



# AGENDA

For a Special meeting of the  
**COMMUNITY DEVELOPMENT & SCRUTINY PANEL**

to be held on

**THURSDAY, 27 JULY 2006**

at

**11.00 AM**

in

**COMMITTEE ROOM 1 (CHAIRMAN'S ROOM), COUNCIL OFFICES,  
ST PETER'S HILL, GRANTHAM**

Duncan Kerr, Chief Executive

Chairman:	Councillor Peter Martin-Mayhew 01400 272896
Vice-Chairman:	Councillor Mrs Judy Smith 01778 422219
Panel Members:	Councillor Pam Bosworth, Councillor Mrs Joyce Gaffigan, Councillor Yvonne Gibbins, Councillor Harrish Bisnauthsing, Councillor Stephen Hewerdine, Councillor Bob Sandall and Councillor Mrs Mary Wheat
Scrutiny Officer:	Paul Morrison 01476 406512 <a href="mailto:p.morrison@southkesteven.gov.uk">p.morrison@southkesteven.gov.uk</a>
Scrutiny Support Officer:	Lucy Bonshor 01476 406120 <a href="mailto:l.bonshor@southkesteven.gov.uk">l.bonshor@southkesteven.gov.uk</a>

**Members of the Panel are invited to attend the above meeting to consider the items of business listed below.**

**1. COMMENTS FROM MEMBERS OF THE PUBLIC**

To receive comments or views from members of the public at the Panel's discretion.

**2. MEMBERSHIP**

The Panel to be notified of any substitute members.

**3. APOLOGIES**

**4. DECLARATIONS OF INTEREST**

Members are asked to declare interests in matters for consideration at the meeting.

**5. ACTION NOTES**

The notes of the meeting held on 8th June 2006 are attached for information.

**(Enclosure)**

**6. FEEDBACK FROM THE EXECUTIVE**

**7. CARE SERVICES - SHELTERED HOUSING**

Presentation by Steve Cullington, Care Services Manager.

**8. PRIVATE SECTOR HOUSING**

The following background papers are attached:

**(Enclosures)**

- Homeless stats 2005/06
- Homeless BVPI's appendix 2
- Service Standards for the Housing Solutions Team appendix 3
- Housing Strategy priority 2 homeless appendix 4

**9. REPORTS FROM WORKING GROUPS**

**10. BEST VALUE PERFORMANCE INDICATORS**

**(Enclosure)**

**11. WORK PROGRAMME**

**(Enclosure)**

**12. REPRESENTATIVES ON OUTSIDE BODIES**

Report from Councillor Mrs Mary Wheat.  
(circulated to Panel Members only)

**13. ANY OTHER BUSINESS, WHICH THE CHAIRMAN, BY REASONS OF SPECIAL CIRCUMSTANCES, DECIDES IS URGENT.**

**WORKING STYLE OF SCRUTINY**

**The Role of Scrutiny**

- To provide a "critical friend" challenge to the Executive as well as external authorities and agencies.
- To reflect the voice and concerns of the public and its communities.
- Scrutiny Members should take the lead and own the Scrutiny Process on behalf of the public.
- Scrutiny should make an impact on the delivery of public services.

**Remember.....**

- Scrutiny should be member led.
- Any conclusion must be backed up by evidence.
- Meetings should adopt an inquisitorial rather than adversarial style of traditional local government committees.





## MEETING OF THE COMMUNITY DEVELOPMENT & SCRUTINY PANEL

THURSDAY, 8 JUNE 2006 11.00 AM

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### PANEL MEMBERS PRESENT

Councillor Pam Bosworth  
Councillor Mrs Joyce Gaffigan  
Councillor Yvonne Gibbins  
Councillor Harrish Bisnauthsing

Councillor Stephen Hewerdine  
Councillor Peter Martin-Mayhew (Chairman)  
Councillor Bob Sandall  
Councillor Mrs Judy Smith (Vice-Chairman)

### OFFICERS

Community Safety Officer  
Head of Environmental Health and Licensing  
Scrutiny Officer  
Scrutiny Support Officer

### OTHER MEMBERS PRESENT

Councillor Mrs Frances Cartwright  
(Portfolio Holder Organisational  
Development and Housing)

### 1. COMMENTS FROM MEMBERS OF THE PUBLIC

None.

### 2. MEMBERSHIP

None.

### 3. APOLOGIES

An apology for absence was received from Councillor Mrs Wheat.

### 4. DECLARATIONS OF INTEREST

None declared.

### 5. ACTION NOTES

The action notes from the meeting held on 20th April 2006 were confirmed at a correct record.

### 6. FEEDBACK FROM THE EXECUTIVE & UPDATES FROM PREVIOUS MEETING

None.

### EXCLUSION OF THE PUBLIC

In accordance with Section 100A(4) of the Local Government Act 1972, it was resolved that the public be excluded from the meeting because of the likelihood, in view of the nature of the business to be transacted, that if members of the public were present, there would be disclosure to them of exempt information

as defined in paragraph 7 of Part 1 of Schedule 12A of the Act.

WITH THE PUBLIC EXCLUDED, THE FOLLOWING ITEM WAS CONSIDERED:

7. ANTI SOCIAL BEHAVIOUR

Conclusion

- (1) *That the Portfolio Holder for Assets and Resources be requested to look at the budget for the Community Safety Section with a view to allocating more resources to the Section.*
- (2) *That representatives from the Crime and Disorder Reduction Partnership be invited to a future meeting of the Panel to discuss the work they carryout.*

Members had been circulated a paper on anti-social behaviour from the Community Safety Officer. The paper looked at the nature and extent of anti-social behaviour across South Kesteven. The Community Safety Officer first referred to the performance indicators both local and national and whether or not they were of value in showing that the work undertaken with anti-social behaviour was having an impact. Some of the local indicators had no impact on the overall incidence of anti-social behaviour and therefore were being changed for the 2006/07-year.

He then went on to talk about partnership working as problems of crime and disorder and anti-social behaviour were not something that the police resolved alone. By working in partnership with the police, the prison service and the numerous other agencies preventative measures can be put in place to avert anti-social behaviour. Data sharing by partners helps provide information for analysis to look at crime patterns, anti-social behaviour and social and economic issues. He then spoke about the work undertaken by the South Kesteven Crime and Disorder Reduction Partnership (SK CDRP) which tackled crime and anti-social behaviour and supported victims of crime and disorder and helped reduce the fear of crime. Members felt that in order to better understand the work undertaken by the CDRP that representatives be invited to a future meeting of the panel.

In a short presentation he then outlined to the panel where South Kesteven District Council stood in relation to its family members (areas which were very similar in size with similar social and economic make-ups) and the police crime statistics. Lincolnshire was in fact one of the safest counties in which to live. There were pockets within the district where the crime statistics showed high levels of crime mainly in the three main towns of Grantham, Stamford and Bourne and hot spots within these areas were highlighted to the panel. The three most common crimes associated with alcohol were criminal damage, theft from a vehicle and wounding.

Questions were asked about the age range of the people carrying out the crimes to which the Community Safety Officer replied. Other questions asked concerned the police merger of forces and its affect at district level which could

only be guessed at. The Community Safety Officer reported that the three police officers who were members of the Community Safety Team had been withdrawn which had left a serious capacity problem which would have a knock on effect when dealing with referrals and other instances of anti-social behaviour. Comments were made about the problems Stamford encountered with regard to the RAF and Army bases nearby which seemed to aggravate some of the problems in Stamford. The Community Safety Officer indicated that the military police did patrol Stamford when garrisons were in town and any problems encountered were reported to the Chief Superintendent of the division.

He then referred to the Community Beat Teams who should be the first point of contact and the work carried out with the youth service and arts centres to help target the siblings who were on the fringes of anti-social behaviour. The Community Safety Officer informed the panel that the team were constantly offering their service to visit schools and hold meetings that parents could also attend to discuss drugs, alcohol etc. Meetings had been arranged to which 25 different partners had been present including agencies that dealt with drugs, alcohol, CCTV, motorbike rangers, the voluntary sector. The main five giving a 10 minute presentation on the work they undertook. Six meetings had been held to date with 2,800 people across the district attending.

In discussing what was available to 11 –17 year olds to keep them out of trouble reference was made to the passport to leisure which was a facility that was available for the under privileged which perhaps should be better advertised so that people were aware it existed.

The Community Safety Officer concluded by stating that the community safety team had tackled 560 incidents of anti-social behaviour in the last year. Beacon status for the Community Safety Team was being sought and other councils looked to South Kesteven to see what they were doing so South Kesteven was acting as a pathfinder. The recent residents survey had indicated that the public's fear of crime had been reduced and this could be due to the positive PR that the team had received over the year which had helped change peoples perception of the fear of crime. In order to continue the work undertaken by the team at the level required would mean an increase in capacity and resources. The Panel concluded that the Portfolio Holder responsible for budgets be asked to look at the Community Safety Team with a view to allocating more resources to them.

### **The meeting resumed in public session**

## **8. STREET DRINKING**

### **Conclusion**

***That the Community DSP suggests that the following areas be designated as restricted alcohol consumption areas under the Criminal Justice and Police Act 2001:***

***Grantham Town Centre specifically the Market Place and Westgate and Dysart and Wyndham Parks.***

***Stamford Town Centre specifically the area around Broad Street, Red Lion Square and the Recreation Ground and the Meadows.***

Members scrutinised with report ENV355 which concerned the Criminal Justice and Police Act 2001. The Act provided local authorities with adoptive powers to restrict anti-social public drinking in designated public places and provided the Police with the powers to enforce this restriction. The Head of Environmental Health and Licensing informed the Panel that it was an enabling power and was not designed as an overall ban. The first round of consultation had been carried out as per the regulations and various letters received showing evidence of drink related incidents. The Head of Environmental Health and Licensing then showed the Panel slides of the four main towns which were very similar to the ones shown previously by the Community Safety Officer which indicated areas mainly around the town centre where most drink related crime was located. The Deepings did not appear to have a problem with the drink culture compared to Grantham and Stamford. Areas in Bourne that had problems included the Wellhead and Abbey Lawns although not on the scale of the two larger towns. The Portfolio Holder attending the Panel meeting referred to Morton Parish Council who had complained on numerous occasions about youths drinking in Morton and had welcomed the possibility of designating an area but this seemed unlikely as the crime figures did not support this proposition. The Head of Environmental Health and Licensing stressed that there needed to be evidence as reported to the police to indicate an area as a possible site for designation.

Members discussed the areas shown on the slides and agreed that for the first phase both Grantham and Stamford Town Centres should be designated. In connection with Stamford it was commented on that by shutting the kebab houses before the nightclubs problems seemed to have been reduced. Other areas proposed for designation were both Dysart and Wyndham parks in Grantham and Recreation Ground and the Meadows in Stamford. The Head of Environmental Health and Licensing was asked to write to the Stamford Town Council indicating the Panels proposals to see if they were in agreement.

## **9. REPORTS FROM WORKING GROUPS**

### Street Drinking

This issue had been discussed at minute 8.

### Housing Issues – Specifically difficult to let properties and voids

Nothing to report.

### Strategic Housing

The Housing Solutions Manager referred to the Panel's ongoing monitoring of the Strategic Housing Improvement Plan, a copy of the latest version had been

circulated to members prior to the meeting.

He referred to the two senior posts of Strategy Officer and Housing Solutions Team Leader, which had now been filled, which would enable the senior team better able to deliver the improvements in the plan.

The inspectors were due back for a re-inspection the week 17th –21st July and it was feasible that they would like to speak to a small selection of the panel members. Once the Housing Solution Manager knew the timetable he would contact the members accordingly.

He referred to the reference codes used in the first column of the action plan for which an index had been listed as requested by members previously.

Questions were asked about H4 and H5 on the action plan and what action was being undertaken to which the Housing Solutions Manager replied.

The green lines shown on the sheet would be taken out which indicated where work had been completed and a watching brief produced.

#### **10. BEST VALUE PERFORMANCE INDICATORS**

The performance indicators for 2005/06 were noted. Members were reminded that revised indicators for 2006/07 had been agreed at the council meeting on 25th May 2006. A question was asked about waiting list figures and points allocation to which the Housing Solutions Manager replied. He indicated that he would forward copies of the waiting list points allocation to those members who requested a copy.

#### **11. WORK PROGRAMME**

##### Conclusion

*That items to be considered at future meetings were Private Sector Housing, Homelessness, Property Maintenance and Care Services.*

The Scrutiny Officer listed the issues that came under the remit of the Community DSP and members highlighted those issues which they wished to consider at future meetings.

#### **12. REPRESENTATIVES ON OUTSIDE BODIES**

Members noted and expressed their thanks to Councillor Mrs Wheat for her report on Community Care for the Elderly.

#### **13. ANY OTHER BUSINESS, WHICH THE CHAIRMAN, BY REASONS OF SPECIAL CIRCUMSTANCES, DECIDES IS URGENT.**

None.

#### **14. CLOSE OF MEETING**

The meeting closed at 1.15pm.

*Note: The next meeting of the Community DSP will take place on Thursday 27th July at 11.00am in Committee Room 1 (Chairman's Room). The Chairman has asked that if any member finds they are unable to attend to notify him three days before the meeting if possible..*



# Community Development & Scrutiny Panel

Thursday  
27th July 2006

**South Kesteven District Council  
Sheltered Housing  
Helpline Services**



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# Agenda



- The Warden Service / Sheltered Housing
- Supporting People Issues
- Helpline Community Alarm Service
- Service & Business Plan 2006/7



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# SKDC Sheltered Housing



- 40 schemes – a group of dwellings visited by a scheme manager on a regular basis
- Currently 1313 tenants



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# Service Provision

- Schemes are visited by a scheme manager on a regular basis.
- Numbers of dwellings in a scheme range between 45 – 90 !!
- Most of the schemes have community centres.
- All units are connected to the 24 hour Care Centre in Grantham via the hard-wired two way speech units or Lifeline alarm telephone units.
- The Care Centre provides a 24 hour, 365 days a year support and emergency service to ensure that help and assistance is readily available at all times.

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# Service Provision

- Monday to Friday, 9.00am to 5.00pm, visiting and any other contact is provided by the scheme manager.
- Outside of these hours and when the scheme manager is on holiday or absent because of illness, a team of mobile staff are on hand to provide an effective and efficient response. Fairly unique service delivery... at least in Lincolnshire..... (more about that later !!)
- A scheme manager can be responsible for just one site or a grouping of 2 or 3 in a common geographic area.



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# Scheme Manager's Typical Duties (SP eligible !)



- helping residents to settle into their new home and giving advice on facilities
- ensuring that all residents are contacted on a regular basis
- monitoring residents well being and their need for support
- complete a support plan on a regular basis and determine an appropriate level of visiting with the resident
- be an advocate and adviser to residents when required
- liaising with Tenancy Services staff in respect of housing management issues and repairs to the dwelling
- calling on additional services provided by other agencies and organisations when necessary
- help residents with applications for appropriate financial benefits



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# Scheme Manager's Typical Duties (SP eligible !)



- continually updating his/her knowledge and information about other services available - for example, meals on wheels, mobility aids, adaptations and home care provision
- liaising with doctors, health and social services staff
- keeping in contact with and encouraging the involvement of relatives and friends in the support of residents
- dealing with tenant disputes and where appropriate, referring them to Tenancy Services staff
- responding to emergencies as appropriate and calling for assistance from others - eg, doctors or emergency services
- arranging for emergency shopping and collection of prescriptions when residents are ill
- encouraging and / or organising communal activities
- encouraging the tenants to use the communal facilities.



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# Best Value Review 2003

## What we had in our schemes at this time :-

- One size fits all service
- an aging, more demanding and more discerning set of tenants
- properties no longer possessing those special qualities that made them desirable
- modern expectations to get what you pay for .....or to pay for nothing more than you get
- a situation where the government was worried by escalating housing benefit and personal care costs
- the arrival of technological solutions to the demands of best value.



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# Residents Concerns & Complaints



- There was a (small) proportion of residents in each scheme in need of more attention than the majority.
- We were also receiving complaints from some (the healthier, more independent) residents of undue intrusion by the Scheme Manager.
- In practical terms the complaints seemed to be associated with the requirement to pay the Warden Service charge ..... when they considered they weren't actually needing (receiving) the service !!



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# Satisfaction Survey 2003



<b>Response</b>	<b>No. of responses</b>	<b>%</b>
Very Satisfied	520	54.7
Fairly Satisfied	284	29.9
Neither Satisfied or dissatisfied	66	6.9
Fairly Dissatisfied	24	2.5
Very Dissatisfied	23	2.4
Don't Know/No Opinion	33	3.5
Total	950	100.0



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## Survey - if you had a choice, how often would you like to be visited ?



Response	Number	%
Daily	151	16.2
3 Times pw	500	53.6
Weekly	98	10.5
Monthly	37	4.0
Not at All	147	15.8
Total	933	100



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# New Levels of Service

As a result of the BVR and consultation, residents are now able to choose the frequency of visiting from a range of options :

**Core**

**A Monthly visit**

**Level 1**

**A Weekly visit**

**Level 2**

**Monday, Wednesday &  
Friday visits**

**Level 3**

**Daily visits inc weekends**

**Level 4**

**Twice daily visits**



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# New Levels of Service Charges 2006/7



<b>Core</b>	<b>Monthly visit</b>	<b>£ 3.19</b>
<b>Level 1</b>	<b>Weekly visit</b>	<b>£ 6.76</b>
<b>Level 2</b>	<b>3 times per week</b>	<b>£ 11.00</b>
<b>Level 3</b>	<b>Daily visits</b>	<b>£ 41.97</b>
<b>Level 4</b>	<b>Twice daily visits</b>	<b>£ 81.62</b>



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# New Levels of Service

- A different Warden Service Charge is applicable to each level.
- Changes in support needs, evidenced by the Support Plan, may mean residents are advised to change the level of warden service and hence the number of visits.
- In circumstances where a resident is considered to be at "risk" for short periods (because they are ill, or in need of more help and support than would normally be expected) the scheme manager will increase the frequency of visits as considered appropriate without necessarily increasing the Warden Service charge.



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# Sheltered Housing Support Plans



- Like all providers.....
- Introduction of the Supporting People programme in 2003.
- Formally introduced what had previously been "unwritten".
- Scheme Manager's role to complete a support plan on a regular basis for each and every resident on their scheme.
- Help to determine, with the residents having their say and choice, the most appropriate level of regular visiting that will enable the resident to maximize their independence.

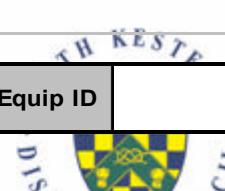
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## Care Services - Sheltered Housing Support Plan

Name		Address		Scheme ID		Equip ID	
------	--	---------	--	-----------	--	----------	--

Note : all other personal information is retained on the Care Centre data document



### PART ONE : Resident Risk Assessment Profile

Please complete the profile in conjunction with the resident. If necessary complete a separate form where there is a couple and a different risk is identified. Please refer to the notes to establish level of risk. Comments should include action to be taken

Needs Criteria	None	Low	Moderate	Substantial	Critical	Comments	Score
	0	1	2	3	4		
Personal Care							0
Cooking & Feeding							0
Physical Health / Disability							0
Memory Orientation Self Esteem							0
Sensory							0
Attitude							0
Personal Safety							0
Mobility							0
Social Interaction							0
Carers							0

The total score for this assessment is 0

The score indicated by each tick should be entered in the last column. A referral to the appropriate agency is considered necessary if :

1. The score for any individual "need" is 3 or 4 or
2. The score added together for all "needs" is greater than 15.

A referral is considered to be URGENT ROUTINE



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## Current Choice of Service Level (1313 residents)



	<b>SP Grant</b>	<b>Self funding</b>	<b>Total</b>
<b>Core</b>	79	137	216 (16.5%)
<b>Level 1</b>	29	33	62 (4.7%)
<b>Level 2</b>	841	120	961 (73.2%)
<b>Level 3</b>	57	10	67 (5.1%)
<b>Level 4</b>	7	0	7 (0.5%)



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# Back to the 2003 Survey – if you had a choice, how often would you like to be visited ?



<b>Response</b>	<b>Number</b>	<b>%</b>	<b>Actual %</b>
Daily	151	16.2	5.6
3 Times pw	500	53.6	73.2
Weekly	98	10.5	4.7
Monthly	37	4.0	16.5
Not at All	147	15.8	
Total	933	100	100



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# Supporting People



- Agreed to change our SP Contract to deliver this “new” service
- SP agreed for us to pilot as they wanted to assess the idea of choice and flexibility with a view of extending across all older peoples services in Lincolnshire



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# Problems Encountered !

- Our assumptions on who would have what level of service, based on survey and given choice, simply have not materialised
- Causing problems in calculating service charges & income generated – increased the deficit
- Initial problems with allocations and understanding what it all meant
- Scheme Managers getting used to the Support Plan process – reviewing and keeping it up to date – making it the tool to determine individual need for support !!



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## Good Points !!

- However, residents really do like the opportunity to have a choice
- A recent survey asked, "**Overall how do you rate the support you receive?**"

	Number	%
Pleased	328	51.7
Satisfied	286	45.0
Not satisfied	21	3.3
Total	635	100



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# Supporting People



- Newly established OP Provider Focus Group – discussions on the “Way Forward” !!
- Determined that a common OP service specification, county-wide, is required
- Definition of sheltered and very sheltered housing required
- Provide for better benchmarking re regional and national charges
- Consultation with providers at the focus groups is necessary in order to drive the programme forward
- Ultimate intention – same service provision across the county ..... for the same service charge ???? ..... will be difficult to implement.....
- However, we shall be pushing for accommodating choice related to individual “needs” as we are content that is what the residents want !

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# Conclusions !



- We like the idea of having flexibility and choice within our service
- The residents do as well !!
- It is hard work to keep on top of it !!
- We haven't got a financial model (charges) that truly reflects the real costs associated with it.....
- AND .....
- Concerned that Lincs SP proposals may well scupper any long term situation !!



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# Helpline Service

- SKDC's 24 hour, 365 days per year alarm monitoring and operations centre.
- The Care Centre monitors 40 SKDC sheltered housing schemes
- Monitors 20+ other housing providers' schemes, including South Holland DC stock
- Plus nearly 2,000 private individuals
- **TOTAL CONNECTIONS = 5,500**



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# Who is the Service for ?

- For those wanting a “chat or reassurance”
- Those who may be “lonely” - ie may have no local family
- In case of real emergency situations
- **Not all customers are older people** - disabled, learning disabilities, mental health, vulnerable - young / old alike !!
- Low cost solution



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## Who else is the service for ?

- Council tenants & Private (owner /occ)s)
- Domestic Violence - Harassment
- Bogus Callers
- Lone Workers
- PCT / Social Services / Hospitals - care management particularly for early discharge
- Intermediate Care Strategies
- Preventative Technology Grant £80M
- Lincolnshire share about £1.2M



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# How does it work ?

- Tunstall Telecom PNC Vision system
- 8 telephone lines
- Disaster Recovery System in place
- Backed up by Digital Voice recorder
- Calls received from Scheme based intercom systems and
- Use of unique telephone units - "The Helpline"
- Simply requires a telephone socket & electrical point



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# Telecare Solutions Offer New Choices



- **Use of sensors and communications technology**
  - to provide remote support to people who are vulnerable at home
- **The Freedom**
  - to live where you want, the way you want
- **The Security**
  - to protect people with the very best in technology
- **The Reassurance**
  - to know help is always at hand



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# Protecting People



- Falls
- Fire, burns, explosions
- Door Alerts or Wandering
- Hypothermia



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# Protecting People



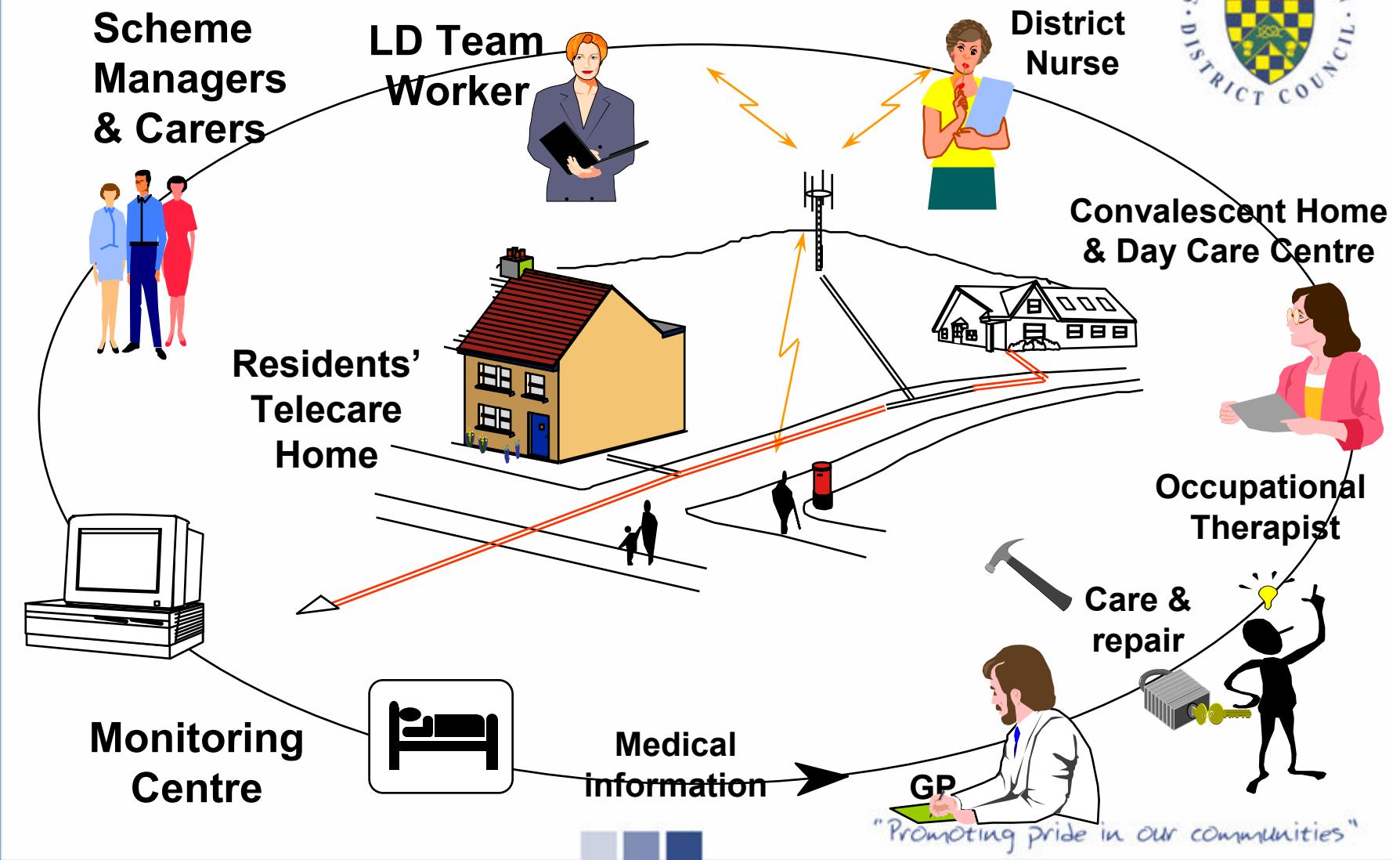
- Floods
- Gas Leaks and Carbon Monoxide
- Intruder/Bogus Callers



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# The Future Carer Network



# Service & Business Plan 2006/7



- Review of Sheltered Housing
- LSVT
- Telecare Services Association & national Accreditation Scheme
- Preventative Technology Grant
- Supporting People



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# Any Questions ??



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## You and your home

## Service standards for the housing solutions team

### **Housing solutions service standards**

This leaflet explains the service standards we aim to meet, what you can expect from us and what we expect from you in return. We always welcome your comments on how we can improve our service to you.

We work closely with other council departments and organisations outside the council.

#### **We will always:**

- Be polite and professional with you
- Respect the confidential nature of the information you give us
- Be sensitive to your individual needs and requirements
- Be understanding if you are feeling anxious and unsure of your rights
- Provide a confidential interview space for you
- Arrange to interview you at home if you cannot visit us, due to special circumstances, e.g. disability.

#### **How can you help us:**

- By completing the Initial Homelessness Enquiry form in full
- By quickly providing any information we request
- By attending appointments on time
- By keeping in touch and letting us know of any change in your circumstances
- By treating our staff with courtesy as we are trying to assist you
- By acting on the advice we give you.

#### **When you apply to us as homeless, we will:**

- Contact you within three working days of receipt of an Initial Homelessness Enquiry form by letter or telephone
- Provide an officer who will be responsible for your application from start to finish
- Make a suitable appointment with an officer, where necessary
- Take a homeless application, where applicable
- Do everything we can to ensure that you do not lose your home
- Refer you to specialist advisors, where necessary
- Endeavour to make a decision on your homeless application within 33 working days
- Tell you in writing of the decision on your homeless application within three working days of a decision being made
- Give advice and assistance to help you with accommodation, even if we don't have a duty to house you
- Ensure that an officer will see you within 20 minutes, if you are 'emergency homeless'.

#### **Temporary accommodation**

If we believe that you are homeless and potentially a priority, we will offer temporary accommodation, until a decision is made on your homeless application or until you are permanently re-housed. Temporary accommodation will be provided if you have no other alternative accommodation with family or friends.

We will offer the most appropriate accommodation available to you at the time of your homelessness, either:

- Bed and breakfast accommodation
- Council accommodation under a licence agreement
- Advise and arrange if appropriate for refuge accommodation.

## **Useful contacts**

South Kesteven District Council – housing solutions department	 01476 40 60 80	 <a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a>
		 <a href="mailto:housingsolutions@southkesteven.gov.uk">housingsolutions@southkesteven.gov.uk</a>

*Date of publication: May 2006*

## Alternative formats

## **Large print, Braille, audio tape or computer disc**

This information can be made available in large print, Braille, on audio tape or computer disc. If you, or someone you know, might benefit from this service, please contact us.

Česky

Tato informace může být dostupná i v češtině. Pokud byste Vy, a nebo někdo koho znáte, mohl využít tohoto servisu, obrátě se prosím na nás.

Magyar

Ezeket az információkat magyar nyelven is tudjuk biztosítani. Ha Ön, vagy valaki, akit Ön ismer igényt tart erre a szolgáltatásra, kérem, keressen fel minket.

## Latvian

Šo informāciju var iegūt arī latviešu valodā. Ja Jums vai kādai no Jūsu  
paziņai šādi pakalpojumi nāktu par labu, lūdzu kontaktējet mūs.

## Lietuviškai

Šią informaciją galite gauti lietuvių kalba. Prašome kreiptis į mus, jei jums arba jūsų pažistamiems ši paslauqa galėtų būti naudinga.

## **Polski / Polish**

Informacja ta może być dostępna w języku polskim. Jeżeli Państwo albo ktoś kogo Państwo znają, może z tej usługi skorzystać, proszę nas kontaktować.

## Portuguese

Português Esta informação pode ser disponibilizada em português. Se você, ou alguém que conhecer, beneficiar com este serviço, por favor contacte-nos.

## Русский

Данная информация может быть предоставлена на русском языке. Если Вы или Ваши знакомые посчитаете такую услугу необходимой, пожалуйста, свяжитесь с нами.

**Türkçe**

Bu bilgiler Türkçe dilinde mevcuttur. Siz veya bir tanıdığınızın bu hizmetden faydalananacağını düşünüyorsanız lütfen bizi arayınız.

## Contact us

South Kesteven District Council – communications unit	 01476 40 61 27	 <a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a>
		<a href="mailto:communications@southkesteven.gov.uk">communications@southkesteven.gov.uk</a>

South Kesteven District Council

South Kesteven District Council Homelessness Statistics 2005/06

	Year 2005/06				
	Q1	Q2	Q3	Q4	Total
<b>a</b> Homeless applications taken	<b>100</b>	<b>107</b>	<b>29</b>	<b>62</b>	<b>298</b>
<b>b</b> Of those to whom we have a duty that had made a previous claim in the last two years	0	6	3	1	10
<b>c</b> DUTY to other ethnic groups, not white british/irish	19	3	0	2	24
<b>d</b> Homeless applications given a DUTY	<b>67</b>	<b>67</b>	<b>20</b>	<b>45</b>	<b>199</b>
<b>e</b> As % of total applications taken	67.00%	62.62%	68.97%	72.58%	66.78%
<b>f</b> DUTY with dependant children	33	32	11	28	104
<b>g</b> Of d number that were 16/17 year olds	2	2	0	2	6
<b>h</b> Of d those fleeing DV as reason for homelessness	6	7	2	6	21
<b>i</b> DV as % of total homeless applications given a DUTY					10.55%
<b>j</b> Those with a DUTY that have accepted an offer from SKDC or an RSL via Nomination - discharged DUTY	<b>45</b>	<b>21</b>	<b>7</b>	<b>33</b>	<b>106</b>
<b>k</b> No. homeless households accommodated in temp accommodation on the last day of the quarter pending a decision or a DUTY given - our stock	22	18	4	12	56
<b>l</b> - B & B	0	0	1	2	3

## South Kesteven District Council

### Appendix A Action Plan

<p>Priority 2 -- the prevention of homelessness and promoting choice across the spectrum of housing</p> <p>National Priority East Midlands Regional Priority Eastern Sub-Regional Priority Local Priority</p> <p>Supporting:</p> <p>South Kesteven Community Plan 2009 - 2009</p> <p>Priority 2 Affordable housing and infrastructure</p> <p>Theme 5 outlined by the Government for Local Area Agreements – Sustainable Communities and Housing</p> <p>South Kesteven Council's Corporate Priority – A – Affordable housing and Category B – Vulnerable Persons</p>						
Task	2006 Milestone & Future targets	Lead officer & Key partners	Resources	Monitoring arrangements	links to the Imp Plan	links to other priorities
Involvement in the Lincolnshire Homeless Forum	produce a Lincolnshire Homelessness Strategy and action plans by 2006	HSTL, SPO	staff time, commitment of £2k from each local authority	quarterly BVPI, monthly HODG, monthly PI reporting to the Management Board		
Joint working with CAB to offer housing advice	establish a SLA with CAB by June 2006,	HSTL, CAB	£18,500 a year funding for the SLA	quarterly monitoring returns from CAB		
Joint working with East Lindsey and CAB	start on the joint project by June 2006	HSTL, CAB, East Lindsey District Council	£26,000 of 2-year Homeless Innovation Funding	quarterly monitoring returns from CAB		
Enhance homeless prevention through operational management	prevent 60 homelessness in 06/07, 80 in 07/08	HSTL, SPO, all partners	homelessness Priority Funding, Homelessness Innovation Funding, B&B budget	quarterly BVPI, quarterly Homeless Forum		
Involving wider stakeholders and users in service improvement	public consultation in June 2006	HSTL, all partners	staff time	quarterly Homeless Forum, quarterly customer satisfaction survey		
Pursue accommodation for single people over 25	4 units in Grantham 06/07	PPO, Nottingham Community Housing Association	staff time, seeking alternative funding (a Housing Corporation bid for £825k was not successful)	monthly reporting to HODG	H4	

**South Kesteven District Council**

Develop extra care development in Bourne	deliver the scheme 06/07	PPO, LACE	staff time, Housing Corporation £4.1m, land provided at nil value £350k	monthly reporting to HODG	H4	1
Living options for people with physical disabilities, linking learning disabilities units with physical disabilities units	establish a new SLA or protocol by June 2006	PPO	staff time	monthly reporting to HODG	H4	1
Expanding the NACRO provision	2 additional units by June 2006	PPO	staff time, Partnership Agreement	monthly reporting to HODG	H4	1
Offering housing options for people fleeing DV	feasibility study on Sanctuary scheme, prepare implementation plan	HSTL, PPO, Community Safety team, Police, CDRP, SPO	staff time, Homeless Priority funding	quarterly Homeless Forum, quarterly BVPI, quarterly P1E	H4	
Continuing with rent deposit scheme	improved policy in place by June 2006	HSTL, SPO, private landlords	£30K a year	quarterly BVPI, quarterly Homeless Forum		1
Feasibility study of Private Leasing Scheme	Feasibility study completed by Dec 2006	SPO, HSTL, private landlords	staff time, research & training	monthly reporting to HODG		1, 3
Addressing equality & diversity, and strategically plan and deliver services to account for equality & diversity, and customer satisfaction	monitoring system in place by June 2006, undertake initial equality impact assessment on all new policies from May 2006:	SPO, Housing Solutions Manager, Tenancy Services Manager, Human Resources (equality & diversity)	staff time, research & training, Corporate interpretation and translation services	quarterly Multi-cultural Awareness Forum, regular customer monitoring forms	A5, D3, 4, HS3	
Offering interpretation and translation services	completing staff training on using language services by June 2006	Housing Solutions Manager	staff time, training	quarterly customer satisfaction survey	A5, D3, 4, HS3	

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Develop an action plan to meet needs of Gypsies/ travellers	establish baseline data 06/07; agreeing an action plan with neighbouring authorities	SPO	staff time, training	monthly reporting to HODG	D3	1
Provide adaptations to people's homes to enable independent living and offering choice to people whose homes are not suitable for their circumstance	offering Home Improvement Agency services in the district by Oct 2006	HSTL, HIA, Supporting People, Repair & Improvement Manager	£300k of DFG, £50k of renovation grant, £600k of HRA & £30k for HIA, all for 2006/07; HIA could seek an additional £40k from supporting people	monthly reporting to HODG, quarterly local PI, quarterly reporting to Social Services regarding DFG	A5, D3, H6	1, 3
Increasing floating support services in the district	offering floating support to all tenures by Jul 06	PPO, HSTL, SPO	Homelessness Priority Funding	quarterly reporting to LSP		1
Remodel Council's bedsits to offer more desirable housing options	reduce the number of hard to let bed sits by 80% by 2010	Tenancy Services Director	£765k identified within 30 year HRA Business subject to LSVT	monthly reporting to HODG		1
Ballot tenants of LSVT	ballot completed by autumn 06 and high turnout achieved	Corporate Director, tenants and member working groups, LSVT project team & consultants,	£1m	LSVT Tenants Working Group		1, 3
Using Council stock more effectively through promoting choice and mutual exchange	explore choice based lettings scheme with the aim to implement in 2007 subject to LSVT	Tenancy Services Manager	staff time, innovation funding	Tenants Participation		1

**South Kesteven District Council**

Encouraging tenants engagement through promoting choice	continuous support to the Tenants Compacts	Tenancy Services Manager	staff time, surrounding LSVT	Tenants Participation		
Continuous consultation with residents on housing and neighbourhood solutions through the community planning process	improve residents engagement	Corporate Director, SPO	staff time	Tenants Participation, quarterly LSP consultation	A6, 7	

## South Kesteven District Council

### Performance against Homelessness Best Value Performance Indicators 2005/06

	<u>Target</u>	<u>Performance</u>
BVPI 183a Average length of stay in Temporary Accommodation	1 week	0.41 wks (equiv to 2.88 days)
(The total spend on Bed & Breakfast in 2005/06 was £12,172)		
BVPI 183b Length of stay in hostel accommodation		SKDC does not have any hostel accommodation
BVPI 203 % change in no. of families in temporary accommodation	-5%	-27.2%
(This represents a reduction from 20 families down to 14)		
BVPI 213 % households where homeless cases were prevented per 1,000 households	3.6%	3.69%
(This equates to 196 cases where homelessness was prevented)		
BVPI 214 % of homeless households which were repeat homeless Cases	5%	3.35%

## Community DSP - Performance Monitoring 2005/06

Those indicators with a number in the PI column are from the Government's Best Value Performance Indicators suite used by many Councils. The remaining indicators are local to SKDC and may be relatively simple measures/indicators only. The reader is asked therefore to exercise an element of caution when interpreting any data attached to them.

IND Type = C - Cumulative/% - Percentage/ CA - Cumulative Average/N - Number/A - Average

Reporting = blank - Monthly/Q - Quarterly/Y - Yearly/H - Half yearly (Sept)

PI	SKDC Priority Area and PI Description	Lead Officer	IND Type	Reporting	2005/06 SKDC Outturn	2004/05 Upper Quartile	2006/ 2007 SKDC Target	April	May	2007/ 2008 SKDC Targets
<b>ANTI SOCIAL BEHAVIOUR Priority A</b>										
<b>BVPI 127</b>	Violent offences per 1,000 population	Alan McWilliams	C		16.19	12	<b>15.35</b>	n/a	<b>2.56</b>	<b>14.56</b>
<b>BVPI 174</b>	Number of racial incidents reported to the local authority per 100,000 pop.	Alan McWilliams	C		5.49	N/A	<b>6.32</b>	<b>0.75</b>	<b>1.58</b>	<b>6.32</b>
<b>SK1</b>	No. of fixed penalty notices	Alan McWilliams	C		N/A	N/A	<b>TBC</b>	n/a	n/a	<b>TBC</b>
<b>SK2</b>	Reduce perception of anti-social behaviour across the area as measured by resident survey.	Alan McWilliams	C	Y	N/A	N/A	<b>27.5%</b>			<b>24%</b>
<b>SK3</b>	Number of reports to the council of anti-social behaviour.	Alan McWilliams	C		459	N/A	<b>590</b>	<b>37</b>	<b>67</b>	<b>650</b>
<b>SK4</b>	% of those reports successfully resolved	Alan McWilliams	C		70%	N/A	<b>77%</b>	<b>67%</b>	<b>66%</b>	<b>82%</b>
<b>SK5</b>	No. of young people engaged in target areas	Alan McWilliams/ John Slater	C	Q	N/A	N/A	<b>400</b>			<b>500</b>
<b>SK6</b>	% of Domestic noise complaints resolved	Bob Hadfield	C		96%	N/A	<b>97%</b>	n/a	<b>98%</b>	<b>98%</b>
<b>SK7</b>	% of racial incidents resolved	Alan McWilliams	%		N/A	N/A	<b>100.0%</b>	n/a	<b>100%</b>	<b>100.0%</b>

AFFORDABLE HOUSING Priority A										
<b>SK40</b>	No. of affordable units negotiated by planning gain	Kev Martin	C		363	N/A	<b>400</b>	0	<b>360</b>	<b>150</b>
<b>SK41</b>	New units completed in year and managed by a RSL	Kev Martin	C		112	N/A	<b>130</b>	<b>20</b>	<b>20</b>	<b>180</b>
<b>SK42</b>	No. of new dwellings provided through shared ownership on completed S106 developments	Kev Martin	C		N/A	N/A	<b>26</b>	n/a	<b>14</b>	<b>30</b>
VULNERABLE PERSONS Priority B										
<b>BVPI 183a</b>	Average length of stay in bed & breakfast	Kev Martin	CA		0.41 wks	1.0	<b>0.60</b>	<b>0.5 wks</b>	<b>0 wks</b>	<b>0.43</b>
<b>BVPI 78a</b>	Average time to process new benefit claims	Craig Scott	A		33.3 days	29.4	<b>31</b>	<b>44 days*</b>	<b>41.05</b>	<b>30</b>
<b>BVPI 78b</b>	Average time change of circumstances	Craig Scott	A		16 days	7.4	<b>14</b>	<b>15 days</b>	<b>15.90</b>	<b>12</b>
<b>SK60</b>	No. of people in receipt of support services from the Council	Steve Cullington	N		5,461	N/A	<b>5300</b>	<b>5462</b>	<b>5463</b>	<b>5200</b>
<b>SK61</b>	% of sheltered housing tenants that maintained independent living	Steve Cullington	CA	Q	N/A	N/A	<b>95%</b>			<b>96%</b>
DIVERSITY Priority B										
<b>SK80</b>	Working days from receipt of OT referral to grant appln on disabled facilities	Kev Martin	CA		108.13 days	N/A	<b>120</b>	n/a	n/a	<b>115</b>
<b>SK81</b>	Working days from appln to SKDC to grant approval on disabled facilities	Kev Martin	CA		13.5 days	N/A	<b>10</b>	n/a	n/a	<b>9</b>
<b>SK82</b>	No of complaints to SKDC alleging discrimination	Alan McWilliams	CA		N/A	N/A	<b>25</b>	n/a	n/a	<b>25</b>

<b>SK83</b>	% of Equality Impact Assessment completed on new policies	Chris Sharp	CA		N/A	N/A	<b>60%</b>	n/a	<b>n/a</b>	<b>100%</b>
<b>SK84</b>	% of Equality Impact Assessment completed on existing policies	Chris Sharp	CA		N/A	N/A	<b>55%</b>	n/a	<b>n/a</b>	<b>75%</b>
<b>HOUSING MANAGEMENT Priority B</b>										
<b>BVPI 212</b>	Average time to relet council houses	Stuart Sheardown	CA		39.68 days	N/A	<b>30</b>	<b>31*</b>	<b>n/a</b>	<b>23</b>
<b>BVPI 66a</b>	Rent collection	Jane Booth	%		96.8%	98.3%	<b>98.5%</b>	n/a	<b>84.34%</b>	<b>98.7%</b>
<b>SK100</b>	% of stock that is void	Brian Ball	%		0.72%	N/A	<b>2%</b>	<b>1.07%</b>	<b>0.85%</b>	<b>1.5%</b>
<b>SK101</b>	% of those complaints resolved	Jane Booth	C		55.88%	N/A	<b>70%</b>	<b>43.40%</b>	<b>59.59%</b>	<b>77%</b>
<b>SK102</b>	No. of Council Homes made decent in year	Brian Ball	C		210	N/A	<b>255</b>	<b>21</b>	<b>41</b>	<b>225</b>
<b>SK103</b>	% of new customers satisfied with the property at letting stage	Brian Ball	C		N/A	N/A	<b>80%</b>	n/a	<b>n/a</b>	<b>85%</b>
<b>SK104</b>	% of new tenancies failing in the first 12 months due to inability to cope with independent living	Jane Booth	CA		N/A	N/A	<b>5%</b>	n/a	<b>0%</b>	<b>4%</b>

<b>2008/ 2009 SKDC Targets</b>
13.80
6.32
TBC
23%
710
85%
600
98%
<b>100.0%</b>

-
200
32
0.30
29
11
5100
97%
110
8
25

100%
100%
16
98.9%
1%
85%
n/a
90%
3%

**DEVELOPMENT AND SCRUTINY PANELS (DSPs)**  
**WORK PROGRAMME 2006/7**

<b>COMMUNITY DSP</b>			
<u>ISSUES FOR CONSIDERATION</u>	<u>Date item appeared on Forward Plan</u>	<u>DATE OF KEY DECISION (IF APPROPRIATE)</u>	<u>NEAREST DSP MEETING</u>
Strategic Housing – Audit Commission report		Ongoing Improvement Plan	Improvement Plan to be monitored (ongoing)
Street Drinking and possibility of by- law banning street drinking in designated areas		N/a	Issue to be revisited following consideration by Head of Environmental Health and Licensing and also recent Police comments.
LSVT – Agreement of offer to the tenants		Not before July 2006	Ongoing
Review of Council Priorities		June 2006	22.06.06
Powers to restrict the consumption of alcohol in designated public places		Not before June 2006	08.06.06
Community Strategy		Not before July 2006	27.07.06
Gambling Act 2005 – new policy to meet statutory requirements		04.09.06	27.07.06
Private sector housing	N/a	N/a	27.07.06

**DEVELOPMENT AND SCRUTINY PANELS (DSPs)**  
**WORK PROGRAMME 2006/7**

<b>COMMUNITY DSP (cont...)</b>			
<u>ISSUES FOR CONSIDERATION</u>	<u>Date item appeared on Forward Plan</u>	<u>DATE OF KEY DECISION (IF APPROPRIATE)</u>	<u>NEAREST DSP MEETING</u>
Care services	N/a	N/a	27.07.06
Homelessness	N/a	N/a	14.09.06
Property Maintenance	N/a	N/a	14.09.06
Corporate Plan	16.06.06	Not before September 2006	14.09.06
Affordable Housing – supplementary planning document	16.06.06	Not before October 2006	14.09.06