also receive regular monitoring reports as part of the quarterly healthcheck on Treasury Management activities and risks.

The Council operates a balanced budget, which broadly means cash raised during the year will meet its cash expenditure. Part of the Treasury Management operations ensure this cash flow is adequately planned, with surplus monies being invested in low risk counterparties, providing adequate liquidity initially before considering maximising investment return.

The second main function of the Treasury Management service is the funding of the Council's capital plans. These capital plans provide a guide to the borrowing need of the Council, essentially the longer term cash flow planning to ensure the Council can meet its capital spending operations. This management of longer term cash may involve arranging long or short term loans, or using longer term cash flow surpluses, and on occasion any debt previously drawn may be restructured to meet Council risk or cost objectives.

Treasury Management is defined as:

"The management of the local authority's investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks."

Introduction

The Chartered Institute of Public Finance and Accountancy's (CIPFA) Code of Practice on Treasury Management (revised November 2011) was adopted by this Council on 13th December 2012.

The primary requirements of the Code are as follows:

1. Creation and maintenance of a Treasury Management Policy Statement which sets out the policies and objectives of the Council's Treasury Management activities.
2. Creation and maintenance of Treasury Management Practices which set out the manner in which the Council will seek to achieve those policies and objectives.
3. Receipt by the full Council of an annual Treasury Management Strategy Statement - including the Annual Investment Strategy and Minimum Revenue Provision Policy - for the year ahead, a **Mid-year Review Report** and an Annual Report (stewardship report) covering activities during the previous year.
4. Delegation by the Council of responsibilities for implementing and monitoring Treasury Management policies and practices and for the execution and administration of Treasury Management decisions.
5. Delegation by the Council of the role of scrutiny of Treasury Management strategy and policies to a specific named body. For this Council the delegated body is the Audit and Governance Committee.

This mid-year report has been prepared in compliance with CIPFA's Code of Practice, and covers the following:

- An economic update for the first six months of 2015/16;
- A review of the Treasury Management Strategy Statement and Annual Investment Strategy;
- The Council's Capital Position (Prudential Indicators);
- A review of the Council's investment portfolio for 2015/16;
- A review of the Council's borrowing strategy for 2015/16;
- A review of any debt rescheduling undertaken during 2015/16;
- Icelandic Banking Situation;
- A review of compliance with Treasury and Prudential Limits for 2015/16.

Key Changes to the Treasury and Capital Strategies.

1. Changes in credit rating methodology.

The main rating agencies (Fitch, Moody's and Standard & Poor's) have, through much of the financial crisis, provided some institutions with a ratings "uplift" due to implied levels of sovereign support. Commencing in 2015, in response to the evolving regulatory regime, all three agencies have begun removing these "uplifts" with the timing of the process determined by regulatory progress at the national level. The process has been part of a wider reassessment of methodologies by each of the rating agencies. In addition to the removal of implied support, new methodologies are now taking into account additional factors, such as regulatory capital levels. In some cases, these factors have "netted" each other off, to leave underlying ratings either unchanged or little changed. A consequence of these new methodologies is that they have also lowered the importance of the (Fitch) Support and Viability ratings and have seen the (Moody's) Financial Strength rating withdrawn by the agency.

In keeping with the agencies' new methodologies, the credit element of our own credit assessment process now focuses solely on the Short and Long Term ratings of an institution. While this is the same process that has always been used by Standard & Poor's, this has been a change to the use of Fitch and Moody's ratings. It is important to stress that the other key elements to our process, namely the assessment of Rating Watch and Outlook information as well as the Credit Default Swap (CDS) overlay have not been changed.

The evolving regulatory environment, in tandem with the rating agencies' new methodologies also means that sovereign ratings are now of lesser importance in the assessment process. Where through the crisis, authorities typically assigned the highest sovereign rating to their criteria, the new regulatory environment is attempting to break the link between sovereign support and domestic financial institutions. This is in relation to the fact that the underlying domestic and where appropriate, international, economic and wider political and social background will still have an influence on the ratings of a financial institution.

It is important to stress that these rating agency changes do not reflect any changes in the underlying status or credit quality of the institution, merely a reassessment of their methodologies in light of enacted and future expected changes to the regulatory environment in which financial institutions operate. While some banks have received lower credit ratings as a result of these changes, this does not mean that they are suddenly less credit worthy than they were formerly. Rather, in the majority of cases, this mainly reflects the fact that implied sovereign government support has effectively been withdrawn from banks. They are now expected to have sufficiently strong balance sheets to be able to withstand foreseeable adverse financial circumstances without government support.

In fact, in many cases, the balance sheets of banks are now much more robust than they were before the 2008 financial crisis when they had higher ratings than now. However, this is not universally applicable, leaving some entities with modestly lower ratings than they had through much of the “support” phase of the financial crisis.

Our Treasury management consultants Capita have also recommended that in order to be consistent with the above approach, and to allow us to fully access the revised list of banking counterparties under the new methodology, that we should amend our current Annual Investment Strategy minimum sovereign credit criterion to AA- for all sovereigns.

2. Property Funds

Following a review of other investment options that are not currently included within our 2015/16 Strategy Statement, Members are requested to approve the inclusion of Property Funds as an addition to the list of non- specified investments for potential future use.

The use of these instruments can be deemed capital expenditure, and as such will be an application (spending) of capital resources. This Authority will seek guidance on the status of any fund it may consider using. Limits will be set based on levels of reserves and balances going forward and appropriate due diligence will be undertaken before investment of this type is considered.

3. Economic Update

3.1.1 UK

UK GDP growth rates in 2013 of 2.2% and 2.9% in 2014 were the strongest growth rates of any G7 country; the 2014 growth rate was also the strongest UK rate since 2006 and the 2015 growth rate is likely to be a leading rate in the G7 again, possibly being equal to that of the US. However, quarter 1 of 2015 was weak at +0.4% though there was a rebound in quarter 2 to +0.7%. The Bank of England’s August Inflation Report included a forecast for growth to remain around 2.4 – 2.8% over the next three years. However, the subsequent forward looking Purchasing Manager’s Index, (PMI), surveys in both September and early October for the services and manufacturing sectors showed a marked slowdown in the likely future overall rate of GDP growth to about +0.3% in quarter 4 from +0.5% in quarter 3. This is not too surprising given the appreciation of Sterling against the Euro and weak growth in the EU, China and emerging markets creating headwinds for UK exporters. Also, falls in business and consumer confidence in September, due to an increase in concerns for the economic outlook, could also contribute to a dampening of growth through weakening investment and consumer expenditure. For this recovery to become more balanced and sustainable in the longer term, the recovery still needs to move away from dependence on consumer expenditure and the housing market to manufacturing and investment expenditure. The strong growth since 2012 has resulted in unemployment falling quickly over the last few years although it has now ticked up recently after the Chancellor announced in July significant increases planned in the minimum (living) wage over the course of this Parliament.

The MPC has been particularly concerned that the squeeze on the disposable incomes of consumers should be reversed by wage inflation rising back above the level of inflation in order to ensure that the recovery will be sustainable. It has therefore been encouraging in 2015 to see wage inflation rising significantly above CPI inflation which slipped back to zero in June and again in August. However, with the price of oil taking a fresh downward direction and Iran expected to soon re-join the world oil market after the impending lifting of sanctions, there could be several more months of low inflation still to come, especially as world commodity prices have generally been depressed by the Chinese economic downturn. The August Bank of England Inflation Report forecast was notably subdued with inflation barely getting back up to the 2% target within the 2-3 year time horizon.

Despite average weekly earnings ticking up to 2.9% y/y in the three months ending in July, (as announced in mid-September), this was unlikely to provide ammunition for the MPC to take action to raise Bank Rate soon as labour productivity growth meant that net labour unit costs appeared to be only rising by about 1% y/y.

However, at the start of October, statistics came out that annual labour cost growth had actually jumped sharply in quarter 2 from +0.3% to +2.2%: time will tell if this is just a blip or the start of a trend.

There are therefore considerable risks around whether inflation will rise in the near future as strongly and as quickly as previously expected; this will make it more difficult for the central banks of both the US and the UK to raise rates as soon as had previously been expected, especially given the recent major concerns around the slowdown in Chinese growth, the knock on impact on the earnings of emerging countries from falling oil and commodity prices, and the volatility we have seen in equity and bond markets in 2015 so far, which could potentially spill over to impact the real economies rather than just financial markets. On the other hand, there are also concerns around the fact that the central banks of the UK and US have few monetary policy options left to them given that central rates are near to zero and huge QE is already in place. There are therefore arguments that they need to raise rates sooner, rather than later, so as to have ammunition to use if there was a sudden second major financial crisis. But it is hardly likely that they would raise rates until they are sure that growth was securely embedded and 'noflation' was not a significant threat.

The forecast for the first increase in Bank Rate has therefore progressively been pushed back during 2015 from Q4 2015 to Q2 2016 and increases after that will be at a much slower pace, and to much lower levels than prevailed before 2008, as increases in Bank Rate will have a much bigger effect on heavily indebted consumers than they did before 2008.

The Government's revised Budget in July eased the pace of cut backs from achieving a budget surplus in 2018/19 to achieving that in 2019/20.

3.1.2 U.S.

GDP growth in 2014 of 2.4% was followed by first quarter 2015 growth depressed by exceptionally bad winter weather at only +0.6% (annualised). However, growth rebounded very strongly in Q2 to 3.9% (annualised) and strong growth was initially expected going forward. Until the turmoil in financial markets in August caused by fears about the slowdown in Chinese growth, it had been strongly expected that the Fed might start to increase rates in September. However, the Fed pulled back from that first increase due to global risks which might depress US growth and put downward pressure on inflation, and due to a 20% appreciation of the dollar which has caused the Fed to lower its growth forecasts. Since then the nonfarm payrolls figures for September and revised August, issued on 2 October, were disappointingly weak and confirmed concerns that US growth is likely to significantly weaken. This has pushed back expectations of the first rate increase from 2015 into 2016.

3.1.3 Eurozone

The ECB fired its big bazooka by announcing a massive €1.1 trillion programme of quantitative easing in January 2015 to buy up high credit quality government debt of selected EZ countries. This programme started in March and will run to September 2016. This seems to have already had a beneficial impact in improving confidence and sentiment. There has also been a continuing trend of marginal increases in the GDP growth rate which hit 0.4% in quarter 1 2015 (1.0% y/y) and +0.4%, (1.5% y/y) in Q2 GDP. The ECB has also stated it would extend its QE programme if inflation failed to return to its target of 2% within this initial time period.

Greece. During July, Greece finally capitulated to EU demands to implement a major programme of austerity and is now cooperating fully with EU demands.

An €86bn third bailout package has since been agreed though it did nothing to address the unsupportable size of total debt compared to GDP. However, huge damage has been done to the Greek banking system and economy by the resistance of the Syriza Government, elected in January, to EU demands. The surprise general election in September gave the Syriza government a mandate to stay in power to implement austerity measures. However, there are major doubts as to whether the size of cuts and degree of reforms required can be fully implemented and so Greek exit from the euro may only have been delayed by this latest bailout.

3.1.4 China and Japan

Japan is causing considerable concern as the increase in sales tax in April 2014 has suppressed consumer expenditure and growth. In Q2 2015 growth was -1.6% (annualised) after a short burst of strong growth of 4.5% in Q1. During 2015, Japan has been hit hard by the downturn in China. This does not bode well for Japan as the Abe government has already fired its first two arrows to try to stimulate recovery and a rise in inflation from near zero, but has dithered about firing the third, deregulation of protected and inefficient areas of the economy, due to political lobbies which have traditionally been supporters of Abe's party.

As for China, the Government has been very active during 2015 in implementing several stimulus measures to try to ensure the economy hits the growth target of 7% for the current year and to bring some stability after the major fall in the onshore Chinese stock market. Many commentators are concerned that recent growth figures around that figure, could have been massaged to hide a downturn to a lower growth figure. There are also major concerns as to the creditworthiness of much bank lending to corporates and local government during the post 2008 credit expansion period and whether the bursting of a bubble in housing prices is drawing nearer. Overall, China is still expected to achieve a growth figure that the EU would be envious of. However, concerns about whether the Chinese cooling of the economy could be heading for a hard landing, and the volatility of the Chinese stock market, have caused major volatility in financial markets in August and September such that confidence is, at best, fragile.

3.1.5 Emerging Countries

There are considerable concerns about the vulnerability of some emerging countries and their corporates which are getting caught in a perfect storm. Having borrowed massively in western currency denominated debt since the financial crisis, caused by western investors searching for yield by channelling investment cash away from western economies with dismal growth, depressed bond yields (due to QE), and near zero interest rates, into emerging countries, there is now a strong current flowing to reverse that flow back to those western economies with strong growth and an imminent rise in interest rates and bond yields. This change in investors' strategy and the massive reverse cash flow, has depressed emerging country currencies and, together with a rise in expectations of a start to central interest rate increases in the US and UK, has helped to cause the dollar and sterling to appreciate. In turn, this has made it much more costly for emerging countries to service their western currency denominated debt at a time when their earnings from commodities are depressed.

There are also going to be major issues when previously borrowed debt comes to maturity and requires refinancing at much more expensive rates, if available at all.

Corporates (worldwide) heavily involved in mineral extraction and / or the commodities market may also be at risk and this could also cause volatility in equities and safe haven flows to bonds. Financial markets may also be buffeted by sovereign wealth funds of countries highly exposed to falls in commodity prices which, therefore, may have to liquidate investments in order to cover national budget deficits.

3.2 Interest rate forecasts

The Council's treasury advisor, Capita Asset Services, has provided the following forecast:

| | Dec-15 | Mar-16 | Jun-16 | Sep-16 | Dec-16 | Mar-17 | Jun-17 | Sep-17 | Dec-17 | Mar-18 | Jun-18 |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bank rate | 0.50% | 0.50% | 0.75% | 0.75% | 1.00% | 1.00% | 1.25% | 1.50% | 1.50% | 1.75% | 1.75% |
| 5yr PWLB rate | 2.40% | 2.50% | 2.60% | 2.80% | 2.90% | 3.00% | 3.10% | 3.20% | 3.30% | 3.40% | 3.50% |
| 10yr PWLB rate | 3.00% | 3.20% | 3.30% | 3.40% | 3.50% | 3.70% | 3.80% | 3.90% | 4.00% | 4.10% | 4.20% |
| 25yr PWLB rate | 3.60% | 3.80% | 3.90% | 4.00% | 4.10% | 4.20% | 4.30% | 4.40% | 4.50% | 4.60% | 4.60% |
| 50yr PWLB rate | 3.60% | 3.80% | 3.90% | 4.00% | 4.10% | 4.20% | 4.30% | 4.40% | 4.50% | 4.60% | 4.60% |

Capita Asset Services undertook its last review of interest rate forecasts on 11 August shortly after the quarterly Bank of England Inflation Report. Later in August, fears around the slowdown in China and Japan caused major volatility in equities and bonds and sparked a flight from equities into safe havens like gilts and so caused PWLB rates to fall below the above forecasts for quarter 4 2015. However, there is much volatility in rates as news ebbs and flows in negative or positive ways and news in September in respect of Volkswagen, and other corporates, has compounded downward pressure on equity prices. This latest forecast includes a first increase in Bank Rate in quarter 2 of 2016.

Despite market turbulence since late August causing a sharp downturn in PWLB rates, the overall trend in the longer term will be for gilt yields and PWLB rates to rise when economic recovery is firmly established accompanied by rising inflation and consequent increases in Bank Rate, and the eventual unwinding of QE. Increasing investor confidence in eventual world economic recovery is also likely to compound this effect as recovery will encourage investors to switch from bonds to equities.

The overall balance of risks to economic recovery in the UK is currently evenly balanced. Only time will tell just how long this current period of strong economic growth will last; it also remains exposed to vulnerabilities in a number of key areas.

The disappointing US nonfarm payrolls figures and UK PMI services figures at the beginning of October have served to reinforce a trend of increasing concerns that growth is likely to be significantly weaker than had previously been expected. This, therefore, has markedly increased concerns, both in the US and UK, that growth is only being achieved by monetary policy being highly aggressive with central rates at near zero and huge QE in place. In turn, this is also causing an increasing debate as to how realistic it will be for central banks to start on reversing such aggressive monetary policy until such time as strong growth rates are more firmly established and confidence increases that inflation is going to get back to around 2% within a 2-3 year time horizon. Market expectations in October for the first Bank Rate increase have therefore shifted back sharply into the second half of 2016.

Downside risks to current forecasts for UK gilt yields and PWLB rates currently include:

- Geopolitical risks in Eastern Europe, the Middle East and Asia, increasing safe haven flows.
- UK economic growth turns significantly weaker than we currently anticipate.
- Weak growth or recession in the UK's main trading partners - the EU, US and China.
- A resurgence of the Eurozone sovereign debt crisis.
- Recapitalisation of European banks requiring more government financial support.

- Emerging country economies, currencies and corporates destabilised by falling commodity prices and / or the start of Fed. rate increases, causing a flight to safe havens

The potential for upside risks to current forecasts for UK gilt yields and PWLB rates, especially for longer term PWLB rates include: -

- Uncertainty around the risk of a UK exit from the EU.
- The ECB severely disappointing financial markets with a programme of asset purchases which proves insufficient to significantly stimulate growth in the EZ.
- The commencement by the US Federal Reserve of increases in the Fed. funds rate causing a fundamental reassessment by investors of the relative risks of holding bonds as opposed to equities and leading to a major flight from bonds to equities.
- UK inflation returning to significantly higher levels than in the wider EU and US, causing an increase in the inflation premium inherent to gilt yields.

4. Treasury Management Strategy Statement and Annual Investment Strategy Update

The Treasury Management Strategy Statement (TMSS) for 2015/16 was approved by Council on 24th February 2015.

In the Annual Report on the Treasury Management Service and Actual Prudential Indicators 2014/15 reported to Council on the 15th September 2015, Members approved a request for increases in existing Counter Party lending limits for 2015/16.

In keeping with recent changes in the Credit Rating Agencies' methodologies, in response to the evolving regulatory regime, the credit element of our own credit assessment process now focuses solely on the Short and Long Term ratings of an institution. While this is the same process that has always been used by Standard & Poor's, this has been a change to the use of Fitch and Moody's ratings. It is important to stress that the other key elements to our process, namely the assessment of Rating Watch and Outlook information as well as the Credit Default Swap (CDS) overlay have not been changed.

Our Treasury management consultants Capita have also recommended that in order to be consistent with the above approach, and to allow us to fully access the revised list of banking counterparties under the new methodology, that we should amend our current Annual Investment Strategy minimum sovereign credit criterion to AA- for all sovereigns

Following a review of other investment options that are not currently included within our 2015/16 approved Strategy Statement, Members are asked to approve the inclusion of Property Funds as an addition to the list of non- specified investments for potential future use. The use of these instruments can be deemed capital expenditure, and as such will be an application (spending) of capital resources. This Authority will seek guidance on the status of any fund it may consider using. Limits will be set based on levels of reserves and balances going forward and appropriate due diligence will also be undertaken before investment of this type is considered.

The details in this report also update the position in the light of the updated economic position and budgetary changes already approved.

5. The Council's Capital Position (Prudential Indicators)

This part of the report is structured to update:

- The Council's capital expenditure plans;
- How these plans are being financed;
- The impact of the changes in the capital expenditure plans on the prudential indicators and the underlying need to borrow; and
- Compliance with the limits in place for borrowing activity.

5.1 Prudential Indicator for Capital Expenditure

This table below shows the revised estimates for capital expenditure and the changes since the capital programme was agreed at the Budget.

| Capital Expenditure by Service | 2015/16 Original Programme | Budget B'fwd from 2014/15 | Virements to Programme in Year | Total 2015/16 Budget | Actual Spend @ Period 6 | 2015/16 Revised Estimate* |
|--------------------------------|----------------------------|---------------------------|--------------------------------|----------------------|-------------------------|---------------------------|
| | £m | £m | £m | £m | £m | £m |
| General Fund | 1.901 | 1.651 | - | 3.552 | 0.347 | 3.552 |
| HRA | 10.430 | 2.302 | - | 12.732 | 3.353 | 12.692 |
| Total | 12.331 | 3.952 | - | 16.283 | 3.700 | 16.244 |

* including potential expenditure slippage into 2016/17

5.2 Changes to the Financing of the Capital Programme

The table below draws together the main strategy elements of the capital expenditure plans (above), highlighting the original supported and unsupported elements of the capital programme, and the expected financing arrangements of this capital expenditure. Any borrowing element of the table increases the underlying indebtedness of the Council by way of the Capital Financing Requirement (CFR), although this will be reduced in part by revenue charges for the repayment of debt (the Minimum Revenue Provision).

This direct borrowing need may also be supplemented by maturing debt and other treasury requirements.

| Capital Expenditure | 2015/16 Estimate £m | 2015/16 Revised Estimate * £m |
|---|------------------------------------|--|
| Unsupported | 1.000 | 1.000 |
| Supported | 15.283 | 15.244 |
| Total spend | 16.283 | 16.244 |
| Financed by: | | |
| Grants - Disabled Facilities | 0.224 | 0.224 |
| Coalfields Grant | 0.252 | 0.252 |
| Section 106's | 0.459 | 0.459 |
| GF Receipts | 0.232 | 0.232 |
| GF Reserve | 0.488 | 0.488 |
| HRA Receipts | 0.441 | 0.441 |
| HLF Assembly Rooms Lottery | 0.200 | 0.200 |
| Lottery Grant BMX Track | 0.007 | 0.007 |
| HLF/SCC/Donation - Castle Mercian Trail | 0.250 | 0.250 |
| MRR | 4.616 | 4.616 |
| HRA 1-4-1 Replacements Receipts | 0.851 | 0.851 |
| HRA Reserve | 3.986 | 3.966 |
| HRA Regeneration Fund | 3.277 | 3.258 |
| | | |
| Total Financing | 15.283 | 15.244 |
| Borrowing need | 1.000 | 1.000 |

* including potential expenditure slippage into 2016/17

5.3 Changes to the Prudential Indicators for the Capital Financing Requirement, External Debt and the Operational Boundary

The table shows the CFR, which is the underlying external need to incur borrowing for a capital purpose. It also shows the expected debt position over the period. This is termed the Operational Boundary.

5.3.1 Prudential Indicator – Capital Financing Requirement

We are on target to achieve the original forecast Capital Financing Requirement.

5.3.2 Prudential Indicator – External Debt / the Operational Boundary

| External Debt / Operating Boundary | 2014/15 Outturn £m | 2015/16 Original Estimate £m | 2015/16 Revised Estimate £m |
|------------------------------------|--------------------------|---------------------------------------|--------------------------------------|
| CFR – Non Housing | 1.241 | 1.973 | 1.700 * |
| CFR – Housing | 68.042 | 68.017 | 68.041 |
| Total CFR | 69.283 | 69.990 | 69.741 |
| Net movement in CFR | (0.070) | 0.719 | 0.458 |
| Operational Boundary | | | |
| Expected Borrowing | 72.268 | 73.268 | 72.268 |
| Other long term liabilities | - | - | - |
| Total debt 31 March | 72.268 | 73.268 | 72.268 |

* Reduced by additional Voluntary Repayment of principal in relation to the capitalisation value of outstanding Icelandic debt.

5.4 Limits to Borrowing Activity

The first key control over the treasury activity is a prudential indicator to ensure that over the medium term, net borrowing (borrowings less investments) will only be for a capital purpose. Gross external borrowing should not, except in the short term, exceed the total of CFR in the preceding year plus the estimates of any additional CFR for 2015/16 and next two financial years. This allows some flexibility for limited early borrowing for future years. The Council has approved a policy for borrowing in advance of need which will be adhered to if this proves prudent.

| Net Borrowing / Capital Financing Requirement | 2014/15 Outturn £m | 2015/16 Original Estimate £m | 2015/16 Revised Estimate £m |
|---|--------------------------|---------------------------------------|--------------------------------------|
| Gross borrowing | 65.060 | 66.060 | 66.060 |
| Plus other long term liabilities | - | - | - |
| Less investments | 32.353 | 21.092 | 25.000 |
| Net borrowing | 32.707 | 44.968 | 41.060 |
| CFR (year end position) | 69.283 | 69.990 | 69.741 |

The Executive Director Corporate Services reports that no difficulties are envisaged for the current or future years in complying with this prudential indicator.

A further prudential indicator controls the overall level of borrowing. This is the Authorised Limit which represents the limit beyond which borrowing is prohibited, and needs to be set and revised by Members. It reflects the level of borrowing which, while not desired, could be afforded in the short term, but is not sustainable in the longer term. It is the expected maximum borrowing need with some headroom for unexpected movements. This is the statutory limit determined under section 3 (1) of the Local Government Act 2003.

| Authorised Limit for External Debt | 2015/16 Original Indicator | Current Position | 2015/16 Revised Indicator |
|------------------------------------|----------------------------|------------------|---------------------------|
| Borrowing | 89.112 | 89.112 | 89.112 |
| Other Long Term Liabilities | 3.000 | 3.000 | 3.000 |
| Total | 92.112 | 92.112 | 92.112 |

6. Investment Portfolio 2015/16

In accordance with the Code, it is the Council's priority to ensure security of capital and liquidity and to obtain an appropriate level of return which is consistent with the Council's risk appetite. As set out in Section 3, it is a very difficult investment market in terms of earning the level of interest rates commonly seen in previous decades as rates are very low and in line with the 0.5% Bank Rate. The continuing potential for a re-emergence of a Eurozone sovereign debt crisis, and its impact on banks, prompts a low risk and short term strategy. Given this risk environment, investment returns are likely to remain low.

The Council held £39.62m of investments as at 30th September 2015 (£31.70m at 31st March 2015) and the investment portfolio yield for the first six months of the year is 0.69% against a benchmark of the 3 months LIBID of 0.46%. A full list of investments held as at 30th September 2015 is detailed in **APPENDIX 1**.

The Executive Director Corporate Services confirms that on one occasion during the first six months of 2015/16 that the approved limits within the Annual Investment Strategy were breached. This occurred when an outward going CHAPS payment in respect of a deposit was not actioned by an agreed deadline, resulting in £2.6m being held within the Lloyds Bank account overnight, which exceeded the approved limit of £1m.

The Council's budgeted investment return for 2015/16 is £317k, and performance for the year is projected to be £57k above budget.

CIPFA Benchmarking Club

The Council is a member of the CIPFA Treasury Management Benchmarking Club which is a means to assess our performance over the year against other members.

Our average return for In House Investments for the period October 2014 to September 2015 was 0.62% compared to the group average of 0.83% (information from CIPFA Benchmarking Draft Report Q2 2015/16) excluding the impaired investments in Icelandic banks. This is considered to be a reasonable result in light of the current financial climate,

our lower levels of deposits/funds and shorter investment time-lines due to Banking sector uncertainty, when compared to other Authorities.

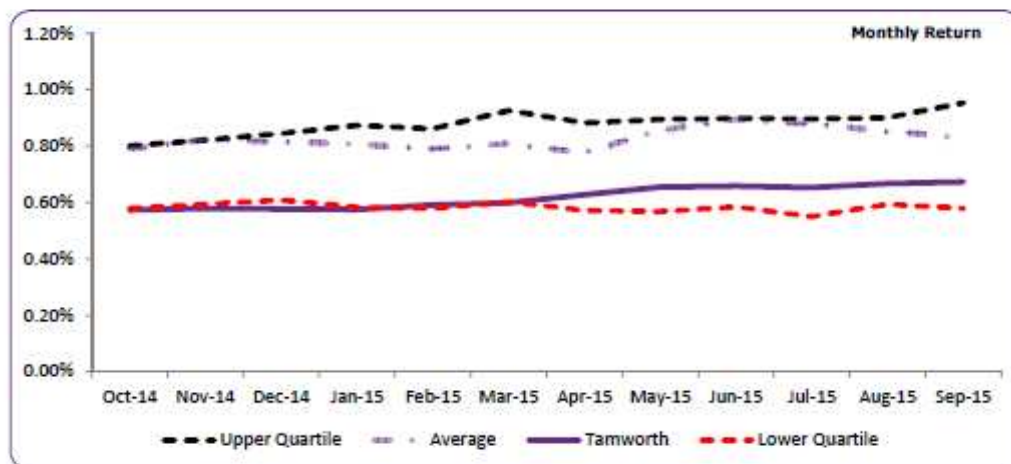
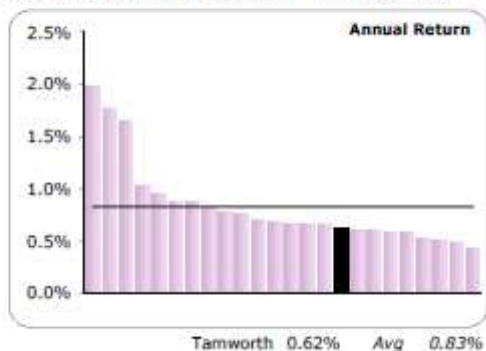
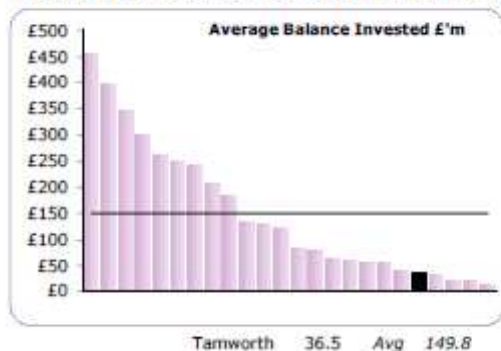
This can be analysed further into the following categories:

| Category | Average Balance Invested | | Average Annual Return Received | |
|--|--------------------------|-------------------------|--------------------------------|-------------------------|
| | £m | | % | |
| | Tamworth Borough Council | CIPFA Benchmarking Club | Tamworth Borough Council | CIPFA Benchmarking Club |
| Fixed Investments (up to 30 days) | - | 0.7 | 0.41 | 0.43 |
| Fixed Investments (between 31 and 90 days) | 0.5 | 2.1 | 0.44 | 0.46 |
| Fixed Investments (between 91 and 364 days) | 21.0 | 57.5 | 0.71 | 0.74 |
| Fixed Investments (between 1 year and 5 years) | 1.0 | 18.9 | 1.00 | 1.68 |
| Callable and Structured Deposits | - | 33.1 | - | 2.35 |
| Notice Accounts | 1.2 | 24.7 | 0.46 | 0.56 |
| Money Market Funds (Constant Net Asset Value) | 10.0 | 200.1 | 0.40 | 0.45 |
| Money Market Funds (Variable Net Asset Value) | - | 17.8 | - | 1.13 |
| DMADF | - | 2.6 | - | 0.25 |
| CD's, Gilts and Bonds | 2.7 | 23.1 | 0.73 | 1.19 |
| Average of all investments (Managed in House) | 36.5 | 290.3 | 0.62 | 0.83 |

The data above and graphs below display that despite the Council being a small investor in the markets, performance is only marginally lower in those areas where both the Council and other member authorities invest.

The main variances arise from instruments that the council do not currently get involved with i.e. Callable and Structured Deposits which are longer term deposits which (in line with our use of the Capita Asset Services methodology and our approved specified limits in our Treasury Management strategy) are currently prohibited for Tamworth Borough Council and affirms our 'low appetite for risk' in the continuing unsettled markets.

COMBINED IN-HOUSE INVESTMENTS (excluding impaired investments)



| Monthly Return (Oct 14 - Sep 15) | | | | | | | | | | | | | |
|----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Year |
| Av Bal £'m | 34.17 | 33.45 | 34.36 | 34.78 | 33.50 | 33.09 | 35.71 | 36.57 | 38.77 | 40.07 | 41.06 | 41.90 | 36.47 |
| Earned £'k | 16.6 | 15.9 | 16.8 | 17.0 | 15.2 | 16.8 | 18.4 | 20.3 | 21.0 | 22.2 | 23.3 | 23.2 | 226.7 |
| Upper Quartile | 0.80% | 0.82% | 0.84% | 0.87% | 0.86% | 0.93% | 0.88% | 0.90% | 0.90% | 0.90% | 0.90% | 0.95% | 0.87% |
| Average | 0.79% | 0.82% | 0.81% | 0.81% | 0.79% | 0.81% | 0.78% | 0.85% | 0.89% | 0.88% | 0.85% | 0.83% | 0.83% |
| % Return | 0.57% | 0.58% | 0.58% | 0.57% | 0.59% | 0.60% | 0.63% | 0.65% | 0.66% | 0.65% | 0.67% | 0.67% | 0.62% |
| Lower Quartile | 0.58% | 0.59% | 0.61% | 0.58% | 0.58% | 0.60% | 0.57% | 0.57% | 0.58% | 0.55% | 0.59% | 0.58% | 0.60% |
| % Diff from Av | -0.22% | -0.24% | -0.24% | -0.23% | -0.20% | -0.21% | -0.15% | -0.20% | -0.24% | -0.23% | -0.18% | -0.15% | |

Investment Counterparty Criteria

The current investment counterparty criteria selection approved in the TMSS and as amended at Council on the 15th September 2015, together with approval of recommendations contained within this report, will meet the requirement of the Treasury Management function.

7. Borrowing

The Council's estimated revised capital financing requirement (CFR) for 2015/16 is £69.741m. The CFR denotes the Council's underlying need to borrow for capital purposes. If the CFR is positive the Council may borrow from the PWLB or the market (external borrowing) or from internal balances on a temporary basis (internal borrowing). The balance of external and internal borrowing is generally driven by market conditions. Table 5.4 shows the Council will have estimated borrowings of £66.060m and has utilised £3.681m of cash flow funds in lieu of borrowing. This is a prudent and cost effective approach in the current economic climate.

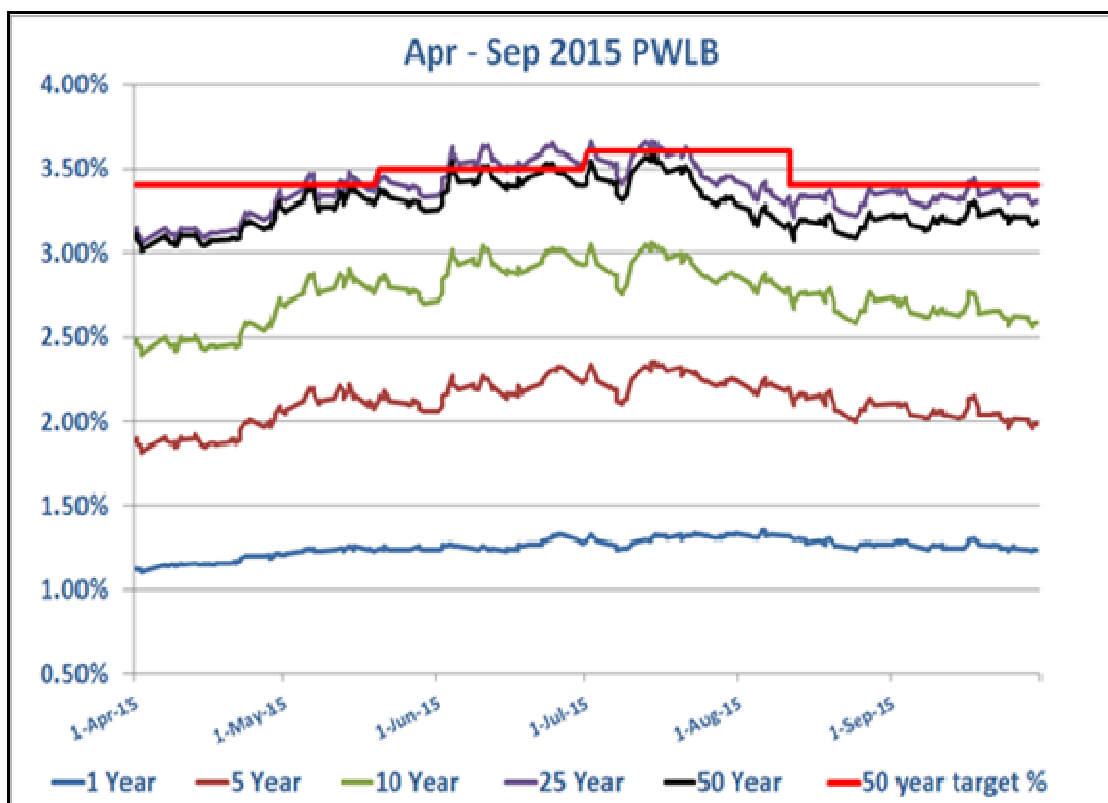
In the first half of the year the Council had PWLB debt of £1m maturing, with a further £2m maturing in October 2015. Due to the current volatility in interest rates payable to replace these loans, the Treasury Management team have set a target rate for replacement and are monitoring the opportunities to replace these loans when appropriate. It is anticipated that a rate of around 3.2% will be achievable for a 50 year period. This compares to rates of 11.625% and 5.125% respectively, which was being paid on the maturing loans.

As outlined below, the general trend has been an increase in interest rates during the first quarter but then a fall during the second quarter.

It is anticipated that further additional borrowing of £1m may be undertaken during this financial year, in line with the current Capital programme.

The table and graph below show the movement in PWLB (Certainty Rates) for the first six months of the year to 30.9.15:

| | 1 Year | 5 Year | 10 Year | 25 Year | 50 Year |
|---------|------------|------------|------------|------------|------------|
| Low | 1.11% | 1.82% | 2.40% | 3.06% | 3.01% |
| Date | 02/04/2015 | 02/04/2015 | 02/04/2015 | 02/04/2015 | 02/04/2015 |
| High | 1.35% | 2.35% | 3.06% | 3.66% | 3.58% |
| Date | 05/08/2015 | 14/07/2015 | 14/07/2015 | 02/07/2015 | 14/07/2015 |
| Average | 1.26% | 2.12% | 2.76% | 3.39% | 3.29% |



8. Debt Rescheduling

Debt rescheduling opportunities have been limited in the current economic climate and consequent structure of interest rates. No debt rescheduling was undertaken during the first six months of 2015/16.

9. Icelandic Banks Update

Appendix 2 contains details of the situation with Icelandic investments as at 30th September 2015.

Expectations of future receipts and timeframes based on current information regarding each bank are given below;

- **Glitnir**

On 15th March 2012, the Council received £2.554m being the majority of our deposits with the bank. The balance of our approved claim, equating to £587k, is being held in an interest bearing ESCROW account. The release of these funds is dependent on a change in Icelandic Law which currently does not allow the distribution of ISK outside the country. Interest will accrue on these funds until the date of final settlement, which is still unknown.

- **Heritable**

As at the end of September the Council had received £1.475m against our claim of £1.505m, a total recovery of 98%. Negotiations are currently underway to finalise the affairs of Heritable and it is anticipated that a distribution of residual funds will be made over the next few months.

- **Kaupthing, Singer and Friedlander**

As at the end of September the Council had received £2.620m against our claim of £3.175m. Current estimates given by the Administrator project a total recovery of 85.25% or approximately £2.707m, with the majority of repayments estimated to be received by June 2016.

REPORT AUTHOR

Please contact Phil Thomas Financial Accountant extension 239

LIST OF BACKGROUND PAPERS

| | |
|----------------------------|--|
| <i>Background Papers -</i> | <i>Local Government Act 2003</i> |
| | <i>CIPFA Code of Practice on Treasury Management in Public Services 2011</i> |
| | <i>Annual Report on the Treasury Management Service and Actual Prudential Indicators 2014/15 –Council 15th September 2015</i> |
| | <i>Treasury Management Strategy & Prudential Indicators Report 2015/16 - Council 24th February 2015</i> |
| | <i>Budget & Medium Term Financial Strategy 2015/16 - Council 24th February 2015</i> |
| | <i>Financial Healthcheck Period 6, September 2015</i> |
| | <i>CIPFA Treasury Management Benchmarking Club Report Quarter 2, September 2015</i> |

APPENDICES

APPENDIX 1 Current Investment List

APPENDIX 2 Icelandic Banking Situation

Treasury Management Update – Period 6 - 2015/16**Investments held as at 30th September 2015:**

| Borrower | Deposit £m | Rate % | From | To | Notice |
|----------------------------|---------------|-----------------------|-----------|-----------|---------|
| Lloyds Bank | 1.00 | 1.00 | 01-Oct-14 | 01-Oct-15 | - |
| Lloyds Bank | 1.00 | 1.00 | 31-Oct-14 | 30-Oct-15 | - |
| Lloyds Bank | 1.00 | 1.00 | 10-Nov-14 | 09-Nov-15 | - |
| Barclays Bank | 2.00 | 0.63 | 03-Aug-15 | 03-Feb-15 | - |
| Bank of Scotland | 2.00 | 1.00 | 11-Feb-15 | 10-Feb-16 | - |
| Barclays Bank | 1.00 | 0.69 | 07-Sep-15 | 07-Mar-16 | - |
| Barclays Bank | 1.00 | 0.63 | 01-Apr-15 | 01-Oct-15 | - |
| Bank of Scotland | 2.00 | 1.00 | 01-Apr-15 | 30-Mar-16 | - |
| Standard Chartered Bank | 2.00 | 0.68 | 02-Apr-15 | 02-Oct-15 | - |
| Santander UK plc | 3.00 | 0.70 | 10-Apr-15 | 09-Oct-15 | - |
| Royal Bank of Scotland | 2.00 | 0.84 | 30-Apr-15 | 28-Apr-16 | - |
| Nationwide | 1.00 | 0.66 | 07-May-15 | 09-Nov-15 | - |
| Royal Bank of Scotland | 2.00 | 0.92 | 22-May-15 | 22-Apr-16 | - |
| Barclays Bank | 1.00 | 0.66 | 05-Jun-15 | 04-Dec-15 | - |
| Coventry BS | 1.00 | 0.60 | 07-Jul-15 | 07-Jan-16 | - |
| Nationwide | 2.00 | 0.66 | 08-Jul-15 | 08-Jan-16 | - |
| Nationwide | 1.00 | 0.66 | 15-Jul-15 | 15-Jan-16 | - |
| Nationwide | 1.00 | 0.66 | 15-Sep-15 | 15-Mar-16 | - |
| Coventry BS | 1.00 | 0.60 | 20-Jul-15 | 20-Jan-16 | - |
| Coventry BS | 1.00 | 0.60 | 05-Aug-15 | 05-Feb-16 | - |
| Santander | 1.00 | 0.40 | - | - | On call |
| Santander | 1.00 | 0.90 | - | - | 95 day |
| MMF - PSDF | 0.76 | 0.40* | - | - | On call |
| MMF – IGNIS | 5.00 | 0.44* | - | - | On call |
| MMF - Deutsche | 2.84 | 0.39* | - | - | On call |
| Total | 39.60 | 0.69 (avg) | | | |

* Interest rate fluctuates daily dependant on the funds investment portfolio, rate quoted is approximate 7 day average.

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ICELANDIC BANKING SITUATION AS AT 30/9/2015

| | Deposit with; | Ref Number | Date Invested |
|---|--|-------------------|----------------------|
| 1 | GLITNIR | 1696 | 10/10/07 |
| | GLITNIR | 1715 | 31/08/07 |
| | GLITNIR | 1754 | 14/12/07 |
| | Total Principal | | |
| | Estimated of Contractual or Interest due to point of administration (subject to currency exchange rate fluctuations) | | |
| | Total of Claim | | |
| | Repayments Received to date | | |
| | Outstanding at 30/9/2015 | | |
| | Estimated Remaining | | |

*Partial repayment received on the 15th March 2012 in GBP/EUR/USD/NOK. TI
 - Best case recovery 100%

| | | | |
|---|--|------|----------|
| 2 | Heritable Bank | 1802 | 12/09/08 |
| | Heritable Bank | 1803 | 15/09/08 |
| | Total Principal | | |
| | Interest due at point of administration 07/10/2008 | | |
| | Total of Claim | | |
| | Repayments Received to date | | |
| | Outstanding at 30/9/2015 | | |
| | Estimated Remaining | | |

- Final recovery received of 94.02% (declared 23/08/13, though Administrators a contingency for disputed claims that could be distributed at a later date).

| | | | |
|---|--|------|----------|
| 3 | Singer & Friedlander | 1716 | 31/08/07 |
| | Singer & Friedlander | 1740 | 31/10/07 |
| | Singer & Friedlander | 1746 | 14/01/08 |
| | Total Principal | | |
| | Interest due at point of administration 08/10/2008 | | |
| | Total of Claim | | |
| | Repayments Received to date | | |
| | Outstanding at 30/9/2015 | | |
| | Estimated Remaining | | |

- Current indications project an 82.5% recovery of our investments

| <u>Summary</u> | | | |
|-----------------------|-----------------|--|--|
| | | | |
| | Total Principal | | |

| | | | |
|--|---------------------------------|--|--|
| | Interest | | |
| | Total of Claim | | |
| | Repayments Received to date | | |
| | Outstanding at 30/9/2015 | | |
| | Estimated Remaining | | |

- 1 Registered Bank in Iceland - In Administration under Icelandic Law
- 2 & Registered Bank in UK - In Administration in UK by Ernst & Young
- 3 Under English Law

Total Estimated Recovery (including Outstanding)

Total Estimated % Remaining

| Amount | | % |
|-------------------|--|-------|
| 1,000,000 | | |
| 1,000,000 | | |
| 1,000,000 | | |
| 3,000,000 | | |
| 155,000 | | |
| 3,155,000 | | |
| (2,554,432) * | | 80.96 |
| 600,568 ** | | |
| 600,568 | | |

he balance is currently

| | | |
|---------------|--|-------|
| 500,000 | | |
| 1,000,000 | | |
| 1,500,000 | | |
| 5,127 | | |
| 1,505,127 | | |
| (1,475,024) | | 98.00 |
| 30,103 | | |
| - | | |

are retaining a

| | | |
|----------------|--|-------|
| 1,000,000 | | |
| 1,000,000 | | |
| 1,000,000 | | |
| 3,000,000 | | |
| 175,256 | | |
| 3,175,256 | | |
| (2,619,586) | | 82.50 |
| 555,670 | | |
| 87,320 | | |

| | | |
|-----------|--|--|
| | | |
| | | |
| 7,500,000 | | |

| | | |
|------------------|--|-------|
| 335,383 | | |
| 7,835,383 | | |
| (6,649,042) | | 84.86 |
| 1,186,341 | | |
| 687,888 | | |

7,336,930

93.64%

26 NOVEMBER 2015

- **REPORT OF THE PORTFOLIO HOLDER FOR COMMUNITIES AND PUBLIC HEALTH**

REVISED GAMBLING ACT 2005 STATEMENT OF PRINCIPLES 2016 - 2019**EXEMPT INFORMATION**

NIL.

PURPOSE

To endorse the revised statement of principles following the consultation between 1 August 2015 -31 October 2015 and the comments from Licensing Committee on 12 November 2015. The comment received from Licensing Committee was that Tamworth Borough Council will promote socially responsible gambling and where possible prevent problem gambling.

It is a requirement of the Gambling Act 2005 that the Council publishes a revised Statement of Principles in respect of the requirements of the Act by 1 January 2016.

RECOMMENDATIONS

That Cabinet endorses the Statement of Principles and recommends them to Council at the meeting on the 15th December 2016.

EXECUTIVE SUMMARY

Section 349 of the Gambling Act 2005 requires Tamworth Borough Council, as a licensing authority, prepare and publish a Statement of Principles every three years. The Council's Statement of Principles is due for revision by January 2016. The Statement will last for a 3 year period but may be reviewed at any time prior to this by the authority.

In response to this requirement a revised Statement of Principles has been prepared and is included at **Appendix 1** of this report. There are substantive revisions identified at **Appendix 2** following a 3 month consultation period from 1 August – 31 October 15 that generated comments at **Appendices 3-8**.

It is a further requirement of the Act that the revised Principles must be approved at a full meeting of full Council. It is acknowledged that under existing gambling legislation, councils have very limited powers to restrict the opening of gambling premises even if they believe that their local areas are already saturated with them. Therefore, Tamworth Borough Council will make full use of the range of tools at our disposal in relation to gambling regulation, recognising that our responsibilities go much wider than just betting shops and overall numbers of gambling premises.

RESOURCE IMPLICATIONS

The majority of fees chargeable are fixed at national level with the remainder set by individual authorities, it is intended that maintenance of the service will be met from within existing resources.

LEGAL/RISK IMPLICATIONS

The publishing of a Statement of Principles is a legal obligation of the Council.

Community Safety - (Crime and Disorder Act 1998). The objectives of the Gambling Act seek to ensure that communities are protected from unfair trading, crime and disorder and that vulnerable people and children are not exploited in any way by gambling.

Equality & Diversity – The impact of these proposals is assessed as ‘low’ against the Council statutory responsibilities.

Safeguarding - One of the key objectives of the Gambling Act 2005 is ‘Protection children and other vulnerable persons from being harmed or exploited by gambling. Tamworth Borough Council’s Child Protection Team, are a Responsible Authority under the Gambling Act 2005. In this capacity they are required to ensure that decisions about licensing are taken with due regard to the need to safeguard and promote the welfare of children.

Public Health – The Licensing and Public Health teams work together within the council to ensure that the health impacts of Gambling are considered. With the Commissions proposed changes which offer Licensing Authorities the opportunity to carry out local area profiles, which will draw data about risk from a number of bodies including public health or to require operators to carry out their own premises risk assessments, Public Health will have a greater role in ensuring the vulnerable are better protected.

Reputation – The implementation and enforcement of the Gambling legislation will enhance the Council’s reputation. Licensing is a statutory undertaking. Should the proposals in this report not be adopted it would leave Tamworth Borough Council in a position of being unable to undertake its statutory responsibilities and functions under the Act.

SUSTAINABILITY IMPLICATIONS

The services for the regulation of Gambling contribute to the strategic priority of being healthier and safer in Tamworth.

BACKGROUND INFORMATION

1. Guidance to Licensing Authorities, Gambling Commission March 2015. <http://www.gamblingcommission.gov.uk/pdf/GLA5---March-2015.pdf>
2. Licensing, compliance and enforcement under the Gambling Act 2005: policy statement <http://www.gamblingcommission.gov.uk/pdf/licensing-compliance-and-enforcement-policy-statement.pdf>

Appendices

1. Appendix 1 - Revised Statement of Principles 2016 - 2019.
2. Appendix 2 – Summary of Revisions 2016 - 2019.
3. Appendix 3 – Elected member comment dated 11 Aug 15.
4. Appendix 4 – Elected member comment dated 22 Aug 15.
5. Appendix 5 – Campaign for fairer gambling dated 4 Sep 15.
6. Appendix 6 – Planning and Regeneration dated 7 Oct 15.
7. Appendix 7 – Coral Racing Response dated 26 Oct 15.
8. Appendix 8 – Gosschalks Solicitors Response dated 30 Oct 15.

REPORT AUTHOR

"If Members would like further information or clarification prior to the meeting please contact Steve Lewis, Head Of Environmental Health. Ext 437"

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LICENSING COMMITTEE

12 NOVEMBER 2015

REPORT OF THE DIRECTOR ASSETS AND ENVIRONMENT

REVISED GAMBLING ACT 2005 STATEMENT OF PRINCIPLES 2016 - 2019

Recommendations

To advise the Committee of the revised Gambling Act 2005 consultation and to request endorsement of the revised Statement of Principles 2016-2019.

Purpose

It is a requirement of the Gambling Act 2005 that the Council consults and publishes a revised Statement of Principles in respect of the requirements of the Act.

Executive Summary

Section 349 of the Gambling Act 2005 requires Tamworth Borough Council, as a licensing authority, prepare and publish a Statement of Principles every three years. The Council's Statement of Principles is due for revision by January 2016. The Statement will last for a 3 year period but may be reviewed at any time prior to this by the authority.

In response to this requirement a revised Statement of Principles has been prepared and is included at **Appendix 1** of this report. There are revisions identified at **Appendix 2** following a 3 month consultation period from 1 August – 31 October 15 that generated comments at **Appendices 3-8**.

It is a further requirement of the Act that the revised Principles must be approved at a full meeting of full Council. Such approval cannot be granted until consultation has been undertaken with a range of statutory bodies defined by the Act. Additionally the authority is empowered to consult with other organisations as is deemed appropriate.

The Statement of Principles is required to clearly place the promotion of the licensing objectives of the Act as central to its purpose. These are:

- Preventing gambling from being used as a source of crime or, being associated with crime and disorder, or used to support crime.
- Ensuring gambling is conducted in a fair and open way.
- Protecting children and other vulnerable persons from being harmed or exploited by gambling.

The purpose of the Principles is to give further clarity to the approach the authority will take in interpreting these requirements.

The Statement must be produced in consultation with persons and bodies stipulated by the Act. These are:

- The Chief Officer of police for the Authority's area.
- Persons who appear to the authority to represent the interests of Gambling interests of gambling businesses in the area.
- Persons who appear likely to represent or have interests likely to be affected by the authority's functions under the Act.

This list is deliberately wide and encourages authorities to undertake a comprehensive approach to consultation.

In determining its policy the authority must have regard to the guidance issued to accompany the Act, and give appropriate weight to representations made with regard to:

- The interest and expertise of the person making the representation.
- The motivation of those making representations.
- How many people have expressed similar views.
- How far representations relate to matters that should be included in the principles.

In undertaking the consultation the authority is encouraged to use a variety of means to engage with interested parties. It is recommended that 12 weeks be allowed for the period of consultation and the relevant documents are provided on the licensing authority's web site, www.tamworth.gov.uk .

Background

Tamworth Borough Council is the Licensing Authority, and is required to discharge it's responsibilities under the Act with a view to promoting the three licensing objectives, namely:

- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime,
- Ensuring that gambling is conducted in a fair and open way,
- Protecting children and other vulnerable persons from being harmed or exploited by gambling.

The Gambling Act 2005 was designed to be light touch legislation covering a number of "licensable activities". Such activities are defined within the Act.

Since starting on the revised statement the Gambling Commission has issued a new consultation document (end of March 2015) the main focus of the consultation is on the Statement of Principles or Gambling Policy, and that the policy statement should now reflect:

- Local concerns, risk and features of the gambling landscape – for example demographics, socio –economic profile and the mix of gambling provided or desired.
- The importance of the statement as a regulatory tool and should also reflect the commission’s recent consultation on social responsibilities controls particularly around local risk assessments.

All councils will now be required to re-write their policies and have them in place for January 2016.

It is a further requirement of the Act that the revised Statement of Principles must be approved at a full meeting of the Council. Such approval cannot be granted until consultation has been undertaken with a range of statutory bodies defined in the Act. A list of these and other organisations that the authority is to consult with are detailed in the Revised Statement.

Comments received from those bodies consulted will be incorporated into the revised Principles. Licensing Committee will receive a revised Statement of Principles for consideration (following completion of the consultation process). Members will be requested at this time to make any comments to Cabinet and then full Council for formal adoption of the Principles. The following timetable is proposed in respect of consultation, amendment and adoption of the Statement of Principles:

| Action | Date |
|---|--------------------------------------|
| Revised Statement of Principles published for consultation | August 2015 – October 2015 |
| Licensing Committee receive revised Statement of Principles for comment | 12 November 2015 |
| Cabinet to make a recommendation to full Council | 26 November 2015 or 10 December 2015 |
| Council for adoption | 15 December 2015 |

Financial Implications

The majority of fees chargeable are fixed at national level with the remainder set by individual authorities, it is intended that any cost will be met within existing resources.

Legal/Risk Implications

The publishing of a Statement of Principles is a legal obligation of the Council.

Community Safety - (Crime and Disorder Act 1998). The objectives of the Gambling Act seek to ensure that communities are protected from unfair trading,

crime and disorder and that vulnerable people and children are not exploited in any way by gambling.

Equality & Diversity – The impact of these proposals is assessed as ‘low’ against the Council statutory responsibilities.

Safeguarding - One of the key objectives of the Gambling Act 2005 is ‘Protection children and other vulnerable persons from being harmed or exploited by gambling. Tamworth Borough Council’s Child Protection Team, are a Responsible Authority under the Gambling Act 2005. In this capacity they are required to ensure that decisions about licensing are taken with due regard to the need to safeguard and promote the welfare of children.

Public Health – The Licensing and Public Health teams work together within the council to ensure that the health impacts of Gambling are considered. With the Commissions proposed changes which offer Licensing Authorities the opportunity to carry out local area profiles, which will draw data about risk from a number of bodies including public health or to require operators to carry out their own premises risk assessments, Public Health will have a greater role in ensuring the vulnerable are better protected.

Reputation – The implementation and enforcement of the Gambling legislation will enhance the Council’s reputation. Licensing is a statutory undertaking. Should the proposals in this report not be adopted it would leave Tamworth Borough Council in a position of being unable to undertake its statutory responsibilities and functions under the Act.

Sustainability

The services for the regulation of Gambling contribute to the strategic priority of being healthier and safer in Tamworth.

Background Papers

1. Guidance to Licensing Authorities, Gambling Commission March 2015.

Appendices

1. Appendix 1 - Revised Statement of Principles 2016 - 2019.
2. Appendix 2 – Summary of Revisions 2016 - 2019.
3. Appendix 3 – Elected member comment dated 11 Aug 15.
4. Appendix 4 – Elected member comment dated 22 Aug 15.
5. Appendix 5 – Campaign for fairer gambling dated 4 Sep 15.
6. Appendix 6 – Planning and Regeneration dated 7 Oct 15.
7. Appendix 7 – Coral Racing Response dated 26 Oct 15.
8. Appendix 8 – Gosschalks Solicitors Response dated 30 Oct 15.

“If Members would like further information or clarification prior to the meeting please contact Steve Lewis, Head of Environmental Health. Ext 437

TAMWORTH BOROUGH COUNCIL

GAMBLING ACT 2005

DRAFT STATEMENT OF PRINCIPLES 2016 – 2019

REVISIONS

All revisions reflect the Gambling Commission's Guidance to Licensing Authorities, 5th Edition, published March 2015 and Changes in appointments/Directorate titles within the Organisation and those of Consultees.

| PAGE, PARA | SUBJECT | REMARKS |
|-------------------|--|---|
| p3, 1.2 | Moral objections | Tamworth Borough Council position takes no account of morality. |
| p.3, 1.5QA | Risk Assessment | Gambling Commission's Licence Conditions and Code of Practice (LCCP) require gambling premises to undertake a risk assessment |
| p.4, 2.2 | Population Density | Amended following Planning comment |
| p.10, 1.4 | Definition of Premises | Definition of Premises explained in more detail |
| p.11, 1.8 | Location | Location and it's relation to the risk assessment explained in more detail |
| p.13, | Premises Licences | Amended following Planning comment to encourage compliance with Planning Consents/Policy |
| p.13, 4.1 to 4,11 | Protection of children, vulnerable persons | Greater details provided as to children and who is regarded as a vulnerable person and reference to Dept of Health guidance. |
| p.14, 5.1 | Conditions | Application of proportionate conditions |
| p.17, 7.1 | Adult Gaming Centre | New category introduced and explained |
| p.18, 8.1 | Family Entertainment Centres | Expansion of the guidance provided |
| p.19, 10.1 | Bingo | No official definition of bingo highlighted, however description of types of premises used for bingo provided. |
| p.19, 11.1 | Betting Premises | Explanation of legal intention to restrict betting machines |
| p.20, 11.5 | Betting Premises | Insertion of provision following concerns raised by Campaign for Fairer gambling dated 4 Sep 15 |
| p.24, 1.1 | Unlicensed family Entertainment Centres | Definition provided. |
| p.25, 2.1 | Gaming machines in premises licensed for alcohol | Requirement for premises with more than 2 gaming machines to apply for a permit. |
| p.34 | Appendix A | Amendments to Categories with detailed |

| | | |
|------|------------|--|
| | | explanations |
| p.40 | Appendix E | New information of Risk assessment explained and local risk assessment form. There is no requirement to follow the guidance slavishly and this takes account of concerns raised by Coral Racing at page 3 of Appendix 3. Gosschalks believe the form to be too prescriptive, however the document is offered as guidance to enable the risk assessment to be completed which is the end state for all parties. |
| p.47 | Appendix E | Premises and Exterior Design Risks that planning applications will have to consider separate issues as dictated by planning policy |
| p.61 | Appendix G | 8.3 Table of Delegations of Licensing Functions ii) Applications for more than 5 amusement with prize machines will be referred to Chair of Licensing Committee for determination in consultation with Director Assets and Environment/Head of Environmental Health/Environmental Health Staff. |

Remarks following responses

| ITEM/(SUBJECT) | REMARKS |
|---|---|
| Appendix 3 - Elected member comment dated 11 Aug 15, (Question regarding details of premises) | Cllr James Good evening, they are Included but not mentioned specifically. You rightly mention we have premises with alcohol licences and those primarily for betting/gaming. Hope this assists Steve |
| Appendix 4 - Elected member comment dated 22 Aug 15 (Questions regarding type of premises and numbers and types of gaming permits) | Dear Cllr Clarke Thank you for your comments regarding the above consultation. Your observations will be duly noted and taken in to account. In response to your query at point 3, an application for a Club Gaming / Machine Permit would not need to a change of use of premises. This type of application is restricted to Members Clubs for example Working Men's Clubs, Miners Welfare Institutes and Commercial Clubs. Normal pubs or other alcohol licensed premises could not apply for this type of permit. |

| | |
|---|--|
| | <p>The criteria for applying for this type of permit are laid down in the Gambling Act and are outlined in sections 4.1 to 4.6 of the draft statement of principles.</p> <p>There is a “fast track “ application route available to those Clubs holding a Club Premises Certificate issued under the Licensing Act 2003 (please see section 4.6 page 29). Most of our Members Clubs have applied for Club Gaming Machine permits using this route.</p> <p>Unless there are representations from the Gambling Commission or the Police about an application for a Club Gaming / Machine Permit – most of the applications would be dealt with by officers – under the delegations outlined at Appendix G (page 60). This table of delegation is one recommended in 4th edition of Guidance to Licensing Authorities issued by the Gambling Commission.</p> <p>Also please note that when a fast track application is made, the grounds for any objections is very limited, (please refer to 4.6 on page 29).</p> <p>Appendix A of the draft Statement summarises the gaming machines that can be made available for use in different types of premises. Appendix B summarises the maximum stakes and prizes set by the gambling commission. Appendix C summarises the gaming entitlements for clubs and public houses.</p> <p>I hope that the above answers your query.</p> <p>Kind regards</p> <p>Colin John</p> |
| <p>Appendix 5 - Campaign for fairer gambling dated 4 Sep 15 (Letter raising concerns about FOBTs and SSBTs)</p> | <p>Should the authority be aware of any problems with specific premises as a result of the operations of Fixed Odds Betting Terminals (FOBT's) or Self-Service Betting Terminals (SSBT's) the appropriate action will be taken, including the review of the premises licence if necessary and the imposition of appropriate conditions.</p> <p>It should be clear that action would only be taken where there were individual circumstances supporting the reasons for doing so - but not as a 'general' rule to be applied across all premises.</p> |
| <p>Appendix 6 - Planning and Regeneration dated 7 Oct 15</p> | <p>Matthew,</p> <p>Good afternoon,</p> <p>Many thanks to you and your team for their comments, we will</p> |

| | |
|--|---|
| | <p>add them to the policy as appropriate.</p> <p>Steve</p> |
| <p>Appendix 7 - Coral Racing Response dated 26 Oct 15 (Detailed letter outlining Coral Racing national approach and comments on local issues raised).</p> | <p>John, Simon,</p> <p>Good afternoon,</p> <p>Thank you for your comments in relation to the consultation, the comments that I included were based on anecdotes and intended to give a flavour of the debates taking place. Your comments serve to challenge the perceived views.</p> <p>We will ensure that the committee has sight of your comments.</p> <p>Regards,</p> <p>Steve</p> |
| <p>Appendix 8 - Gosschalks Solicitors Response dated 30 Oct 15 (Detailed letter outlining Gosschalks national approach and comments on local issues raised).</p> | <p>Lucy,</p> <p>Good afternoon,</p> <p>Thank you for your comments, quick observations on your letter,</p> <p>Local area risk assessments. we hope that the form of that risk assessment enables an applicant to provide as much information to enable a decision as to whether their operation meets the statement of principle,</p> <p>Profiles. We have included as an annex to enable flexibility and updates to be added as and when appropriate.</p> <p>Specific policy comments. It is not Tamworth BC's intention to constrain business, we have taken a pragmatic view and agreed this draft policy across the county of Staffordshire. We will include your comments in the report and policy and look forward to hearing from you on behalf of your operators.</p> <p>regards,</p> <p>Steve</p> |

From: James, Andrew
Sent: Tuesday, August 11, 2015 09:19 PM
To: John, Colin
Cc: Lewis, Stephen
Subject: RE: Gambling Act 2005 - Consultation on Statement of Principles 2016 to 2019 - Tamworth Borough Council

Good evening Colin,

Thank you for the draft Statement of Principle and I have a couple of questions on the document.

Does the arcade located in George Street not come under this act because I cannot find reference to the premises in the statement and are licensed premises that have gaming machines not covered by the statement and the Gaming Act?

Regards,

**Cllr Andrew James – Mercian Ward
Healthier & Safer scrutiny committee Chairman
Tamworth Borough Council
c/o 14 Castlehall, Glascote, Tamworth, Staffs, B77 2EQ**

**Mobile: 07958 155 863
E-mail: andrew-james@tamworth.gov.uk
Website: www.tamworth.gov.uk**

One Tamworth perfectly placed.

To report litter or graffiti please e-mail litter@tamworth.gov.uk

You can report other issues via the Tamworth Borough Council's website at www.tamworth.gov.uk

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From: Clarke, Margaret
Sent: 22 August 2015 17:15
To: John, Colin
Cc: Lewis, Stephen
Subject: RE: Gambling Act 2005 - Consultation on Statement of Principles 2016 to 2019 - Tamworth Borough Council

Hello Colin

Thank you for the consultation documentation.

1. I like the suggested Local Area Profile which I believe is a good assessment tool
2. P,58 Risk Assessment Renewals – Well thought out form in my opinion
3. Query? - Application to add Club Gaming/Club Machine – does this translate to a 'Change of Use' of the premises licensed or otherwise, and does it need to come before Committee with Officers' Risk Assessment?

Kind regards
Margaret

P.S. Steve, Point 11.1 Betting Premises appears to answer my question re. numbers of machines allowed dependent on the size of premises and numbers of staff. Many thanks
mc

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From: Lucy Knighton [<mailto:lucy@bcsagency.com>]

Sent: 04 September 2015 14:53

To: Cook, Daniel

Subject: Re: Submission from the Campaign for Fairer Gambling for the review of the Gambling Act 2005 Statement of Principles 2016/19

Date: 04 September 2015

Dear Council Leader,

Re: Submission from the Campaign for Fairer Gambling for the review of the Gambling Act 2005 Statement of Principles 2016/19

As leader of the council, you will know that Licensing Authorities are required under the Gambling Act 2005 (the Act) to publish a statement of the principles which they propose to apply when exercising their functions in respect of gambling activity within their borough.

Under the Act, Licensing Authorities are required to consult those who represent the interests of persons who are likely to be affected by the exercise of the authority's functions. The [Campaign for Fairer Gambling](#) in conjunction with its more focused [Stop the FOBTs campaign](#) has prepared this consultation submission for the consideration of all Local Authority licensing committees with particular regard to dealing with the contentious issue of betting shops and Fixed Odds Betting Terminals (FOBTs/B2 classified gaming machines).

We would appreciate if you could share the important contents of this mailing with your Chief Licensing Officer.

Under the Act, Licensed Betting Offices (LBOs) are allowed a maximum of four B2 category gaming machines offering game content defined as B2 with stakes up to £100 per spin, B3 with stakes up to £2 per spin and category C with stakes up to £1 per spin. Also, the bookmakers have merged two game categories (B2 and B3), so in betting shops you can play a low stake £2 capped slot game that suddenly introduces the player to £10, £20, £30 plus stakes per spin.

Despite increasing evidence of the destructive social impact of high speed, high stake casino gaming in betting shops at stakes up to £100 per spin, the previous coalition government and the current Conservative government have failed to take either decisive or effective action to curb FOBTs.

The recent government response to [93 Councils led by Newham](#) calling for the stakes on FOBTs to be cut to £2 per spin laid the blame for the issue of proliferation of betting shops in town centres and consequently FOBTs, at the door of licencing authorities. Marcus Jones MP, Minister for Local Government, wrote:

"It is perhaps an uncomfortable reality that every one of the betting shops that collectively have given rise to the concern at the heart of the submission relies on a premises licence granted by the local authority itself".

He goes on to advise councils of their existing powers under the licensing process, which many local authorities already recognise as limited in scope.

However, he points to “few” local authorities having so far “*made effective use of a provision of the Act that we see as being absolutely critical in managing the local gambling landscape*”. With this statement he is referring to the three year review of local gambling policy now under way across England, Scotland and Wales by local authorities such as yours.

In his letter to Newham, Marcus Jones MP, criticises councils for drafting “generic” and “template” based statements and that the Gambling Commission “will be placing much greater emphasis on the importance of the statements”.

The Campaign for Fairer Gambling has prepared this submission for consideration as part of your review, taking into account the Minister’s advice and focusing on the most prominent issue of contention for licensing authorities – licensed betting offices and the Fixed Odds Betting Terminals they operate.

Enforcement

The main enforcement and compliance role for a licensing authority in terms of the Act is to ensure compliance with the premises licences and other permissions which it authorises. One strategic methodology to measure compliance is to commission [test purchasing](#) of premises and staff employed on those premises to transact gambling.

The Gambling Commission (the Commission) notes that “*it is the responsibility of operators to manage the risks to the licensing objectives that their activities may present*”. Licencing authorities are rightly empowered to undertake test purchasing to ensure measures are being implemented effectively. Under guidance from the Commission, test purchasing to evaluate the effectiveness of measures in place on licensed premises concerning self-exclusion, under age controls, anti-money laundering policies and procedures are within the remit of a licensing authority.

However, in the period 2013/2014 across the whole of England, Scotland and Wales, of the two most highly represented licensed premises in high street locations – licensed betting offices (LBO) and adult gaming centres (AGC) - just 825 instances of test purchasing were recorded as being carried out by licensing authorities. To put this in context 599 (6%), of the 9,137 betting shops (to March 2014) and 226 (14%) of the 1,618 AGCs were subject to test purchasing by licensing authorities. Only 37 Councils carried out test purchasing last year.

In most cases, test purchasing focuses on the “protection of the vulnerable” licensing objective and consists of tests for under age access to gambling on licensed premises. However, the Commission is clear that the scope of test purchasing should include the effectiveness of self-exclusion procedures and anti-money laundering controls as well as under age controls. Money laundering in particular has been repeatedly highlighted as a particular area of concern around FOBTs both [low level](#) and more [highly-organised incidents](#) that revealed serious weaknesses in operator controls.

Premise Licence Conditions

The Minister for Local Government, in his negative response to the Newham-led call for stakes on FOBTs to be cut to £2 per spin, said: “*The licensing process gives authorities considerable scope to attach conditions to licences where that is necessary to achieve the licensing objectives*”.

The tenth betting shop to open in London's China Town was subject to attached conditions by the Licencing Authority following concerns from the local community and representations from the Police. They included:

- A. Seating provided for use by customers whilst playing FOBTs must be secured to the floor – this is viewed as anticipating [aggressive behaviour](#) from FOBT players who suffer large losses
 - B. a comprehensive CCTV system covering internal and external frontage with immediate availability to the police must be fitted
 - C. an incident log of all incidents on the premises must be kept
 - D. minimum 11.5 mm thickness security glass must be fitted to the service area
 - E. a “behind the counter” attack alarm must be fitted and each member of staff must be issued with and required to carry on their person a personal fob attack alarm
 - F. maglocks fitted to entrance and exit points and even toilet doors.
 - G. a minimum of two staff to be present post 8 pm in the evening.

Whilst these measures have some merit in addressing the potential incidents that now occur in betting shops, they are indicative of an escalation in anti-social behaviour as a consequence of gambling activity in these licensed premises. In the first nine months of 2014, Police call outs to betting shops were already up by over 20% on the previous year.

The one condition that Licencing Authorities seem hesitant to impose and, when they do - as per Westminster - is done in a relatively lack lustre manner, is requiring an adequate number of staff on the premises. The number of people employed in the betting sector has fallen by 9,700 since 2008. The industry now staffs most LBOs with just one person. This is particularly risky for staff and undermines industry claims to be promoting “responsible gambling” and “player protection measures” when they absolve responsibility for their premises to one person, generally young and female, working for not much more than minimum wage levels.

No other gambling sector employs lone staffing as a standard policy. It is perceived as irresponsible to leave licensed premises, on which gambling is transacted, under the management and operation of one person. It is within the remit of licencing authorities to impose minimum staffing levels as a condition attached to LBO premises licences.

Locally determined conditions are recommended by the Commission who says: *“Where there are specific, evidenced risks or problems associated with a particular locality, or specific premises or class of premises, a licencing authority will be able to attach individual conditions to address this. That will be a matter for them in the light of local circumstances.”*

However, unlike the conditions attached to the new Soho betting shop that deal with issues that predominantly occur inside the premises, often disturbances occur outside the premises, causing a nuisance for other businesses or residential occupiers. Acts of vandalism against betting premises, youths gathering outside and anti-social behaviour upon leaving betting shops are common cause for concern and complaint. However, Licensing Authorities are unable deal with these issues under their licensing responsibilities. As the Commission notes: *“Unlike the Licensing Act, the Gambling Act does not include, as a specific licencing objective, the prevention of public nuisance. Any nuisance associated with gambling premises should be tackled under other relevant legislation.”* Hence the imposition of conditions to deal with problems emanating from betting shops but occurring outside of the premises is limited in scope.

It is estimated [over 100 betting shops per week suffer attacks on FOBTs](#) with very few instances being reported to the Police. These are criminal acts of vandalism always occurring as a consequence of heavy cash losses from FOBT usage. As Licensing Authorities are responsible for gambling activity that takes place on the premises it is perfectly warranted for a condition to be attached to individual or all licensed premises under the licencing authorities’ remit, for the recording and reporting of all such incidents. This would not be considered a regulatory burden and is in keeping with the LA responsibility of keeping crime out of gambling.

Despite the Minister for Local Government pointing to conditions as providing “considerable scope”, in the area of greatest concern, that of high stake, high speed FOBTs, a Licencing Authority has no control or powers. Section 172(10) of the Act provides that conditions may not relate to gaming machine categories, numbers, or method of operation and section 171 prevents an authority imposing conditions in relation to stakes, fees, winnings or prizes.

Section 181 of the Act however contains an express power for licencing authorities to restrict the number of *betting machines*, their nature and circumstances in which they are made available for, by attaching a licence condition to a betting premises licence. These are not defined under the act as FOBTs. Section 181 of the Act refers to these machines as “accepting bets on real events” and betting operators now refer to them as Self Service Betting Terminals (SSBTs). Like the introduction of FOBTs, no controls over numbers per premises have been agreed and it is left to Licencing Authorities, if they see fit, to control their numbers under guidance pertaining to floor space, service counter positions and ability of staff to monitor their use.

There are now estimated to be in excess of 5,000 SSBTs sited in betting shops and this is increasing each month. As with FOBTs, SSBTs are contributing to the further erosion of jobs in betting shops (down 9,700 since 2008) with one operator, Trafalgar Leisure, providing five SSBTs and four FOBTs at each of its licensed premises but they did not offer any human facing over-the-counter betting facilities.

The Gambling Commission lost in their attempt to declare these betting premises as providing “insufficient facilities for betting” and the consequence is that a betting shop will still be a betting shop even if it is used for no other purpose than making machines available for use on premises.

It is essential that Licensing Authorities have particular concern to the development of SSBTs in betting premises and in particular the content made available on what have been deemed “betting machines” and use their powers under section 181 of the Act to control and monitor their proliferation.

Closing note

It is clear to Councils and Councillors that their ability to deal with and curb the proliferation of betting shops in town centres and high streets, as well as controlling the quantity of FOBTs available is severely restricted under the 2005 Gambling Act. Despite the Minister for Local Government's view that licencing authorities are not making sufficient use of existing powers.

It is proposed to give Scotland the power to vary the number of FOBTs in new betting premises and, subject to amendments in the Scotland Bill, this could be extended as a retrospective power. No such power for Licensing Authorities in England and Wales is proposed just a continual reference to "existing powers".

The view of the Campaign for Fairer Gambling is that the power to vary the number of FOBTs should be devolved to all Local Authorities and their Licensing Committees as is proposed for Scotland. However, it is not the quantity of machines that essentially creates the problem as can be seen from the latest Gambling Commission statistics.

| Sector/Machines | Terminals | Yield (millions) | Yield Share |
|------------------------|------------------|-------------------------|--------------------|
| Betting Shops/B2 | 34,874 | £1,613.60 | 68% |
| Bingo B3/4/C/D | 52,506 | £292.24 | 12% |
| Casino B1/2/3 | 2,925 | £166.26 | 7% |
| AGC B3/4/C/D | 50,530 | £306.09 | 13% |
| | | | |
| Totals | 140,835 | £2,378.19 | |

Figures from the Gambling Commission Industry Statistics to September 2014

All gaming machines other than B2/FOBTs are capped at £2 and under per spin. It is the capacity for large losses that is facilitated by such a high staking capacity (£1 to £100 rather than 25 pence up to £2 as on most other gaming machines) that is the core of the problem regarding the B2 casino content.

As part of your Council's gambling policy over the next three years, we recommend you contain a statement supporting further regulatory action against FOBTs, with greater powers of control devolved to councils.

We urge all councils to support Newham in their action under the Sustainable Communities Act calling for the stakes on FOBTs to be brought in line with all other high street gaming machines at £2 per spin.

If you would like further information, please visit www.stopthefobts.org or contact us at info@stopthefobts.org to discuss in more detail.

Yours sincerely,

Derek Webb

Adrian Parkinson

Matt Zarb-Cousin

The Campaign for Fairer Gambling

www.fairergambling.org / www.stopthefobts.org

Lucy Knighton Press Officer

email: fobts@bcsagency.com

telephone: +44 (0)115 948 6900

7 Oct 15

Steve,

As requested I asked the Local Plans team to have a look at the consultation and their comments are as follows:

P4, Introduction

Population density by administrative area is not indicative of the actual conditions within the town, as density will be lower for authorities which happen to contain a larger rural area. The urban area density from the 2011 census for Tamworth is 39.6 persons per hectare, which is very similar to Cannock (39.3), and Burntwood (39.5), only slightly higher than Lichfield (37.9) and is less than nearby Polesworth (47).

P13, Premises licenses

Para 1.17 – The consideration of planning restrictions on potential license conditions is welcomed. It may be worth encouraging discussion at the license application stage to check: whether any relevant planning consents could be varied; or how a new planning policy compliant scheme could be achieved to meet license conditions.

P47-49, Appendix E

Measures to deal with Premises and Exterior Design Risks will likely require planning consent (e.g. roller shutters). It would be useful to mention that in this appendix and that planning applications will have to consider separate issues as dictated by planning policy (e.g. creating an attractive public realm).

Hope this helps

Matt

Matthew Bowers
Head of Planning and Regeneration
Tamworth Borough Council
Tel: 01827 709276
Mob: 07891 285617
Fax: 01827 709277
Email: Matthew-Bowers@tamworth.gov.uk
Visit us at: www.tamworth.gov.uk

Marmion House
Lichfield Street
Tamworth
B79 7BZ

One Tamworth, perfectly placed.

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Head of Environmental Health, Assets and Environment,
Tamworth Borough Council
Marmion House,
Lichfield Street,
Tamworth,
B79 7BZ

29th October 2015

Dear Sir

Consultation on Tamworth Borough Council's Statement of Principles – Gambling Act 2005

Coral Racing Limited is most grateful to be given the opportunity to respond to this consultation exercise. Coral was one of the first national bookmakers to be licensed under the Betting and Gaming Act of 1960, and so has been operating the length and breadth of the UK for over 50 years. Its premises comprise locations in the inner city, on the high street, in suburbs and in rural areas, and in areas of both high and low deprivation. It now operates 1850 betting offices across Great Britain, which comprise about 20% of all licensed betting offices. It is, therefore, a highly experienced operator.

Coral Racing Limited are broadly supportive of the document but provide feedback in terms of several areas regarding the new Risk Assessment section.

Your Statement correctly notes that the Board when considering applications are still required to 'aim to permit gambling' where this is 'reasonably consistent with the licensing objectives'. Please note that when judging applications, the Council should not take into account of any moral objections to gambling and most Council's include a sentence to this effect.

Risk Assessment

Coral Racing Limited recognise the requirement to supply risk assessments with future applications & variations following the consultation completion (requirement is from 6th April 2016) and are pleased to see this detail included within the Draft Statement.

Coral believe that the additional local risk assessment to be introduced with future premises licence applications from April 2016, should be a) to assess specific risks to the licensing objectives in the local area, and b) to assess whether control measures going beyond standard control measures are needed. In other words, there should be no requirement to list wide range of specific locations which are currently mentioned in your statement. Notwithstanding this, such locations if necessary would automatically be included with the operators risk assessment submitted when the application is considered.

We appreciate that a range of locations are included within Gambling Commission guidance to councils but wish to ensure that by inclusion in the risk assessment, there is no inference that such locations in close proximity to the licensed premises, are at greater risk of causing harm to the licensing objectives.

In order to clarify, Coral knows of no evidence that children coming from schools are gaining access to betting offices. Coral's general experience, in common with other bookmakers, is that children are not interested in betting, and in any case the Think 21 policy operated by Coral is adequate to ensure that under-age gambling does not occur in their premises. There are very many examples of betting offices sited immediately next to schools and colleges and no evidence whatsoever that they cause problems.



Coral Racing Limited
One Stratford Place, Montfichet Road, London E20 1EJ
Registered Office: New Castle House, Castle Boulevard, Nottingham NG7 1FT
Registered in England No. 541600
Tel: 020 3288 7000 Fax: 020 3288 7050

Additionally, we are of the opinion that the proximity of the location of a betting premises in relation to supermarkets, other high street shops stated or associated leisure venues listed within your guidance, does not cause any greater risk in the attainment of the licensing objectives.

The reason for Coral's caution against making such perceptions, which we anticipate is similar to that of the other main bookmakers, is that it already operates systems which ensure that the licensing objectives are strongly promoted across its estate.

For example:

- Coral benefits from an operating licence granted by the national regulator, the Gambling Commission. Therefore, its corporate systems for the promotion of the licensing objectives have been approved by the Commission, which continues to exercise vigilance in this regard through inspections and examination of regulatory returns.
- Coral is subject to the Licence Conditions and Codes of Practice, which are effectively the national code of operation to ensure that the licensing objectives are promoted.
- It carries out health and safety risk assessments pursuant to its legal obligations. These assessments are shortly to be extended so that formal compliance assessments are conducted.
- It conducts risk assessments in relation to Exposure to Violence, Aggression and Conflict (EVAC assessments).
- It operates the assessment principles of the Safe Bet Alliance, the national code for safe premises. It was one of the architects of the code.
- It operates the ABB's Code for Responsible Gambling, and again was one of the architects of that code.
- It operates an extensive compliance manual, upon which all staff members are trained. Copies are available for your inspection if required.
- It contributes to the Responsible Gambling Trust, which seems to promote responsible gambling who in-turn contribute to GamCare, the national problem gambling charity.

The majority of council documents which are currently being reviewed, do cover this new area and have managed to consolidate their guidance into one or two paragraphs. We would caution against the council providing a long list of locations which must be risk assessed and instructions / templates for completion which are not proportionate to the styles of businesses we operate. However, as an established national operator, we will of course commit our best endeavours to completing the new requirements to your satisfaction.

Finally, within your Statement, on page 55 is the comment:-

'There has been concerns voiced in the media about increases in Fixed Odds Betting Terminals (FOBT) in deprived areas and the betting industry targets areas of deprivation.....'

It is helpful that you state on Page 56:-

'Recent enquiries with local betting premises in relation to the use of B2 or FOBT seems to show that there is no excessive use of the machines.....'

Coral politely advise Tamworth Council that irrespective of what may be read in the wider media, the facts are that we do not target deprived areas and would be happy to share our evidenced based analysis with the Council if they would like to view more insight of this topic.

If we can provide any further information to assist in this Draft Statement, we would be pleased to do so.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'John Liddle', with a horizontal line underneath.

John Liddle
Director of Development – Coral Retail

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Tamworth Borough Council
Licensing
Marmion House
Lichfield Street
Tamworth
B79 7BZ

Please ask for: Richard Taylor
Direct Tel: 01482 590216
Email: rjt@gosschalks.co.uk
Our ref: RJT / ET / 097505.00004
#GS437386
Your ref:
Date: 22 October 2015

Dear Sir/Madam

Re: Gambling Act 2005 Policy Statement Consultation

We act for the Association of British Bookmakers (ABB) and have received instructions to respond on behalf of our client to the current consultation on the Council's review of its gambling policy statement.

The ABB represents over 80% of the high street betting market. Its members include large national operators such as William Hill, Ladbrokes, Coral and Paddy Power, as well as almost 100 smaller independent bookmakers.

This response will explain the ABB approach to partnership working with local authorities, it will detail its views on the implementation of the new LCCP requirements, from April 2016, relating to operators' local area risk assessments and their impact on the licensing regime and will then make specific comment with regard to any statement(s) of concern/that are welcomed in your draft policy.

The ABB is concerned to ensure that any changes are not implemented in such a way as to fundamentally change the premises licence regime through undermining the "aim to permit" principle contained within s153 Gambling Act 2005.

The current regime already adequately offers key protections for communities and already provides a clear process (including putting the public on notice) for representations/objections to premises licence applications. The recent planning law changes effective since April 2015 have also already increased the ability of local authorities to consider applications for new premises, as all new betting shops must now apply for planning permission.

It is important that any consideration of the draft policy and its implementation at a local level is put into context. There has recently been press coverage suggesting that there has been a proliferation of betting offices and a rise in problem gambling rates. This is factually incorrect.

Over recent years betting shop numbers have been relatively stable at around 9,000 nationally, but more recently a trend of overall downwards decline can be seen. The latest Gambling Commission industry statistics show that numbers as at 31 Mar 2015 were 8,958 - a decline of 179 from the previous year, when there were 9,137 recorded as at 31 March 2014.

As far as problem gambling is concerned, successive prevalence surveys and health surveys reveal that problem gambling rates in the UK are stable (0.6%) and possibly falling.

Working in partnership with local authorities

The ABB is fully committed to ensuring constructive working relationships exist between betting operators and licensing authorities, and that where problems may arise that they can be dealt with in partnership. The exchange of clear information between councils and betting operators is a key part of this and we welcome the opportunity to respond to this consultation.

There are a number of examples of the ABB working closely and successfully in partnership with local authorities.

LGA – ABB Betting Partnership Framework

In January 2015 the ABB signed a partnership agreement with the Local Government Association (LGA). This was developed over a period of months by a specially formed Betting Commission consisting of councillors and betting shop firms and established a framework designed to encourage more joint working between councils and the industry.

Launching the document Cllr Tony Page, LGA Licensing spokesman, said it demonstrated the *“...desire on both sides to increase joint-working in order to try and use existing powers to tackle local concerns, whatever they might be.”*

The framework built on earlier examples of joint working between councils and the industry, for example the Ealing Southall Betwatch scheme and Medway Responsible Gambling Partnership.

In Ealing, the Southall Betwatch was set up to address concerns about crime and disorder linked to betting shops in the borough. As a result, crime within gambling premises reduced by 50 per cent alongside falls in public order and criminal damage offences.

In December last year, the Medway Responsible Gambling Partnership was launched by Medway Council and the ABB. The first of its kind in Britain, the voluntary agreement allows anyone who is concerned they are developing a problem with their gambling to exclude themselves from all betting shops in the area.

The initiative also saw the industry working together with representatives of Kent Police and with the Medway Community Safety Partnership to develop a Reporting of Crime Protocol that is helpful in informing both the industry, police and other interested parties about levels of crime and the best way to deal with any crime in a way that is proportionate and effective.

Lessons learnt from the initial self-exclusion trial in Medway have been incorporated into a second trial in Glasgow city centre, launched in July this year with the support of Glasgow City Council, which it is hoped will form the basis of a national scheme to be rolled out in time for the LCCP deadline for such a scheme by April 2016.

Jane Chitty, Medway Council's Portfolio Holder for Planning, Economic Growth & Regulation, said: *"The Council has implemented measures that work at a local level but I am pleased to note that the joint work we are doing here in Medway is going to help the development of a national scheme."*

Describing the project, Glasgow's City Treasurer and Chairman of a cross-party Sounding Board on gambling, Cllr Paul Rooney said:

"This project breaks new ground in terms of the industry sharing information, both between operators and, crucially, with their regulator."

Primary Authority Partnerships in place between the ABB and local authorities

All major operators, and the ABB on behalf of independent members, have also established Primary Authority Partnerships with local authorities.

These Partnerships help provide a consistent approach to regulation by local authorities, within the areas covered by the Partnership; such as age-verification or health and safety. We believe this level of consistency is beneficial both for local authorities and for operators.

For instance, Primary Authority Partnerships between Milton Keynes Council and Reading Council and their respective partners, Ladbrokes and Paddy Power, led to the first Primary Authority inspection plans for gambling coming into effect in January 2015.

By creating largely uniform plans, and requiring enforcing officers to inform the relevant Primary Authority before conducting a proactive test-purchase, and provide feedback afterwards, the plans have been able to bring consistency to proactive test-purchasing whilst allowing the Primary Authorities to help the businesses prevent underage gambling on their premises.

Local area risk assessments

With effect from 6th April 2016, under new Gambling Commission LCCP provisions, operators are required to complete local area risk assessments identifying any risks posed to the licensing objectives and how these would be mitigated.

Licensees must take into account relevant matters identified in the licensing authority's statement of licensing policy and local area profile in their risk assessment, and these must be reviewed where there are significant local changes or changes to the premises, or when applying for a variation to or a new premises licence.

The ABB is concerned that overly onerous requirements on operators to review their local risk assessments with unnecessary frequency could be damaging. As set out in the LCCP a review should only be required in response to significant local or premises change. In the ABB's view this

should be where evidence can be provided to demonstrate that the change could impact the premises' ability to uphold the three licensing objectives.

Although ABB members will be implementing risk assessment at a local premises level, we do not believe that it is for the licensing authority to prescribe the form of that risk assessment. We believe that to do so would be against better regulation principles. Instead operators should be allowed to gear their risk assessments to their own operational processes informed by Statements of Principles and the local area profile.

The ABB supports the requirement as set out in the LCCP, as this will help sustain a transparent and open dialogue between operators and councils. The ABB is also committed to working pro-actively with local authorities to help drive the development of best practice in this area.

Local Area Profiles – Need for an evidence based approach

It is important that any risks identified in the local area profile are supported by substantive evidence. Where risks are unsubstantiated there is a danger that the regulatory burden will be disproportionate. This may be the case where local authorities include perceived rather than evidenced risks in their local area profiles.

This would distort the “aim to permit” principle set out in the Gambling Act 2005 by moving the burden of proof onto operators. Under the Act, it is incumbent on licensing authorities to provide evidence as to any risks to the licensing objectives, and not on the operator to provide evidence as to how they may mitigate any potential risk.

A reversal of this would represent a significant increase in the resource required for operators to be compliant whilst failing to offer a clear route by which improvements in protections against gambling related harm can be made.

We would also request that where a local area profile is produced by the licensing authority that this be made clearly available within the body of the licensing policy statement, where it will be easily accessible by the operator and also available for consultation whenever the policy statement is reviewed.

Concerns around increases in the regulatory burden on operators

Any increase in the regulatory burden would severely impact on our members at a time when overall shop numbers are in decline, and operators are continuing to respond to and absorb significant recent regulatory change. This includes the increase to 25% of MGD, changes to staking over £50 on gaming machines, and planning use class changes which require all new betting shops in England to apply for planning permission.

Moving away from an evidence based approach would lead to substantial variation between licensing authorities and increase regulatory compliance costs for our members. This is of particular concern for smaller operators, who do not have the same resources to be able to put

into monitoring differences across all licensing authorities and whose businesses are less able to absorb increases in costs, putting them at risk of closure.

Such variation would in our opinion also weaken the overall standard of regulation at a local level by preventing the easy development of standard or best practice across different local authorities.

Employing additional licence conditions

The ABB believes that additional conditions should only be imposed in exceptional circumstances where there are clear reasons for doing so - in light of the fact that there are already mandatory and default conditions attached to any premises licence. The ABB is concerned that the imposition of additional licensing conditions could become commonplace if there are no clear requirements in the revised licensing policy statements as to the need for evidence.

This would further increase variation across licensing authorities and create uncertainty amongst operators as to licensing requirements, over complicating the licensing process both for operators and local authorities.

Specific Policy Comments

In paragraph 1.2, there is a statement that “licensing authorities are able to exclude default conditions and also attach other conditions where it is believed to be necessary and proportionate”. The Statement of Principles needs to be consistent and should be clear throughout that conditions will only be imposed where there is evidence of a risk to the licensing objectives in the circumstances of a particular case such that the mandatory and default conditions need to be supplemented. Section 5 of the Statement of Principles indicates that the mandatory and default conditions will usually be sufficient to ensure operation that is reasonably consistent with the licensing objectives and that conditions will only be imposed where there are specific risks in a particular circumstance. The Statement of Principles needs to be clear throughout that additional conditions will only be imposed where there is evidence of a need to do so and not simply where it is “believed to be necessary”.

Paragraph 1.9 indicates that it is the council’s policy, upon receipt of any relevant representations, to look at specific location issues including the possible impact of gambling premises where these are situated close to premises such as schools, a vulnerable adult centre in the area or residential areas where there may be a high concentration of families with children. The licensing authority needs to put such statements in to context. Betting offices, in particular, are usually situated in areas of high population or high footfall. In the circumstances, betting premises are almost always situated in areas where there are children but owing to fifty years of regulation, and robust mandatory and default conditions, operators have developed policies and procedures to ensure that those who are not permitted to bet do not do so. The Statement of Principles should acknowledge the expertise of the operators and should be clear that whilst proposed premises in such locations will be investigated by the licensing committee, there is no policy to refuse or impose conditions where premises are in such areas.

It appears that there may be words missing from the first sentence of paragraph 1.10. This sentence should be amended in order that it makes sense.

Paragraph 1.12 lists factors that the council would expect a local risk assessment to consider as a minimum. This list needs to be redrafted as it contains matters that cannot be relevant for the purposes of a local area risk assessment. Social Responsibility Code Provision 10.1.1 requires that licensees must assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises. The risk assessment, therefore, must relate to the gambling objectives. Whether or not the area is an area of deprivation has no bearing upon the licensing objectives unless the licensing authority has predetermined that persons living in an area of deprivation are automatically vulnerable or likely to be involved with crime or disorder. This cannot follow. Similarly, the ethnic profile of residents in the area cannot have a bearing on the licensing objectives and the requirement to assess “the demographics of the area in relation to vulnerable groups” needs to be explained as it is not clear what this means.

Paragraph 1.14 contains a further list of matters that the risk assessment may include. This includes a suggestion that “where the application is for a betting premises licence, other than in respect of a track, the location and extent of any part of the premises which will be used to provide facilities for gambling in reliance of the licence”. Where a betting premises licence application is made, the whole of the premises as outlined on the plan accompanying the application will be used for betting. It may be that the word “gambling” is a typographical error and this word should read “gaming”, in which case the policy should be amended to reflect this.

Section 11.2 to 11.4 deals with the issue of betting machines in betting premises. The Statement of Principles would be assisted by a clear explanation of the difference between betting machines and gaming machines. The Statement of Principles should be clear that whilst s181 Gambling Act 2005 contains the power for a licensing authority to restrict the number of betting machines, there is no such power to restrict the number of gaming machines, the holder of a betting premises licence being authorised to make up to four machines of categories B, C or D available for use.

As stated above, the ABB does not believe that it is for the licensing authority to prescribe the form of risk assessment, to do so being against better regulation principles. Against this backdrop, Appendix E is too prescriptive. Operators should be allowed to gear their risk assessments to their own operational procedures.

Furthermore, Appendix E contains a number of factors to be taken into account which are wholly irrelevant for the purposes of Gambling Act 2005. For example, the opening of a new payday loan or pawnbrokers in the area is suggested as a risk assessment trigger. The Statement of Principles recognises (at page 46) that “the risks that operators must identify relate to the potential impact a gambling premises and its operation may have on the licensing objectives”. It is impossible to see how the opening of a new payday loan or pawnbrokers in the local area or indeed a new gambling premises can relate to a risk to the licensing objectives. Furthermore, the ethnicity, age or economic make-up of the local community cannot be relevant from a risk assessment perspective.

Overall, the whole of Appendix E is overly prescriptive especially given the statement at the end that underage gambling is deemed low risk following visits to licensed premises. Furthermore, on

page 56, it is recognised that there is no excessive use of FOBT machines and proper control and monitoring of the machines is in place. On account of the high level of compliance, there is no need for such prescription with regard to local risk assessments.

Conclusion

The industry fully supports the development of proportionate and evidenced based regulation, and is committed to minimising the harmful effects of gambling. The ABB is continuing to work closely with the Gambling Commission and the government to further evaluate and build on the measures put in place under the ABB Code for Responsible Gambling, which is mandatory for all our members.

ABB and its members are committed to working closely with both the Gambling Commission and local authorities to continually drive up standards in regulatory compliance in support of the three licensing objectives: to keep crime out of gambling, ensure that gambling is conducted in a fair and open way, and to protect the vulnerable.

Indeed, as set out, we already do this successfully in partnership with local authorities now. This includes through the ABB Code for Responsible Gambling, which is mandatory for all our members, and the Safe Bet Alliance (SBA), which sets voluntary standards across the industry to make shops safer for customers and staff. We would encourage local authorities to engage with us as we continue to develop both these codes of practice which are in direct support of the licensing objectives.

Yours faithfully,



GOSSCHALKS

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THURSDAY 26TH NOVEMBER 2015

REPORT OF THE PORTFOLIO HOLDER FOR HOUSING & WASTE MANAGEMENT

HOMELESSNESS PREVENTION STRATEGY 2016-20

PURPOSE

To seek Cabinet approval of the refreshed Homelessness Prevention Strategy 2016-20, the annual Strategy Action Plan, the Spend Plan that sets out how the homelessness prevention activity will be resourced over the first two years to 2018 and the supporting review and evidence base document.

The report also seeks to obtain Cabinet approval of the Housing Solutions Fund, the Hospital Discharge Protocol and refreshed Severe Weather Emergency Protocol (SWEPE), three key tools that will support the delivery of the Strategy and Action Plan.

Additionally, the report seeks approval from Cabinet to increase the Bed and Breakfast Budget by £50K in order ensure the Council can assist those in need of temporary accommodation at a time of increased demand.

The report also seeks approval to participate in the Government backed Gold Standard scheme that will require the Council to have excellent services and partnerships in place that meet the 10 local challenges that underpin the scheme.

RECOMMENDATIONS

That Cabinet approves the refreshed Homelessness Prevention Strategy 2016-20 and supporting Action Plan, Spend Plan and Review Document.

That Cabinet approves the Housing Solutions Fund, the Hospital Discharge Protocol and refreshed Severe Weather Emergency Protocol (SWEPE).

That Cabinet approves an increase of £50K in the Bed and Breakfast income and expenditure budgets.

That Cabinet gives approval to participate in the Gold Standard scheme.

EXECUTIVE SUMMARY

The Homelessness Act 2002 required all Local Authorities to produce and publish a Homelessness Strategy and ensure this was reviewed and refreshed every 5 years. Consequently, a review of Homelessness in Tamworth has been undertaken (**Appendix B**) and this information has been used to support the development of the Council's vision and priorities that are included in the refreshed Homelessness Prevention Strategy (**Appendix A**). The Strategy sets out how the Council and its partners will provide effective services and assistance to those residents who are either homeless or at risk of becoming homeless. The Council's approach is underpinned by 5 priorities. These are:

1. Improving and enhancing homelessness prevention activities
2. Improving joint working to ensure effective partnerships are in place
3. Increasing the supply of affordable housing and provide more settled homes
4. Improving access to accommodation and services particularly for vulnerable people and those at risk of homelessness
5. Improve health outcomes and reduced health inequalities for those who are homeless

Each priority is supported by objectives and strategic actions. These actions are brought together in the Strategy Action Plan (**Appendix C**). The Plan will be refreshed every 12 months across the lifetime of the Strategy to ensure continued relevance against priorities, effective monitoring of delivery and sufficient resources are in place to continue initiatives as necessary or develop new services and prevention tools to tackle issues that might arise over the coming years. As these are reviewed and further developed, they will be brought back to Cabinet for approval. The Strategy and Action Plan have been fully costed utilising DCLG Homelessness Prevention Grant. Detail on what is to be resourced over the first 2 years to 2018 is provided at **Appendix D**. It is assumed at this point that Government Grant will continue to be made available to the Council for the purposes of preventing homelessness. However, this position will remain under constant review and should Grant continue to be provided, a strong case will be made to ensure that such resources remain targeted and utilised to prevent homelessness in the Borough. If Grant in the future is not forthcoming, the Council would be forced to withdraw cost effective prevention services and deliver its statutory homelessness services only.

The first priority highlights the need to ensure the prevention tools at the disposal of the Council are regularly reviewed and updated to ensure they remain “fit for purpose.” To this end work has already commenced on reviewing key prevention tools and approaches. Consequently, it is proposed that the Repossession Prevention Fund (RPF) and the Spend To Save initiatives that were developed some years ago, are combined into one Housing Solutions Fund (**Appendix E**). This funding will be utilised to enable officers to provide the necessary financial assistance to prevent homelessness occurring. As has been outlined in previous reports to Members, this represents good value for money when the cost of someone actually becoming homeless are compared to the relatively small sums that are expended to prevent homelessness.

Similarly, it is proposed the Hospital Discharge Protocol (**Appendix F**) be adopted as this will again, contribute to the prevention of homelessness by ensuring secure accommodation is available so that no person is discharged from hospital either homeless or back to a home whose conditions make it unsuitable for them to live in. Developed in partnership with Lichfield District Council, the Protocol takes on board relevant guidance to ensure the Council and its partners take joint responsibility to ensure a protocol is in place so that no one is discharged from hospital to the streets or inappropriate accommodation.

The Severe Weather Emergency Protocol (SWEP) (**Appendix G**) also takes into account best practice and guidance and has been developed to ensure the Council and partner agencies provide appropriate responses for rough sleepers during the winter and periods of severe weather. The Council should have enough adequate provision to prevent rough sleeping at any time of year but the winter period provides different opportunities for engaging with entrenched rough sleepers and hard-to-reach groups. Increased support provided under SWEP is available between October and March is essential in protecting the health and well being of rough sleepers.

It is also proposed that an additional £50K be made available for the Bed and Breakfast budget. This is in addition to the £100K increase to this budget already actioned this financial year. This request is necessary due to the increase in demand for Temporary Accommodation (TA) over the course of the last 12 months. Whilst the number of people in B&B has been reduced in recent months, additional budget will be required to ensure sufficient resources are in place until the end of the financial year. A review of TA is underway and a key priority for the new Homelessness Prevention Strategy is to reduce the reliance on B&B and seek to utilise a range of options that better meet the needs of customers and offer value for money alternatives for the Council.

Finally, approval is requested to enable the Council to apply to participate in the Governments Gold Standard scheme. Gold Standard is a local authority, sector led peer review scheme designed to help Councils deliver more efficient and cost effective homelessness prevention services. The challenge follows a 10 step continuous improvement

approach that starts with a pledge for local authorities aspiring to '*strive for continuous improvement in front line housing services*' and culminates in an application for the Gold Standard Challenge. The new Homelessness Prevention Strategy highlights the intention to develop a Gold Standard Housing Solutions Service in Tamworth and will be central to the Council's approach to homelessness prevention and the delivery of identified priorities. Crucially, one of the above 10 challenges highlights the requirement for the Council to have a homelessness strategy in place that sets out a proactive approach to preventing homelessness. It is anticipated that by endorsing the refreshed Homelessness Prevention Strategy, the journey to achieve Gold Standard will be underway.

RESOURCE IMPLICATIONS

Key actions identified within the Homelessness Prevention Strategy and Action Plan have been costed and are primarily derived from DCLG Homelessness Grant of £62K per annum which was allocated to the Council in previous years. Due to savings made in previous years funds are also available to deliver the full set of actions highlighted in the Spend Plan and these resources have been taken into account and comply with DCLG regulations allowing Homelessness Grant under-spend to be carried forward.

The use of DCLG grant for the purposes highlighted represent good value for money when the full costs of someone becoming homeless are taken into account. For example, DCLG in their paper "Evidence Review of the Costs of Homelessness" (DCLG, 2012) pulls together a number of research studies that have attempted to calculate the total costs of homelessness. Estimates of the annual costs to government from these studies range from £24,000 - £30,000 (gross) per person. Consequently, relatively small amounts of money can be utilised as proposed to prevent larger sums of money being expended to deal with the consequences of someone becoming homeless.

The use of this funding will also help to mitigate against the impact of cuts in funding, such as those made regarding the Supporting People programme. The effective utilisation of resources as proposed will assist in meeting the needs of a client base that has seen the numbers of people with complex needs increase in recent years.

As highlighted above, it is assumed at this point that Government Grant will continue to be made available to the Council for the purposes of preventing homelessness. However, this position will remain under constant review and should Grant continue to be provided, a strong case will be made to ensure that such resources remain targeted and utilised to prevent homelessness in the Borough. Should funding not be available at the end of Year 2, a full review of provision will be undertaken and the annual action plan amended accordingly to reflect what is deliverable with the resources that are available at that time.

A further increase of £50K is requested for the B&B income and expenditure budgets in order to ensure sufficient resources are in place to meet demand until the end of the financial year. Increased demand over the last 12 months has resulted in the original budget of £88,510 being expended by July. An increase in budgets of £100k was approved by the Section 151 Officer in line with Financial Regulations in order to meet further costs to November 2015. As the budget will soon be exhausted, it has become necessary to request a further £50K which under Financial Guidance will need Cabinet approval. Whilst the number of people in B&B has been reduced in recent months, the additional budget will be required to ensure both sufficient resources are in place until the end of the financial year and alternatives to B&B are identified.

LEGAL/RISK IMPLICATIONS BACKGROUND

By not having a clear Strategy and plans in place to prevent homelessness, the Council is open to risk on a number of levels.

It is essential the Housing Solutions Team are equipped with the tools and resources to effectively prevent homelessness and take the appropriate action when customers present as homeless. This requires clear policy, procedures and guidance are in place to assist staff in delivering a customer focused, well informed and effective service. Failure to comply with relevant legislation or the incorrect application of tools designed to assist customers may leave the council open to legal challenge.

The adoption of the new Homelessness Prevention Strategy coupled with the intention to apply for Gold Standard demonstrates a clear intention to continuously improve services to a standard that lessens the risk of challenge and provides a first class service for those needing advice and assistance.

By having a clear strategic approach in place that is supported by effective policies, procedures and prevention tools, the Council can begin to meet the 10 challenges set by Government and achieve Gold Standard, thus ensuring a high quality service for customers accessing the Housing Solutions Service.

SUSTAINABILITY IMPLICATIONS

The Council has for many years taken a prevention approach to tackling homelessness seeking to offer support to households in meeting their own housing needs wherever possible. The proposal within this report offer an opportunity for the Council to manage future demand in a number of ways:

By working with health colleagues to ensure a successful return to home from hospital the project has value in preventing further admissions for those households. This helps to reduce demand on NHS services and provides best outcomes for the households involved

Households with multiple and complex need place a disproportionate burden on a range of services. It is challenging for the Council to seek to deal with housing issues for individuals who have a range of other problems. By ensuring that a flexible and expert service is available to support such households to navigate the range of services required the Council will be able to focus on its own role. This will help to reduce demand on already overstretched services.

Some households, once re-housed, require on ongoing support to ensure that they are able to successfully sustain their accommodation. This support helps to ensure that households are able to budget properly, avoid problems of anti-social behaviour and are able to contribute to their communities in a sustainable way. This reduces demand in dealing with the negative outcomes for the above including rent arrears and other debts, neighbour disputes and harassment and social isolation leading to poor health and wellbeing.

The vision, priorities, objectives and actions contained in the Homelessness Prevention Strategy will contribute towards meeting targets and priorities set at national level as well as taking into account local evidence. They also feed into a number of corporate aims, objectives and strategies as well as those of many of the partner agencies involved in delivering housing and related services in the Borough.

REPORT AUTHOR

Steve Pointon, Head of Strategic Housing

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Tamworth Borough Council

Strategic Housing Service

Homelessness Prevention Strategy

2016 – 2020

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Forward from the Portfolio Holder for Housing and Waste Management

The prevention of Homelessness in Tamworth continues to be a key priority for the Council and its partners.

Households who are experiencing homelessness or who are threatened with homelessness are trapped in cycles of deprivation that impact on their health, emotional wellbeing and life chances. The effects on children within households experiencing or threatened with homelessness can be life long.

It is of paramount importance that we continually improve and identify new ways of delivering excellent services to those who live in Tamworth. The commitment to the prevention of homelessness has been set out by Tamworth Borough Council working toward the achievement of Gold Standard. To deliver against this strategy and achieve this we will be looking more and more to work collaboratively with our key partners.

Our Homelessness Prevention Strategy for 2016 - 2020 sets out how the Council alongside its partners intends to meet the challenge of preventing homelessness over the next four years, ensuring support is available to help people avoid being without a home. With demand upon our services likely to increase over the next few years the form this support takes will vary with an emphasis on identifying people at risk as early as possible. To succeed in this challenge the Council needs to widen and strengthen our existing partnerships and by helping everybody involved to recognise and then act upon the early signs that somebody might be at risk of homelessness. Tamworth Borough Council remains confident that our partnerships can respond to this challenge and make a difference to the people of Tamworth.

We hope that you find this document informative and would welcome any comments about any improvements we could make

Insert photo and electronic signature

Councillor Michelle Thurgood

1. Our Vision

Tamworth Borough Council intends to provide the highest standards in Homelessness Services and this Strategy sets out how the Council will achieve this over the next four years.

By 2020 the Council aims to:

- Maximise homelessness preventions
- Keep levels of homelessness low
- Only use Bed and Breakfast in an emergency and then for no longer than six weeks
- Provide sufficient, appropriate, temporary accommodation
- End rough sleeping
- Ensure a range of permanent housing options are available
- Support partnerships which develop pathways to enable people to attain and then maintain settled homes
- Introduce a private sector offer to meet homelessness duties
- Review best practice and seek continuous improvement
- Embed a corporate and partnership approach to tackling homelessness
- Ensure homelessness services meet the 10 Gold Standard Challenges set out by the Department of Communities and Local Government (CLG)

This document sets out the Council's 5 key priorities for action for the period. Each priority has a number of objectives and strategic actions, which are what the Council hopes to deliver to achieve the aims above and ensure it meets its priorities. The review of Homelessness which incorporates an introduction, the context and evidence to support this strategy and the development of the Council's priorities for action can be found here. [\(Insert link\)](#) This document contains a comprehensive review of the Council's previous Homelessness Strategy, looks at whether the priorities contained within this were still right and identifies revised priorities based on the evidence base.

The associated Action Plan which the Council will review annually can be found here and this sets out the actions the Council will take to deliver against each of the priorities and will be reflected in the Strategic Housing Service Business Plan [\(Insert link\)](#) and finally the resources committed to this strategy are set out in a spend plan here [\(Insert link\)](#)

2. Consultation

Consultation has been central to the development of this strategy and was carried out with staff, partners and customers to help develop the strategic priorities.

2.1. Feedback from staff

During the Homelessness Review process and strategy development feedback from Strategic Housing Services staff was captured during a workshop. Staff were asked to think about what they did in their “day job” and how this fits under each priority to ensure that staff understood their role in the delivery of the Strategy. Staff came up with the following ideas as to how they felt their roles may contribute to the delivery of the Priorities and how they might therefore contribute to achieving the aims of this strategy. Answers generated included:

Current work that would contribute to the priorities included

- Delivery of prevention tools as they currently exist
- Landlord Forum
- Licensing of Houses of Multiple Occupation
- Allocations Policy
- Tamworth Homelessness Education Programme
- Service for those with Complex Needs
- Delivery of Affordable Housing
- Returning empty homes back into use
- Management of the Private Sector Leasing Scheme

Staff felt that the gaps were

- Being able to discharge duty into the Private Rented Sector
- Widening relationships with local private landlords and letting agents
- More good quality Temporary Accommodation
- Clearer easy to use policies
- Uncertainty around future funding of the service
- Loss of funding streams such as Supporting People and the impact on vulnerable people and statutory services
- More engagement with health to address the needs of vulnerable people
- Improved communications and monitoring of the service to inform service delivery
- Lack of engagement of service users

2.2. Consultation with key partners and the public

The Strategy was published for consultation on the Councils Website and feedback was invited. The consultation told us that we needed to utilise other tools provided by partners to ensure that we were fully meeting the needs of those who may be threatened with homelessness or for those who are homeless and this feedback has been reflected in the accompanying review document.

Feedback suggested that the priorities were the right ones and that the approach set out in the Strategy was a good one.

Finally feedback suggested that the document itself was clear, concise and easy to read.

No feedback was received from any service users who had accessed Tamworth Borough Councils Housing Solutions Service.

3. Priorities, objectives and strategic actions

Priority 1

Improving and Enhancing Homelessness Prevention Activities

| |
|---|
| <p>Our objectives</p> <p>1.1 Develop a Gold Standard Housing Solutions Service available to all Tamworth Residents at risk of Homelessness</p> <p>1.2 To further develop and improve the prevention tools to assist households in different situations and to meet local need</p> |
|---|

Objective 1.1 Develop a Gold Standard Housing Solutions Service available to all Tamworth Residents at risk of Homelessness

The Council is working towards achieving Gold standard which is a toolkit of self assessment and a framework for change which Tamworth Borough Council has adopted as a means to achieve continuous improvements within its homelessness services. To achieve this, the Council must have excellent services and partnerships in place and demonstrate that we have met the following 10 challenges

| Ten Local Challenges to achieve Gold Standard | |
|---|--|
| Local Challenge 1: | To adopt a corporate commitment to prevent homelessness which has buy in across all local authority services |
| Local Challenge 2: | To actively work in partnership with voluntary sector and other local partners to address support education employment and training needs |
| Local Challenge 3: | To offer a housing options prevention service to all clients including written advice |
| Local Challenge 4: | To adopt no second night out or an effective local alternative |
| Local Challenge 5: | To have housing pathways agreed or in development with each key partner and client group that include appropriate accommodation and support |
| Local Challenge 6: | To develop a suitable private rented sector offer for all client groups including advice and support to both client and landlord |
| Local Challenge 7: | To actively engage in preventing mortgage repossessions including through the Mortgage Repossession Scheme |
| Local Challenge 8: | To have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually to be responsive to emerging needs |

| | |
|---------------------|--|
| Local Challenge 9: | To not place any young person aged 16 or 17 in Bed and Breakfast accommodation |
| Local Challenge 10: | To not place any families in Bed and Breakfast Accommodation unless in an emergency and for no longer than 6 weeks |

| |
|--|
| Objective 1.1 – Strategic Actions |
| To achieve this objective the Council will |
| Develop the Gold Standard action plan to improve homelessness services and participate in the Diagnostic Peer Review |

1.2 To further develop and improve the prevention tools to assist households in different situations and to meet local need

Following a comprehensive review of Tamworth Borough Councils Strategic Housing Service, to continually improve its services to customers and maximise opportunities for the prevention of homelessness, Tamworth Borough Council is committed to fully review all of its current Homelessness Prevention Tools, ensure that there are clear criteria for access to these and that they fully meet the needs of customers.

Current Prevention Tools include

- General Advice and Assistance to those who are threatened with homelessness where advice leads to alternative accommodation being secured or the customer being able to remain in their current home
- Tamworth Homelessness Education Programme (THEP) – Tamworth operates a Homelessness Education Program which has been nationally recognised by Shelter and works with schools to educate children and young people about homelessness and how to prevent it and where it does ensuring that it is done in a planned and managed way
- Bond Scheme - Tamworth Borough Council currently operates a cashless bond scheme
- Mediation – between young people and families where there has been an exclusion or landlords and tenants where there may be issues which can be resolved
- Solutions Fund – This offers small sums of money which could prevent homelessness
- Homelessness Prevention Fund – This offers larger sums of money where a payment would prevent homelessness
- Money Advice Service which offers a Court Desk and Debt Advice service

Each of these will be reviewed and where required changes made to ensure that maximum use can be made of these to prevent homelessness in the Borough.

Objective 1.2 – Strategic Actions

To achieve this objective the Council will

Review and improve current homelessness prevention tools and develop clear criteria for access to these

Deliver staff training on prevention tools (to both internal and external colleagues who may be able to signpost)

Priority 2

Improving joint working to ensure effective partnerships are in place

Our objectives

1.1. To ensure that there is a corporate commitment to the implementation and delivery of this Homelessness Prevention Strategy

1.2 To improve strategic commitment to tackle homeless issues by implementing a partner engagement structure

1.3. To ensure that there are effective monitoring arrangements in place and the Council is held accountable for the delivery of this Strategy and to ensure that there is challenge where priorities are not being delivered against

1.1. To ensure that there is a corporate commitment to the implementation and delivery of this Homelessness Prevention Strategy

Issues and actions highlighted in this Strategy and supporting evidence base will be incorporated into the Council's Enhanced Joint Strategic Needs Assessment (eJSNA) and support the delivery of the strategic approach to Housing, Health and Wellbeing via the Tamworth Strategic Partnership (TSP) and the Health and Well Being Board. This document will form part of a series of Strategies and plans that will provide the framework for action for Housing over the coming years.

Objective 1 – Strategic Actions

To achieve this the Council will

Agree refreshed priorities and delivery plan for Housing and Health via the eJSNA and Healthier Housing Strategy and ensure these complement the priorities contained within this strategy and Action Plan

Ensure Housing and Health (including homelessness prevention) activity is systematically reported to the TSP.

Identify an elected member as a Homelessness Champion

1.2 To improve strategic commitment to tackle homeless issues by implementing a partner engagement structure

Homelessness issues are complex and Tamworth Borough Council cannot address these in isolation. Delivering against the Priorities and achieving the aims of this strategy requires a joined up coordinated approach from effective partnership working. The Council works with a range of partners in meeting the statutory homeless duty. As well as its own stock, including supported accommodation and older peoples housing, Registered Providers (RPs) own and manage additional social housing stock in the Borough and private landlords own and manage properties that could be let to people in housing need. There is also a strong voluntary sector which offers services and support to those who are threatened with homelessness or who are homeless.

Working in partnership with key organisations that provide services for homeless households is a key priority for the Council and the Council expects these key partners, along with others such as the Tamworth Strategic Partnership and Health and Wellbeing Board to actively engage with the delivery of this strategy and ensure that the actions contained within the action plan are implemented and that the Council is delivering against its priorities and achieving the aims of this strategy.

| Objective 1.2 – Strategic Actions |
|---|
| To achieve this the Council will |
| Undertake a comprehensive review of housing partners and their contribution to the delivery of the Council's priorities for housing and health. |
| Set up a Strategic Housing Panel |
| Review the membership of the Strategic Housing Panel annually to ensure effective governance |

1.3. To ensure that there are effective monitoring arrangements in place and the Council is held accountable for the delivery of this Strategy and to ensure that there is challenge where priorities are not being delivered against

In a time where resources are more scarce and there is a need to be innovative and ensure value for money in the delivery of services, to deliver against the key priorities contained within this strategy, Tamworth Borough Council is committed to working with key partners and other agencies. Throughout the life of this strategy the Council will continue to work in partnership and explore options to strengthen partnerships further. Through this engagement with partners and setting up a Strategic Housing Panel, where this strategy is not delivering then the Council expects there to be opportunities for challenge.

| Objective 1.3 – Strategic Actions |
|---|
| Commit the Strategic Housing Group to regular action plan monitoring, the dissemination of best practice and undertake annual strategic reviews |
| Set up a service user group and encourage participation in the development and delivery of services |

Priority 3

Increasing the supply of affordable housing and provide more settled homes

Our objectives

- 1.1 Not to use bed and breakfast accommodation for families with children except in an emergency and then for a maximum of 6 weeks
- 1.2 Ensure 16 and 17 year olds are not placed in Bed and Breakfast accommodation
- 1.3 Improve access to the Private Rented Sector
- 1.4 Increase the supply of affordable housing through partnerships as well as Council approach

1.1 Not to use Bed and Breakfast accommodation for families with children except in an emergency and then for a maximum of six weeks

When the Council has reason to believe a person is homeless and in priority need and once a full duty to house a household has been accepted then the Council must provide temporary accommodation. Tamworth Borough Council uses the following types of accommodation

- Bed and Breakfast accommodation: Non-self contained accommodation provided on a nightly basis at pre-agreed charges used as and when required. The Council pays charges for the occupant only for the agreed nights of occupation and collects the charges from the occupier. Households with children should only be placed in this type of accommodation in emergency situations and then for no more than six weeks.
- Private Sector Leasing Scheme: The Council leases properties from private landlords, and manages them for the purpose of temporarily housing homeless households

The Council has recently begun a full review of its use of Temporary Accommodation with the aims of procuring good quality decent temporary accommodation, expanding its PSL scheme, looking at how the Council can minimise the use of Bed and Breakfasts, the Councils internal procedures and how the best service can be delivered to the customer who may have to access the accommodation.

Objective 1.1 – Strategic Actions

To achieve this the Council will

Review and improve the provision and range of temporary accommodation options and ensure alternative options to Bed and Breakfast

Develop a policy for the procurement of TA and when out of Borough placements will be used

1.2 Ensure 16 and 17 year olds are not placed in Bed and Breakfast accommodation

It is in the best interests of most young people aged 16 or 17 to live in the family home, or, where this is not safe or appropriate, with responsible adults in their wider family and friends network. Tamworth Borough Council recognises this and aims to work pro-actively with young people and their families to identify and resolve the issues which have led to the homelessness crisis. All other options will also be explored, such as supported accommodation.

However where the issues are not able to be resolved with mediation where an approach is made to Housing Solutions Tamworth Borough Council will complete a joint assessment with Social Services, however the Council would treat this as an application for assistance under the homelessness legislation and will investigate in line with procedures to determine if they have a duty to house the young person, If there is reason to believe the young person may be eligible for assistance, may be homeless and is 16 or 17 years of age, the authority will have an immediate duty to secure interim accommodation and where this is the case Tamworth Borough Council aims not to place any 16/17 year olds in Bed and Breakfast Accommodation as this is deemed to be unsuitable.

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| Objective 1 – Strategic Actions |
| To achieve this the Council will |
| Develop the Councils Mediation Service to ensure early intervention and prevention and ensure that in all cases possible that a young person remains at home |
| Work with partners to ensure that appropriate accommodation is available for 16 and 17 year olds |

1.3 Improve access to the Private Rented Sector (PRS)

The Localism Act 2011 has enabled authorities to discharge their duties towards households accepted as unintentionally homeless and in priority need, by offering a private rented tenancy (with a minimum term of 12 months) irrespective of objections that the household may have to being housed in the private rented sector.

This is a relatively new power and Government expects Councils to develop policies to allow them to exercise this duty and offers must also consider the individual needs of each household. Offers must also be suitable and the property must be decent but in making the offer factors such as established links to Doctors, Education, Social Workers, key services and support should be considered

| |
|---|
| Objective 1 – Strategic Actions |
| To achieve this the Council will |
| Review the Council's approach to Private Sector Housing |
| Create a policy and procedure to use the power to end the main housing duty with an offer of private rented accommodation |

1.4 Increase the supply of affordable housing through partnerships as well as council approach

The Council is working with key partners to deliver affordable housing via the regeneration of the Tinkers Green and Kerria estates, redevelopment of garage sites, bringing empty homes back into use and through its acquisitions programme.

Objective 1 – Strategic Actions

To achieve this the Council will

Access resource availability to deliver affordable housing

Review the Council's approach to Empty homes as part of its wider review of the Councils Private Sector Offer

Priority 4

Improving access to accommodation and services particularly for vulnerable people and those at risk of homelessness

Our objectives

1.1 Develop co-ordinated pathways to accommodation with key partners

1.2 Commissioning of services that provide effective support to vulnerable people and those with complex needs

1.3 Ensure that nobody sleeps rough in the Borough by 2020

1.1 Develop co-ordinated pathways to accommodation with key partners

Without suitable accommodation and the stability that this provides those who are most vulnerable are unlikely to achieve positive outcomes in other areas of their lives. Therefore housing is critical to the prevention of reoffending, worsening mental and physical health, healthy relationships and education, training and employment. Often those who are the most vulnerable find it the hardest to secure and sustain good quality decent accommodation.

The development of positive pathways to accommodation is about more than just the housing. They are about the support to enable the customer to become active, aspirational individuals who can take advantage of opportunities to further their economic independence and health and wellbeing.

Objective 1.1 – Strategic Actions

To achieve this the Council will

Review the Allocations Policy on a regular basis in line with local and national developments

To develop effective protocols with key partners which are monitored and reviewed annually

1.2 Commissioning of services that provide effective support to vulnerable people and those with complex needs

Following on from the Hospital to Home pilot Tamworth Borough Council recognised a need to commission services for those with complex needs to work with all partners, not just in a hospital setting. The Crisis Support and Intervention project has been commissioned using homelessness prevention funds, and in addition to this the Safe and Well Project has been commissioned one of a number of projects funded as part of the locality commissioning process.

This is in line with the Governments report titled Addressing Complex Needs which sets out a clear argument for allowing local authorities to commission services based on need.

Given the cuts to Supporting People Funding and more people accessing the service with a range of needs the Council is committed to commissioning evidence based services to continue to provide support to those who are vulnerable or who have complex needs.

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| Objective 1.2 – Strategic Actions |
| To achieve this the Council will |
| Work with Strategic Commissioning partners to ensure that homeless households receive the support they need, particularly those with multiple and complex needs |

1.3 Ensure that nobody sleeps rough in the Borough

Rough Sleeping is the most visible form of Homelessness and where people are most vulnerable. Tamworth Borough Council is committed to no one sleeping rough on the Streets of the Borough and if anyone new arrives on the streets of Tamworth that they do not spend a second night there.

To achieve this Tamworth Borough Council will develop a No Second Night out model based on guidance and best practice published directly by Homeless Link

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| Objective 1.3 – Strategic Actions |
| To achieve this the Council will |
| Develop a No Second Night Out or effective alternative suitable for Tamworth Borough Council |

Priority 5

Improve health outcomes and reduced health inequalities for those who are homeless

Our objectives

1.1. Improve access to healthcare for those who are homeless and living in temporary accommodation or Rough Sleeping

1.1 Improve access to healthcare for those who are homeless and living in temporary accommodation or Rough Sleeping

Households who are homeless tend to experience greater health inequalities than the rest of the population. Living in temporary accommodation can negatively impact a person's health and wellbeing, particularly mental health. People in temporary accommodation often suffer with stress related health conditions such as depression and children are more likely to suffer illness and experience difficulties at school whilst staying in unsettled accommodation. People in temporary accommodation can also often lose contact with primary healthcare services.

Rough sleepers also tend to suffer substantial health problems. They have high rates of diseases such as tuberculosis and hepatitis, pneumonia, hypothermia, and have poorer mental health and greater prevalence of smoking, alcohol and substance misuse. The average life expectancy of a rough sleeper is just 47, thirty years below the general population. The lack of a permanent address makes registering with a GP and accessing primary health care services difficult. Where rough sleepers are treated in hospital, they are often discharged without a home to return to, making ongoing provision of healthcare difficult.

Objective 1.1 – Strategic Actions

To achieve this objective the Council will:

Embed homelessness prevention priorities into the Council's eJSNA, strategic approach to housing and health and wider Corporate priorities

Work with Public Health and the Clinical Commissioning Group to explore the links between poor health and homelessness and identify ways of tackling these

Advise the Health and Wellbeing Board on the links between homelessness, healthcare and housing

Consider undertaking a health needs audit of those who are homeless working with key partners using the Homeless Link Health needs audit toolkit

Identify a GP champion for those who are homeless

4. Summary

This Strategy sets out Tamworth Borough Councils vision for the prevention of Homelessness in Tamworth for the period 2016/2020 and clearly sets out how the Councils priorities, which were revised following completion of the review document and evidence base, will be achieved. It is supported by a two year priority for spend plan and an Action Plan that will be revised annually.

5. Feedback

The Council welcomes feedback and comments on our Strategic Housing Service at any time. If you would like to make any comments about the Strategic Housing Service, this document or to request any further information or related documents, or discuss the service please contact us via the details below:

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Tamworth Borough Council

Tamworth Borough Councils Homelessness Strategy Review and Evidence Base

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1. Introduction

Homelessness has a detrimental effect on individuals, families and communities. It can be linked to alcohol and drug abuse, poor physical and mental health, crime and anti-social behaviour, poor educational attainment, debt, unemployment and the breakdown of support networks. Tackling homelessness can be costly when compared to the costs associated with proactively seeking to prevent homelessness in the first place.

Section 1 of the Homelessness Act 2002 requires all local authorities to carry out a review of homelessness and homeless services within their area and keep their strategies under review. Section 2 of the same act prescribes the considerations that Local Authorities should undertake in conducting a review of homelessness and the purpose of the review in terms of informing a future homelessness prevention strategy. Tamworth Borough Council's current homelessness strategy expired recently and to address this requirement this review paper considers the most up to date evidence to determine if the priorities contained within the expired strategy remain the same or if they require revision. Following the completion of this review the Council intends to produce and implement a revised 4-year homelessness strategy, as a complementary document to the Council's Healthier Housing Strategy which directly contributes to the delivery of the outcomes contained within this and which also incorporates health activity. Alongside this will be a comprehensive and detailed action plan which will be reviewed annually and a priority for spend plan which will set out where money will be allocated to prevent homelessness.

2. What is Homelessness?

Homelessness is defined within the Homelessness Code of Guidance as:

"... somebody is statutorily homeless if they do not have a accommodation that they have a legal right to occupy, which is accessible and physically available to them and which it would be reasonable for them to continue to live in ... "

For the purposes of this review and when the strategy is developed the term homelessness will take this definition in the guidance into consideration and will be used as a broad concept that includes a number of different categories, ranging from rough sleepers to those temporarily sheltered in homeless hostels, to hidden groups like 'sofa surfers', who are seeking temporary accommodation from friends and

families following the loss of their own lodging, to those in overcrowded and unsuitable accommodation. Where a specific group is being considered, for example Rough Sleepers, this will be made explicit.

3. Strategic Context

3.1 National

Since 2002, the government has made homelessness prevention a priority, by providing increased funding to tackle homelessness, setting challenging targets for the prevention of homelessness, and placing requirements on local councils to produce homelessness strategies. The 2002 Homelessness Act extended the definition of priority need to include new groups of vulnerable people, whilst outlining the requirements placed upon local authorities to produce homelessness strategies informed by a review of performance, current service provision and estimated future need. The Act stated that the focus of these strategies was to be on preventative measures, as well as emphasising the importance of offering advice to all people in housing need.

The focus of services has remained on the prevention of homelessness and the Government has continued to supplement Local Authority resources, although in the current climate of Government budgets being cut the future of this funding is uncertain. Until now however, this and more recent initiatives such as the Governments No Second Night Out Agenda and the publication of Making Every Contact Count, which was billed as the Governments Homelessness Prevention Strategy has ensured the delivery of specific programmes to allow authorities to deliver effective homelessness services, prevent homelessness, reduce the use of Temporary Accommodation and end the worst manifestations of homelessness such as families living in Bed and Breakfast Accommodation and Rough Sleeping.

3.2 No Second Night Out and Making Every Contact Count

The former Coalition Government in 2010 produced two key reports that directly link to Homelessness, “Vision to End Rough Sleeping, No Second Night Out” and “Making Every Contact Count”, which was billed as the Government’s Homelessness Prevention Strategy.

3.2.1 Vision to End Rough Sleeping, No Second Night Out

The previous Government set up a cross governmental working group to address homelessness issues, bringing together Ministers from across 8 Government

Departments recognising that homelessness is not just about housing. The working group is formed from Ministers from:

- Department for Communities and Local Government – Housing and homelessness
- Ministry of Defence – The welfare of veterans
- Department for Business, Innovation and Skills – Adult skills
- Department of Health – Health and care services
- Department for Work and Pensions – Benefits
- Ministry of Justice – Criminal justice
- Home Office – Crime prevention
- Department for Education – Children and youth services

The aim of the group was to prevent and reduce homelessness and it published its first report in July 2011 “Vision to end Rough Sleeping, No Second Night Out” which sets out 6 commitments to try and end Rough Sleeping:

- Helping people off the streets
- Helping people access healthcare
- Helping people into work
- Reducing bureaucratic burdens
- Increasing local control over investment in services
- Devolving responsibility for tackling homelessness

The report focuses on single homeless without a priority need, including those who are living on the streets and those who are at greatest risk of rough sleeping. The report recognised a need to tackle the issues that may have led to the homelessness situation.

No Second Night Out was the key to making this a success – an initiative piloted in London and aims to ensure that those that find themselves sleeping rough are helped off the streets and do not sleep out for a second night.

The report also made recommendations that all Local Authorities build on their existing services to adopt a gold standard approach which meets the No Second Nigh Out principles of:

- New Rough Sleepers being identified and helped off the streets so that they do not continue to Rough Sleep
- Members of the public being able to report Rough Sleepers
- Rough Sleepers should be able to access services where they can have their needs assessed and can receive advice on their housing options
- Rough Sleepers can access emergency accommodation and other services such as healthcare
- That Rough Sleepers are reconnected where possible and where there is not a good reason why they are unable to return

Link to the Government report “Vision to End Rough Sleeping – No Second Night Out”:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6261/1939099.pdf

As part of the West Midlands Regional Homelessness Forum Tamworth Borough Council signed up to a No Second Night Out model across the West Midlands. This can be found at Appendix 1

3.2.2 Making Every Contact Count

The Ministerial Working Group then published Making Every Contact Count – billed as the Government’s Homelessness Prevention Strategy which stated there is no place for homelessness in the 21st Century and sets out what the previous Government planned to ensure that “everyone who is at risk of homelessness gets help at the earliest possible stage to prevent them from losing their home”

In the foreword to the report former Housing Minister Grant Shapps set out the vision:

“... the vision of this report is simple, but bold. There is no place for homelessness in the 21st Century. The key to delivering that vision is prevention – agencies working together to support those at risk of homelessness”

By highlighting the triggers for homelessness and identifying that there are particular groups at higher risk of homelessness the report placed emphasis on working in an integrated way at a local level in keeping with the fundamental premise that homelessness prevention is everyone’s responsibility.

The report announced resources which focus on the groups highlighted as being most at risk and a number of agencies are named as recipients of funding and the lead agency for delivering initiatives within the strategy. The report introduced the concept of payment by results.

The report summarises:

- The roll out of No Second Night Out (see appendix 1)
- £20m Homelessness Transition Fund which was administered through voluntary sector providers – Brighter Futures received a share of this and currently provides Tamworth Rough Sleeping Outreach service.

This link provides further information about the outreach service:

http://www.brighter-futures.org.uk/?/street_services/scheme/rough_sleepers_team

- £10.8m administered by Crisis to support the voluntary sector to deliver access to the Private Rented Sector
- £18.5m to groups of Local Authorities to develop prevention services for single homeless people
- £20m for local housing authorities for preventing repossessions
- Development of a national rough sleeper reporting line

For further information about the rough sleeper reporting line please see the following link:

<http://www.streetlink.org.uk/>

- Funded a report on how hospital admission and discharge could be improved for homeless people Funded a pilot for improving outcomes for homeless people with co-existing mental health and substance misuse needs.

The full report is available here:

http://homeless.org.uk/sites/default/files/attached-downloads/HOSPITAL_ADMISSION_AND_DISCHARGE_REPORTdoc.pdf

The previous Government set out ten challenges (Gold Standard) for Local Authorities which it believed are necessary to achieve its vision, and suggest it is the responsibility of the Local Authority to make these work locally. These are

- Adopt a corporate commitment to prevent homelessness which has buy in across all Local Authority Services
- Have a Homelessness Strategy which sets out a proactive approach to preventing homelessness and is reviewed annually to be responsive to emerging needs
- Work differently with partners within the Public Sector, but also in the private and voluntary and community sectors to achieve outcomes.
- Adopt a No Second Night Out model or an effective local alternative
- Actively engage in preventing mortgage repossession including through the Mortgage Rescue Scheme
- Housing Pathways with Commissioners considering different household groups, and identify the barriers to these being achieved
- Ensure that there is a housing options prevention service that is available to all clients and provides written advice
- Develop a suitable private rented sector offer for all client groups, including advice and support to both client and the landlord
- Not place any young person aged 16 or 17 in Bed and Breakfast Accommodation
- Not place any families in Bed and Breakfast accommodation unless it is an emergency and then for no longer than 6 weeks

Link to the report “Making Every Contact Count”

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/7597/200459.pdf

3.3. The cost of Homelessness

A paper produced by the Department for Communities and Local Government (CLG) entitled “Evidence review of the costs of homelessness” produced in August 2012 estimates that homelessness costs the Government between £24,000 and £30,000 gross per person (although the net cost will be lower) This figure is derived from a number of studies previously undertaken.

The paper then goes on to look at a break down of where the costs come from across all Government Departments:

Department for Works and Pensions: Costs are likely to increase as a result of benefits payments, employment programmes, associated administrations costs and payments to Local Authorities for administering Housing Benefit

Department of Health: Health problems, in particular mental health, substance misuse and alcohol dependency are more prevalent amongst the homeless population, especially rough sleepers. The paper states however that there is a lack of evidence of the numbers of homeless people engaging with health services but case study evidence suggests the cost to public services of people with multiple needs is considerable.

Ministry of Justice: Research suggests that homelessness and offending behaviour are closely linked and mutually perpetuating. Costs to the criminal justice system and policing may be significant – for example costs for a drug conviction are estimated at around £16,000

Local Authorities: Expenditure on homelessness in 2010 – 2011 totalled almost £345m with nearly 1/3 of this being spent on temporary accommodation, £70m on prevention and the rest on the administration of homelessness functions.

Link to the report Evidence Review of the Costs of Homelessness:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/7596/200485.pdf

Until recently money to deliver Homelessness Prevention activity has come directly to local authorities from Central Government in the form of a grant. However the Coalition Government rolled this funding into the Business Rate Retention Scheme, which is a change in the way services are funded, not a change in the grant. Local authorities are being encouraged to direct this Homeless Prevention money at supporting development of the Gold Standard homelessness prevention service. From 2020 Councils will get to keep their Business Rates and Homelessness will be funded from this

Central Government confirmed continued investment into preventing homelessness until 2016. This gives Tamworth Borough Council the financial certainty required to commission and deliver essential homelessness prevention services. In line with this review and the development of the action plan there is a spend plan attached to this review highlighting priority areas for spending to deliver homelessness prevention and improving health outcomes for homeless people.

3.4. Localism Act

The Localism Act passed in 2011 set out the coalition Government's localism agenda with major changes to social housing regulation and tenure, planning and the introduction of new community rights.

For housing the main changes implemented under this Act were:

- The abolition of the Tenant Services Authority (TSA) and its regulatory function which was subsumed by the Homes and Communities Agency (HCA).
- Changes in the way council house finance is delivered.
- Local Authorities can now offer new tenants 'flexible tenure' (fixed term secure tenancies) rather than traditional 'lifetime' tenancies. The Act also makes a number of changes to facilitate the use of fixed-term tenancies by social landlords. Authorities also had an obligation placed on them to produce a Tenancy Strategy.
- Statutory succession rights are reduced (for new tenants only) but it is now possible to confer additional succession rights under the tenancy agreement.
- There is now a single Ombudsman for all social housing. Tenants will be able to take complaints to a 'designated person' (e.g. Councillor or MP) but will also be able to go direct to the Ombudsman

The key changes to homelessness legislation is contained within sections 148 and 149 of the Localism Act 2011, with these commencing on 9 November 2012 alongside a new statutory suitability order and supplementary statutory guidance and related to the Council now being able to discharge its homeless duty into the private rented sector.

Under previous legislation, people who become homeless were able to refuse offers of accommodation in the private rented sector, and wait until a social-rented home

became available. The provisions of the Act mean that this is no longer the case and a Local Authority can discharge its duty by making a reasonable offer of accommodation in the private rented sector.

3.5. Welfare reforms

As well as introducing the Localism Act to address the deficit they introduced a number of reforms to the welfare system. The changes made were:

3.5.1 Shared Accommodation Rate

The age threshold for the shared accommodation rate of Local Housing Allowance (LHA) was increased from 25 to 35 years of age. This change applies to private tenants only. This means that single claimants up to the age of 35 will have their benefit based on LHA for a room in a shared property (£66.04 per week or £286.17 per month) rather than LHA for a self contained one bedroom property (£90.00 per week or £390.00 per month). This change has applied to all new claimants since the 1st January 2012. Existing claimants were then moved onto the shared room rate at the next anniversary of their benefit claim. Those aged 18-35 can continue to occupy larger properties but if they receive LHA there will be an expectation that the difference will be paid by the tenant.

3.5.2 Tax Credits

Changes were made to the way Tax Credits were assessed from April 2012, so that credit is withdrawn faster as income rises. Working Tax Credit (WTC) is no longer available to people aged 50+ starting work of 16 hours or more. Working hours for couples with children will be increased. Most couples must work at least 24 hours a week between them, with one working at least 16 hours to qualify for WTC. There are also further payments available if a parent or child has a disability and whether a parent is self employed.

3.5.3 Council Tax Benefit (CTB) replaced with localised Council Tax Support schemes

Councils were required to put in place local Council Tax Support Schemes. Government funding for the schemes were cut by 10% nationally. The Government has designed a national scheme for pensioners and councils will developed their own local scheme for working age claimants. This has been in place at Tamworth

Borough Council since April 2013 and any Council Tax Benefit Claimant will be expected to make a contribution to their Council Tax.

3.5.4 Under-occupation rule in the social rented sector (Commonly known as the “Bedroom Tax”)

Restrictions were applied to council and housing association tenants living in houses larger than they need. A 14% reduction applies if tenants are under-occupying by 1 bedroom and a 25% reduction applies if they are under occupying by 2 or more bedrooms. This affects people of working age who receive help to pay their rent and begun in April 2013. There were 559 households living in Tamworth Borough Council accommodation affected by this change when it was introduced. As of April 2015 there were 349 claimants still affected by the under occupancy charge, and of these 165 were in arrears with their rent payments. (47% of those affected)

3.5.5 Benefit cap introduced

Again from April 2013 there has been a cap on the total amount of benefit a working age household can receive. Benefit levels have been capped at the level of the average working family income after tax which is £500 a week for families and £350 a week for single people. (The exceptions being those households that include a war widow, a Disability Living Allowance claimant or a Working Tax Credit claimant). The cap is to be applied by local councils first of all, with councils required to reduce Housing Benefit payments until the cap is reached.

3.5.6 Social fund scheme transferred to Local Authorities

Funding for Crisis Loans and Community Care grants has now been transferred to Staffordshire County Council who has put in place its own local scheme for the County. There is no duty for a council to provide a local welfare scheme.

More detailed information about the Staffordshire Scheme is available here

http://www.staffordbc.gov.uk/live/images/cme_resources/Users/Systems%20Maintenance/Social-fund-leaflet180413.pdf

3.5.7 Disability Living Allowance (DLA) to be replaced

DLA is being replaced with a new benefit called Personal Independent Payment (PIP). DLA will only be available to children under the age of 16. PIP payments have been rolled out across the West Midlands during 2015. All current claimants will be re-assessed under new criteria before receiving their new PIP payment.

3.5.8 Local Housing Allowance rates up rated by Consumer Price Index (CPI)

From April 2013 LHA rates changed to annual up-rating, using whichever is lower of the CPI inflation rate or the actual increase in rents used to up-rate LHA in the private rented sector. This replaced the monthly up-rating based on local rents.

3.5.9 Introduction of Universal Credit

Universal Credit is the new single benefit which is replacing Housing Benefit, Income Support, Income Related Job Seekers Allowance, Income Based Employment and Support Allowance and Tax Credit. Claims are made online and payment will normally be a single household payment, including the housing costs, paid monthly in arrears directly to the claimant. All new claims from October 2013 have been a claim for Universal Credit with all other claims being migrated to Universal Credit over a 4-year period, although this has been delayed. Rollout of Universal Credit began in Tamworth during 2015 for all new claimants.

3.5.10 Modified Pension Credit

The Pension Service has taken over assessing Housing Benefit for people of pension credit age and Housing Benefit will become part of Pension Credit, the dates for this to happen have yet to be published by the government, but may be rolled out with the introduction of universal credit, which began in Tamworth in 2015.

3.5.11 Discretionary Housing Payments

Discretionary Housing Payment (DHP) has been paid by Central Government to Local Authorities for many years, to allow them to award money, in addition to benefits, towards housing costs. Once the money is spent then there is no more allocated to the authority until the next year and where money is not spent, unspent funds have to be returned to Central Government at the end of the year.

Generally DHP is used to assist with rental costs but its use is discretionary and can also be used for wider costs such as:

- Cash Deposits
- Rent in Advance
- Moving costs

To assist claimants through the transitional period of welfare reforms central Government funding towards DHPs has been increased from £20 million per year up to £165 million for 2013/14, and £135 million for 2014/15 nationally.

In 2014/15 Tamworth Borough Council awarded £111084 in Discretionary Housing Payment (DHP) the budget for DHP payments was £111054.

Table 1 – DHP Awards

| Reason for Award | Number of Award | Cost (£) |
|-------------------------------|-----------------|------------------|
| Benefit Cap | 2 | 393.70 |
| Removal of Spare Room Subsidy | 201 | 67014.94 |
| LHA Restriction | 55 | 15597.85 |
| Combination of Reforms | 3 | 1519.17 |
| No Impact | 92 | 28558.34 |
| Total | 353 | 111084.00 |

Source – Tamworth Borough Council Benefits Department 3/2/15

Tamworth Borough Councils Discretionary Housing Payments Policy:

<http://democracy.tamworth.gov.uk:9071/documents/s5960/Enc.%202%20for%20Welfare%20Benefit%20Reform%20Discretionary%20Payments.pdf>

Guidance for use of DHP and best practice guide from the Department for Works and Pensions (DWP)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/184207/discretionary-housing-payments-guide.pdf

3.5.12 Current Government Proposals

The recently elected conservative government proposals that may have an impact on housing and homelessness include:

- Cutting benefits for under 21 year olds, including automatic entitlement to Housing Benefit for under 21s.

- Extending Right to Buy to Registered Provider's Housing stock.
- The devolution of power from Westminster and to the Regions, in this region, this is the West Midlands Combined Authority.
- The closure of the Independent Living Fund for disabled people.
<http://www.bbc.co.uk/news/health-33307821>
- Continued role out of Universal Credit.
- Extending the Help to Buy scheme, and the new Help to Buy ISA.
- Construction of 200,000 started homes sold at 20% below the asking price for first time buyers under the age of 40.
- Offering 10,000 homes to rent below market rent to allow households to have the opportunity to save for a deposit for up to 7 years.
- The government have also committed to save an extra £12 billion from the Welfare Budget.
- Household benefits capped at £23,000

4. Legal Context

The legislation that covers Tamworth Borough Councils main duties in respect of Homelessness is Part VII of the 1996 Housing Act (as amended by the Homelessness Act 2002). Prior to its enactment, all households that were accepted as homeless had the right to permanent housing. Following the legislative changes in 1997, Councils were placed under a duty to temporarily accommodate homeless households that they deemed to be in "priority need". Access to permanent social housing is now administered on a basis of "reasonable preference" via the choice based lettings scheme (as per Part VI of the Housing Act 1996)¹. Amendments in the Homelessness Act 2002 extended the "priority need" groups to include:

- 16 and 17 year olds (except relevant children i.e. those who Social Services have a responsibility under the Children (leaving care) Act 2000)
- people who are considered vulnerable as a result of fleeing violence (or threats of violence)
- people who are vulnerable as a result of spending time in the armed forces, serving time in prison or a care background.

Should the Council find an applicant unintentionally homeless, eligible for assistance with a priority need for accommodation, the Council has a duty under section 190 (2) to:

- Ensure that accommodation is available for the applicants occupation for such period as it considers will give the applicant a reasonable opportunity to secure accommodation
- Provide the applicant, or secure that the applicant is provided with, advice and assistance in any attempts they may make to ensure accommodation becomes available for their occupation

Where the applicant is deemed to be intentionally homeless, eligible for assistance and does not have a priority need, the Council has a duty under section 190 (3) to provide advice and assistance in any attempts by the applicant to secure accommodation for their occupation.

5. Regional Context

5.1 The West Midlands Regional Homelessness Forum

The West Midlands Homelessness Forum is a multi-agency forum that has a number of key tasks:

- Supporting sub-regional activity on homelessness
- Promoting partnership working across the region and sub-regions
- Informing practice across the region
- Promoting prevention of homelessness across the region

Tamworth Borough Council participates in this forum along with other West Midlands Local Authorities, Voluntary Sector Organisations, Housing Providers, key partners such as National Offender Management Service (NOMS) and NACRO with its key tasks being to help local agencies and partnerships make a positive difference for people who are at risk of homelessness or who are already homeless, which is done by supporting joint working, sharing good practice and by influencing the direction of policy and investment at a regional level.

Tamworth Borough Council as part of the Forum has signed up to a West Midlands wide commitment to No Second Night Out (Attached as Appendix 1) which sets out what the Council is doing to achieve the Gold Standard commitment to Adopt a No Second Night Out model or an effective local alternative.

The West Midlands Regional Homelessness Forum has its own website which can be found here

<http://www.wmrhf.org.uk/index.asp?ID=1>

Funding was given to support the forum until 2016. However due to the organisation who provide administrative support no longer being available the future of the Forum is currently open to discussion.

5.2 What is happening in Staffordshire?

5.2.1 Communities and Local Government Single Homelessness Funding

Tamworth Borough Council along with all of the other authorities in Staffordshire, Shropshire and Telford and Wrekin were awarded £560k across the geographical area to tackle Single Homelessness and the No Second Night Out Agenda in 2015.

An action plan was drawn up, by the Shropshire, Staffordshire Housing Partnership, following a needs analysis across the area, based on evidence which identified 5 priority areas of action. The outcomes that were identified were:

- Increase access to the private rented sector for all single homeless people (18 to 35)
- Increase access to the private rented sector for single homeless with more complex needs
- Increase access to accommodation and support for offenders.
- Reduce numbers of rough sleepers and implement NSNO across the partnership areas
- Fewer young people are homeless or at risk of homelessness as a result of parental eviction/family and friends no longer willing to accommodate
- Reduce the risk of vulnerable households becoming homeless as a result of the introduction of Universal Credit and other welfare reforms.
- Improve quality of advice and information given to households approaching for housing advice; ensure that all LA partners are offering a minimum standard of advice including written advice in plain English.

To date a research report on the number of rough sleepers was undertaken by Midland Heart, which informed the commissioning of a Rough Sleepers Outreach Service for the County. This was initially run as a pilot by Brighter Futures.

Following the success of the pilot, further funding was sought and a successful Homeless Transition Fund Bid by Brighter Futures secured funding to continue this service for 12 months and to allow this to continue beyond this period the partnership match funded the HTF bid to allow the service to continue until March 2016.

Additionally linked to improving access to the private rented sector, following a procurement exercise, Derwentio Housing were chosen to work with private sector landlords across South Staffordshire to lease properties for three years and house single 18 – 35 year olds with low or no support needs. Although the contract with the partnership has ended Derwentio have 3 properties leased in the area providing shared accommodation in Tamworth equating to 12 bed spaces, which Tamworth Borough Council can refer into.

5.2.2 Staffordshire Strategies

As well as activity related to funding there are a number of strategies developed by Staffordshire County Council which are implemented across the region and will have an impact on housing and homelessness in Tamworth.

The Staffordshire Flexi Care Housing Strategy 2010-2015

This strategy aims to provide the direction and information to help transform the opportunities for housing and care in Staffordshire and identifies the number of flexi-care or extra care units that are required in each district to meet current and future needs and how working effectively in partnership the County hope to achieve this.

The strategy suggests an expected rise in all areas of the County in the older population with Tamworth seeing the biggest increase, with half of those living alone and many having a long term life limiting illness and suggests by 2030 Tamworth will require 823 units of flexi care housing.

The link to this Strategy can be found here:

<http://www.staffordshire.gov.uk/Resources/Documents/s/st/StaffsFCHStrategy20102015v101.pdf>

The 2012 – 2016 Staffordshire Strategy for Tackling Domestic Abuse

Breaking the Cycle is Staffordshire's first Domestic Abuse Strategy and provides a context and sets out how Staffordshire's Safer and Stronger Communities Strategy Group intends to tackle domestic abuse in Staffordshire. Each of agencies involved in the Strategy Group has nominated a 'champion' whose responsibility it will be to ensure that their organisation is doing all it can to reduce the frequency and impact of domestic abuse.

The link to this strategy and its action plan can be found here:

<http://www.staffordshire.gov.uk/community/communitysafety/Documents/Breaking-the-Cycle---Staffs-Domestic-Abuse-Strategy-2012-16.pdf>

The 2012-2015 Staffordshire Housing Support and Independence Strategy

The Staffordshire Housing Support and Independence Strategy sets out the framework for commissioning activity by Staffordshire County Council in relation to housing support and the enablement of individuals to remain independent for as long as possible

This strategy can be found here:

<http://www.staffsmoorlands.gov.uk/sites/default/files/documents/pages/Staffs%20Housing%20Support%20and%20IndependenceStrategy-v1%202.pdf>

6. Local Context

6.1 The Tamworth Strategic Partnership

The Tamworth Strategic Partnership (TSP) is an umbrella partnership that brings together key local agencies from the public, private, voluntary and community sectors to address the complex challenges needed to improve the quality of life for the communities of Tamworth. The partnership provides a platform to discuss debate and progress issues that will make a difference to the area.

The partnership has been structured to ensure that it is fit for purpose to deliver on Tamworth Borough Councils vision and priorities for Tamworth

The Vision

“One Tamworth (the people), Perfectly Placed (the place)”

Table 2 shows how this strategy addresses the TSP priorities

Table 2 – How the Councils Homelessness Strategy will address the TSP Priorities

| TSP Priority | How this Strategy will address these priorities |
|---|---|
| A safe environment in which local people can reach their full potential and live longer healthier lives | By offering a preventative approach to homelessness by providing a service that is proactive and responsive to individuals needs. |
| A sustainable and thriving local economy, a more aspirational and competitive place to do business | The prevention of homelessness will enable individuals to contribute to the local economy. |

Webpage link giving more information on the TSP:

<http://www.tamworth.gov.uk/tamworth-strategic-partnership>

6.2 Tamworth Borough Councils Healthier Housing Strategy

Tamworth Borough Councils Healthier Housing Strategy was developed in 2011 after a report produced by the Health Inequalities National Support Team following a visit to Tamworth suggested there was some advantage to developing a joint Housing and Health Strategy. Specifically contained within this strategy are priorities relating to homelessness. This strategy is currently under review and a new Strategy is due for 2016.

The new Homelessness Strategy will be an appendix to the existing Healthier Housing Strategy, as well as the new one and will sit alongside, and give regard to the Councils Tenancy Strategy and will complement and expand on the actions contained with the Healthier Housing Strategy and will directly work to meet the priorities contained within this current Strategy which are:

There are suitable homes for everyone (Access)

- There is a greater choice of homes

- Households are able to move to a quality affordable home
- People are able to afford a wider range of housing options

Homes are healthy, warm and safe (Aspects)

- Homes in all tenures will be safe, warm and well – maintained
- People take responsibility for improvements in the quality of their home

People are able to maintain and independent and healthy lifestyle (Individual Behaviour)

- There is a reduction in all forms of homelessness
- Vulnerable people are supported to live independently
- People are able to make informed decisions to improve their housing circumstances

Neighbourhood environments enable safer and healthier communities (Neighbourhoods)

- Homes of all tenures are in well designed and managed neighbourhoods
- People and communities are able to take control and responsibility for neighbourhoods

Table 3 shows how this strategy will address the priorities contained within the Councils Healthier Housing Strategy

Table 3 – The Councils Healthier Housing Strategy and how the Homelessness Strategy will address these

| Healthier Housing Strategy key priorities | How this Strategy addresses these issues |
|--|---|
| There are suitable home for everyone. | By providing a comprehensive range of advice and assistance to enable people to move in to decent and affordable homes. |
| Homes are healthy warm and safe. | By tackling homelessness and preventing it by working with partners to address issues where homes may not be safe |
| People are able to maintain and independent lifestyle. | By providing a comprehensive and robust housing solutions service which helps prevent homelessness, supports people to live independently, and make informed decisions to improve housing |

| | |
|--|--|
| | circumstances. |
| Neighbourhood environments enable safer and healthier communities. | By empowering people to take control and responsibility for their neighbourhood. |

Tamworth Borough Councils Healthier Housing Strategy can be found here:

http://www.tamworth.gov.uk/sites/default/files/housing_docs/Healthier_Housing_Strategy.pdf

The healthier housing strategy is currently under review and is due to be updated.

6.3 Tenancy Strategy and Allocations Schemes

Section 153 of the Localism Act which came into force in June 2012 prescribes the relationship between schemes and strategies that Local Authorities must have regard to in developing their homelessness strategies.

153 Relationship between schemes and strategies

In section 3 of the Homelessness Act 2002 (homelessness strategy) after subsection 7 insert –

“(7A) in formulating or modifying a homelessness strategy, a local authority in England shall have regard to –

- (a) its current allocation scheme under section 166A of the Housing Act 1996
- (b) its current Tenancy Strategy under section 150 of the Localism Act 2011, and
- (c) in the case of an authority that is a London Borough Council, the current London Housing Strategy”

This section enshrines in legislation the relationship between the Local Authority Homelessness Strategy, the Allocations Policy and the Tenancy Strategy.

Tamworth Borough Council has been offering flexible fixed term tenancies since 1st April 2013. They are only given to new tenants accessing council accommodation. Those moving in to sheltered accommodation and those in adapted properties will continue to sign secure tenancies.

Flexible fixed term tenancies will be reviewed every five years. Within the five year if a families circumstances have changed they may be expected to leave social housing and move in to the private rented sector or affordable homeownership. The

review process is lengthy at least six months and tenants will be supported in to alternative accommodation during this time. This is so that social housing is made available for those families and individuals in greatest need. For those families where their circumstances have not changed they will be granted a further five years on their tenancy.

Tamworth Borough Councils Tenancy Strategy recognises that there is a requirement for the Council to work with Registered Providers in the Borough to prevent homelessness and states in its Tenancy Strategy:

“Where Fixed Term Tenancies are used the Council would expect to see these re-issued at the end of the term unless there is a significant change of circumstances. The Council would again like the opportunity to work with Registered Providers to establish how this will be managed and the criteria used to allow its Housing Solutions Service to prepare for the anticipated changes. This approach should also help mitigate any health risks associated with uncertainty of tenure.”

Tamworth Borough Councils Tenancy Strategy can be found here:

http://www.tamworth.gov.uk/sites/default/files/housing_docs/Tenancy_Strategy.doc

Under the Localism Act Registered Providers were also required to publish Tenancy Policies. The following are a summary of main points of the policies of the 3 largest Registered Providers who own and manage properties in Tamworth:

6.4 Registered Providers Lettings Plans

6.4.1 Midland Heart

All of Midland Heart existing tenants will remain on their current tenancy types. However new tenants will be offered one of the following tenancy types.

Table 4 – Tenancies to be offered by Midland Heart

| Tenancy Type | Who this will be offered to |
|-------------------|--|
| Licence Agreement | <ul style="list-style-type: none"> • Customers who do not have exclusive occupation of the property. This usually includes: <ul style="list-style-type: none"> ○ Customers in emergency hostel accommodation ○ Customers using garages or parking spaces |

| Tenancy Type | Who this will be offered to |
|--|--|
| | <ul style="list-style-type: none"> ○ Service Occupiers in Tied Accommodation who have service occupancy agreements |
| Assured Shorthold Tenancy | <ul style="list-style-type: none"> • Customers living in a property where Midland Heart is the leaseholder • Customers living in intermediate rented properties • Customers living in rent to homebuy properties who have not purchased all or part of the property • Customers living in market rented properties • Customers in supported housing • Customers with limited leave to remain in the UK |
| Starter Tenancy (Assured Shorthold Tenancy - leading to Assured Non Shorthold) | <ul style="list-style-type: none"> • New customers who directly before becoming a Midland Heart tenant did not hold a social housing tenancy; and • (Only until the TSA National Standard on Tenure is amended to allow the use of fixed term tenancies as Midland Heart sees appropriate, expected to be April 2012) they are moving into a property that has not been designated an affordable rent property <p>When the TSA National Standard on Tenure is amended to allow the use of Fixed Term Tenancies as Midland Heart sees appropriate, expected to be April 2012, this form of tenancy will not be used except where customers are moving into a Midland Heart owned property where the need for that property is unlikely to change in the future -this will include sheltered and extra care accommodation</p> |
| Fixed Term Starter Tenancy (Assured Shorthold Tenancy - leading to Fixed Term) | <ul style="list-style-type: none"> • New customers who directly before becoming a Midland Heart tenant did not hold a social housing tenancy; and • (Only until the TSA National Standard on Tenure is amended to allow the use of fixed term tenancies as Midland Heart sees appropriate, expected to be April 2012) they are moving into a property that has been allocated an affordable rent property; and <p>When the TSA National Standard on Tenure is amended to allow the use of Fixed Term Tenancies as Midland Heart sees appropriate, expected to be April 2012, this form of tenancy will used for all new customers who directly before becoming a Midland Heart tenant did not hold a social housing tenancy and one of the other forms of agreement are not relevant</p> |
| Mixed Use Business Tenancy | <ul style="list-style-type: none"> • Customers in designated live/work accommodation |

| Tenancy Type | Who this will be offered to |
|-------------------------------|---|
| Assured Non Shorthold Tenancy | <ul style="list-style-type: none"> Existing Midland Heart customers with an Assured Non-Shorthold Tenancy that are transferring to another Midland Heart owned property with 3 bedrooms or less. or Customers who are moving into a Midland Heart owned property from an existing social housing tenancy and the need for that property is unlikely to change in the future. This will include sheltered and extra care accommodation |
| Leaseholder | <ul style="list-style-type: none"> Customers who own a share in their property Customers who own their home and Midland Heart owns the freehold of the land |
| Secure Tenancy | <ul style="list-style-type: none"> Existing Midland Heart Secure Tenants who transfer to another Midland Heart owned property |
| 5 year Fixed Term Tenancy | <ul style="list-style-type: none"> New customers who directly before becoming a Midland Heart tenant did hold a social housing tenancy Customers who have successfully conducted a Fixed Term Starter Tenancy Customers who have successfully conducted a Fixed Term Tenancy and Midland Heart is happy to grant a further Fixed Term Tenancy Any existing tenant choosing to transfer to a property with 3 bedrooms or more and their tenancy status is not protected in law |

Source – Midland Heart Tenancy Policy v2

The policy clearly sets out that in all instances unless there is a significant change in circumstances that the Fixed Term Tenancy will be renewed and where this is not the case a clear procedure is laid down for advice and assistance and how this will be offered to the tenant.

Midland Heart

You can find a copy of the policy here

<https://www.midlandheart.org.uk/displayfile.asp?id=57336>

6.4.2 Waterloo Housing Group

Waterloo's Tenancy Policy sets out their approach to the types of tenancies members of the Group will grant and where tenancies are granted for a fixed term and the length of the term.

Table 5 – Tenancies to be offered by Waterloo

| The types of tenancies granted | |
|---------------------------------------|---|
| 4.1 | <p>The types of tenancies granted by members of the Group for general needs tenants are as follows:</p> <ul style="list-style-type: none"> • Periodic assured or secure lifetime tenancies as appropriate • Fixed term tenancies for at least five years, in addition to any prior probationary period (subject to 4.2. below). Such tenancies will be set for properties let at Affordable Rents, in accordance with the agreement entered into with the Homes and Communities Agency(see Waterloo Group Policy-Properties Let at Affordable Rents for more information) |
| 4.2 | <p>There may be exceptional circumstances where a tenancy for a period of no less than 2 years (rather than 5) may be granted, which are compatible with the purpose of the accommodation, and reflect the efficient use of this housing stock. These circumstances are as follows:</p> <ul style="list-style-type: none"> • Housing provided specifically as student accommodation • Some supported housing that is aimed at providing support for a limited period of time (excluding CAT 1 and 2 accommodation as outlined in 4.3 below) <p>Those receiving long term support that is linked to their accommodation or have properties that have received major adaptations will receive longer fixed term tenancies based on an assessment of their future needs.</p> |
| 4.3 | <p>In the circumstances specified below existing vacant social homes will normally continue to be let as periodic assured or secure tenancies as appropriate at rents set in accordance with rent influencing regime guidance contained within the regulator’s Rent Standard Guidance (“social rents”), unless regulatory approval is sought on occasions for disposal of these homes (please also see Waterloo Housing Group Affordable Rent Decision Making Policy):</p> <ul style="list-style-type: none"> • Properties that are potentially difficult to let, including many flats (e.g. high rise blocks) • Properties that require substantial major work improvements • All properties classed as Category 1 and Category 2 accommodation will be retained as social rent. Other properties with support systems outside the CAT 1/CAT2 definition will be considered on an individual basis • When it is necessary to move a vulnerable tenant from a home that is currently charged a social rent (for example, due to domestic violence or on a police recommendation). The property that they transfer to will be charged at a social rent. • When a tenant in a property charged a social rent is being decanted (due to a redevelopment/regeneration scheme or a major works |

| | |
|-----|--|
| | <p>programme). Any property they transfer to will be let at a social rent.</p> <ul style="list-style-type: none"> • Any other circumstance where the tenant of a property currently charged at a social rent is being asked to move by the Group. The property they move to will be charged at a social rent. • There may be circumstances where a particular property, or a group of properties, is excluded from conversion to Affordable Rent for a period of time. This decision may be due to the need for positively intervention to ensure social and economic sustainability in the community. Any such interventions will be agreed by the Director of Operations for the respective association. |
| 4.3 | Where those who are existing social housing tenants choose to move to another social rented home members of the Group will offer a tenancy with no less security of tenure when they move. This does not apply however where an existing tenant chooses to move to accommodation let at an Affordable Rent. |
| 4.4 | Properties let at an affordable rent will (subject to 4.2 above) be let as fixed term tenancies for new tenants and will be set in accordance with regulatory requirements. They will in all cases be for a minimum of 5 years, and will be preceded in many cases by a 12 month probationary tenancy for new tenants (unless they have previously held a social tenancy with another registered provider). We will advise all new tenants who are offered an affordable tenancy of the fact that it is a fixed term tenancy and what this means for them in terms of tenancy conditions. |

Source: Waterloo Group Policy – Tenancy Management

Waterloo Housing Group

[Http://www.waterloo.org.uk/media/122766/group-lettings-policy.pdf](http://www.waterloo.org.uk/media/122766/group-lettings-policy.pdf)

6.4.3 Bromford Group

Bromfords policy clearly sets out the range of tenancies to be offered and how they will be used. Any existing tenant will have their tenancy protected and fixed term tenancies will only be used for new tenants. There is also the expectation that in all instances unless there is a significant change in circumstances that the Fixed Term Tenancy will be renewed and where it is not to be reviewed that advice and assistance will be offered to the tenant

Table 6 - Tenancy types to be offered by Bromford group

| Tenancy Type | Will be offered to: |
|----------------------------------|--|
| Secure | <ul style="list-style-type: none"> • Existing Bromford customers transferring who are already on a Secure Tenancy |
| Assured Protected Tenancy | <ul style="list-style-type: none"> • Existing Bromford customers transferring who are already on an Assured Protected Tenancy |

| | |
|---|--|
| Assured Periodic Tenancy (this means a non-shorthold tenancy) | <ul style="list-style-type: none"> • Any Bromford customer who already hold an Assured non short hold Tenancy • Any New Customer who already holds an Assured non short hold Tenancy unless they are moving to home let at an affordable rent • All customers who are in receipt of a state pension • All customers who are living in a designated or proposed built supported housing scheme – unless the supported housing scheme is let on Assured Short hold Tenancies (see below) |
| Assured Shorthold Tenancy | <ul style="list-style-type: none"> • Minors (customers under 18) • Customers living in a designated or purpose built supported housing scheme that fulfills the criteria in the point below; • Customers living in schemes where we are contractually obliged to offer assured short hold tenancy agreements |
| Starter Tenancy (Periodic Assured Shorthold) | <ul style="list-style-type: none"> • New Customers who do not already hold either a Fixed, Assured non short-hold or Secure tenancy with another HA or LA |
| Fixed Term Tenancy (Assured Shorthold Fixed Term) 2 or 5 years | <ul style="list-style-type: none"> • (2 or 5 years) Existing Customers who have satisfactorily completed their Starter Tenancy; or, • (5 years) New customers who already hold an Assured Non short hold Tenancy and are moving to a home let at an affordable rent |
| License | <ul style="list-style-type: none"> • Customers in shared, temporary or hostel accommodation (mainly in Supported Housing) or where we are contractually obliged to offer license agreements. |

Source; Bromford Group Tenancy Policy

Bromford Housing

You can find Bromfords Lettings Policy here

http://www.bromford.co.uk/media/566057/housing_options_lettings_policy.pdf

6.5 Tamworth Borough Councils Allocations Policy

In addition to changes in length of Social Housing Tenancies and the potential impact this could have on homelessness services additionally there has been provision made to allow changes to the way Local Authorities can now allocate homes. Tamworth Borough Councils new allocation policy went live on the 20th October 2014 and is available here:

http://www.tamworth.gov.uk/sites/default/files/housing_docs/Allocations_Policy_June_2014.pdf

This policy is currently under review and the amended policy is due for publication during 2016.

6.6 Nominations agreements

Legislation provides the framework for co-operation between Local Authorities and Registered Providers and nomination agreements set out the way in which this happens. The nomination agreement sets out what is expected of each of the partners. Tamworth Borough Councils nominations agreement states that the Council will get 100% nomination rights on all new build sites and 50% on other homes that come up for rent via Registered Providers.

“Tamworth Borough Council will be offered 100% of new build schemes for first lets where the development is on subsidised land or land acquired via S106 planning gain and 50% of remaining property lettings that fall within the definition of property/lettings outlined in Paragraph 2 above, as a minimum.”

- *Property type – At least 50% of each type of property – Bedsits, flats, maisonettes, bungalows and houses and 100% of new build schemes – will be made available to nominees of the Tamworth Borough Council.*
- *Property size – At least 50% of each size of property – 1 bed, 2 bed, 3 bed 4 bed +and 100% of new build schemes - will be made available to nominees of the Tamworth Borough Council.*

On occasion, Partner registered providers and Tamworth Borough Council may wish to increase and/or decrease nomination percentages on individual schemes to reflect changing patterns of housing need, specific requirements of the scheme, local lettings plans and the Council's strategic priorities as identified by the Housing and Health Strategy.

Registered providers may wish to advertise all of their voids within the Tamworth Borough Council area via the Finding a Home website if this is consistent with the business objectives of the organisation. In this situation no charge will be incurred by the RP for advertising more than the required 50% minimum”

Quarterly monitoring information is collated from Registered Providers to ensure that the nominations agreement is being met.

Table 7 – Registered Providers Nominations 2014-15

| Registered Provider | Percentage of properties allocated to Tamworth Borough Council |
|---------------------|--|
| Waterloo | 70% |
| Derwent | 100% |
| Affinity Sutton | 28% |
| Hanover | 0% |
| Bromford | 92% |
| Orbit | No return received |
| Midland Heart | 70% |
| Metropolitan | 100% |

Source: Quarterly Monitoring Returns to Tamworth Borough Council

From the chart it is evident that most registered providers are meeting their partnership obligations by nominating at least 50% of their properties. Hanover who currently has 0% have a very small number of properties available in Tamworth and have not had any properties available. Tamworth Borough Council tries to engage with all providers and most respond, however not all do. Both Waterloo and Bromford have had a number of new developments which Tamworth Borough Council has had 100% nominations on.

6.7 Tamworth's Local Plan

Tamworth Borough Council as a planning authority must have in place a Local Plan which sets out the Council's policies which are essential when making planning application decisions. Independent inspectors review and examine these plans before they are formally adopted and put into place.

6.7.1 The new Local Plan

The new Local Plan has now been adopted following the withdrawal of the Local Plan 2006 – 2028. It outlines what type of development is required, including housing, to meet our local community and business needs, scale and location, as well as policies to ensure sustainable development. There is a robust evidence base supporting the plan and it will also include policies to promote infrastructure delivery and to protect and enhance the areas built and natural environment. The local plan went through examination in June 2015.

6.8 Health Context

Linked to Tamworth Borough Councils Healthier Housing Strategy there is an ambition by the Council to work more closely with Health partners to deliver housing activity which has an impact on health outcomes. It is widely known that homelessness, especially rough sleeping, has significant and often negative consequences for an individual's health, and studies have evidenced the correlation between homelessness and increased severity of health conditions and life expectancy. Helping someone who is homeless is not just about the shelter, it is about their wider health and wellbeing also.

Both No Second Night Out and Making Every Contact Count recognise this and the need for improving the health outcomes of homeless people. Due to the often complicated nature of their needs combined with the difficulties of living in insecure accommodation or on the streets, those who are homeless often struggle to access the health care they need and rely on acute hospital services such as Accident and Emergency Departments, they spend more time in hospital and make disproportionate use of substance misuse services, all of which cost the National Health Service (NHS) more money.

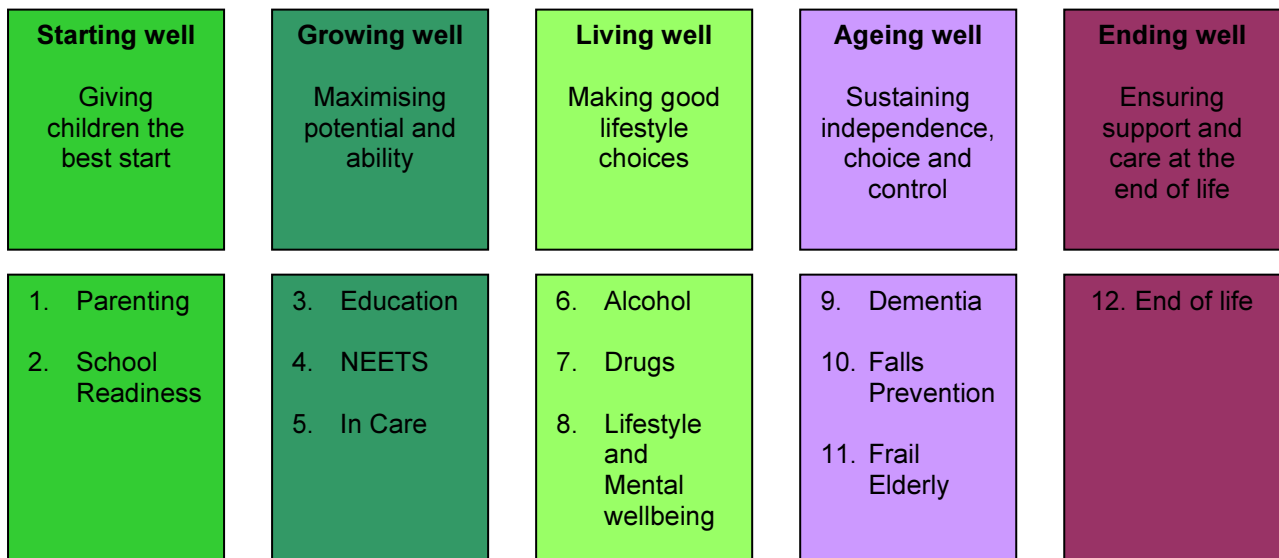
With the changes to the health service in 2013, Clinical Commissioning Groups have a duty to reduce inequalities in access to, and outcomes from healthcare. Local Authorities now have public health budgets with a "health premium" to promote action to reduce health inequalities and Directors of Public Health are the strategic leads for public health in local communities with Health and Wellbeing Boards playing a key role in bringing together the National Health Service (NHS), Public Health and Social Care Services within a local authority and developing a Health and Wellbeing Strategy based on the Joint Strategic Needs Assessment (JSNA)

Additionally the Public Health Outcomes Framework, which sets out the desired outcomes for Public Health and how these will be measured, contains two indicators on homelessness as well as a number of others which will encourage a focus on the health of the homeless population. There is a specific indicator related to "people with mental illness and disability in settled accommodation" and this makes the link between housing and Mental Health explicit for the first time. The Mental Health Strategy "No Health without Mental Health" recognises that secure and stable housing is essential for good mental health and that homeless people often

experience a range of mental health problems, often linked to substance and alcohol misuse.

Staffordshire’s Health and Wellbeing Strategy identifies twelve key priority areas of action. These are shown in figure 1.

Figure 1 The twelve areas for action



Source: Living Well in Staffordshire – Our Five Year Plan 2013 – 2018 – Staffordshire Health and Wellbeing Board

More information on the Health and Wellbeing Strategy can be found here:

<http://www.staffordshirepartnership.org.uk/Health-and-Wellbeing-Board/Health-and-Wellbeing-Strategy-for-Staffordshire.pdf>

6.9 Tamworth’s Community and Voluntary Sector

Whilst Tamworth Borough Council has a statutory function to provide homelessness advice and services it is important to recognise that other sectors can also contribute both directly and indirectly to the prevention of homelessness.

Within Tamworth there is a strong Community and Voluntary Sector (CVS) who deliver a wide range of advice, housing services and support to vulnerable people.

Whilst there are some examples of best practice of Tamworth Borough Council working closely with the CVS in Tamworth around the prevention of Homelessness,

for example the partnership with the Citizens Advice Bureau who deliver a Money Advice Service on behalf of Tamworth Borough Council with the aim of preventing homelessness, there is still much room for improvement and in the context of cuts to Local Authority funding there is likely to be more reliance on the CVS to 'fill the gap' between local authority service provision and service-users' needs. The current climate is an opportunity for Tamworth Borough Council to engage with the CVS more effectively and efficiently to assist the Council in meeting local needs and preventing homelessness.

7. Equality and Diversity

Tamworth Borough Council serves a diverse borough and we ensure that we do not discriminate in a way that is unfair, illegal or unjustified.

To help us achieve this within all services, Equality Impact Assessments (EIA) are undertaken on all Strategies and this Homelessness Strategy is no exception and an EIA for the Homelessness Strategy is available.

8. Approach to the review and Strategy Development

The Tamworth Borough Council last Homelessness Strategy identified the following as priorities:

- Improve and Enhance Homelessness Prevention Activities
- Reduce the use of and time spent in Temporary Accommodation
- Improve joint working to ensure effective partnerships are in place
- Increase the supply of affordable housing and provide more settled homes
- Improve access to accommodation and services, particularly for vulnerable young people and those at risk of becoming homeless

To begin the review process an initial gap analysis of the existing Action Plan from the previous Homelessness Strategy was undertaken. This is included in this document as Appendix 2. This identified via a red, amber green system, what the service had achieved to date, work that was ongoing and actions that had not been delivered against.

This review was then undertaken to look at all the available evidence and provide a robust and meaningful evidence base. This document considers trends and looks to

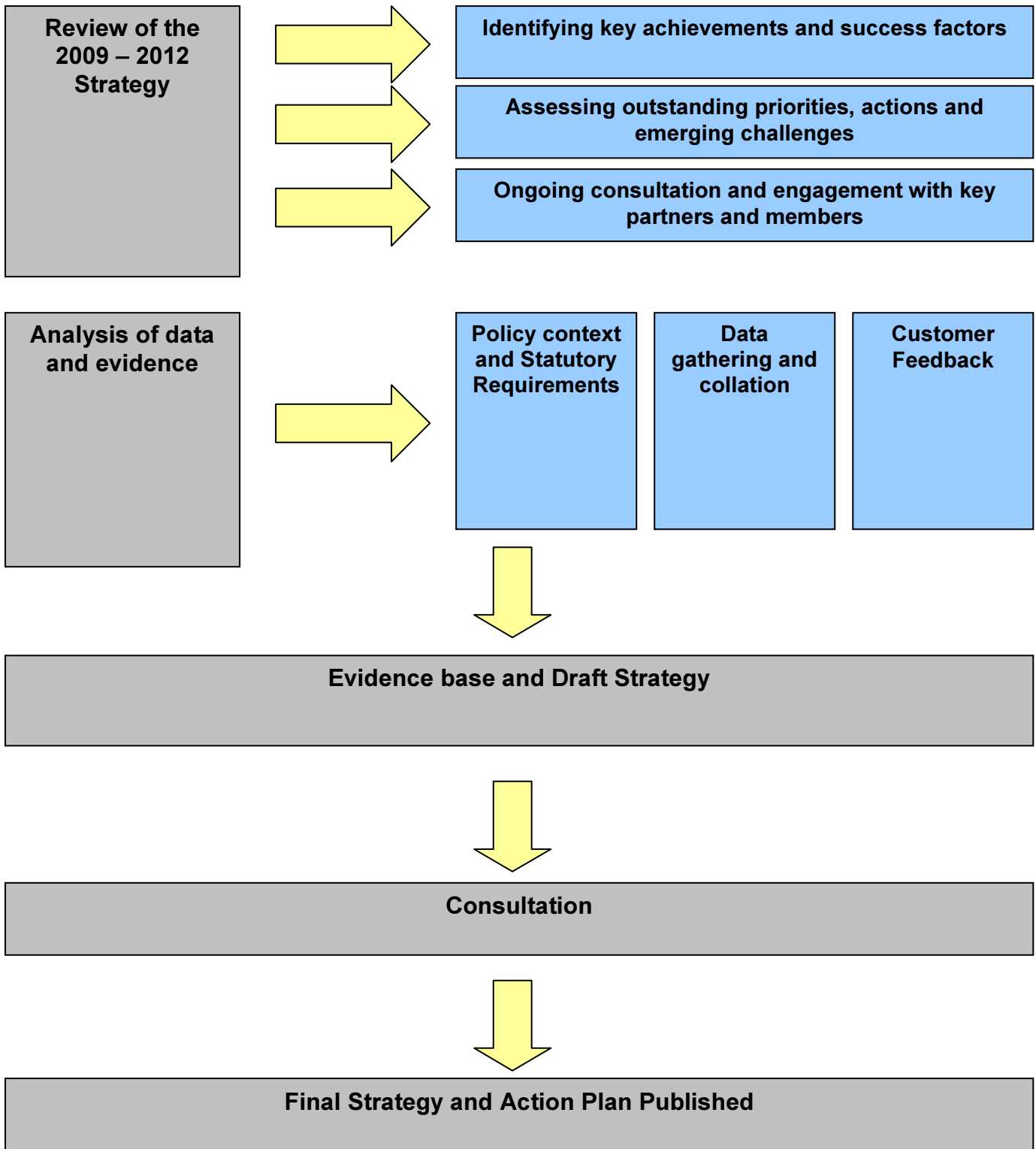
predict emerging pressures. The evidence was gathered to determine if these priorities were still current, if they required revising or removing and if new priorities became apparent from the evidence.

All of this evidence and information relating to the review of the previous Homelessness Strategy was then taken, and put into the context of national changes in policy and approaches and the priorities revisited and revised and the new Homelessness Strategy was produced. As a result of all of this work the priorities have remained generally similar but have been slightly revised in the changing context of the previous Coalition Governments national changes, the success of work already undertaken and Tamworth Borough Councils approach to Housing and Health and the new priorities have been identified as:

- Improving and Enhancing Homelessness Prevention Activities
- Improving joint working to ensure effective partnerships are in place
- Increasing the supply of affordable housing and provide more settled homes
- Improving access to accommodation and services, particularly for vulnerable people and those at risk of becoming homeless
- Improved Health Outcomes and reduced health inequalities for those at risk of homelessness or homeless people

This review also considers how local services could be adapted or reconfigured to meet the “10 Local Authority Challenges” set by Government in Making Every Contact Count. Additionally in line with this the Strategy and Action Plan will be reviewed and updated annually to ensure it is still meeting the priorities contained within the Healthier Housing Strategy and that it addresses the requirements of the Housing Annual Business Plan.

Figure 2 – How the homelessness strategy was developed



9. Consulting on the new Homelessness Strategy

Section 3(8) of the Homelessness Act 2002 states that before adopting or modifying a homelessness strategy local authorities shall consult with public or local authorities, voluntary organisations and other people considered appropriate, but within these parameters the Council are able to determine who they will consult with.

In addition to these groups identified consultation should also be undertaken with:

- Local strategic groups including the Health and Wellbeing Board, so that the Strategy integrates local service delivery across a range of partnership activity
- Department for Works and Pensions (DWP) in light of the welfare reforms.
- Those who access the service
- Private Sector Landlords given that Homelessness Duty can be discharged into the Private Rented Sector.
- Operational staff that will already be aware of where there may be gaps in service and may have some ideas around how the service could be improved to become more responsive to customer need.

Ensuring effective and wide consultation is undertaken with Stakeholders will support Tamworth Borough Council to satisfy the Strategic Element of the Gold Standard.

9.1 Planning the Consultation

In July 2012 the Government published new guidance on consultation principles. Whilst these are not legal or statutory they do provide useful guidance for Councils. The new guidance says

“Timeframes for consultation should be proportionate and realistic to allow stakeholders sufficient time to provide a considered response. The amount of time required will depend on the nature and impact of the proposal (for example the diversity of the interested parties or the complexity of the issue, or even external events) and might vary typically between two and 12 weeks”

Tamworth Borough Council is currently developing a corporate consultation strategy. Consultation of this strategy will be conducted using the principles outlined by government and those in the corporate consultation strategy.

10. Evidence

This section sets out the evidence base that was drawn upon when determining if the current priorities remained relevant or needed revision or amending when drafting the new Homelessness Strategy and informs the basis of the Action Plan and where resources are aimed to prevent Homelessness.

10.1 Progress since the last Homelessness Strategy

Since the last Homelessness Strategy was approved, the Council and its partners have made much progress to improve services and prevent homelessness in Tamworth.

Some of the key successes include: (For a full breakdown of what was achieved from the previous Homelessness Strategy Action Plan – see Appendix xx)

Table 8 – Celebrating success

| What we said we would do | What we did |
|--|--|
| Launch the CAB money advice service | The service was tendered for in 2011 and was successfully delivered. The contract for the service was extended for a further 6 months from October 2013 – March 2014 and following a successful Tender this service has been reviewed, remodelled and will be delivering from April 2014 for a period of 1 year initially. The service offers a Court Desk and Money Advice Service linked directly to the prevention of homelessness and additionally the new contract offers a Tenancy Sustainment Service for Tenants of Tamworth Borough Council, tendered for in the same document and provided by the same provider, ensuring Value for Money for the Council. This contract commissioning was undertaken in partnership with Communities, Planning and Partnerships as the contract was tendered through the Commissioning Framework and teams have worked together to ensure that the Generalist Advice Service and the Money Advice Service complement each other and services are not duplicated |
| Review and amend the education programme with a particular focus on its partnership approach | A full and comprehensive review of the Tamworth Homelessness Education Program was undertaken in January 2012 and this resulted in the resources being redesigned and accredited for use |

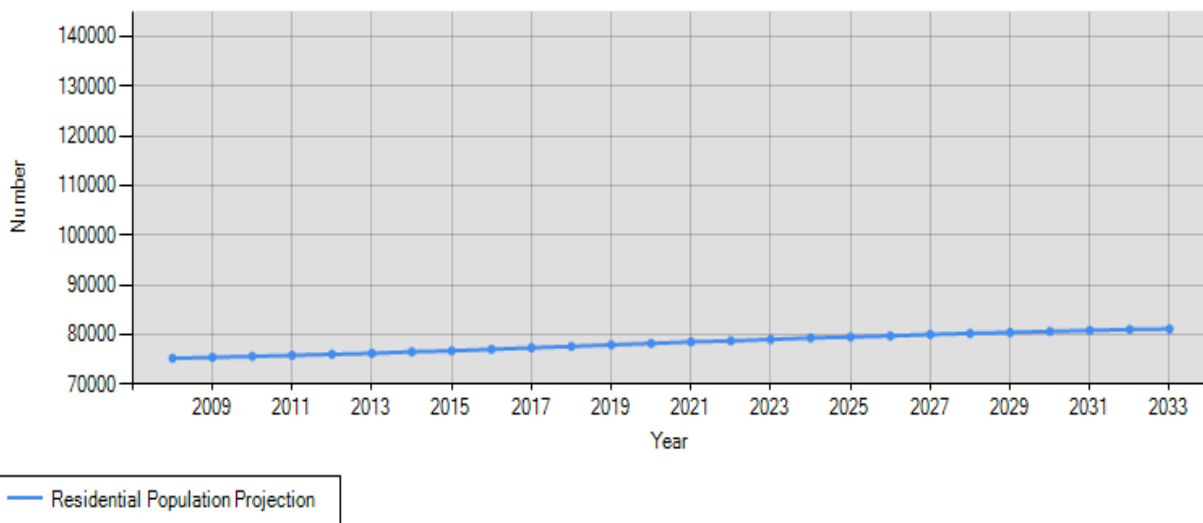
| | |
|--------------------|---|
| | <p>to deliver against the PSHE curriculum in schools. The service has also been commissioned to undertake a pilot project in prisons delivering a pre tenancy training package to prisoners to be released No Fixed Abode across the West Midlands in partnership with Nacro and NOMS (National Offender Management Service.)</p> <p>In addition to this funding was awarded from the Staffordshire and Shropshire Homelessness Prevention Partnership to develop a series of films around homelessness which led to THEP being nationally recognised by Shelter. The prison project has also been referenced in a Shelter report about homelessness and offenders.</p> |
| Empty Homes Scheme | <p>Tamworth Borough Council working in partnership with Waterloo housing were successful in securing a share of £100m from the HCA to bring Empty Homes back in to use over a 3 year period from 2012 to 2015. As a result of this a number of homes were bought back in to use as affordable housing, and the council have 100% nomination rights on these.</p> |

10.2 Demographics

10.2.1 Population

The 2011 Census puts the total population of Tamworth at 76,813 compared to 74,531 at the 2001 census, equating to a 3% increase in the population of the town. In terms of population Tamworth is the smallest borough in Staffordshire. Population projections suggest that the population could increase by 14% by 2035. Figure 1 shows the population projections for Tamworth until 2033 showing a steady increase.

Fig 3 – Population Projections for Tamworth to 2033



Source – Staffordshire Observatory

Tamworth still has a relatively young population but numbers have decreased since the 2001 Census which put 64% of the population below the age of 45. The 2011 Census puts this figure at 58.8%. The largest single age group in the 2001 Census was the 30 – 44 age groups at 17,449. This is still the largest group in the 2011 Census but again the numbers have declined to 16,164. What is interesting to note is the increase in numbers of residents in Tamworth over the age of 60. This is illustrated in Table 9 overleaf, which demonstrates the population by age compared across the 2001 and 2011 Census

Table 9 - Population of Tamworth by age

| Age | 2001 Census | | 2011 Census | | Change % |
|----------|-------------|------|-------------|------|----------|
| | Number | % | Number | % | |
| 0-4 | 5,007 | 6.7 | 5,061 | 6.6 | -0.1 |
| 5-14 | 10,703 | 14.4 | 9,331 | 12.1 | -2.3 |
| 15-29 | 14,556 | 19.5 | 14,717 | 19.1 | -0.4 |
| 30-44 | 17,449 | 23.4 | 16,164 | 21 | -2.4 |
| 45-59 | 15,229 | 20.4 | 15,409 | 20.1 | -0.3 |
| 60-74 | 7,966 | 10.7 | 11,497 | 15 | + 4.3 |
| 75-84 | 2821 | 3.9 | 3460 | 4.5 | +0.6 |
| 85+ | 800 | 1.0 | 1174 | 1.6 | +0.6 |
| All ages | 74,531 | 100 | 76,813 | 100 | |

Source – Office of National Statistics

10.2.3 Gender

2010 mid year estimates put the female population of Tamworth at 50.8%, remaining the same since 2001 census and similar to the West Midlands and National figures. Table 10 and Fig 4 shows the breakdown of Gender for Tamworth compared to the West Midlands and National figures at the 2001 and 2011 Census and shows that Tamworth is broadly the same as these.

Table 10 – Gender by area

2001 Census

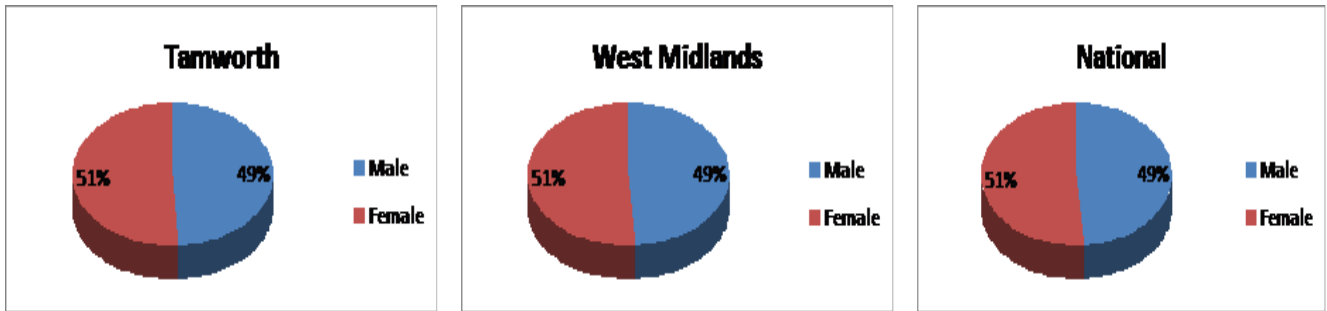
| | Tamworth | % of total | % of region | West Midlands | % of total | National | % of total |
|------------------|----------|------------|-------------|---------------|------------|------------|------------|
| Total Population | 74,531 | 100.0% | 1.4% | 5,267,308 | 100.0% | 49,138,831 | 100.0% |
| Male | 36,699 | 49.2% | 1.4% | 2,575,111 | 48.9% | 23,922,144 | 48.7% |
| Female | 37,832 | 50.8% | 1.4% | 2,692,197 | 51.1% | 25,216,687 | 51.3% |

2011 Census

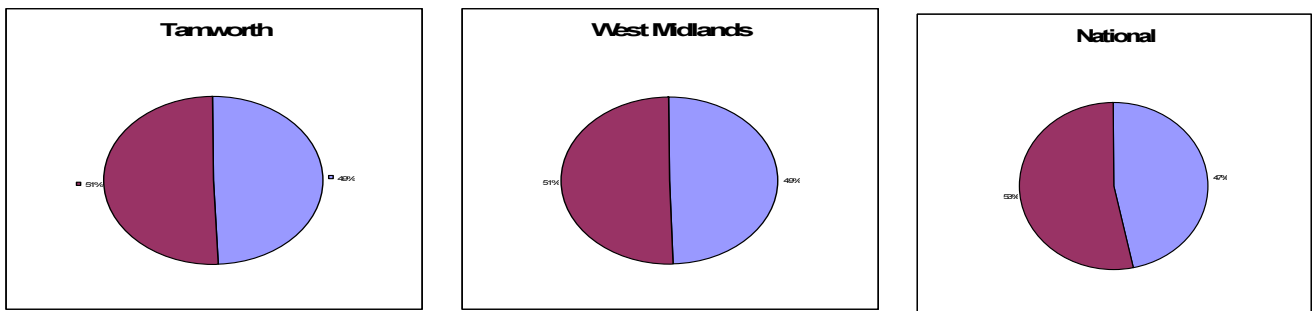
| | Tamworth | % of total | % of region | West Midlands | % of total | National | % of total |
|------------------|----------|------------|-------------|---------------|------------|------------|------------|
| Total Population | 76,813 | 100.0% | 1.4% | 5,601,847 | 100.0% | 56,012,456 | 100.0% |
| Male | 37,694 | 49% | 1.4% | 2,763,187 | 49.4% | 26,069,148 | 46.5% |
| Female | 39,119 | 51% | 1.4% | 2,838,660 | 50.6% | 29,943,308 | 53..5% |

Source – Office for National Statistics

Fig 4 – Gender by area
2001 Census



Source –CLG Specialist Advisor Toolkit
2011 Census



Source – Office for National Statistics

10.2.4 Life Expectancy

Average life expectancy in the UK is 80.75 years. When looked at by Gender women’s life expectancy is greater than men’s, with the average life expectancy for men being 78.6 and for women 82.6 years.

For men in the West Midlands this figure is 77.9 and for women it is 82.2 years.

In Staffordshire life expectancy for men is 78.4 and for women 82.5 years and in Tamworth the life expectancy for men is 78.7 and women 82.6 years.

However there are significant differences within life expectancy dependent on where the person resides in Tamworth with the gap between the ward with the lowest life expectancy and the ward with the highest life expectancy being six years. (Source: Tamworth Extended Joint Strategic Needs Assessment 2012)

The link for the eJSNA can be found here:

<http://www.staffordshirepartnership.org.uk/Health-and-Wellbeing-Board/media/TamworthBoroughJSNA.pdf>

The eJSNA is currently under review and a new one will be published in 2016

However a 2011 report compiled by Crisis entitled Homelessness: A Silent Killer highlighted the following:

“The average age of death of a homeless person is 47 years old and even lower for homeless women at just 43 ...”

Therefore the life expectancy of a homeless person, is significantly lower than the national, regional and local averages.

10.2.5 Ethnic breakdown

The proportion of people from minority ethnic groups within Tamworth is lower than the national average (5% compared with 13%) and the same as Staffordshire (also 5%). Table 11 shows the Ethnic breakdown of Tamworth at the 2001 Census and the comparison to the 2011 Census. This illustrates that all ethnic groups have increased in Tamworth in terms of numbers with the exception of those from a Black or Black British Caribbean and white Irish ethnic origin, the only group that has decreased in numbers.

Table 11 – Ethnicity of Tamworth

| Ethnicity | 2001 Census | | 2011 Census | |
|-------------------------------------|-------------|---------|-------------|---------|
| | Tamworth | % of LA | Tamworth | % of LA |
| White: British | 71,952 | 96.5% | 72,984 ↑ | 95 |
| White: Irish | 668 | < 1% | 504 ↓ | <1% |
| White: Gypsy or Traveller | | | 9 | 0 |
| White: Other White | 486 | < 1% | 1264 ↑ | 1.6% |
| Mixed: White and Black Caribbean | 264 | < 1% | 414 ↑ | <1% |
| Mixed: White and Black African | 29 | < 1% | 59 ↑ | <1% |
| Mixed: White and Asian | 125 | < 1% | 197 ↑ | <1% |
| Mixed: Other Mixed | 70 | < 1% | 133 ↑ | <1% |
| Asian or Asian British: Indian | 329 | < 1% | 386 ↑ | <1% |
| Asian or Asian British: Pakistani | 31 | < 1% | 47 ↑ | <1% |
| Asian or Asian British: Bangladeshi | 7 | < 1% | 38 ↑ | 0 |
| Asian or Asian British: Other Asian | 31 | < 1% | 142 ↑ | <1% |
| Black or Black British: Caribbean | 326 | < 1% | 252 ↓ | <1% |

| | | | | |
|---|---------------|---------------|---------------|---------------|
| Black or Black British: African | 30 | < 1% | 91 ↑ | <1% |
| Black or Black British: Other Black | 17 | < 1% | 50 ↑ | <1% |
| Chinese or other ethnic group: Chinese | 106 | < 1% | 150 ↑ | <1% |
| Chinese or other ethnic group: Other ethnic group | 60 | < 1% | | |
| Other Ethnic Group; Arab | | | 30 | 0 |
| Other Ethnic Group | | | 63 | <1% |
| Total | 74,531 | 100.0% | 76,813 | 100.0% |

Source – Office for National Statistics

10.3 Deprivation

The Indices of Multiple Deprivation (IoMD) are indicators that measure deprivation in an area by including 38 indicators which assess deprivation by combining 7 domains which are

- Income
- Employment
- Health and Disability
- Education, Skills and Training
- Barriers to Housing and Services
- Crime and Disorder
- Living Environment

These domains are all weighted and Tamworth has an overall average weighted deprivation score of 19.7 and is ranked 140th most deprived district of 326 Local Authorities and is the second most deprived district in Staffordshire. Table 12 and

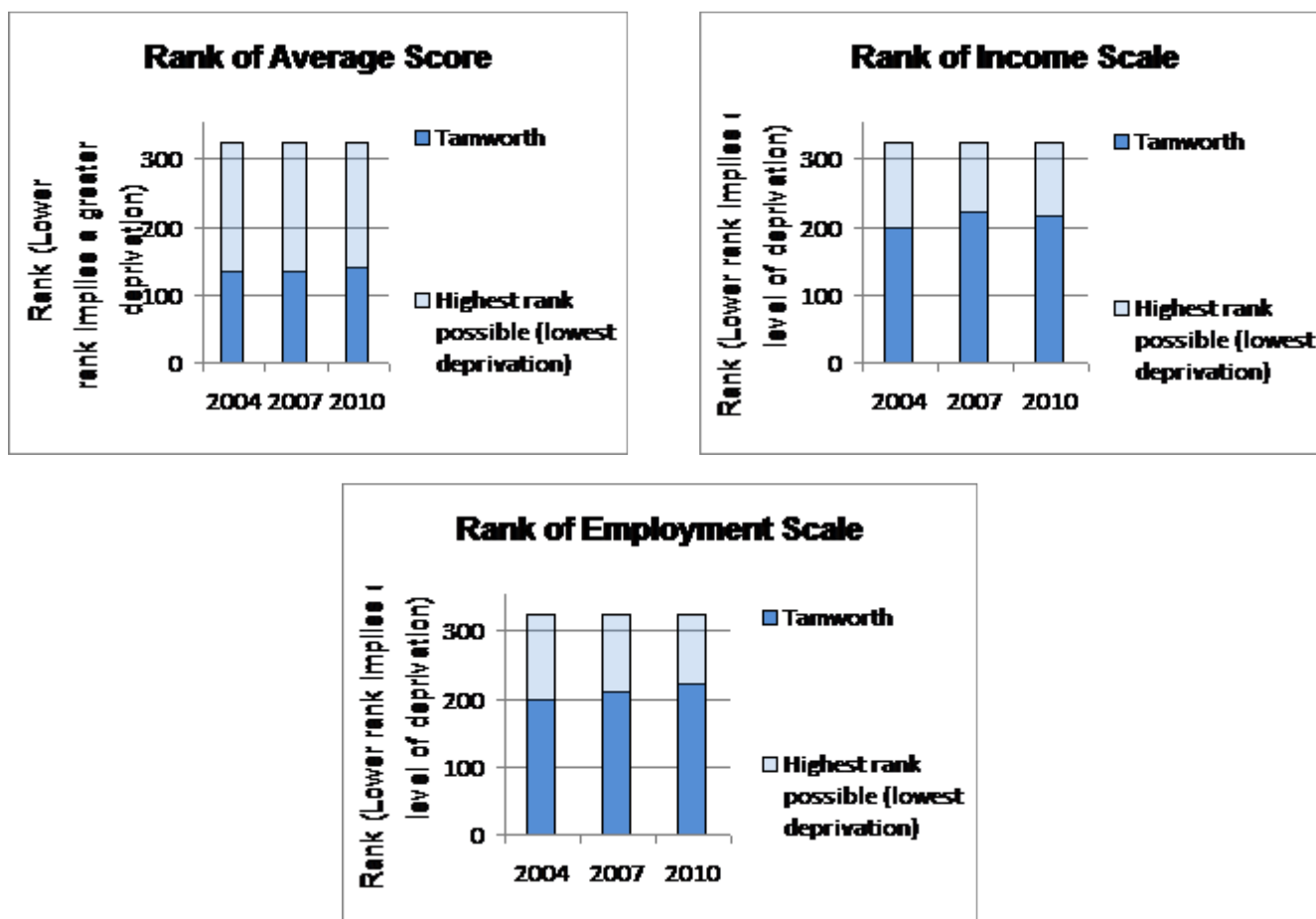
Fig 5 shows Tamworth overall and how this has changed between 2004, 2007 and 2010 showing deprivation worsened between 2004 and 2007 but remained the same between 2007 and 2010. New IoMD data is due to be released September 2015.

Table 12 - Index of Multiple Deprivation

| Tamworth | 2004 | 2007 | % Change | 2010 | % Change |
|--------------------------|----------|-----------|----------|-----------|----------|
| Weighted Average Score | 19.65 | 19.76 | 1% | 19.66 | 0% |
| Rank of Average Score | 134.00 | 136.00 | 1% | 140.00 | 3% |
| Extent | 0.13 | 0.11 | -2% | 0.14 | 2% |
| Rank of Extent | 125.00 | 139.00 | 11% | 130.00 | -6% |
| Income Scale | 9,667.00 | 10,229.00 | 6% | 10,189.00 | 0% |
| Rank of Income Scale | 200.00 | 222.00 | 11% | 216.00 | -3% |
| Employment Scale | 4,280.00 | 4,202.75 | -2% | 4,155.00 | -1% |
| Rank of Employment Scale | 200.00 | 212.00 | 6% | 221.00 | 4% |

Source –CLG Specialist Advisor Toolkit – 2012

Figure 5– Changes in the Index of Multiple Deprivation



Source – Specialist Advisor Toolkit – 2012

There are 7 Lower Super Output Areas (LSOAs) in Tamworth that fall within the most deprived fifth of areas in England making up 13% of the towns total population living in these areas. Table 13 shows how deprivation has altered within these 7 LSOAs between 2007 and 2010

Table 13 – How deprivation has increased

| LSOA | Ward Name | IMD 2007 Score | National Rank (1 = most deprived) | IMD 2010 Score | National Rank | 2010 population estimate |
|-----------|------------|----------------|-----------------------------------|----------------|---------------|--------------------------|
| E01029845 | Glascote | 54.8 | 1502 | 56.4 | 1219 | 1100 |
| E01029840 | Glascote | 39.7 | 4930 | 44.9 | 3251 | 1300 |
| E01029828 | Belgrave | 39.0 | 4947 | 43.7 | 3526 | 1300 |
| E01029824 | Amington | 37.5 | 5383 | 41.6 | 4091 | 1600 |
| E01029835 | Castle | 40.1 | 4619 | 40.5 | 4419 | 1700 |
| E01029842 | Glascote | 36.3 | 5802 | 38.3 | 5094 | 1400 |
| E01029859 | Stonydelph | 35.1 | 6231 | 36.5 | 5681 | 1800 |

Source – Indices of Deprivation 2010 – Department for Communities and Local Government and 2010 mid year population estimates for LSOA, Office for National Statistics

Table 13 shows that in all LSOAs deprivation has increased since 2007.

Income deprivation in relation to children has generally increased, and older people has decreased, however Belgrave was the Ward that saw an increase in deprivation for both groups between 2007 and 2010. Therefore deprivation in some areas of Tamworth is increasing and ties in with decreasing life expectancy.

Additionally the 2011 Census identified household dimensions of deprivation, which are indicators based on four selected household characteristics. A household is deprived in a dimension if they meet one or more of the following conditions:

- Employment: any member of a household not a full-time student is either unemployed or long-term sick,

- Education: no person in the household has at least level 2 education and no person aged 16-18 is a fulltime student,
- Health and disability: any person in the household has general health 'bad or very bad' or has a long term health problem, and
- Housing: Household's accommodation is ether overcrowded, with an occupancy rating -1 or less, or is in a shared dwelling, or has no central heating.

A household is classified as being deprived in none, or one to four of these dimensions in any combination. Table 14 shows the numbers of households classified as in deprivation.

Table 14 – Households dimensions of deprivation

| Area | Household is not deprived in any dimension | Household is deprived in 1 dimension | Household is deprived in 2 dimensions | Household is deprived in 3 dimensions | Household is deprived in 4 dimensions |
|----------|--|--------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Tamworth | 13,182 | 10,181 | 6,539 | 1,580 | 135 |

Source – 2011 Census

What this shows is that 18,435 households in Tamworth consider themselves to be deprived in one or more dimensions (significantly more than those who do not)

Food Banks

Since the Tamworth Foodbank opened its doors in the Manna House Centre on Glascoate Road in October 2011, it has provided over 1200 days of food, which equates to 400 individuals and families from Tamworth in financial crisis having received help.

Over 40 local agencies - charities, churches, schools and statutory bodies - have joined forces with Foodbank and are recognised as official Referral Partners of the project. This means that should any of these front-line professional care agencies encounter people in crisis, they can write out a food vouchers for three days' of emergency food cover, which is then collected from the Centre.

This is in line with National trends that show foodbank usage is on the increase nationally, with usage tripling in the last 12 months. Trussell Trust foodbanks (who are responsible for the Tamworth foodbank) have seen the biggest rise in numbers of people being given emergency food since the charity began in 2000. Almost 350,000 people have received at least three days emergency food from Trussell Trust foodbanks during the last 12 months, nearly 100,000 more than anticipated and close to triple the number helped in 2011-12. Rising cost of living, static incomes, changes to benefits, underemployment and unemployment have meant increasing numbers of people in the UK have hit a crisis that forces them to go hungry. These statistics predate the Welfare Reforms that were introduced in April 2013.

<http://tamworth.foodbank.org.uk/>

10.4 Rate of new household formation

The government projects what demand for housing may be in the future, and what the requirements of the population will be in terms of housing. Current national projections suggest that:

- The number of households in England is projected to grow to 24.3 million in 2021, an increase of 2.2 million (10 per cent) over 2011, or 221,000 households per year.
- The projections represent a decrease in average household size from 2.36 to 2.33 in ten years.
- Collectively, couple households (with or without other adults) are projected to grow by around 87,000 per year on average, equating to forty percent of the total increase in households between 2011 and 2021.
- Two thirds (67 per cent) of the increase in households between 2011 and 2021 is projected for households without any dependent children.

- The increase in the number of households headed by the younger age groups is projected to be relatively lower than the increase in households headed by older people.

(source:https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/190229/Stats_Release_2011FINALDRAFTv3.pdf)

10.4.1 Migration into and from the Borough

Tamworth has seen consistently high levels of net outward migration since 1998/99, peaking in 2003/04 when 3,300 residents moved out of the Borough with only 2,700 moving in. (Source: Tamworth Borough Councils Southern Staffordshire Districts Housing Needs Study and SHMA update 2012)

Generally therefore population growth since 1999 in Tamworth has therefore been driven in Tamworth by natural change (the balance between births and deaths)

10.5 Supply of Housing and Affordability

10.5.1 Housing supply

According to the 2011 census there are 31,617 households in Tamworth. These are made up of a mix of tenures, Tamworth Borough Council owned stock; housing owned by Registered Providers, private rented properties and owner occupied homes.

10.5.2 Social Housing

Tamworth Borough Council is a stock retaining authority and has responsibility for 4,482 (this number is from the 2011 Census and is slightly different to the figure in table below which is taken from an analysis of Tamworth Borough Councils Orchard Housing System) properties in the Borough or 14.2% of the total housing stock.

As of October 2015 there were 1674 households on the waiting list for housing. Table 15 shows the total number of Council Stock broken down by property type and how many of each property type have come up for let each year since 2010.

Table 15 – Current housing stock totals and numbers for rent each year

| Property Type | Current Housing Stock 18/5/15 Total 4400 | Empty Properties 2011/12 | Empty Properties 2012/13 | Empty Properties 2013/14 | Empty Properties 2014/15 |
|---------------------------------|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| House (2 bed) | 480 | 26 | 14 | 27 | 22 |
| House (3 bed) | 1832 | 55 | 43 | 60 | 59 |
| House (4 bed) | 141 | 4 | 6 | 6 | 7 |
| House (5+ beds) | 9 | | | | 0 |
| Bungalow (1 bed) | 203 | 16 | 14 | 10 | 11 |
| Bungalow (2 bed) | 27 | 3 | 2 | 2 | 3 |
| Flat (1 bed) | 529 | 75 | 54 | 52 | 49 |
| Flat (2 bed) | 304 | 28 | 26 | 19 | 29 |
| Flat (3 bed) | 16 | 2 | 2 | 4 | 6 |
| Flat high rise 1 bed | 138 | 7 | 10 | 11 | 12 |
| Flat high rise 2 bed | 166 | 7 | 10 | 7 | 9 |
| Maisonette 2 bed | 105 | 18 | 7 | 12 | 12 |
| Maisonette 3 bed | 85* | 9 | 8 | 38 | 29 |
| Sheltered (includes extra care) | 365 | 26 | 25 | 52 | 56 |
| Total | 4400 | 276 | 221 | 300 | 314 |

*number increased as 1 property brought back into stock.

Source: Orchard Housing System

It can be seen that from April 2011 the number of properties being made available to rent in a one year period has never exceeded 300. A total of 797 properties were available to rent between April 2011 and April 2014. The chart also shows there is a shortage of 1 bedroom properties with only 52 available across the borough, meaning the chances of being allocated a 1 bedroom property is low for those on the waiting list.

Table 16 – Numbers on waiting list by property type as of December 2012, August 2013 and January 2015

| Bedrooms | December 2012 | August 2013 | Changes in demand | January 2015 | Changes in demand |
|----------|-------------------|---------------------|-------------------|--------------------|-------------------|
| 1 Bed | 873 (50% of list) | 1,122 (59% of list) | +249 (22%) | 1052 (60% of list) | -70 (6%) |
| 2 Bed | 694 | 635 | +59 (10%) | 520 | -115 (22%) |
| 3 Bed | 150 | 105 | -45 (43%) | 119 | +14 (12%) |
| 4 Bed | 32 | 32 | 0 | 43 | +9 (21%) |
| 5 Bed | 5 | 4 | -1 (80%) | 4 | 0 |
| Total | 1754 | 1898 | | 1738 | |

Source: Orchard Housing System

Numbers on the waiting list have risen and fallen over the 3 year period. Demand for 1 bedroom properties is the highest, currently with 60% on the list requiring a one bedroom property. This could be linked to the welfare reform under occupancy charge. Larger properties are consistently the least in demand.

Numbers on the waiting list have fallen since 2013. This could be due to a number of reasons including the new allocations policy and the introduction of the under occupancy charge where if a tenant is under occupying their property by one bedroom they will lose 14% in their housing benefit payment and 25% if they are under occupying a two bedrooms. Demand for smaller properties has increased as tenants attempt to move in to properties that are more suitable.

Table 17 – numbers on waiting list by month in 2013 and 2014.

| Month | 2013 | 2014 | Percentage difference between years |
|-----------|------|------|-------------------------------------|
| January | 2112 | 1936 | 8.3% ↓ |
| February | 2127 | 1942 | 8.7% ↓ |
| March | 2110 | 1923 | 8.9% ↓ |
| April | 2042 | 1912 | 6.7% ↓ |
| May | 2043 | 1904 | 6.8% ↓ |
| June | 2012 | 1890 | 6.1% ↓ |
| July | 1982 | 1871 | 5.6% ↓ |
| August | 1907 | 1840 | 3.5% ↓ |
| September | 1917 | 1760 | 8.2% ↓ |
| October | 1895 | 1728 | 8.8% ↓ |
| November | 1912 | 1732 | 9.4% ↓ |
| December | 1921 | 1733 | 9.8% ↓ |

Source – Orchard Housing Management

Numbers on the waiting list dropped from Feb 2013 – November 2013 but have begun to increase again, however despite this rise numbers still are lower than they had been in early 2013. In December 2014 the number on the waiting list had fallen by nearly 10% from the same month in the previous year.

10.5.3 Registered Providers in the Borough

There are a number of Registered Providers in the Borough responsible for 5.1% (1626) properties. The main providers are:

- Waterloo Housing Group
- Midland Heart
- Bromford Housing

The Affordable Rent Model was introduced in April 2011 to Registered Providers Affordable Rents offer shorter term tenancies at a rent higher than a social rent, up to typically 80% of local market rate.

This allows Registered Providers to generate additional rental income which should contribute to the delivery of new affordable homes and was combined with a reduction in funding available for the development of new social housing from the Government.

Existing tenants of the Registered Providers are paying social rents, however where a tenant moves out of a property this can be converted to an affordable rent and all new developments will attract an affordable rent.

Tamworth Borough Councils Tenancy Strategy sets out that they would like to engage in meaningful dialogue with Registered Providers about conversions. During quarters 1 and 2 of 2013/14 Bromford housing have converted 3 existing social rent properties to affordable rents and Midland Heart 5 properties. However given that these are tied to fixed term tenancies this has implications for the potential for homelessness at the end of the five year period they are issued for if the tenant's circumstances change.

10.5.4 Affordability of Social Housing

In relation to the affordability of Social Housing 14% of people in the Borough are unable to afford existing social rents. However with the introduction of affordable rents 49% of people could afford social rents but not an 80% market rent. 63% of households in need would be unable to afford 80% market rents without benefits.

(Source: Southern Staffordshire Districts Housing Needs Study and SHMA update 2012)

Table 18 shows the changes in rent levels by comparing social rents with 80% market rents in Tamworth. In all properties the affordable rent is more than the social rent but the difference is more marked for larger type properties and table 19 looks at the current Local Housing Allowance Rates for Tamworth.

Table 18 – Affordable and Social Rents comparison in Tamworth

| | Social Rent | 80% Rent (Affordable) | Difference |
|-----------------------|-------------|--------------------------|-------------|
| Average | £284 | £420 | +£136 (48%) |
| 1 Bedroom property | £257 | £316 | +£59 (23%) |
| 2 Bedroom Property | £289 | £428 | +£139 (48%) |
| 3 Bedroom Property | £322 | £480 | +£158 (49%) |

(Source Southern Staffordshire Districts Housing Needs Study and SHMA update 2012)

Table 19 – Local Housing Allowance Rates for Tamworth 2015-16

| Type of accommodation | Weekly | 4 Weekly | Monthly |
|----------------------------------|----------------|----------------|----------------|
| Shared accommodation rate | £66.70 | £266.80 | £289.03 |
| 1 bedroom rate | £90.90 | £363.60 | £393.90 |
| 2 bedroom rate | £113.92 | £455.68 | £493.66 |
| 3 bedroom rate | £129.47 | £517.88 | £561.04 |
| 4 bedroom rate | £170.67 | £682.68 | £739.57 |

Source: Tamworth Borough Council website

In all instances if someone were on benefits they would not be able to afford the additional costs with affordable rent.

10.5.5 Private Renting

The 2011 census identified that 11% or 3476 homes in the Borough are privately rented, with 25.1% of households are living in unsuitable (non decent) private rented accommodation. This is lower than the national average of non decent properties.

Decency is accessed by a property being above the legal minimum standard of housing, be in a reasonable state of repair, have reasonable modern facilities such as kitchens and bathrooms, and provide reasonable degree of thermal comfort, i.e. effective insulation and efficient heating sources. The term non decent is not always appropriate for example a property may be classed as non decent if for example a central heating system isn't working, but structurally the property is in a reasonable state of repair and in this case can easily be brought up to a decent standard with the repair of the heating system. (Source: Tamworth Borough Councils Private Sector Stock Condition Survey).

10.5.6 Affordability of Private Rented Homes

Private rents in Tamworth range on average from £325 - £575 per month for a 1 bedroom property to £495 - £1200+ per month for a 3-bedroom+ property, with the average private rent being £645pcm. In terms of affordability, 31% of existing households are unable to afford to rent privately and 65% of newly forming households would be unable to afford to rent. (Source: Tamworth Borough Councils Southern Staffordshire Districts Housing Needs Study and SHMA update 2012) From the LHA rates table it can be seen that private rent may be unaffordable for many on benefits based on average rent, which may lead to a shortfall between in housing benefit and the rent.

1206 (as of February 2015) Private rented tenants are in receipt of housing benefit. (Source: Tamworth Borough Council Benefits)

10.5.7 Owner Occupation

68.2% (21,575) of the 31,617 households in Tamworth are owned either outright or with a mortgage according to the 2011 Census.

10.5.8 Affordability of Owner Occupation in Tamworth

In July 2015 the average property price in the UK was £195,055 in Tamworth the average asking price is £173,292. From July 2014 to 2015 1157 properties were sold.

Table 20- Changes in house prices in Tamworth.

| Property Type | April 2014 (£) | April 2015 (£) | Change % |
|---------------|----------------|----------------|----------|
| Detached | 223,250 | 238,000 | + 7 |
| Semi | 135,000 | 140,000 | + 4 |
| Terraced | 129,950 | 125,975 | - 3% |
| Flat | 102,000 | 89,250 | -13% |

(Source:http://www.home.co.uk/guides/house_prices_report.htm?location=tamworth&lastyear=1)

Tamworth Borough Councils Southern Staffordshire and Districts Housing Needs Study and SHMA update identifies that that 56.2% of working households between the ages of 20-39 years would not be able to afford to buy a home at lower quartile house prices. A two income household in Tamworth would require an annual joint household income of at least £32,241 and a £16,500 deposit to afford an entry level home.

The report details trends in housing market affordability and the challenges young working households face in buying a home at market price. The apparent gap in affordability leaves many households of all ages striving to obtain intermediate housing, which is limited due to land availability for building, and as council housing stock numbers have reduced and are likely to continue to reduce given the previous Governments revised Right to Buy Scheme. The new Conservative government are hoping to extend the Right to Buy Scheme to Housing Association properties too.

As with most Councils, Tamworth faces challenges to ensure its residents are appropriately housed. Tamworth's Council stock is reducing at a slow rate each year, and at the present time the Council is not meeting its target to complete 183 units of affordable homes per annum. There is an overall shortfall of affordable housing last year (2014) only 43 affordable units were built in Tamworth meaning only 20% of the target was accomplished.

(Source Southern Staffordshire Districts Housing Needs Study and SHMA update 2012)

Additionally in 2012 Tamworth was identified as a repossession and eviction hotspot by Shelter ranked as 116 out of 324 local authorities by rate of possession claims in

the Country. Tamworth was 12th in the West Midlands Region coming behind authorities such as Wolverhampton, Birmingham and Stoke on Trent having 245 claims for Mortgage and Landlord possession between October 2011 and September 2012.

(Source: Eviction Risk Monitor 2012. Local rates of rental and mortgage possession claims)

The latest figures from Shelter reveal Tamworth is still ranked high within the West Midlands in 9th place. There were 287 claims for mortgage and landlord possession in 2014. Nationally Tamworth ranked 93rd in England, again this is rise since the 2012 report.

(Source:

https://england.shelter.org.uk/__data/assets/pdf_file/0020/1031816/2014_Repo_Hotspots_September_Quarter_2014_Final.pdf)

High levels of home ownership place great pressure upon making rented accommodation more widely available and accessible to those on lower incomes.

10.6 Wider supply of housing

10.6.1 Empty Homes

There are 264 long term empty homes in Tamworth as of April 2015, 6 of these properties have been long term empties, (empty over 6 months). The Council offers advice and assistance to the owners of these homes to bring them back into use, and as a last resort could use enforcement.

The Council offers grants of up to £10,000 to owners to bring homes back and receives three year nomination rights in return for this. The Council has given two grants to return Empty Homes back into use.

Alternatively working with Waterloo Housing the Council secured a share of the Homes and Communities Agency £100m to bring empty homes back into use. The Council referred empty homes to the scheme and the owner signs a six year lease with Waterloo who then renovates the property and brings it back into use, managing the property with the Council getting 100% of nomination rights. Tamworth Borough Council working with Waterloo Housing brought seven properties back into use via this scheme. As the Waterloo Empty Homes Scheme has now ended the Council is reviewing its approach to Empty Homes.

10.6.2 Garage Sites

In partnership with Waterloo housing Tamworth Borough Council have re-developed a number of council owned garage sites in to affordable accommodation. The garage sites are part of a redevelopment programme for under used garages and sites that historically have been hard to let and attracted anti social behaviour. Twenty-two new affordable homes - 18 for rent and 4 for shared ownership have been completed across five different locations within the borough:

- Kipling Rise
- Keats Close
- Fontenaye Road
- Shelley Road
- Masfield Drive

The developments have been funded in partnership with Waterloo Housing Group and a grant for £620,000 from the Homes and Communities Agency. A second tranche of sites are now close to completion and a third tranche is currently being considered.

10.6.3 Regeneration

Tamworth Borough Council launched a £21m regeneration programme in 2012 to redevelop two areas of Tamworth, Tinkers Green and the Kerria. The areas were chosen for redevelopment due Council owned stock being hard to let as well as being outdated and no longer suitable to meet current housing need. The council has embarked on a decant process and are supporting residents in to alternative accommodation. Once properties are empty they will be completely demolished ready for new Council homes to be built. Consultation with neighbours and current tenants is on going to ensure the new properties are fit for purpose and will meet local needs.

10.6.4 Shared Ownership

Properties are available for Shared ownership within the borough. Seen as a “foot on the housing ladder” shared ownership can offer a chance to own a property but at a reduced cost.

An owner can purchase a share in a property usually between 25% and 75% for the remaining share they pay a rent to the registered provider, while paying a mortgage on the rest of the property, or they can alternatively buy their share out right if they have the means .

Owners do have the option to purchase the remaining shares in their property a piece at a time, this is known as staircasing, but are not obliged to do this.

Currently in Tamworth there are 158 shared ownership properties offered by Waterloo, Bromford and Midland Heart.

10.6.5 Help to Buy Midlands

Help to Buy Midlands is a government backed scheme which promotes affordable homeownership. There is a variety of criteria and schemes available depending on individual needs and circumstances. They also process all applications for customers interested in the equity loan scheme on behalf of the Government. Tamworth has a number of building programs across the Borough where Help to Buy is available. As social housing tenants (as well as army personnel) are a key target for Help to Buy Tamworth Borough Council have hosted number Help to Buy events in the reception area, and have promoted Help to Buy through mail outs, twitter, Facebook and through the digital media in the reception area. Further information about help to buy is on the Help to buy website

www.helptobuymidlands.co.uk

Help to Buy Case Study

Escape from Generation Rent

With the average age of the first time buyer now at 37 Danny Thomas (22), and office administrator Elizabeth Leedham (20), thought it would be years before they'd be getting a foot on the property ladder.

Trainee accountant Danny and Elizabeth were both living at home with their parents in Tamworth, Staffordshire, but were keen to settle down and get a place together. Danny says: "We started to look into buying, but soon discovered that we couldn't afford anything on the open market, because we didn't have the huge deposit needed. We didn't want to rent and end up being in that vicious circle of not being able to save, because we were paying a huge rent".

So the couple were delighted when they heard about the Help to Buy equity loan scheme. Keen to find out more they visited the Morris Homes development in Wilnecote.

Danny says: "The whole process was so simple; we were helped every step of the way by the developer and the independent financial advisor. They sent everything to Orbit Help to Buy Agents for us, who assessed our application. We found out within days, that the equity loan was sustainable for us - it was all stress free for us".

Within two months, the couple moved into their brand new three-bedroom home. Danny says: "The Help to Buy scheme has been brilliant for us; without it, we would have had to wait for years to get a foot on the property ladder. We had both thought that buying a home like this was way out of our reach and we feel really proud of what we've achieved at our age."

Source: www.helptobuymidlands.co.uk

10.7 Earnings and employment

The average gross weekly pay in Tamworth for a full time worker is £453.70, which is lower than the West Midlands average (£480.60) and lower than the national average (£520.00). This breaks down further into average weekly gross incomes for males at £ 508.90, again lower than the West Midlands average (£518.89) and lower than the national average (£561.50). There is a sharp contrast for female workers in the Borough who earn an average weekly gross wage of £381.90 which is lower than both the West Midlands average (£421.) and the National average (£463.00).

(Source Nomis Labour Market Profile Tamworth – Earnings by residence 2014)

The average household income for Tamworth is £36,800 which is less than the Great Britain average (£40,000). Around a third of Tamworth households have an average income of under £20,000. (Source: Tamworth Health and wellbeing profile 2015)

The proportion of households within Tamworth living in the private sector with an income of less than £15,000 was 30.9% compared to 25.1% nationally (Source: Tamworth Borough Councils Private Sector Stock Condition Survey 2010)

Data from the 2013/14 annual population survey found that similar proportions of people aged 16-64 in Tamworth were in employment compared to the England average (72% for both). Unemployment in Tamworth (as at Feb 2015) was lower, at 0.7% or around 370 claimants than England (2%).

Of Tamworth's population, 69.8% of residents are of working age. (Source ONS Local labour market indicators by Unitary and Local Authority February 2015) 76.6% are economically active and only 370 people are claiming JSA or 0.7% of the population of Tamworth. (Nomis Local Population Survey cited 27/2/15) 2990 residents are claiming ESA and incapacity benefits. 69.8% of the population are in employment. 4.7% of the population are unemployed. 23.3% of the population are economically inactive.

Table 21 – Employment Rates

| Tamworth | 2012 | 2014 | Change |
|--|-------------|-------------|---------------|
| Economic activity rate - aged 16-64 | 75.5% | 76.7% | +1.1% |
| Employment rate - aged 16-64 | 65.9% | 69.8% | +3.9% |
| % aged 16-64 who are employees | 59.3% | 57.3% | +2% |
| % aged 16-64 who are self employed | 5.6% | 12.5% | +6.9% |
| Unemployment rate - aged 16-64 | 12.6% | 4.7% | -7.9% |
| % who are economically inactive - aged 16-64 | 24.5% | 23.3% | 1.2% |
| % of economically inactive who want a job | 31.4% | unavailable | -10% |
| % of economically inactive who do not want a job | 68.6% | 78.3% | -9.7% |
| % on job seekers allowance | 2.8% | 0.7% | -2.1% |

Source: NOMIS – Annual Population Survey

10.8 Managing Council Rent Arrears

Tamworth Borough Council has a team dedicated to ensuring timely rent payments and managing rent arrears, and reducing housing debt for their current stock. The council has an obligation to support its tenants who are experiencing financial hardship or who are struggling to pay their rent. Although evictions do sometimes take place, the council has to do everything in its power to ensure that the tenant has been offered every opportunity to pay their rent and re-pay their arrears.

The Tamworth Borough Council website outlines the following steps for tenants who may have rent arrears:

Stage 1: Missed rent payments/paying less than you should; we will contact you. If you do not pay your arrears or they increase, we will contact you again.

Stage 2: If these remain unpaid, you will receive notice informing you we intend to take you to court; a Notice of Seeking Possession or a Notice to Quit.

Stage 3: At any time between four weeks and one year after sending a Notice Of Seeking Possession or a Notice To Quit, we can issue a court summons

Stage 4: Application to the courts. Usually you can stay in your home, if you pay off arrears at an appropriate rate. You will be liable for all court costs.

Stage 5: If you do not keep to the Court Order arrangements, we will apply for a warrant to evict you. This is a last resort
The income team manage evictions of council tenants, the housing solutions team

Stage 6: The bailiffs will call to evict you. If you are evicted you are likely to be deemed 'intentionally homeless'. This means that you may not be re-housed by us and are likely to have difficulty finding somewhere else to live.

Tamworth Borough Council has evicted 22 households to date in 2014/15, this was also the total figure for 2013/14. It is anticipated the rate of evictions may increase due to the implementation of universal credit where tenants will be responsible for their rent payments rather than rent being paid directly to the council as it is currently, and due to ongoing cuts to benefits and services.

10.9 Analysis of impact of welfare reforms

Unfortunately no local data is available regarding the impact of the welfare reforms, how many people have been sanctioned, and of those how many are repetitively sanctioned.

The government claim that since the Welfare reforms only 0.00057% of people have received a full 3 year sanction and that 70% of claimants who have been sanctioned go on in to employment

(source: <http://www.theguardian.com/society/2015/feb/04/benefit-sanctions-work-jobs-effective-employment-esther-mcvey>)

The government has completed an independent review of Job Seeker Allowance sanctions for claimants involved in the work programme. The review which claimed that in 2013 there were 1,015,000 referrals to decision makers for potential sanctions across the whole benefit system, of those 291,000 claimants had sanctions applied.

For those involved in the work programme information for other groups is currently unavailable, 33% of initial sanctions were reviewed and between 43 to 53% (dependent on the work programme) had sanction decisions over turned.

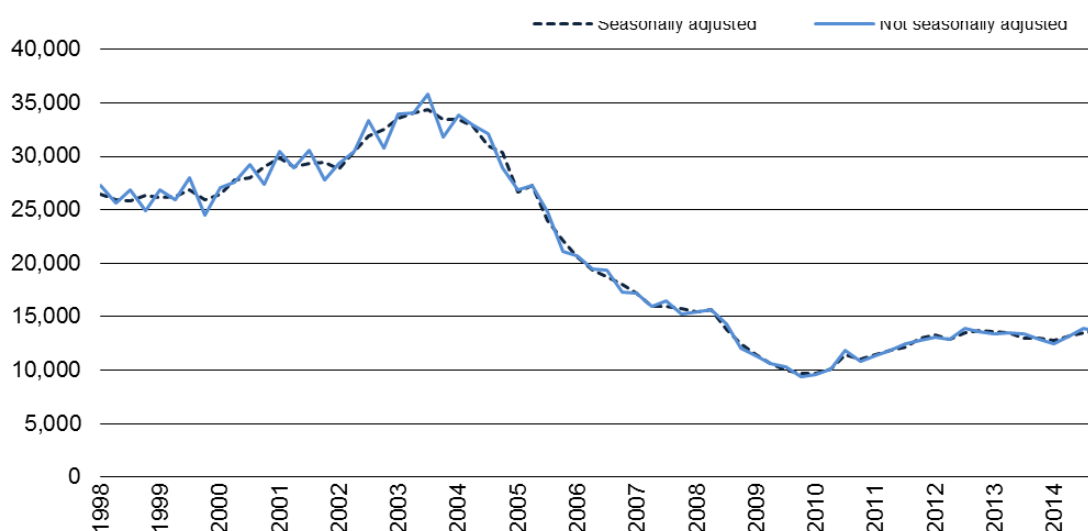
The full report is available here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/335144/jisa-sanctions-independent-review.pdf

10.10 Homelessness

In England between 1 October and 31 December 2014, local authorities accepted 13,650 households, up 6 per cent compared to the same quarter last year. The number of acceptances during the fourth quarter of 2014 was 13,690, an increase of 1 per cent from the seasonally-adjusted figure of 13,540 in the previous quarter. Figure 7 shows the number of acceptances in England since 1998. The annual number of acceptances peaked in 2003 at 135,590 before falling to a low of 41,780 in 2009. In 2014 the annual number of acceptances was 53,250, 61 per cent below the peak of 135,590 in 2003, and 27 per cent higher than the low of 41,780 five years before.

Figure 6 – National levels of homelessness



(Source CLG Statutory Homelessness October to December Housing Statistical Release)

Table 22 – Homeless Applications by year

| Year | 2010 | 2011 | 2012 | 2013 | 2014 |
|--|------|------|------|------|------|
| Number of Homeless Applications Tamworth | 103 | 137 | 137 | 129 | 210 |

(Source P1e returns DCLG)

From the chart it is clear to see that homeless applications have been on a slow increase since 2010 with a slight dip in applications in 2013, however in 2014 Tamworth saw a 61% increase in applications. This correlates with the figure of those accepted as homeless.

In 2014 83 households were accepted as homeless and in priority need.

10.10.1 Reasons for homelessness

A number of different personal and social factors can contribute towards people becoming homeless. These may include one or more of the following:

- **Individual factors** including drug and alcohol misuse, lack of qualifications, lack of social support, debts - especially mortgage or rent arrears which could be due to a loss of job or a reduction in hours, poor physical and mental health, relationship breakdown, and being involved in crime at an early age.

- **Family background** including family breakdown and disputes, sexual and physical abuse in childhood or adolescence, having parents with drug or alcohol problems, and previous experience of family homelessness
- **An institutional background** including having been in care, the armed forces, or in prison.
- **Structural factors** including a lack of affordable housing, housing policies, wider policy initiatives such as the welfare benefit reforms

Nationally the main reason given for the cause of homelessness loss of an Assured Shorthold Tenancy and relatives and friends no longer willing to accommodate. All reasons nationally are shown in Table 22.

Table 23 – Households accepted by the Local Authority as being owed a main homelessness duty by reason for loss of the last settled home – National

| Reason for Homelessness | January to March 2014 | April to June 2014 | July to September 2014 | October to December 2014 |
|--|-----------------------|--------------------|------------------------|--------------------------|
| Relatives/Friends no longer willing to accommodate – Parents | 1950 | 1930 | 2010 | 1930 |
| Relatives/Friends no longer willing to accommodate – other | 1530 Total 3480 | 1520 Total 3450 | 1680 Total 3690 | 1700 |
| Relationship Breakdown with partner – Violent | 1480 | 1640 | 1720 | 1690 |
| Relationship Breakdown with partner – Other | 660 Total 2140 | 620 Total 2260 | 740 Total 2460 | 630 |
| Mortgage arrears (Repossession or other loss of home) | 220 | 220 | 210 | 200 |
| Rent Arrears | 410 | 430 | 410 | 400 |

| | | | | |
|--|------|------|------|------|
| Ending of an Assured Shorthold Tenancy | 3340 | 3950 | 4000 | 4060 |
| Loss of other rented or tied housing | 710 | 720 | 820 | 780 |
| Other Reasons | 2210 | 2160 | 2310 | 2270 |

Source CLG Quarterly P1 (E) returns – Statutory Homelessness: Households accepted by Local Authorities owed a main homelessness duty by reason of loss of last settled home

Table 23 shows the reasons for Homelessness in Tamworth and these reflect the national trends, with the main reasons given as parental eviction or other friend or relative eviction and loss of Assured Short hold Tenancies. This is closely followed by the breakdown of relationships, with many of these being the result of Domestic Abuse.

Table 24 - Reasons for homelessness in Tamworth

| Reason | Jan – Mar 13 | Apr – Jun 13 | Jul – Sept 13 | Oct – Dec 13 | Jan – Mar 14 | Apr – Jun 14 | Jul – Sept 14 | Oct – Dec 14 |
|------------------------------------|--------------|--------------|---------------|--------------|--------------|--------------|---------------|--------------|
| Parental eviction | 2 | 8 | 6 | 8 | 7 | 11 | 11 | 10 |
| Other relative friend evict | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Non Violent relationship breakdown | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 3 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Violent relationship breakdown | 5 | 3 | 2 | 0 | 0 | 5 | 5 | 6 |
| Violence involving other non associated person | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Racially motivated violence | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other forms of violence | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Racially motivate harassment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other forms of harassment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mortgage arrears | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Rent arrears – Local Authority or other public sector | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Rent arrears – Registered Provider | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | | |
|--|---|---|---|---|---|---|---|---|
| Rent Arrears Private Rented Sector | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Termination of Assured Short hold Tenancy | 4 | 5 | 1 | 0 | 0 | 7 | 7 | 6 |
| Other reasons for loss of rented or tied accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Required to leave accommodation provided by the Home Office as a form of asylum support | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Left prison/on remand | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Left hospital | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Left other institution or LA care | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 |
| Left HM forces | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Other reason | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 3 |

Source – P1e returns to the Department for Communities and Local Government

10.10.2 Priority Need

Local authorities' must give housing advice to anyone who is homeless or at risk of homelessness. However there are certain households where there is a priority need for accommodation, which because of their age or background are at greater risk when homeless.

Table 25 – Priority need reasons - Nationally 2014

| | Jan – Mar 14 | Apr – Jun 14 | Jul – Sep 14 | Oct- Dec 14 |
|---|--------------|--------------|--------------|-------------|
| Homeless emergency | 80 | 40 | 50 | 60 |
| Dependent children | 8130 | 8820 | 9350 | 9350 |
| Pregnant no other dependent child | 960 | 1000 | 950 | 950 |
| 16/17 year olds and formally in care and aged between 18-20 | 350 | 320 | 340 | 340 |

| | | | | |
|---|------|------|------|------|
| Old age | 220 | 240 | 220 | 220 |
| Physical disability | 920 | 860 | 960 | 960 |
| Mental ill health | 1050 | 1020 | 1150 | 1150 |
| Fled home because of violence or threat of violence | 350 | 390 | 390 | 390 |
| Other (includes those released from custody, HM Forces, and fleeing home due to violence other than Domestic Abuse) | 470 | 510 | 500 | 500 |

Source CLG Quarterly P1 (E) returns – Statutory Homelessness: Households accepted by Local Authorities owed a main homelessness duty by Priority Need category

Tamworth follows the National trend for priority need with those with dependent children being the main reason and pregnant with no other children the next main reason for Priority Need. Table 25 shows this.

Table 26 - Priority Need reasons in Tamworth

| | Jan-Mar 14 | Apr – Jun 14 | Jul – Sep14 | Oct- Dec 14 |
|---|------------|--------------|-------------|-------------|
| Homeless emergency | 0 | 0 | 0 | 0 |
| Dependent children | 17 | 12 | 26 | 18 |
| Pregnant no other dependent child | 2 | 2 | 1 | 5 |
| 16/17 year olds | 0 | 0 | 0 | 2 |
| Formally in care and aged between 18-20 | 0 | 1 | 1 | 0 |
| Old age | 1 | 0 | 0 | 0 |
| Physical disability | 0 | 0 | 1 | 3 |
| Mental ill health | 2 | 0 | 2 | 4 |
| Drug dependency | 0 | 0 | 1 | 0 |
| Alcohol dependent | 0 | 0 | 0 | 0 |

| | | | | |
|---|----|----|----|----|
| Former Asylum Seeker | 0 | 0 | 0 | 0 |
| Other special reason | 0 | 0 | 0 | 1 |
| Vulnerable because having been in care | 0 | 0 | 0 | 0 |
| Served in HM forces | 0 | 0 | 0 | 1 |
| Having been in custody or on remand | 0 | 0 | 0 | 0 |
| Fled home because of violence or threat of violence | 3 | 0 | 3 | 4 |
| Total | 25 | 15 | 35 | 37 |

Source – P1e returns to the Department for Communities and Local Government

10.10.3 Prevention and Tamworth Borough Councils prevention tools

Tamworth Borough Council places an emphasis on the prevention of Homelessness and the number of cases of homelessness prevented through prevention activity has decreased in line with homeless applications and acceptances decreasing.

Table 27 - Homelessness Preventions - Tamworth Borough Council

| | Prevented | Relieved | Total |
|------------|-----------|----------|-------|
| 2014 Total | 140 | 21 | 161 |
| Q4 2014 | 34 | 9 | 43 |
| Q3 2014 | 50 | 1 | 51 |
| Q2 2014 | 20 | 7 | 27 |
| Q1 2014 | 36 | 4 | 40 |
| 2013 Total | 120 | 14 | 134 |
| Q4 2013 | 29 | 0 | 29 |
| Q3 2013 | 41 | 0 | 41 |
| Q2 2013 | 26 | 0 | 26 |
| Q1 2013 | 24 | 14 | 38 |
| 2012 Total | 153 | 2 | 155 |
| Q4 2012 | 37 | 1 | 39 |
| Q3 2012 | 35 | 0 | 35 |
| Q2 2012 | 25 | 0 | 25 |
| Q1 2012 | 56 | 1 | 57 |

Source P1e returns DCLG

Prevention Case Study

A referral from a health visitor was received to the Hospital to Home project who was working with a family who was over crowded and had issues around safety within the home, with a back door that didn't open correctly and no banister on the stairs. The mother (A) of the household was concerned for the safety of her son. The house was privately rented by A's mother-in-law who didn't want to report the issues to the private sector housing team because she rented from a friend and was concerned it would lead to eviction. A didn't want to declare herself homeless.

A's partner worked full time on a zero hours contract but had been working regularly and could prove a regular income, which would cover the cost of renting privately, but they could not afford a deposit.

From the Homeless Prevention Grant Tamworth Borough Council funded the cost of the deposit. A's family moved in to a private rented property.

10.10.4 Mortgage Rescue

The Mortgage Rescue Scheme was designed to support vulnerable owner-occupiers at risk of repossession to remain in their home. Funding of almost £200m was made

available through the Homes and Communities Agencies (HCA) Affordable Homes Programme to Registered Providers, who also contribute their own resources (supported by rent or equity loan charges).

There were approximately 150 partner providers working with the 19 Mortgage Rescue Lead Providers to deliver Mortgage Rescue across England, excluding London. (In London Mortgage Rescue was delivered by the Greater London Authority)

The Mortgage Rescue Scheme offered two distinct options – Mortgage to Rent where the household became a tenant of the provider; and Equity Loan where the household retained an element of ownership of their home.

Mortgage to Rent

Under this scheme the property was purchased by a Registered Provider and let to the household on, in most cases, a 3-year Assured Shorthold Tenancy with rent charged at up to 80% of market rent. Local Authorities and ALMO's could also take on Mortgage Rescue Properties.

Equity Loan

With this scheme the household's existing secured debt was reduced to an affordable level by an equity loan provided by the registered provider which reduced the monthly mortgage payments. The equity loan was secured as a second charge with an interest charge of 1.75% per annum. This fee will rise by RPI + 0.5% per annum.

In Tamworth for the period 2011 – 2014 there were 20 mortgage rescues completed. Table 27 shows this and where Tamworth sits in the HCA Midlands region.

Table 28 – Mortgage Rescues across the Midlands Region

| Local Authority | Completions | | | |
|-----------------|-------------|---------|---------|-------|
| | 2011/12 | 2012/13 | 2013/14 | TOTAL |
| Birmingham | 15 | 20 | 7 | 42 |
| Bromsgrove | 3 | 1 | 1 | 5 |
| Cannock Chase | 4 | 9 | 2 | 15 |
| Coventry | 3 | 3 | 3 | 9 |

| | | | | |
|-------------------------|----|----|----|------------|
| Dudley | 7 | 10 | 11 | 28 |
| East Staffordshire | 6 | 4 | 3 | 13 |
| Herefordshire | 6 | 2 | 3 | 11 |
| Lichfield | 4 | 4 | 1 | 9 |
| Malvern Hills | 1 | | | 1 |
| Newcastle-under-Lyme | 8 | 4 | 1 | 13 |
| North Warwickshire | 1 | 1 | 1 | 3 |
| Nuneaton and Bedworth | 9 | 8 | 3 | 20 |
| Redditch | 5 | 6 | 2 | 13 |
| Rugby | | 6 | 1 | 7 |
| Sandwell | 45 | 58 | 22 | 125 |
| Shropshire | 4 | 8 | 1 | 13 |
| Solihull | 7 | 8 | 2 | 17 |
| South Staffordshire | 4 | 4 | 1 | 9 |
| Stafford | 9 | 4 | 1 | 14 |
| Staffordshire Moorlands | 2 | 4 | 4 | 10 |
| Stoke-on-Trent | 4 | 4 | | 8 |
| Stratford-on-Avon | 4 | 5 | 1 | 10 |
| Tamworth | 8 | 8 | 4 | 20 |
| Telford and Wrekin | 7 | 12 | 1 | 20 |
| Walsall | 12 | 15 | 4 | 31 |
| Warwick | 2 | 1 | | 3 |
| Wolverhampton | 9 | 10 | 2 | 21 |
| Worcester | 3 | 1 | | 4 |
| Wychavon | 3 | 1 | | 4 |
| Wyre Forest | | 3 | 2 | 5 |

(Source: http://cfg.homesandcommunities.co.uk/mortgage_rescue_guidance)

Nationally the number and proportion of mortgages ending in repossession was lower in 2013 than in any year since 2007, according to data from the Council of Mortgage Lenders.

At 28,900, the number of repossessions nationally in 2013 represented 0.26% of outstanding mortgages, compared with 33,900 repossessions and a rate of 0.30% in 2012.

Repossessions have been falling steadily since their most recent peak in 2009 of 48,900 (0.43%).

Mortgage arrears have also declined. At the end of 2013, 1.29% of all mortgages were in arrears to the value of at least 2.5% of the loan balance (that is, at least

£2,500 arrears on a £100,000 loan). This compares with 1.40% of mortgages at the end of 2012, and a peak of 1.88% in the second quarter of 2009.

By the end of 2013, 28,700 mortgages (0.26% of all mortgages) were 10% or more in arrears, down from 29,200 at the end of the previous quarter and 28,900 at the end of 2012.

Despite this Tamworth was once again recognized as a repossession hotspot by Shelter in 2014. 82 owner occupiers were reposed from January to September 2014. Tamworth has the 9th highest rate of repossession in the region and 93rd within England.

To view the full shelter report click here:

[https://england.shelter.org.uk/data/assets/pdf_file/0020/1031816/2014 Repo Hots pots_September_Quarter_2014_Final.pdf](https://england.shelter.org.uk/data/assets/pdf_file/0020/1031816/2014_Repo_Hotspots_September_Quarter_2014_Final.pdf)

Mortgage Rescue ended in March 2014 and the identification of Tamworth as a Repossession hotspot, combined with forecast rises in interest rates this could result in more repossessions being seen in Tamworth, potentially putting some of the most vulnerable households at risk of homelessness.

10.10.5 Mediation

Mediation can be a useful tool in assisting parties to communicate more effectively and resolve differences that could lead to homelessness. Any mediation services offered to homeless households should adhere to the generally agreed principles of any mediation service, namely that the service should be confidential and voluntary, and that the mediator must be an impartial third party with no stake in the outcome of the process.

Given that of the main reason for homelessness in Tamworth is related to parental eviction the Council in particular offers mediation in all instances where this is given as the reason for the potential homelessness because of a breakdown in the relationship between a young person and their parents.

Mediation is optional and where it is refused these people are not discouraged from submitting a homeless application. There should also be an option for any young person to access Temporary Accommodation for the period of the mediation.

In 2014, 3 families engaged with the mediator at the Borough Council and all families have stayed together with no children later becoming homeless.

10.10.6 Repossession Prevention Fund

The Repossession Prevention Fund allows Tamworth Borough Council to offer grants or loans up to the value of £5,000 with the aim of preventing or relieving homelessness for 6 months or more. Traditionally the Repossession Prevention Fund has been offered as a loan but the scheme was reviewed and a grant option was included.

In 2014 10 applications were successful in applying for RPF funding. Of these 8 were grants and 2 were loans. Records suggest that 5 of these maintained their accommodation, with one moving to a different district.

10.10.7 Spend to Save

The Spend to Save fund is a small fund that offers grants of up to £500 to assist in the prevention of Homelessness. The money could be used for a number of reasons including a deposit on a private rented property where a person can afford the rent, but hasn't got the initial funds to secure the property.

10.10.8 Households at risk of or experiencing domestic abuse, race or hate crimes

Households at risk of or experiencing domestic abuse, race or hate crimes often have to leave their homes because of the risk of repeat incidents of abuse. Refuges and temporary accommodation can provide safe alternatives but many households for many reasons do not wish to leave their homes or would like to return home, despite the risks.

Tamworth Borough Council to address these issues have since 2007 offered Sanctuary measures to residents of the Borough who wished to remain in their own homes who were victims of these types of crimes.

Since the inception of the scheme there have been 21 Sanctuaries installed – this breaks down to 13 in Tamworth Borough Council properties, 1 in a Right to Buy property, 4 unknown which could be owner occupied, Registered Provider properties or Private Rented and 3 where the addresses are unknown.

The Scheme appears to have been on the whole a success as in all instances none of the households that have had Sanctuary Schemes installed have gone on to present as homeless. However, of the Tamworth Borough Council owned properties where measures have been installed a total of 5 households have since moved from the address where the sanctuary measures were installed. One tenant moved within a month of installation, the longest period that a tenant remained in a property after measures were installed was 21 months with an average of 10 months. In 6 of the cases where measures were installed in Tamworth Borough Council properties the tenant remained living in their property.

As a result of difficulties in securing a contractor to deliver the Sanctuary Scheme and a comprehensive review of the service the Council has taken the decision to fully assess the needs of the person accessing the service and their circumstances and offer a range of responses to these kinds of situations which could include sanctuary measures being installed in the property if they wish to remain living there, or working with the victim to take out legal measures to prevent the perpetrator from committing this type of crime again or, if the most appropriate solution is a house move, then work to move the victim.

In 2014 1 sanctuary scheme was fitted within the borough.

10.10.9 Tamworth Homelessness Education Program (THEP)

Tamworth Borough Council developed its Homelessness Education program as a response to the main reason given for homelessness in Tamworth being parental eviction and this has become a key prevention tool used by Tamworth Borough Council. The Tamworth Homelessness Education Programme is a specially designed series of sessions and resources which aims to work with children and young people to:

- Raise awareness of Homelessness
- Consider how it might feel to be without a home
- Challenge stereotypes of Homelessness
- Prevent young people in the Borough from leaving home in an unplanned way
- Identify where Homelessness is a risk that the young person knows the services that can be accessed for advice and support



The programme aims to visit all schools within the Borough delivering sessions to children and young people, complementing and contributing to their PSHE education. By experiencing a session this gives the children and young people an awareness of the subject matter, explores their thoughts and feelings about how it might feel to have no home, challenges stereotypes of homelessness and equips them with the knowledge of what to do and who they could approach if they ever found themselves in a position where they were either threatened with homelessness or found themselves homeless with the aim of preventing homelessness from happening.

The programme consists of a toolkit of sessions aimed at different age groups. All of the sessions are very interactive and engage the children and young people in discussion, debate and a range of activities.

The sessions, which have been accredited by Staffordshire County Council as a resource for use against the PSHE curriculum, all address the National Curriculum

and have session plans which clearly set out the learning aims and objectives and what it is hoped the children and young people will learn from participating in the session. Knowledge about the subject is assessed at the beginning and end of the sessions to determine if the learning aims and objectives of the session have been achieved.

During the period from March 2014 to April 2015, THEP delivered 65 sessions in total which consisted of:

- 16 sessions in Reception and Year Six sessions.
- 4 Senior School sessions.
- 2 sessions were delivered in prisons.
- 43 other sessions including 20 sessions delivered in South Staffordshire College Tamworth Campus.

It is estimated that approximately 2000 children, young people and offenders engaged with THEP.

Also in 2014 THEP developed 5 short films around different ways households can become homeless. Originally designed to act as a learning aid for the year six sessions, it soon became apparent that the films had a wider appeal. At a showcasing premiere event in the summer of 2014 the films were recognised by Shelter as an example of good practice in homeless education.

Link to shelters website: link to shelters website

http://youngpeopleoutcomes.shelter.org.uk/news_and_publications/aug_2015/tamworth_homelessness_education_program_thep

The resources to accompany the film have now been accredited by Staffordshire county council as a PSHE resource, and have been implemented in schools since September 2014.

In addition to the schools program, following discussions with the National Offender Management Service (NOMS) and the National Association for the Care and Resettlement of Offenders (NACRO) a pilot session was developed initially to deliver to prisoners who were returning to Tamworth to look at their housing options and to

try and prevent prisoners from leaving prison homeless. And meet the following outcomes:

- Making prisoners aware of their responsibilities as tenants
- Ensuring prisoners are aware of their housing options on release
- Prisoners are given enough information to reassess their housing need and have enough information to make sensible decisions about their housing on release

To measure if this has worked we might expect to see reductions in presentations for advice or housing from ex offenders at point of release or offenders seeking advice to access the Private Rented Sector recognising that this is the only viable alternative to Social Housing.

Also during 2013-14 THEP was commissioned by the Shropshire and Staffordshire and Birmingham and the Black Country Single Homelessness project groups to deliver pilot THEP sessions in prisons for prisoners returning to the wider region. This was a pilot project funded for 18 sessions in prisons across the region and a full evaluation was undertaken at the end of the project to consider learning from the project and recommendations on the future of the project.

The full report is available here:

http://www.tamworth.gov.uk/sites/default/files/housing_docs/Released-Rehoused-Evaluation-Report-Final.doc

The funding for the prison project did not continue mainly due to the introduction of the transforming rehabilitation strategy which aims to reform the prison and rehabilitation process and has included the development of Community Rehabilitation Companies which will look after low and medium risk offenders and a national probation service which will manage high risk offenders.

10.11 Temporary Accommodation

During 2014 the numbers of households in Temporary Accommodation nationally was steadily rising from 58,410 in the first quarter rising to 61,970 by December 2014.

Tamworth Borough Council will provide Temporary Accommodation for a homeless person whilst they make enquires into the homelessness application.

This happens when the Council believes someone is:

- homeless or threatened with homelessness
- eligible for assistance
- in priority need.

The council has to provide temporary accommodation if all these apply, even if it suspects that the household may be homeless intentionally.

Tamworth Borough Council operates a private sector leasing scheme where it leases properties from landlords and uses these as temporary accommodation or utilises bed and breakfast (B&B)

Table 28 shows the number of households in Temporary Accommodation and the % change each year since 2012 compared to the West Midlands and National Figures.

Table 29 – Households in Temporary Accommodation

| Quarter | Tamworth | % change | West Midlands | % change | National | % change |
|---------|----------|----------|---------------|----------|----------|----------|
| 2012 Q1 | 10 | 0 | 1408 | 0 | 50420 | 0 |
| 2012 Q2 | 4 | -60 | 1530 | +6.7 | 51460 | +2.1 |
| 2012 Q3 | 5 | +25 | 1553 | +3.3 | 52550 | +2.1 |
| 2012 Q4 | 7 | +40 | 1515 | -2.5 | 53740 | +2.7 |
| 2013 Q1 | 7 | 0 | 1671 | +10.3 | 55290 | +2.8 |
| 2013 Q2 | 11 | +57 | 1668 | -0.2 | 56100 | +1.5 |
| 2013 Q3 | 10 | -9 | 1544 | -7.5 | 57030 | +1.6 |
| 2013 Q4 | 13 | +30 | 1489 | -3.6 | 57560 | +0.9 |
| 2014 Q1 | 7 | -46 | 1500 | +0.7 | 58360 | +1.4 |
| 2014 Q2 | 14 | +100 | 1512 | +0.8 | 59410 | +1.8 |
| 2014 Q3 | 15 | +7 | 1654 | +9.4 | 60570 | +1.9 |
| 2014 Q4 | 22 | +47 | 1496 | -9.5 | 62600 | -0.7 |

Source CLG specialist Advisor Toolkit

In the last quarter from October to December 2014 there were 22 households in Temporary Accommodation in Tamworth. The use of B&B reduced gradually to 0 in 2011. However numbers have begun to increase again from 2012 and after a spike in quarter 1 of 10 households, the number has gradually rose in the last three quarters of 2014 there were 14, 15, and then finally 22 households in Temporary Accommodation. Table 29 shows the numbers of households in Bed and Breakfast and Table 30 shows that in all instances households who are placed in B&B are stopping in B&B for less than 6 weeks which is in line with Government guidance. At the end of October Tamworth Borough Council had 10 people in Bed and Breakfast Accommodation and 4 in PSL properties

Table 30 - Households placed in Bed and Breakfast

| | Tamworth | % of region | West Midlands | National |
|---------|----------|-------------|---------------|----------|
| 2012 Q1 | 3 | 1.2% | 234 | 3960 |
| 2012 Q2 | 1 | 0.4% | 246 | 4230 |
| 2012 Q3 | 0 | 0% | 196 | 4120 |
| 2012 Q4 | 1 | 0.6% | 169 | 3820 |
| 2013 Q1 | 0 | 0 | 264 | 4510 |
| 2013 Q2 | 5 | 2.0% | 252 | 4330 |
| 2013 Q3 | 4 | 1.8% | 216 | 4610 |
| 2013 Q4 | 8 | 4.0% | 201 | 3920 |
| 2014 Q1 | 3 | 0.9% | 309 | 4370 |
| 2014 Q2 | 9 | 3.4% | 266 | 4610 |

| | | | | |
|---------|----|------|-----|------|
| 2014 Q3 | 11 | 3.1% | 352 | 4700 |
| 2014 Q4 | 15 | 8.9% | 170 | 4560 |

Table 31 – Households in Bed and Breakfast and time spent there

| | 2011 | 2012 | 2013 | 2014 |
|----------------------|------|------|------|------------------|
| < 6 Months | 35 | 0 | 0 | Data unavailable |
| 6 Months - < 1 Year | 0 | 0 | 0 | 0 |
| 1 Year to < 2 Years | 0 | 0 | 0 | 0 |
| 2 Years to < 3 Years | 0 | 0 | 0 | 0 |
| 3 Years - < 4 Years | 0 | 0 | 0 | 0 |
| 4 Years - < 5 Years | 0 | 0 | 0 | 0 |
| > 5 Years | 0 | 0 | 0 | 0 |

Source: Specialist Advisor Toolkit 2012

There is a variety temporary accommodation within and outside the borough. Families and individuals may be offered temporary accommodation within or outside the borough, and those with no or low priority need may be offered hostel accommodation in Birmingham or Walsall. The council also have a PSL scheme (Private Sector Leasing Scheme) which offers temporary private rented accommodation for families experiencing homelessness. The new PSL policy (January 2015) states inline with Gold standard commitments that the agreed preference criteria is as follows:

1. 16-17 year olds
2. households with children
3. households with pregnant woman
4. Households with health conditions
5. Length of time in Temporary Accommodation

Approval has recently been given to extend the number of properties on the PSL scheme from 5 to 10 with the aim of reducing numbers of households accessing bed and breakfast accommodation. The council is currently under taking a full review of temporary accommodation and how this can be utilised more effectively to provide the council value for money, ensure standards and provide safe secure accommodation.

10.12 Needs of identified groups

10.12.1 Complex needs

Complex needs is a term used that encompasses people who have a combination of medical needs (e.g. diagnosis, treatment and rehabilitation) and social needs (e.g. housing, social care and independent living) that require a lot of additional support to live day-by-day. People with complex needs often require a range of health and social care services, but can still lead their own lives with the right support in place.

Homeless people with complex needs are disproportionately some of the most likely to engage erratically with services. The current government strategy, 'No health without mental health', makes clear that the 'provision of fully integrated care' is vital to treating patients, and that it is keen to actively promote and support improvements in commissioning service provision for this group'. Additionally Making Every Contact Count makes it clear that homelessness is more than a housing issue and requires a partnership approach to early identification and the prevention of homelessness.

Failing to engage with those with Complex Needs, it is likely that they will have little choice but to resort to costly and reactive emergency services to receive the help they need. Homeless link have looked at dual needs, those with mental health and drug/alcohol issues and found that on average, 55% of the people with dual needs surveyed across five areas, where they are currently undertaking an innovation project, had been to A&E at least once in the last six months, with a significant proportion visiting multiple times. People with Complex Needs are often a small number of people but access crisis services the most and frequently.

10.12.2 Rough Sleepers

Although Rough Sleepers often experience Complex Needs and estimates show that the numbers of rough sleepers in Tamworth are relatively small, given the

Government emphasis on this group with the publishing of No Second Night Out, they are one of the most vulnerable groups in society. Rough sleepers are likely to have a range of complex problems and support needs which can be worsened by living on the streets or insecure accommodation.

Rough sleeping counts and estimates are undertaken each year and are a single night snapshot of the number of people sleeping rough in local authority areas. Local authorities determine whether to carry out a count or an estimate. They are encouraged to gain intelligence for street counts and estimates from local agencies such as outreach workers, the police, the voluntary sector and members of the public who have contact with rough sleepers on the street.

Tamworth undertook its last Rough Sleeper estimate in partnership with Lichfield District Council and in collaboration with key partners who may have had contact with Rough Sleepers in November 2014 when it was estimated that 2 people were sleeping rough in Tamworth. Table 31 shows the number of rough sleepers across Tamworth has remained static consistently over the last 4 years at a time when Rough Sleeping is on the increase nationally.

Table 32 – Numbers of Rough Sleepers in Tamworth compared to the region and nationally

| | Tamworth | % of region | West Midlands | National |
|---------|-----------------|--------------------|----------------------|-----------------|
| 2005/06 | 0 | 0.0% | 13 | 502 |
| 2006/07 | 0 | 0.0% | 13 | 498 |
| 2007/08 | 0 | 0.0% | 18 | 483 |
| 2008/09 | 0 | 0.0% | 15 | 457 |
| 2009/10 | 2 | 1.1% | 182 | 1,766 |
| 2010/11 | 3 | 1.4% | 207 | 2,181 |
| 2011/12 | 3 | 1.3% | 230 | 2,309 |
| 2012/13 | 3 | 1.3% | 233 | 2,414 |
| 2013/14 | 2 | 1.1% | 186 | 2,744 |

Source: CLG Specialist Advisor Toolkit

The Government Report No Second Night Out sets out the Governments Commitment to tackle Homelessness for single people not in priority need, including those who are rough sleeping. This aims to ensure that when people hit crisis point and come onto the streets, there is a swift and effective response from services and the aim is to end all forms of rough sleeping but where new Rough Sleepers come

onto the street for one night there should be no need for them to have a second night out. The pilot was initially trialled in London but has now been rolled out across the Country with the aim of moving Rough Sleepers off the streets more quickly

10.12.3 No Second Night Out in Tamworth

Tamworth Borough Council as a local authority participates in the West Midlands Regional Homelessness Forum and has signed up to a region wide commitment to No Second Night out – which sets out the Councils commitment to the principles of No Second Night Out and identifies what the Councils offer in relation to this, and how the Council has modified its existing services for No second Night Out.

As set out in this standard the key services in place in Tamworth to try and end Rough Sleeping and to ensure where it does happen that no-one has to spend a second night out on the streets are:

- To provide one point of contact for reporting Rough Sleepers – Any reports of Rough Sleepers via any channel including Street Link, Local Faith Groups, reports from CCTV all come in via Tamworth Borough Councils Housing Solutions Team. These are then referred to Brighter Futures who currently are providing an outreach service for Rough Sleepers in the Borough, who will then work with the Rough Sleeper to access support services and accommodation.
- The Outreach Service provided by Brighter Futures, is a Sub Regional response to the Governments No Second Night Out Agenda, funded by the Shropshire, Staffordshire Housing Partnership and the Homeless Transition Fund until 2016.
- Co-ordination of the RS Count - Tamworth Borough Council usually work in partnership with Lichfield District Council for the Rough Sleeper count. This is due to historical and anecdotal evidence that rough sleepers move between the two Boroughs accessing different services. Homeless Link usually co-ordinate the regions count dates so all local authorities are aware of what others are doing.

- Co-ordination of Cold Weather Provision – All local authorities offer Emergency cold weather provision, and although this isn't co-ordinated centrally by any organisation, local authorities notify partners during cold weather provision to ensure those who need accommodating are informed about the provision.
- Offer personalised solutions and individual budgets – Currently Tamworth Borough Council does not offer personalised solutions or individual budgets for rough sleepers. However the Brighter Futures Outreach team can access funding for personalised budgets for rough sleepers.
- Facilitate Reconnection – The West Midlands regional homeless forum also have a reconnection protocol which is currently being finalised and will request local authority sign up. The protocols is particular important for when placing individuals out of area in emergency hostel accommodation to ensure they go back to where they are from to access the appropriate housing and support.

10.12.4 Women Rough Sleepers

Traditionally male rough sleeping has been the focus of research, yet evidence suggests that there are differences between the male and female rough sleeping population. Within current Government legislation there is no specific mention of Women Rough Sleepers; there seems to be uncertainty of the extent of the problem, work related to Rough Sleepers tends not to be specific to women and there is a lack of training specific to women Rough Sleepers.

In Tamworth, the 2012 Rough Sleepers estimate identified that one of the 3 Rough Sleepers in Tamworth was a woman and prior to that during 2011 Tamworth Borough Council had contact with a Woman Rough Sleeper. Although this is a low number this is relatively a high proportion in relation to the wider Rough Sleeper population in Tamworth. No women Rough Sleepers were identified in the 2013 and 2014 counts. However one woman has been identified as sleeping rough during 2015.

Women often rough sleep for different reasons to men with 70% of those interviewed in research into Women Rough Sleepers undertaken by the University of

Wolverhampton saying that abuse from a partner was what had led them to Rough Sleeping, either by a partner or family.

10.12.5 Young People

The Council accepted a homelessness duty to 3 young people aged 16/17 years of age in 2014. This number is significantly less than 2013 when 6 young people were accepted as homeless. In 2012 the council accepted the homeless duty of 45 young people aged 16-24.

The main reason for homelessness in this age group was parents or friends and relatives no longer willing to accommodate. As of May 2015 there are 304 young people on the Housing List waiting for housing aged 16 – 24 years of age. Table 32 shows the breakdown by age.

Table 33 - Applicants by age in Tamworth

| Age | Number on Council Waiting List for Housing |
|--------------|--|
| 16 | 3 |
| 17 | 6 |
| 18 | 25 |
| 19 | 40 |
| 20 | 28 |
| 21 | 30 |
| 22 | 43 |
| 23 | 47 |
| 24 | 46 |
| 25 | 36 |
| Total | 304 (20% of the total waiting list) |

Source Orchard Housing System

Mediation Case Study

A 16 year old X was referred from the local college. X had recently moved in with her father and step mother and the relationship had broken down between X and Step mum. It appeared that X was “resentful” towards her stepmother. Two home visits were undertaken. X was very difficult to engage to begin with. The mediator arranged for X to return to her Mum for half term to give Dad and Step mum breathing space and continue with mediation. 3rd Session on the telephone completed and to date applicant has remained with Dad and Step mum.

There are currently 32 units of supported housing specifically for young people at Tamworth Cornerstone Housing Association

Tamworth Borough Council also has a number of supported housing units but these are not exclusively for use of Young People. This service is provided to help homeless people: single, single parent families or couples with or without children and provides temporary accommodation and support. Tamworth Borough Councils supported housing units are:

- Chestnut Court – 8 units: 5 x 2 bedroom and 3 x 1 bedroom
- Edenfield Place – 4 units: 4 x 2 bedroom
- Ellerbeck – 8 units – 8 x 2 bedroom

However Tamworth has also seen the closure of two shared houses providing 9 units of supported accommodation for young people, 5 units of supported housing and 4 units of move on accommodation.

County Protocol for Homeless Young People aged 16 and 17

Staffordshire County Council working with the district and borough Councils are currently developing a county wide protocol for homeless young people aged 16 and 17. Local Authorities and housing providers are currently developing the protocol to ensure that young people who present as homeless are managed successfully as recent case law judgements have recognised that this hasn't often been the case. In line with legislation and good practice as well as meeting the aims of gold standard to stop young people accessing bed and breakfast the protocol is currently with Staffordshire County Council (October 2015) for approval when it will then be signed up to by the district and borough councils.

10.12.6 Ex-offenders and people at risk of offending and imprisonment

The link between re-offending and homelessness is well documented.

Between January and December 2012 there were 4 prisoners released with no fixed abode (NFA), 2 from Birmingham and 2 from Dovegate back to Tamworth there were an additional 4 offenders released in 2013.

NOMS figures for 2014 show 5 offenders were released NFA within the West Midlands in Tamworth. However a further 61 offenders from this group were also NFA but had not identified any local authority to return to. So there could be considerably more than this figure. Also these figures are only from the West Midlands so there maybe other offenders from outside the area who have also returned to Tamworth NFA.

Integrated Offender Management (IOM) Tamworth

The IOM in Tamworth manages the most persistent and problematic offenders identified by joint partners working together within the borough. The key principles of IOM are:

- All partners manage offenders together
- To deliver a local response to local problems
- With all offenders potentially in scope
- Facing up to their responsibilities or facing up the consequences.
- Best use made of existing programmes and governance arrangements
- To achieve long term distance from crime

(Source: Integrated Offender Management Key Principles February 2015)

Tamworth IOM have a very good working relationship with the Housing Solutions Team, currently as of February 2015 Tamworth IOM were managing 59 offenders, of those 4 were homeless.

Case study

B has been in and out of custody over a number of years and repeatedly presented to Tamworth Borough Council as homeless on release from custody. B was referred to hostel in Birmingham. This broke down within 7 days. B was then referred to Salt Box in Stoke this placement too broke down within 7 days. B unfortunately returned to custody. IOM referred back to Tamworth Borough Council and liaised regularly on expected date of release. B then went from custody into hospital. B was referred to Derventio and accepted to date B remains in accommodation in Tamworth.

10.12.7 People with disabilities

Disability can cover a range of needs including:

- learning difficulties
- mental health problems

- mobility
- sensory impairment
- developmental disability

Some of those who present as homeless could have an undiagnosed disability. Learning difficulties are particularly under-reported and not always formally recognised or recorded.

As discussed earlier the Welfare Reform Act 2012 ushers in significant changes across all welfare benefits. Disability Living Allowance (DLA) has now ceased and has been replaced with Personal Independence Payments (PIP). PIP will consist of two components: a Daily Living component and a Mobility component. Each of these components will have two rates, a standard rate and an enhanced rate.

Everyone of working age currently receiving DLA will be asked by letter between April 2013 and March 2016 if they would like to make a claim for PIP. From April 2013 all new claims will be for PIP. There will be no automatic transfer from one benefit to the other; those receiving DLA will have to make a fresh claim for PIP, and be reassessed in line with its new entitlement criteria.

The percentage of people claiming disability living allowance is higher than average in Tamworth (6.1% or around 4,700 people) compared with England (4.9%). (Source: Health and Wellbeing Profile Tamworth 2015)

The estimated numbers of people suffering mental ill-health in Tamworth is between 16,000 and 19,100 people. Diagnoses of depression are slightly higher than the national average with 8% of adults in Tamworth being diagnosed. In terms of severe mental health conditions (schizophrenia, bipolar disorder or other psychoses), the recorded prevalence in Tamworth was 0.7% in 2013/14 which is lower than the England average of 0.9%. (source: Tamworth Health and Wellbeing Profile 2015)

In Tamworth there are around five suicides every year accounting for about 1% of deaths with rates being similar to the national average. Self-harm is often an expression of personal distress and there is a significant and persistent risk of future suicide following an episode of self-harm. During 2012/13 there were around 130

hospital admissions due to self-harm in Tamworth with rates being similar to the England average. (Source: Health and Well Being Profile for Tamworth 2015)

Services across Staffordshire have been closed which previously treated mental health patients, and offered accommodation for the those with mental health issues.

10.12.8 People at risk of domestic abuse

Domestic abuse has a tremendous impact upon society not only in terms of the pain and suffering experienced by the victim and their family, but also in terms of the costs to public services and the local community. The cost of the “average” domestic abuse case has been estimated at £14,000 and this does not take into account longer term costs of unemployment, housing and social services. The total cost to public services (criminal justice system, health, social services, housing and civil legal) per annum has been estimated at £3.1 billion per year and the loss to the economy at £2.7 billion.

Nationally it is recorded that:

- Two women a week are killed by a current or former partner;
- One in four women and one in six men will experience domestic abuse at some point in their lives;
- Victims are likely to experience 35 incidents of abuse before reporting it
- As many as 963,000 children and young people in the UK could be living with the effects of Domestic Abuse

Domestic abuse also has a significant impact upon individuals, their families and communities within Staffordshire:

- In 2010-11 there were 3,034 domestic abuse crimes recorded by Staffordshire Police
- Nearly 9,000 calls were made to the three main domestic abuse support services in Staffordshire during 2010-11; an increase of 40% from the previous year
- During 2010-11 854 domestic abuse cases were referred to Multi-Agency Risk Assessment Conferences (MARACs), of which 141 were repeat cases (16.5%)
- 1078 children were living in the households of the individuals referred to MARAC equal to 1.3 per case

- There were 1,283 incidents of domestic violent crime with injury in 2010-11 (24% of all violence with injury)
- There were 46 incidents of serious domestic violent crime in 2010-11
- 85% of offenders suspected/accused of domestic related crime are male
- Young women 18-23 years old are most at risk
- The peak age for victims and offenders is 20-24 years old

Statistics tell us that in 2010-2011 in Staffordshire there were just fewer than 1300 crimes (1283) of domestic violence that resulted in injury reported to the police; of these, 46 crimes resulted in serious injury. These figures show a reduction from the 2009-10 figures when there were 1318 crimes of domestic violence with injury, including 47 crimes of domestic violence with serious injury. Over the same two years (2009-2011) Staffordshire has seen a reduction in the number of repeat domestic abuse cases considered by MARACs with a repeat rate of 24.2% in 2009-10 against a target of 28% and a repeat rate for 2010-11 of 16.5% against a target of 27%. It is also accepted that there are many incidents which go unreported to the Police due to fear of reprisal, personal embarrassment or a lack of knowledge about where to go and who to talk to. Over the last few years partners across Staffordshire have been working to break down the barriers to reporting and encourage those affected to seek help. Therefore trends in reported incidents can sometimes be difficult to interpret, as it is not always clear whether an increase is due to a true rise in the level of abuse or an increase in the number of victims willing to report the offence.

10.12.9 Tamworth context

In Tamworth from the periods 1st April 2013 to the 31st March 2014 there were 516 domestic crimes. There were 384 violent domestic crimes. This represents 36.8% of the total number of domestic crimes and 32.7% of all violent crimes. There were 4 serious violent crime and injury offences that were in a domestic context. (Source: Staffordshire Police)

199 offenders were male in domestic crimes, or 38.6% although not all crimes have named offenders listed against them so this number could be higher. The highest numbers off offenders by age group is 18-29 and this is also true for victims.

The districts with the highest rates of domestic violent crime with injury in Staffordshire were Tamworth (2.23 per 1,000) and Cannock (2.16 per 1,000)

There has been a 32% reduction in domestic abuse (157 fewer reported crimes) compared with 2010/11. In 2011/12, 25% of violent crime in Tamworth Borough was profiled as being domestic in nature, a reduction from the previous year (33%). The overall trend for reported domestic abuse offences has remained relatively stable over the past 2 years. This is not in line with the reduction in overall violence, which could be viewed as positive in terms of people reporting offences due to increased awareness.

34% of recorded domestic abuse in Tamworth is profiled as alcohol related. This is significantly higher than the proportion of overall violent crime that is alcohol related (25%), and demonstrates that alcohol is often a significant risk factor in this type of offending.

Whilst anyone of any age is at risk of domestic abuse, females are almost five times as likely to be victims of this type of crime in Tamworth Borough, with women and girls between the ages of 15 and 29 years most at risk in the Borough. This age range experiences more than half of all domestic abuse, but accounts for just 19% of the population. Males between the age of 35 and 39 years are also disproportionately at risk.

9 families were homeless as a result of abuse in 2014.

65% of all alcohol related violent offences against females were domestic in nature, compared with just 18% of alcohol related offences against males.

10.12.10 People with alcohol and drug problems

Drug use culture has altered in recent years. There has been a sharp rise of 20% in drug related deaths. There has also been an increase nationally in the use of Cocaine, ecstasy ketamine and “legal highs” a new psychoactive substances but that hasn't been fully mapped is being widely used. (Source: <http://www.drugscope.org.uk/Media/Press+office/pressreleases/Drug+treatment+figures+show+the+system+is+performing+well+but+under+growing+pressure>)

National figures around alcohol include:

- 61% of men and 72% of women in 2011 had either drunk no alcohol in the last week, or had drunk within the recommended levels on the day they drank the most alcohol. This was most common among men and women aged 65 or over.
- 64% of men drank no more than 21 units weekly, and 63 per cent of women drank no more than 14 units weekly in 2011.
- 12% of school pupils had drunk alcohol in the last week in 2011. This continues a decline from 26 per cent in 2001, and is at a similar level to 2010, when 13 per cent of pupils reported drinking in the last week.
- In 2011/12, there were 200,900 admissions where the primary diagnosis was attributable to the consumption of alcohol (the narrow measure). This is a 1 per cent increase since 2010/11 when there were 198,900 admissions of this type and a 41 per cent increase since 2002/03 when there were around 142,000 such admissions.
- In 2012, there were 178,247 prescription items prescribed for the treatment of alcohol dependence in primary care settings or NHS hospitals and dispensed in the community. This is an increase of 6 percent on the 2011 figure (167,764) and an increase of 73 percent on the 2003 figure (102,741).

Source: Health and Social Care statistics on Alcohol

Locally in Staffordshire 2.9% of applicants wait for more than 3 weeks to access drug treatment, similarly the alcohol waiting list for treatment for more than 3 weeks is 34.5%. Once treatment is accessed 6.9% of those being treated for opiate drug use complete the course and 38.9% complete non opiate drug use treatments. 44.9% complete alcohol treatment. Staffordshire also high numbers of alcohol related admissions according to Public Health England mapped services across counties in England. The report claimed that Staffordshire is performing “worse” than

neighbouring authorities who are performing “better” (Leicestershire) or “consistently” (Derbyshire).

The local drug and alcohol service in Tamworth provided anecdotal evidence that suggested people seeking support for alcohol issues has increased particularly amongst females. Additionally the Criminal Justice System has seen an increase in the use of legal highs, however because they are termed “legal highs” less people are seeking help because there is an assumption that these are safe. There also has been a change in trends with users now favouring non opiate drugs over opiates.

Source: One Recovery Tamworth

10.12.11 Teenage parents

Tamworth in recent years has had high rates in teenage pregnancy/parents however figures suggest that since 1998 to 2012 under 18 conception rates in Tamworth have reduced by 21%, and have reduced by 31% across Staffordshire. Figure 7 compares teenage pregnancy figures, in Tamworth, Staffordshire, West Midlands and England.

Figure 7 – Comparison on Teenage Pregnancy Figures.



Source: Tamworth Health and Wellbeing profile 2014

Despite the reduction, rates teenage pregnancy continues to be higher in Tamworth than other areas of Staffordshire, and the national average. 19% of the under 18

pregnancies are under 16, which again is also significantly higher than the county and the national average.

Source: Office for National Statistics and Department for Education cited Tamworth Health and wellbeing profile 2014

Conceptions and live births

Nationally live birth rates have fallen in 2013 from 729,674 for to 698,512. This is the lowest drop in live births since 1975. The rate of still births is 4.7 per thousand, which is a drop from 4.9 in the previous year. The average age of mothers nationally for their first child is 30. One in five woman over 45 now do not have children.

Locally there are on average around 1,030 live births annually to women living in Tamworth. Fertility rates in Tamworth are higher than the England average, with rates in Stonydelph, Glascote and Bolehall wards being particularly high.

Infant mortality rates nationally have continued to fall since 1982 and there are now only 4.0 deaths for every 1000 babies born. Women under 20 are most likely to suffer the death of an infant with woman over 40 next likely. Multiple births, low birth weights and smoking are influential factors in infant mortality. *Source: Office of National statistic*

Between 1999-2001 and 2011-2013, infant mortality rates in Tamworth have fluctuated due to small numbers; however rates in Tamworth have remained similar to the England average throughout this period.

Source: Tamworth Health and Wellbeing Profile 2015

10.12.12 Elderly people

The Housing Act 1996 makes provision for people who are vulnerable due to old age to be considered priority homeless. However there is not a specific age at which people are considered vulnerable due to old age.

In many areas sheltered housing is under less pressure than other forms of social housing. Older people who present as homeless may be offered a sheltered tenancy. If they are owed a duty the accommodation must be suitable and for older homeless people this is not always appropriate. Their needs may be too complex and they may need supported housing or accommodation with care.

In 2014 1 person over the age of 60 presented as homeless, this number could be low due to Tamworth having a large amount of sheltered and supported accommodation for over 55's as currently there are 365 units, which there is usually some availability.

10.12.13 Young Homeless families with support needs

There are two projects in Tamworth that can offer support to families who are homeless, and have small children or are pregnant. These projects are offered by Bromford and Home Start. Families are supported to learn the skills to live independently and then are encouraged to access independent private or social rented housing.

10.12.14 Young Single Homeless people

For young single homeless people there is Tamworth Cornerstone Housing Association, which offers 32 units of accommodation. Tenants move through stages of accommodation until they reach semi-independence in their own self contained flat. Again like with the homeless families they are supported through regular support meetings, training courses and gaining appropriate life skills to live independently and then move on in to the community.

Tamworth Borough Council Housing Solutions team makes direct referrals in to supported accommodation. Access is based on criteria determined by the provider. The accommodation provider can also take self referrals and referrals from other agencies or organisations.

Until recently all of these accommodation providers have received funding from Supporting People to operate. However since cuts to the supporting people budget funding is now coming from intensive housing management budget. Intensive Housing Management funding does not offer the same levels as supporting people which may mean that more vulnerable young people may not be able to access supported accommodation.

10.12.15 Gypsies, Travellers and Travelling Show People

There are currently no authorised sites for use by Gypsies, Travellers and Travelling Show People in Tamworth.

Favoured option for Gypsies and Travellers was small private sites followed by travelling and moving onto authorised sites outside the borough. Anecdotal evidence suggests that gypsies and travellers who have recently visited Tamworth have camped illegally in the castle grounds in the town centre.

Tamworth Borough Councils approach is to provide sites where a need is seen to arise. The 2011 Census identifies that there are 9 gypsies, travellers and travelling show people living in Tamworth accommodation.

Case A

Former care leaver aged 19, from out of borough. Applicant moved through a number of HMO tenancies some in the name of the applicant some in the partner's name. All tenancies failed because of ASB, offending behaviour, substance misuse and DV leaving the applicant and partner street sleeping for a while. Several multi agency case conferences were called to seek appropriate support for the applicant from social services and / or other agencies with very limited success. Applicant would fail to engage or do so only sporadically before returning to previous behaviour patterns. Applicant offered TBC accommodation & the tenancy failed within 1 week. Applicant placed in several different types of temporary accommodation by both housing and social services, with and without support and all broke down within a matter of a couple of weeks.

Following a multi agency meeting applicant was offered TBC supported accommodation with a comprehensive support package in place. Applicant has maintained this accommodation with very intensive support from on site staff.

Case B

Single male in his mid 30's who presented following a relationship breakdown. Applicant had some medical issues but the GP letters didn't explain the confused and unpredictable presentation of the applicant. Numerous letters and calls to the applicant's GP to attempt to understand the full medical situation to try and establish a reason for the presenting vulnerability. None of which received a response. Several multi agency meetings called by TBC.

Applicant placed into TA on many occasions all of which he lost due to erratic and unpredictable behaviour. Some short spells in custody following minor offences, short periods of hospitalisation and some periods of street sleeping. All professionals involved agreed that the applicant presented as a vulnerable adult but he was not known to Adult services and when assessed failed to meet the necessary criteria. Applicant died in TA before all medical issues were made known to TBC.

11. The Health of Homeless People

Homeless people are one of the groups most excluded from health services yet they often have the highest level of health need. Often these go undiagnosed or untreated and without good health, achieving other outcomes such as stable accommodation and securing employment can be difficult.

As well as identifying that the life expectancy of a homeless person is significantly less than the national and local average the report called Homelessness: A Silent Killer published in 2012 by Crisis also identifies the following as trends amongst the homelessness population:

- Drug and alcohol abuse are amongst the most common causes of death
- A Homeless person is 9 times as likely to commit suicide
- Road Traffic Accidents are 3 times more likely

In addition a report from the Department of Health called Healthcare for Single Homeless people identifies that:

- Infections and incidences of falls are also higher for example rates of chronic chest and breathing problems are 3 times more common, and rough sleepers experience TB at 200 times that of the known rate among the general population.

Commitment in NSNO

Commitment 2: Helping people to access healthcare

Government will:

- Support Health and Wellbeing Boards to ensure that the needs of vulnerable groups are better reflected in Joint Strategic Needs Assessments
- highlight the role of specialist services in treating homeless people, including those with a dual diagnosis of co-existing mental health and drug and alcohol problems

- work with the National Inclusion Health Board and the NHS, local government and others to identify what more must be done to include the needs of homeless people in the commissioning of health services.

Homeless people have some of the poorest health within the population. Data suggests around 84% homeless rough sleepers have one or more physical health need, and 87% have a mental health problem. (Source: Homeless Link Manifesto to end Homelessness) The disengagement with health services means that often homeless people are only treated in crisis often for health conditions that are on the most part easily treated but have become severe due to their homeless lifestyles, homeless people are 4 times more likely to access emergency treatment than the general population.

In addition to this 45% of homeless people have been diagnosed with a mental health issue. 39% are recovering from a drug problem and 27% are recovering from an alcohol problem. In contrast to this half of homeless people said they used drugs to cope with a mental health issues and 2/3 consumed more alcohol than the recommended amount.

12. What is the evidence telling us?

The evidence discussed suggest that currently the UK is in a period of unprecedented change and all sectors are needing to adapt to these changes, as the Austerity measures will continue.

In response to this local authorities needs to consider what budgets are being spent, and to work in partnership with other agencies and organisations to deliver a streamlined and efficient service without duplication of resources.

Changes to benefits are likely to impact on the most vulnerable, as will loss of funding for services. Benefit sanctions are increasing essentially making it hard for the most vulnerable and chaotic to maintain their benefit payments. Also as universal credits are introduced and people will be expected to manage more money they have ever had before there is likely to be an increase in rent arrears as people fail to pay their rents which could result in more evictions and homelessness.

As fixed term tenancies are reviewed, Tamworth Borough Council along with registered providers need a clear pathway for tenants that either need moving on due to a change in family dynamics, or who now have the affordability to access the private rented sector or home ownership. Incentives could be offered by RP's for tenants to access shared ownership housing, or housing offered at affordable rent. A clear system will need to established in a reasonable time frame so work can be done with the current residence preparing them for the change in their housing.

Tamworth Borough Council is currently developing a policy to allow it to discharge its duty into the PRS, which will clearly set out how the Council will do this. Accessing the private rented sector is going to be essential to the prevention of homelessness.

As the older population increases this may have a significant effect on the housing stock. Tamworth Borough Council are currently developing an ageing well strategy which will consider the needs of older people as the population in Tamworth ages. Also supported housing could be severely affected if more supported people cuts are made, which may result in an increase in rent for the tenants within these properties. There are also very few places available in extra care schemes across the county for those suffering with dementia and Alzheimer's and some additional provision may be needed for these members of the population.

14% of Tamworth's population fall within the most deprived fifth of areas in England. Welfare reform, including the bedroom tax and the increased sanctioning of benefits could result in this number rising, and again could increase levels of homelessness within the borough.

There is a large pay gap within the wards of Tamworth, and men are paid considerably more than woman across the borough. Although unemployment is down across the town there are lower than average earnings, and a large proportion of residence are on low incomes. In parallel to this due to the size of the borough housing prices are at a premium making home ownership difficult for those on low earnings. This increases the demand on social housing (most affordable) and the private rented sector, (less affordable but more accessible) for young families and individuals looking to live independently.

Evidence suggests that homeownership, rivate renting and even affordable rents are unaffordable for some, leaving social rent the only affordable option placing an increased demand on council stock, which is decreasing due to right to buy. Additionally in the 2015 post election summer budget the chancellor announced 1% decrease in social housing rents, and for those households earning over £30,000 outside of London, and living in social housing would be required to pay market rents on their property.

Coupled with this is the shift to universal credits, and for those who struggle to manage money may mean an increase in rent arrears and council tax arrears, as more and more tenants on benefits will be expected to contribute to their council tax bill. All of this could see an increase in evictions, and debt and an increased demand in households requiring emergency housing and support.

Nationally homelessness is on the increase. Therefore we need to have a continued emphasis on early intervention and prevention methods to reduce the numbers of households reaching crisis point.

Tamworth Borough is still a repossession hot spot and we need to have procedures in place to manage this, despite the mortgage rescue scheme now ending, the council needs to consider other similar tools which could be offered to owner occupiers facing repossession.

Youth homelessness statistics suggest parental eviction as the main reason for homelessness. As a council we need to continue and increase the mediation offered to families in crisis. It may also be useful to develop Temporary Accommodation specifically for young people which will offer young people safe accommodation whilst looking for something more permanent or allow short term respite while mediation or other intervention can take place.

Tamworth Homelessness Education Program needs to continue in schools and alternative education establishments and further and higher education.

To prove the worth of prevention methods the housing solutions team needs clear mechanisms for gathering appropriate data so that value for money can be clearly quantified. This will be particularly useful when budget cuts are being considered, and it will offer a clear business case for prevention activity.

Since 2008 the use of Temporary accommodation and particularly Bed and Breakfast have risen significantly this is for a variety of reasons, including the number of homelessness applications increasing, the number of properties on the PSL is only 4 and PSL review has been completed which has recommended the expansion of the scheme. Also there is less council housing available for those in need to access, and the demand on 1 and 2 bed properties continues to increase. There has also been a move to not leave families in Bed and Breakfast Temporary accommodation for longer than six weeks increasing the demand on PSL and the housing register. Schemes like hospital to home are also identifying clients who may not have been identified in the past or who would have accessed housing solutions services at crisis point.

The demand for council housing outstrips supply, however there is now a larger demand for smaller property and larger properties are less in demand. This may be because of the under occupancy charge, and also that utility costs continue to rise. Families too are getting smaller, and fewer couples are having children meaning they would only require a one bed property.

Also as the fixed term tenancies start to come to an end households will be expected to move if their financial situation or household has changed.

In response to a recognised need to deliver services specifically for those with Complex needs Tamworth Borough Council has commissioned Brighter Futures to deliver a support service for those who may be in crisis.

Tamworth Borough Council is also a key partner on the Tamworth Vulnerability Partnership which is a weekly meeting that professionals can attend raising awareness of their cases of vulnerable clients gaining input from other professionals who maybe working with the same clients or have done historically. Although the partnership isn't specifically about housing it gives an indication on the numbers of vulnerable households within the borough.

The number of rough sleepers within Tamworth is relatively low, however Tamworth Borough Council is committed to ending Rough Sleeping in the Borough by 2020.

Tamworth Borough Council already has an outreach team which is currently delivered by Brighter Futures supporting and connecting with rough sleepers in the borough. Public awareness should be raised around rough sleepers so that the public can confidently report a rough sleeper knowing that the appropriate support will be offered.

Tamworth Borough Council already offers an emergency cold weather provision for rough sleepers during winter. There also needs to be the development and imbedding of the reconnection protocol which can offer rough sleepers reconnection to their former area if they are from outside of Tamworth.

Tamworth Borough Council needs to develop a clear pathway for supporting young people aged 16/17. Currently the county is developing a protocol for 16/17 year olds. Tamworth Borough Council needs to develop a good working relationship with social service teams supporting young people so that there a joint working arrangement in place and so that young people receive an effective service. Tamworth Borough Council needs to develop a pathway to accommodation for all young people so that there is a clear protocol for staff to follow. This pathway should consider universal provision through the homelessness education program, to moving on from supported accommodation in to suitable social or private rented sector housing. This pathway can be inclusive for up to age 25.

THEP could also increase its role by working with the Building Resilient Families team with identified families who are known to authorities and who may become homeless.

Similar to young people it would be helpful if there could be an accommodation pathway for offenders. The link between re offending and housing is high so to offset this, Tamworth Borough Council need to ensure that offenders are housed quickly and suitably and be able to receive support within the community where this is necessary.

Tamworth has the highest rates of Domestic Abuse within Staffordshire and there is currently a good support network for woman and families experience including hostel accommodation as well as other types of support such as floating support.

13. Next steps

Once the strategy review is complete it will be shared with partners for consultation. The finding of the review will contribute to the draft homelessness strategy consultation will again take place for with partners and the public.

Once the strategy has been finalised it will go to cabinet for approval, and once approval has been finalised a project group will be set up to monitor the delivery of the strategy.

With the Homelessness Strategy remaining a stand alone statutory requirement, it is recommended wherever possible that Local Authorities have a distinct Strategy for the prevention of Homelessness and this is monitored by a partnership such a local Homelessness Forum, with local partnership sign off and clear links to the authorities corporate frameworks including other strategies.

Appendices

Appendices



West Midlands Homelessness Forum

West Midlands “No Second Night Out” Standard: 2013 onwards

Our vision is that no one will live on the streets of West Midlands and no individual arriving on the streets for the first time will sleep out for more than one night.

This is a West Midlands wide commitment and is endorsed in principle by the following Local Authorities and partner agencies:

List authorities when its done

Endorsing this as a region, and delivering this via sub-regions, will help us to achieve our commitment. It will enhance how Local Authorities and partners across the sub-regions and region work together in a co-ordinated way; pooling skills, resources and intelligence.

For the purpose of this standard, a rough sleeper is:

People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents (inappropriate use of tents), doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes”). Definition taken from Evaluating the Extent of Rough Sleeping. Communities and Local Government September 2010

We will also use the following sub definitions to identify the extent of the issue:

New Rough Sleepers (Flow): people who move onto the streets for the first time in the year (Financial year)

Continuing Rough Sleepers (Stock): people who were sleeping rough in the previous year as well as the one in which the analysis is being undertaken

Returning Rough Sleepers: (Returners): people who have been seen previously on the streets but not in the preceding year. Definition taken from No One Left Out Communities and Local Government Nov 2008

In principle, we will deliver the outcome by:

Working in three sub-regions across the West Midlands:

Worcestershire and Herefordshire

Shropshire and Staffordshire

Birmingham, Black Country, Coventry, Solihull and Warwickshire

Collectively and individually we will:

Gather and share intelligence:

Developing a coherent database across the sub-regions and region and sharing good practice via the West Midlands Homelessness Forum and sub-regional groups

Co-ordinating rough sleeper estimates and counts across the sub-regions and region

Contact:

We will extend outreach services or options across the sub-regions, ensuring that any rough sleeper in the region can be reached and offered a service

Co-ordinate Cold Weather provision

Via the sub-regions and other partnerships we will co-ordinate Severe Weather Provision where that adds value to the work being done by individual authorities

Offer individualised solutions:

ensuring that the right support is given at the right time, without duplication between agencies, through regular information sharing

developing a comprehensive range of services which are available across the sub-regions and available to each local authority area

ensuring that each local authority has, as a minimum, access to the following services for rough sleepers:

- Outreach services
- Reconnection
- Personalised support packages to help people off the street

We will ensure that rough sleepers who refuse to come indoors:

continue to be offered support and options to come indoors and move away from a rough sleeping lifestyle

understand fully the solution(s) that they have been offered and refused and have the capacity to make the decision to refuse these options

We will also examine locations which are continuously used as rough sleeping sites to see whether there are factors that require environmental enforcement, for example, unsafe or illegal disposal of rubbish / food.

Responsibilities of each local authority: It is important to recognise that the providers of outreach services (including those offered directly by a Local Authority) cannot solve rough sleeping on their own. To ensure that we are effective each Local Authority will need to be working towards the following:

Creating pathways to accommodation so that outreach providers can respond to reports of rough sleepers, bring people indoors and prevent a second night out.

Creating pathways and making a commitment to support rough sleepers into sustainable accommodation beyond the first night in.

Create clearly identified processes for referring to social services / mental health services in their area.

Offering space / use of meeting rooms for outreach providers to carry out assessments.

Signing up to a data sharing agreement.

Identifying and committing relevant key personnel to attend regular sub-regional NSNO or rough sleepers prevention meetings.

Funding: The resources to make this happen will come from existing Homelessness Grant investment and from the DCLG Prevention monies available in each sub-region. It will be up to each authority and sub-region to agree how the money is invested to achieve the outcomes endorsed in this document.

Exit strategy: There is no commitment to provide any additional cross authority services for rough sleepers beyond the term of the DCLG Prevention funding. However, the impact of the increased outreach provision and the co-ordination of services will be measured quarterly. Sub-regional project groups will then look at the resource implications of continuing the standard beyond 2013/14 and make recommendations to the relevant authorities in their sub-region.

The following Local Authorities are offering or planning to offer aspects of this standard:

Worcestershire and Herefordshire

| LA's | Providing one point of contact for reporting rough sleepers | Extend outreach service across the sub-region | Rolling out an agreed sleepers database in each sub-region | Co-ordinating rough sleeper estimates and counts across the sub-regions | Co-ordinating Cold Weather provision | Offer personalised solutions and individual budgets | Facilitate reconnection |
|---------------|---|---|--|---|--------------------------------------|---|-------------------------|
| Bromsgrove | | | | | | | |
| Herefordshire | | | | | | | |
| Malvern Hills | | | | | | | |
| Redditch | | | | | | | |
| Worcester | | | | | | | |
| Wychavon | | | | | | | |
| Wyre Forest | | | | | | | |

Shropshire and Staffordshire

| LA's | Providing one point of contact for reporting rough sleepers | Extend outreach service across the sub-region | Rolling out an agreed sleepers database in each sub-region | Co-ordinating rough sleeper estimates and counts across the sub-regions | Co-ordinating Cold Weather provision | Offer personalised solutions and individual budgets | Facilitate reconnection |
|-------------------------|---|---|--|---|--------------------------------------|---|-------------------------|
| Cannock Chase | | | | | | | |
| East Staffordshire | | | | | | | |
| Lichfield | | | | | | | |
| Newcastle under Lyme | | | | | | | |
| South Staffordshire | | | | | | | |
| Stafford | | | | | | | |
| Staffordshire Moorlands | | | | | | | |
| Stoke on Trent | | | | | | | |
| Tamworth | | | | | | | |

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| Shropshire | | | | | | | |
| Telford & Wrekin | | | | | | | |

Birmingham, Black Country, Coventry, Solihull and Warwickshire

| LA's | Providing one point of contact for reporting rough sleepers | Extend outreach service across the sub-region | Rolling out an agreed sleepers database in each sub-region | Co-ordinating rough sleeper estimates and counts across the sub-regions | Co-ordinating Cold Weather provision | Offer personalised solutions and individual budgets | Facilitate reconnection |
|---------------------|---|---|--|---|--------------------------------------|---|-------------------------|
| Birmingham | | | | | | | |
| Coventry | | | | | | | |
| Dudley | | | | | | | |
| North Warwickshire | | | | | | | |
| Nuneaton & Bedworth | | | | | | | |
| Rugby | | | | | | | |
| Sandwell | | | | | | | |
| Solihull | | | | | | | |

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| Stratford on Avon | | | | | | | |
| Walsall | | | | | | | |
| Warwick | | | | | | | |
| Wolverhampton | | | | | | | |

This standard has been endorsed by the following representative of each of the Local Authorities:

In sub-regional chunks

Worcestershire and Herefordshire

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| Signed by: Print Name: Date: On Behalf of Bromsgrove D C | Signed by: Print Name: Date: On Behalf of Worcester C C |
| Signed by: Print Name: Date: On Behalf of Herefordshire Council | Signed by: Print Name: Date: On Behalf of Wychavon D C |
| Signed by: Print Name: Date: On Behalf of Malvern Hills D C | Signed by: Print Name: Date: On Behalf of Wyre Forest D C |

| | |
|---|--|
| Signed by: Print Name: Date: On Behalf of Redditch B C | |
|---|--|

Shropshire and Staffordshire

| | |
|---|--|
| Signed by: Print Name: Date: On Behalf of Cannock Chase D C | Signed by: Print Name: Date: On Behalf of Staffordshire Moorlands D C |
| Signed by: Print Name: Date: On Behalf of East Staffordshire B C | Signed by: Print Name: Date: On Behalf of Stoke on Trent C C |
| Signed by: Print Name: Date: On Behalf of Lichfield D C | Signed by: Print Name: Date: On Behalf of Tamworth B C |

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| <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Newcastle under Lyme B C</p> | <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Shropshire Council</p> |
| <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of South Staffordshire Council</p> | <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Telford & Wrekin Council</p> |
| <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Stafford B C</p> | |

Birmingham, Black Country, Coventry, Solihull and Warwickshire

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| <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Birmingham C C</p> | <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Sandwell Council</p> |
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| <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Coventry C C</p> | <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Solihull M B C</p> |
| <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Dudley M B C</p> | <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Stratford on Avon D C</p> |
| <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of North Warwickshire B C</p> | <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Walsall Council</p> |
| <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Nuneaton & Bedworth B C</p> | <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Warwick D C</p> |
| <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Rugby B C</p> | <p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Wolverhampton C C</p> |

Stakeholders and Partners

The following stakeholders and partners have endorsed and will support the implementation of this standard.

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| Signed by: Print Name: Date: On Behalf of | Signed by: Print Name: Date: On Behalf of |
| Signed by: Print Name: Date: On Behalf of | Signed by: Print Name: Date: On Behalf of |
| Signed by: Print Name: Date: On Behalf of | Signed by: Print Name: Date: On Behalf of |
| Signed by: Print Name: Date: On Behalf of C | Signed by: Print Name: Date: On Behalf of |



Strategic Housing Service

Planning for a review of the Homelessness Strategy 2009 -2012

Introduction

The Homelessness Act 2002 requires all local authorities to carry out a review of homelessness and homeless services within their area and keep their strategies under review. Tamworth Borough Councils current Homelessness Strategy expires in 2012 and this planning paper considers the approach that could be taken to fully review the current strategy. Following the completion of the review the Council intends to produce and implement a revised 3-year strategy, to complement the Councils new Healthier Housing Strategy and contribute to the delivery of the priorities contained within this.

Approach to the Review Process

A 4 step approach to the review is suggested:

Step 1 – Review of the national, regional and local context

Page 384

- National Context – To determine and incorporate current Coalition Government initiatives such as no second night out and the Localism Bill which states that the authority must when producing its Tenancy Strategy have regard to its current homelessness strategy.
- Regional context – To determine the impact of the dismantling of regional structures on Homelessness
- Local Context – A consideration of the local strategic context to determine how the new strategy could incorporate and deliver against the Councils corporate priorities, Tamworth Borough Councils Healthier Housing Strategy, and additionally, how the Homelessness Strategy can contribute to the work of the task and finish groups developed by the Tamworth Strategic Partnership.

Step 2 – Review of the evidence

There should be a review of the data from a number of sources including:

- Tamworth Borough Councils Housing Needs Study 2012
- P1E data and internal housing data
- Data from other sources such as data from Staffordshire County Council (JCU); Drug and Alcohol Teams; Children's Services; Adults Services;

- External data from: Office for National Statistics (ONS); Indices of Multiple Deprivation (IMD); Probation Service; RSLs; other agencies providing homelessness services and Health (JSNA)

Step 3 – Consultation and engagement

A wide range of methods should be utilised to engage key stakeholders and partners upon whom the final strategy will have an impact. This could include:

- A Homelessness Strategy Review Event which gives consideration to the priorities contained within the current strategy, their ongoing relevance and determination of new priorities based on evidence
- Utilisation of Tamworth Borough Councils Citizens Panel
- Presentation and discussion at the Private Sector Landlords Forum
- Survey of Key Partners and those engaged in delivering Homelessness activities
- Forum held with young people
- Feedback from Tenant Representatives from the Tenant Consultative Group
- Health Service User Groups

Step 4 – Health check of the current Strategy and Action plan to determine gaps

CLG have produced a Health Check document which could also be used to identify any gaps in both the review to be undertaken and service provision which assists in the assessment of whether the Council has in place all the key strategic and operational aspects required to improve housing outcomes for the residents of Tamworth who access the Housing Advice Service. This includes assessing the following aspects of the service:

- Local Authority and Member Commitment
- Joint Working and Partnerships
- Effective tenancy or floating support
- Health Issues
- Offenders

- Care Leavers
- Mental Health
- Learning Disabilities

This will be undertaken through an internal process but additionally in consultation with the current CLG Homelessness Specialist Advisor.

Previous Action Plan

The following is an initial early desktop review of the current Action Plan from the current 2009 – 2012 strategy to give early consideration to those actions that have been completed, those that have been actioned but work is ongoing and there may be some opportunity for further development or improvement and those not actioned that may require review to determine if the action is still relevant.

The following key applies:



- Actioned and completed – No further work required



- Actioned – Still work to be undertaken or work ongoing



- Not actioned – May need review to determine if still a current requirement



- For review

Strategic Priority 1 - Improve and enhance homelessness prevention activities

| ACTION | PROPOSED OUTCOME | LEAD PARTNERSHIP / BODY | RESOURCES | MILESTONE | TARGET DATE | ACTUAL OUTCOME |
|--|--|--|--|--|-----------------------------------|--|
| <p>1.1 Implementation and monitor the use of a pilot prevention fund</p> | <p>A homelessness prevention fund is an identified sum of money that can be used at the discretion of the HAM to make a small one off payment which will prevent a household from becoming homeless and thereby avoiding the necessity for the authority to fund expensive and inappropriate B&B accommodation</p> | <p>HAT HST</p> | <p>£10K CLG Homelessness Grant Staff time</p> | <p>Specification to be agreed by January 2009 and piloted until January 2010 Monitor on a quarterly basis to review impact and results of the scheme by Autumn 2009</p> | <p>January 2009</p> | <p>Spend to Save and Repossession Fund set up and in use</p> |
| <p>1.2 To implement a new homelessness prevention monitoring database to review the first point of contact and the use of the homeless prevention tools</p> | <p>To keep an accurate and up to date record of how prevention resources are being used to prevent homelessness.</p> | <p>HAM, HAT HST</p> | <p>Staff & training time</p> | <p>Specification to be agreed by December 2008 System to go live January 2009 Review & monitor on a quarterly basis</p> | <p>January 2009 & ongoing</p> | <p>Homeless Prevention Database set up but no mechanisms for recording first point of contact</p> |
| <p>1.3 Work with mortgage lenders/ local solicitors /debt services / local</p> | <p>To ensure that there are mechanisms in place where relevant agencies dealing with people</p> | <p>HAT HST Local solicitors/ debt advice agencies, LAA,</p> | <p>Staff time</p> | <p>Establish local firms/ partners operating in Tamworth area by February 2009</p> | <p>June 2009 & ongoing</p> | <p>Responsive to Lender Notifications and signpost to both TBC or</p> |

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| <p>court to establish an early warning and monitoring system</p> | <p>in financial difficulties refer their clients to the Housing Advice Team at an early stage in order to assess if there are any tools or advice that can prevent homelessness</p> | <p>LSP, HTP</p> | | <p>Inform relevant partners of Housing advice service by March 2009</p> <p>Set up referral system/mechanism by April 2009</p> | | <p>CAB services and links to the Internet for assistance and advice</p> |
| <p>1.4 Launch the CAB money advice programme</p> <p>Page 388</p> | <p>To enable people in financial difficulties pre and post court to receive money advice in order to prioritise debts in the hope that it will prevent future homelessness. This will also be linked to the governments mortgage rescue scheme initiative</p> | <p>HAM, CAB, HST, RSL's, LAA, LSP, HTP</p> | <p>£10k CLG direct funding or £10k deducted from CLG grant</p> <p>Staff time</p> | <p>SLA agreed by December 2008</p> <p>Implemented by January 2009</p> <p>Review the programme January 2010</p> | <p>January 2009</p> | <p>Tendered for and awarded to the CAB and retendered for 2014 – 205 with the option for another years extension dependent on resources</p> |
| <p>1.5 Further develop and monitor the home visits approach to the prevention of homelessness</p> | <p>To prevent family collusion where young adults are asked to leave the family home and assess if there are any ways to repair failed relationships between families where appropriate</p> | <p>HAM, HAT,</p> | <p>Staff time</p> | <p>Record data on home visits via the new Homelessness Prevention database</p> <p>Monitor on a quarterly basis to establish the effect home visits is having on the no. of homeless applications from young adults</p> | <p>April 2009</p> | <p>Offer home visits in all cases for mediation in all circumstances</p> <p>This is an area for review and further action</p> |
| <p>1.6 Mediation</p> | <p>To enable</p> | <p>HAT, Trainers</p> | <p>£3k CLG Grant</p> | <p>All Prevention</p> | <p>February 2009</p> | <p>One officer</p> |

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| training for all prevention officers within the Housing Advice Team | prevention staff to gain the skills required to assist and resolve family conflicts | | Staff time | Officers to complete training by January 2009 Monitor the impact of successful mediation casework in reducing future homelessness presentations by April 2010 | | trained within the Housing Advice Team |
| 1.7 Further develop appropriate consultation mechanisms for service users Page 389 | To involve service users to get invaluable consultation feedback to shape future delivery | HST, HAM, HAT | £1K CLG grant Staff time | Review best practice and previous consultation events by March 2009 Identify consultation areas and target groups May 2009 Develop consultation programme June/July 2009 | Sept 2009 & ongoing | Customer Consultation across the whole of the Strategic Housing Service is sporadic and needs review and development |
| 1.8 Develop a homelessness prevention pack for all agencies delivering homeless services | To mainstream the quality of information and advice given to all service users. | HAM, HST, HAT RSL's, Voluntary & Statutory agencies | £1k CLG Grant Staff time | Gather all materials by April 2009 Produce pack by June 2009 | June 2009 | Not done – To revisit and determine if a web based resource may be appropriate |
| 1.9 Review and amend the education programme with a particular focus on its | To ensure the scheme is relevant and operating effectively to improve homelessness | HST, HAM, current programme provider, Police, Homestart, | £15k CLG Grant Staff time | Steering Group established and to meet on a quarterly basis to discuss the programme | September 2009 | Fully reviewed, accredited by Staffordshire County Council. Also worked with |

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| <p>partnership approach</p> | <p>awareness and understanding</p> | <p>connexions, Education</p> | | <p>Set up the recording system via the homeless prevention database to monitor feedback of all 16-25 year old approaches who have attended the education programme whilst at school by January 2009</p> <p>Review service delivery and provision by March 2009</p> <p>Enhance partnership approach and involvement and devise a revised 2009/10 programme</p> <p>Monitor and review performance annually - July 2010</p> | | <p>prisons and looking to how this can be extended and utilised in the future</p> |
| <p>1.10 Implement and develop service standards within the Housing Advice Team</p> | <p>This is to ensure consistency of services is received by all service users who approach the Housing Advice Team for assistance</p> | <p>HST, HAM, HAT</p> | <p>£1k CLG grant for printing costs</p> <p>Staff time</p> | <p>Drafts published October 2008</p> <p>Review service standards in March 2009</p> <p>Monitor performance through staff PDR's to ensure that the</p> | <p>June 2010</p> | <p>Drafted but to be reviewed and more procedure specific</p> |

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| | | | | standards are adhered | | |
| 1.11 Review financial resources available for sustainable delivery of the Housing Advice Service | To ensure provision of prevention tools are sustainable in the event of any future cuts in funding where possible | HST, HAM, Senior Management, Members, Finance | All prevention tools and other resources including staff time | Review funding by March 2009 Establish future funding in August 2009 Information set into budget process for September 2009 | April 2010 | Spend plan reviewed and attached to new Strategy |

| Strategic Priority 2 - Reduce the use of and time spent in temporary accommodation | | | | | | |
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| ACTION | PROPOSED OUTCOME | LEAD PARTNERSHIP / BODY | RESOURCES | MILESTONE | TARGET DATE | ACTUAL OUTCOME |
| 2.1 Monitor B&B's and other temporary accommodation units on a quarterly basis to ensure that conditions are satisfactory | To ensure that the conditions of temporary accommodation is of a good standard with sufficient facilities. | PSHT, HAM, HAT HST | Staff time | B&B service standards agreed and published Draft a monitoring system by February 2009 Review services annually October 2009 | October 2009 | This is currently undertaken on an ad hoc basis – procedures to be put in place to monitor more effectively |
| 2.2 Refer all homeless applicants placed in temporary accommodation to appropriate services | To help vulnerable homeless service users receive appropriate services to improve the likelihood of tenancy sustainability in the future | HAT, Health, Education, SS, SP providers | Dependant on SP funding | Agree referral approach and delivery with providers by April 2009 Devise referral form/procedure by June/July 2009 | September 2009 | Not done Partnerships and agreements In place with organisations such as Brighter Futures |

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| | | | | To establish a monitoring mechanism by June/July 2009 | | |
| 2.3 Set up a temporary accommodation information pack where all relevant services and essential information is provided to licensees | To make sure that service users placed into temporary accommodation receive the relevant local information to continue their daily routines | HAM, HAT, PSHT, HST | £1k CLG Grant Staff time | Review existing good practice and services in the area by January 2010 Agree material and format by March 2010 | May 2010 | To be reviewed and looked at for appropriate to go on website |
| 2.4 Ensure regular contact with service users placed in temporary accommodation | To ensure that the housing advice team keep in regular contact with licensees in temporary accommodation in order to maximise efforts to move accepted duty households into independent living. | HAT, HAM | Staff time | Establish recording mechanism by March 2009 | April 2009 | Done but not recorded – to be recorded |
| 2.5 Formalise a move on protocol and set delivery timescales for accepted duty applicants to move into independent living | To ensure that move on barriers are identified and tackled in order to assist accepted duty service users in temporary accommodation are moved into independent living as quickly as | HAM, HST, Council's Housing Management, RSL's, Supported Housing providers and Support Workers, | Staff time | Set up a meeting with all partners by September 2009 Draft protocol and mechanisms by November 2009 Agree protocol by January 2010 | April 2010 | |

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| | possible | | | | | |
| 2.6 Implementation of an amended PSL to be used as temporary accommodation for placing accepted duty applicants on an interim basis | To prevent the use of B&B and the cost involved in such placements | PSHT, Private Landlords, HST, HAT | £60K Coalfields funding Staff time | Develop terms and conditions of scheme by January 2009 Implement the scheme April 2009 Monitor April 2009 Review annually by March 2010 | April 2009 | Got PSL scheme up and running |

Strategic Priority 3 - Improve joint working to ensure effective partnerships are in place

| ACTION | PROPOSED OUTCOME | LEAD PARTNERSHIP / BODY | RESOURCES | MILESTONE | TARGET DATE | ACTUAL OUTCOME |
|---|--|---|------------------|---|--------------------|---|
| 3.1 Set up SLA's with relevant partners to formally enhance joint working mechanisms | To ensure there is a formal understanding between relevant partners and contractors to establish joint priorities, responsibilities, and guarantees. The purpose of this is to reduce any potential conflict by specifying details the levels of availability, serviceability, performance, or other attributes. | HAM, HAT, All partners and contractors | Staff time | CAB SLA completed by Dec ember 2008 Complete a Nightstop SLA jointly with Lichfield DC by April 2009 Complete SLA for Education Programme by August 2009 prior to the 2009/10 Academic year | April 2010 | CAB done Nightstp project ceased |
| 3.2 Formalise | This action will | HAM, TBC | Staff time | Draft a system by | September 2011 | Practical letters |

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| <p>an early warning system with the council's housing management and RSL's to identify any potential tenants struggling to sustain tenancies.</p> | <p>reduce the number of social housing tenants becoming homeless by identifying potential evictees early on in order for effective case work to be attempted to prevent evictions</p> | <p>Housing Management, RSL's</p> | | <p>April 2009 for a TBC early warning system</p> <p>Implement and monitor a TBC system by September 2009</p> <p>Consult and develop expanding the system to RSL's by September 2010</p> <p>Implement the system with all participating RSL's operating in the area by April 2011</p> | | <p>out to tenants – revisit policy</p> <p>Review and revisit policies with RSLs</p> |
| <p>3.3 Set up an information sharing protocol with relevant partners and services</p> | <p>This is to ensure information is shared in circumstances where appropriate for the benefit of the service users and to prevent information being repeated</p> | <p>HAM, HST, Social Services, Mental Health Services, Probation, Police, etc HAT,</p> | <p>Staff time</p> | <p>Establish and consult with relevant partners by January 2010</p> <p>Draft protocol by March 2010</p> <p>Agree and implement the information protocol by September 2010</p> | <p>September 2010</p> | <p>Part of Staffordshire scheme</p> |
| <p>3.4 Develop a monitoring system to establish the use of DHP as a homelessness prevention tool</p> | <p>This system is to monitor and improve prevention outcomes through the use of DHP</p> | <p>HAM, Housing Benefit Manager, HAT</p> | <p>Staff time</p> | <p>Access and review best practice by April 2011</p> <p>Draft monitoring system by July 2011</p> | <p>September 2011</p> | <p>Review and revisit in partnership with Benefits</p> |

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| 3.5 Organise further joint training with relevant partner services and neighbouring authorities | To share knowledge across differing agencies and offer value for money | HST, HAM, & appropriate partners, | £5k CLG Grant Staff time | Establish gaps in knowledge and identify training opportunities by July 2009 Arrange sessions/ programme by October 2009 | October 2009 & ongoing | |
| 3.6 Develop initiatives that prevent worklessness by improving relationships with the Job Centre and other partners to tackle the root causes of homelessness | To tackle and prevent homelessness by targeting vulnerable client groups to establish better links and awareness. | HST, EDT, HAM, Job centre, Connexions, RSL's, Housing Management | Staff time | Access current activity by August 2009 Develop draft initiatives and mechanism by October 2009 | December 2009 | |
| 3.7 Investigate ways of joint working with partner agencies including Social Services to prevent the homelessness of 16/17 year olds within the borough | To prevent 16 and 17 year olds becoming homeless and being placed in unsuitable temporary accommodation | HAM, SS, HTP | Staff time | Identify key contacts within Social Services by March 2009 Draft a joint protocol by May 2009 Implement by August 2009 | Aug 2009 | YP protocol |
| 3.8 Develop better signposting and joint | To improve joint accessibility of services for service users | HAM, Voluntary & Statutory agencies, | Staff time | Identify existing protocols and gaps by March 2009 | September 2009 ongoing | |

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| protocols with internal and external partners to monitor first point of contact with the Housing Advice Team | | HAT, HST | | Get feedback from partners by April 2009 Draft joint protocol by June 2009 Agree with partners by Aug 2009 Implementation by Sept 2009 | | |
| 3.9 Development of a joint Nightstop scheme with Lichfield District Council for 16-25 year olds | To prevent the use of B&B as a form of temporary accommodation and provide a short term supported placement for young adults | HAM, HST, Lichfield DC, Supporting People, Midland Heart | £15k CLG grant | Analysis of Lichfield District Council existing Nightstop Jan 2009 Establish specifications of the joint scheme by Feb 2009 Implement the scheme by April 2009 | April 2009 | Project not progressed |
| 3.10 Update the Lichfield District Council & Tamworth Borough Council Joint Homelessness Strategy Review 2006-2008 | To replace the outdated 2006-08 Joint Homelessness Review | HST, LDC, HAM, Steering Group and other partners | £1k CLG Grant Staff time | Review actions that have been implemented and identify any outstanding gaps by January 2010 Consultation event to be arranged by April 2010 | December 2010 | Not done – went alone |
| 3.11 Develop a joint mystery | This is to ensure that service standards | HAM, HST, HAT, and | Staff time | Establish joint partners and | April 2010 | |

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| shopping programme with neighbouring local authorities | are guaranteed for all service users | Neighbouring Authorities | | mechanism by January 2010 Implement by April 2010 | | |
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Strategic Priority 4 - Increase the supply of affordable housing and provide more settled homes

| ACTION | PROPOSED OUTCOME | LEAD PARTNERSHIP / BODY | RESOURCES | MILESTONE | TARGET DATE | ACTUAL OUTCOME |
|---|---|---|---|--|--|--|
| 4.1 Update housing data to ensure up to date information on the local housing market, supply, demand and housing need is available | To ensure that there is accurate data available to influence and evidence future provision of new housing | HST, Consultants | Coalfields funding (up to £30K) Staff time | Identify suitable consultants by Feb 2009 Commission a local Housing Market Assessment (HMA) by April 2009 Final report by June 2009 Update selective key data on a 6 month basis | June 2009 | Evidence base for Heathier Housing Strategy drafted in 2011 and SHMA updated during 2012 |
| 4.2 Increase the supply of affordable housing via the planning system | To ensure that private sector developments incorporate affordable housing thresholds and requirements | HST, Private developers, Planning Dept, RSL's, HCA | NAHP, RSL finance, Private Sector finance, Staff time | Identify opportunities when appropriate | Ongoing throughout the life of the Homelessness Strategy 2009-12 and as per Housing Strategy 2007-10 | |
| 4.3 Increase the supply of new social rented | Work with RSL's to increase the number social of rented units | HST, RSL's, HCA, Planning Dept, SP | NAHP, Council land | Identify opportunities when appropriate | Ongoing throughout the life of the Homelessness | |

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| accommodation | where appropriate to | | | | Strategy 2009-12 and as per Housing Strategy 2007-10 | |
| 4.4 Promotion and creation of sustainable home ownership | Identify and promote opportunities for residents to purchase sustainable homes | HST, RSL's, Private Developers, Legal & Planning, Homebuy Zone Agents | NAHP, Private Sector finance, RSL resources, | Identify opportunities when appropriate via new initiative such as homebuy Direct etc | Ongoing throughout the life of the Homelessness strategy 2009-12 and as per Housing Strategy 2007-10 | |
| 4.5 Setting up a sub regional CBL scheme to widen housing choice for residents within the Borough | To enable residents in a housing need to access social rented accommodation with more choices by bidding for advertised properties | Housing Management, RSL's | £109 CLG sub regional funding £10k Council's Revenue Resources Staff time | Review housing register by February 2009 Cabinet Sept 2009 Staff training & launch Autumn 2009 | March 2010 | CBL set up and operational |
| 4.6 Work with partners to bring 10 empty properties per year back into use | To increase the availability of good quality privately rented accommodation | PSHT, HST, EHT, Private Landlords | £70k coalfields £46k (town centre) coalfields Staff time | Devise protocol between PSHT and Council Tax to identify empty properties within the borough January 2009 Formulate a policy and action plan to bring empty properties back into use by February 2009 Identify non residential properties within the borough that may be suitable for | March 2009 | Work to bring empty homes back into use ongoing – also money received from the HCA Empty Homes Programme working with Waterloo Housing |

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|---|--|--|---|---|----------------|----------------------------|
| | | | | residential use April 2011 (see specific target set out in the Private Sector Housing Strategy) Monitor annually | | |
| 4.7 Promote the Bond Scheme with local letting agents, private landlords, and at corporate events as a way of encouraging the public to use private rented accommodation | To help vulnerable people within the Borough access privately rented accommodation in circumstances where they would normally be unable to afford privately rent | HAT , private landlords and letting agencies, Supporting People providers and supporting partners | £10k CLG Grant Staff time | Publicise the Bond scheme by April 2009 Review the scheme to monitor its impact on preventing homelessness annually (September 2009) to get a snap shot of the | September 2009 | Done and reviewed currenty |
| 4.8 Better utilisation of Council properties whilst improving conditions of the existing stock | To ensure that the council stock condition is up to Decent Homes Standard by 2010 and properties are utilised effectively | Property Services , Housing Management & HST | Capital programme of £17.7 million up until 2012/13 Staff time | Monitor in line with the Decent Homes guidance Deliver the capital programme on an annual basis All properties to be decent by 2010 | 2010 Ongoing | |
| 4.9 Review and Monitor Nomination Agreements | To ensure that RSL's are providing sufficient allocations to applicants on the housing register. This will also | Housing Management , HST, & RSL's | Staff time | Agree and implement revised nomination agreements by August 2009 Review the nomination statistics | August 2009 | Done and ngoing |

| | | | | | | |
|--|--|--|--|--|--|--|
| | | | | quarterly to ensure the correct allocation is being adhered to by all RSL's operating within the borough | | |
|--|--|--|--|--|--|--|

Strategic Priority 5 - Improve access to accommodation and services, particularly for vulnerable people and those at risk of becoming homeless

| ACTION | PROPOSED OUTCOME | LEAD PARTNERSHIP / BODY | RESOURCES | MILESTONE | TARGET DATE | ACTUAL OUTCOME |
|--|--|---|--|---|------------------------|---|
| 5.1 Consider expanding outreach services to provide advice sessions at partner service organisations to tackle barriers of access | To improve accessibility for hard to reach groups and improve awareness of the service. This expansion will also be linked to the locality working agenda. | HAM, HAT, and partner agencies, IT dept | Staff time £2.5k advertising from CLG grant | Identify 2 new outreach sessions by March 2009 Draft promotion materials by April 2009 Send out materials and update the Tamworth Borough Council website by May 2009 | June 2009 | Hospital to home and CAB – identify further opportunities |
| 5.2 Monitor equality and diversity of all approaches to establish specific needs of specialist groups including Gypsy & Travellers & BME groups | To enable the Housing Strategy Team to gather evidence on specific needs of diverse groups to be used to satisfy future needs | HST, HAM, HAT, specialist support agencies | Staff time | Implementation of the Homelessness Prevention database due for completion by January 2009 Monitor housing needs of specialist groups identified on a quarterly basis | January 2009 & ongoing | |

| | | | | | | |
|--|--|--|---|---|-----------------------|--|
| <p>5.3 Further Develop and expand the Multi Agency Joint Homelessness Steering Group to incorporate a group specifically for operational issues</p> | <p>To enable joint partners and services to rectify any operational issues effecting service delivery</p> | <p>HST, HAM, LDC, HAT Team, RSL's, voluntary and statutory agencies</p> | <p>Staff time</p> | <p>Explore the feasibility of establishing a sub steering group to incorporate operational issues Feb 2009</p> <p>Identify suitable timetables for the group(s) to meet by March 2009</p> <p>Set up quarterly group meetings and send invites out by April 2009</p> | <p>June/July 2009</p> | |
| <p>5.4 Raise awareness of the Housing Advice Team among County wide partners and seldom heard, seldom seen groups</p> | <p>To enable partners to signpost residents in a housing need to the housing advice team when appropriate</p> | <p>HAT, HAM, HST, Voluntary & Statutory Agencies</p> | <p>Staff time</p> <p>£2.5k advertising from CLG Grant</p> | <p>Review service materials by March 2009</p> <p>Assess any promotional opportunities and use of new technologies by June 2009</p> | <p>September 2009</p> | |
| <p>5.5 Develop formal referral and protocol systems with relevant specialist voluntary and statutory services within</p> | <p>To ensure correct referrals are completed between services to prevent inappropriate referrals and reduce the fire fighting of homeless approaches</p> | <p>HAM, HAT, PCT, social services, and other statutory and voluntary agencies</p> | <p>Staff time</p> | <p>Draft protocol(s) ready for consultation by August 2009</p> <p>Agree protocol with partners by October 2009</p> | <p>December 2009</p> | |

| | | | | | | |
|--|--|--|--|--|---|----------------------------------|
| the Borough | | | | | | |
| 5.6 Review the development of further floating support services for specialist groups | To enable vulnerable clients to sustain tenancies | HST, HAM, HAT, statutory and voluntary agencies | SP revenue | Assess the outcome of the SP Review August 2009 Establish client groups with a tendency to fail in sustaining tenancies by June 2010 | Dec 2010 dependant on need identified and resources available | |
| 5.7 Increase the provision of additional supported accommodation for young people | To provide opportunities to young adults with limited or no experience of living independently to get support and life skills in order to live independently in the future | HST, RSL's, & support services | SP revenue & HCA capital | Options appraisal of potential schemes Preferred option agreed by March 2010 Develop and implement by April 2010 | April 2010 | Lost some – Elim |
| 5.8 Review and update the Homelessness Directory | To provide service users with sufficient information on services available to homeless or potentially homeless clients | HST, HAM, Contractor, neighbouring authorities and statutory and voluntary agencies | (Approximately £4k for design & printing dependant on no. of partners involved)- CLG grant | Establish partners and scope for the project by Sept 2009 Appoint appropriate contractor November 2009 Publish directory by March 2010 | March 2010 | Replace with web based resources |
| 5.9 Review of current provision of accommodation and support services of all | To identify any need for additional accommodation and support of vulnerable client groups to prevent the | HST, HAM, RSL's, SP, Supported accommodation providers, Support | Staff time | Access outcome of the SP review Aug 2009 Begin review by December 2009 | August 2010 | |

| vulnerable client groups | homelessness of these specialist groups | agencies, & other voluntary and Statutory agencies | | Complete assessment by August 2010 | | |
|---|--|--|------------|--|----------------------|--|
| 5.10 Carry out EIA's on all relevant aspects of the service. | To ensure diverse groups are not being discriminated against wherever possible by carrying out EIA's for all policies and procedures are EIA and new documents | HAM , HAT, HST | Staff time | Homelessness Strategy Review 2009-12 EIA completed December 2008 Policies/procedures assessed by December 2009 Amendments and revised policies/procedures complete by March 2010 | March 2010 & ongoing | |

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Next Steps

- To agree an approach to reviewing and revising the Homelessness Strategy based upon this discussion paper
- To identify the key milestones of the project and agree a timetable for delivery

Tamworth Borough Council

Strategic Housing Service

Homelessness Prevention Strategy 2016 – 2020

Action Plan

Year One - 2016/2017

Homelessness Prevention Strategy

Action Plan 2016 – 2017

| Priority 1 | Objectives | Strategic Actions | By when | Lead Officer |
|---|---|--|---------------|---------------------------|
| Improving and enhancing homeless activities | Develop a Gold Standard Housing Solutions Service available to all Tamworth Residents at risk of homelessness | Develop the Gold Standard action plan to improve homelessness services and participate in the Diagnostic Peer Review | December 2016 | Housing Solutions Manager |
| | To further develop and improve the prevention tools to assist households in different situations and to meet local need | Review and improve current homelessness prevention tools and develop clear criteria for access to these | March 2016 | Housing Solutions Manager |
| | | Deliver staff training on prevention tools (to both internal and external colleagues who may be able to signpost) | March 2016 | Housing Solutions Manager |

| Priority 2 | Objectives | Strategic Actions | By when | Lead Officer |
|---|--|--|----------------|---|
| Improving Joint Working to ensure effective partnerships are in place | To ensure that there is a corporate commitment to the implementation and delivery of this Homelessness Prevention Strategy | Agree refreshed priorities and delivery plan for Housing and Health via the eJSNA and Healthier Housing Strategy and ensure these complement the priorities contained within this strategy and Action Plan | June 2016 | Head of Strategic Housing Public Health Lead for Tamworth Housing Conditions and Supply Manager |
| | | Ensure Housing and Health (including homelessness prevention) activity is systematically reported to the TSP | March 2017 | Head of Strategic Housing Tamworth Strategic Partnership |
| | | Identify an elected member as a Homelessness Champion | March 2017 | Head of Strategic Housing |
| | To improve strategic commitment to tackle homeless issues by implementing a partnership engagement structure | Undertake a comprehensive review of housing partners and their contribution to the delivery of the Council's priorities for housing and health. | September 2016 | Head of Strategic Housing |

| | | | | |
|--|--|---|--|---|
| | | Set up a Strategic Housing Panel | April 2016 | Head of Strategic Housing Housing Conditions and Supply Manager Housing Solutions Manager |
| | | Review the membership of the Strategic Housing Panel annually to ensure effective governance | March 2017 | Head of Strategic Housing Housing Conditions and Supply Manager Housing Solutions Manager |
| | To ensure that there are effective monitoring arrangements in place and the Council is held accountable for the delivery of this strategy and to ensure that there is challenge where priorities are not being delivered against | Commit the Strategic Housing Group to regular action plan monitoring, the dissemination of best practice and undertake annual strategic reviews | July 2016/October 2016/January 2017/March 2017 | Head of Strategic Housing Housing Conditions and Supply Manager Housing Solutions Manager |
| | | Set up a service user group and encourage participation in the development and delivery of services | July 2016/October 2016/January 2017/March 2017 | Housing Solutions Manager |

| Priority 3 | Objectives | Strategic Actions | By when | Lead Officer |
|---|--|--|----------------|--|
| Increase the supply of more affordable housing and provide more settled homes | Not to use Bed and Breakfast Accommodation for families with children except in an emergency and then for a maximum of 6 weeks | Review and improve the provision and range of temporary accommodation options and ensure alternative options to Bed and Breakfast | June 2016 | Housing Solutions Manager Housing Conditions and Supply Manager |
| | | Develop a policy for the procurement of TA and when out of Borough placements will be used | April 2016 | Housing Solutions Manager |
| | Ensure 16/17 year olds are not placed in Bed and Breakfast Accommodation | Develop the Councils Mediation Service to ensure early intervention and prevention and ensure that in all cases possible that a young person remains at home | September 2016 | Housing Solutions Manager |
| | | Work with partners to ensure that appropriate accommodation is available for 16 and 17 year olds | September 2016 | Housing Solutions Manager Housing Providers |
| | Improve access to the Private Rented Sector | Review the Council's approach to Private Sector Housing | September 2016 | Housing Conditions and Supply Manager |
| | | Create a policy and procedure to use the power to end the main housing duty with an offer of private rented accommodation | June 2016 | Housing Solutions Manager Housing Conditions and Supply Manager |

| | | | | |
|--|--|---|----------------|---|
| | Increase the supply of affordable housing through partnerships as well as the Council approach | Access resource availability to deliver affordable housing | | Head of Strategic Housing Housing Conditions and Supply Manager |
| | | Review the Council's approach to Empty homes as part of its wider review of the Councils Private Sector Offer | September 2016 | Housing Conditions and Supply Manager |

| Priority 4 | Objectives | Strategic Actions | By when | Lead Officer |
|---|--|---|---------------|--|
| Improving access to accommodation and services particularly for vulnerable people and those at risk of homelessness | Develop co-ordinated pathways to accommodation with key partners | Review the Allocations Policy on a regular basis in line with local and national developments | February 2016 | Housing Solutions Manager |
| | | To develop effective protocols with key partners which are monitored and reviewed annually | October 2016 | Housing Solutions Manager |
| | Commission services that provide effective support to those with complex needs | Work with Strategic Commissioning and partners to ensure that homeless households receive the support they need, particularly those with multiple and complex needs | July 2016 | Head of Strategic Housing Solutions Manager Commissioned service managers |
| | Ensure that nobody sleeps rough in the Borough by 2020 | Develop a No Second Night Out or effective alternative suitable for Tamworth Borough Council | April 2016 | Housing Solutions Manager |

| Priority | Objectives | Strategic Actions | By when | Lead Officer |
|--|---|--|------------|---|
| Improving health outcomes and reduced health inequalities for those who are homeless | Improve access to healthcare for those who are homeless and living in Temporary Accommodation or Rough Sleeping | Embed homelessness prevention activities into the Councils eJSNA, strategic approach to housing and health and wider corporate priorities | June 2016 | Head of Strategic Housing Public Health lead for Tamworth |
| | | Undertake a Health Needs Audit of those who are homeless using the Homeless Link Health needs toolkit http://www.homeless.org.uk/our-work/resources/homeless-health-needs-audit/health-needs-audit-toolkit | March 2017 | Housing Solutions Manager |
| | | Work with Public Health and the Clinical Commissioning Group to explore links between poor health and homelessness and identify ways of tackling these | March 2017 | Head of Strategic Housing Public Health lead for Tamworth Housing Solutions Manager Clinical Commissioning Group |
| | | Advise the Health and Wellbeing Board on the links between homelessness and healthcare and housing | March 2017 | Head of Strategic Housing Public Health lead for Tamworth Health and Wellbeing Board |

| | | | | |
|--|--|---|------------|--|
| | | Identify a GP champion for those who are homeless | March 2017 | Head of Strategic Housing Public Health lead for Tamworth |
|--|--|---|------------|--|

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Tamworth Borough Council

Strategic Housing Service

Homelessness Prevention Strategy 2016 – 2020

Priorities for Spending

Priorities for Spending 2016 – 2018

| | 2016 – 2017 | 2017 – 2018 | Total |
|--|-------------|-------------|-------|
| Existing Staff Post | £33.5k | £33.5k | £67k |
| Solutions Fund | £30k | £30k | £60k |
| Bond Scheme | £5k | £5k | £10k |
| Tamworth Homelessness Education Programme | £3k | £3k | £6k |
| Temporary Accommodation provision for 16/17 year olds | £10k | £5k | £15k |
| Private Sector Leasing Scheme | £1k | £1k | £2k |
| Commissioned Services for those who are homeless due to Debt | £20k | £20k | £40k |
| Commissioned Services for Domestic Abuse, Race and Hate Crime | £20k | £20k | £40k |
| Commissioned Services for those with Complex Needs | £50k | £50k | £100k |

| | | | |
|------------------------------|---------|---------|-------|
| Staff Development | £5k | £5k | £10k |
| SWEP Provision | £3K | £3K | £6K |
| Total projected spend | £180.5k | £175.5k | £356k |

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Strategic Housing Services

Housing Solutions

Solutions Fund Policy



Solutions Fund Policy

Document Status: Final

Originator:

Claire Keeling

Updated:

Owner:

Rob Barnes

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0.1

Date:

May 2015

Approved by

Document Location

This document is held by Tamworth Borough Council, and the document owner is Rob Barnes

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Revision History

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Approvals

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|------|-------|----------|
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Document Review Plans

This document is subject to a scheduled annual review. Updates shall be made in accordance with business requirements and changes and will be with agreement with the document owner.

Distribution

The document will be available on the Intranet and the website.

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| Aim of the Solutions Fund | 5 |
| What is the purpose of the fund? | 5 |
| Eligibility for the Solutions Fund | 6 |
| Monitoring | 7 |
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1. Introduction

Tamworth Borough Council is committed to the prevention of homelessness and the Solutions Fund has been developed to support this approach as part of the councils Homeless Prevention toolkit. This fund can assist households up to a maximum amount of £5000 in order to prevent homelessness within the borough.

The Council has agreed to utilise the Homeless Prevention Grant issued from the Department of Communities and Local Government (DCLG) to support its homeless prevention activities.

2. Aim of the Solutions Fund

The aim of the Solutions Fund is to:

- Assist Tamworth Borough Council to either prevent Homelessness or delay homelessness for a period of time that will allow a more planned move
- Reduce the number of households placed in to Temporary Accommodation.

3. What is the purpose of the fund?

The purpose of the Solutions Fund is to allow the Housing Solutions Team to assist households financially to prevent homelessness. The Solutions Fund can offer sums of up to £5000. The fund will be given as a grant, and it should be believed that homelessness will be prevented or delayed sufficiently to allow time to plan a move if the grant is issued.

Housing Solutions could consider any, or a combination of the following options for the fund. This list is not seen as exhaustive and payments would be considered where this will prevent or delay homelessness:

- Rent in advance payments for shared accommodation where it may prevent a homelessness application later. If the accommodation is a licensable House of Multiple Occupation (HMO) then the Council must be satisfied that there is a current licence for the property.
- To prevent the eviction or repossession of a household.
- Payments where there are delays in housing benefit claim.
- To assist with letting agency fee payments
- Financial assistance to delay the eviction of private tenants while suitable alternative accommodation is sought, if this can prevent the use of Temporary Accommodation.
- Travel Costs where this will allow someone to access accommodation out of Tamworth.
- The fund may be used to assist tenants in the private rented sector, registered providers and social housing who are struggling with rental or mortgage payments.
- To assist with rent or mortgage repayments during periods of sickness or loss of employment when it is likely that the applicant will return to work, or will gain further employment.
- Where a household has had an income shock i.e. loss of overtime, shift allowance, etc.

4. Eligibility for the Solutions Fund

The Solutions Fund should be used where there is reason to believe the household is eligible, homeless or threatened with homelessness and there is a Priority Need. The applicant must usually have a Local Connection to Tamworth but there may be circumstances where this can be waived, such as a family fleeing violence. The Council must also believe that any payment will prevent homelessness for 6 months or more and prevent the use of temporary accommodation. An applicant, who is non priority but if assisted through the fund would prevent a homeless application being taken, can also be considered.

The following conditions are also applicable:

- A maximum payment of up to £5000
- Only **one** payment can be made per household in any two year period
- No cash payments will be made.

The following checks will also be undertaken before any payment can be made:

- That the Household has not made itself homeless intentionally
- That the applicant has no other resources available (Such as savings or an interest in a property or any other assets) or other funding that could assist such as Discretionary Housing Payments (DHP).
- A financial wellbeing assessment with the Councils recognised Money Advice Service.
- That the applicant is homeless or threatened with homelessness if a payment from the fund is not received.
- Where used to support access to accommodation checks should be undertaken to ensure the accommodation is affordable and suitable
- That the household has not already received a payment from the fund in the previous two years.
- The Housing Solutions Team should assess the sustainability of any planned outcome before the solutions fund is used. The Solutions Fund should not be used to defer homelessness it should be used to address the root causes. For example mortgage arrears should not be paid if the applicant's circumstances means that there will quickly be arrears again.

The fund will be administered as followed:

- Grants up to £600 can be authorised by the Senior Housing Solutions Officer or the Senior Housing Solutions Advisor.
- Grants up to £2000 can be authorised by the Housing Solutions Manager.

- Grants between £2000 and up to £5000 to be authorised by the Head of Strategic Housing or the Director of Housing and Health.

5. Monitoring

All applications to the Solutions Fund will be recorded even when an application is not successful. The Housing Solutions Policy Officer will review the spreadsheet quarterly and will produce an annual review of the fund and the policy.

6. Further information

If you would like further information about this protocol please contact Tamworth Borough Councils Strategic Housing Service

In writing:

Marmion House,
Lichfield Street,
Tamworth,
Staffordshire,
B79 7BZ

By telephone:

01827 709709

7. Complaints

Tamworth Borough Council has an established corporate complaints and compliments procedure called "Tell Us". Information on how to make a complaint or give a compliment is outlined on the Councils website

<http://www.tamworth.gov.uk/tell-us-your-suggestions>

The information is also available at all Tamworth Borough Council Offices and on the website.

Policy date: October 2015
Review date: **November 2015**
Approved by: Not yet approved

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**LICHFIELD DISTRICT COUNCIL AND TAMWORTH
BOROUGH COUNCIL**

HOSPITAL DISCHARGE PROTOCOL



PROTOCOL

Document Status:

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Owner: Rob Barnes

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This document is held by Tamworth Borough Council, and the document owner is Rob Barnes.

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Revision History

| Revision Date | Version Control | Summary of changes |
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Approvals

| Name | Title | Approved |
|-------------|--------------|-----------------|
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Appendix B – Procedure flow chart

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Introduction

Most people admitted to hospital are not homeless and can return home to the address they came in from. However, a few people have nowhere to go on discharge, or their housing is unsuitable for them to return to meaning their stay in hospital is extended. This protocol is written to establish the procedures that should be followed to ensure that in this situation those who have no home or an unsuitable home to be discharged to receive the best possible service from all those involved in their care to provide them with decent secure accommodation on release from hospital so that no person is discharged from hospital either homeless or back to a home where conditions make it unsuitable for them to live in.

In its 2003 guidance, 'Discharge from hospital: pathway, process and practice', the Department of Health (DoH) stated that all acute hospitals should have formal admission and discharge policies to ensure that homeless people are identified on admission and that their pending discharge be notified to relevant primary health care and homelessness services. Subsequent guidance in 2006 set a clearer expectation that it is the joint responsibility of hospitals, Primary Care Trusts (PCTs), local authorities and the voluntary sector to ensure a protocol is in place so that no one is discharged from hospital to the streets or inappropriate accommodation.

In 2011, the Government committed to ending rough sleeping in their strategy Vision to End Rough Sleeping: No Second Night Out Nationwide. To achieve this vision, local areas need to focus on meeting four simple pledges:

1. No one new to the streets should spend a second night out
2. No one should live on the streets
3. No one should return to the streets once they have been helped off them
4. No one should arrive on the streets.

Preventing someone becoming homeless when they leave hospital will contribute to meeting these aims, and one of the first commitments of the Ministerial Working Group on Homelessness was to identify what else needs to happen to make sure nobody is discharged from hospital onto the streets.

This commitment resulted in a report being commissioned by the DoH, completed by St Mungos and Homeless Link which looked at how homeless people are treated by hospitals. The report was produced to inform the National Inclusion Health Board and delivered against the Ministerial Working Group on Homelessness commitment to identify what more must be done to prevent people at risk of rough sleeping being discharged from hospital without accommodation.

The report indicated that more than 70% of homeless people are being discharged from hospital back onto the streets, damaging their health. But it also cites examples of best practice. It found that National Health Service (NHS) staff can improve health outcomes for homeless people and save the NHS money by ensuring all patients have somewhere appropriate to stay when they are discharged from hospital.

This report can be found here:

http://homeless.org.uk/sites/default/files/site-attachments/HOSPITAL_ADMISSION_AND_DISCHARGE_REPORTdoc.pdf

The aim of this protocol is therefore to support hospitals, Clinical Commissioning Groups (CCGs), local authorities and the voluntary sector, working in partnership, to develop an effective admission and discharge procedure for people who are homeless, living in temporary or insecure accommodation or accommodation where the conditions prevent a return home. The over arching aim of the protocol will be to ensure that no one is discharged from hospital to the streets or into inappropriate accommodation in line with government commitments therefore preventing cyclical re-admission and engagement with housing services and overall improving health outcomes for some of the most vulnerable people.

This document applies to the situation when a person who is homeless or living in temporary or insecure accommodation is admitted to, and discharged from, a hospital ward. Most of the underlying principles apply also to Accident and Emergency (A&E) Departments; however, the document is not designed to cover fully the issues that arise in A&E.

For the purposes of this document homeless can be taken to mean any of the following:

- Those who are considered to be rough sleeping – or sometimes called street homeless – those who literally have no roof over their head or who are sleeping in spaces which are not fit for habitation, such as stairwells or sheds
- Individuals or families who the Council have accepted as being homeless and are in the process of re-housing them but until accommodation is found they are living in temporary accommodation.
- People living in hostels, night shelters, squats, or in bed and breakfast accommodation or those that have been in institutional care such as prison

The protocol also includes people who may not be able to return home as their housing conditions prevent them from doing so or they require adaptations to allow them to do so

The guidance issued by Communities and Local Government suggests that a protocol will be fit for purpose if it:

- establishes a patient's housing status on admission to hospital
- includes procedures for obtaining patients' consent to share information
- includes procedures for ensuring that existing accommodation is not lost
- identifies key external agencies to notify about a homeless person's admission
- develops the resources and training needed
- involves voluntary sector agencies, primary care providers and local authorities throughout the discharge process

The protocol applies only to hospital patients who reside in the Lichfield or Tamworth Council areas, and who are patients of hospitals in Staffordshire and neighbouring local authority areas such as Birmingham.

Without this Protocol, if there is a housing issue health and social care workers could spend significant time trying to identify solutions for patients. Similarly it could also

be difficult for housing staff in a local authority to find an available and appropriate housing solution at very short notice, without access to necessary information. This in turn could then impact in the health and wellbeing of the patient potentially causing re-admission to hospital at additional cost to the Health Service.

Therefore this protocol provides clear procedures, providing information on who does what, and by establishing clear roles and lines of communication will try and deliver the best service possible for the patient ensuring they have access to decent secure accommodation upon discharge from hospital and therefore improving their health and wellbeing and potentially preventing costly readmissions to hospital.

Who has signed up to the Protocol

This Protocol has been developed by key agencies in Lichfield and Tamworth that work with homeless people who may be admitted to hospital and those who may be discharged homeless or back to unsuitable housing without positive and professional interventions.

The Protocol has been signed-up to by:

- Lichfield District Council
- Tamworth Borough Council
- Sir Robert Peel Community Hospital
- George Bryan Centre
- Queens Hospital, Burton Upon Trent
- County Hospital (Formerly Stafford Hospital) Stafford
- Good Hope Hospital
- Samuel Johnson Community Hospital
- Staffordshire and Stoke on Trent Partnership Trust (SSOTP)
- West Midlands Ambulance Service

At any time other key partners could sign up to the protocol if agreed by the group where it was felt necessary that their role will enhance and improve the ongoing work and deliver positive outcomes for patients.

Achieving the aims of the Protocol

To achieve the aim of ensuring no one is discharged from hospital to the streets or into inappropriate accommodation, in line with the government commitments set out in No Second Night Out, the organisations signed-up to this protocol should work together under the principle that every effort should be made to ensure that patients are not discharged from hospital before appropriate housing options are identified.

The following principles should be adhered to ensure this protocol achieves its aims:

- People being discharged from the hospitals that sign up to this protocol who normally reside in Lichfield or Tamworth regardless of length of stay in hospital will have their needs assessed in time to make appropriate referrals in advance of a discharge date
- No agency should rely on a hospital bed being available in place of suitable housing
- People leaving hospital who are returning to Lichfield or Tamworth should have the best available and appropriate accommodation to meet their housing and support needs
- Lichfield District or Tamworth Borough Councils, and the agencies signed-up to this Protocol, should make every effort to prevent patients becoming homeless during their hospital stay
- Staff working in all relevant agencies should know who to contact to help to resolve any problems that arise in the process
- Agencies should work together effectively to jointly resolve housing problems, where possible prevent a homeless application being made.

Sharing Information and Confidentiality

An important feature of this protocol is information sharing which should ensure successful outcomes for the patient. Any information about the patient needs to be shared both quickly and confidentially to allow the situation to be resolved as efficiently as possible. However, before any contact is made with housing and related professionals by hospital staff, the patients consent must be obtained.

Information should only be shared with agencies which can help the patient to obtain or keep appropriate housing and support services. Such agencies should abide by the Data Protection legislation, and should have guidelines for staff about how and what information to share, how to store information, and what will happen if data protection rules are breached.

All organisations signed-up to this Protocol agree to ensure that information is not disclosed without the consent of the service user, and that it is not disclosed to people who are not entitled to have such information or do not intend to use it in the best interests of the service user. All parties should also agree to deal with any breaches of confidentiality by their staff or organisation.

What to do if someone is homeless or inappropriately housed

STEP 1

Once any immediate medical crisis has been dealt with then the patients housing status should be checked.

Patients should be asked for an address and whether they can return to this address

Ward staff are asked to be particularly careful to ask this question where:

- The patient was noted by the West Midlands Ambulance Service as being inappropriately housed or of no fixed abode (NFA)
- The patient was noted by A&E as being inappropriately housed or NFA
- The patient is known to be staying at a hostel or other temporary accommodation
- The patient has been admitted following an overdose and referral from the Psychiatric Liaison Team.
- Where the patient is “known” to the hospital and presents regularly

However **every** patient should be asked this question once their immediate medical crisis has been resolved. If there is any suspicion that that patient is homeless, living

in unsuitable conditions or the patient advises that they are homeless or their home is not suitable then staff should progress to step 2.

STEP 2

If the patient has no accommodation, or is not confident that they can return to their address, the following questions should be asked before deciding what to do next:

- Does the patient come from Lichfield or Tamworth area?
- Can they return to appropriate accommodation elsewhere?
- If they had a home before coming into hospital, why are they not able to go back there?

If the patient is homeless, inadequately housed and comes from either Lichfield or Tamworth then, hospital staff should go to step 3

For any patients who do not reside in Tamworth or Lichfield the Ward Staff should notify the relevant housing options team in the area where the person normally resides.

STEP 3

If the patient is homeless or their housing is not suitable for them to return to and they live in either Lichfield or Tamworth then the Hospital should contact

In Tamworth – the Councils Housing Solutions Service– 01827 709709

In Lichfield – the Councils Housing Options Team – 01543 308703

Alternatively a referral form can be completed (attached as Appendix A) and faxed or emailed to the relevant worker in Tamworth or Lichfield – however there is a recognition that to assist the process the referral should be as simple as possible and therefore a phone call is acceptable.

The relevant person from each area will then take some details over the phone, and will arrange a visit if there are more complex needs where a longer interview may be required. This will take place within 2 working days of receipt of the referral in urgent cases and within 5 working days where the cases are less urgent – However in most instances the assessment of the patient will be completed much more quickly than this. Any relevant information the ward staff may have collated about the patient at this point should be passed on to the person taking the referral.

Where the patient is homeless or their housing is inadequate it is essential that the referral to the Housing Services is made as early as possible - this ensures that either accommodation can be sought, or alternative accommodation secured or their main home can be prepared for them to return to allowing them to sustain their existing accommodation

Where the patient is homeless the Housing Solutions Service or the Housing Options Team will then make enquiries as to the person's suitability for housing or their situation and will provide feedback to the referrer on progress and outcomes of the case.

Monitoring and Reviewing the Protocol

Outputs and outcomes from the Protocol will be monitored through use of the following:

- Numbers of people leaving hospital who are seeking help as homeless

Information will be shared on a quarterly basis to monitor numbers and trends.

Those signed up to the protocol will try to ensure that there is one officer in each agency who will take responsibility for ensuring that the protocol is working as it is intended to do and preventing patients from being discharged from hospital either homeless or back to housing which does not meet their needs.

Signatures of those signed up to the Protocol

Appendices



Homeless or Unsuitably Housed Patient

Please refer by phone to Tamworth 01827 709459 or
Lichfield 01543 308703/ 308711/ 308709

Or Alternative you can Fax the referral to Tamworth 01827 709376 or Lichfield
01543 308712

Finally you can email the referral to Tamworth: housingsolutions@tamworth.gov.uk
or for Lichfield: housing@Lichfielddc.gov.uk

| | | | | | |
|--|--|---|--|---|---|
| Referrers name: | | | | | |
| Position: | | | | | |
| Contact details: | | | | | |
| | | | | | |
| Full Name | | | Consent Obtained? (please circle) | Y | N |
| Title | | | DOB | | |
| Address or if Homeless last known address. | | | | | |
| Contact number | | | Communication needs/issues | | |
| Is the client homeless? (please circle) | Y | N | Accommodation unsuitable? (please circle) | Y | N |
| Reason for referral (brief description of why the service is needed. If hospital discharge please include reason for admission and expected date of discharge) | <p style="text-align: center;"> Urgent <input type="checkbox"/> (2 working days) Routine <input type="checkbox"/> (5 working days) </p> | | | | |
| Risk information (inc. risk to self, staff or others) | | | | | |

| | |
|---|---|
| | If any risks identified please attach an up to date risk assessment |
| Religious or Cultural sensitivities (if any) | |

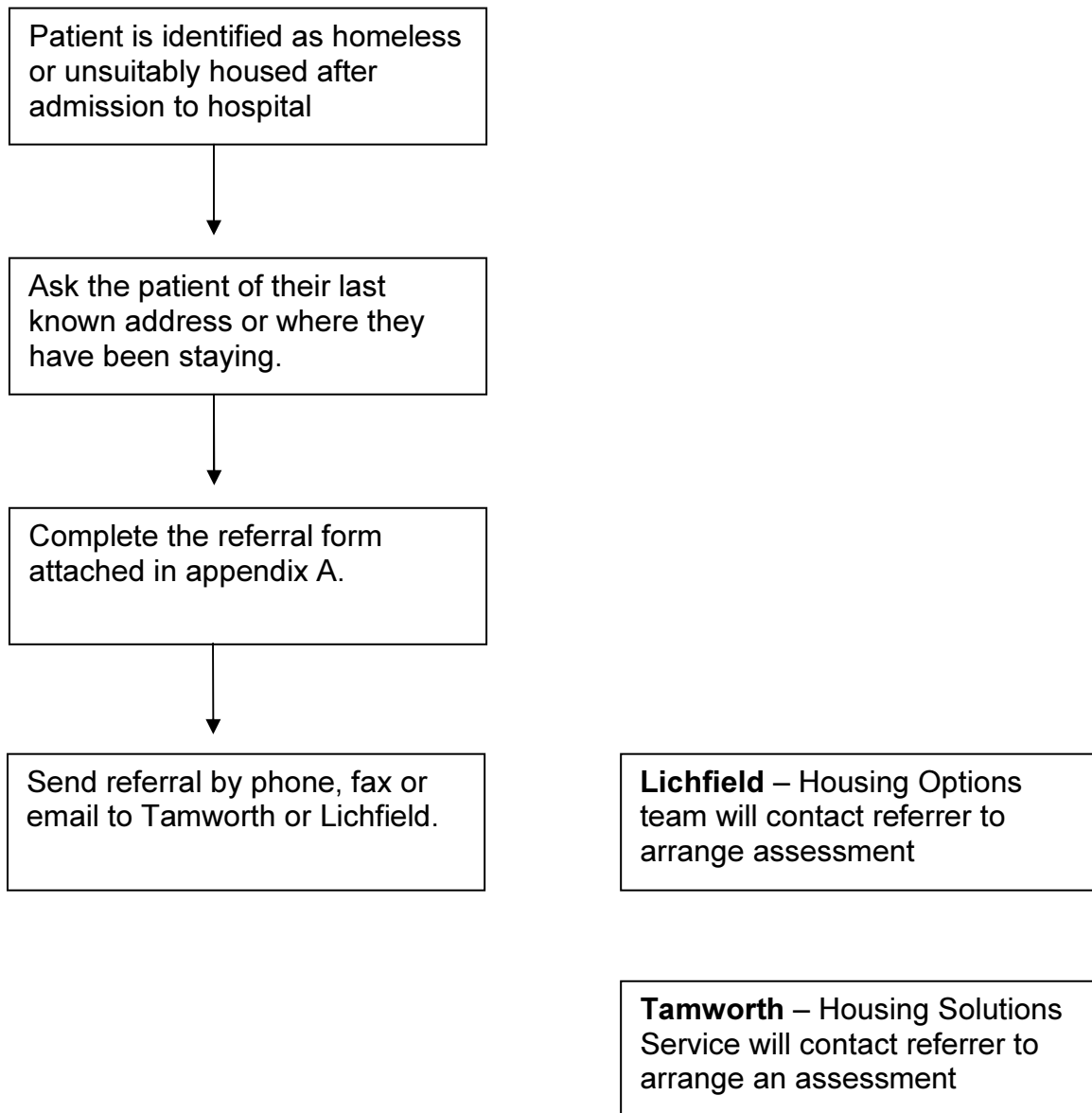
| | |
|---|--|
| Additional information (Please include any other relevant information including whether any other professionals are involved, Any Learning difficulties, additional needs, mental health, physical health etc.) | |
|---|--|

By signing this form you agree to a referral being made to Tamworth Borough Council or Lichfield District Council.

The personal details you give may be shared with certain external agencies that help assess and/or give services, and also as part of any statutory duties requiring such a disclosure. By signing you confirm that you understand and agree with this.

| | | | |
|-------------------------------|--|---------------------------|--|
| Service user Signature | | Referrer Signature | |
| Date | | Date | |

Appendix B – Procedure flow chart





Tamworth Borough Council

Housing Solutions

Severe Weather Emergency Protocol (SWEP)
2015

1.0 Protocol Objectives

- To ensure that no rough sleepers health and wellbeing is affected on the street due to extreme weather conditions.
- To ensure that every effort is made to engage with individuals accommodated during the extreme weather period so they do not return to the streets.

2.0 Introduction

- 2.1 This protocol sets out the arrangements that Tamworth Borough Council will put in place to ensure that rough sleeper's health issues are not exacerbated by, or lives endangered by, extreme weather conditions. Under this protocol, the Council will carry out prompt action to ensure that Rough Sleepers have the opportunity to have access to shelter if it is believed that they are at risk during severe weather conditions.
- 2.2 Central Government has in place a Severe Emergency Weather Protocol (SWEP) which places expectations on, and offers guidance to, Local Authorities around protecting Rough Sleeper during severe weather. Tamworth Borough Council wants to be compliant with this protocol. The trigger for SWEP to be activated is when the Met Office forecasts a minimum temperature of zero (or below zero) degrees Celsius in Tamworth. Local conditions such as wind chill, snow and other forms of extreme weather where the temperature does not fall below zero degrees should also be considered. This protocol will run inclusively from October 1st to March the 31st, although adverse weather outside these dates could also trigger SWEP where appropriate.
- 2.3 The focus of SWEP arrangements should be on ensuring there is a humanitarian response to prevent Rough Sleepers from experiencing worsening health conditions or fatalities during spells of severe weather. It is expected that all Rough Sleepers, including those who have no recourse to public funds, are provided with emergency accommodation away from the streets and these arrangements are made away from the usual eligibility/entitlement that governs access to housing. Targeting of individuals should be therefore based on need, not on housing entitlement.

3.0 Local Provision

- 3.1 Tamworth Borough Council in line with the Governments No Second Night Out initiative wants to ensure that no one needs to sleep rough on the streets.
- 3.2 In line with the Government Protocol Tamworth Borough Councils Severe Weather Emergency Protocol will be triggered from the

first night temperatures are forecast to drop below zero and will then be monitored on a day by day basis. SWEPE may also be activated if weather is deemed severe by the MET office, even if temperatures do not fall below zero degrees. Where weather is severe but temperatures are not forecast to drop below Zero, the decision to activate SWEPE will be made by Tamworth Borough Councils Housing Solutions Manager or in their absence the Senior Housing Solutions Officer.

- 3.3 Rough Sleepers may make contact with Tamworth Borough Council asking for assistance or could be approached by the Rough Sleeper Team, Police, Community Wardens and any other agency, and offered accommodation in time limited Bed and Breakfast provision.
- 3.4 When a Rough Sleeper is reported via services such as Street Link or found by services and the offices are closed then the Out of Hours process can be accessed, by using the out of hours contact team on 01827 709709 and the select the option that says "If you are homeless or threatened with homelessness".
- 3.5 There may be instances where Rough Sleepers refuse the shelter and support offered. Those individuals should be provided with information about the risks of cold weather on their health, especially if they are using substances. If someone continues to refuse help in these circumstances it may be grounds to trigger the safeguarding procedure. The adult Safeguarding team can be contacted on 0845 604 2719 in working hours, or 0845 604 2886 for out of hours. In an emergency situation always dial 999. There may also be issues around mental capacity of the Rough Sleeper, to make the decision to remain on the streets. Understanding the Mental Capacity Act 2005, in particular Section 5 and Section 6, and use of emergency powers under S136 of the Mental Health Act are vital, as is working closely and persistently with mental health services (See links below) when this may be an issue.

<http://www.nhs.uk/CarersDirect/moneyandlegal/legal/Pages/MentalCapacityAct.aspx>

<http://www.nhs.uk/CarersDirect/guide/mental-health/Pages/Mentalhealth.aspx>

4.0 Activation of the Severe Weather Emergency Protocol

- 4.1 Tamworth Borough Councils Housing Solutions Team will be responsible for checking the Met Office forecast on a daily basis and the HSM/Senior Housing Solutions Officer will inform the Housing Solutions Team and the Head of the Strategic Housing Service and whoever holds the on call phone by 2pm that the Severe Weather Emergency Protocol needs to be activated. An

email alerting colleagues and partners to the activation of SWEP will also be sent. (See Appendix 1 for full list.)

- 4.2 Bed and Breakfast accommodation will be contacted and information about room availability will be shared, to ensure that rough sleepers can access accommodation as quickly and efficiently as possible.
- 4.3 In the event that the severe weather warning is to be activated at the weekend temporary accommodation will be contacted on a Friday to discuss how many beds are available and who will be accessing accommodation.
- 4.4 The website will not be up dated advising members of the public that the SWEP procedure is currently in place. However rough sleepers can still be identified via the out of hour's phone or the rough sleeper team.
- 4.5 Out of hours teams will be advised that SWEP is in place.

5.0 Referrals

- 5.1 Any partner agency can refer in to the SWEP provision.
- 5.2 Rough Sleepers without a local connection can still be accommodated under SWEP provision; where there is a local connection to another area Tamworth Borough Council will work with the Rough Sleeper to reconnect them to their local connection area. If there is no local connection for example a rough sleeper from outside the UK, Tamworth Borough Council will assist the rough sleeper with options for reconnection, where appropriate.
- 5.3 Rough sleepers can access SWEP provision out side usual hours, via the out of ours number, so there is no "closing time" to access accommodation.
- 5.4 Rough Sleepers accessing SWEP will need to complete a SWEP monitoring Form (Appendix 3) either over the phone or in person when accessing SWEP accommodation. The name of the rough sleeper will be passed over to the temporary accommodation provider so they know who to expect.
- 5.5 SWEP will be activated for one night initially, and will be reviewed on a day to day basis.
- 5.6 On the day after SWEP is activated or on a Monday if SWEP was activated during a weekend, the duty Housing Solutions Officer should arrange to visit the service user(s), who have been accommodated under SWEP. This should be done at a reasonable time, and in a place that is suitable for both the Housing Solutions Officer and the service user(s) accommodated under SWEP. Work should include whether the service user (s) requires further assistance, or if they would like to make a homeless application a referral to Brighter Futures may also be suitable if the client is presenting with Multiple and Complex needs.
- 5.7 Rough sleepers presenting as a couple are not exempt from SWEP provision, and can access accommodation the same as a

single person, and may be kept together where possible and if deemed safe to do so, after assessing the risk and needs of the couple.

- 5.8 Rough sleepers with a pet, can still access SWEP provision as animals could be temporarily accommodated at a local animal rehoming service, subject to availability.
- 5.9 The temporary accommodation agreement sets out the terms and conditions of their stay, and rough sleepers will be expected to sign this prior to any stay, where possible. (see appendix 2 Temporary Accommodation Occupancy Agreement)

6.0 Monitoring and Review

- 6.1 Details of those accessing the severe weather accommodation should be recorded on the SWEP spreadsheet and passed to the Housing Solutions Policy Officer at the end of the severe weather period for analysis (this information should include personal details, support needs, risk issues, housing history, reasons for not being in accommodation) This should be accompanied by a narrative report highlighting any concerns with the activation of the protocol, what worked well and any lessons learned to continuously improve the offer to Rough Sleepers in future periods of severe weather. This information may be shared with the Director of Housing and Health and the Portfolio Holder for Housing. (see attached Appendix 3 SWEP Monitoring Form)
- 6.2 This Protocol will be reviewed at the end of each severe weather period on an annual basis during April.

THURSDAY, 26 NOVEMBER 2015

REPORT OF THE PORTFOLIO HOLDER FOR HOUSING AND WASTE MANAGEMENT**REVISED STANDARDS FOR HOUSING IN MULTIPLE OCCUPATION (HMOS)****EXEMPT INFORMATION**

NONE

PURPOSE

To agree to the adoption and implementation of revised standards for Housing in Multiple Occupation (HMO) including Category D Lodgings and Hostels for the purpose of temporary accommodation.

RECOMMENDATIONS

- **That Cabinet agree to the adoption and implementation of revised standards for HMOs**
- **That Cabinet agree to the inclusion of Category D Lodgings and Hostels used for temporary accommodation.**

EXECUTIVE SUMMARY

The Housing Act 2004 introduced licensing for houses in multiple occupation (HMOs) The Act provides a detailed definition of HMOs and sets out standards of management for this type of property. The majority of this act came into force in 2006. TBCs current standards were implemented in 2011. The revision in 2015 is to bring the standards up to date and extend their implementation to category D Hostels and Lodgings.

The current standards provide a sound base for inspection and enforcement in HMOs. However, during their use issues of clarification have arisen regarding space standards and amenities. The new standards are intended to clarify these points and make it clearer to HMO owners what is expected of them, contributing to our aim to raise standards in this area. The number of HMOs used for housing vulnerable households is increasing under pressure for accommodation and benefit reform. The Government recognises this and is consulting on measures to improve the standards of HMOs. This revision of TBCs standards puts us in a strong position to adopt further government recommendations on this issue.

The new standards explain in detail the different type of HMOs and the requirements for each. This includes detailed requirements for category D HMOs Hostels and lodgings which will encompass accommodation TBC are currently using to accommodate vulnerable homeless applicants. The extended standards follow best practice guidance and are a contributing factor in raising the quality of accommodation used for temporary accommodation. This will assist TBC in achieving gold standard in Homelessness services.

OPTIONS CONSIDERED

| Option | Benefit | Risk |
|------------|----------------------------|--|
| Do nothing | No extra resource required | Opportunities to improve standards are missed. |

| | | |
|------------------|---|--|
| | | Temporary accommodation standards are not improved and this is detrimental to our ambition to achieve gold standard. |
| Update Standards | Standards are clear and fit for purpose to improve living the standard of HMO accommodation | Resource required to implement higher standards impacts on other areas of service provision. Providers will exit the market following implementation of standards to category D lodgings and Hostels. |

RESOURCE IMPLICATIONS

Tamworth currently has 29 licensable HMOs and an estimated 100 non licensable HMOs. The revised standards will be enforced as re-licensing, proactive inspection and reactive inspection following complaint occurs. As a result, no further resources will be required to implement the new standards.

TBCs Housing Solutions team currently utilise up to four hostel or B&B establishments within the Tamworth district for the purpose of temporary accommodation. The inclusion of category D HMOs in the revised standards will mean they will now be subject to the standards and will require inspection, and if over two storey, licensing. At present, this would mean the licensing of 3 additional properties. This additional work will be absorbed with existing resources. If a license is required TBC currently charge a standard fee of £574.80 for a five person HMO with an additional £37.90 for each extra bed space.

LEGAL/RISK IMPLICATIONS BACKGROUND

The revised standards will not pose any legal or risk implications to TBC.

Elements of these standards, including breaches of the 2006 Management Regulations by a landlord are prosecutable offences and failure to co-operate with this standards will lead to enforcement action by TBC against a landlord in line with enforcement policy.

SUSTAINABILITY IMPLICATIONS

There are significant beneficial implications of raising and extending the HMO standards for sustainable homes

1. contributing to healthier outcomes for occupants
2. contributing to a sustainable and good quality private rented sector
3. encouraging improvements to private sector stock

These and other associated outcomes would contribute towards the delivery of key priorities identified by the Tamworth Strategic Partnership and adopted by Tamworth Borough Council.

CONCLUSION

Revising the standards will assist TBC in raising the standards of accommodation for people residing in HMOs or those who are placed in temporary accommodation by TBC whilst awaiting a homeless decision.

REPORT AUTHOR

Steve Pinton
Head of Strategic Housing

LIST OF BACKGROUND PAPERS

None

APPENDICES

HMO standards 2015

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Standards for Houses in Multiple Occupation
(excluding fire standards)

A Guide for landlords, owners, managing agents, tenants and other interested
parties

Revised September 2015

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Section 1

1.1 INTRODUCTION

The Housing Act 2004 introduced mandatory licencing of certain higher risk houses in multiple occupation (HMO's) and a new system of assessing housing conditions, this is known as the Housing Health and Safety Rating System (HHSRS). This system replaces the former housing fitness standard and covers a wider variety of issues which may pose a threat to the health and safety of the occupiers or visitors.

For detailed guidance on those HMO's that require a licence see the 'Licencing Guide for Landlords in Staffordshire'. Essentially a HMO must be licenced if it meets the following criteria:

- Has three or more storeys and
- Has five or more tenants living as two or more households and
- Share facilities such as a kitchen, bathroom and toilet

All of the above criteria must apply for the HMO to require licencing. A copy of the Council's HMO Licence Application form and details of the licence fee can be found on the Council website www.tamworth.gov.uk/housing or by telephoning the Private Sector Housing Team on 01827 709486. The Management of Houses in Multiple Occupation (England) Regulations 2006 also apply to all non-licencable HMO's and must be complied with at all times, the requirements of these Regulations are discussed in Section 3.8.

This document is a revised version of the previous document 'Required Standards for Houses in Multiple Occupation' and includes the most commonly encountered arrangements found within Tamworth. This booklet provides basic

information on the standards required within the types of HMO's most commonly found in Tamworth and defines what a house in multiple occupation is.

Whilst general standards are detailed in this guidance fire safety precautions are not included and are contained within the National Guidance document published by LACORS entitled "Guidance on Fire Safety Provisions for Certain Types of Existing Housing". This can be downloaded free of charge from the LACORS website www.lacors.gov.uk It includes guidance on fire safety measures for various types of property, including different types of HMO's and provides worked examples. Regard should be made to this guidance when determining what fire safety measures will be appropriate.

1.2 WHAT IS A HOUSE IN MULTIPLE OCCUPATION?

Under the Housing Act 2004, if you let a property which is one of the following types, it will be classed as a house in multiple occupation:

- An entire house or flat let to 3 or more tenants who form 2 or more households whilst sharing a kitchen, bathroom or toilet.
- A house converted entirely into bedsits or non-self contained accommodation and let to 3 or more tenants who form 2 or more households whilst sharing a kitchen, bathroom or toilet.
- A converted house containing 1 or more flats which are not self contained (i.e. do not contain kitchen, bathroom and toilet) and which is occupied by 3 or more tenants who form 2 or more households.
- A building which is converted entirely into self-contained flats and the conversion did not meet the standards of the 1991 Building Regulations and more than one-third of the flats are let on short-term tenancies.

A property with a live-in resident landlord who has three or more lodgers will also be deemed to be a HMO. These types of HMO's can also require licencing if the property has three or more storeys, is occupied by five or more persons and there is sharing of facilities.

1.3 DEFINITION OF HOUSEHOLD

A household as defined under the Housing Act 2004:

- Couples married to each other or living together as husband and wife and couples in same sex relationships.

- Relatives living together, including parents, grandparents, children and step children, grandchildren, brothers, sisters, uncles, aunts, nephews, nieces or cousins.

Domestic staff are also to be treated as forming part of the household if they are living rent free in accommodation provided by their employer.

Three unrelated friends living together would be deemed to be three households, whether occupying the property on a single tenancy or not and as such would meet the definition of a HMO. However two unrelated single persons occupying a property are exempt from the definition and therefore this would not be classed as a HMO.

1.4 CATEGORIES OF HMOs

The most common arrangements are described however there will always be circumstances which do not exactly match those given. If this is the case then it is advisable to contact the Private Sector Housing Team for guidance.

Category A (Bedsit Type)

Houses occupied by a number of unrelated persons living as more than one household where each occupant lives independently of all others. Within this category there is some exclusive occupation (usually bedroom/living room) and some sharing of amenities (bathroom, toilet and/or kitchen). There will often be no communal living or dining room. This category can be divided into two groups, those with cooking in lets and those with a shared kitchen and both are considered in this guidance.

Category B (Shared houses and flats)

Houses occupied on a shared basis. These would normally be occupied by members of a defined social group e.g. students or a group of young single adults under a single tenancy. The occupiers each enjoy exclusive use of a bedroom but would share other facilities including a communal living space.

Category C (Lodgings)

These are properties with a resident live-in landlord who will often provide a service such as cleaning, laundry and will provide meals.

Category D (Hostels / Bed & Breakfast)

Generally referred to as 'hostels', 'guest houses' and will provide accommodation to those with no other permanent home elsewhere.

Category F (Self-contained flats)

Houses converted completely into self-contained flats with living, cooking, bathroom and sleeping facilities within the flat.

Section 2: Property Standards

2.1 CATEGORY A HMO'S (BEDSIT TYPE)

Houses occupied as individual rooms, where there is some exclusive occupation (usually bedroom/living room) and some sharing of amenities (bathroom and/or toilet and/or kitchen). Each occupant lives otherwise independently of others. There is typically no shared living room.

The principles below should be considered to be the general principles of occupation for all Category A (bedsit type) HMO's.

- In no case shall any room be occupied by more than two persons
- Persons of the opposite sex over the age of 10 shall not be permitted to share the same room for sleeping purposes unless they are of marriageable age and are either married or living as partners.
- The sharing of a room for sleeping purposes by persons who are neither related nor living as a married couple or partners shall be permitted only when both persons give their consent.
- No unit of accommodation shall be occupied on the basis of a divided or shared tenancy. This is to avoid the situation arising whereby a unit of accommodation may be occupied by different persons at different times of the day or different days of the week (for instance shift workers or seasonal / migrant workers who occupy a property in connection with their employment).

- Only rooms designated as living rooms, bedrooms or bed/sitting rooms may be used for living or sleeping purposes.
- Irrespective of overall floor area, consideration will be given to the shape and useable living space within the room when determining its suitability for occupation. No account will be taken of any part of a room where the ceiling height is less than 1.525 m (5ft).
- A single bed/sitting room containing cooking facilities is not suitable for accommodating a child below the age of 5 years.

Where dimensions and areas are specified below they shall, unless the context requires otherwise, be regarded as the minimum. Irrespective of such recommendations however, consideration should be given to the shape and usable living space of any room in determining whether and by how many people it is suitable for occupation. This is a matter of functionality; whether given its shape and size the particular room is reasonably capable of performing the role assigned to it for the number of persons who need to use it.

MINIMUM ROOM SIZES

2.2 BEDSITS WITH COOKING IN LETS

(a) One person units of accommodation

(i) One room units

- | | |
|---|-------------------|
| • A single room containing kitchen facilities | 13 m ² |
| • A bed / sitting room with a separate shared kitchen | 10 m ² |

(ii) Two or more roomed units

| | |
|--|--------------------|
| • Each combined living room/kitchen | 11 m ² |
| • Each living room (without kitchen facilities) | 9 m ² |
| • Each bedroom | 6.5 m ² |
| • Each separate kitchen | 3.5 m ² |
| (b) Two or more person units of Accommodation | |
| (i) One room units | |
| • A bed / sitting room including kitchen facilities for two persons | 20 m ² |
| • A bed / sitting room for two persons with separate kitchen facilities | 15 m ² |
| (ii) Two or more roomed units | |
| • Each combined living room / kitchen | 15 m ² |
| • Each living room | 12 m ² |
| • Each bed / sitting room | 15 m ² |
| • Each single bedroom | 6.5 m ² |
| • Each double bedroom | 10 m ² |
| • Each separate kitchen for exclusive use of up to three occupants, living as one household | 4.5 m ² |

2.3 BEDSITS WITH COMMUNAL KITCHEN

Separate kitchens, whether shared or for exclusive use shall be of sufficient size for their purpose. As a general guide the sizes below should be met for communal kitchens however minor variations will be permitted provided there are suitable facilities:

- Kitchens for 2 to 5 persons 7 m²
- Kitchens for 6 to 10 persons 10 m²
- Kitchens for 11 to 15 persons 13.5 m²

(a) One person units of accommodation

- Each bedroom / study where all occupants of the house have access to a separate communal living room 6.5 m²
- Each bedroom with no access to a separate communal living room 10 m²

(b) Two or more person units of Accommodation

- Each bedroom where all occupants have access to a separate communal living room 11 m²
- Each bedroom where all occupants do not have access

to a separate communal living room

15 m²

2.4 KITCHEN FACILITIES (BEDSITS)

Each occupancy shall have adequate facilities for the storage, preparation and cooking of food and the disposal of waste water. Where possible this should be located within the unit of accommodation. Where this is not practicable, the kitchen must be located not more than one floor distant from the accommodation.

The kitchen facilities appropriate for any of the circumstances mentioned above are:-

(a) Bedsitting room with combined kitchen (cooking in lets)

The facilities must comprise as a minimum:

- Cooking

Single person - a gas or electric cooker with a minimum of two burners/hobs, an oven and grill.

Two persons - a gas or electric cooker with a minimum of four burners/hobs, an oven and grill.

Alternatively a combination microwave oven may be substituted for one (in single) or two (in double) of the burners/hobs respectively or in place of a conventional oven.

- A metal or ceramic kitchen sink and drainer with a constant supply of hot and cold water. The sink shall be connected to the drainage system via a suitable trap. A wash-hand basin shall not be used in place of a sink.
- Sufficient fixed smooth, impervious work surface to enable each user to prepare food safely and hygienically. A minimum of 500 mm clear run of work surface will be required for a single person bedsit and 1000 mm for a double room.
- A suitable refrigerator of sufficient size to store an average persons dietary requirements on a day to day basis. A freezer compartment is desirable but not essential in a single person bedsit.
- Sufficient storage cupboard space for dry and canned food goods plus cooking utensils, crockery and cutlery (e.g. 500mm wide wall or base unit per occupier).
- Electric power sockets: two twin switched power sockets set at a convenient height and safe position in relation to the kitchen facilities.

Additional requirements specific to kitchen areas within bedsitting rooms:-

- The kitchen area must be provided with an easily cleansable non-slip floor covering to an adequate extent and separated from any adjoining carpeted floor area by suitable dividing strips securely fixed in position.
- Cookers must be safely positioned within the room such that they do not compromise escape in the event of a fire associated with the cooker i.e. they must not be positioned adjacent to the exit doorway – in particular gas cookers must not be positioned directly adjacent to openable windows where flames are likely to be extinguished by excessive draughts or where curtains are likely to catch fire.

(b) Separate Kitchen Directly Off the Bedsitting Room

The kitchen must be of sufficient size and layout to enable food to be prepared safely and hygienically. A minimum floor area of 3.5 m² for a single person letting and 4.5 m² for a two person letting is normally required for this purpose. The facilities to be provided are as those for kitchens within the bedsitting room.

(c) Bedsits with Communal Kitchen

A shared kitchen should ideally be not more than one floor distant from any unit of accommodation having use of it. It is however, acceptable for a kitchen to be a maximum of two floors distant where there is a communal room adjacent to the kitchen suitable for dining purposes or where the kitchen is of sufficient size to serve as a kitchen / dining room.

Each shared kitchen shall comprise as a minimum:

Cooking

The kitchen must be provided with sufficient cooking appliances suitably located to enable users to cook food safely and hygienically and to minimise waiting time when more than one person wishes to cook food at the same time. In particular:

- For every five persons there must be a conventional gas or electric cooker with at least 4 burners/hobs, oven and grill.
- For up to and including 7 persons a combination microwave oven of minimum 20 litres capacity, suitably located on a fixed worktop may be provided in place of an additional conventional cooker.
- For 8 to 10 persons there must always be at least 2 conventional cookers and for 11 to 15 persons at least 3 conventional cookers, whether or not any supplementary microwave ovens are provided.

Sinks

- For every 5 persons there must be a kitchen sink complete with hot and cold water supplies and trapped waste.
- For up to and including 7 persons a double bowl sink and drainer will be regarded as adequate in place of providing an additional sink. Alternatively, a standard sink plus an electric dishwasher will be acceptable for up to and including 7 persons.

- For 8 to 10 persons there must always be at least two standard sinks and for 11 to 15 persons at least three standard sinks whether or not any supplementary dishwasher is provided.

Food Preparation

- There must be sufficient fixed work surfaces to enable each user to prepare food safely and hygienically. A 0.5 metre run of work surface for each user will generally be sufficient although minor variations of up to 20 per cent shortfall may be acceptable provided there is still a good practical working area.
- For properties with more than 10 occupants sharing the same kitchen, a reduction in this standard may be appropriate as it is unlikely that all persons in the group will be preparing food at the same time.
- At least 2 twin switched power sockets set at a convenient height and safe position in relation to the kitchen facilities and work surfaces must be provided for every 5 persons. This is in addition to any dedicated sockets serving major appliances such as dishwashers, washing machines and refrigerators.

Food Storage

Shared kitchens within bedsit type accommodation should not generally be used for communal food storage purposes (either refrigerated or dry food storage) where this leads to conflict between residents.

Lockable food cupboards (a minimum 500mm wide wall or base unit per person) and refrigerators (0.075m³ (one shelf)) can be considered

although providing them in each unit of accommodation will be preferable if there is space to do so where problems do arise.

Any refrigerator within the individual unit of accommodation must be of sufficient size to store an average person's dietary requirements on a day to day basis. A freezer compartment is desirable but not essential within a single person bedsit room.

Ventilation

- All shared kitchens must be provided with adequate mechanical extract ventilation of minimum 60 litres / second flow rate.

2.5 PERSONAL WASHING AND BATHING FACILITIES (BEDSITS)

(a) Baths and showers

For bedsit type accommodation where all or some of the units of living accommodation do not contain bathing facilities for the exclusive use of each individual household, there must be an adequate number of suitably located bathroom to enable those facilities to be used on a shared basis. Either a bath or shower is suitable for this purpose. Any shower must be provided with thermostatically controlled hot water.

Facilities must be provided not more than one floor distant from users and should be accessible from a common area. There must be a shower or bath on a ratio of one bath or shower to every 5 persons sharing.

(b) Wash hand basins

Where some or all of the units of accommodation do not contain wash hand basins for the exclusive use of the individual unit there must be an adequate number of wash hand basins to a ratio of one for every four persons sharing.

Shared wash hand basins may be located within shared bathrooms, WC's or other suitable room however all rooms containing a WC must also be provided with a wash hand basin.

2.6 TOILET FACILITIES (BEDSITS)

Toilet facilities should be provided not more than one floor distant from any user on a ratio of at least:

- One WC per five persons sharing where the WC is separate from the bathroom (and is accessible from a communal area without going through the bathroom)
- One WC per four persons sharing where the WC is located within the bathroom

Examples of acceptable minimum combinations of WCs and bathrooms are given in the table below. (Other combinations may achieve the same required minimum provisions, however).

| NUMBER OF PERSONS SHARING | FULL SUITE | BATH ONLY | SEPARATE WC |
|---------------------------|------------|-----------|-------------|
| 4 or less | 1 | | |
| 5 | 1 | | 1 |
| 5 | | 1 | 1 |

| | | | |
|----------------|---|---|---|
| 6, 7, 8 | 2 | | |
| 9 | 1 | 1 | 1 |
| 9 or 10 | 2 | | 1 |
| 11 or 12 | 3 | | |
| 13, 14, 15 | 3 | | 1 |
| 16 | 4 | | |
| 17, 18, 19, 20 | 4 | | 1 |

2.7 CATEGORY B HMO's (SHARED HOUSES/FLATS)

Houses or flats occupied on a shared basis. These would normally be occupied by members of a defined social group, e.g. students or a group of young single adults who, in the main will have rented the house as one group. The occupiers each enjoy exclusive use of a bedroom but would share other facilities including a communal living space, bathroom and all other parts of the house.

All the tenants will have exclusive legal possession and control of all parts of the house. The anticipated duration of the occupancy will often be finite and numbers of occupiers above about six are probably more suggestive of Category A bedsit accommodation. This standard is not intended to apply to purpose-built student accommodation.

The principles below should be considered to be the general principles of occupation for all Category B (shared house) HMO's.

- In no case shall any room be occupied by more than two persons
- Persons of the opposite sex over the age of 10 shall not be permitted to share the same room for sleeping purposes unless they are of marriageable age and are either married or living as partners.
- The sharing of a room for sleeping purposes by persons who are neither related nor living as a married couple or partners shall be permitted only when both persons give their consent.
- No unit of accommodation shall be occupied on the basis of a divided or shared tenancy. This is to avoid the situation arising whereby a unit of

accommodation may be occupied by different persons at different times of the day or different days of the week (for instance shift workers or seasonal / migrant workers who occupy a property in connection with their employment).

- Only rooms designated as living rooms, bedrooms or bed/sitting rooms may be used for living or sleeping purposes.
- Each separate bedroom within a shared house is regarded as a unit of accommodation for the purpose of assessing amenity standards.
- Irrespective of overall floor area, consideration will be given to the shape and useable living space within the room when determining its suitability for occupation. No account will be taken of any part of a room where the ceiling height is less than 1.525 m (5ft).

2.8 MINIMUM ROOM SIZES

For the most common arrangement found in Tamwoth, that is, one person per room, the room needs to be 10m² if there is just a shared kitchen, or 6.5m² if there is a shared kitchen and living room of the minimum size given in the lower half of the table.

| Category B HMO's Minimum Room Sizes (m2) | | | | |
|--|----------------------|---------------------------|--|-------------------------|
| Persons in bedroom | | Minimum Room Size | Minimum Room Size if separate Living Room provided | |
| 1 | | 10 | 6.5 | |
| 2 | | 15 | 11 | |
| Minimum sizes of other rooms (m2) | | | | |
| Total Residents in House | Kitchen (obligatory) | Dining kitchen (optional) | Living Room (optional) | Dining Rooms (optional) |
| 2-5 | 7 | 11.5 | 11 | 11 |
| 6-10 | 10 | 19.5 | 16.5 | 16.5 |
| 11-15 | 13.5 | 24 | 21.5 | 21.5 |
| All category B houses must have a shared kitchen. To take advantage of the lower bedroom size they must also have at least a separate living room but can have additional shared rooms | | | | |

Combined Kitchen, Living, Dining Space

Used by 2-5 persons 16m²

Used by 6-10 persons 25.5m²

The kitchen facilities must be suitably arranged so that the food preparation and cooking areas are safely separated from the dining/living areas. Adequate structural support must be provided in accordance with current Building Regulations where walls are being removed to create the open plan room.

Dining kitchens

Where the kitchen is large enough to accommodate a dining table, there must be adequate space to allow the majority of tenants to sit without decreasing the kitchen working space.

Note: The above are minimum space standards based on optimum shape and layout. In practice, it may be necessary to have a larger space standard to ensure that there is sufficient space to fit in all the facilities required and provide a circulation area which permits safe use for the number of users.

2.9 KITCHEN FACILITIES (SHARED HOUSES)

A shared kitchen should ideally be not more than one floor distant from any unit of accommodation having use of it. It is however, acceptable for a kitchen to be a maximum of two floors distant where there is a communal room adjacent to the kitchen suitable for dining purposes or where the kitchen is of sufficient size to serve as a kitchen / dining room.

Each shared kitchen shall comprise as a minimum:

Cooking

The kitchen must be provided with sufficient cooking appliances suitably located to enable users to cook food safely and hygienically and to

minimise waiting time when more than one person wishes to cook food at the same time. In particular:

- For every five persons there must be a conventional gas or electric cooker with at least 4 burners/hobs, oven and grill.
- For up to and including 7 persons a combination microwave oven of minimum 20 litres capacity, suitably located on a fixed worktop may be provided in place of an additional conventional cooker.
- For 8 to 10 persons there must always be at least 2 conventional cookers and for 11 to 15 persons at least 3 conventional cookers, whether or not any supplementary microwave ovens are provided.

Sinks

- For every 5 persons there must be a kitchen sink complete with hot and cold water supplies and trapped waste.
- For up to and including 7 persons a double bowl sink and drainer will be regarded as adequate in place of providing an additional sink. Alternatively, a standard sink plus an electric dishwasher will be acceptable for up to and including 7 persons.
- For 8 to 10 persons there must always be at least two standard sinks and for 11 to 15 persons at least three standard sinks whether or not any supplementary dishwasher is provided.

Food Preparation

- There must be sufficient fixed work surfaces to enable each user to prepare food safely and hygienically. A 0.5 metre run of work surface for each user although minor variations of up to 20 per cent shortfall may be acceptable provided there is still a good practical working area.
- Kitchens must be provided with floor covering which is impervious, reasonably smooth and easily cleansable. Ideally floor coverings should be slip resistant. Walls and ceilings must also be reasonably smooth such that they can be kept clean and easily redecorated.
- For properties with more than 10 occupants sharing the same kitchen, a reduction in this standard may be appropriate as it is unlikely that all persons in the group will be preparing food at the same time.
- At least 2 twin switched power sockets set at a convenient height and safe position in relation to the kitchen facilities and work surfaces must be provided for every 5 persons. This is in addition to any dedicated sockets serving major appliances such as dishwashers, washing machines and refrigerators.

Food Storage

- Adequate refrigerated food storage must be provided either within the shared kitchen or within a room directly adjacent to the kitchen if space is a particular problem.

For every 3 persons there must be a standard domestic refrigerator of at least 100 litres capacity and a freezer compartment of at least 15 litres capacity.

Alternatively a tall upright fridge freezer will be acceptable for every 5 persons. These usually have a fridge capacity of around 140 to 180 litres and a freezer capacity of around 70 to 90 litres.

A combination of separate larder refrigerators and freezers will also be acceptable provided they give an approximate equivalent standard.

- Adequate dry/canned food storage and utensil storage cupboards must also be provided. A 500mm wall or base unit per person will be acceptable for this purpose. The space beneath a sink is not acceptable for food storage purposes.
- In shared kitchens where it is likely that there will be a high degree of communality (for example students or professionals) it is not normally a requirement for refrigerators or storage cupboards to be locked.

In shared kitchens where a lesser degree of communality may be expected, the sharing of refrigerators and storage cupboards may lead to poor storage practice and conflict between residents. In such cases the house will more likely be regarded as a Category A2 HMO (Bedsits with communal kitchen) rather than a Category B HMO and lockable food storage cupboards may be necessary.

Ventilation

- All shared kitchens must be provided with adequate mechanical extract ventilation with an extract rate of at least 60 litres per second venting directly to the external air.

2.10 PERSONAL WASHING AND BATHING FACILITIES (SHARED HOUSES)

(a) Baths and Showers

A bathroom containing a bath or shower shall be provided on a ratio of at least one bath to every five persons sharing. Bathroom in properties housing up to five persons should ideally not be more than one floor distant from every bedroom

In properties housing over five persons there will be a need for additional bathroom(s).

(b) Wash hand basins

Any bathroom of separate room containing a WC must be provided with a wash hand basin.

2.11 TOILET FACILITIES (SHARED HOUSES)

Toilet facilities should be provided not more than one floor distant from any user on a ratio of at least:

- One WC per five persons sharing where the WC is separate from the bathroom (and is accessible from a communal area without going through the bathroom)
- One WC per four persons sharing where the WC is located within the bathroom

Examples of acceptable minimum combinations of WCs and bathrooms are given in the following table. (Other combinations may achieve the same required minimum provisions, however).

| NUMBER OF PERSONS SHARING | FULL SUITE | BATH ONLY | SEPARATE WC |
|---------------------------|------------|-----------|-------------|
| 4 or less | 1 | | |
| 5 | 1 | | 1 |
| 5 | | 1 | 1 |
| 6, 7, 8 | 2 | | |
| 9 | 1 | 1 | 1 |
| 9 or 10 | 2 | | 1 |
| 11 or 12 | 3 | | |
| 13, 14, 15 | 3 | | 1 |
| 16 | 4 | | |
| 17, 18, 19, 20 | 4 | | 1 |

CATEGORY C HMO'S (Lodgings)

MINIMUM ROOM SIZES

(a) Each bedroom

- Single room 6.5 m²
- Double room 10 m²

(b) Common Living room

- 1-5 residents 11 m²
- 6-10 residents 16.5 m²

The provision of facilities is to be the same as category B HMO's (shared houses/flats). Either a resident landlord must provide use of their own kitchen or provide a separate facility.

2.13 CATEGORY D HMO'S (Hostels / Bed & Breakfast)

Houses generally referred to as 'hostels', 'guest houses' and 'bed and breakfast hotels' or similar. There would ordinarily be exclusive use of a bedroom and some sharing of bathroom/toilet facilities. Meals may be provided on a catered or self catering basis, there is usually a communal living and dining room.

These provide accommodation for unrelated persons with no other permanent place of residence. This would include temporary accommodation used by the local authority to house homeless families or persons pending alternative accommodation. It would also include hotels housing both homeless households and visitors. The Council may declare the building to be a HMO if it meets this criteria.

General principles of occupation for all Category D (hostel) HMO's:

- In no case shall any room be occupied by more than two unrelated persons however, provided the room is large enough, it may be used by more than two persons subject to them all being family members (family includes married couples, couples living together as partners, parent, grandparent, child, step-child, grandchild, brother, sister, uncle, aunt, nephew, niece or cousin).
- Persons of the opposite sex over the age of 10 shall not be expected to share the same room for sleeping purposes unless they are of marriageable age and are either married or living as partners. An exception to this rule would be where a family is placed in emergency accommodation who would prefer their children to be accommodated in the same room.

- No unit of accommodation shall be occupied on the basis of a divided or shared tenancy. This is to avoid the situation arising whereby a unit of accommodation may be occupied by different persons at different times of the day or different days of the week (for instance shift workers or seasonal / migrant workers who occupy a property in connection with their employment).
- Only rooms designated as living rooms, bedrooms or bed/sitting rooms may be used for living or sleeping purposes.
- Room containing cooking facilities are not suitable for children under five years old.
- Rooms accessed via the external air where residents would need to go outside to access facilities within the main part of the premises are not suitable for living / sleeping purposes.
- Irrespective of overall floor area, consideration will be given to the shape and useable living space within the room when determining its suitability for occupation. No account will be taken of any part of a room where the ceiling height is less than 1.525 m (5ft).

2.14 MINIMUM ROOM SIZES

Bedroom sizes where no communal living room is available are shown in brackets.

- (a) Bedrooms where separate kitchen provided

| | | |
|--------------------------|--------------------|----------------------|
| • Single room | 6.5 m ² | (10m ²) |
| • Double room | 11 m ² | (15 m ²) |
| • 3 person (family room) | 15 m ² | (20 m ²) |
| • 4 person (family room) | 19.5m ² | (24 m ²) |

(b) Bedrooms with kitchen provided within room

| | | |
|--------------------------|---------------------|----------------------|
| • Single room | 10 m ² | (13 m ²) |
| • Double room | 14 m ² | (20 m ²) |
| • 3 person (family room) | 18.5 m ² | (24 m ²) |
| • 4 person (family room) | 23m ² | (28 m ²) |

(c) Kitchen

| | |
|------------------|-------------------|
| • 2-5 residents | 7 m ² |
| • 6-10 residents | 10 m ² |

Communal Rooms

In general need or short term accommodation there must be a communal living room (or rooms) provided unless the bedrooms meet the higher standard above. A communal room of at least 15m² must be provided for the first four persons plus 1m² for each additional person.

2.15 Kitchen Facilities

For self-catering hostels kitchens must meet the standard required by category B HMO's (shared houses) or where there is cooking within the letting room, category A standards (bedsits).

Kitchen Facilities for Hostel Type Accommodation

a) CATERED ACCOMMODATION

Where any meals are provided for residents, all food must be stored, handled, prepared and served in accordance with the provisions of the Food Safety Act 1990 and associated regulations (in particular the Food Hygiene (England) Regulations 2013).

All persons who are employed to handle food must have received appropriate and approved food hygiene training and the operation must be registered as a food business with the Council's Environmental Health Department.

Kitchens must be adequately equipped according to the number of meals expected to be served on a daily basis.

Further information on food hygiene matters and the adequacy of kitchen facilities can be found on the Government's website www.food.gov.uk and follow the link to 'Safer Food Better Business' using the A-Z directory.

The following general principles apply to catered accommodation.

- Meals must be served and consumed in the premises in which the occupants reside (i.e. residents should not be expected to travel to another hostel/hotel or café premises in the locality to obtain their meals).

It is acceptable for hotels which have an annexe building within the same curtilage to serve meals in the main building provided there is safe and well lit access between the buildings.

- Where there are insufficient catering facilities within a particular premises, meals may be prepared elsewhere and brought in, provided the food is prepared in a food safety compliant kitchen and transported in hygienic conditions under proper temperature control.
- An appropriate dining room must be provided together with sufficient tables and chairs for the number of users. (Meals may be served on a sitting basis)
- Residents must not generally have access to any catering kitchen in order to prepare their own meals.
- In some small hostels (ie those with six or less occupants in total), it may be acceptable for residents to prepare some meals within the kitchen which is also used for catering purposes provided such meals are prepared under the supervision of a person having undertaken appropriate food hygiene training.

This will normally be 'Supported Lodgings' type accommodation where residents are assisted to gain skills which may help them to live independently in the community.

- All residents must have access to adequate kitchen facilities (separate from any catering kitchen) in order to prepare their own food.

The following separate kitchen facilities shall be provided for use by residents according to the predominant characteristics of the catering operation:

All Meals Provided (Three Meals per Day)

Kitchen facilities must be sufficient for residents to prepare light meals and hot drinks.

One set of facilities shall be provided for every fifteen persons consisting as a minimum of:

- One kitchen sink complete with hot and cold water supplies and trapped waste.
- A conventional four burner/hob cooker with oven and grill or a combination microwave oven/grill of minimum 20 litres capacity,
- A minimum two metre run of fixed work surface (minimum 500mm depth).
- A standard domestic refrigerator incorporating a freezer compartment.
- Two twin 13 amp switched power sockets suitably sited in relation to the work surface and in addition to any sockets serving major appliances.
- Adequate storage for cooking utensils, crockery and cutlery etc.
- A kettle for making hot drinks or a vending machine if considered appropriate.

Such facilities may be located within an appropriately laid out area within a communal room but should preferably be located within a separate kitchen or kitchens.

A minimum floor area of 10 m² per set of such kitchen facilities is required.

Breakfast and evening Meals Provided

A set of kitchen facilities as described above for premises providing all meals shall be provided on a ratio of one set of facilities to every ten persons.

Breakfasts Only Provided

One set of kitchen facilities shall be provided for every seven persons, consisting as a minimum of:

- One kitchen sink complete with hot and cold water supplies and trapped waste.
- A conventional four burner/hob cooker with oven and grill or two combination microwave ovens/grills of minimum 20 litres capacity each.

The use of microwave ovens may be more appropriate if there are any concerns over the ability of residents to prepare hot food safely.

The use of deep fat fryers shall not be generally permitted unless supervision of cooking activity is likely to take place.

- A minimum two metre run of fixed work surface (minimum 500mm depth).
- Two twin 13 amp switched power sockets suitably sites in relation to the work surface and in addition to any sockets serving any major appliances.

A minimum kitchen floor area of 10m² per set of such kitchen facilities is required.

- For food storage purposes a refrigerator plus adequate storage for dry/canned foods and utensils/crockery/cutlery shall be provided within each unit of accommodation.

b) SELF CATERING ACCOMMODATION

For hostels providing fully self-catered accommodation, food preparation facilities may be located either within each unit of accommodation or within shared kitchens.

Food Preparation Facilities within the Unit of Accommodation

The facilities shall comprise as a minimum:

- Cooking:

Single Person: a gas or electric cooker with two burners/ hobs, oven and grill
Two Persons or Family Room: a gas or electric cooker with four burners/hobs, oven and grill.

A microwave oven may be substituted for one or two of the burners/hobs respectively and a combination microwave oven / grill in place of a conventional oven.

- A metal or ceramic kitchen sink and drainer with a constant supply of hot and cold water.
- Sufficient fixed work surface to enable food to be prepared safely and hygienically.
- A suitable refrigerator of adequate size according to the number of occupants. A family room would require a standard work top height refrigerator with freezer compartment.
- Sufficient storage cupboard space for dry and canned food goods plus cooking utensils, crockery and cutlery.
- Electric power sockets: two twin switched power sockets set at a convenient height and safe position in relation to the kitchen facilities.
- The kitchen area must be provided with an easily cleansable non-slip floor covering to an adequate extent and separated from any adjoining carpeted floor area by suitable dividing strips securely fixed in position.
- Cookers must be safely positioned within the room such that they do not compromise escape in the event of a fire associated with the cooker, ie

they must not be positioned adjacent to the exit doorway. In particular gas cookers must not be positioned directly adjacent to openable windows where flames are likely to be extinguished by excessive draughts or where curtains are likely to catch fire.

2.16 Shared Kitchens

One set of kitchen facilities shall be provided for every five persons, consisting as a minimum of:

- One kitchen sink complete with hot and cold water supplies and trapped waste.
- A conventional four burner/hob cooker with oven and grill or two combination microwave ovens/grills of minimum 20 litres capacity each.

The use of microwave ovens may be more appropriate if there are any concerns over the ability of residents to prepare hot food safely.

The use of deep fat fryers shall not generally be permitted unless supervision of cooking activity is likely to take place.

- A minimum two metre run of fixed work surface (minimum 500 mm depth).
- Two twin 13 amp switched power sockets suitably sited in relation to the work surface and in addition to any sockets serving any major appliances.
- A minimum kitchen floor area of 7m² per set of such kitchen facilities is required.
- For food storage purposes a refrigerator plus adequate storage for dry/canned foods and utensils/crockery/cutlery shall be provided within each unit of accommodation.

2.17 Personal Washing and Bathing Facilities for Hostel Type Accommodation

Baths and Showers

Where it is not practicable to provide each unit of accommodation with its own bathroom, a readily accessible bathroom containing a bath or shower shall be provided on a ratio of one bath or shower to every five persons on occupation.

A bathroom must be available within one floor of any unit of accommodation. A shower facility installed over a bath will not count as an additional shower.

Institutionalised bathrooms with communal changing facilities shall not be permitted.

Wash Hand Basins

Each separate occupancy shall be provided with a wash hand basin together with constant supplies of hot and cold water and sited within the unit of accommodation.

If a sink is fitted within a room then a separate wash hand basin will not be required.

All bathrooms or separate compartments containing a WC must be provided with a wash hand basin.

2.18 Toilet Facilities for Hostel-type Accommodation

Toilet facilities being not more than one floor distant from any unit of accommodation shall be provided in the following ratios in relation to the total number of occupiers of the accommodation.

- | | |
|-------------------|--|
| 1 – 4 persons - | 1 WC which may be separate or located within a shared bathroom. |
| 5 persons - | 1 WC which must be separate from the bathroom but can be contained within a second bathroom. |
| 6 – 10 persons - | 2 separate WCs but one of the WCs can be contained within a bathroom. |
| 11 – 15 persons - | 3 separate WCs but 2 of the WCs can be contained within 2 bathrooms |

This sequence would continue proportionally for every additional five persons.

Institutionalised toilets where there is more than one WC cubicle within the same room shall not be permitted.

Fire Precautions Hostel Type Accommodation

Hostel type accommodation may vary greatly in its size and complexity, ranging from small 'Supported Lodgings' schemes to large hostels.

Each case must be assessed individually in consultation with Staffordshire Fire and Rescue Service. Owners must also have regard to 'The Regulatory Reform (Fire Safety Order) 2005.

Heating in Hostel Type Accommodation

All habitable rooms within a hostel or bed and breakfast establishment must be provided with an adequate fixed form of heating capable of achieving a room

temperature of 19 oC within one hour of turning on when the air temperature outside is –1oC.

For heating to be properly used by residents, it must be affordable. Central heating is the preferred option but electric night storage heaters and balanced flue gas heaters are also satisfactory.

Where open-flue gas fires are provided in a room used for sleeping purposes, they must be of modern design and fitted with an automatic oxygen depletion cut-off device.

Heaters which use full price electricity are not normally acceptable as the main form of heating.

In many hostels, the heating is operated by timer and under control of the landlord or manager. This is acceptable provided adequate temperatures are maintained and adjustments are quickly made when problems of cold or excessive heat are brought to attention.

Central heating radiators in residents rooms should be fitted with a thermostat under control of the occupier.

All heaters, other than water filled radiators, must be suitably positioned such that there is at least two metres between the heater and any bedding and such heaters must also not be located where curtains/blinds are likely to catch fire.

Paraffin heaters, LPG heaters and free standing plug-in electric heaters are not acceptable.

All heating appliances must be fixed to either the wall or the floor and be provided with an appropriate base or surround if one is specified by the appliance manufacturer.

All gas heaters or boilers of any type must be properly serviced and maintained in a safe condition in accordance with the manufacturer's recommendations and the Gas Safety (Installation and Use) Regulations 1998 (as amended).

All bathrooms, whether for exclusive use or shared use, must also be provided with a fixed form of heating. Electric fan or radiant wall heaters are acceptable in bathrooms provided they are design to operate in moist atmospheres.

Where heating is provided to any communal rooms or areas, the running costs must be met out of general rental charges or general energy charges rather than any type of pre-payment meter.

2.19 CATEGORY F HMO'S (SELF-CONTAINED FLATS)

These standards apply to houses converted into self contained flats where the conversion did not, and still does not meet the standards of the Building Regulations 1991 (approved document B standard). Houses converted into self contained flats where the conversion met standards of the Building Regulations 1991 are exempt from the HMO definition.

The flats should be occupied by a single household and where any flat is occupied by groups of three or more unrelated persons then the flat would be regarded as a house in multiple occupation in its own right.

2.20 MINIMUM ROOM SIZES

Planning consent and Building Regulation approval should be obtained where houses are being converted into self contained flats and these departments may specify higher standards than those listed below.

One person flat

| | |
|------------------------|---------------------|
| Bedroom (one occupant) | 7 m ² |
| Living room | 11.5 m ² |
| Living/kitchen | 14.5 m ² |
| Bed/living room | 13 m ² |
| Kitchen | 5.5 m ² |

Two person, one bed flat

| | |
|----------------|---------------------|
| Main bedroom | 10.5 m ² |
| Living room | 13 m ² |
| Living/kitchen | 14.5 m ² |

| | | |
|--------------------|--------------------|---------------------|
| | Bed/living room | 16.5 m ² |
| | Kitchen | 5.5 m ² |
| Two bedroom flat | | |
| | Main bedroom | 10.5 m ² |
| | Secondary bedrooms | 7 m ² |
| | Living room | 16 m ² |
| | Kitchen | 7 m ² |
| Three bedroom flat | | |
| | Main bedroom | 10.5 m ² |
| | Secondary bedrooms | 7 m ² |
| | Living room | 18 m ² |
| | Kitchen | 7 m ² |

2.21 KITCHEN FACILITIES (SELF-CONTAINED FLATS)

All kitchens must be provided with:

- a) A sink
- b) Adequate food preparation surface (of at least 0.75m²)
- c) 30amp electric cooker point or gas supply point
- d) Fixed storage cupboards either below food prep surface or wall mounted with minimum storage space of 0.5m³.
- e) Four 13A sockets, at least two of least to be located above work surface.
- f) A refrigerator

2.20 PERSONAL WASHING AND BATHING FACILITIES (SELF- CONTAINED FLATS)

Each flat must be provided with its own bath or shower with constant supplies of hot and cold water meeting the standards laid out in Section 3.

Each flat must also be provided with a suitable wash hand basin with constant supply of hot and cold water, this may be sited within the bathroom or bedroom.

2.21 TOILET FACILITIES (SELF-CONTAINED FLATS)

Each flat must be provided with its own WC which must be located within a bathroom or other separate compartment. Any room containing a WC must be provided with a wash hand basin.

Section 3: General Standards Applicable to all HMO Categories

3.1 SPACE HEATING

Each unit of accommodation in a HMO must be equipped with adequate means of space heating. Where heating is provided to communal rooms or areas this cost should be met by the general rental or energy charges rather than via a pre-payment meter.

All habitable rooms shall be provided with a fixed heating appliance capable of heating the room to a temperature of 18 degrees centigrade within one hour when the outside temperature is -1 degree centigrade. The heating should be efficient, safely designed and be sited / guarded as to minimise the risks to health and safety. Any such appliances shall be maintained by a competent person. Any electric heating, where provided, must be hard wired into the electrical installation.

All forms of heating must be controllable by the occupants at all times. Paraffin, LPG heaters and freestanding plug in electric heaters are not acceptable.

Any bathroom, whether for shared or exclusive use must also be provided with suitable heating. Electric fan or radiant wall heaters are acceptable in bathrooms provided they are designed to operate in moist atmospheres.

Proper provision for space heating is important. In addition to maintaining a comfortable temperature for the tenants, good heating will also reduce the maintenance and redecoration needed where condensation forms and leads to mould growth. Therefore good heating is also likely to protect the structure of the building.

3.2 LIGHTING

All habitable rooms shall have an adequate level of natural lighting, provided via a clear glazed window or windows, and/or door(s) the glazed area to be equivalent to at least one-tenth of the floor area and to extend normally to a point 1.75m above floor level.

Basement rooms used for human habitation should, in addition to the requirement in the first paragraph, have sufficient natural lighting for their purpose.

All staircases, landings, passages, kitchens, bathrooms and water closets are to be provided, where practicable, with a window. Windows to bathrooms and water closets are to be glazed with obscured glass.

Adequate electric lighting points are to be provided to all habitable rooms, staircases, landings, passages, kitchens, bathrooms and water closets. Lighting to staircases, landings and passages may be controlled by time switches or other devices having a similar effect.

3.3 PERSONAL WASHING FACILITIES

Baths should be a minimum of 1.67m in length and provided with a tiled splash back abutting walls. Any shower trays, should be a minimum size of 800mm x 800mm and have fully tiled walls or be complete self standing cubicles. A waterproof seal between any shower/bath must be provided using a flexible waterproof sealant. Constant hot and cold water supplies must be

adequate and available at all times with hot water being delivered at a thermostatically controlled temperature.

- The walls and floor of any bathroom or shower room should be reasonably smooth, non-absorbent and capable of being easily cleaned.
- Privacy door locks must be provided
- Natural or mechanical extract ventilation; the latter is desirable even if natural ventilation is present and is essential for shared facilities
- Artificial lighting must be provided
- Bathrooms must be provided with an adequate fixed space-heating appliance

3.4 VENTILATION

All habitable rooms, kitchens, bathrooms, and water closet compartments shall have a minimum floor to ceiling height of 2.3m. All habitable rooms shall be ventilated directly to the external air by a window which has an openable area not less than 1/20th of the floor area.

Existing attic rooms shall have a minimum height of 2.3m over an area of the floor equal to not less than half of the area of the room. Any floor area with a ceiling height of less than 1.53 metres shall be disregarded.

In addition to any natural ventilation, all shared kitchens must be provided with adequate mechanical extract ventilation with an extract rate of at least 60 litres per second venting directly to the external air providing at least three air changes per hour.

Bathrooms shall be ventilated directly to the external air, either by a window, the openable area of which shall be equivalent to at least 1/20th of the floor area of the room; or by suitably sited 100mm mechanical ventilation providing a minimum of one air change per hour operated from the lighting circuit of the room and fitted with a 20 minute overrun (it may alternatively be humidistat controlled).

Basement rooms used as habitable rooms should be provided with natural ventilation direct to the external air. In addition, there should normally be an unobstructed space immediately outside the window opening which extends the entire width of the window or more and has a depth of not less than 0.6m measured from the external wall or not less than 0.3m in the case of a bay window with side lights.

Suitable and sufficient permanent ventilation shall be provided and maintained in any room in which there is a gas heating appliance in accordance with the Gas Safety (Installation and Use) Regulations 1998 (as amended).

3.5 KITCHENS

A shared kitchen must be no more than one floor distant from the large majority of users and, in any event, not more than two floor distant from any user. Where in the case of any occupancy this is not practicable, that occupancy shall have its own kitchen facilities within the unit of accommodation.

Layout - Kitchen must be arranged to enable the occupiers to handle and prepare food safely. Any cooking appliance should be sited away from a

doorway or position where collisions are likely. There should also be fixed work surfaces to both sides of any cooker to enable hot food to be put down and handles guarded etc.

All kitchens must have floor coverings which are smooth, impervious, easily cleansable and laid to prevent trip hazards.

Lighting – Adequate ceiling mounted lighting must be provided to the kitchen ensuring all areas are suitably lit.

Food Preparation – Must be of heat resistant, impermeable and easily cleansable materials. Any joint abutting walls should be watertight with a suitable splashback should be provided above sinks.

Sink - A stainless steel, ceramic or other comparable easily cleansable sink and drainer in good condition with sink top (or surface into which it is inset) must be a minimum of 500mm x 900mm with a constant supply of hot and cold water. A tiled splashback of up to 150mm shall be provided with watertight seal abutting walls. The sink(s) shall be connected to the drainage system via a suitable trap.

Food Storage – Must be a minimum size of 0.1 cubic metres (equivalent to a standard single wall unit). Surfaces must be easily cleansable and securely fixed. Food storage beneath a sink is not acceptable. Adequate provision for the storage of kitchen utensils shall be provided in the kitchen, in addition to the space provided for food storage.

Appropriate refuse disposal facilities must be provided for the number of occupants.

3.6 BATHROOMS (INCLUDING SHOWER ROOMS)

The Room - Floor covering must be smooth, impervious and easily cleansable. Walls and ceilings must also be reasonably smooth so that they can be easily decorated and kept clean.

Obscure glazing must be provided to all bathroom windows and doors to any shared bathroom must be fitted with a privacy lock.

Ventilation – Bathroom must be well ventilated. Where there is no natural means of ventilation via an openable window, mechanical ventilation giving an extract rate of at least 15 litres per second must be provided.

Any extractor fan in a room containing a bath or shower must be provided with an overrun of at least 20 minutes (or at least one air change) or should be humidistat controlled to prevent condensation related mould growth.

One water closet shall be provided and maintained for every five persons or lesser number. Every such water closet shall be in a separate room within the building and where shared by two or more households, be entered from a common passageway or hallway and shall not be more than one floor distant from any individual letting. Each WC compartment must be provided with a suitable wash hand basin with constant hot and cold water.

External WCs shall be ignored. Fifty per cent of WCs shall be provided in separate compartments except that where a sole WC is provided and maintained for not more than four persons it may be within a bathroom.

3.7 MEANS OF ESCAPE AND OTHER FIRE PRECAUTIONS

Appropriate fire safety measures must be installed within all HMO's given the increased risk of fire associated with their use. The fire safety precautions outlined in the LACORS 'Housing – Fire Safety' document which provides guidance on fire safety provisions for certain types of existing housing should be referred to. This guidance contains examples of the most commonly found layouts for various types of HMO's.

If you require further information or guidance on anything mentioned within the Fire Safety then you should contact the Housing Conditions and Supply Team on 01827 709778

3.8 MANAGEMENT OF HOUSES IN MULTIPLE OCCUPATION REGULATIONS 2006

These regulations detail the management standards to be met and require the manager of the premises to carry out certain duties to maintain their property, taking account of the age, character, locality and prospective life of the house.

The duties of the manager are as follows:

- To display their contact details – the manager's name, address and contact telephone number must be clearly displayed in a prominent

position. On the wall in the entrance hall is usually the best place.
(Regulation 3)

- To maintain all means of escape from fire – all fire doors must be maintained in a good condition, free from damage and fully self-closing so that they will close fully into the rebates of the frame. The main routes of escape e.g. exit doors, landings, staircases and hallways must be kept free from obstruction. Escape routes must also be clearly indicated by fixing notices in appropriate places in all HMOs having five or more occupants. The fire detection and warning system and emergency lighting system must be tested regularly. For most small and medium sized HMOs a monthly test by the landlord should suffice in addition to a thorough annual test by a suitably competent person (such as a qualified electrician or specialist fire alarm engineer). For larger HMOs more regular testing may be required. Fire fighting equipment, where provided, must also be maintained in good working order. (Regulation 4).
- To take safety measures – all necessary measures to protect the occupiers from injury must be taken, having regard to the design, the structural condition and the number of occupiers in an HMO. In particular this relates to the prevention of accidents associated with access to any roof or balcony and any low window sill (Also Regulation 4).
- To maintain the water supply and drainage system – the water supply or drainage system must be maintained in a good, clean and working condition. They must not be unreasonably interrupted from use by any occupier and any water storage tank must be covered and kept clean. Any water fitting which is liable to damage by frost must be suitably protected (Regulation 5).

- To maintain gas and electrical supplies and to provide safety certificates – the gas installation and any appliances must be tested annually by a Gas Safe registered engineer who will issue a ‘Landlords gas safety certificate’. This must be supplied to the local authority within 7 days of any written request to do so. The electrical installation must be inspected and tested at least every five years by a qualified electrician who must issue a test certificate. Again, this must be supplied to the local authority within 7 days of a written request to do so. Neither the gas or electricity supplies must be unreasonably interrupted. (Regulation 6).
- To maintain all common parts and installations within the property – all common parts of the HMO eg. Entrance hallways, entrance doors, porches, steps, staircases, landings, shared bathrooms and kitchens plus all shared fittings and appliances must be maintained in a good state of repair and safe and working condition and kept clear from obstruction. Communal areas must also be kept clean and well decorated. In HMOs where the occupants are previously acquainted with each other and rent the house under the terms of a single tenancy agreement, for example a student shared house, it may be acceptable to expect the tenants to undertake the cleaning of the common areas on a group basis. The manager should visit from time to time, by prior appointment, to ensure that the common areas are being maintained to a satisfactory standard of cleanliness. In all other types of HMO, cleaning of communal areas will normally be the responsibility of the manager (Regulation 7).
- To maintain in good order and repair any outbuildings, yards, gardens or boundary fences – any outbuilding, yard, forecourt, boundary wall, fence or railing belonging to the HMO must be maintained in good and safe

repair so as not to constitute a danger to the occupiers. Any yard or garden belonging to the HMO must be kept in a safe and tidy condition (also Regulation 7).

- To maintain each unit of accommodation – each unit and any furnishings must be clean at the beginning of a person's occupation of it. The internal structure, any fixtures, fittings or appliances, any window or other means of ventilation must be maintained in good repair as long as the tenant has treated the accommodation properly in accordance with the conditions contained within his lease or tenancy agreement (Regulation 8).
- To ensure refuse is stored and disposed of adequately – a sufficient number of bins must be provided for the storage of refuse pending disposal. Arrangements must be in place to ensure that all refuse is removed and disposed of on a regular basis, generally this will be undertaken by the Local Authority. It would be expected that one standard refuse bin be provided per three occupiers and that appropriate instructions are provided to each tenant at the beginning of the tenancy as to the refuse collection arrangements. For larger hostel type premises (10 or more occupiers), a Trade Refuse Contract with the local authority would be expected. This may also be necessary for smaller premises, particularly where meals are provided (Regulation 9).

The regulations (Regulation 10) also place a duty on all occupiers of an HMO to:

- Conduct themselves in a way that will not hinder or frustrate the manager in the performance of his duties.

- Allow the manager at all reasonable times to enter any living accommodation to enable him to carry out any duty. Except in the case of emergencies, at least 24 hours notice either in writing or by phone of any intended visit should be given to the occupiers.
- Provide the manager with any information requested to enable him to carry out his duties.
- Take reasonable care to avoid causing damage to the property and its contents.
- Store and dispose of refuse in accordance with the arrangements made by the manager.
- Comply with the reasonable instructions of the manager in respect of any means of escape from fire, the prevention of fire and the use of fire equipment.

Under regulation 11, the manager is not expected to carry out any works or actions with respect to the supply of water, gas or electricity or to the drainage of the house where responsibility for a particular fault or problem lies with either the local authority or the supply company. The manager is however expected to bring any such faults or problems to the attention of the appropriate person, authority or company as necessary as soon as he becomes aware of the matter (for example a blocked sewer or power failure).

It is an offence not to comply with these regulations. A person who is convicted of such an offence may be fined up to level 5 on the standard scale (currently £5000). This applies to both the manager of a property and to the occupiers as appropriate.

THURSDAY, 26 NOVEMBER 2015

REPORT OF THE PORTFOLIO HOLDER FOR ECONOMY AND EDUCATION

TINKERS GREEN AND KERRIA REGENERATION

EXEMPT INFORMATION

n/a

PURPOSE

To agree procurement of a developer for the regeneration of the Tinkers Green Estate and Kerria Centre

RECOMMENDATIONS

- That Cabinet agree to the commencement of a procurement exercise for a developer for the regeneration of the Tinkers Green Estate and the Kerria Centre
- That Cabinet agree the requirements of developers shown at Annex One of this report including that 100% of the homes to be replaced will be Council owned properties for rent
- That the Director of Housing and Health in consultation with the Portfolio Holder for Economy and Education be authorised to agree the final specification prior to the commencement of the procurement
- That the Director for Housing and Health in consultation with the Portfolio Holder for Economy and Education and Solicitor to the Council be authorised to appoint a developer by May 2016

EXECUTIVE SUMMARY

Cabinet have received a number of reports regarding the delivery of ambitious regeneration plans for the Tinkers Green Estate and Kerria Centre the most recent of which was received on the 9th July 2015.

The Council is now in a position to procure a developer via a competitive process and it is intended that this process will commence during January 2016. It is anticipated that the process will allow for confirmation of the appointment of a developer by May 2016.

In preparation for the procurement a draft document identifying requirements of developers is has been prepared attached as **Annex One**. This provides the outline specification against which developers will be required to bid. It is proposed that the final specification is agreed by the Director of Housing and Health in consultation with the Portfolio Holder for Economy and Education.

In preparing the above the Council has undertaken consultation regarding the proposals. This has included input from local residents, the Tenant consultative group and a cross party working group including ward members. This adds to previous consultation undertaken earlier in the year and ongoing opportunities for comments to be registered via the Council's web site and free phone telephone number. A report detailing this consultation is attached at **Annex Two**.

The specification reflects the outline planning permission with the exception that the specification states that 100% of the homes to be replaced will be Council owned properties for rent. The issues relating to tenure mix are explored further in the Background section below.

In addition developers will be requested to submit separate costing for completion and submission of Detailed Planning permission. This will enable the Council to assess the most appropriate and economically advantageous method of completing this work.

The proposed procurement method is via the Homes and Communities Agency (HCA) DPP2 route. HCA panels have been successfully used by the Council in the past and more detail on this can be found under Background below.

An updated project risk assessment is attached at **Annex Three**. A project timeline is shown at **Annex Four**.

OPTIONS CONSIDERED

| Option | Risks | Benefits |
|--|--|--|
| Do nothing | If a developer is not procured then the planned regeneration will not progress | None material |
| Procure a developer via the Homes and Communities Agency panel | Non material | HCA have already undertaken an OJEU process A quicker process Developers have the right skills and experience as evidenced by inclusion on the panel |
| Procurement via a full OJEU process | Process will be more complex and will take longer Contractors will not have proven skills and relevant experience Greater risk of challenge to the process | May provide a wider range of contractors |

RESOURCE IMPLICATIONS

The Council has made budgetary provision of c.£20m for the development of which budgets of c.£18.5m remain within its housing capital programme 2015/16 – 2019/20. Until a developer has been procured the final cost of the scheme can not be confirmed. However the Council has taken advice through out the project to ensure that budgetary estimates are robust.

LEGAL/RISK IMPLICATIONS BACKGROUND

A risks assessment is attached at **Annex Three**.

SUSTAINABILITY IMPLICATIONS

Housing regeneration is a key tool in the achievement of a range of corporate objectives and there is a wealth of evidence to support the benefits of regeneration. Tamworth continues to have an undersupply of affordable rented housing and the supply is diminishing. This scheme increases the numbers of properties on both sites, will provide local amenities and provide new and sustainable housing for those who need it.

BACKGROUND INFORMATION

Tenure Mix

As identified above the specification requires that all properties will be affordable homes for rent within Council ownership. The outline planning permission obtained by the Council identified that at a minimum 80% of the dwellings would be affordable rent. This is in excess of the requirements of local planning policy and there is no planning restriction which would prevent the development being 100% affordable rent.

In considering the tenure mix a number of factors have been considered.

Mixed Communities

There is evidence to suggest that communities where there is a mix of tenure will be more sustainable. Key to this is the case that occupants of affordable homes will be more likely to be on lower incomes or have other vulnerabilities. Therefore too great a concentration of affordable housing can lead to a concentration of social problems or economic vulnerability.

However it is important to note that the concentrations of affordable housing in these cases will be relatively small and that the two regenerated areas will form part of a wider area which already includes a good mix of tenure and high levels of owner occupied housing.

It is also considered that the high quality design, provision of well thought out layouts with provision of defensible space and effective management will mitigate historical issues associated with concentrations of affordable housing.

In addition the Council will have the opportunity to consider the implementation of a local letting policy as the scheme nears completion to seek to avoid a concentration of tenants with high needs.

Financial Impact

Financial modelling has been carried out to show the impact on the Council's Housing

Revenue Account of providing 20% Market sale compared to providing 100% social rented housing.

Modelling has been carried out with future rent increases of 3% (model 1), 2.5% (model 2) and 2% (model 3) following a reduction of 1% per year from 2016/17 to 2019/20 in line with the guidance set out in the Governments Summer Budget 2015.

Capital costs have been reduced under the 20% market housing model to reflect the sale of dwellings at an average receipt of £117k per property.

The financial modelling is detailed in figures 1 to 3 below:

Figure 1: 100% Social rented housing

| 100% Council Housing | | | |
|--|--------------------|-------------|-------------|
| | Tinkers Green £ | Kerria £ | Total £ |
| Model 1 | | | |
| Revenue Costs / Rent income (+3% p.a.) | -16,590,674 | -6,912,452 | -23,503,127 |
| Capital Costs | 13,278,196 | 6,875,916 | 20,154,113 |
| Net | -3,312,478 | -36,536 | -3,349,014 |
| Model 2 | | | |
| Revenue Costs / Rent income (+2.5% p.a.) | -15,522,087 | -6,458,958 | -21,981,044 |
| Capital Costs | 13,175,794 | 6,796,720 | 19,972,514 |
| Net | -2,346,293 | 337,762 | -2,008,531 |
| Model 3 | | | |
| Revenue Costs / Rent income (+2% p.a.) | -14,536,785 | -6,040,926 | -20,577,711 |
| Capital Costs | 13,073,974 | 6,718,200 | 19,792,174 |
| Net | -1,462,811 | 677,273 | -785,538 |

Figure 2: 80% Social rented and 20% market sale

| 20% Market Housing | | | |
|--|--------------------|-------------|-------------|
| | Tinkers Green £ | Kerria £ | Total £ |
| Model 1 | | | |
| Revenue Costs / Rent income (+3% p.a.) | -13,214,676 | -5,510,514 | -18,725,189 |
| Capital Costs | 10,508,679 | 5,696,307 | 16,204,986 |
| Net | -2,705,997 | 185,793 | -2,520,204 |
| Model 2 | | | |
| Revenue Costs / Rent income (+2.5% p.a.) | -12,358,659 | -5,147,575 | -17,506,234 |
| Capital Costs | 10,446,413 | 5,634,206 | 16,080,620 |
| Net | -1,912,246 | 486,632 | -1,425,614 |
| Model 3 | | | |
| Revenue Costs / Rent income (+2% p.a.) | -11,569,289 | -4,813,011 | -16,382,301 |
| Capital Costs | 10,384,342 | 5,572,615 | 15,956,957 |
| Net | -1,184,948 | 759,604 | -425,344 |

Figure 3: Variance

| Variance | | | |
|-----------------|--------------------|-------------|------------|
| | Tinkers Green £ | Kerria £ | Total £ |
| | | | |

| | | | |
|--|------------|------------|------------|
| Model 1 | | | |
| Revenue Costs / Rent income (+3% p.a.) | 3,375,999 | 1,401,939 | 4,777,937 |
| Capital Costs | -2,769,518 | -1,179,609 | -3,949,127 |
| Net | 606,481 | 222,329 | 828,810 |
| Model 2 | | | |
| Revenue Costs / Rent income (+2.5% p.a.) | 3,163,428 | 1,311,383 | 4,474,811 |
| Capital Costs | -2,729,380 | -1,162,514 | -3,891,894 |
| Net | 434,047 | 148,869 | 582,917 |
| Model 3 | | | |
| Revenue Costs / Rent income (+2% p.a.) | 2,967,496 | 1,227,915 | 4,195,411 |
| Capital Costs | -2,689,633 | -1,145,584 | -3,835,217 |
| Net | 277,863 | 82,331 | 360,194 |

Model 1 Summary

There would be an unfavourable impact on the HRA of £828k should 20% of the dwellings be sold on the open market. Payback is achieved for both schemes within 30 years with a net surplus of £3.3m for 100% retained council housing or £2.5m where 20% of the dwellings be sold on the open market

Model 2 Summary

There would be an unfavourable impact on the HRA of £583k should 20% of the dwellings be sold on the open market. Payback would be achieved for Tinkers Green only within 30 years with a net surplus of £2.0m for 100% retained council housing or £1.4m where 20% of the dwellings be sold on the open market.

Model 3 Summary

There would be an unfavourable impact on the HRA of £360k should 20% of the dwellings be sold on the open market. Payback would be achieved for Tinkers Green only within 30 years with a net surplus of £0.8m for 100% retained council housing or £0.4m where 20% of the dwellings be sold on the open market

There is therefore an overall cost to the Council in including properties for market sale rather than a financial benefit.

Developer Views

Although there is some limited risk that developers may prefer a scheme with an element of owner occupation this is considered to be a low risk. During soft market testing the Council received positive responses from developers who expressed an interest in the developments regardless of tenure.

Housing Need

There is an overall need for housing within the borough and this includes owner occupied dwellings. However the need for affordable rented homes remains a key priority. The proposed regeneration represents an opportunity for the supply of affordable homes to be increased. The Right to Buy is leading to a sustained reduction in the number of Social rented properties within borough. Extension of this scheme to Registered Providers will accelerate this loss. With proposed changes to planning regulation in the future and the opportunity for developers to create low cost home ownership options rather than affordable rent the level of new rented homes will fall.

Procurement Methodology

The Homes and Communities Agency DPP2 route is a framework panel of prequalified housing developers established to facilitate the speedy development of homes on land in public ownership.

DPP2 has been procured through a fully compliant two stage OJEU process and as such, can be used to procure quickly via mini competition, as opposed to a full OJEU tender. It is divided into four geographical lots with the Midlands lot comprising of 25 prequalified housing developers.

A three stage process follows for developer selection:

- **Stage 1** – Expression of Interest (a simple yes/no is required to determine interest in the project);
- **Stage 2** – Sifting brief (only required if 6 or more parties express interest); and
- **Stage 3** – Tender

The whole process is managed via an e-tendering system which both the Council and the Council's appointed development consultants GVA have experience of using.

The alternative option would be for the Council to prepare a full OJEU procurement. OJEU would give the Council the opportunity to receive tenders from a worldwide reach of firms but it is a lengthy and involved process and is often used for larger projects where international experience, knowledge and skills are required.

The DPP2 process has already used the OJEU mechanism to identify its shortlist and to do this again would be duplication and not cost effective for the Council. It is also felt that the Tinkers Green and Kerria development sites would not interest an international market given their relatively small size and therefore the majority of responses would likely come from the house builders already represented on the DPP2.

For the reasons identified above it is proposed that the Council procure a developer via DPP2.

Detailed Planning

Outline planning permission has been secured for both sites based on their illustrative master plans. As an application for detailed or 'Reserved Matters' planning permission will be required in order to commence development.

The preparation of submission for detailed planning permission will be a key task to be undertaken prior to commencement of works. The specification requires developer to price separately for completion of this work. This will enable the Council to consider the most economically advantageous method to commission and complete these activities.

Developers will be invited to submit views on the master plans and propose minor changes where appropriate. However the master plans have resulted from considerable community and technical input and developers will not be invited to rethink the overall master plan as part of their submission.

In addition developers will be asked to submit proposals against achievement of a range of 'social value' ambitions. These will be priced separately.

REPORT AUTHOR

Robert Barnes. Director Housing and Health

LIST OF BACKGROUND PAPERS

APPENDICES

Appendix One: Draft Specification

Appendix Two: Consultation report

Appendix Three: Project Risks Assessment

Appendix Four: Project timeline

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HCA Delivery Partner Panel 2

Developer Requirements

KERRIA AND TINKERS GREEN ESTATES, TAMWORTH

This Brief has been developed by Tamworth Borough Council ("the Council") as part of the tender process for the selection of a Delivery Partner for the sites known as Kerria and Tinkers Green in Tamworth.

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Executive Summary

The Sites

Tinkers Green and Kerria are two rundown housing estates of late 1960s construction in Tamworth which have been identified for regeneration by the Council. This will take the form of a comprehensive redevelopment of each site, replacing unpopular flatted and maisonette accommodation with a mix of high quality homes for social rent. This will include an emphasis on providing homes that are suitable for families; these will be of traditional design, principally offering two and three bedrooms, and private rear gardens. The Council will retain ownership of all properties upon completion of the redevelopment on both sites.

Planning Status

Following an extensive programme of technical investigation and consultation, outline planning permission was obtained for Kerria and Tinkers Green in 2015. The outline planning permission for Tinkers Green approves the delivery of 108 dwelling units. The outline planning permission for Kerria approves the delivery of 44 dwellings and a Class A1 convenience retail store (381 sq m gross external area). A Delivery Partner is sought to provide a high quality redevelopment of both sites.

For reference purposes only, applications for Reserved Matters pursuant to the outline planning permissions must be made by 9th June 2018 and 7th July 2018 for Tinkers Green and Kerria respectively. Development must be commenced on each site within two years of the date upon which the relevant Reserved Matters permission is granted. However, the Council's programme requires all relevant permissions and agreements to be in place to enable construction to commence at Tinkers Green and Kerria in 2017 and 2018 respectively. Completion of all works is required by 2019.

1.0 Project Overview

- 1.1 The Council is seeking to comprehensively redevelop two rundown estates within its administrative boundary; these are Tinkers Green, located in Wilnecote, and Kerria, located in Amington. The sites areas for Tinkers Green and Kerria are 2.31 ha and 1.06 ha respectively.
- 1.2 In November 2013, the Council embarked upon a thorough planning process which involved extensive consultation with local residents, community representatives, and other key stakeholders being undertaken during 2014 and early 2015. This helped to shape the principles and objectives for each site's redevelopment through the preparation of various masterplan options.
- 1.3 Alongside the above, both sites were comprehensively assessed to identify any environmental constraints, as well as existing services and connections. A full suite of environmental and technical reports was prepared, including those pertaining to

ecology, highways, drainage and ground investigation. These can be found in Appendices 4 – 11 of the ITT and remain up-to-date for planning purposes.

- 1.4 The consultation, planning and technical work primarily undertaken during 2014 culminated in the submission of an outline planning application for the redevelopment of each site in 2015. Outline planning permission was granted on 9th June 2015 and 7th July 2015 for Tinkers Green and Kerria respectively. Tenderers should have regard to the planning conditions set out within each decision notice.
- 1.5 The ITT pack contains further details of the financial requirements and Development Agreement structure. The Council and its appointed advisors, Bilfinger GVA, will ensure that tenderers have sufficient financial capacity to undertake this project. For clarity, the redevelopment of both sites is to be undertaken simultaneously and be completed by December 2018.

2.0 Project aims and objectives

- 2.1 The objective of the Council is to bring forward a comprehensive redevelopment of two rundown housing estates within Tamworth. The overriding objective is to provide high quality and well-designed homes for social rent in order to help meet identified housing needs in the Borough. The Council wish to retain ownership of all new properties to be developed on each site and ensure that the project delivery achieves best value within the parameters set out herein.

3.0 The Sites

Kerria

- 3.1 The Kerria site is located in the district of Amington, which lies approximately 2.4 miles east of Tamworth town centre and 1.8 miles north of A5. It is bounded by Kerria Road to the north and east, and Robinia to the south. The site's western boundary adjoins an extensive tract of open space which includes a footpath and cycleway. The site lies within an established residential area. The location of the site is illustrated below:



- 3.2 Comprising a split-level area of 1.06 ha, the site is presently occupied by 36 residential dwelling units, consisting of two-bedroom flats and maisonettes in three-storey buildings. There is also a former community centre (now vacant) and 5 retail units. Whilst the majority of the properties are owned by the Council, a small number of leasehold interests are to be acquired by the Council using its CPO powers. All buildings are to be demolished by the Council and the site cleared prior to its development.
- 3.3 Part of the site, fronting Kerria Road and Robinia, was formerly occupied by the Gardeners Arms public house and has been cleared. The Council is to acquire the freehold interest in this land, in order for it to form part of the redevelopment. It is proposed that this part of the site will accommodate a new convenience retail store in accordance with the outline planning permission.

General Constraints and Considerations

- 3.4 Whilst there are no environmental or technical constraints which preclude the site's development, the following considerations should be noted:
- No buildings on the site are to be retained;

- There are differences in levels across the site, with the gradient rising towards the site frontage with Robinia and Kerria Road;
- Ecological mitigation (to deal with bats in particular) and tree protection will need to be retained throughout the construction process;
- Measures will need to be in place to control the disposal of surface water drainage within the new development in accordance with the requirements of the outline planning permission (Condition 9); and
- A preliminary risk assessment, site investigation scheme and a remediation strategy and verification plan will be required in accordance with the outline planning permission (Condition 11) in the interests of protecting against ground and water contamination.

Highways and Access

- 3.5 A Transport Technical Note was prepared by Phil Jones Associates in February 2015, in accordance with the advice of Staffordshire County Council. In conjunction with the Illustrative Masterplan, the technical note demonstrates that the site can accommodate 81 parking spaces; that it can be fully accessed by delivery and refuse vehicles; and that a sustainable movement strategy can be adopted in respect of providing suitable access routes for pedestrians and cyclists.
- 3.6 Vehicular access into the site is from Kerria Road to the north and Robinia to the south. The outline planning permission approves an additional vehicular access into the site midway along Kerria Road. There are currently three pedestrian access routes into the site via Kerria Road and these are to be retained in the new development. The approved access arrangement can be viewed on the Illustrative Masterplan.
- 3.7 The approved access arrangement at the site will require the relocation of an existing pedestrian crossing facility on Kerria Road. This is set out under Condition 15 of the outline planning permission and will be subject to the entering into of a Section 278 Agreement.

Services

- 3.8 The site is well served by existing utility services. A Utilities Report was prepared in February 2015 and establishes the connections for electricity, gas, water, and foul and surface water sewers. Whilst it is not anticipated that a major diversion of services will be required, any required diversions will need to be addressed in finalising the site layout for Reserved Matters.

Ecology

- 3.9 An Ecological Appraisal of the site was undertaken in 2014. This was informed by a Phase 1 Habitat Survey and a Bat Survey which was undertaken in August 2014. The

appraisal confirms that there are no statutory or non-statutory sites within a 2km radius which would be impacted upon by the site's redevelopment.

- 3.10 The bat survey report recorded bat activity at two buildings on the site and the Council will obtain a European Protected Species Licence from Natural England prior to undertaking demolition of these buildings. The report sets out a mitigation strategy which is also enforced by Condition 6 of the outline planning permission.
- 3.11 The measures to be agreed with the Council in order to protect bats will be implemented prior to demolition works commencing on the site, and are to be retained in perpetuity as part of its redevelopment. The new development will be required to incorporate a comprehensive scheme of soft landscaping (as required by Condition 20 of the outline planning permission), to aid the site's ecological enhancement.

Trees

- 3.12 A Tree Survey and Arboricultural Impact Assessment were undertaken by Wardell Armstrong in February 2015 and supported the outline planning application. The report identified the removal of a number of trees based on the layout of the Illustrative Masterplan. Whilst there are a number of trees adjacent to the site which are subject to a Tree Protection Order (TPO), none have been confirmed within the site.

Flood Risk and Drainage

- 3.13 A Flood Risk Assessment (FRA) was undertaken by Wardell Armstrong in February 2015 which supported the planning application. This confirms that:
- The site is located in Flood Zone 1 (lowest flood risk);
 - There is capacity within the existing sewerage system to serve the proposed development (as confirmed by Severn Trent Water);
 - New sewerage systems within the development are to be designed for a 1 in a 30-year return period storm event;
 - Surface water drainage from the development will be limited to 71 litres/second for all storm events up to and including the 1 in 100-year, plus climate change, and attenuated on site; and
 - Flood attenuation is to be distributed throughout the site in Sustainable Urban Drainage (SUDs) features (Condition 9 of the outline planning permission requires 132 cubic metres of attenuation flood storage to be provided within the site).
- 3.14 A Drainage Survey Report for the site was also produced during April 2015. This confirms the following:
- The location and size of public and private surface and foul water sewers within the site;
 - Runoff from impermeable areas enters sewers across the site, discharging to the public sewer network to the north east of the site;

- Four sewers which serve properties off-site and infrastructure upstream, enter the site and discharge flows into public sewer networks within the site;
- All off-site connections into the site should be retained and/or diverted to ensure that off-site flows are accommodated on site;
- The surface and foul water discharge points from the site are located in the north-eastern corner of the site and should be retained; and
- Three sections of public water sewers and a number of sections of private drains have been found to be damaged or contain obstructions that may need to be addressed.

Ground Investigations

- 3.15 A Geo-Environmental Desk Study was undertaken by Wardell Armstrong in 2014. The study was informed by a Landmark Envirocheck Report and Coal Authority Mining Reports (the latter being relevant due to the site's location within a Coal Authority Mining Reporting Area).
- 3.16 The study confirms that the site is not within the defined boundary of any opencast coal mines or mine entries, and no claims of damage caused by coal mining subsidence have been received by the Coal Authority within 50 metres of the site since 1994. It is confirmed that the site is not at risk from past, present or future coal or ironstone mine workings.
- 3.17 The study confirms that the site's contamination risk is low; any constraints arising from the proposed development will need to be accurately assessed through intrusive site investigation works and appropriate remediation provided in accordance with the outline planning permission.

Tinkers Green

- 3.18 The Tinkers Green site is located within the Wilnecote area of Tamworth, approximately 3.5 miles south-east of the town centre and 1 mile south of the A5. The site is formed of two inter-connecting parcels; the northern parcel is adjoined by properties at Bakers and Callis Walks, with Tinkers Green Road to the north, and the southern parcel is bounded by Tinkers Green Road to the east. Adjoining the site's western boundary are the grounds of Wilnecote High School. The wider surrounding area is established residential. A location plan of the site is provided below:



3.19 Comprising an area of 2.31 ha, the site is presently occupied by 86 residential dwelling units, consisting of two and three-bedroom flats and maisonettes in three-storey buildings. The site includes a small parade of local shops, only one of which remains occupied as a local convenience store. Whilst the majority of the properties are owned by the Council, a small number of leasehold interests are to be acquired by the Council using its CPO powers. All buildings are to be demolished by the Council and the site cleared prior to its development.

General Constraints and Considerations

3.20 Whilst there are no environmental or technical constraints to the site's development, the considerations overleaf should be noted:

- No buildings are to be retained on the site.

- The existing children's play area (located to the south of Linthouse Walk) is to be upgraded with new and improved play equipment.
- Retail and/or any other commercial facilities will not be provided within the new development;
- The site's topography is relatively level and consistent in form.
- Ecological mitigation and tree protection will need to be implemented and retained throughout the construction process.
- Measures will need to be put in place to control the disposal of surface water drainage within the development in accordance with the outline planning permission (Condition 7).
- A preliminary risk assessment, site investigation scheme and a remediation strategy and verification plan will be required in accordance with the outline planning permission (Condition 8) in the interests of protecting against ground and water contamination.

Highways and Access

- 3.21 A Transport Statement was produced in February 2015 by Phil Jones Associates, in accordance with the advice of Staffordshire County Council. In conjunction with the Illustrative Masterplan, the Transport Statement demonstrates that the site could accommodate 170 car parking spaces, in line with the Council's Parking Standards. The Transport Statement also demonstrates that, based upon the Illustrative Masterplan, the site would be fully accessible by delivery and refuse vehicles, and would allow full access for pedestrians and cyclists.
- 3.22 Vehicular access into the site is from Tinkers Green Road via Hastings Close to the north and Saxon Close to the south. The access arrangement, as approved by the outline planning permission, can be viewed on the Illustrative Masterplan.

Services

- 3.23 The site is well served by existing utility services. A Utilities Report was prepared in February 2015 and establishes the connections for electricity, gas, water, and foul and surface water sewers. Whilst it is not anticipated that a major diversion of services will be required, any required diversions will need to be addressed in finalising the site layout for Reserved Matters.

Ecology

- 3.24 An Ecological Appraisal of the site was undertaken in 2014. This was informed by a Phase 1 Habitat Survey and a Bat Survey which was undertaken in August 2014. The appraisal confirms that there are no statutory or non-statutory sites within a 2km radius which would be impacted upon by the redevelopment of the site.

- 3.25 Whilst low level bat activity was recorded within the site when the bat surveys were undertaken, there was no evidence of roosting bats within any of the buildings. Notwithstanding this, measures to mitigate potential habitat loss for bats and other wildlife, as identified by the appraisal and required by Condition 6 of the outline planning permission, will be implemented prior to the Council undertaken demolition and are to be retained in perpetuity as part of the site's redevelopment.

Trees

- 3.26 A Tree Survey and Arboricultural Impact Assessment were undertaken by Wardell Armstrong in February 2015 and supported the outline planning permission. The report identifies the need to remove a number of trees based on the layout shown by the Illustrative Masterplan. The site is not subject to any TPOs, although the Council wishes to maximise the retention of trees within the site where possible. Measures to protect trees are to be agreed with the Council and implemented prior to construction commencing.

Flood Risk and Drainage

- 3.27 An FRA was undertaken by Wardell Armstrong in February 2015 which supported the planning application. This confirms that:

- The site is located in Flood Zone 1 (lowest flood risk);
- The elevation of the site and its underlying geology means that the risk of groundwater flooding is low;
- There is a low risk of surface water flooding;
- Severn Trent Water has confirmed that there is capacity within the existing sewerage system to serve the development;
- New sewerage systems to serve the proposed development should be designed for a 1 in 30-year return period storm event;
- There would be a negligible decrease in the permeable area of the site, with no increase in the overall rate and volume of surface water runoff with the development;
- Surface water drainage will be restricted to the existing 1 in 2 year peak flow rate less 20% for betterment, equating to a discharge rate of 94 litres/second (as required by Condition 7 of the outline planning permission; and
- Attenuation will be distributed throughout the site through SUDs features (Condition 7 of the outline planning permission requires 370 cubic metres of attenuation flood storage to be provided on the site).

- 3.28 A Drainage Survey Report for the site was produced during April 2015. This confirms the following:

- The size and location of the public and private surface and foul water sewers within the site;
- Runoff from impermeable areas enters sewers across the site area, discharging to the public sewer network to the east of the site;
- Eleven sewers serving off-site properties and infrastructure upstream of the site, enter the site and discharge flows into the public sewer networks within the site;

- All off-site connections into the site should be retained and/or diverted to ensure that off-site flows can be accommodated on site;
- The surface and foul water discharge points from the site are located in the eastern side of the site and should be retained; and
- Seven sections of public water sewers and a number of sections of private drains were found to be damaged or contained obstructions when surveyed; these should be addressed

Ground Investigations

- 3.29 A Geo-Environmental Desk Study was undertaken by Wardell Armstrong in 2014. The study is informed by a Landmark Envirocheck Report and Coal Authority Mining Reports (the site lies within a Coal Authority Mining Reporting Area).
- 3.30 Whilst the site has been identified as lying within a zone of likely influence for coal workings which ceased in 1940, it is not within a zone of influence for any present coal workings or within an area for which a licence has been granted to remove coal using underground methods. It is also confirmed that the site is not within the defined boundary of any opencast coal mining or mine entries, and no claims of damage caused by coal mining subsidence have been received by the Coal Authority within 50 metres of the site since 1994. It is confirmed that the site is not at risk from past, present or future coal or ironstone mine workings.
- 3.31 The study confirms that the contamination risk within the site is low. Notwithstanding this, the outline planning permission (see Condition 11) requires that any constraints arising from the proposed development will need to be accurately assessed through intrusive site investigation works and appropriate remediation provided.

4.0 Planning Overview

- 4.1 Outline planning permission for 44 residential (Class C3) dwelling units and a convenience retail store (Class A1) at Kerria was granted on 7th July 2015 (Ref. 0111/2015). Outline planning permission for 108 residential (Class C3) dwelling units at Tinkers Green was granted on 9th June 2015 (Ref. 0110/2015).
- 4.2 Whilst means of access have been approved for both sites within the respective outline planning permissions, all other matters (appearance, landscaping, layout and scale) are reserved for subsequent approval. Reserved Matters planning permission is to be sought by the appointed Delivery Partner.
- 4.3 Tenderers should refer to www.tamworth.gov.uk for further planning information and associated documents in respect of the outline planning permissions granted.

5.0 Liaison with the Local Planning Authority (LPA)

- 5.1 Should Tenderers wish to discuss the sites with the Planning, Highways or other local government officers, they should contact the Council on 01827 709709 or via its

website at <http://www.tamworth.gov.uk>. Mr David O'Connor is the Planning Officer presently assigned to the sites.

6.0 Affordable Housing

6.1 The Council's aspiration is for the residential development on both sites to be comprised of **100% affordable housing**. This is expected to be social rented housing with full ownership retained by the Council upon completion. The appointed Delivery Partner will be required to submit details of the location, mix, type and internal floor areas of the development for each site and agree these details with the Council.

7.0 Delivery Requirements

7.1 Tenderers must have the capacity and resources to undertake the development of both sites in order to ensure their completion and handover to the Council within the indicative programme.

7.2 The appointed Delivery Partner will be expected to deliver a scheme for both sites that is in line with the respective outline planning permissions. This would entail the following:

- Delivering the maximum number of dwellings for both sites as approved by the respective outline planning permissions;
- Delivering the mixed-use retail and residential element on the Kerria site (the retail floorspace should be delivered ready for fit-out by a prospective convenience store operator);
- Delivering a high standard of design for new residential dwellings, of a traditional style but which incorporates energy efficiency measures to maximise sustainability and minimise running costs for future occupants;
- Delivering all associated infrastructure (e.g. highways, utilities and any other provisions that may be required through the planning process);
- Delivering high quality public realm treatments, to include a comprehensive scheme of hard and soft landscaping through both sites; and
- The entering into of a Section 278 Agreement with Staffordshire County Council in respect of all necessary highways works pursuant to those approved for each site and any modifications which may be subject to Reserved Matters approval.

7.3 The Council requires the proposed development of both sites to comply with the parameters and conditions set by the respective outline planning permissions.

8.0 Role of the Delivery Partner

8.1 The appointed Delivery Partner will be expected to meet the following requirements:

- Working with Tamworth Borough Council and their appointed consultants to refine the Illustrative Masterplan for each site and design an appropriate scheme in order to secure Reserved Matters planning permission;

- Either secure or work with the Council and its consultants to obtain the necessary Reserved Matters permissions and agreements to ensure the delivery of development on both sites in line with the programme (both approaches to be costed);
- Undertake a thorough programme of consultation with local residents, community representatives and other key stakeholders, the outcomes of which should inform the design process and the applications for Reserved Matters;
- Bring forward development on each site under the amended DPP2 Development Agreement; and
- Procure any third parties where necessary (e.g. consultants to provide planning, design and technical expertise).

8.2 The selected Delivery Partner will act as lead developer for the site and will be responsible for all delivery aspects, to include the following:

- Masterplanning and design;
- Engaging with the local residents, community representatives and statutory bodies;
- Securing Reserved Matters planning permissions (if this option is selected by the Council) and any other relevant permission(s);
- Discharging all relevant planning conditions;
- Completing Section 278 Agreements with Staffordshire County Council in respect of undertaking all relevant highway works;
- Enabling works;
- Construction and implementation of landscaping and ecological mitigation measures;
- Implementing all other works as required and consistent with the requirements of the respective planning permissions; and
- Completing both developments within the specified timescales for handover to the Council.

8.3 The selected Delivery Partner will be required to commission the services of its project team to include any consultants needed to undertake its obligations.

9.0 Design Requirements

9.1 Notwithstanding the design requirements to be met in respect of securing the relevant Reserved Matters and Building Control approvals, the Council invites thoughts from tenderers as to how they would be innovative in their approach with particular regard to issues of social value, building specification, design, costs, sustainability, sourcing of materials, elevations, layouts, access, refuse stores and servicing.

9.2 Tenderers are requested to set out how they will tackle youth unemployment through the development process whether through their employment processes or by creating learning opportunities for example. Tenderers are required to cost this separately

- 9.3 Tenderers are requested to advise how they will approach the Lifetime Homes Standard within the development.
- 9.4 Tenderers are requested to set out how energy efficiency and other sustainable design measures will be incorporated within the development for each site. This does not infer that optimum standards must be achieved; rather a balanced approach should be taken which aims to deliver an appropriate level of energy efficiency / sustainability whilst ensuring that the developments remain cost effective. Minimum standards accepted are detailed within the Planning Statement.

10.0 Principles of the Project Contract

10.1 The selected Delivery Partner will be required to enter into a conditional Development Agreement with the Council, in accordance with the DPP2 Template. This will comprise of the following requirements:

- Agreed masterplan for each site, to be informed by a thorough consultation process;
- Secure Reserved Matters planning permissions for the delivery of development on the respective sites, working with Tamworth Borough Council, the local community and other statutory consultees;
- Secure the discharge of all relevant planning conditions as required by the respective outline and reserved matters planning permissions;
- Secure Section 278 Agreements with Staffordshire County Council in respect of undertaking all relevant highway works, in addition to any other agreements with statutory bodies as required;
- Procure any relevant third parties to enable delivery of the developments; and
- Development completion on both sites by March 2019.

10.2 The selected Delivery Partner will be expected to enter into the project contract with minimal variation.

10.3 The selected Delivery Partner will need to satisfy the Council that the proposed development scheme for each site is fully compliant with relevant planning policies and supplementary planning guidance.

10.4 The selected Delivery Partner must demonstrate that they have the availability, capacity and willingness to undertake the development of each site in accordance with the Council's requirements.

11.0 Technical Reports & Supporting Planning Documents

11.1 All technical reports and supporting planning documents pursuant to each site are listed below:

| Kerria | Date |
|--|-------------|
| Planning Application Form & Certificates | March 2015 |
| Decision Notice | July 2015 |
| Site Location Plan | March 2015 |

| | |
|--|---------------|
| Existing Site Plan | March 2015 |
| Illustrative Masterplan (approved version) | May 2015 |
| Planning Statement | February 2015 |
| Design and Access Statement | February 2015 |
| Statement of Consultation | February 2015 |
| Ecological Appraisal | February 2015 |
| Bat Survey Report | February 2015 |
| Transport Technical Note | February 2015 |
| Flood Risk Assessment | February 2015 |
| Drainage Survey Report | April 2015 |
| Phase 1 Geo-Environmental Desk Study | July 2014 |
| Tree Survey Report | February 2015 |
| Utilities Assessment | February 2015 |

| Tinkers Green | Date |
|--|---------------|
| Planning Application Form & Certificates | March 2015 |
| Decision Notice | June 2015 |
| Site Location Plan | March 2015 |
| Existing Site Plan | March 2015 |
| Illustrative Masterplan | March 2015 |
| Planning Statement | February 2015 |
| Design and Access Statement | February 2015 |
| Statement of Consultation | February 2015 |
| Ecological Appraisal | February 2015 |
| Bat Survey Report | February 2015 |
| Transport Technical Note | February 2015 |
| Flood Risk Assessment | February 2015 |
| Drainage Survey Report | April 2015 |
| Phase 1 Geo-Environmental Desk Study | July 2014 |
| Tree Survey Report | February 2015 |
| Utilities Assessment | February 2015 |

11.2 Responses to questions / clarifications may be provided to tenderers on a confidential basis if requested. The Council reserves the right to consider any such request and will either respond on a conditional basis or give the tenderer the right to withdraw the question. If the tenderer does not elect to withdraw the question, and the Council considers any such question to be material significance, both the question and the response will be communicated in an anonymous form to all prospective tenders using the DPP2 system.

12.0 Contact Details

12.1 Contact details for Tamworth Borough Council are set out below:

Alison Knight – Housing Development and Regeneration Officer
 Email: alison-knight@tamworth.gov.uk
 Tel: 01827 709286

Rob Barnes – Director of Housing and Health

Email: rob-barnes@tamworth.gov.uk

Tel. 01827 709709

Andrew Barratt – Director of Assets and Environment

Email: Andrew-barratt@tamworth.gov.uk

Tel. 01827 709709

Stefan Garner – Director of Finance

Email: Stefan-garner@tamworth.gov.uk

Tel. 01827 709242

David Onion – Corporate Procurement Officer

Email: david-onion@tamworth.gov.uk

Tel. 01827 709371

12.2 Contact details for Bilfinger GVA are set out below:

GVA: Simon Phillips – Director (Planning, Development and Regeneration)

Email: simon.phillips@gva.co.uk

Tel. 0121 609 8265

GVA: Laurence Holmes – Principal (Planning, Development and Regeneration)

Email: laurence.holmes@gva.co.uk

Tel: 0121 609 8060

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Tinkers Green and Kerria Redevelopment Consultation Report October 2015

1. Introduction

In 2012 Tamworth Borough Council Cabinet approved plans to deliver area-based housing regeneration for struggling Estates.

Tinkers Green in Wilnecote and Kerria in Amington emerged as priority areas for comprehensive regeneration and feasibility work was completed in November 2012, establishing the business case and options for delivery.

Following initial consultation exercises held in July 2014 and January 2015, outline planning permission was secured for both the Tinkers Green and Kerria regeneration projects. In order to progress these sites a tender needs to be prepared to inform the procurement of a developer.

As part of the process of developing the tender documents a third phase of consultation was undertaken to gain feedback on key areas that will inform the preparation of the final tender brief, including the external and internal appearance and environmental sustainability of the new properties. The consultation was open to anybody with an interest in the redevelopment and regeneration of the Tinkers Green and Kerria estates but key groups were actively invited to participate.

2. Consultation format

The purpose of this consultation was to gain feedback on 4 key areas that will inform the preparation of the final tender brief to be approved by Cabinet on 26th November 2015. The 4 key areas consulted on were:

1. Elevations/external appearance
2. Internal requirements
3. Environmental Sustainability
4. Community and Local Economy

2.1 Who was consulted?

Whilst the consultation was open to anybody with an interest in the redevelopment and regeneration of the Tinkers Green Estate, the following groups and representatives were actively invited to participate and provide feedback on the proposals:

- Existing residents of the Tinkers Green and Kerria Estates;
- Residents living within the area surrounding the Tinkers Green and Kerria Estates;
- Local business owners;
- Local councillors;
- Staffordshire Police;
- Tamworth Borough Council Tenant Consultative Group;
- Tamworth Borough Council Housing Management Team;
- Local health partners; and
- Schools in the vicinity of the site

It is important to note additional groups and representatives not identified within the list above had the opportunity to participate and provide feedback throughout this process.

2.2 How were groups and representatives consulted?

The consultation was conducted in a variety of ways, in order to give sufficient opportunity for different groups and representatives to provide their views in a setting which was appropriate for them. The following methods were used:

- A public consultation event was held on Saturday 24th October 2015 at the Carnegie Centre, Tamworth (9am-1pm) to which local residents, business owners, ward councillors and other groups and representatives were invited to attend.
- A meeting with the Council's Tenant Consultative Group was held on 13th October 2015 at the Council's offices.
- A meeting with the Ward Councillors for Wilnecote and Amington was held at the Council on 15th October 2015
- A meeting was held with residents of TBC's Magnolia Sheltered Housing Scheme on 16th October 2015
- A meeting was held between the Director of Housing and Health and the Council's Portfolio Holder for Economy and Education on 13th October 2015
- A meeting was held between the Director of Housing and Health and the Council's Portfolio Holder for Housing and Waste Management
- An online survey was created to allow people unable to attend any of the consultations to give their feedback. The survey was posted on the dedicated Regeneration web page on 13th October 2015 and a direct link to the survey was sent to the Council's Housing Management Team, Public Health Colleagues and Staffordshire Police on 14th October 2015

The consultation events were publicised using a variety of methods to ensure everybody wishing to provide feedback was notified in sufficient time. This was done through the following:

- Postcards advertising the date, time and contact details of the event, in addition to a website address and telephone number to obtain further information for those unable to attend, were hand-delivered to all addresses within the Tinkers Green and Kerria Estates and the surrounding areas determined using a consultation area map which identifies roads whose residents would be most affected by the redevelopment and/or likely to use the existing facilities on the estate and also in Councillors pigeon holes;
- Advertisements for the consultation events were placed in local schools, local shops and within the public reception area of the Council's offices;
- Information on the events was provided on the Council's website with a link to an online survey; and
- An article was placed in the Tamworth Herald 8th October 2015



Respondents to the consultation were able to provide their views in a variety of ways, including:

- Responding in person to the Council's representatives at the events to answer questions and provide information;
- Completing feedback forms in which written comments were invited
- Providing comments online via the Council's dedicated website link <http://yourhometamworth.wordpress.com> or via its email address regeneration@tamworth.gov.uk; and

3. Analysis of responses

Between 12th October 2015 and 24th October 2015 58 people provided their feedback across the range of methods listed above.

As well as providing general feedback which will be discussed in section 3.5 consultees were asked 10 key questions relating to aspects of the new build properties on the estates (as per the survey document in appendix 3). This section of the report will explore the responses given to these questions.

3.1 Elevations/external appearance

Question 1

Respondents were asked to rank in order of preference three typical housing styles; traditional, traditional with modern elements and modern (see examples sheet in appendix 4).

As was found at previous consultation events the traditional style properties received the most support. The overwhelming majority of respondents ranked the traditional style housing as their first preference (76%) and traditional with modern elements as their second choice (76%). Very few people favoured the modern properties.

2 respondents felt that a mix of traditional properties and some with modern elements would help the schemes look less homogenous and easily identifiable as a “Council Housing estate”.

Question 2

Respondents were asked to rank 4 different brick colours in order of preference (Brown, Red, Grey and Yellow).

Brown bricks were the most popular with 66% of respondents ranking this as their first preference. Red brick was the most popular second choice followed by grey and the third choice, then yellow.

Several people commented at the events that properties brick colour should take into account the colour of surrounding properties so that the new properties blend in.

Question 3

Respondents were asked to choose between pitched and hipped roofs. 83% of respondents demonstrated a preference for pitched roofs.

Question 4

Respondents were asked to choose between slate and clay roof tiles. Just over half of respondents (61%) expressed a preference for clay tiles.

Overall, responses to questions regarding the external appearance of properties indicates a preference for houses of a traditional style constructed from brown brick with pitched roofs in clay tile.



3.2 Internal requirements

Question 5

The survey listed 8 of the Lifetime Homes Standard's design criteria and asked respondents to rank them in order of importance to them (full list can be viewed in appendix 3).

Overall those consulted with were in support of Lifetime Homes Standards being incorporated into the new properties. Access into and around the properties seemed to be viewed as most important with level access thresholds ranked as most important, followed by a parking space close to the house then wider hallways and doors for wheelchair access and turning space for wheelchairs in all rooms.

3.3 Environmental Sustainability

Question 6

Respondents were asked what was most important to them when considering energy efficiency measures out of three criteria.

Saving money on utility bills (43%) and a warm home (39%) received similar amounts of votes whereas carbon saving was much less popular (18%).

Question 7

Respondents were asked to rank a selection of energy efficiency measures in order of preference (solar panels, heat pumps, district heating and high levels of insulation).

Solar panels were the most popular (40%), followed by high levels of loft and cavity insulation (33%). The majority of people ranked a district heating system as their last choice.

Overall, people consulted with were in favour of energy efficiency measures being built into new properties though many stated that were unfamiliar with some of the measures mentioned in the survey (such as heat pumps and district heating) suggesting that more information would be needed in order for an informed choice to be made.

Question 8

Respondents were asked to rank a selection of wildlife promoting features in order of preference.

Bird boxes, bat boxes and additional tree planting were all ranked equally first (receiving 28% each). Additional tree planting proved to be a divisive issue as it was also the feature, most ranked last. Further comments regarding the planting of trees can be seen in section 3.5 below.

Overall, sustainability measures were viewed as important by those consulted with. Measures that promote wildlife habitats were viewed as less important than energy efficiency measures, which many people felt should be a key consideration in the new properties.

3.4 Community and Local Economy

Question 9

Respondents were asked to rank a selection of opportunities that developers might offer to local people.

A proportion of those working on the development coming from the local workforce was ranked the highest, followed by apprenticeships for local people. Work experience placements and site visits for local schools were ranked the lowest.

Several people consulted were strongly in favour of apprenticeships and jobs for local people as they felt there was a lack of opportunities locally.

Question 10

Respondents were asked what types of apprenticeships or work experience placements they thought would be most beneficial out of a selection of 3.

Construction was seen as the most beneficial (65%), followed by Surveying and then project/site management.

3.5 Other comments, ideas and thoughts

As well as responding to the above questions consultees were invited to share other comments on the developments, a summary of which is listed below.

- Whether the postbox outside the shop at Tinkers Green be moved when the demolition starts
- That the developments should include a mixture of the features discussed (i.e. mixture of brick and render, mixture of slate and clay tiles, different colour front doors) so that the site isn't automatically identifiable as 'Council housing'.
- If low cost home ownership is to be included on the site it should be spread around the site rather than grouped together so that it is integrated.
- Traffic calming measures should be considered on the sites
- One person commented that there should be a shop on the Tinkers Green site
- There will be a period of time where there is no shop on the Kerria site. How will the impact of this be mitigated?
- Trees at the top of the Kerria site should either be moved or changed to a less invasive species as they currently spread into neighbouring gardens and drip sap on residents' cars.
- If new trees are to be planted then consideration needs to be given to where they are planted and what species they are. Shouldn't just be left up to the developer

- One Solar panel per property would have minimal impact on the look of the property but more than that might make the roofs look unattractive
- Happy to include any suitable energy efficiency measures as long as they are not too costly
- In favour of changing the name of the estate/streets. Like the idea of linking them with the history of the area.
- Involve local people or local schools in choosing street names
- TBC should work with the neighbouring schools like we did at Kipling Close with Waterloo to provide wider social benefits to the schools.
- The properties should be sensitively let and to a mixture of different people/incomes etc. to avoid problems returning to the site and to create a better sense of community.
- In favour of a lettings plan to ensure a social mix on the sites
- Will tenancies be let as flexible/fixed term?
- If tenancies are let as flexible/fixed term will people be eligible to have their properties adapted?

4. Conclusions

Over the course of the 2 week consultation period 58 people participated and shared their opinions on key aspects of the development process, helping inform the preparation of the final tender brief.

As with earlier consultations strong preference was expressed for the traditional dwelling style suggesting that consideration should be given to requesting developers base their bids on this property type.

Lifetime Homes Standards were seen as important, in particular those relating to access into and around the properties so this may be something that needs to be included within the tender brief.

Energy efficiency measures were also seen as important though knowledge of the options available was limited in some cases making it difficult for people to express their preferences. If energy efficiency measures are to be specified within the tender brief the findings of this consultation should be considered in combination with the independent advice provided to the Council by Marches Energy Agency.

Strong views were also expressed regarding the employment of local people within the development and the creation of apprenticeships for young people locally suggesting that this should feature within the final tender brief.

Less strong preferences were shown regarding the details such as brick colour, roof type and wildlife promoting features. These details will form part of the Reserved

Matters Planning application and therefore further public consultation in partnership with the appointed developer could be beneficial.

A number of other issues were raised through the consultation that will need to be considered at a later date such as the naming of streets and how properties should be allocated.

Appendix1: Event invites

**Your community, your call:
Community Consultation Event**

**Come and talk about the future
of **Tinkers Green** and **Kerria****

**Saturday 24 October
10.00am - 1.00pm**

Have your say!

**The Carnegie Centre,
Corporation Street, Tamworth, B79 7DN**

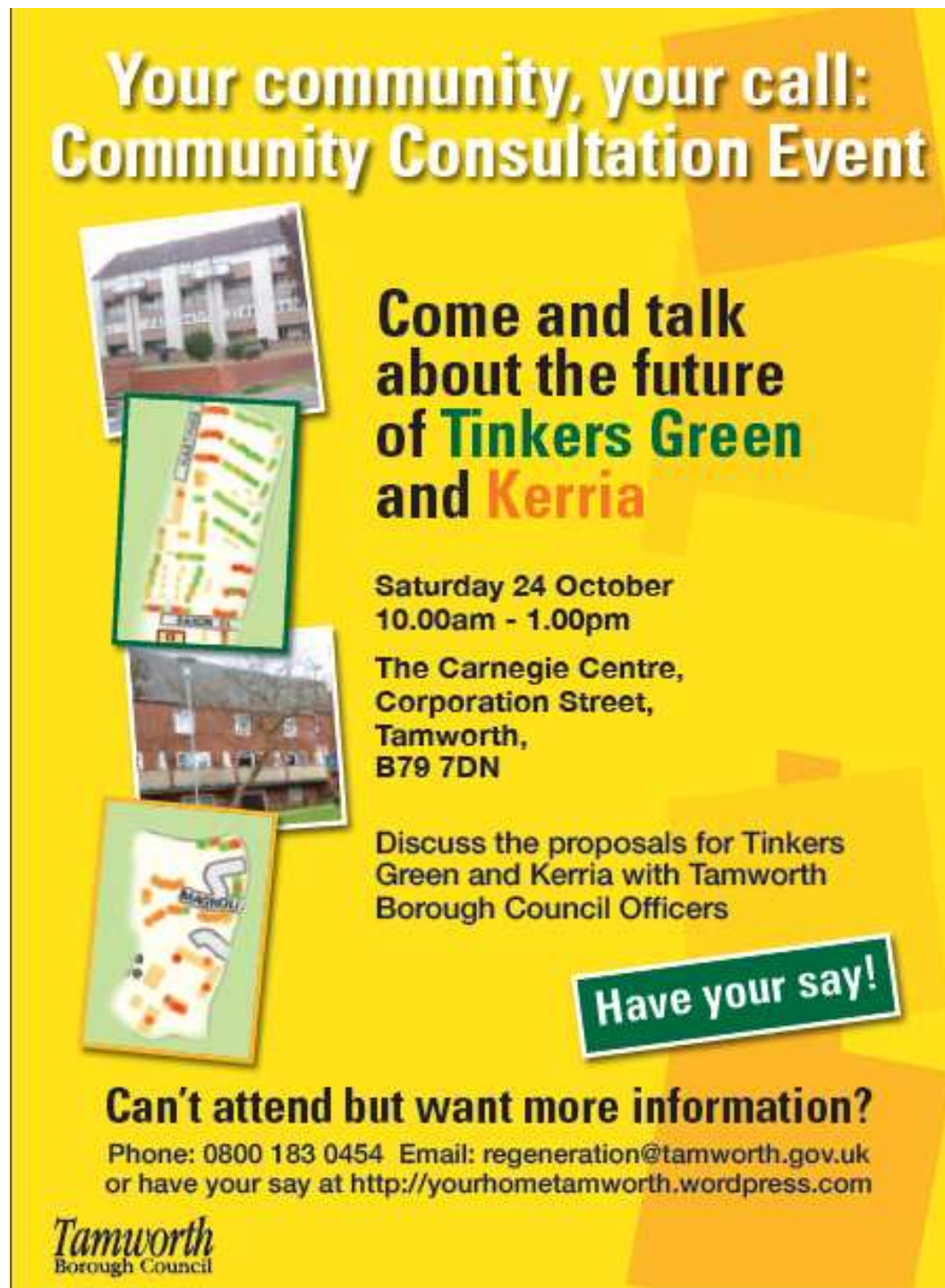
**Discuss the proposals for Tinkers Green and
Kerria with Tamworth Borough Council Officers**

Can't attend but want more information?


Phone 0800 183 0454, email regeneration@tamworth.gov.uk
or have your say at <http://yourhometamworth.wordpress.com>



Appendix 2: Event posters



**Your community, your call:
Community Consultation Event**



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about the future
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Tamworth
Borough Council

Your community, your call: Community Consultation Event



**Here
TODAY
10am to 1pm**

Come in and talk
about the future of
Tinkers Green and
Kerria and discuss
proposals with
Tamworth Borough
Council Officers

Have your say!

Can't attend but want more information?

Phone: 0800 183 0454 Email: regeneration@tamworth.gov.uk
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Tamworth
Borough Council

Appendix 3: Survey



Tinkers Green & Kerria Regeneration Project Survey

Tamworth Borough Council would like to gain feedback from residents on options for the development of new homes across the Tinkers Green and Kerria regeneration sites. This feedback will be used in the preparation of the tender document which the Council will be using to procure a developer to build these new properties.

This consultation is open until 25th October 2015

Elevations/External Appearance

Q1 Please rank the following dwelling styles in order of preference, with 1 being most favourite and 3 least favourite. (See accompanying Elevations & External Appearance sheet for examples).

| | 1 | 2 | 3 |
|----------------------------------|-----------------------|-----------------------|-----------------------|
| Traditional | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Traditional with modern elements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Modern | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q2 Please rank the following brick colours in order of preference, with 1 being most favourite and 4 least favourite. (See accompanying Elevations & External Appearance sheet for examples).

| | 1 | 2 | 3 | 4 |
|--------|-----------------------|-----------------------|-----------------------|-----------------------|
| Red | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Brown | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Grey | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Yellow | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q3 Which type of roof do you prefer? Please select one. (See accompanying Elevations & External Appearance sheet for examples).

- Pitched roof
- Hipped roof

Q4 Which type of roof material do you prefer? Please select one. (See accompanying Elevations & External Appearance sheet for examples).

- Slate tiles
 Clay tiles

Internal Appearance & Adaptability

Q5 The following criteria are part of the Lifetime Homes Standard which aims to ensure that homes are flexible and adaptable to a household's changing needs. Please put the following criteria in order of importance to you, with 1 being most important and 8 being the least important.

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A parking space that's close to the house and wide enough to allow for a wheelchair | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A level access threshold | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hallways and doors wide enough to allow for wheelchair access | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Circulation space for a wheelchair in all rooms | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A ground floor bathroom | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Stairs capable of incorporating a stairlift | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Level access shower or wet room | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| All controls (i.e. electric switches, thermostat etc.) to be lower down (between 450-1200mm from the floor) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Environmental Sustainability

Q6 Which of the following is most important to you when considering energy efficiency measures? Please rank in order of preference, with 1 being most important and 3 being the least important.

| | 1 | 2 | 3 |
|--|-----------------------|-----------------------|-----------------------|
| A warm home | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Saving money on utility bills | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Environmental friendliness/carbon saving | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q7 Which of the following energy efficiency measures would you be interested in seeing in new homes? Please rank in order of preference with 1 being of most interest and 4 of least interest.

| | 1 | 2 | 3 | 4 |
|--------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Solar Panels | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Heat Pumps | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A district heating system | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| High levels of loft & cavity insulation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q8 Features can be built into new estates that promote wildlife habitats. Please rank the following features in order of preference with 1 being of most importance and 4 of least importance.

| | 1 | 2 | 3 | 4 |
|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Additional tree planting | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Nectar rich plants for bees | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Bird nest boxes | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Bat boxes or bricks | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Community and Local Economy

Q9 Which of the following opportunities do you think would be more valuable to people locally? Please rank in order of preference with 1 being most valuable and 4 least valuable.

| | 1 | 2 | 3 | 4 |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| A mandatory proportion of those working on the development coming from the local workforce | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Apprenticeships for local people | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Work experience placements for local school/college students | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Workshops and site visits for local schools | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q10 If apprenticeships or work experience placements were to be provided which area of work do you think would be most valuable? Please rank in order of preference with 1 being most valuable and 3 of least valuable.

| | 1 | 2 | 3 |
|-------------------------|-----------------------|-----------------------|-----------------------|
| Construction | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Surveying | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Project/site management | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Thank you for completing this survey

Appendix 4: Survey Examples Sheet

FRINKER'S GREEN & KERRIA REGENERATION PROJECT SURVEY ELEVATIONS & EXTERNAL APPEARANCE EXAMPLES

Question 1 – Dwelling Styles

Traditional



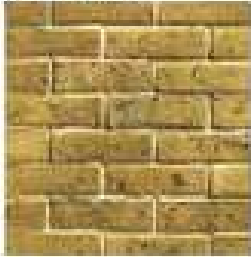
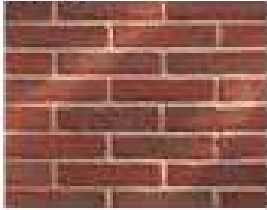
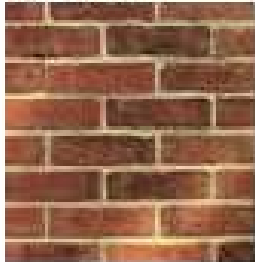

Traditional with modern elements



Modern



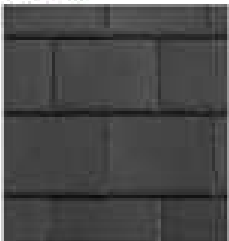

Question.2 – Brick Colours

| | |
|---|--|
| <p>Yellow brick</p>  | <p>Red brick</p>  |
| <p>Brown brick</p>  | <p>Grey brick</p>  |

Question.3 – Roof type

| | |
|---|---|
| <p>Pitched roof</p>  | <p>Hipped roof</p>  |
|---|---|

Question.4 – Slate type

| | |
|---|---|
| <p>Slate tile</p>  | <p>Clay tile</p>  |
|---|---|

4. Risk Management Strategy

Risk will be managed by the completion and consideration of the risk assessment form at every project meeting.

Emerging or potential risks must be reported to the project manager throughout the lifespan of the project.

| No | Risk & Impact (Threat/Opportunity to achievement of business objective) | Assessment of Gross Risk | | | Risk Treatment Measures Implemented | Assessment of Current Risk [With control measures implemented] | | |
|----|--|-------------------------------|--------------------------------------|----------------------|--|---|--------------------------------------|-------------------------------|
| | | Impact (Severity) [I] | Likelihood (Probability) [L] | Risk Score [IxL] | | Impact (Severity) [I] | Likelihood (Probability) [L] | Residual Risk Score [IxL] |
| 1 | Insufficient internal resources to implement Project | 4 | 4 | 16 | Establish project team with dedicated project manager and appropriate support. Commitment from other teams- tenant participation, assets, communications and consultation teams. Ensure that that budgetary resources are available to support the project. Review requirements on a regular basis | 4 | 2 | 8 |

| | | | | | | | | |
|---|---|---|---|----|--|---|---|---|
| 2 | Failure to resource appropriate advice and expertise | 4 | 2 | 8 | Support of external consultants to provide expertise to support project delivery. Ensure that required resources are identified within a project budget. Review requirements on a regular basis. | 4 | 1 | 4 |
| 3 | Unable to recruit developer | 4 | 2 | 8 | Appropriate procurement process selected to enable the most suitable agent be recruited. Ensure that the brief is clear and comprehensive. Ensure wide advertising. Ensure sites are cleared and minimise risks to make them more attractive to developers | 4 | 1 | 4 |
| 4 | Tenants, residents and other stakeholders actively oppose recommendations | 4 | 4 | 16 | Deliver communications strategy and commit appropriate resources to ensure that concerns and enquiries are dealt with. Ensure that the business case and process are clearly communicated. | 3 | 3 | 9 |
| 5 | Expectations of tenants in relation to timescales etc exceed what can be offered. | 3 | 4 | 12 | Ensure communications are clear and that tenants are supported to understand the programme and how this will affect them | 2 | 1 | 2 |

| | | | | | | | | |
|---|---|---|---|----|--|---|---|---|
| 6 | Council is unable to acquire appropriate assets including leasehold properties and businesses and land. | 3 | 4 | 12 | Ensure resources available and that early action taken. Ensure full understanding of CPO processes and that Council is ready to implement this if needed. | 3 | 3 | 9 |
| 7 | Council is unable to decant tenants within timescale necessary to achieve re-development | 4 | 2 | 8 | Timely decision made and implemented. Long term resourced approach taken | 4 | 1 | 4 |
| 8 | Site issues cause delay to the redevelopment eg contamination, rights of way, investigations requiring the entire site to be cleared. | 3 | 3 | 9 | Preparatory work commences as early as possible, dependencies identified in the overall project plan and time allowed for risk. Consultants expertise in managing problems utilised. | 2 | 2 | 4 |

| | | | | | | | | |
|----|---|---|---|---|--|---|---|---|
| 9 | Planning requirements make the development difficult or undeliverable due to reduction in unit numbers. | 4 | 2 | 8 | Maintain involvement of planning colleagues to inform design decisions. Early identification of issues and plan appropriately. Engage in pre-application discussions. Ensure there is sufficient flexibility within the financial model for the schemes to remain viable with reduced unit numbers using variances in social and market rents and outright sale. | 2 | 2 | 4 |
| 10 | Political support not maintained throughout the regeneration process | 3 | 3 | 9 | Cross party communication and briefings. Targeted Communications and clear strategy | 3 | 1 | 3 |

| | | | | | | | | |
|----|---|---|---|----|---|---|---|---|
| 11 | Reduction in income on Tinkers Green & Kerria through demolition has a negative impact on the HRA business plan. | 4 | 4 | 16 | The relationship to the HRA business plan has been modelled and the loss of income is offset by the loss of maintenance and management liability. In addition, on Tinkers Green there is a net growth in the social rented numbers. Any losses in income on the Kerria can be offset by corresponding acquisitions | 3 | 3 | 9 |
| 12 | Decant home-loss payments and commercial compensation exceed the financial assumptions that have been calculated. | 4 | 4 | 16 | Financially prudent decisions have been made for disturbance and home loss payments but exact costs won't be realised until actual negotiations with tenants' and retailers. Legal advise and expertise will continue to be obtained to mitigate any risk and secure the best financial deal for the council. The serving of the initial demolition notices protects the council from further RTBs as outlined. | 4 | 2 | 8 |

| | | | | | | | | |
|----|--|---|---|---|---|---|---|---|
| 13 | Build costs have been assumed at £1150 per sq metre. This is an industry standard based on soft market testing, however until this is procured exact costs are not known | 2 | 2 | 4 | The build costs, within the model, are financially prudent and are average costs. Procurement in the current financial markets may yield a lower cost | 3 | 1 | 3 |
| 14 | The Pay back period for both schemes is based on capital borrowing and not revenue. | 2 | 2 | 4 | Revenue surpluses exist due to efficiencies within existing budgets. Pay back periods are less than overall asset values of the proposed site. | 1 | 1 | 1 |
| 15 | Right to Buy assumptions have been made based on forecasted numbers. This is unpredictable as sales vary in terms of property, discount levels and timing. | 3 | 2 | 6 | RTB receipts will be monitored and flexibility within the financial model built in to take account of the risk of lower than predicted sales. | 1 | 1 | 1 |

| | | | | | | | | |
|----|--|---|---|---|--|---|---|---|
| 16 | Levels of affordable and social housing may be limited to normal planning regulations should Kerria be sold for market housing | 2 | 2 | 4 | By using a competitive dialogue process the council will be able to assess the cost benefits of open market land sale v the council developing the land and selling the subsequent properties developed. | 1 | 1 | 1 |
| 17 | 100% of properties will be Council owned properties for rent. However a future Cabinet report will be required to consider whether rents are to be at 'social' or 'affordable' levels. | 3 | 3 | 9 | There is flexibility within the model and this will be reported to Cabinet as decisions present themselves. | 2 | 4 | 8 |
| 18 | If numbers of properties achieved in redevelopment is less than those existing there will be an impact on the receipt of new homes bonus for the authority | 3 | 2 | 6 | NHB and increasing the overall supply of housing are key considerations for master planning stage and included as an objective for competitive dialogue process | 1 | 1 | 1 |

| | | | | | | | | |
|----|--|---|---|---|---|---|---|---|
| 19 | Redevelopment activity may cause significant disturbance to remaining residents. | 3 | 3 | 9 | Planned communication and consultation will ensure local people are involved and understand the redevelopment process. All care will be taken to minimise disruption through dialogue and careful planning. | 3 | 2 | 6 |
| 20 | Lack of consultation and communication or unrealistic expectations of residents causes negative publicity for TBC. There is a risk to TBCs reputation. | 3 | 3 | 9 | Clear communication planning, relationship building with local press and through consultation plan ensures residents understand the regeneration process and expectations are realistic. | 2 | 2 | 4 |

Tinkers Green and Kerria Regeneration Project Timeline 2014- 2018

| | 2014 | | | | 2015 | | | | 2016 | | | | 2017 | | | | 2018 | | | |
|----------------------------|--------|--------|--------|--------|------|------|---------|---------|---------|--------|--------|--------|-------|-------|-------|-------|----------|----------|----------|----------|
| | Q 1 | Q 2 | Q 3 | Q 4 | Q 1 | Q 2 | Q 3 | Q 4 | Q 1 | Q 2 | Q 3 | Q 4 | Q 1 | Q 2 | Q 3 | Q 4 | Q 1 | Q 2 | Q 3 | Q 4 |
| Site Investigations | Yellow | Yellow | Yellow | | | | | | | | | | | | | | | | | |
| Consultation | | Orange | Orange | Orange | | | | | | | | | | | | | | | | |
| Outline Planning Process | | | Cyan | Cyan | Cyan | Cyan | | | | | | | | | | | | | | |
| Procurement Developer | | | | | | | Magenta | Magenta | Magenta | | | | | | | | | | | |
| CPO Process | | Pink | Pink | Pink | Pink | Pink | Pink | Pink | Pink | Pink | | | | | | | | | | |
| Tinkers Green Decant | | | Teal | Teal | Teal | Teal | Teal | Teal | Teal | Teal | | | | | | | | | | |
| Tinkers Green Demolition | | | | | | | | | Yellow | Yellow | Yellow | Yellow | | | | | | | | |
| Tinkers Green Construction | | | | | | | | | | | | | Blue | Blue | Blue | Blue | Blue | Blue | Blue | Blue |
| Kerria Decant | | | | | | | | | | Green | Green | Green | Green | Green | | | | | | |
| Kerria Demolition | | | | | | | | | | | | | | | Olive | Olive | | | | |
| Kerria Construction | | | | | | | | | | | | | | | | | Dark Red | Dark Red | Dark Red | Dark Red |

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