

# Notice of Meeting

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# Executive

**Thursday, 19th March, 2015 at 5.00 pm**

**in the Council Chamber, Council Offices,  
Market Street, Newbury**

Date of despatch of Agenda: Wednesday, 11 March 2015

For further information about this Agenda, or to inspect any background documents referred to in Part I reports, please contact Stephen Chard / Linda Pye on (01635) 519462 / 519052

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Further information and Minutes are also available on the Council's website at [www.westberks.gov.uk](http://www.westberks.gov.uk)



## Agenda - Executive to be held on Thursday, 19 March 2015 (continued)

To:	Councillors Pamela Bale, Keith Chopping, Hilary Cole, Roger Croft, Marcus Franks, Alan Law, Gordon Lundie, Irene Neill, Graham Pask and Garth Simpson
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# Agenda

## Part I

Pages

- 1. Apologies for Absence**  
To receive apologies for inability to attend the meeting (if any).
- 2. Minutes**  
To approve as a correct record the Minutes of the meeting of the Committee held on 12<sup>th</sup> February 2015. 5 - 12
- 3. Declarations of Interest**  
To remind Members of the need to record the existence and nature of any Personal, Disclosable Pecuniary or other interests in items on the agenda, in accordance with the Members' [Code of Conduct](#).
- 4. Public Questions**  
Members of the Executive to answer questions submitted by members of the public in accordance with the Executive Procedure Rules contained in the Council's Constitution. *(Note: There were no questions submitted relating to items not included on this Agenda.)*
- 5. Petitions**  
Councillors or Members of the public may present any petition which they have received. These will normally be referred to the appropriate Committee without discussion.

## Items as timetabled in the Forward Plan

Page(s)

- 6. Council Performance Report 2014/15: Q3 (Key Accountable Measures and Activities) (EX2779)**  
(CSP: 1, 2, 3, 4, 8)  
Purpose: To present the basket of key accountable measures and activities for 2014/15; to report quarter three outturns against the key accountable measures and activities contained in the 2014/15 Council Performance Framework; and to report by exception those measures/activities not achieved/expected to be achieved and to cite remedial action taken/its impact. 13 - 42



West Berkshire  
C O U N C I L

7. **Response to the Scrutiny Review into the Reasons for the Apparent Prevalence of Homelessness amongst Young Families in West Berkshire (EX2947)** 43 - 60  
(CSP: 1)  
Purpose: To provide the Executive's response to the recommendations made by the Overview and Scrutiny Management Commission.
8. **Members' Questions**  
Members of the Executive to answer questions submitted by Councillors in accordance with the Executive Procedure Rules contained in the Council's Constitution. *(Note: There were no questions submitted relating to items not included on this Agenda.)*

Andy Day  
Head of Strategic Support

### West Berkshire Council Strategy Priorities and Principles

#### Council Strategy Priorities:

**CSP1** – Caring for and protecting the vulnerable

**CSP2** – Promoting a vibrant district

**CSP3** – Improving education

**CSP4** – Protecting the environment

#### Council Strategy Principles:

**CSP5** – Putting people first

**CSP6** – Living within our means

**CSP7** – Empowering people and communities

**CSP8** – Doing what's important well

If you require this information in a different format or translation, please contact Moira Fraser on telephone (01635) 519045.



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# Agenda Item 2.

## DRAFT

Note: These Minutes will remain DRAFT until approved at the next meeting of the Committee

## EXECUTIVE

### MINUTES OF THE MEETING HELD ON THURSDAY, 12 FEBRUARY 2015

**Councillors Present:** Keith Chopping, Hilary Cole, Marcus Franks, Alan Law, Gordon Lundie, Irene Neill and Garth Simpson

**Also Present:** John Ashworth (Corporate Director - Environment), Nick Carter (Chief Executive), Andy Day (Head of Strategic Support), Melanie Ellis (Chief Accountant), Gabrielle Esplin (Finance Manager (Capital and Treasury Management)), Andy Walker (Head of Finance) and Rachael Wardell (Corporate Director - Communities), Robert Alexander (Policy Officer), Councillor Jeff Brooks (Liberal Democrat Group Leader), Councillor Adrian Edwards, Moira Fraser (Democratic and Electoral Services Manager), Councillor Roger Hunneman (Deputy Liberal Democrat Group Leader), Councillor Royce Longton, Councillor Gwen Mason, Robin Steel (Group Executive (Cons)), Councillor Quentin Webb and Councillor Keith Woodhams

**Apologies for inability to attend the meeting:** Councillor Pamela Bale, Councillor Roger Croft and Councillor Graham Pask

#### PART I

##### 63. Minutes

The Minutes of the meeting held on 18 December 2014 were approved as a true and correct record and signed by the Leader.

##### 64. Declarations of Interest

There were no declarations of interest received.

##### 65. Public Questions

###### (a) Question submitted by Mr Ed Sturgess to the Leader of the Council

A question standing in the name of Mr Ed Sturgess on the subject of the need for Council Members to respond to e-mail correspondence from members of the West Berkshire electorate would receive a written response from the Leader of the Council as the questioner was unable to attend the meeting.

###### (b) Question submitted by Mr Peter Norman to the Portfolio Holder for Emergency Planning, answering on behalf of the Portfolio Holder for Highways, Transport (Operations) and Newbury Vision

A question standing in the name of Mr Peter Norman on the subject of the traffic generated from a regenerated London Road Industrial Estate would receive a written response from the Portfolio Holder for Planning, Transport (Policy), Culture, Customer Services, Countryside, Waste, Environmental Health, Trading Standards, Licensing as Mr Norman was not present to ask his question.

###### (c) Question submitted by Mr Peter Norman to the Portfolio Holder for Planning, Transport (Policy), Culture, Customer Services, Countryside, Waste, Environmental Health, Trading Standards, Licensing

A question standing in the name of Mr Peter Norman on the subject of the level of traffic modelling that has been done regarding the new junction on the A339 would receive a written response from the Portfolio Holder for Planning, Transport (Policy), Culture,

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Customer Services, Countryside, Waste, Environmental Health, Trading Standards, Licensing as Mr Norman was not present to ask his question.

- (d) **Question submitted by Mr Peter Norman to the Portfolio Holder for Finance, Economic Development, Health & Safety, Human Resources, Pensions, Property**

A question standing in the name of Mr Peter Norman in relation to the level of engagement with current employers on the London Road Industrial Estate on plans for regenerating the area would receive a written response from the Portfolio Holder for Planning, Transport (Policy), Culture, Customer Services, Countryside, Waste, Environmental Health, Trading Standards, Licensing as Mr Norman was not present to ask his question.

- (e) **Question submitted by Mr Peter Norman to the Portfolio Holder for Finance, Economic Development, Health & Safety, Human Resources, Pensions, Property**

A question standing in the name of Mr Peter Norman on the subject of whether the Council considered that the criteria they set for the regeneration of the London Road Industrial Estate were still relevant would receive a written response from the Portfolio Holder for Planning, Transport (Policy), Culture, Customer Services, Countryside, Waste, Environmental Health, Trading Standards, Licensing as Mr Norman was not present to ask his question.

- (f) **Question submitted by Mr Peter Norman to the Portfolio Holder for Planning, Transport (Policy), Culture, Customer Services, Countryside, Waste, Environmental Health, Trading Standards, Licensing**

A question standing in the name of Mr Peter Norman which queried the relevance of the original criteria used to select Sandleford as a strategic site would receive a written response from the Portfolio Holder for Planning, Transport (Policy), Culture, Customer Services, Countryside, Waste, Environmental Health, Trading Standards, Licensing as Mr Norman was not present to ask his question.

### 66. **Petitions**

Mrs Maura Hearne presented a petition containing 1,653 signatures relating to keeping Thatcham Broadway Public Toilets open to the public. The petition would be referred to relevant officers within the Council but would also be presented to Thatcham Town Council so that the authorities could work together to find a solution.

### 67. **Response to the Scrutiny Review into the reasons for the apparent prevalence of homelessness amongst young families in West Berkshire (EX2947)**

This report had been withdrawn from the agenda subsequent to publication and was therefore not considered at the meeting.

### 68. **Financial Performance Report 2014/15 - Quarter Three (EX2831)**

The Executive considered a report (Agenda Item 7) which informed Members of the latest financial performance of the Council.

Councillor Alan Law outlined that as at Quarter Three, the forecast revenue position was an over spend of £346k which equated to 0.28% of the total revenue budget and was well within the prudent limits. The current position also presented an improvement on the Quarter Two position which had forecast an overspend of £503k.

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The main drivers for the overspend were Children's Services who were forecasting a net overspend of £525k, which was a slight increase (£50k) on Quarter Two. The overspend was predominately the result of nine additional children being funded from the placement budget since the last quarter. The Portfolio for Finance reassured Members that the January 2015 position had shown further improvement on reducing the overspend. He reminded Members that historically the financial position tended to improve in Quarter Four.

**RESOLVED that** the report be noted.

**Reason for the decision:** To ensure that Members are fully aware of the latest financial position of the Council.

**Other options considered:** None.

### 69. **Council Performance Report 2014/15: Q2 (Key Accountable Measures and Activities) (EX2778)**

The Executive considered a report (Agenda Item 8) which presented the basket of key accountable measures and activities for 2014/15; which reported quarter two outturns against the key accountable measures and activities contained in the 2014/15 Council Performance Framework; and which reported by exception those measures/activities not achieved/expected to be achieved, remedial actions taken and their impact.

Councillor Gordon Lundie noted that of the 53 reported measures/activities, outturns were available for 44:

- 33 were reported as 'green'.
- 10 were reported as 'amber'.
- 1 was reported as 'red'.

The one measure reported as red was in relation to *Community Safety* - Work with the Environment Agency and other partners to deliver flood alleviation scheme in Purley. Councillor Gordon Lundie explained that this scheme had been delivered a month late and although it was completed, due to it being late it would be marked as red on the RAG rating.

**RESOLVED that:**

1. Progress against the key accountable measures and activities be noted.
2. Those areas reporting as 'red' or 'amber' be reviewed to ensure that appropriate corrective or remedial action has been put in place.

**Reason for the decision:**

1. This framework compiles and monitors progress in relation to the objectives laid out in the Council Strategy and on key activities and areas of risk from the Council's individual service delivery plans.
2. In doing so, it expresses the purpose and ambition of the Council and by extension the Council's main focus of activities and key measures of success against which the Council can assess itself and publicly report progress.

**Other options considered:** n/a.

**70. Creation of a new Head of Service post in the Communities Directorate (EX2952)**

The Executive considered a report (Agenda Item 9) which sought agreement for the creation of a new position of Head of Prevention and Developing Community Resilience within the leadership team of the Communities Directorate.

Rachael Wardell noted that the leadership capacity of the Communities Directorate was relatively small. There was one Director and five Heads of Service, covering the policy areas of adults and children's social care, housing and education (representing about two thirds of the Council's business, by value) at a time when all these policy areas were subject to significant transformational change of a type often described as "once in a generation".

The demands on the directorate were increasing. Set against the increasing demand on the directorate there had been a reduction in resources/funding which had taken place over the last six years and was planned to continue for the foreseeable future. This made responding to demand pressures more challenging and utilised the workforce capacity that might have existed to develop and deliver transformational programmes either out of the organisation all together or into very challenging day-to-day delivery.

In order to meet the needs of the people of West Berkshire and to manage demand for the directorate's services, transformational programmes of work were required to move away from a focus on council-delivered services and into much more co-produced or community-led and community delivered activity. Ambition to do this work was high in the Communities Directorate but there was no capacity to lead it with the focus, time and energy that was required. It was therefore proposed to create a new position of Head of Prevention and Developing Community Resilience. The purpose of the post would be to lead the prevention and community building work of the Communities Directorate. The focus on prevention meant "prevention of harm" in its widest sense, encompassing both primary and secondary prevention and was intended to lead to a reduction in demand for traditional statutory services by way of resolving problems and issues for adults, children, families and communities before they escalated. The focus on community building was intended to make the communities' resources in West Berkshire the first port of call for universal and preventative activity to meet the low and medium level needs of residents, before statutory council services were called upon. It was intended both to formally engage communities in the provision of defined services, but also to develop communities so that their appetite for informal, locally led problem-solving and provision of support was increased.

The post holder would have responsibility for *Turnaround Families*, the West Berkshire version of the Troubled Families programme. The post-holder would also be linked formally to the Brilliant West Berkshire programme board and would have responsibility for several projects under the auspices of the programme, but would not be solely responsible for the delivery of that programme's objectives as these would be corporately owned and shared.

Councillor Roger Hunneman noted that part of the post would be funded Troubled Families funding pot. He was concerned that funding for this important area of work would be reduced. The Corporate Director explained that previously this funding had been used to fund the now vacant Trouble Families Service Manager post. There would not be sufficient funding for a Head of Service post and therefore additional funding would have to be identified. Rachael Wardell stated that in her opinion the creation of this post would improve the service.



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Councillor Jeff Brooks noted that the report made reference to a modest amount of Troubled Families funding being used and he asked if this could be quantified. Rachael Wardell explained that it would entail around £70k of the £75k funding that was available for this purpose.

Councillor Gordon Lundie commented that this was a positive initiative and the Council had a good track record of work in this area that he did not want to see jeopardised by not having the appropriate resources in place.

**RESOLVED** that the creation of a new Head of Service post within the Council's senior management structure be agreed and the financial implications of doing so noted.

**Reason for the decision:** The recent LGA Peer Review has highlighted concerns regarding strategic capacity within the Council. These concerns have been discussed previously and it is now acknowledged that additional capacity needs to be sought if the Council is to address the many challenges that lie ahead. It also needs to be recognised that there are significant challenges within the Communities Directorate itself with major legislative change, increasing demand and a number of significant funding pressures. Taken together this is driving the need to look at new ways of working. This cannot be achieved with current resources hence the need to increase capacity at senior management level.

**Other options considered:**

1. Maintain the status quo. This will not provide the capacity needed to deliver the change programme that has now been put in place.
2. Split the Directorate into two – one focused on Children and the other on Adults. This is the situation the Council was in prior to the last Senior Management Review. At present around 2/3rds of upper tier authorities have these two functions managed separately. If enacted this option would be more expensive but it would deliver the required capacity. It would though work against the integration that drove the original decision to combine these two areas. This has and continues to bring benefits and efficiencies within the Communities Directorate and it would be a retrograde step to potentially weaken this by splitting the Directorate. The underlying model of 'People, Place and Resources' as the basis for the Council's management structure is still seen to appropriate for this Council and it is therefore proposed to make no change but to deploy additional resources within that structured framework.

### 71. **Investment and Borrowing Strategy 2015/16 (C2837)**

The Executive considered a report (Agenda Item 10) which, in compliance with the Local Government Act 2003, summarised the Council's borrowing limits as set out by CIPFA's Prudential Code and recommended the Annual Investment and Borrowing Strategy for 2015/16.

Councillor Alan Law reported that it was proposed to increase the Council's maximum borrowing limits by £7m (to £162m) in 2015/16, by a further £7m (to £169m) in 2016/17 and by £3m (to £172m) in 2017/18. The increases in borrowing limits over the next three years were to allow for the planned level of borrowing to fund the proposed capital programme which also took into account the planned level of debt repayment.

The report also recommended prudential limits for exposure to borrowing at fixed and variable rates of interest, the maturity structure of borrowing and parameters for the types and minimum credit ratings for institutions with which the Council would invest its funds. No changes were proposed to the main limits and parameters for 2015/16.

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**RESOLVED** that the 2015/16 Investment and Borrowing Strategy be adopted.

**Reason for the decision:** Formulation of Treasury Management Policy in compliance with the Local Government Act 2003 and CIPFA's Prudential Code and Code of Practice for Treasury Management.

**Other options considered:** Not applicable.

### 72. **Medium Term Financial Strategy (MTFS): 2015-18 (C2834)**

The Executive considered a report (Agenda Item 11) which informed Members of the medium term financial planning and strategy for the organisation.

Councillor Alan Law explained that the Medium Term Financial Strategy (MTFS) set out the financial planning framework for the Council over the coming years. The MTFS was a rolling three year strategy which was fundamentally about ensuring the financial resources, both revenue and capital, were available to deliver the Council Strategy. The document itself outlined the key challenges that the Council faced from 2015 to 2018 and how these were expected to be met at a strategic level.

The Council had a good track record of strong financial management and historically budgets had been delivered without significant over or under spends.

Councillor Law noted that although the Council had seen a healthy growth in its taxbase this had to be balanced against a £31m decrease in Government Grant funding since 2010. This needed to be considered in the context of increasing demographic pressures and the Administration's desire to invest in education and infrastructure including roads, broadband and ICT. In addition the Council would need to find around £6m savings per annum over the following three years. Strong financial leadership and an efficiently run Council had meant that the Council had been able to protect front line services.

Councillor Roger Hunneman noted that the report mentioned that the £3m funding shortfall arising from the Better Care Fund would be met from reserves however the table on page 126 of the report only mentioned a sum of £2.18m being needed from reserves. Councillor Alan Law explained that around £1.2m of the shortfall would be met from other efficiency savings hence the reduced sum being needed from reserves.

Councillor Jeff Brooks queried what assumptions were being made around inflation which was likely to remain at a very low level for at least the next twelve months. Councillor Law reported that the figures had been modelled on a lower inflation rate (2%).

**RESOLVED** that a recommendation be made to Council that the 2015-2018 Medium Term Financial Strategy be approved and adopted.

**Reason for the decision:** To set the Council's financial planning framework for the coming years.

**Other options considered:** n/a.

### 73. **Capital Strategy and Programme 2015/16 to 2019/20 (C2836)**

The Executive considered a report (Agenda Item 12) which outlined the five year Capital Strategy for 2015/16 to 2019/20, which included the Minimum Revenue Provision (MRP) Statement and the Asset Management Plans for Property and Highways, and which set out the funding framework for the Council's five year Capital Programme for 2015/16 to 2019/20.

Councillor Alan Law stated that the proposed Capital Programme helped deliver the key priorities set out in the Council Strategy 2014-2018, including investment over the next five years in the following key areas:

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- Protecting the Vulnerable: £10.1 million for assets to support the care of older people and people with physical, sensory or learning disabilities and looked after children;
- Promoting a Vibrant District: £44.0 million for maintenance and improvement of highways; £2.5 million for maintenance and improvement of parks, open spaces sporting and cultural facilities; and £1.7 million to facilitate the delivery of superfast broadband across the majority of West Berkshire;
- Improving Education: £65.1 million for new school places and improvement of school buildings.

The programme also fully funded a number of items which were identified as budget pressures during the budget build process, without exceeding the agreed revenue envelope for capital financing. These included:

- forecast basic need for new school places;
- permanent expansions to school kitchens to provide universal infant free school meals;
- maintenance and improvement of the Council's key ICT systems, including the replacement of the RAISE system for the management of social care cases and budgets
- resurfacing of the car park for Shaw House.

The proposed Capital Programme allowed for total expenditure over five years of £142.5 million, of which £16.7 million was from developers contributions, £84.8 million was funded from other external sources of funding – mainly government grants, and £41.0 million, or an average of £8.2 million per year, was funded from Council resources. Council resources include an estimated £4.1 million capital receipts from assets which were expected to be sold over the next two years, although final decisions on the sale of some assets still had to be taken. The remainder was funded from prudential borrowing in line with the revenue provision for capital financing assumed in the proposed Medium Term Financial Strategy (MTFS) 2015-18.

**RESOLVED that** a recommendation be made to Council that the Capital Strategy and Programme 2015/16 to 2019/20 be approved.

### **Reason for the decision:**

1. To enable the Council to align resources to agreed Council priorities.
2. To clarify the processes and procedures to ensure that the Capital Programme is managed in accordance with the Council Strategy.
3. To provide a mechanism for the effective medium term planning of capital resources.
4. To ensure effective, efficient and economic use of the Council's assets and resources, and achieve best value for money.

**Other options considered:** n/a.

## **74. Revenue Budget 2015/16 (C2835)**

The Executive considered a report (Agenda Item 13) concerning the 2015/16 Revenue Budget to be recommended to Council.

Councillor Alan Law noted that the report highlighted the fact that for West Berkshire residents there would be a Council Tax freeze in 2015/16. The report should be read in conjunction with the Council's Medium Term Financial Strategy 2015-2018 (MTFS) also included on this agenda. Councillor Law noted that this was the fourth year out of five when a Council Tax freeze was in place.

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In the period since 2010 the Council had put in place a programme to remain within budget which had delivered savings of around £31m despite being able to continue to invest in capital schemes. This programme of controlled expenditure would continue for the period of the MTFS 2015-18. Councillor Law explained that during the previous financial year the Council had needed to use reserves to fund costs associated with bad weather and flooding. This year the Council would be required to draw on reserves again to buy time in order to mitigate the shortfall of government funding arising from the Care Act.

**RESOLVED that** the following recommendations be made to Council:

1. That the Fees and Charges be approved as set out in Appendix F and the appropriate statutory notices be placed where required in accordance with the decision of the Executive on 12 February 2015.
2. That the Special Expenses be approved as set out in Appendix G in accordance with the decision of the Executive on 12 February 2015.
3. That the 2015/16 budget requirement for Council Tax setting purposes of £78.44 million requiring a Council Tax freeze be approved.

**Reason for the decision:** Formulation of the 2015/16 Revenue Budget is a requirement to meet the Council's statutory duties.

**Other options considered:** None.

### 75. **Members' Questions**

No Member questions were submitted.

### 76. **Exclusion of Press and Public**

**RESOLVED that** members of the press and public be excluded from the meeting for the under-mentioned item of business on the grounds that it involves the likely disclosure of exempt information as contained in Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information)(Variation) Order 2006. Rule 8.10.4 of the Constitution also refers.

### 77. **New School for Newbury (EX2904)**

*(Paragraph 3 – information relating to the financial/business affairs of a particular person)*

The Executive considered an exempt report (Agenda Item 16) which confirmed the outcome of the invitation for proposals (following an evaluation and interview process) to find the Council's preferred bidder to run the new 210 place primary school and 26 place nursery.

**RESOLVED that** the recommendations in the exempt report be agreed.

**Reason for the decision:** As set out in the exempt report.

**Other options considered:** As set out in the exempt report.

*(The Leader as a gesture of good will agreed to return to the public questions at this point in the meeting but the questioner had already left.)*

*(The meeting commenced at 5.00pm and closed at 5.35pm)*

**CHAIRMAN** .....

**Date of Signature** .....

<b>Title of Report:</b>	<b>Council Performance Report 2014/15:Q3 (Key Accountable Measures and Activities)</b>
<b>Report to be considered by:</b>	Executive on 19 March 2015
<b>Forward Plan Ref:</b>	EX2778

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**Purpose of Report:**

To present the basket of key accountable measures and activities for 2014/15

To report quarter three outturns against the key accountable measures and activities contained in the 2014/15 council performance framework.

To report by exception those measures / activities, not achieved / expected to achieve and to cite remedial action taken and the impact it has had.

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**Recommended Action:**

To note progress against the key accountable measures and activities.

Review those areas reporting as 'red' or 'amber' to ensure that appropriate corrective or remedial action is put in place.

**Reason for decision to be taken:**

This framework compiles and monitors progress in relation to the objectives laid out in the Council Strategy and on key activities and areas of risk from the council's individual service delivery plans.

In doing so, it expresses the purpose and ambition of the council and by extension the council's main focus of activities and key measures of success against which we can assess ourselves and publicly report progress.

**Other options considered:**

n/a

**Key background documentation:**

- 2014 Council Strategy
- Individual service plans 2014/15

The proposals contained in this report will help to achieve the following Council Strategy priorities:

- CSP1 – Caring for and protecting the vulnerable**
- CSP2 – Promoting a vibrant district**
- CSP3 – Improving education**
- CSP4 – Protecting the environment**

The proposals will also help achieve the following Council Strategy principle:

- CSP8 - Doing what's important well**

The proposals contained in this report will help to achieve the above Council Strategy priorities and principle by:  
Articulating progress within the Council's key strategic measures and activities.

<b>Portfolio Member Details</b>	
<b>Name &amp; Telephone No.:</b>	Councillor Roger Croft - Tel (01635) 868638
<b>E-mail Address:</b>	rcroft@westberks.gov.uk
<b>Date Portfolio Member agreed report:</b>	5 March 2015

<b>Contact Officer Details</b>	
<b>Name:</b>	Catalin Bogos
<b>Job Title:</b>	Research, Consultation and Performance Manager
<b>Tel. No.:</b>	01635 519102
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## Implications

- Policy:** Any implications will be highlighted in the individual exception reports.
- Financial:** Any implications will be highlighted in the individual exception reports.
- Personnel:** Any implications will be highlighted in the individual exception reports.
- Legal/Procurement:** Any implications will be highlighted in the individual exception reports.
- Property:** Any implications will be highlighted in the individual exception reports.
- Risk Management:** Any implications will be highlighted in the individual exception reports.

Is this item relevant to equality?	Please tick relevant boxes	Yes	No
Does the policy affect service users, employees or the wider community and:			
• Is it likely to affect people with particular protected characteristics differently?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Is it a major policy, significantly affecting how functions are delivered?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Will the policy have a significant impact on how other organisations operate in terms of equality?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to functions that engagement has identified as being important to people with particular protected characteristics?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to an area with known inequalities?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Outcome</b> (Where one or more 'Yes' boxes are ticked, the item is relevant to equality)			
Relevant to equality - Complete an EIA available at <a href="http://www.westberks.gov.uk/eia">www.westberks.gov.uk/eia</a>			<input checked="" type="checkbox"/>
Not relevant to equality			<input checked="" type="checkbox"/>

Is this item subject to call-in?	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
If not subject to call-in please put a cross in the appropriate box:		
The item is due to be referred to Council for final approval		<input type="checkbox"/>
Delays in implementation could have serious financial implications for the Council		<input type="checkbox"/>
Delays in implementation could compromise the Council's position		<input type="checkbox"/>
Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months		<input type="checkbox"/>
Item is Urgent Key Decision		<input type="checkbox"/>
Report is to note only		<input checked="" type="checkbox"/>

# Executive Summary

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## 1. Key Accountable Measures

- 1.1 The report appraises progress against a basket of 52 key accountable measures and activities aligned to the objectives set out in the Council Strategy.
- 1.2 Of the 52 reported measures, outturns are available for 45 at the time of publication.
- (i) 36 are reported as 'green' – or are on track to be delivered / achieved by year end.
  - (ii) 7 are reported as 'amber' – or behind schedule, or still anticipate being delivered / achieved by year end.
  - (iii) 2 are reported as 'red'.
- 1.3 The 7 measures reported as amber are listed below:

### ***Children and young people***

- Child Protection cases which were reviewed within required timescales

### ***Older people and vulnerable adults***

- Proportion of repeat safeguarding referrals through the monitoring and review of protection plans
- Level of delayed transfers of care from hospital and those attributable to social care from acute and non-acute settings
- % of people accessing a housing related support service who have been assessed as needing support who go on to achieve economic wellbeing by improving debt management skills

### ***Infrastructure***

- Bring 80 empty homes back into use for by 31/03/15 using the council's framework for engaging with identified empty home owners

### ***Community Safety***

- Work with the Environment Agency and other partners to deliver flood alleviation scheme in Eastbury

### ***Working with schools***

- The number of schools judged good or better by Ofsted under the new Framework

- 1.4 The 2 measures reported as red are listed below:

### ***Community safety***

- Work with the Environment Agency and other partners to deliver flood alleviation scheme in Purley (*Already reported at Q2*)

### ***Working with schools***

- KS1-2: Proportion pupils making 2+ levels of progress in Writing



1.5 More information – outturns and commentary - on each of these measures is contained in the main body of the report.

## **2. Equalities Impact Assessment Outcomes**

2.1 This item is not relevant to equality.

## **3. Conclusion**

3.1 Overall a higher proportion of measures and activities are reported as green (expected to achieve the end of year targets) compared to performance level reported for quarter 2, less measures are reported amber and only one additional measure is reported as red (exception report included).

## **Appendices**

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Appendix A - West Berkshire Council Performance Report  
Key accountable measures and activities 2014/15  
Update: quarter three

## **Consultees**

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**Local Stakeholders:** \*

**Officers Consulted:** All data provided and signed off by service heads; Corporate Board.

**Trade Union:** \*

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# West Berkshire Council Performance Report

## Key accountable measures and activities 2014/15

### Update: quarter three

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[westberks.gov.uk/performance](http://westberks.gov.uk/performance)

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Available from [westberks.gov.uk/strategyandperformance](http://westberks.gov.uk/strategyandperformance)

## Purpose of this report

To provide an update on progress against the council's key accountable measures and activities at quarter three, 2014/15.

The key measures / activities within this report have been distilled from those routinely monitored and managed through individual service delivery plans to focus more singularly on those which are of particular importance / significance key in delivering the strategic objectives in the Council Strategy and to the ongoing work of the council as a whole. This report therefore:

- provides assurance to the Executive that the objectives laid out in the Council Strategy are being delivered;
- provides assurance to the Executive that areas of significance / particular importance are performing;
- acts as an early warning system, flagging up areas of significance / particular importance which are not performing - or are not expected to perform - as hoped;
  - and therefore ensures that adequate remedial action is put in place to mitigate the impact of any issues that may arise.

## Conventions used in this report

Throughout the report we have used a RAG 'traffic light' system to report progress:

- ★ means we have either achieved / exceeded, or expect to achieve what we set out to do;
- ◆ means we are behind schedule, but still expect to achieve or complete the measure / activity by year end;
- indicates that we have not achieved, or do not expect to achieve, the activity or target within the year;

Indicators reported as 🕒 are annual indicators that can only be reported at a particular point in time – i.e. GCSE results or the road condition survey, whilst;

Indicators reported as ⌚ are where the quarterly data is unavailable or 🚫 not provided at the time of print.

Where measures / activities are reported as 'red', an exception report provides (a) a description of why the measure / activity will not be achieved / completed, (b) the impact of not achieving, (c) the remedial action being taken to mitigate the impact of this as well as (d) the revised anticipated year end position.

In total, there are 52 key measures or activities which are appraised by the Executive through this reporting mechanism. In the report, these are aligned to the strategic priorities laid out in the Council Strategy.

The main body of the report presents these in more detail. Along with a description of the measure, the table also provides:

- *Column 2:* an indication of whether or not the council has direct / complete control over performance.
- *Column 3:* an indication of the impact on either, service users or the community more generally, should the measure not be achieved.
- *Column 4-6:* previous years' outturns and comparative performance
- *Column 7:* the current year's target.
- *Columns 8-10:* quarter 1, 2, 3 outturn and RAG rating.
- *Column 11:* and supporting commentary or volume data.

## Comparative outturns

To complement monitoring progress in absolute terms, an indication of our comparative standing is provided. This will only relate to standardised, nationally reported measures and by default the data is compared to England as a whole. Outturns are presented in relation to quartiles, although in some cases it should be noted that a direct, national comparison is not possible as the measure is locally defined and monitored.

Because of the timescales involved in compiling, validating and publishing relative performance statistics, these are usually available 6-12 months in arrears. As such, the data we are able to use to compare our relative performance, will ordinarily relate to the previous year.

## Summary of Performance

Across this reporting framework as a whole, 52 key accountable measures and activities are captured in total.

Education operates on an academic year basis and their service plan covered the academic year ending September 2014. A suite of key accountable measures, relating to attainment in 2013/14 academic year, are included in this basket of measures.

Data for one Adult Social Care measure has been reported in order to calibrate a baseline data for 2015/16.

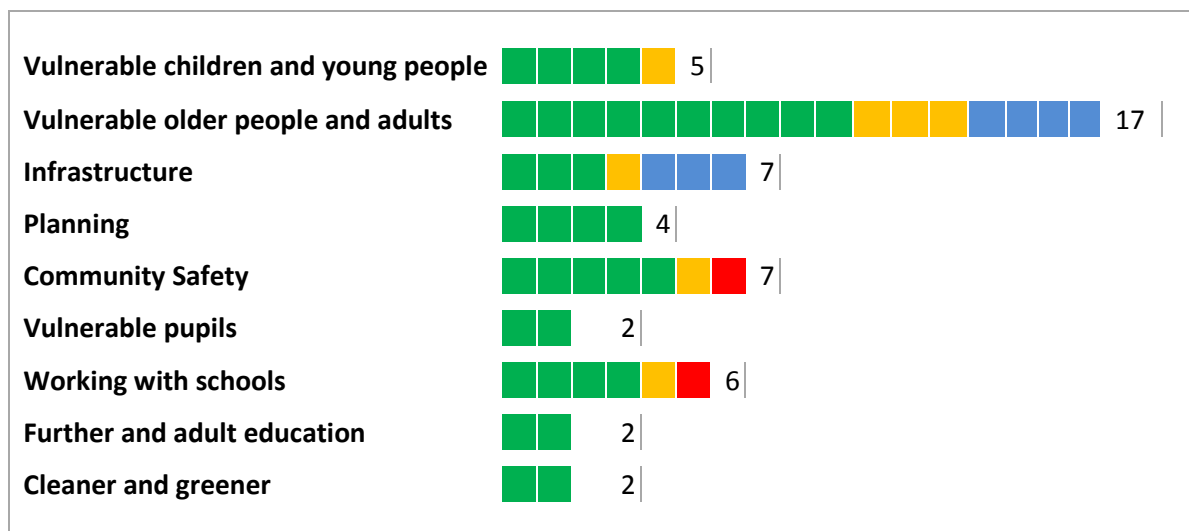
Of the 52 reported measures, outturns are available for 45.

- 36 are reported as 'green' – or are on track to be delivered / achieved by year end.
- 7 are reported as 'amber' – or behind schedule, or still anticipate being delivered / achieved by year end.
- 2 are reported as 'red' - or we have not achieved, or do not expect to achieve, the activity or target within the year.

The summary table below shows year end outturns by directorate.

Overview of performance outturns	2011/12 YE	2012/13 YE	2013/14 YE	2014/15 (Q3)			
				Overall	Comm	Env	Res
Green	27	45	36	36	21	10	5
Amber	0	0	1	7	6	1	0
Red	12	3	9	2	1	1	0
<i>Annual</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>4</i>	<i>2</i>	<i>2</i>	<i>0</i>
<i>Unavailable</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>3</i>	<i>2</i>	<i>1</i>	<i>0</i>
<b>Total</b>	<b>39</b>	<b>49</b>	<b>47</b>	<b>52</b>	<b>32</b>	<b>15</b>	<b>5</b>

This graph summarises the same data against the council's priorities.



■ On track / achieved   
 ■ Behind schedule   
 ■ Unachievable   
 ■ Unreported

The 7 measures reported as 'amber' and 2 reported as 'red' are listed below. (For more information on each of these measures, including detailed outturns, commentary and exception reports – please consult the main body of this report:

<i>List of reported amber measures / activities</i>	<i>Target</i>	<i>Q3 outturn</i>
<b><i>Children and young people</i></b>		
1. Child Protection cases which were reviewed within required timescales	99%	93.5%
<b><i>Older people and vulnerable adults</i></b>		
2. Proportion of repeat safeguarding referrals through the monitoring and review of protection plans	<8%	10%
3. Level of delayed transfers of care from hospital and those attributable to social care from acute and non-acute settings (ASCOF 2C Part 2)	4	4.1
4. % people accessing a housing related support service who have been assessed as needing support who go on to achieve economic wellbeing by improving debt management skills	85%	82%
<b><i>Infrastructure</i></b>		
5. Bring 80 empty homes back into use for by 31/03/15 using the councils framework for engaging with identified empty home owners	80	48
<b><i>Community Safety</i></b>		
6. Work with the Environment Agency and other partners to deliver flood alleviation scheme in Eastbury	Complete	Delayed
<b><i>Working with schools</i></b>		
7. The number of schools judged good or better by Ofsted under the new Framework	63	59

<i>List of reported red measures / activities</i>	<i>Target</i>	<i>Q3 outturn</i>
<b><i>Community Safety</i></b>		
1. Work with the Environment Agency and other partners to deliver flood alleviation scheme in Purley	Aug '14	Sept '14
<b><i>Working with schools</i></b>		
2. KS1-2: Proportion pupils making 2+ levels of progress in Writing	<b>2013/14 AY</b> 93%	<b>2013/14 AY</b> 92%

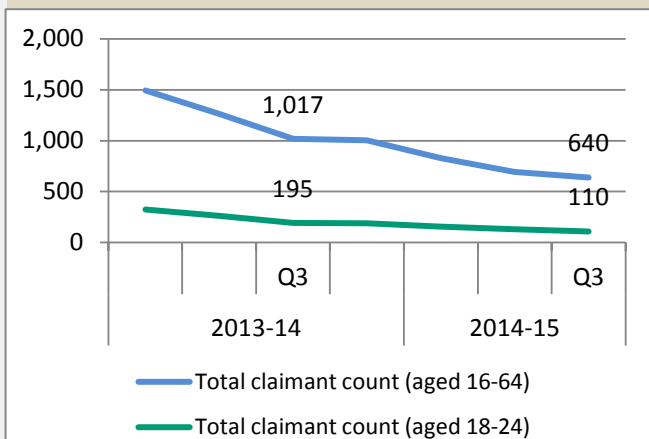
# **Key accountable measures and activities 2014/15**

## **Quarter 3**

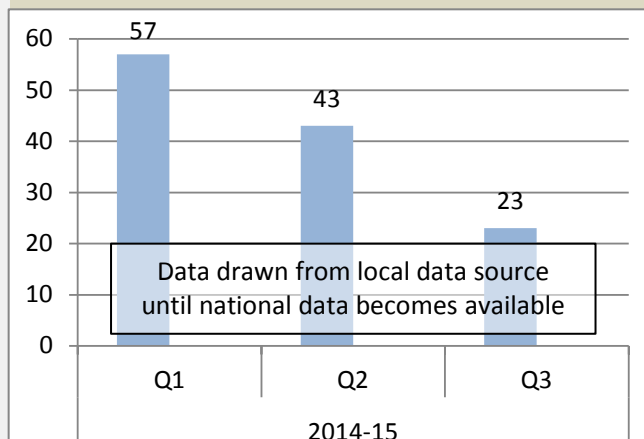
### **Contextual and volume measures**

## Economy

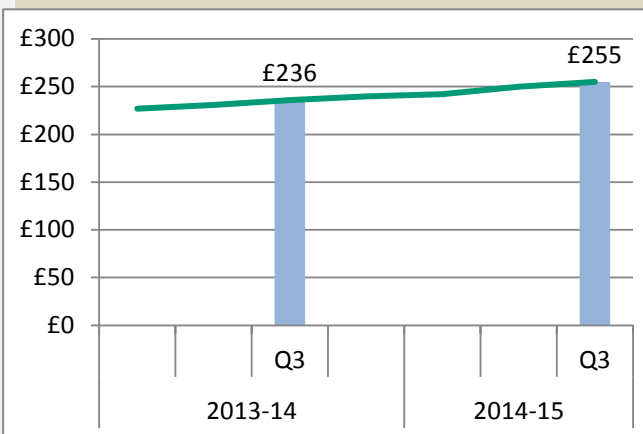
1. Total claimant count



2. Nos. of people starting an apprenticeship in a West Berkshire business



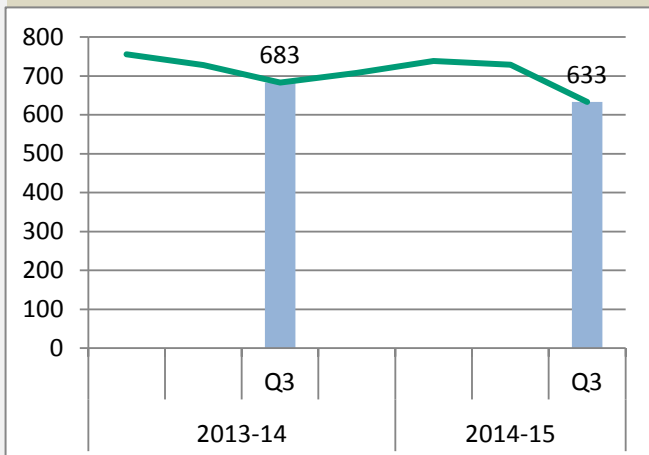
3. Average house price (£k)



## Economy

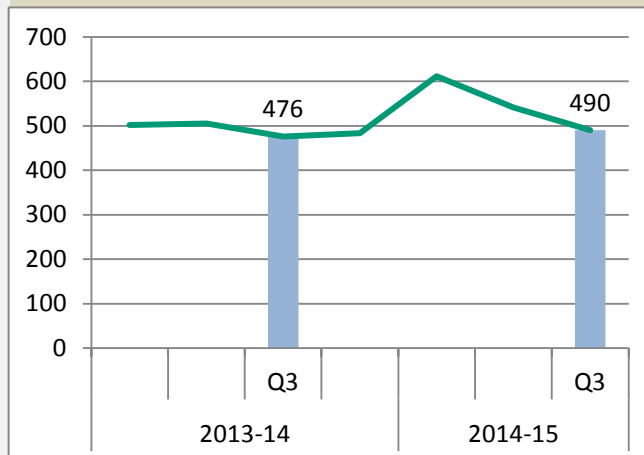
4. Total nos. of planning applications (Received)

Q v Q diff. **-7%**



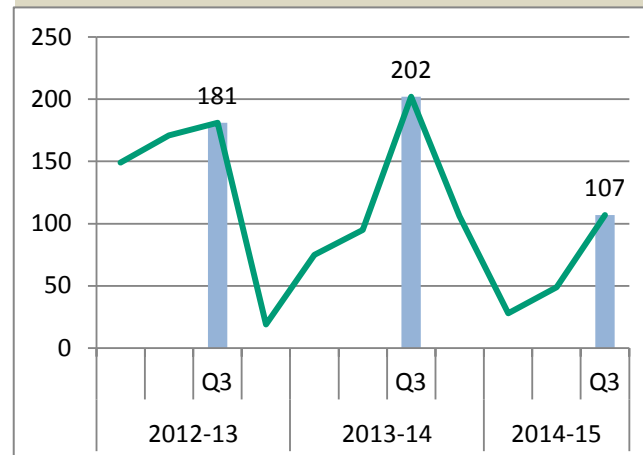
5. Nos. of local authority land charge searches completed

Q v Q diff. **3%**



6. Net change in the number of properties through new builds, splitting, merging and demolition.

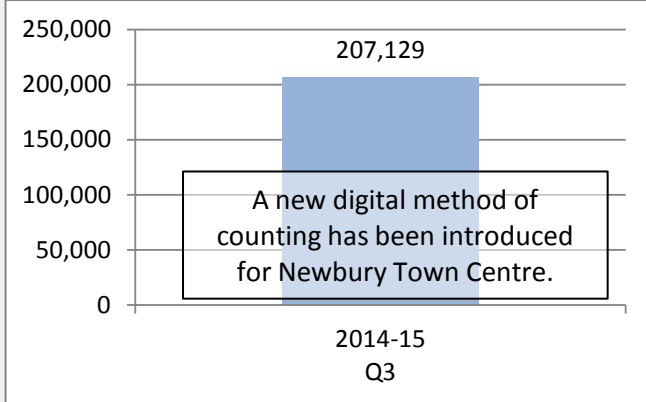
Q v Q diff. **-47%**



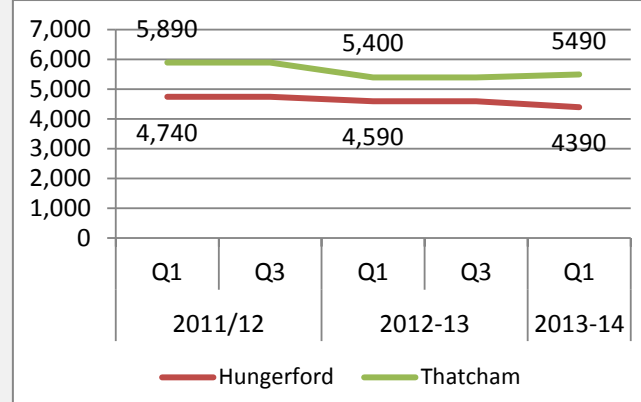


## Economy

7. Newbury Town centre footfall (weekly average)



8. Hungerford & Thatcham Town centre footfall

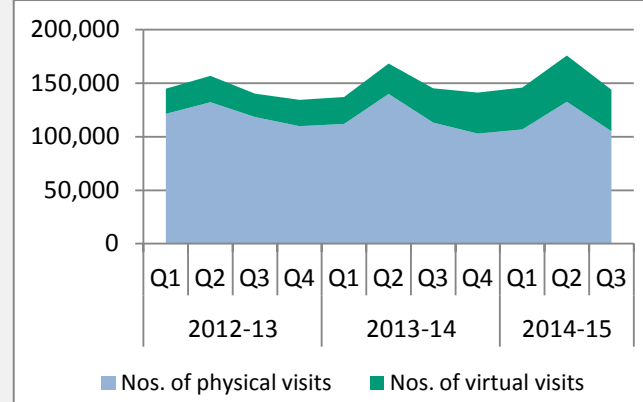


## Culture and Leisure

Q v Q  
diff.

9. Number of visits to library venues (physical / virtual)

-1%

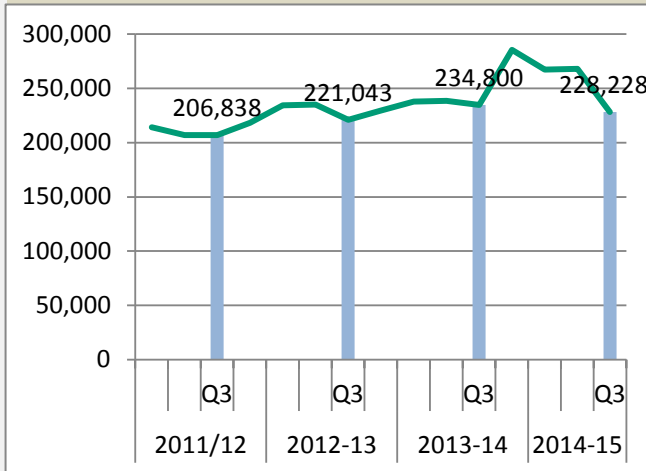


## Culture and Leisure

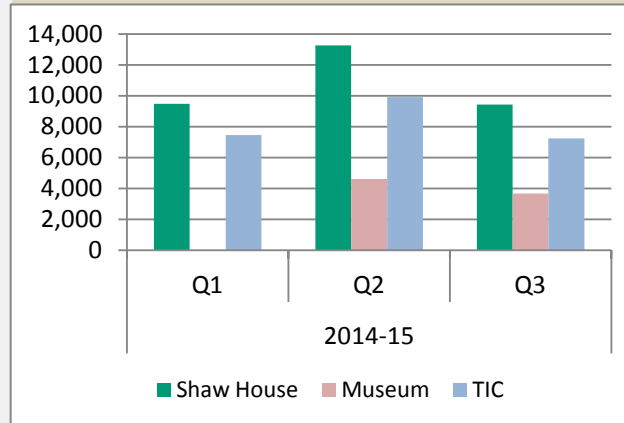
Q v Q  
diff.

10. Number of visits to sports and leisure centres

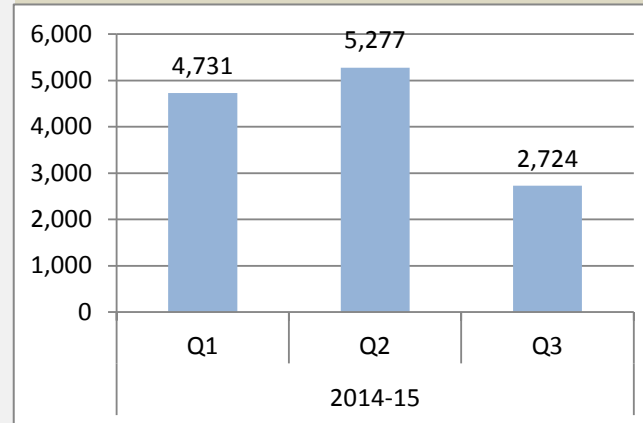
-3%



11. Number of users of heritage venues (Shaw House, Museum and Tourist Information Centre) - Museum opened 25 August 2014

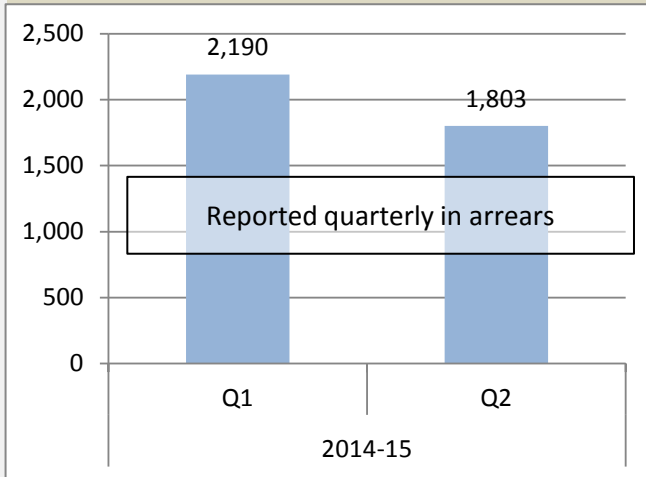


12. Number of users of Activity Team West Berkshire service and venues



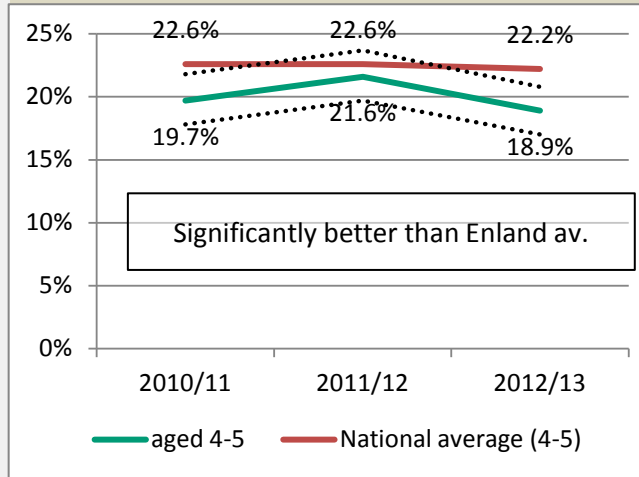
## Transport

13. Number of permanent pot hole and edge of road repairs completed



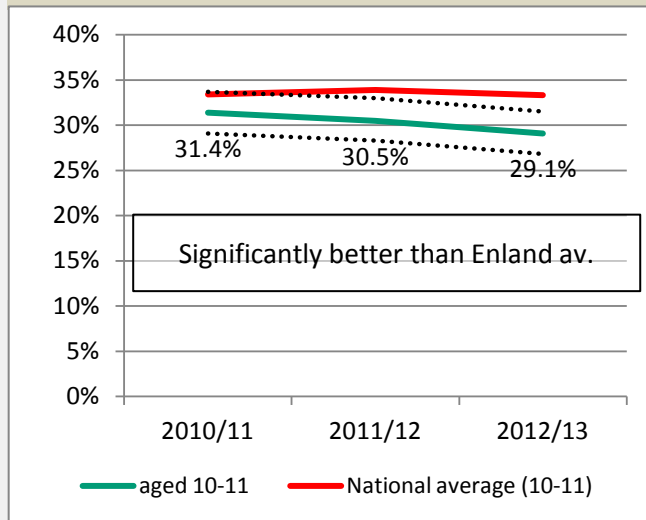
## Health

14. Prevalence of excess weight in children aged 4-5

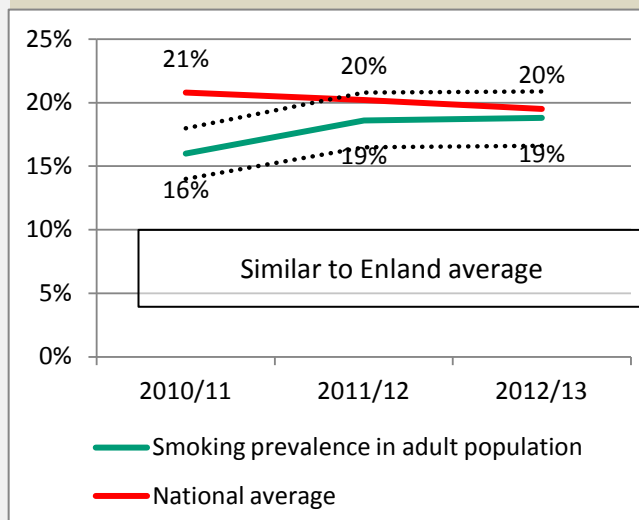


## Health

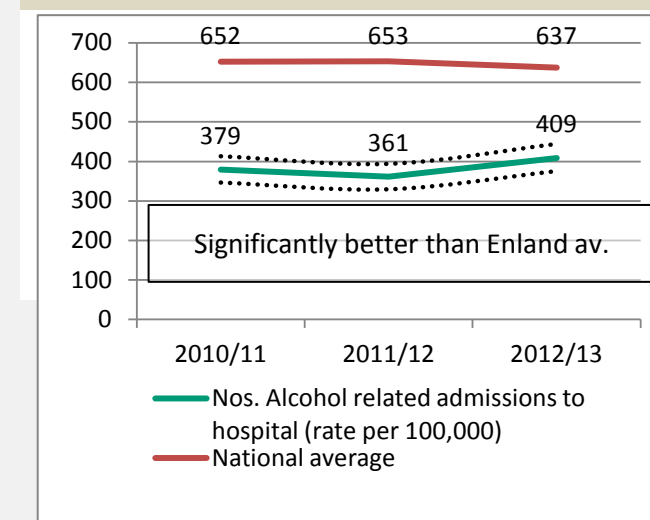
15. Prevalence of excess weight in children aged 10-11



16. Smoking prevalence in adult population



17. Nos. Alcohol related admissions to hospital (rate per 100,000)

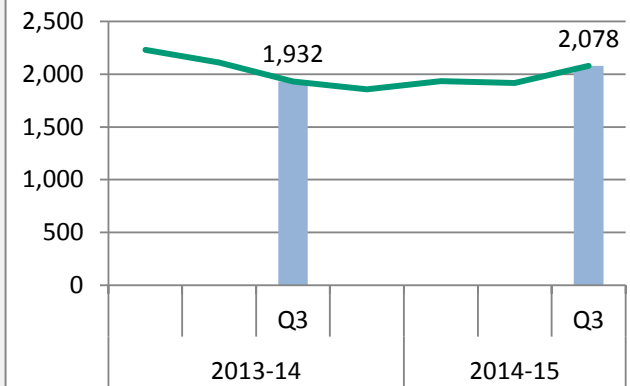


## Community safety

18. Nos. of crimes reported to Thames Valley Police (all)

Q v Q  
diff.

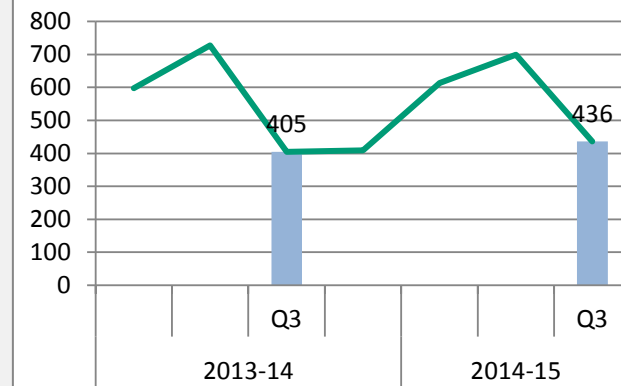
**8%**



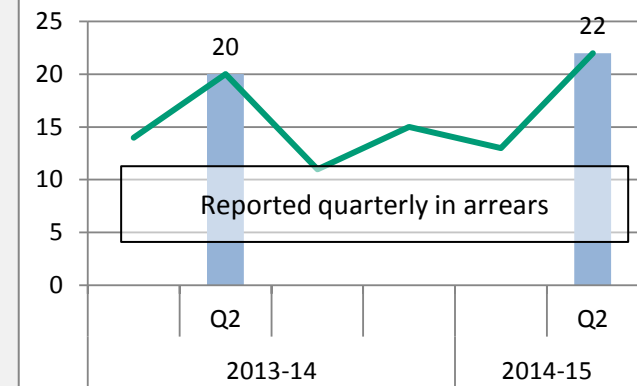
19. Nos. of ASB incidents reported to Thames Valley Police

Q v Q  
diff.

**8%**



20. Number of people killed or seriously injured on roads in West Berkshire (incl. Highway Agency roads)  
\*Reported a quarter in arrears.

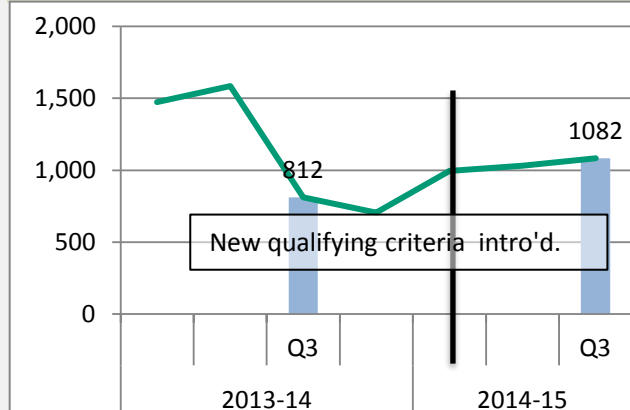


## Vulnerable Adults

21. Nos. of live applicants on the Common Housing Register in the reasonable preference group

Q v Q  
diff.

**33%**

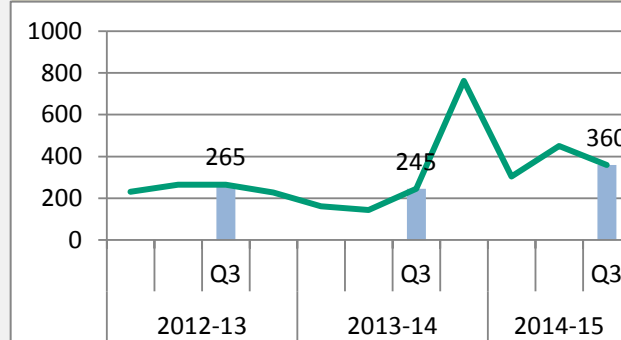


22. Number of welfare benefits assessments - adults

Q v Q  
diff.

**47%**

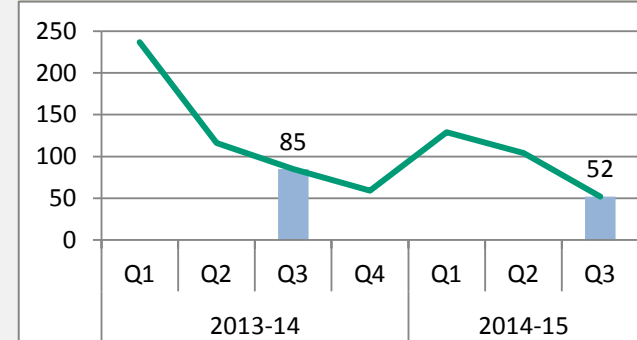
\*\*Numbers have increased due to supporting people now being chargeable.



23. Nos of Discretionary Housing Payments awarded

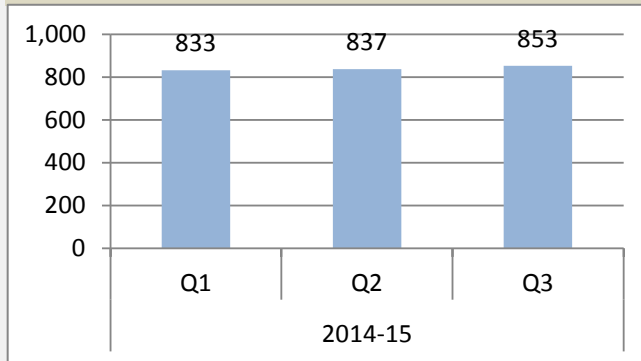
Q v Q  
diff.

**-39%**

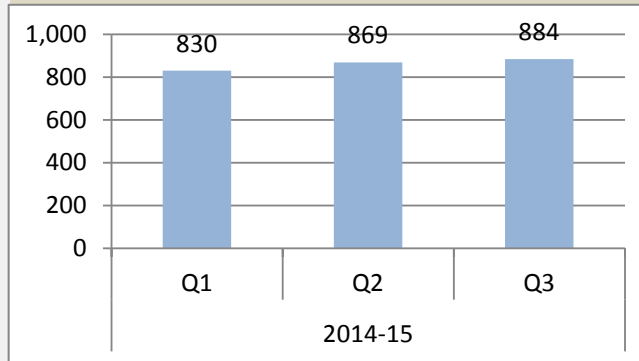


## Vulnerable Adults

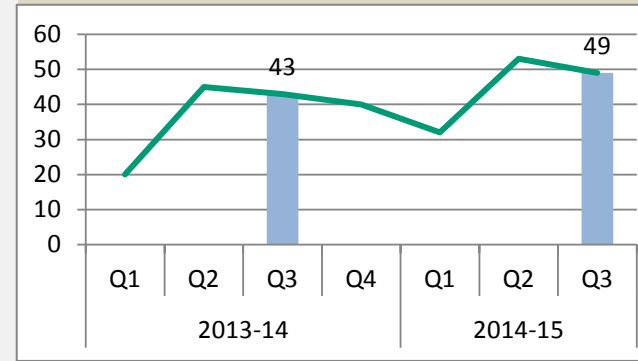
24. Number of clients 18-64 in the last 12 months in receipt of a Long Term community service (Homecare/ Day care / PB cash payment/ Community support / ECH)  
(NEW)



25. Number of clients 65+ in the last 12 months in receipt of a Long Term community service (Homecare/ Day care / PB cash payment/ Community support / ECH)  
(NEW)



26. Number of adult safeguarding referrals (Stage 2) opened

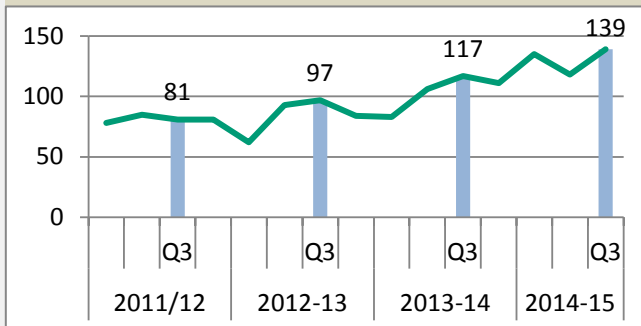


Q v Q  
diff.

**14%**

## Vulnerable Children

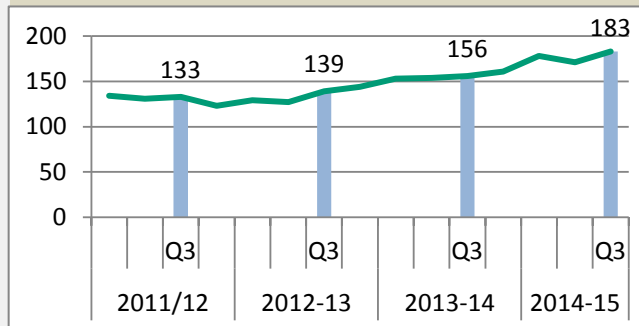
27. Number of Children subject to Child Protection Plans



Q v Q  
diff.

**19%**

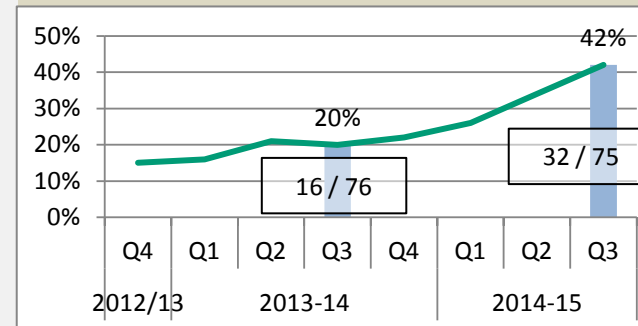
28. Nos. of Looked After Children cases



Q v Q  
diff.

**17%**

29. Percentage of posts filled by agency workers



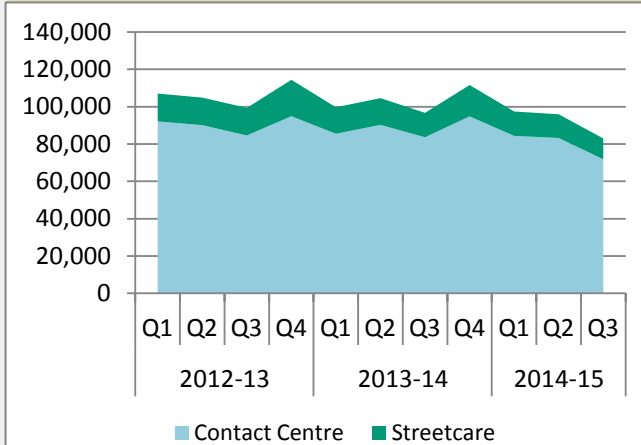
Q v Q  
diff.

**22pp**

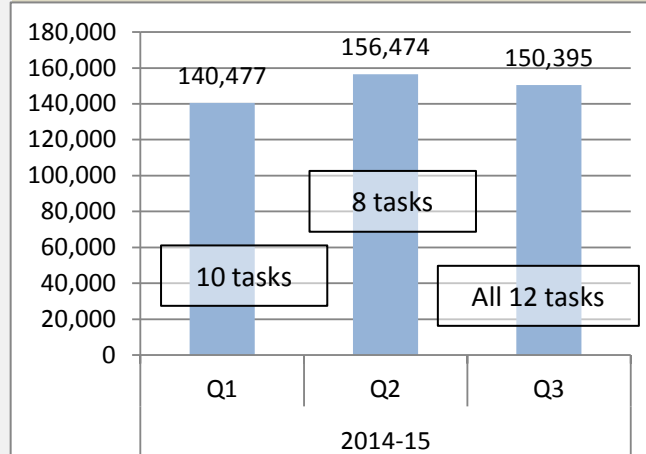
# Communication

Q v Q  
diff.

30. Contact centre and Streetcare enquiries

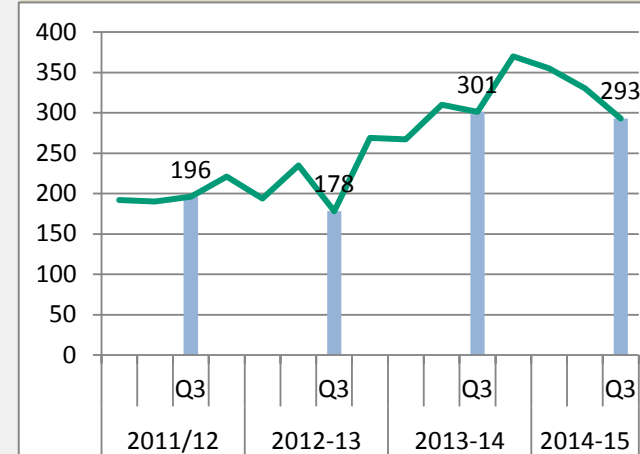


31. Nos. of transactions through WBC website for 'most requested tasks'



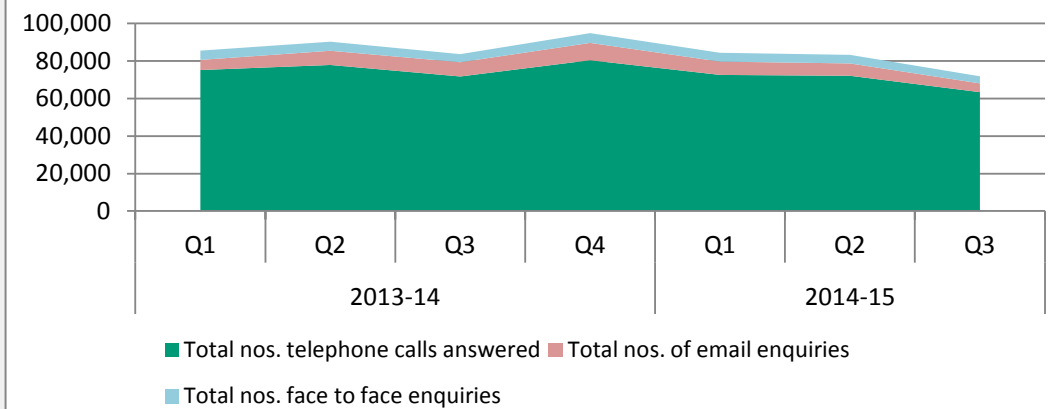
32. Nos. of Freedom of Information requests (received)

-3%

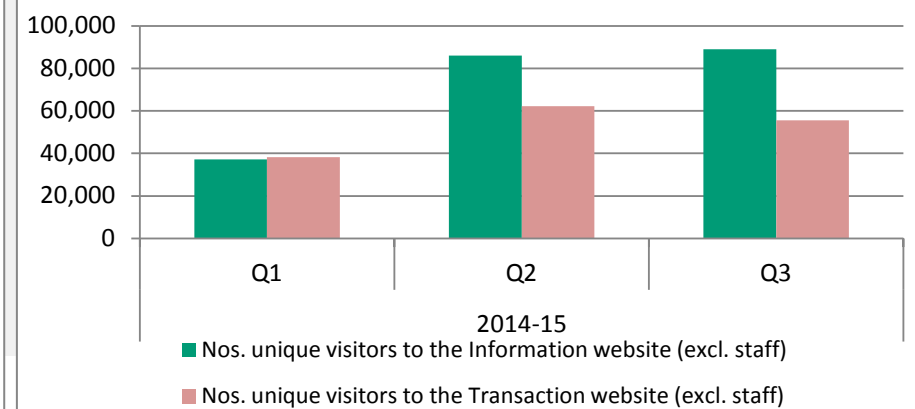


## Encourage customers to 'Choose Digital'

33. Customer services - Contact centre enquiries



34. Visits to new WBC website - live on 19 May 2014.



# **Key accountable measures and activities 2014/15**

## **Quarter 3**

## **Exception reports**

John Ashworth / Mark Edwards	Highways and Transport	22 October 2014	RED
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**Work with the Environment Agency and other partners to deliver flood alleviation scheme in Purley**

	Q1	Q2	Q3	Q4	Target	Polarity	Signific
RAG	◆	■	■		Aug '14		Medium
Qrtly outturn	On track	Complete	Complete				
YTD outturn							

**Executive**

***(Reported as 'red' in Q2)***

**REASON FOR RED:**

Complete in September 2014.

As part of the Purley Flood Alleviation scheme the EA were responsible for gaining planning permission for the delivery of a flood alleviation bund to the rear of Wintringham Way. Following submission of the application, further clarification was required from WBC Planning due to inconsistencies in the documentation and drawings submitted. This caused a delay in the approval of the application and a subsequent delay in the construction start. Due to the intervention of the Highways and Transport Projects Team, working closely with WBC Planners the inconsistencies were ironed out and the drawings/design amended to gain planning approval. This resulted in only a 4 week delay to the programme which meant the scheme has been completed prior to the winter months.

**KS1-2: Proportion pupils making 2+ levels of progress in Writing**

	AY 2012	AY 2013	AY 2014		Target	Polarity	Signific
RAG			■		93%	Higher is better	High
Qrtly outturn	Ann- Q3	Ann – Q3	Ann – Q3				
YTD outturn	90%	92%	92%				

**Executive**

**REASON FOR RED:**

The result of 92% of pupils making 2 levels of progress in writing from KS1 to KS2 is a 1% increase on last year’s result and just 1% short of the very challenging target of 93%. The reason for the result not meeting its target was the exceptionally low performance in writing of one school with a large year 6 cohort. The school at that time was in the Ofsted category special measures. It is no longer in special measures and predictions for 2015 are much improved. The LA 2014 results omitting the data of the school would have been 94%. It is important to note that attainment in writing across the LA is very high with 88% of pupils achieving level 4 compared to a national score of 85% and 38% of pupils achieving a level 5 compared with only 33% nationally. The gap between the performance in writing between boys and girls has also closed well this year and West Berkshire now has a “gap” smaller than the national gap. Historically, these pupils also achieved very highly at KS1 which means that securing very good progress rates from a high starting point is an additional challenge.

**CONSEQUENCES OF NOT ACHIEVING THIS MEASURE:**

The main consequence of any school not achieving progress rates in writing is that it could influence the school’s overall Ofsted judgement when inspected and it may not be judged as a good school.

**REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:**

The LA is running a Year 6 writing network for targeted schools to ensure that progress rates for year 6 pupils is as high as it can be. The LA has also increased the number of schools it visits to check that teacher assessments at KS1 are accurate and not too generous. This robust moderation has resulted in teacher assessments in KS1 being more accurate than historically, especially in infant schools.

**IMPACT OF REMEDIAL ACTION/ESTIMATED YEAR END OUTTURN:**

It is expected that attainment in writing will continue to be high and that progress rates should reach at least 93%



# **Key accountable measures and activities 2014/15**

## **Quarter 3**

### **Performance outturns by strategic priority**

**2014/15 West Berkshire Council Key Accountable Report**

Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
<b>Caring for and protecting the vulnerable</b>										
<b>Children and young people</b>										
To maintain a high percentage of (single) assessments being completed within 45 working days	Y	Medium	-	New measure	-	70%	★ 91%	★ 73%	★ <b>73%</b>	YTD: 478 / 655
Looked after children cases which were reviewed within required timescales	Y	High	Discont.	99%	Discont.	99%	◆ 98%	★ 99%	★ <b>99%</b>	Q3: 166 / 167 YTD: 477 / 482
Child Protection cases which were reviewed within required timescales	Y	High	1st	93%	4th	99%	◆ 84%	◆ 91%	◆ <b>93.5%</b>	YTD: 86 / 92 There remain some recording issues in relation to Child Protection Reviews. If these issues are resolved, it is possible for us to achieve our target by year end.
To maintain a low percentage of children receiving a child protection plan for a second or subsequent time within a 2 year period.	Y	High	4th	16%	3rd	<15%	★ 9%	★ 6%	★ <b>11%</b>	YTD: 14 / 130
Maintain 90% of benefits assessments within 3 weeks of referral from Children's Services	Y	High	-	95%	-	90%	★ 94%	★ 95%	★ <b>95%</b>	Q3: 249 / 263 YTD: 491 / 517
<b>Older people and vulnerable adults</b>										
Maintain overall satisfaction of people who use services with their care and support. (ASCOF 3A)	Y	High	3rd	58%	4th	60%	🎯 Annual - Q4	🎯 Annual - Q4	🎯 <b>Annual - Q4</b>	
Increase proportion of service users with an eligible service receiving a SDS or direct payment (ASCOF1C, part 1)	Y	High	4th	42%	4th	70%	⌚ data not available	⌚ data not available	⌚ <b>data not available</b>	Due to the transition from RAP to SALT, we cannot provide Q1 to Q3 for ASCOF 1C. The report is being worked on and data will be available in Q4.
Maintain the proportion of adults with a learning disability who live in their own home or with their family (ASCOF 1G)	Y	High	2nd	76%	2nd	77%	◆ 76%	★ 77%	★ <b>78%</b>	Q3: 336 / 425 YTD: 936 / 1207
Maintain % of safeguarding alerts responded to within 24 hours.	Y	High	-	87%	-	90%	★ 92%	★ 93%	★ <b>91%</b>	Q3: 144 / 164 YTD: 384 / 421 The slight drop in the number of alerts responded to within 24 hours in Q3 is expected to be on track by year end.

2014/15 West Berkshire Council Key Accountable Report

Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
<b>Caring for and protecting the vulnerable</b>										
<b>Older people and vulnerable adults</b>										
Reduce the number of repeat safeguarding referrals through the monitoring and review of protection plans	Y	Medium	-	10%	-	<8%	◆ 11%	◆ 9%	◆ <b>10%</b>	YTD: 17 / 172 Rolling 12 month figure. We have limited if any control over repeat referrals. Often it indicates the complexity of the client group we are referred in the first place. Many have chaotic and challenging lives which we can shore up in the short term but if long term services can't support or that's not an appropriate way forward then there is little we can do to prevent those referrals coming through. In addition, the monitoring is carried out as part of the main stream SW input into these cases therefore where there are ongoing concerns the monitoring is not the only input.
Decrease the level of delayed transfers of care from hospital and those attributable to social care from acute and non-acute settings (ASCOF 2C Part 2)	Y	High	4th	9 *	4th	4 *	◆ 6.4	◆ 5.3	◆ <b>4.1</b>	Performance was 9.0 at year end 2013/14. Significant work to improve performance and focus on getting people out of hospital in a timely way has had an impact to date. * DTOC is a snapshot count of the number of patients (per 100,000 aged 18+) delayed at midnight on the last Thursday of a reporting period (a calendar month). This number is attributable to social care services only (ie. excluding Health services).
Waiting Times for Access For All (AFA) Assessments for new referrals only - proportion of people with completed assessments within 28 calendar days.	Y	High	-	New measure	-	Baseline	⌘ data not available	⌘ data not available	<b>47%</b>	Q1 & Q2 data is not available
Maintain the overall satisfaction of carers with social services. (ASCOF3B)	Y	High	2nd	Not available	No survey	46%	⊙ Annual - Q4	⊙ Annual - Q4	⊙ <b>Annual - Q4</b>	

**2014/15 West Berkshire Council Key Accountable Report**

Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
<b>Caring for and protecting the vulnerable</b>										
<b>Older people and vulnerable adults</b>										
Increase the number of carers receiving a carers assessment or review	Y	High	-	682	-	700	⌘ data not available	⌘ data not available	⌘ data unavailable	The data is available in the RAISE data warehouse. However, the reports to extract this are being drafted and there are data quality issues that need to be addressed in conjunction with this. The data will be available for Q4.
Maintain the percentage of vulnerable people maintaining independent living through the provision of a housing related support service	Y	High	-	97%	-	98%	★ 99% (P)	★ 99% (P)	★ 99% (P)	Q3: 498 / 499 YTD: 1496 / 1510 Provisionals - still waiting for data for long term service providers.
Maintain the proportion of people supported to move on from short term accommodation into independent living in a planned way	Y	Medium	-	76%	-	70%	★ 86%	★ 75%	★ 75% (P)	YTD: 26 / 44 Provisional data
Maintain the percentage of people accessing a housing related support service who have been assessed as needing support who go on to achieve economic wellbeing by improving debt management skills	Y	Medium	-	91%	-	85%	★ 86%	◆ 84%	◆ 82%	The accommodation at Bramlings is housing with support. The provider was unable to let the property while it was damp. 100% support take up is therefore heavily dependent upon all flats being occupied. The inability to let one flat limited the provider's capacity for them to deliver 100% support at this facility. The damp problem is being addressed. Referrals to be increased in Q4
Maintain the percentage of people presenting as homeless where the homelessness has been relieved or prevented	Y	High	-	81%	-	78%	◆ 77%	★ 78%	★ 78%	Q3: 125 / 158 YTD: 356 / 455
Maintain the proportion of claims for Discretionary Housing Payment are determined within 28 days following receipt of all relevant information	Y	High	-	84%	-	80%	★ 85%	★ 93%	★ 89%	YTD: 67 / 75
Maintain percentage of financial assessments within 3 weeks of referral to the Welfare Benefits Team	Y	High	-	99%	-	97%	★ 99%	★ 99%	★ 98%	YTD: 1094 / 1114
Ensure 95% of claims for Local Welfare Provision are processed within 10 working days	Y	High	-	95%	-	95%	★ 100%	★ 99%	★ 100%	YTD: 314 / 314
The average number of days taken to make a full decision on new Benefit claims	Y	High	-	18.47 days	-	<18.5 days	◆ 19	★ 18.2	★ 18	
The average number of days taken to make a full decision on changes in a Benefit claimants circumstances	Y	High	1st	7.58 days	-	<8 days	◆ 9	★ 8.0	★ 7	

2014/15 West Berkshire Council Key Accountable Report										
Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
<b>Promoting a vibrant district</b>										
<b>Infrastructure</b>										
Ensure that no more than 5% of the principal road network (A roads) is in need of repair	Y	High	2nd	3%	-	<5%	🕒 Annual - Q4	🕒 Annual - Q4	🕒 <b>Annual - Q4</b>	
Ensure that no more than 10% of the classified non-principal road network (B and C roads) is in need of repair	Y	High	2nd	7%	-	<10%	🕒 Annual - Q4	🕒 Annual - Q4	🕒 <b>Annual - Q4</b>	
Aim to complete at least 75% of all works orders for permanent pothole and edge of road repairs within 28 days of the order date.	Y	High	-	-	-	75%	🔹 62%	🔹 57%	🕒 <b>data not available</b>	Reported quarterly in arrears Q2 YTD: 101 / 176 Following the winter flooding in 2013/14 and additional funding from the DfT, 1725 pothole and hand patch repairs were undertaken in Q2. Due to the demand on service and available resource, the 75% target was not met. It is expected that, with a reasonable winter, the target will be met by year end.
Bring 80 empty homes back into use for by 31/03/15 using the councils framework for engaging with identified empty home owners	N	High	-	93	-	80	★ 15	★ 36	🔹 <b>48</b>	We continue to follow up owners of empty homes in accordance with the Empty Homes strategy. It is possible that this is not followed up as quickly due to a staff vacancy followed by staff sickness.
Approve 95% of high priority Disabled Facilities Grants within 9 weeks of receipt of full grant application	Y	High	-	92%	-	95%	★ 100%	★ 100%	★ <b>100%</b>	Q3: 28 / 28 YTD: 41 / 41
Nos of West Berkshire premises able to receive standard broadband services 2Mb/s or above	N	Medium	-	64,386 (93.6%)	-	66,241 (96.3%)	★ On track	★ On track	★ <b>On track</b>	
Nos of West Berkshire premises able to receive Superfast Broadband services 24Mb/s or above	N	Medium	-	41,287 (60.0%)	-	51,956 (75.5%)	★ On track	★ On track	★ <b>On track</b>	

**2014/15 West Berkshire Council Key Accountable Report**

Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn		Q2 (YTD) RAG / outturn		Q3 (YTD) RAG / outturn		Supporting commentary
<b>Promoting a vibrant district</b>													
<b>Planning</b>													
60% of 'major' planning applications determined within 13 weeks or the agreed extended time.	Y	High	1st	72%	3rd	60%	★	62%	★	74%	★	<b>70% (P)</b>	Q3: 14 / 22 YTD: 40 / 57 Q1 & Q2 figures amended as incorrectly reported. The Government has changed how applications are managed. We can now agree 'extensions of time' (EoT) with applicants that allows determination beyond the normal 8 or 13 week dates
65% of 'minor' planning applications determined within 8 weeks or the agreed extended time.	Y	High	2nd	67%	3rd	65%	★	75%	★	76%	★	<b>73% (P)</b>	Q3: 67 / 101 YTD: 236 / 323 Q1 & Q2 figures amended as incorrectly reported. The Government has changed how applications are managed. We can now agree 'extensions of time' (EoT) with applicants that allows determination beyond the normal 8 or 13 week dates
75% of 'other' planning applications determined within 8 weeks or the agreed extended time.	Y	High	1st	90%	2nd	75%	★	81%	★	79%	★	<b>79% (P)</b>	Q3: 295 / 373 YTD: 891 / 1125 Q1 & Q2 figures amended as incorrectly reported. The Government has changed how applications are managed. We can now agree 'extensions of time' (EoT) with applicants that allows determination beyond the normal 8 or 13 week dates
Ensure that the proportion of upheld planning appeals is less than the national average.	Y	Medium	3rd	43%	4th	<35%	★	33%	★	29%	★	<b>32%</b>	Q3: 7 / 18 YTD: 20 / 63
<b>Community Safety</b>													
Continue working in partnership with Thatcham Flood Forum, Cold Ash Community Partnership and the Environment Agency to complete construction of the Cold Ash retention basins	N	Medium	-	Begin	-	Mar-15	★	On track	★	On track	★	Complete	
Complete Winterbourne flood alleviation scheme	Y	Medium	-	-	-	Mar-15	★	On track	★	On track	★	Complete	
Complete Oak End Way, Padworth property protection scheme	Y	Medium	-	-	-	Mar-15	★	On track	★	On track	★	Complete	
Complete Cromwell Road, Newbury flood alleviation bund	Y	Medium	-	-	-	Mar-15	★	On track	★	Complete	★	Complete	
Work with the Environment Agency and other partners to deliver flood alleviation scheme in Purley	Y	Medium	-	-	-	Aug-14	★	On track	■	Complete	■	Complete	See exception report for details,

2014/15 West Berkshire Council Key Accountable Report													
Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn		Q2 (YTD) RAG / outturn		Q3 (YTD) RAG / outturn		Supporting commentary
<b>Promoting a vibrant district</b>													
<b>Community Safety</b>													
Work with the Environment Agency (EA) and other partners to deliver flood alleviation scheme in Eastbury	Y	Medium	-	-	-	Mar-15	★	On track	◆	Delayed	◆	Behind schedule	The start of the Eastbury Scheme was delayed as the tender returns exceeded the available budget. We have worked with the EA to design out some of the additional cost and raise additional funds for the scheme, which commenced on site in December 2014. If no further issues occur, scheme should be complete by the end of the financial year.
Completion of Flooding Scrutiny Review	Y	Medium	-	-	-	Mar-15	★	Ongoing	★	Complete	★	Complete	Review completed. Action plan in place and progressing

2014/15 West Berkshire Council Key Accountable Report										
*Please note these outturns are based on academic years										
Measure / activity	Direct control	Impact	2011/12 outturn / qtile	2012/13 outturn / qtile	2013/14 outturn / qtile	2013/14 Target	2013/14 RAG / outturn		Supporting commentary	
<b>Improving Education</b>										
<b>Vulnerable pupils</b>										
KS2: Proportion of SEN children (without statement) who achieve level 4 or above in Reading, Writing and Maths	Y	High	33%	38% 3rd	2nd	39%	★	45%		
KS4: Proportion of disadvantaged children (FSM6 and LAC) who achieve 5+A*-C grades at GCSE (incl English and Maths)	Y	High	26%	32%	3rd	32%	★	32.8%	The wording of this measure has been changed to more closely identify the cohort and to enable achievement to be compared at a national level.	
<b>Working with schools</b>										
KS1-2: Proportion pupils making 2+ levels of progress in Reading	Y	High	New measure	87% 4th	3rd	88%	★	91%		
KS1-2: Proportion pupils making 2+ levels of progress in Writing	Y	High	New measure	92% 3rd	4th	93%	■	92%	See exception report for details	
KS1-2: Proportion pupils making 2+ levels of progress in Maths	Y	High	79% 4th	84% 4th	4th	87%	★	87%		
KS2: Prop'n pupils achieving at least level 4 in Reading, Writing and Maths	Y	High	74%	77% 2nd	1st	78%	★	82%		
KS4: Proportion pupils gaining 5+ A*-C at GCSE including English and Maths (all schools)	Y	High	57% 3rd	61% 2nd	1st	62%	★	65%		

2014/15 West Berkshire Council Key Accountable Report													
Measure / activity	Direct control	Impact	2011/12 Municipal year outturn	2012/13 Municipal year outturn	2013/14 Municipal year outturn	2014/15 target	Q1 RAG / outturn		Q2 (YTD) RAG / outturn		Q3 (YTD) RAG / outturn		Q3 Supporting commentary
<b>Improving Education</b>													
<b>Working with schools</b>													
The number of schools judged good or better by Ofsted under the new Framework	Y	High	61	62	63	63	★	59	◆	57	◆	59	The Ofsted inspection timetable means that each quarters return will be a snapshot of progress throughout the year. It is expected that we will achieve our target by year end.

2014/15 West Berkshire Council Key Accountable Report													
Measure / activity	Direct control	Impact	2011/12 Municipal year outturn	2012/13 Municipal year outturn	2013/14 Municipal year outturn	2014/15 target	Q1 RAG / outturn		Q2 (YTD) RAG / outturn		Q3 (YTD) RAG / outturn		Q3 Supporting commentary
<b>Improving Education</b>													
<b>Further and adult education</b>													
The proportion of people aged 16-18 not in education, employment or training (NEET)	N	High	4.5%	dna	3.4%	<3.4%	★	3.2%	◆	4.7%	★	2.8%	YTD: 138 / 4893
The proportion of YP in jobs with training, including apprenticeships	N	High	30%	dna	58.6%	50%	⌘	data not available	★	53%	★	51%	YTD: 462 / 904 (Propn of all young people who are employed not of the whole cohort of young people)

2014/15 West Berkshire Council Key Accountable Report													
Measure / activity	Direct control	Impact	2012/13 qtile	2013/14 Year end outturn	2013/14 qtile	2014/15 target	Q1 RAG / outturn		Q2 (YTD) RAG / outturn		Q3 (YTD) RAG / outturn		Q3 Supporting commentary
<b>Protecting the Environment</b>													
<b>Cleaner and greener</b>													
Maintain the proportion of household waste recycled/composted/reused	Y	Medium	1st	49%	-	49%	★	54%	★	55%	★	53% (P)	Q3: 9,397 / 19,254 YTD: 34,053 / 64,463 This quarters result is an estimate based on partial availability of data and will not be finalised until the next quarter. This result is also subject to change once figures are validated and confirmed by DEFRA after quarter 4.
% of household waste landfilled	Y	Medium	2nd	18%	-	<20%	★	21%	★	16%	★	14% (P)	Q3: 1,757 / 19,254 YTD: 9,122 / 64,463



**End of report**

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<b>Title of Report:</b>	<b>Response to the Scrutiny Review into the Reasons for the Apparent Prevalence of Homelessness amongst Young Families in West Berkshire</b>
<b>Report to be considered by:</b>	Executive on 19 March 2015
<b>Forward Plan Ref:</b>	EX2947

<b>Purpose of Report:</b>	To provide the Executive's response to the recommendations made by the Overview and Scrutiny Management Commission.
<b>Recommended Action:</b>	That Officers' response to the recommendations is endorsed by the Executive.
<b>Reason for decision to be taken:</b>	To provide a response to the recommendations of the Overview and Scrutiny Management Commission.
<b>Other options considered:</b>	None
<b>Key background documentation:</b>	Report presented to Overview and Scrutiny Management Commission on 21st July 2014
<b>Published Works:</b>	Housing Act 1996 (as amended)

The proposals contained in this report will help to achieve the following Council Strategy priority:

**CSP1 – Caring for and protecting the vulnerable**

The proposals contained in this report will help to achieve the above Council Strategy priority by:  
ensuring that young families receive an appropriate response when in housing crisis.

Portfolio Member Details	
<b>Name &amp; Telephone No.:</b>	Councillor Roger Croft - Tel 07765 224249
<b>E-mail Address:</b>	rcroft@westberks.gov.uk
<b>Date Portfolio Member agreed report:</b>	02 January 2015

Contact Officer Details	
<b>Name:</b>	Mel Brain
<b>Job Title:</b>	Service Manager, Housing Strategy & Operations
<b>Tel. No.:</b>	01635 519403
<b>E-mail Address:</b>	mbrain@westberks.gov.uk

## Implications

**Policy:** The Council has a range of statutory duties towards households that are homeless or threatened with homelessness, dependent upon their specific circumstances. The Council also has a duty to provide advice and assistance to residents, free of charge. The range of duties is set out in the Housing Act 1996 (as amended by the Homelessness Act 2002)

**Financial:**

**Personnel:** N/A

**Legal/Procurement:** N/A

**Property:** N/A

**Risk Management:** N/A

Is this item relevant to equality?	Please tick relevant boxes		Yes	No
Does the policy affect service users, employees or the wider community and:				
• Is it likely to affect people with particular protected characteristics differently?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
• Is it a major policy, significantly affecting how functions are delivered?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
• Will the policy have a significant impact on how other organisations operate in terms of equality?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
• Does the policy relate to functions that engagement has identified as being important to people with particular protected characteristics?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
• Does the policy relate to an area with known inequalities?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
<b>Outcome</b> (Where one or more 'Yes' boxes are ticked, the item is relevant to equality)				
Relevant to equality - Complete an EIA available at <a href="http://intranet/EqIA">http://intranet/EqIA</a>			<input type="checkbox"/>	<input type="checkbox"/>
Not relevant to equality			<input type="checkbox"/>	<input checked="" type="checkbox"/>

Is this item subject to call-in?	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
If not subject to call-in please put a cross in the appropriate box:		
The item is due to be referred to Council for final approval	<input type="checkbox"/>	<input type="checkbox"/>
Delays in implementation could have serious financial implications for the Council	<input type="checkbox"/>	<input type="checkbox"/>
Delays in implementation could compromise the Council's position	<input type="checkbox"/>	<input type="checkbox"/>
Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Item is Urgent Key Decision	<input type="checkbox"/>	<input type="checkbox"/>
Report is to note only	<input type="checkbox"/>	<input type="checkbox"/>

## Executive Summary

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### 1. Introduction

- 1.1 In November 2012 the Overview and Scrutiny Management Commission undertook a scrutiny review into homelessness. Recommendation 12 from the review was:
- 1.2 “Further investigation should be undertaken into the reasons why West Berkshire seems to have a very large proportion of young families facing homelessness whose friends and extended family are unwilling or unable to provide them with temporary housing/accommodation.”
- 1.3 At its meeting of 10 December 2013, the Overview and Scrutiny Management Commission agreed to commence a review as recommended.
- 1.4 The review was undertaken in 2014, with evidence being presented to the cross-party OSMC Task Group between March and May 2014.
- 1.5 The findings of the review together with recommendations arising were endorsed by the Overview and Scrutiny Management Commission at their meeting on the 21st July 2014.
- 1.6 This report sets out the Officers response to the recommendations for consideration by Executive. It has been written in consultation with both the Public Health and Education Services.

### 2. Equalities Impact Assessment Outcomes

- 2.1 Any specific recommendation, if implemented, would require an EIA assessment.

### 3. Conclusion

- 3.1 That Officers' response to the recommendations is endorsed by the Executive.

# Executive Report

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## 1. Introduction

1.1 In November 2012 the Overview and Scrutiny Management Commission undertook a scrutiny review into homelessness. Recommendation 12 from the review was:

“Further investigation should be undertaken into the reasons why West Berkshire seems to have a very large proportion of young families facing homelessness whose friends and extended family are unwilling or unable to provide them with temporary housing/accommodation.”

1.2 At its meeting of 10 December 2013, the Overview and Scrutiny Management Commission agreed to commence a review as recommended.

1.3 The review was undertaken in 2014, with evidence being presented to the cross-party OSMC Task Group between March and May 2014.

1.4 The findings of the review together with recommendations arising were endorsed by the Overview and Scrutiny Management Commission at their meeting on the 21st July 2014. The report as submitted to the OSMC on 21st July 2014 is attached for information as Appendix A.

1.5 The recommendations have been considered by officers within Care Commissioning, Housing and Safeguarding in consultation with both the Public Health and Education Services.

## 2. Recommendations

2.1 The recommendations are set out below, together with the Service response.

<p>(1) The Head of Housing should review what information is made available within secondary schools and Academies in order that pupils are made aware of the realities of homelessness, the options available to those made homeless, and possible actions to avoid homelessness.</p>	<p>The Housing Service is unable to implement this recommendation as it is not resourced to review the information held by every school in West Berkshire.</p>
<p>(2) The Head of Housing should review whether all secondary schools and Academies in West Berkshire are providing information about homelessness to their pupils.</p>	<p>The Housing Service is unable to implement this recommendation as it is not resourced to review the information offered by every school in West Berkshire to their pupils.</p>
<p>(3) The Head of Education should explore with schools the scope for life skills, as might be required by a self-sufficient adult, to be taught as part of or alongside the existing curriculum (<i>Added in as per the</i></p>	<p>The Head of Education accepts this recommendation and will write to all secondary, special and PRU Headteachers, promoting the use of homelessness materials in delivering life skills education in line with the skills and knowledge that might be required by a</p>

<i>OSMC minutes 21/07/14)</i>	self sufficient adult. The materials, in all likelihood to be included within the Personal, Social, Health Education and Citizenship curriculum.
(4) The Portfolio Holder for Education should write to the head teachers of any schools found not to be delivering homelessness materials, to encourage the inclusion of educational information as set out in recommendation 1.	The Head of Education accepts this recommendation and will write to all secondary, special and PRU Headteachers, promoting the use of homelessness materials in delivering life skills education in line with the skills and knowledge that might be required by a self sufficient adult. The materials, in all likelihood to be included within the Personal, Social, Health Education and Citizenship curriculum.
(5) The Head of Housing should review what information is available to members of the public to advise them of the options available when considering moving away from home or about the Housing Service, in what format it is provided, and in what locations, in order to reach a wider audience.	The literature provided to members of the public was reviewed in 2013 and a wide range of leaflets are available, both in paper form and electronically. All residents who approach for housing advice are provided with a housing options pack of written information relevant to their situation and post-options advice is provided in writing. All leaflets are reviewed on a regular basis to ensure that they remain correct and appropriate.
(6) The Head of Housing should assess the range of skills required for a young family to live independently, and ensure that information, training and support is available to enable this.	The Housing Service introduced a Temporary Accommodation Support Officer role to the team in April 2014. This role provides floating support and signposting to families in temporary accommodation and is designed to ensure that families have the appropriate skills needed to sustain a tenancy prior to moving on to more settled accommodation. Families are not enabled to move-on to settled accommodation until the Housing Service is sure that they are able to sustain a tenancy.
(7) The Head of Housing should investigate ways to secure more supported accommodation placements for young families.	Supported accommodation placements are already available for young families who have need of it, both through Supported Lodgings and through Bramlings. In addition, there is a Temporary Accommodation Support Worker in post who provides floating support to young families in temporary

	accommodation. Supported accommodation is reviewed on a regular basis and it is considered that the current provision meets identified needs.
(8) The Head of Public Health should develop the role of midwives and health visitors to enable them to identify young families at risk of homelessness, once the health visitor function transfers to the Council in 2015.	The Head of Public Health has advised that Public Health do not currently commission Health Visitors and will not be able to develop their roles until they transfer over in October 2015. Midwives will not be transferring to the Council. The Head of Public Health works with the CCG and Health & Wellbeing Board to address the health needs of homeless households.

### 3. Conclusion

3.1 That Officers' response to the recommendations is endorsed by the Executive.

### Appendices

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Appendix A - Report entitled 'Scrutiny review into the reasons for the apparent prevalence of homelessness amongst young families in West Berkshire' presented to OSMC on 21st July 2014

### Consultees

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**Local Stakeholders:** N/A

**Officers Consulted:** Head of Public Health, Head of Education, Head of Housing, Corporate Board

**Trade Union:** N/A



## Appendix A

<b>Title of Report:</b>	<b>Scrutiny review into the reasons for the apparent prevalence of homelessness amongst young families in West Berkshire.</b>
<b>Report to be considered by:</b>	Overview and Scrutiny Commission
<b>Date of Meeting:</b>	21 <sup>st</sup> July 2014

**Purpose of Report:** To outline the results of the investigation into the apparent prevalence of young families in West Berkshire who are facing homelessness.

**Recommended Action:** That the Overview and Scrutiny Commission endorses the recommendations for the consideration of the Executive.

**Background Documents:** Minutes of meetings, and papers submitted during meetings of the Task Group. (available from Strategic Support).

Task Group Chairman	
<b>Name &amp; Telephone No.:</b>	Councillor Quentin Webb – Tel (01635) 202646
<b>E-mail Address:</b>	qwebb@westberks.gov.uk

Contact Officer Details	
<b>Name:</b>	Elaine Walker
<b>Job Title:</b>	Principal Policy Officer (Equality and Diversity)
<b>Tel. No.:</b>	01635 519441
<b>E-mail Address:</b>	ewalker@westberks.gov.uk

## Appendix A

### Executive Report

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#### 1. Introduction

1.1 In November 2012 the Overview and Scrutiny Management Commission undertook a scrutiny review into homelessness. Recommendation 12 from the review was:

“Further investigation should be undertaken into the reasons why West Berkshire seems to have a very large proportion of young families facing homelessness whose friends and extended family are unwilling or unable to provide them with temporary housing/accommodation.”

1.2 At its meeting of 10 December 2013, the Overview and Scrutiny Management Commission agreed to commence a review as recommended.

1.3 This report sets out the findings and recommendations from the review and provides details on its Terms of Reference and methodology.

#### 2. Terms of Reference

2.1 The terms of reference for the review were to conduct a review into homelessness in young families in West Berkshire and in particular:

- i) the prevalence of homelessness in young families;
- ii) the reasons for young families becoming homeless;
- iii) the strategic approach and operational practice for managing young homeless families;
- iv) to consider the opportunities available for reducing the numbers of young families reporting as homeless.

2.2 Recommendations arising from the review are to be reported to the Executive for consideration.

#### 3. Methodology

3.1 The review was conducted by a cross-party task group, working with Council Officers and representatives of other organisations. The members of the task group were Councillors Quentin Webb, Sheila Ellison, Tony Vickers and Paul Bryant. Councillor Webb was elected as the Chairman.

3.2 The task group held meetings as outlined below:

## Appendix A

Meeting date	Meeting focus
3 March 2014	Agreement of review subject and scope.  Background information received including: <ul style="list-style-type: none"><li>▪ Definition of young family</li><li>▪ Previous scrutiny activity</li><li>▪ Statistical data</li><li>▪ Legislation</li><li>▪ Council processes</li></ul>
31 March 2014	Gathering of evidence from organisations and individuals who might become involved with clients at risk of becoming homeless.  <u>Witnesses:</u>
28 April 2014	Gathering of evidence from organisations who are, or have been, involved with homeless young families.  <u>Witnesses</u>
19 May 2014	Gathering of evidence from internal services.  Consideration of evidence and formulation of recommendations.  <u>Witnesses</u>

### 3.3 The following witnesses contributed to the review:

- (a) West Berkshire Council Officers
  - i) Mel Brain – Housing Strategy and Operations Manager
  - ii) Cathy Dodson – Housing Options Team Leader
  - iii) Dave Wraight - Young person housing panel
- (b) Councillor Roger Croft, Executive Member for Housing
- (c) Health Visitor – Samantha Knight
- (d) Family Resource Service - Jo Watts

## **Appendix A**

- (e) Children's Centres, Victoria Park - Debbie Rowe
- (f) Step by Step - Marie Glover
- (g) Two Saints
  - i) Meriel Colbert-Owen
  - ii) Chloe Lyons

3.4 The Task Group wished to report their concern that some of the witnesses invited had not taken up the offer to attend.

3.5 The group had hoped to hear the experiences of someone who had been homeless but had not been successful in finding an appropriate witness within the timescale of the review. The Task Group did not consider that this had been detrimental to the outcomes of the review.

### **4. Acknowledgements and thanks**

4.1 The Chairman and Members of the Committee would like to acknowledge and thank all those who supported and gave evidence to the review.

### **5. Definitions**

5.1 A homeless person is a person who has no accommodation in the UK or elsewhere which is available for his/her occupation and which that person has a legal right to occupy

5.2 A person is threatened with homelessness if s/he is likely to become homeless within 28 days.

5.3 A young family is defined as a young person between the ages of 18 and 24 with one or more children.

### **6. Background**

6.1 The authority has a statutory duty to assist people who are homeless or threatened with homelessness, according to the above definitions, and who meet each of the following five tests of homelessness:

- (a) Eligibility – whether the person is a British citizen or has a right to reside in the UK through their immigration status. A person not habitually resident in the UK may not be eligible;
- (b) Homeless – whether the person has access to habitable accommodation and a legal right to occupy it;

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- (c) Priority need – for the purposes of this review, a young person with children would automatically qualify as having a priority need, whether or not any other priority indicators were present;
  - (d) Intentionality – a person who deliberately did, or did not do, something that caused them to leave accommodation which they could otherwise have stayed in;
  - (e) Local connection – whether or not the person has a family or work connection to the area. If not, they may be eligible for homeless assistance in an area where they do have a connection.
- 6.2 The authority is required to secure accommodation for an applicant fulfilling all of these criteria. For an applicant who is found to be ineligible for a full housing duty, a decision review and an appeals process is in place.
- 6.3 The authority also has a duty to provide advice about homelessness and the prevention of homelessness.
- 6.4 No research had been identified that looks into the reasons why homelessness occurred; all available research focuses on the effects of homelessness on the individual and the wider community.
- 6.5 There is a significant negative impact to society and government resulting from homelessness which illustrates the importance of reducing the number of homeless young families. This is evidenced by external research which has shown that:
- (a) Each homeless household costs the government approximately £6,680;
  - (b) Children in bad housing are more likely to be excluded from school;
  - (c) Approximately 57% of homeless young people are not in education, employment or training (NEET). This is five times the number of young people of the same age in the general population.
- 6.6 In 2012, the Housing Service undertook a statutory review of homelessness in West Berkshire, and developed from this a Homelessness Strategy and associated actions. Identified actions include:
- (a) Working with young people in schools to intervene early by raising awareness of the realities of homelessness and signposting to relevant services that support and assist young people:
    - i) Identify key staff that will deliver the training;
    - ii) Ensure key staff have attended training for trainers;
    - iii) Agree and implement a timetable of sessions to be delivered across schools;

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- iv) Track the number of young people aged 16 and 17 who approach the Council for housing advice up to 24 months after receipt of training to monitor effectiveness of scheme and adjust / amend training where needed.
  - (b) Working with Children's Services and Connexions to develop a returning home or staying home 'virtual' team to provide early intervention to young people and families where breakdown appears to be a concern.
  - (c) Continuing to work with Health Visitors, Social Workers and other professionals to educate them on housing options and homelessness to enable them to prevent homelessness by identifying early signs of problems and through early intervention
- 6.7 When a young family presents to the Housing Service, they receive an assessment to ascertain their eligibility, and this process includes a review of the different means by which homelessness could be prevented. Consideration would be given to negotiation, financial assistance, advice and support, or other appropriate measures.
- 6.8 Homelessness applications can be made in joint names, but it is more frequent for the application to be made in the female's name. Where a partner is present, they can be named as being allowed access to the accommodation.
- 6.9 Parents are responsible for their children until the age of 18. Until this age, the child has an implied licence to remain in their parent's home. A parent asking their child to leave represents a withdrawal of that responsibility. A person who is 'sofa-surfing' would not have a legal right to occupy the accommodation.

### Agency Involvement

#### *Young Person's Housing Panel*

- 6.10 The Young Person's Housing Panel consists of multiple agencies working together to consider the appropriate placements and skill requirements for young people who were, or were at risk of becoming, homeless. Meetings are held monthly but virtual meetings may also be convened.
- 6.11 Young people being considered might be referred through a number of routes (eg the Youth Offending Team, but all would be known to the Housing Service if they were known by any agency, to be at risk of becoming homeless).

#### *Health Visitors*

- 6.12 Health Visitors visit new mothers once a baby reaches 10 days old, following their discharge from a midwife, and the health visitor would remain responsible for the child until the age of two and a half years. During this time 3 further planned development checks would take place. Only the first one or two checks would take place at the mother's home.
- 6.13 It was reported that health visitors would not consider the mother's housing situation during their visits unless an issue was flagged by the mother. However subsequently this was disputed and the task group were led to understand that health visitors do in fact

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undertake a rounded view of the mother's situation which would include an understanding of their housing arrangements.

6.14 Information is not shared between the different agencies unless concerns are raised, for example, child protection or domestic abuse.

### *Family Resource Service*

6.15 The Family Resource Service (FRS) focuses on preventative measures such as parenting support in the home, facilitating parenting groups as well as domestic abuse and self harm awareness sessions.

6.16 The FRS also offers family mediation aimed at helping families to identify ways in which they could improve living together.

### *Children's Centres*

6.17 Children's centres provide support and signposting for any issues relating to families, including health wellbeing and safeguarding.

### *Two Saints*

6.18 Two Saints provide a variety of services for those needing housing assistance. Provision ranges from emergency accommodation, resettlement units, floating support, outreach work and advice on budgeting or debt management.

### *Step by Step*

6.19 Step by Step is a charity organisation providing a number of services to young people in Hampshire, Surrey and West Berkshire.

6.20 West Berkshire Council commissions Step by Step to provide supported lodgings, where a young person lives within a household to gain life skills and enable independent living. This can include mother and baby placements.

## 7. Findings

### *Prevalence of Homelessness in Young Families;*

7.1 In November 2012, it was reported that the biggest group of people accepted by the Council as being owed a full housing duty were young people with families, and the proportion was reported to be significantly higher than national averages. It was explained that families and friends were unable or unwilling to continue to accommodate them. To put this statement into context:

	2011/12	2012/13	2013/14	01/04/14 – 20/05/14
WBC Homelessness Acceptances	53	54	54	9
WBC Homelessness	24 (45%)	21 (38%)	19 (35%)	5 (56%)

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Acceptances for Young Families				
National comparison	30%	30%	N/A	N/A

(The data for 2014/15 should be considered cautiously, as insufficient time has passed to establish with certainty whether this reflects an upward trend.)

It follows therefore, that to equal national percentages West Berkshire would need to reduce the number of homelessness acceptances amongst young families by approximately 5 families a year.

- 7.2 West Berkshire has a higher number of full duty housing cases for young families than neighbouring authorities, however, the information gathered by different local authorities would not allow for an accurate comparison at this level.
- 7.3 Temporary accommodation might be offered to a homeless young mother (where a full duty had been accepted or enquiries were underway) to assess her skills to manage living alone (e.g. budgeting) which would not be possible if she was helped to find private rented accommodation or housing via the Housing Register. This would be counted as a homelessness acceptance for statistical purposes.

### *Reasons for Young Families Becoming Homeless*

- 7.4 There were considered to be two broad reasons for young families becoming homeless:

Conflict within the family home:

- (a) Non-compliance with rules set by parents. Case law has shown that quite strict rules set by parents would be considered to be reasonable, and some authorities might consider homelessness in these circumstances to be intentional. This is not automatically the case in West Berkshire;
- (b) Parenting and housekeeping styles may differ sufficiently that the parents may feel unable to house the young family;
- (c) Parents agreeing to house the young family for a short period may feel the length of stay has exceeded that agreed;
- (d) Anecdotal evidence suggests that there has been an increase in domestic violence, including within step-families. In addition, changes to the family set up resulting in step parents, can alter family loyalties, and can result in a lower tolerance for the actions of the young family.

Misunderstanding of the measures available to the Council:

- (e) Some families believe that allowing their home to become 'overcrowded' will enable them to be awarded a greater number of housing needs points, thereby setting an expectation that a larger house will be made available to them. However the length



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of time taken for this process can be unexpected and lead to an unwillingness to continue to house the young family;

- (f) Families were not believed to be open and honest about their reasons for asking a young family to leave, and might state reasons that they think will achieve their aim of obtaining good housing for their child through the Council;
- (g) Young people do not take responsibility for their likely eviction once it became apparent, and do not comprehend the reality of their situation;
- (h) More people are becoming aware that eligibility for accommodation is not automatic, however the progress of spreading this message is slow.

7.5 Following eviction from the family home, young families can continue to experience difficulty in maintaining a home or placement for the following reasons:

- (i) The Housing Service finds that it needs to invest a significant amount of time to assist young families in accomplishing simple tasks that they are not prepared for;
- (j) Young families often do not have the necessary skills to live independently, lacking basic knowledge such as budgeting, nutrition or maintaining the home. These skills are often learned within the family, so if the parents do not have these skills they cannot pass them on;
- (k) Where parents of a young person do have the necessary skills, they are taking on this role in the family home, preventing the young person from preparing for independent living. The stress of living independently unexpectedly exacerbates the lack of knowledge.
- (l) Training in some skills is available through Sovereign or the Citizen's Advice Bureau; however this may not be available to everyone.

7.6 Families were reluctant to engage with agencies to consider ways in which the young family could remain in the family home, for example mediation, Family Group Conferencing, or points maximisation. Parents are adamant about young people leaving the home immediately which gives little opportunity to explore alternative options.

7.7 Many families, who had evicted their child from the family home, maintained an active interest in them ensuring that they were provided with accommodation.

### *Strategic Approach and Operational Practice for Managing Young Homeless Families*

7.8 The Housing Service operates practices that could result in a greater number of homeless applications being accepted in West Berkshire than in some other authorities:

- (a) The West Berkshire Housing Team act to reflect the law, and do not act as 'gatekeepers' to available accommodation;
- (b) Applicants not found to be owed a full housing duty were actively encouraged by the Housing Service to request a review of the decision.

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- 7.9 Once a young family has been provided with reasonable and suitable accommodation, their social housing points would be reduced to reflect their accommodation status, and they are therefore in less pressing need of more permanent housing.
- 7.10 The majority of young families did not have agency involvement (other than routine) prior to becoming homeless which meant it was not possible to assess their risk of becoming homeless prior to it happening. However, the effects of becoming homeless and perhaps housed alongside other homeless people, were known to be negative and might result in agency involvement, for example relating to substance misuse or domestic abuse.
- 7.11 There was an emerging need for mother & baby placements and commissioning at Bramblings had been changed to accommodate the demand.
- 7.12 Housing information leaflets are posted on the Council website, but are currently not widely available in print, with most likely to only be seen by those in immediate need of housing advice.

## 8. Conclusions

- 8.1 The actual numbers of young homeless families have reduced and there is little actual difference between national and local proportions; however the long term impact on these families and their children, and the resulting societal cost remain significant.
- 8.2 It is likely that the way in which the Housing Service operates, inflates the number of homelessness acceptances above that of other areas.
- 8.3 All agencies appear to be functioning appropriately according to their remit and no pressing issues have been forthcoming; however there is further scope for better inter-agency working.

### *Accommodation*

- 8.4 There is a need for more supported accommodation placements for young families. This would enable families to remain together, would provide support whilst learning the skills needed to live independently, and would allow support to transition effectively from pregnancy to beyond birth. This could be achieved by making changes to existing accommodation or through the commissioning process.

### *Skills and Knowledge*

- 8.5 Further information would be useful to understand the extent to which Connexions are delivering information in a school setting, for example which schools receive the information, and whether the delivery is being evaluated.
- 8.6 There is a need for further skills training for young people prior to them moving away from home. Skills training should provide the message that individuals should take responsibility for their own and their family's welfare.
- 8.7 The provision of skills training would assist in the long term by providing young people with skills to be passed on to their own families.

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### *Information and Communication*

- 8.8 Information about the options available to people when considering moving away from home, or about the Housing Service, is not widely available and is currently directed towards people already in need.
- 8.9 There is a need to manage the expectations of parents, and of young families with regard to the options available to the Housing Service.
- 8.10 Contact with the Council should be made at the earliest opportunity in order to allow consideration of mediation or other prevention measures, or to help put together a housing plan.
- 8.11 Young families at risk of becoming homeless are not identified early enough.

### **9. Recommendations**

- 9.1 The following recommendations are proposed for submission to the Executive:
  - (a) The Head of Housing should review what information is made available within secondary schools and Academies in order that pupils are made aware of the realities of homelessness, the options available to those made homeless, and possible actions to avoid homelessness.
  - (b) The Head of Housing should review whether all secondary schools and Academies in West Berkshire are providing information about homelessness to their pupils.
  - (c) The Portfolio Holder for Education should write to the head teachers of any schools found not to be delivering homelessness materials, to encourage the inclusion of educational information as set out in recommendation 1.
  - (d) The Head of Housing should review what information is available to members of the public to advise them of the options available when considering moving away from home or about the Housing Service, in what format it is provided, and in what locations, in order to reach a wider audience.
  - (e) The Head of Housing should assess the range of skills required for a young family to live independently, and ensure that information, training and support is available to enable this.
  - (f) The Head of Housing should investigate ways to secure more supported accommodation placements for young families.
  - (g) The Head of Public Health should develop the role of midwives and health visitors to enable them to identify young families at risk of homelessness, once the health visitor function transfers to the Council in 2015.

### **Appendices**

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There are no Appendices to this report.

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