

Public Document Pack

MINUTES OVERVIEW AND SCRUTINY COMMITTEE

Monday 21 November 2016

Councillor Meredith Lawrence (Chair)

Councillor Sandra Barnes
Councillor Tammy Bisset
Councillor Kevin Doyle
Councillor Roxanne Ellis

Councillor Paul Feeney
Councillor Marje Paling
Councillor Stephen Poole
Councillor Alex Scroggie

Apologies for absence: Councillor Bruce Andrews, Councillor Helen Greensmith and Councillor John Truscott

Officers in Attendance: H Barrington, A Bennett, H Lee and D Wakelin

Guests in Attendance Councillor H Wheeler, G Cox, I Cross and A Palmer, East Midlands Ambulance Service.

135 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS.

Councillors Andrews, Greensmith and Truscott. Councillor Bailey attended as substitute.

136 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 19 SEPTEMBER 2016

RESOLVED:

That the minutes of the above meeting, having been circulated, be approved as a correct record.

137 DECLARATION OF INTERESTS.

None.

138 EAST MIDLANDS AMBULANCE SERVICE

Ian Cross, Locality Manager, Greg Cox, General Manager and Annie Palmer, External Relations and Engagement Manager, East Midlands Ambulance Service attended the meeting to discuss service priorities and listen to Members comments and suggestions regarding the ambulance service. Annie delivered a presentation which informed Members about:

- Staffing issues
- Delivering national performance standards for response times, this included how priorities for ambulances were categorised and how telephone assessment can assist with this.
- Delivering national performance standards (number of responses)
- Improvements to patients services
- The 2016/17 contract settlement and future improvements.

Following questions and comments from Members the following issues were addressed:

- The 11% turnover of frontline staff was in-line with national trends. Paramedics are now degree level entrants and there is competition between ambulance trusts for newly qualified staff. Some trusts offer incentives to new recruits, EMAS does not do this.
- When people request an ambulance they regard their problem as an emergency, this is not always the case. The telephone assessment service helps to categorise and prioritise those that are
- The introduction of the Frail Elderly Liaison Officer in Northamptonshire has led to a reduction in hospital admissions and, resources permitting, this will be moved into other areas. Staff undertaking this role sometimes have to be recalled to help maintain ambulance cover; this can present issues around maintaining the service.
- Ambulance cases are not prioritised when they attend the Accident and Emergency Department. Some people sometimes call ambulances when they could get there themselves.
- Handover times at hospitals are a national problem, there are identified staff available to assist ambulance staff. The system whereby by one clinician, the paramedic, delivers patients to another clinician is preferred. The paramedics will have been with the patient from the initial diagnosis and have an understanding of the circumstances surrounding the case.
- There are currently 10 ambulances and 7 cars available to the ambulance service in Nottingham. Demand for ambulances is such that they are on the road all the time. There is a car based at Jubilee House on standby.
- The Community First Responder scheme is a really useful. The Trent scheme covers West Bridgford, Gedling, Arnold and Woodborough. EMAS is always looking to develop this scheme and recruit additional volunteers. It was suggested that an article

in the contacts magazine could be useful in recruiting more volunteers.

RESOLVED to:

- 1) Thank the representatives from EMAS for a very interesting discussion; and
- 2) Invite EMAS to a future meeting to receive an update.

Additional document: EMAS presentation.

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COUNCIL PLAN 2016/19: OVERVIEW OF QUARTER 2

The Director of Organisational Development and Democratic Services, Helen Barrington, informed the committee about the position against improvement for action and performance indicators in the 2016/17 Gedling Plan.

Of the 9 indicators shown red at the end of quarter 2, 4 were expected to improve and be on target at year end. However 5 indicators are expected to be behind target at year end, despite management action.

These included:

- I. Number of Fly Tipping incidents reported to Gedling Borough. The Council continues to move an increasing number of fly tips, which reflect the national trend. Officers are focusing on how best to prevent them.
- II. Average time to process homeless applications (number of working days). This issue was discussed by the Portfolio Holder later in the meeting.
- III. Working Days lost to Sickness Absence (rolling 12 month total). Sickness absence is increasing both as an annual average and “month on month”. This is mainly due to high levels of long term sickness and the way the sickness figures are calculated on a rolling 12 month cycle. Officers are working proactively to manage levels of sickness absence. Members’ considered that the provision of physiotherapy services to staff with muscular skeletal issues could enable people to return to work quicker. They were informed that although this was currently not available there was an employee assistance programme which looked at ways of helping people to return to work.
- IV. Net additional homes provided. This issue was discussed by the Portfolio Holder later in the meeting.
- V. Residual household waste per household in KG. The first 2 quarters of the year are generally higher due to garden waste being put in the black bin. The garden waste collection scheme

will be actively promoted to coincide with the next growing season and in the meantime officers look at ways to reduce residual waste.

Improvements to performance since quarter 1 include:

- I. The percentage of Minor and Other planning applications processed in 8 weeks has improved and in both cases is exceeding the target. This is mainly due to the positive work by the newly recruited Planning Delivery Manager. Both performance indicators are now expected to be on target at year end.
- II. The average time spent in temporary accommodation has reduced.
- III. The percentage of young people claiming Job Seeker Allowance has reduced.
- IV. The number of apprentices hosted by the authority has increased.
- V. The number of affordable homes delivered has met its quarterly target.

Areas highlighted as key achievements in Quarter 2 included the Council's Accredited Training Centre which provides training courses facilitated by the in house training team, the Gedling Menu Employability Programme and the Jobs Fair.

Members' agreed they would like additional information about the Accredited Training Centre's activities.

RESOLVED to:

- 1) Note the report; and
- 2) Request additional information relating to the work of the Accredited Training Centre.

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PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

Councillor Henry Wheeler, Portfolio Holder for Housing, Health and Wellbeing attended the meeting to answer questions submitted in advance of the meeting. David Wakelin, Director Health and Community Wellbeing and Alison Bennett, Service Manager Housing also attended the meeting.

Programme of Portfolio Holder Attendance

Councillor Wheeler delivered a comprehensive presentation covering all the questions received in advance.

Following questions from Members the following information was clarified:

- The Homeless Reduction Bill will increase the number of people who the Council has a duty to assist. The Bill proposes that the authority should provide temporary accommodation for 56 days an increase from the current 28 days. The Government is allocating a national budget for the implementation of this. The Bill is currently at the Committee stage in the House of Commons.
- The Housing Needs Team has seen an increase both in the number and complexity of cases, to support this increase approval has been given for the appointment of a full time Housing Needs Officer for one year.
- With reference to accommodation for under people under 25 years old. There is a supported lodgings scheme, where people, who have been checked, provide a room and some hospitality in their own homes, but these tend not to be too popular.
- Issues around accessibility are considered when temporary accommodation is offered.
- This week there is no one in bed and breakfast accommodation, typically there are between 1 and 4 most weeks.
- When using bed and breakfast accommodation to house families we do have access to both family and adjoining rooms, and the most suitable B&B placement will be secured depending on availability. However the priority is always to move them on as soon as possible into suitable accommodation. The average time for a family or an individual is ten weeks. Members requested information on how much could be saved if bed and breakfast accommodation was not used.
- There is a severe weather protocol which is used during the winter to house rough sleepers and those with no fixed address in bed and breakfast accommodation; this additional sever weather emergency protocol can lead to an increase in the usage of B&B during the time it runs from 01.12. until 31.03, however there is also provision to extend the service outside this dates dependent on the weather.
- Moves to lease properties from private landlords have met with little success as landlords prefer to rent to private tenants and charge higher rents.
- Work with the Fire Service, the CCG and Environmental Health helps maintain the condition of properties.
- Work is undertaken to support families who have been affected by the bedroom tax and may be affected by the benefits cap, referrals

are made to debt advice services to alleviate issues around poverty and debt. Moves to more affordable housing are considered and the use of discretionary housing benefit for short term assistance. Members requested additional information regarding cases.

Future Portfolio Holder Attendance

Members were informed that Councillor David Ellis, Portfolio Holder for Public Protection will be attending the next committee on the 23rd January. Members will be contacted nearer the date to identify areas for examination. Paddy Tipping the Police and Crime Commissioner would also be attending.

RESOLVED to:

- 1) Note the information and thank Councillor Wheeler and the officers for their attendance; and
- 2) Obtain additional information relating to
 - The cost of bed and breakfast accommodation
 - People referred to debt advice
 - Cases of families affected by changes in benefits.

Additional document: Housing, Health and Wellbeing presentation.

141 SCRUTINY WORK PROGRAMME

FEEDBACK FROM SCRUTINY DEVELOPMENT EVENTS.

Councillor Lawrence informed Members about the scrutiny development events, and the Scrutiny Network, that he had recently attended. The self-evaluation of skills that was used at one of the events will be circulated to all members. Councillor Doyle and Councillor Paling also attended one or more of the events.

COMPLETED SCRUTINY REVIEWS

Councillor Wheeler provided additional comments and updates to the responses received to this review.

Recommendation 5

At the Gedling Health and Wellbeing Delivery Group meeting on the 10th November, the Changepoint Service gave the following update:

- Increasing levels of delivery regarding workplace health – including staff training. GBC to request training programme and assess suitability for staff.
- Due to high levels of referrals and challenges over processing time, Welcome Groups have been organised as a first port of call into the service.
- Staff have been trained as walk leaders and walking groups established – one in Gedling. GBC and Changepoint to work together to ensure links are made with the Get Going in Gedling volunteer walking scheme to enable sustainability.
- An open evening for the Jump Avenue sessions at Arnold Hill Community is being held on 5th December at 5pm.
- Health and wellbeing sessions are being delivered in schools.
- Diabetes Awareness Event has been held.
- A 10 week Psychotherapy course is being offered to those referred into Tier 3 of the service.
- Community sessions are being delivered at Arnold Hill Community Centre, Westdale Community Centre, Killisick Community Centre and St George's Centre in Netherfield.

Recommendation 6

The Changepoint service has agreed to meet directly with Cllr Wheeler to discuss the performance monitoring information relating to the service delivered in Gedling.

Recommendation 10

Following feedback from Nottingham North and East CCG about the scope of their review, the GP Patients Participation Group's will be unaffected. Cllr. Wheeler will therefore write to all Members encouraging them to join their Local Patient Participation Group.

SCRUTINY IN WORKING GROUPS

Members considered a range of topics that had been suggested for review. After discussion it was decided that a working group would be established to consider income generation and this could possibly include examination of the fees and charging structures within the authority. The precise focus of the group would be decided at the initial scoping meeting.

Councillor Lawrence would chair the review, Councillors Paling and Scoggie asked to be included in the working group. Additional members would be invited from the wider Council membership.

SCRUTINY IN COMMITTEE

Information regarding the scrutiny work programme was discussed.

INFORMATION UPDATES FROM PREVIOUS ITEMS AT COMMITTEE

Members were updated on information regarding:

- Recording of meetings
Members requested information regarding how many people had listened to the recording
- Arnold Market
- Councillor Call for Action.

SCRUTINY ANNUAL REPORT

Members were informed about the requirement for an annual report to be submitted to Council.

RESOLVED to:

- 1) Note the information relating to Scrutiny Development Events.
- 2) Note the responses to the Obesity Scrutiny Review and request a six month progress report on implementation of the recommendations.
- 3) Establish a working group to examine the authority's approach to income generation.
- 4) Note the information relating to:
 - I. The scrutiny work programme
 - II. Information from previous committees
 - III. The scrutiny annual report.

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ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT.

None.

The meeting finished at 7.15 pm

Signed by Chair:
Date:



Gedling Borough Council

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Minute Item 138





EMAS

- Recruit and train 200 extra frontline colleagues.
- Invest in new fleet to reduce the age of our fast response cars and ambulances.
- Work to deliver a £6.4 million Cost Improvement Programme.
- Deliver the national performance standards and improve patient services.
- Further engage with and empower colleagues to drive change through year two of Listening into Action.
- Have a robust quality assurance process, share good practice and identify learning through our Quality Everyday programme.
- Be re-inspected by the Care Quality Commission.

Serving your community

YOUR CAREER, YOUR FUTURE

Now recruiting full time positions. GCSE level or equivalent qualifications are all that you need to kick start your career in the ambulance service.

There are a wide variety of career opportunities within the ambulance service, for more information on job roles and vacant positions visit our recruitment website. [Make a difference in your local community](#).

www.emascareers.com

[Facebook](#) [Twitter](#) [LinkedIn](#)





Recruit and train 200 extra frontline colleagues

Target initially met – 350 staff were recruited and trained to work on our frontline:

- 30 emergency care assistants.
- 258 ambulance technicians.
- 62 paramedics.
- 42 emergency medical dispatchers and clinical assessment team roles.
- 78 staff in enabling services (HR, Education, Fleet, Supplies, IM&T, etc.).

However, we experienced an 11% turnover of frontline staff, giving us an overall increase in staffing of 155.





Deliver the national performance standards (time of response)

We fell short of the national performance standards.

Please refer to our 999 call category chart for standards.

Red 1 – 69.12% Red 2 – 60.83% Red 19 – 87.39%

The number of people accessing 999 for help increased again this year at EMAS and other ambulance services.

We received 902,640 emergency and urgent 999 calls and gave a face to face response to 652,154 - 1,782 every day!

297,905 calls were for people reported to be in a life-threatening or serious condition (red calls).



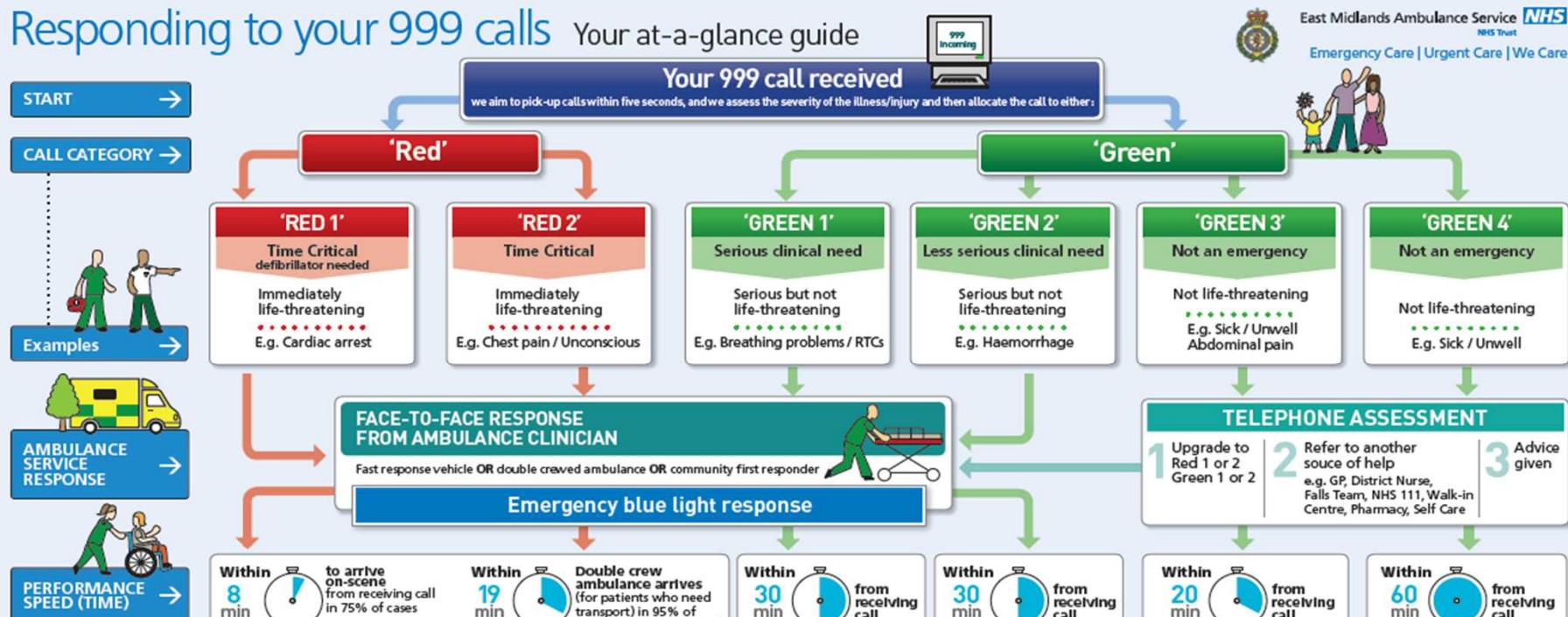


Deliver the national performance standards (time of response)

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Responding to your 999 calls

Your at-a-glance guide





Deliver the national performance standards (number of response)

Gedling Borough Council

	July	August	Sept	October
R1	19	22	21	29
R2	499	475	498	585
Green1	195	186	221	228
Green2	297	333	236	217

Nottinghamshire Division

	July	August	Sept	October
R1	297	246	297	332
R2	6,171	5,545	6,010	6,581
Green1	1,893	1,777	1,780	2,001
Green2	3,574	3,834	3,033	2,827

East Midlands Ambulance Service

	July	August	Sept	October
R1	1,280	1,185	1,257	1,367
R2	26,553	24,274	25,565	27,750
Green1	9,349	8,187	7,622	8,609
Green2	14,459	16,233	14,070	12,984



Improve patient services

We've improved our patient services, including:

- Recruited mental health specialist staff and developed staff awareness training.
- Developed 'pit stop' training for cardiac arrest management and improved Return of Spontaneous Circulation.
- Developed Paramedic Pathfinder algorithms supporting clinical decision making for end of life care, and patients who have fallen, are frail or have social care situations, or have Chronic Obstructive Airways Disease.
- Introduced Frail Elderly Liaison Officer in Northamptonshire preventing inappropriate hospital admission.
- Enrolled on Sign Up to Safety campaign to reduce avoidable harm.
- Launched Patient Voice representation group.

Reputation Audit 2015 results: responses from 4,969 public and staff

- 89% of responders were very satisfied or satisfied with the care they received.
- 91% felt staff were knowledgeable about their work.
- 90% of staff who responded were proud to work for EMAS.





Seek opportunities for additional services including PTS, NHS111

We successfully won back the contract to provide Patient Transport Services in Derbyshire – service launched 1 August 2016.

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We're also working with Lincolnshire Community Health Services, providing a new Clinical Assessment Service (CAS) to deliver 24/7 urgent care to people that need medical help fast for a non life-threatening situation. The CAS is the first phase of four which will see integrated services aligned with 111 alongside EMAS and LCHS to support the wider community of Lincolnshire.





Inspection by the Care Quality Commission (CQC)

We were inspected during a week in November 2015 by over 50 CQC inspectors. Re-inspecting early 2017.

	Safe	Effective	Caring	Responsive	Well-led	Overall
Emergency and urgent care	Inadequate	Requires improvement	Good	Good	Requires improvement	Requires improvement
Patient transport services	Requires improvement	Good	Good	Good	Requires improvement	Requires improvement
Emergency operations centre	Requires improvement	Good	Good	Good	Good	Good
Overall	Inadequate	Requires improvement	Good	Good	Requires improvement	Requires improvement





Key themes from CQC report

Same themes as those proactively highlighted to inspectors at the start of the visit, and which we were already working to improve:

- Frontline staffing, support, leadership and training.
- Vehicles and equipment.
- Medicines management and record keeping.
- Serious incident reporting and learning.
- Complaints reporting and learning.
- Hospital handover delays.



2016/17 improvements

2016/17 Contract settlement

- Block contract – driving innovation and change.
- Tariff agreed for hospital handover delays 1 hour+.
- Penalty reinvestment.
- Contract does not fund us to deliver national response targets.
- Strategic Demand, Capacity and Price Review: *three year review to ‘design and deliver a clinically and financially safe and sustainable service for the patients of the East Midlands region, whilst recognising and adapting to the changing urgent and emergency care landscape’.*



2016/17 improvements

- Continue to recruit to the frontline - achieve 2,193 whole time equivalent (wte) for frontline services, and 334 wte for Emergency Operations Centre.
- We've added 24 ambulances and 12 cars. 30 more ambulances and replacement of 15 cars by 31 March 2017.
- Purchase 292 new defibrillators during 2016/17 to replace old equipment.
- Implement programme of education and awareness raising for staff to identify and report an incident appropriately.
- NHS Improvement Finance Improvement Programme and Turnaround Board.
- Expansion of Emergency Fire Responders in Nottinghamshire
- Review of priorities for 2017 – 2019



In summary

We are taking action and improvements are being delivered.

With support from commissioner and regulators we are committed to making further improvements.



Thank you for joining us today. Any questions?



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Housing Health and Wellbeing

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Minute Item 140

Areas of responsibility within the Housing, Health and Wellbeing Portfolio

Housing and Council Tax benefits
Transition to Universal Credit)

Liaison with Public Health and
Nottingham North & East Clinical
Commissioning Group (CCG)

Homelessness
and Housing
Needs

The
Bonnington
Theatre and
Cinema

Health
Promotion and
Development

Leisure Centres
and Sports
Development

L1046 Households who considered themselves homeless, who approached the Council and when housing advice resolved their situation.

Question could you elaborate on the prevention methods?

The Housing Needs Team seeks to engage with people and intervene at an early stage. This means taking action when for example a tenant faces a 2 month termination notice or when a young person faces being thrown out by parents. This includes negotiation to prevent homelessness or seeking to expand the timescale to save a tenancy, or failing that give the Housing Needs Team more time to find a suitable alternative.

The Housing Needs Team also has an Homeless Prevention Fund which has historically been used to clear arrears or arrange for a clean up of a property if a tenant has had a problem with hoarding. It has also been used for deposits and bonds for new tenancies.

The team works closely with Housing Benefits and if a person is at risk of losing their home and is in receipt of Housing Benefit. Then the Benefits Team can often assist via the discretionary housing benefit scheme to help with either additional financial help towards the rent for a time limited period, or help with a bond, or rent in advance for a new tenancy.

The Housing Needs Team can access supported housing at Elizabeth House, domestic violence refuges and shared accommodation. The team also work closely with applicants to ensure that they are in receipt of the correct benefits and signposts to specialist services such as CAB if there are issues with debt. In addition to support services for applicants who are experiencing problems with addiction and or mental health.

The Housing Needs Service is promoted in Contacts Magazine and we are looking to run an advertising campaign on the side of refuse lorries, all with the objective of encouraging people to contact Housing Needs as soon as they start to experience problems with housing. As this gives the team the best chance of resolving housing situations at an early stage.

The Homeless Reduction Bill

The Homeless Reduction Bill will significantly extend the number of people to whom the Council has a duty to assist and also looks to extend the timescales both for when the Council should start to work with someone and for how long they should be provided with emergency accommodation. For example if someone is found intentionally homeless, it is up to the Council's discretion to provide emergency accommodation. The Bill proposes that in such circumstances emergency accommodation should be provided for 56 days, which will place huge strains on both our temporary accommodation and B&B budget, though B&B should be the last resort. The Government is intending to allocate a national budget for the Homeless Reduction Bill's implementation of £40 million. Councils will have to apply and compete for the funding.

Question does the Authority make use of the Broxtowe Youth Homeless Model?

We used to make excellent use of the Broxtowe Youth Homelessness Project and they provided our schools engagement programme, however due to budget cuts the department had to stop using their service.

The schools engagement programme was delivered to all secondary schools in the Borough and was led by service users supported by staff from Broxtowe Youth Homelessness Project, they also produce a magazine. The cost was between £2-3k p.a.

We are currently in the process of bidding for the recently announced trailblazer funding and the scheme we are seeking funding for works in partnership with Broxtowe and Rushcliffe Borough Councils and Broxtowe Youth Homelessness Scheme. Funding permitting we should be able to benefit again from this comprehensive peer led initiative.

L1051 Average time to process homeless applications (number of working days)

Question what were the findings of the review?

ere has not been a review, but an overview of the service is provided below. Regrettably the target has not been achieved since Q3 2014/15. Ironically the annual target had been lowered from 25 days to 19 days for the year 2015/16, based on previous years' experience. (The industry standard is 33 days, so the team's performance as listed below is still good). However the target has not been achieved due to the enhanced pressures which the team are facing in terms of initially preventing homelessness or sourcing alternative accommodation.

The team has seen an increase in both the number of people approaching the service for assistance, and an increase in the level of complex needs which the team are working with. To support the team SLT has recently given approval for a full time Housing Needs Officer for 1 year to provide additional support for the team. However this is set against the backdrop of a national housing crisis, issues around affordability in the borough for the first time, and the loss of invaluable support services to enable vulnerable clients to maintain their tenancies.

Housing Needs Performance

Year	Performance	Industry standard / good practice	Target
2014/15			
Q1	17	33 days	25 days
Q2	19	33 days	25 days
Q3	15	33 days	25 days
Q4 Page 31	35.7	33 days	25 days
2015/16			
Q1	35	33 days	19 days
Q2	25	33 days	19 days
Q3	22.7	33 days	19 days
Q4	23.1	33 days	19 days
2016/17			
Q1	23	33 days	19 days
Q2	22.9	33 days	19 days

Question what are the new homelessness procedures?

Summarised procedure to process a new homeless application

(a) Obtain customers details, e.g. name, D.O.B, address and length of residency, family composition and use this to fill in an initial assessment form. This can either be done in person or over the phone.

(b) Work through the key criteria in the Housing Act 1996 as set out below:

1. Are they eligible for assistance
2. Are they homeless within the next 28 days
3. Is there a priority need
4. Consider the issue of intentionality
5. Do they have a local connection
6. Assess if temporary accommodation is required, and if so, source the appropriate type, e.g. Council accommodation, refuge or hostel, lastly B&B.
7. Do they have a current Homesearch Application
8. Does the applicant / their family, have any support needs, and if so who is providing that support - contact these agencies and ensure that the support continues
9. Advise the customers of all the supporting evidence required
10. Advise the customer of the next steps and likely timescales for a decision
11. Discuss all alternative options with the applicant, i.e. private rented
12. Complete the declaration and authority to access information

L1086

**Average length of time spent in
temporary accommodation (in weeks)**

Question could you provide more clarity on why and how the issues impeded the performance?

Over the last quarter saw a drop to 6 weeks, this was due to the fact that we had placed several cases in B&B, which is something which we always try to avoid. The overall direction of travel for the average length of stay in temporary accommodation is increasing and this is due directly with the wider issues which the team is facing when trying to secure accommodation for people including the following:-

National Housing Crisis

Welfare Reform & Universal Credit

Private rents now exceed local housing allowance

Private landlords and RSL's becoming far more selective about the type of tenants they will consider, i.e. need a guarantor, good credit rating and good references.

For those cases with rent arrears, many landlords either will not consider the applicant, or will only do so after they have entered into a re-payment agreement and honoured it for 6 months.

Loss of affordable housing - Right to Buy, extension of the definition of affordable housing to include starter homes (20% discount open market sale)

Impact of 0 hours contracts

Tightening up of mortgage lenders criteria and robustness of tests applied before a mortgage will be offered

Loss of the Mortgage Rescue Scheme - funded by DCLG and delivered by us.

Loss of significant numbers of supported housing schemes

Limited access to floating support

Increase in the threshold of services provided by both adult and children's services

Homeless Reduction Bill

Question have you considered a contingency or continuity plan for the future to manage cases of possession?

I supported the request for an additional full time housing officer, who has been in place since 03.10.2016.

The further issue is the difficult one of providing support, as whilst the statutory function to house those applicants to whom the Council accepts a full duty under the homeless persons legislation sits with the Council. The requirement on the Council is a bricks and mortar solution, and often the essential link to sustain the tenancy is support, which is not the Council's responsibility. However due to the constriction of both accommodation based and floating support options in the Borough, many vulnerable people are not receiving the support they need, and this is falling to the Council to resolve.

Who can provide support and advice for those nearing repossession?

That's our statutory role. We have a protocol with the local registered providers who contact us when they are considering possession proceedings; in addition the courts notify us in cases of both landlord evictions and mortgage repossession. We then contact the individual(s) concerned and initially try to prevent them losing their home, or failing that take a homeless application. In terms of others who could help there is Shelter, Nottingham Law Centre and Nottingham Housing Advice - (we used to make a contribution to the Nottingham Advice Service but again this has been cut.) In addition people can go to private solicitors.

Question what temporary accommodation is available in Gedling?

How many units do we have across Gedling?

We own

5a and 6a Beechwood Avenue

8a, 10a and 12a Wollaton Avenue

41a Exclose Lane

8c

NB all the above properties are 1st floor 2 bed flats

We gave 8a Wollaton Avenue back to Estates due to its poor condition, but we are visiting it with Estates to get an idea of costs and timescales.

In addition we lease from Derwent Living a registered social provider

2 & 5 Jacobs Court - 2 bed Ground Floor Flats

8 + 20 Brook Avenue - 3 bed house

Question Do we place people outside the Borough? Does Gedling use Bed and Breakfast accommodation?

Yes as a temporary measure we use accommodation provided by both Rushcliffe and Mansfield District Councils. When we use B&B's none of them are within the Borough, due to both cost and the willingness of the proprietor to work with us.

To
ge

On a permanent basis we often secure private rented properties outside the borough due to issues relating to both cost and the availability of larger homes within the borough.

Does Gedling use Bed and Breakfast accommodation?

Yes, however we would prefer not to do this and do this as a last resort.

Question review and improve temporary housing - this action is due for completion on 31 November 2016. It was 23% completed by the end of Quarter 1. Could Cllr Wheeler explain how far this action has progressed?

We are currently in negotiations to lease some properties from Gedling Homes.
How many and what type?

We have requested 2 and 3 bed roomed properties ideally ground floor flats or houses.

We will be visiting one mothballed owned property to assess how much work is needed to bring it to a lettable standard - 8a Wollaton Avenue.

We will be expanding the model used at Killisick court, which saw the site developed by a partner RSL, who then leased 4 units back to the Council for use as temporary housing.

NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (in calendar days)

Performance Data	30/09/2015	30/09/2016
Total Caseload	9086	8803
Avg Claims processing time	10	13
Change in Circs. Average	3	4
Percentage age of new claims received electronically	20	97

The Benefits Cap

The Summer Budget 2015 announced changes to the level of the benefit cap so that households will no longer be entitled to receive more than £20,000 in benefit nationally (£13,400 for single adults with no children). The benefit cap levels came in to force from the 7 November 2016. The Department for Work and Pensions (DWP) wrote to potentially affected claimants, between 19 and 30 September 2016, to inform them that they may be subject to the cap.

benefits that will be taken into account when calculating the cap are:

E**reavement Allowance (BA)**
Child Benefit (ChB)
Child Tax Credit (CTC)
Un**employment and Support Allowance (ESA)**
(contribution-based and income-related)
Ex**cept where the support component has been awarded**
Capacity Benefit (IB)
Income Support (IS)
Jobseeker's Allowance (JSA)
(contribution-based and income-based)
Maternity Allowance (MA)
Severe Disablement Allowance (SDA)
Widow's Pension, Widowed Mother's Allowance, and Widowed Parent's Allowance.
Housing Benefit (HB)

The cap will not apply where a member of the household qualifies for one of the following:

Working Tax Credit (WTC) (a claim for WTC must be made)
Disability Living Allowance (DLA)
Personal Independence Payment (PIP)
Attendance Allowance (AA)
Industrial Injuries Benefits (IIB)
ESA, if paid with the support component
Armed Forces Compensation Scheme Payments (AFCS)
Armed Forces Independence Payment (AFIP)
War Pensions Scheme Payments (WPS)
(including War Widow's/Widower's pension and War Disablement Pension)
Carer's Allowance (CA) (including the equivalent claimants in Universal Credit)
Guardian's Allowance (GA).

The Benefits Cap affected cases

We are in the process of amending the effected claims in line with the current guidance in advance of the go live which was the 7th November. We are aware that 15 currently capped cases will be capped further based upon the new income levels.

The latest data scan, received has indicated that we will have around 104 capped cases in total.

104 claims have children living in the household. The breakdown of children numbers per case is as follows:-

Number of children per case	Number of Cases
2 children	6 cases
3 children	55 cases
4 children	31 cases
5 children	12 cases
Total	104 cases