

Housing and Community Services Committee Service Plan: October 2008 – March 2010

Summary





This plan reports on performance against those actions that the Council has agreed must be taken to achieve continuous improvement in service priorities for Housing and Community Services.

It combines the targets that have been agreed within the –

• Housing Strategy	-	HS
• HRA Business Plan	-	BP
• Homelessness Strategy	-	HMS
• Private Sector Renewal Strategy	-	PSRS
• Housing Inspection Report	-	HI
• Sustainable Community Strategy and Corporate Plan	-	SCS
• National Indicator Set	-	NI
• Local Area Agreement (2008-11)	-	LAA
• Carried forward from Strategic Plan (2005-2010)	-	SP
• Annual Efficiency Target	-	AET
• Corporate Governance Requirements	-	CGR
• Equality Policy and associated Equality Impact Assessments	-	EP
• Risk Management Plan	-	RMP
• 5 Year Financial Forecast	-	FF
• Data Quality Policy	-	DQP
• Procurement Strategy	-	PS
• Key Lines of Enquiry	-	KLOES
• Carried forward from Best Value Review	-	BV
• Older Peoples Integrated Strategy	-	OPIS
• Empty Homes Strategy	-	EHS

The 'Source' column of the table below indicates the source document for the action point

Performance:

	Progressing well		At risk of not being delivered and may require intervention		Failing		Action complete
---	------------------	---	---	---	---------	---	-----------------

HOMES FIRST




Strategy & Enabling


Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
1.1	SCS H1 HS NI 155 (LAA) (Priority P1)	Deliver at least 500 affordable housing units (over 5 years). Including homes for vulnerable people and local workers	Director of Housing and Community Services	From Dec 2006 to Dec 2011	Restricted land supply Downturn in housing market. Funding will be required from the Housing Corporation/Housing and Communities Agency	500 units delivered by Dec 2011. LAA - Deliver across Surrey: 750 units (Yr 1) 800 (Yr 2) 825 (Yr3)	A	327 units have been completed and 58 are under construction. See report on agenda.
1.2	SCS V1 HS	Facilitate provision of 20 units of supported housing (over 5 years).	Director of Housing and Community Services	From Dec 2006 to Dec 2011	Capital funding will be required from the Housing Corporation/Housing and Communities Agency and revenue funding from Surrey Supporting People Commissioning Body. Restricted land supply may also be an issue	20 units delivered by Dec 2011	G	9 units were provided at Waspe Farm and 5 at Pond Road. The 8 units at New Haw are dependent upon CPO action. Further provision is dependent upon sites coming forward. HCA funding and supporting people revenue funding.
1.3	SCS V3	Ensure that wherever possible new affordable housing is wheelchair accessible and built to "Lifetime Homes" standards	Director of Housing and Community Services Head of Planning	From 2009 onwards	It may occasionally be necessary to choose between having more units or Lifetime standards Grant funding will be required to meet the standard	All affordable units are built to Lifetime Home Standards	A	Market conditions are making it difficult to achieve. However the properties at Franklands Drive will all be to Lifetime Home Standards.

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
1.4	HS	To compile Housing Strategy document every 5 years following research and consultation and undertake an annual review to consider need for additional information.	Director of Housing and Community Services	New Strategy by 2011	Consultancy or internal resources are needed to compile Strategy.	Strategy produced and implemented.	A	The new strategy will have to take account of Government Plans and has been delayed pending the CSR. It also needs to link to the Corporate Plan and will be produced once this has been finalised.
1.5	SCS (i) EP	Report on progress against departmental Equality Action Plans	All	Half-yearly report	Refer to departmental Equality Action Plans (EAPs)	Refer to EAPs	A	To be provided at the meeting
1.6	SCS (i) EP	Undertake Equality Impact Assessments in all significant service areas. Implement appropriate action to remedy any adverse impact found or research to fully understand impact Monitor existing and proposed policies, procedures and strategies for adverse impact on equality	All	As set out in Equality Action Plan As appropriate Ongoing			G	EIAs continue to be undertaken for changes to service and are refreshed regularly for particular service areas.

HOUSING IMPROVEMENT PROGRAMME





Public Sector Housing Conditions and Stock Management

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
2.1	BP SCS H4 NI 158	To ensure that all properties meet the Decent Homes Standard.	Head of Tenant Services, Housing Maintenance Manager	2010 (Government deadline)	Some properties may suddenly fail the standard if they are occupied by vulnerable people. See details within the Business Plan.	All homes meet the Standard.		The current number of failures is being assessed as part of the HRA validation process. It is anticipated the numbers will be few and programmes are in place to attend to them.
2.2	BP	To deliver the bathroom and kitchen improvement programme.	Housing Maintenance Manager	Programme commenced October 2007. This is a rolling programme.	Business Plan contains provision of £1.8m for programmes for next 30 years.	Programmes complete and properties improved.		Kitchen programme is well established. 950 kitchens refurbished to date. Programme to start refurbishing bathrooms to commence in early 2011
2.3	Bench-marking	Ensure that rent collection performance is upper quartile when compared to other social housing providers.	Head of Tenant Services	March 2009	Arrears recovery is already upper quartile so difficult to make further improvements. Economic downturn may impact on arrears.	Rent collection is upper quartile.		For the fourth year in succession, collection rates are very good (99.23%) and rent arrears are low (1.36%). The performance is better than for the corresponding period in the previous year.






Ref	Source	Action	Project Lead	Implement By (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
2.4	NI 160 (Priority PI)	Maintain tenant satisfaction with services within upper quartile performance when compared to other social housing providers.	Head of Tenant Services	July 2010	Tenants need to be prepared to complete survey and there is a danger of survey fatigue.	Satisfaction rate is upper quartile	A	The Government have recently announced that Councils are no longer required to undertake STATUS surveys. Consideration will have to be given to how satisfaction is measured in future. Overall satisfaction rate in last STATUS survey (2008) was 86% - upper quartile.
2.5	Bench-marking	Maintain tenant satisfaction with repairs undertaken at 97% or above.	Head of Tenant Services	March 2009	Performance is currently very good and may be difficult to maintain.	Satisfaction is 97% or higher.	G	Tenants are asked to complete satisfaction cards for repairs completed and these indicate that 99% of tenants are satisfied.
2.6	BP	Undertake feasibility study in respect of the Parkside PRC estate in New Haw	Director of Housing and Community Services Head of Tenant Services	Start process during 2009/10	This large scale project will require significant resources – both financial and personnel. It may be necessary to employ consultants during the early stages of assessing feasibility.	Proposals are established for the future of the estate.		Report made to Committee in June 2010 regarding the immediate future of the flats in Parkside – decision made to use the flats as Temporary Accommodation and not to embark on major regeneration at the current time.





Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
2.7	BP SCS V1	Establish proposals for the future use of Beomonds	Director of Housing and Community Services Head of Tenant Services	Complete assessment of remodelling costs by March 2011.	It may be necessary to employ an architect to draw up proposals for the building. Capital funding for improvements also need to be identified. If Extra Care is to be provided it will also be necessary to identify additional supporting people grant.	The unit is brought up to current day standards and provides accommodation that meets current needs.	G	Minor remodelling complete and report made to Committee in September 2010. Agreed that a more detailed feasibility was needed. This is now underway and should be complete for report to March 2011 Committee.
2.8	BP	Undertake an assessment of the changing demographic profile of tenants and consider the implications of this for the future of the housing stock. Also assess the impact of the Lifetime homes, Lifetime neighbourhoods publication.	Director of Housing and Community Services	Complete review by April 2009.	The review can be done within resources but the results might require additional finance to implement.	The Council has policies and plans that take account of the tenant profile and the ageing population.	A	The target date has been missed however a census of tenants has been undertaken and the information is being analysed.






RUNNEMEDE RENEWAL Private Sector Housing

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
3.1	PSRS SCS H4	To provide advice and assistance on home repairs by putting information on Council's website	Private Sector Housing Manager (Ass)	March 2010. September 2010	Renewal of Private Sector Strategy and Grants Policy	Number of unfit properties and properties in disrepair declines.		A comprehensive range of information leaflets have been drafted and should be on the website by the end of October. These will reflect recent changes to policy and procedure e.g. repayable DFGs.
3.2	KLOES SCS V3	Adopt best practice from Surrey DFG guidance manual and changes introduced by Lifetime Homes publications issued by the Government	Private Sector Housing and Enabling Manager	March 2010. Amend to May 2010		Best practice adopted DFG applications processed efficiently in accordance with legislation		Best practice adopted. A new review is being undertaken to take into account the personalisation agenda.
3.3	PSRS	To submit a bid to SCC if the HJA (Care & Repair) service is re-commissioned.	Private Sector Housing and Enabling Manager	As Required	Within existing staff resources.	To retain the service in-house		Re-commissioning has been rescheduled for 2012.
3.4	PSRS	Revise and produce new leaflets to reflect the financial assistance policy	Private Sector Housing and Enabling Manager	October 2010	Within existing resources	To inform potential clients and the general public		A full range of information leaflets have been drafted and will be on the website by the end of October.

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
3.5	PSRS	Monitor the SHIP equity loans scheme and consider adoption of the scheme as an advice option.	Private Sector Housing and Enabling Manager	March 2011	Within existing resources	To increase the options available for clients.		The SHIP loans scheme and others are under investigation for consideration.
3.6	PSRS	Review the procedures for contracting with builders and contractors and introduce a framework agreement.	Private Sector Housing and Enabling Manager	March 2011	Within existing staff resources	To improve the efficiency of the procurement process and improve Supporting People targets.		A project plan has been agreed to introduce a new procurement arrangement by the end of March 2011.
3.7	PSRS	To introduce Health & Safety monitoring of contractors	Private Sector Housing and Enabling Manager	June 2010	Within existing staff resources	To ensure health and safety requirements are met		Procedures have been introduced and in place in October 2010.
3.8	PSRS	Review procedures for the Care & Repair service to reflect the revised strategy and new working arrangements with social services.	Private Sector Housing and Enabling Manager	June 2010	Within existing staff resources	To ensure an efficient service and improve performance against service targets.		Procedures agreed with social services to reflect the revised strategy within the timescale.
3.9	PSRS	Introduce procedures for the new grants and loans proposal.	Private Sector Housing and Enabling Manager	June 2010	Within existing staff resources	To implement policies within the Strategy.		Procedures introduced within the timescale.






Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
3.10	PSRS	Investigate the potential for completing application and enquiry forms on-line.	Private Sector Housing Manager	May 2010	Within existing staff resources	To improve access to the service.		The HMO licence form is now on-line but additional work required for payments.
3.11	PSRS	Monitor DFG, major and minor work expenditure against budget.	Private Sector Housing Manager	Ongoing	Within existing staff resources	To ensure the most efficient use of financial resources		DFG budget extended by £100,000 for 2010/11 and £100,000 for 2011/12 to accommodate waiting list and predicted budget overspend.
3.12	PSRS	Review procedures for dealing with DFGs, major and minor work applications	Private Sector Housing Manager	June 2010	Within existing staff resources	To improve efficiently		Procedures introduced within the timescale.
3.13	PSRS	Investigate the poor conditions of a private development (Douglas Road) and consider options for assisting/enforcing improvements.	Private Sector Housing and Enabling Manager	December 2011	Within existing staff resources	To reduce hazards associated with the development for the residents.		Residents now own the freehold and appointed a management company which is tackling the condition of the building. Monitoring will continue.
3.14	PSRS	Maintain the HMO licensing register, to renew existing licences and identify and licence new HMOs	Private Sector Housing Manager	Ongoing	Within existing staff resources	To comply with the legal requirements to licence HMOs.		64 HMOs have been licensed and renewals due in 2011.

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
3.15	PSRS	To review statutory notices to ensure they are up to date.	Private Sector Housing Manager	June 2010	Within existing staff resources	To ensure the efficient service of notices to comply with legislative requirements.		Complete and ongoing.
3.16	PSRS	To maintain and expand the accreditation scheme.	Private Sector Housing Manager	Ongoing	Within existing staff resources	To improve relationships with landlords and students and improve the standard of accommodation		195 properties accredited to date.
3.17	PSRS	To produce a general advice leaflet on safety in the home	Private Sector Housing Manager	July 2010	Within existing staff resources	To provide information and publicise the service.		Complete
3.18	PSRS	To arrange one Landlords Forum a year (in liaison with the Private Sector Resettlement team)	Private Sector Housing Manager	Annually	None identified	To develop a professional relationship with landlords and advise and update about current issues affecting private landlords.		Landlords Forum held on the 22 nd September 2010.

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
3.19	EHS	Reduce the number of properties empty for more than 6 months by at least 10 per year.	Private Sector Housing and Enabling Manager	Annually	Lack of funding or willingness of owners	To increase the housing supply.		Below target but aim to tackle by the year end.
3.20	EHS	Bring at least 2 private sector long term empty homes (e.g. more than 12 months) back into use through action by the local authority.	Private Sector and Enabling Manager	Annually	None Identified	To increase the housing supply.		On target to bring 2 long term empty homes back into use.
3.21	EHS	Investigate reports of empty homes and maintain and regularly update an Empty Homes database in liaison with Council Tax.	Private Sector Housing and Enabling Manager	Ongoing	None Identified	To monitor and provide evidence base for action.		In progress
3.22	EHS	Update the Council's website to include a link to the Everyhomecounts website and promote.	Private Sector Housing and Enabling Manager	January 2010	None Identified	To raise awareness and provide information on a County wide level		The website is regularly updated.
3.23	EHS	Introduce the revised Empty Homes procedure	Private Sector Housing and Enabling Manager	January 2009	None Identified	To enable empty homes to be brought back into use more efficiently.		Implemented





Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
3.24	EHS	Develop leaflets for owners of empty homes and those making public enquiries.	Private Sector Housing and Enabling Manager	May 2010	None Identified	To raise awareness and identify empty homes	R	To be completed by January 2011
3.25	EHS	Empty Homes Group to meet four times a year and monitor the outcomes of each type of action in bringing empty homes back into use.	Private Sector Housing and Enabling Manager	January 2010	Initial investment may be needed to bring units back into use. To be considered on a case by case basis.	To improve the procedures for dealing with empty homes	G	Meetings being held.

HOMELESSNESS, HOUSING REGISTER & HOUSING ADVICE

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
4.1	HMS	To review the Allocations Policy annually to ensure that it complies with current legislation and is achieving the overall aims for the Policy.	Housing Needs Manager	Annually		Policy complies with guidance and achieves Council's aims.		Reviewed and updated August 2010
4.2	SCS H3	To let all permanent Council properties within 21 days of vacation.	Housing Needs Manager	Ongoing	Some units e.g. Sheltered units, are difficult to let.	The length of time properties are empty falls to 21 days or less.		Currently working at 25 days
4.3	HI	To annually undertake checks of the Housing software to ensure allocation policy is being followed.	Housing Needs Manager	Annually		System is accurate and efficient.		Using Locata and Northgate for shortlisting, offers and lettings in line with CBL policy
4.4	HMS	Undertake TA residents survey to identify what TA improvements residents want and feedback key findings to TA Improvement Group	Housing Needs Manager	December 2008	Resources need to be identified for this.	To identify improvements to TA		This target has not been fully completed but Temporary Accommodation provision has been reviewed.
4.5	HMS HS SCS V4	Undertake a Homeless Audit and produce a new Homelessness Strategy	Housing Needs Manager	March 2010	Internal resources need to be identified	A comprehensive Strategy is produced that takes account of all homeless priorities		See item on Agenda. Draft circulated 15.10.10 to stakeholders and partners for comments by 30.11.10.

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
4.6	HMS NI 156 SCS V4	Provide support to applicants and consider other initiatives to ensure that level of homeless acceptances is not increased beyond 24 per annum and Government target to reduce Temporary Accommodation use is achieved.	Housing Needs Manager	Ongoing	Property trends e.g. increase in mortgage interest rates could increase homelessness. Some CLG Funding for homelessness has been obtained but is not guaranteed for the future.	Continued decrease of homeless applications	A	Need to review target in light of economic climate as 40 acceptances in 2009, we did reach the Temporary Accommodation reduction target but Temporary Accommodation use has subsequently increased.
4.7	SCS V4	To establish at least one initiative (possibly a DVD) for schools to use to make young people more aware of the problems of homelessness	Housing Needs Manager Homelessness Task Group	By December 2009	Funding may be required for initiative	Young people made aware of what it is like to be homeless	G	Target date has slipped but DVD now in progress. Suzanne Harrison leading on target.




HOUSING TASK GROUP

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
5.1	SCS H1 NI 155 (LAA)	Meet with all key Partner RSLs to discuss future priorities and identify opportunities for increasing provision of affordable housing	Director of Housing and Community Services	By end of 2009, and first two by June.	None	Opportunities for increasing provision of affordable housing identified		Meetings have taken place and results reviewed with RSL partners.
5.2	SCS V1	Establish sub-group to explore special needs findings from the Housing Need survey and identify areas of greatest need and ideas for action	Joanne Parkinson Surrey Supporting People Team	June 2009	None	Sub-group established		The HCA has commissioned needs modelling for the South East and the results are being analysed.
5.3	SCS V1	Sub-group to contribute to the work by County Council on identifying opportunities for extra care	Director of Housing and Community Services and Joanne Parkinson Surrey Supporting People Team		None	Sub-group established		Meetings are continuing with the County Supporting People Team and opportunities to find another extra care scheme being examined.
5.4	SCS H2 NI154 (LAA)	Contribute towards the development of housing policy within the LDF by being a consultee	Planning Policy and Implementation Manager	As required	None	Contribute to LDF housing policy as required		Input is ongoing at each meeting and contributing to the Housing Market Partnership.

COMMUNITY SERVICES

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
6.1	BV SCS F2	Discuss with Hanover and James Butcher Housing Associations the possibility of using facilities within Aldwyn Place and Schroder Court to provide additional services to older people.	Director of Housing and Community Services Head of Community Services	October 2008 Amend to March 2010	Requires input from other agencies.	Review complete and options considered.	R	Realistically this is unlikely to happen. Attempts to open a dining facility have failed and no action, or likelihood of action, has emerged from the Open Retirement Accommodation Week in June. Remove target.
6.2	BV SCS F2	Review the aims of Day Centre provision having had regard to different models of support provided by other authorities.	Director of Housing and Community Services Head of Community Services	March 2010	No additional resource is needed for review but there is unlikely to be substantial funding for changes that involve higher levels of support.	Other models of provision evaluated Day Centres meet the needs of users (people with mental health problems)	G	Review of centre provision is an integral aspect of Vulnerable People Service Review which is due to report back shortly.

HEALTH AND SOCIAL CARE TASK GROUP

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
7.1	SCS F1	Improving access to local health, social care and support facilities: Mobile Community Support Desk	All Members (Suzanne Harrison)	Review summer 2009	Resources required from all partnership agencies in relation to project management	Projects to meet specified needs set up		Support Desk set up in the Discharge Lounge at St Peter's Hospital. No further action.
7.2	SCS V5	Facilitate the provision of increased post-hospital care Develop projects to facilitate discharge from hospital: work with Medical Assessment Unit (MAU) to reduce repeat admissions	Suzanne Harrison Eleanor Jones Sue Robertson	March 2011	Ageing population will increase the potential for delayed discharge Lack of resources and extremely dependent on effective partnership working and commitment from other agencies	Care and repair service helps people return home from hospital Caroline is set up to the in with hospital discharge		Pilot with MAU has ended. Permanent project set up in the Discharge Lounge at St Peter's – Mobile Support Desk
7.3	SCS F5 NI 112 (LAA) NI 123 (LAA)	Work with Surrey PCT to promote a range of health and wellbeing initiatives: Teenage pregnancy, Smoking	Suzanne Harrison Jane Chandler	Measures in place from 2009/10	Awaiting initiatives from Surrey PCT	Surrey-wide LAA: Under-18 conception rate Yr 1 - 25% reduction 16+ current smoking rate: Yr 1 – 408		Awaiting new Teenage Pregnancy Strategy Bids to be made for Volunteer Health Trainers training



Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
7.4	SCS F5 NI 56 (LAA)	Work with Surrey PCT to promote health and wellbeing: Obesity.	Suzanne Harrison	March 2011	Awaiting initiatives from Surrey PCT	Surrey LAA: % children in Yr6 obese Yr 1 - 13.66% Programme sign-up Public Health Annual report	G	Action plan developed with Dr Safdar Naviq Diabetic Consultant. MEND Programme promoted
7.5	SCS F5	Work with Surrey PCT to promote a range of health and wellbeing initiatives: Initially work to concentrate on tackling the stigma around Chlamydia screening	Suzanne Harrison Sue Robertson	Summer 2009	Local interest Partner involvement Internal human resources required. Funding required to ensure schemes are sustainable	17% (of 15-24yr olds screened for Chlamydia)	A	Awaiting Teenage Pregnancy Strategy
7.6	SCS V2 F1	Improve quality of life and independence for vulnerable and older people: Investigate ways to overcome difficulties of limited mobility as a result of poor public transport/no access to a car	Suzanne Harrison Eleanor Jones	Summer 2011	Dependant on the outcome of the SCC review of community transport	% increase in satisfaction of people with disabilities	G	Analysing the results of the transport survey

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
7.7	SCS F1	Increase contribution to community health by private companies: Lobby for PCT Health Promotion input	Suzanne Harrison Jane Chandler	Spring 2010	Lack of Health Promotion Input	Information provided to private companies on healthy lifestyles	G	Change 4 Life initiatives being promoted nationally
7.8	SCS F1	Lobby on the current situation of having a waiting list for children to even get on the waiting list for Speech and Language Therapy with the PCT.	ALL MEMBERS (Suzanne Harrison)	Review March 2011	Resources required from all partnership agencies in relation to meeting unmet need and pilot/project implementation	Projects to meet specified needs set up	G	Awaiting responses from the Commissioning Directors at Surrey PCT
7.9	SCS F1	Lobby on the lack of access to physiotherapy for care homes and other patients.	ALL MEMBERS (Suzanne Harrison)	Review March 2011	Resources required from all partnership agencies in relation to meeting unmet need and pilot/project implementation	Projects to meet specified needs set up	G	Awaiting responses from the Commissioning Directors at Surrey PCT
7.10	SCS V2	Implement the actions from the Older People and Mental Health event	ALL MEMBERS (Suzanne Harrison/ Eleanor Jones)	Review March 2011	Within existing resources	Actions from the Older People and Mental Health Event implemented	A	SCC to include dementia training in their contracts for dementia care and implement a Section 75 to provide support for carers looking after people with mental health needs over 65 years from specialist mental health services Lobbying of SCC continuing on these important issues

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
7.11	SCS V2	Carry out the Mobility Transport Survey	ALL MEMBERS (Suzanne Harrison/ Eleanor Jones)	Review March 2011	To be identified.	Carry out a new mobility transport survey to compare with the survey carried out by the task group in 2006	A	SCC contacted regarding the proposed mobility survey in Runnymede as SCC and NHS Surrey PCT are carrying out their own survey. Awaiting response from SCC
7.12	SCS V5	Develop projects to facilitate discharge from hospital	ALL MEMBERS (Suzanne Harrison/ Eleanor Jones/Sue Robertson)	Review March 2011	Ageing population will increase the potential for delayed discharge Lack of resources and extremely dependant on effective partnership working and commitment from other agencies	Pilot with MAU and A&E	A	Review of pilot in August 2010, slow uptake by hospital staff over the past year
7.13	SCS F5 NI 112 (LAA)	Work with Surrey PCT and other agencies to promote sexual health	Suzanne Harrison Shahnaz Bano Runnymede Smoke Free Charter Sub-Group	Review March 2011	Lack of resources eg need funding for volunteer health trainers Revised Teenage Pregnancy Strategy Awaited	Awaiting targets from the new Teenage Pregnancy Strategy	A	NHS Surrey PCT have withdrawn sexual health services from Addlestone and Egham Youth Services and placed service in schools to achieve the numbers required for screening. Task group concerned young people at risk in youth centres and at night clubs are not being targeted appropriately. The task group have asked for clarification on sexual health services section in draft

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
7.14	SCS F5 NI 123 (LAA)	Work with Surrey PCT and other agencies to promote quit smoking services	Suzanne Harrison Shahnaz Bano Runnymede Smoke Free Charter Sub-Group	Review March 2011	Lack of resources eg need funding for volunteer health trainers	Implement Volunteer Health Trainers to reduce smoking and other initiatives in wards where there are a high rate of smokers (eg one third of adults smoke in Englefield Green West), obesity and other health issues	A	Funding yet to be identified and provided for the training of the Volunteer Health Trainers.
7.15	SCS F5 NI 39 (LAA)	Work with Surrey PCT and other agencies to reduce alcohol misuse	Suzanne Harrison Shahnaz Bano Alcohol Sub-Group	Review March 2011	Attitudes towards alcohol and sensitivity about this subject/ Lack of resources to promote the Christmas Campaign	Work with women's groups regarding alcohol and the family Christmas Campaign 'Donate the cost of a	G	The Joint Strategic Needs Assessment showed Runnymede has the highest rate of deaths among women in Surrey for alcohol related diseases





Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
7.16	SCS F5 NI 56 (LAA)	Work with Surrey PCT and other agencies to reduce obesity	Suzanne Harrison Shahnaz Bano	Review March 2011	Support of GPs needed with the promotion of the MEND Programme Gap identified for 14 - 15 year olds ie too old for the MEND Programme (which goes up to 13 years) and not old enough for Exercise on Prescription (which starts at 16 years)	drink to the Runnymede Community Foundation' Promotion of the Mind Exercise and Nutrition Do it (MEND) Programme for children with GP's to include all the family, and re-name the MEND Programme as it gives the impression the children are 'broken' in some way	G	The Runnymede Health Profile 2010 shows Runnymede is significantly worse than the England average for physically active children and has a higher rate than the regional average for obese adults
7.17	SCS U3	Identify Runnymede Voluntary Sector unmet accommodation needs and promote underused premises to the voluntary/community sector	Suzanne Harrison Solette Sheppardson	Review March 2011	Additional resources may be required to secure alternative accommodation	Identify unmet needs in relation to property Promote empty/under used properties to the voluntary/ community sector	G	RAVS advertising free slots at Thorpe village hall

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
7.18	SCS U3	Combat the reduction in the number of people running organisations for older people	Solette Sheppardson Suzanne Harrison Eleanor Jones	Review March 2011	Lack of promotional and human resources	20% increase in the number of volunteers for older people's organisations		Joint advertising for volunteers by RAVS and Age Concern Runnymede -- Event planned for September 2010
7.19	SCS F1	Increase the contribution to community health by private companies eg Change 4 Life initiative targeting companies	Suzanne Harrison Shahnaz Bano	Review March 2011	NHS Surrey PCT is no longer a provider of health promotion services	Information provided to private companies on healthy lifestyles		Heart Beat Award is still running including some businesses. Change 4 Life initiatives being pursued as well as national television campaign







BENEFITS





Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
8.1	NI 181 (Priority P1)	Time taken to process Housing Benefit / Council Tax Benefit new claims and change events	Benefits and Income Manager	Annual (March)	Staff shortages. IT problems. Changes made by Government departments. Claimant unpredictability.	13.68 days	G	<p>April to October 2010 5.93 days</p> <p>In order to improve customer service, and to improve the target figure, a system of assessing complete claims for callers was introduced at the Civic Centre reception from July 2010. This has shown good results so far, as reflected in the 5.93 days figure up to October 2010. The Department for Work and Pensions has recently concluded that combining information on new claims and changes into the Right Time Indicator does not provide a clear picture of LA performance. Therefore, from April 2011, it is proposing to release information on new claims and changes processing times separately.</p>


OLDER PEOPLES' INTEGRATED STRATEGY

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
9.1	OPIS	To develop an Extra Care scheme in the south of the Borough.	Director of Housing & Community Services	March 2011	There will be a need for both capital and revenue resources in order to progress any scheme. The revenue resource is required from the Supporting People programme which is currently underfunded.	A second Extra Care scheme provided in the Borough		The possibility of converting an existing scheme is being considered.
9.2	OPIS	Work with other agencies to establish the housing needs of Travellers.	Director of Housing & Community Services	March 2011	None identified	Level of need identified.		A gypsy and travellers accommodation assessment has been completed.
9.3	OPIS	Further develop work with Careline on the prevention of crime e.g. bogus callers Work with other agencies to organise a distraction burglary, bogus callers, rogue traders and reducing financial abuse of older people conference	Head of Community Services	March 2011	Staff resources	Reduction in distraction burglaries		Careline have been given stickers and leaflet by the Police to give to clients. Victims of distraction burglaries are also given a free 12 trial on Careline. A conference has not yet been arranged.
9.4	OPIS	Develop a programme of healthy walks	Partnership Officer & Chris Hunt Leisure Services	March 2011	Staff resources	Programme of healthy walks established		Leisure Services do not have the staff to run healthy walks. The Surrey Herald has agreed to publish monthly walks. No further action.

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
9.5	OPIS	Disseminate information on adult education courses and retirement courses from Surrey County Council	Work with SCC Over 50 Strategy	March 2011	None identified	Yet to be identified with SCC	G	Course literature received regularly and disseminated to Day Centres and Sheltered. No further action.
9.6	OPIS	Support the expansion of a mental health service with Runnymede Alzheimers Group e.g. investigate the possibility of providing day care within a residential care home.	Partnership Officer	March 2011	Co-operation of external partners	Increase Day Centre provision for people with alzheimers	G	Possibilities being explored as part of the Vulnerable People Service Review
9.7	OPIS	To investigate the possibility of getting additional funding from the PCT or Surrey County Council to enable carers to attend the Day Centre and to be able to jointly enjoy the activities	Head of Community Services	March 2011	The level of commitments that the PCT or County Council are prepared to make.	Additional funding attracted to support vulnerable clients.	A	Contact has been made with both the County and the PCT and although both acknowledge the important role of services both have said that they are unable to fund further existing services. Investigations are still ongoing as to whether they may be forthcoming for specific projects.
9.8	OPIS	To work in partnership with Age Concern Runnymede and RAVS to recruit volunteers to run older peoples' groups and voluntary organisations	Partnership Officer	March 2011	Willingness of volunteers	Increase in number of older people on voluntary groups	G	Celebration event held on the 25 th September 2010 for volunteers of older groups and further initiatives to be developed to generate more volunteers.
9.9	OPIS	Work with the voluntary sector to organise social activities as identified by the Runnymede and Elmbridge Older People and Mental Health Event	Partnership Officer	March 2011	Staff resources	There is a number of activities for older people	G	Social groups established for men, women and carers. Supper Group for people with dementia. No further action.

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
9.10	OPIS	Promote Dial A Ride in areas of deprivation	Head of Community Services	March 2011	None identified	Higher take up of Dial A Ride from local areas		Information on Dial a Ride made available at events in Englefield Green
9.11	OPIS	Examine whether there are any additional ways of providing information on Benefits and health promotion through existing services	Partnership Officer	March 2011	Staff resources	Set up a Working Group		Benefits campaign carried out by Surrey Welfare last year and this year funded by one off grant funding. Benefits literature given out at health promotion events. No further action.
9.12	OPIS	Continue to promote services for older people in deprived areas by the Two Wards Group	Director of Housing & Community Services	March 2011	None identified	Great take up of services amongst people in deprived areas		Information on services was made available at events held in the summer and will be promoted at new community centre
9.13	OPIS	Engage with the Families Directorate to ascertain the effect of self directed budgets on Council services	Head of Community Services	March 2010	None identified	The full impact of self directed support is known		Still little coherent information emanating from SCC as to the impact of personalisation agenda.
9.14	OPIS	Establish further links between sheltered housing and health promotion services	Partnership Officer	March 2011	None identified	Greater links between sheltered housing and health promotion		Links established with the hospital advertising Sheltered Housing and Sheltered Housing Managers invited to hospital events. Residents to be made aware of health promotion events.
9.15	OPIS	Promote Careline in deprived areas and those with higher older persons population	Head of Community Services	March 2011	None identified	Greater take up in deprived areas of Careline		Leaflets distributed around the Borough

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
9.16	OPIS	Work with Carers Support Runnymede and Runnymede Care Assistance Scheme to improve access to support and facilities for carers	Partnership Officer	March 2011	Lack of resources	Improve access to support for carers		Carers Support Runnymede attending Health & Social Care Task Group and the Learning Disability Forum. Surrey Crossroads will be providing support to carers, including end of life support for clients from the 31 st March 2011.
9.17	OPIS	Work in partnership with Surrey and Borders Mental Health Trust on the needs of older people with mental health issues	Partnership Officer	March 2010	None identified	Needs of people with mental health problems identified		Section 75 agreement to be signed between Surrey & Borders Mental Health Trust and SCC. No further action.
9.18	OPIS	Liaise with other agencies to establish if there are any specific requirements for older persons services amongst BME and travelling communities in Runnymede	Director of Housing & Community Services	March 2011	Lack of data	Specific requirements identified		Contact made with the Muslim Community via Shahnaz Bano. Employment identified as an issue and referred on to the Learning Skills Council. Links made with the Chinese Community and no needs identified. Travelling Community social care needs fed into Social Services. No further action.
9.19	OPIS	Consider whether an elected Member should be nominated as Older Peoples Champion	Director of Housing & Community Services	December 2010	None identified	Member Champion identified		Cllr G. Warner is the Older Persons Champion

Ref	Source	Action	Project Lead	Implement by (not later than end March 2011)	Barriers to Implementation / Additional Resources Identified	Target Outcomes	Performance	Comments
9.20	OPIS	Work with the Surrey County Council on the actions within 50+ Strategy	Partnership Officer	The end date of the Strategy	Resources	As detailed in the Strategy		This target is no longer relevant as no outstanding actions are left.