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EXECUTIVE COMMITTEE TUESDAY, 21 APRIL, 2015

A MEETING of the EXECUTIVE COMMITTEE will be held in the COUNCIL CHAMBER, COUNCIL HEADQUARTERS, NEWTOWN ST BOSWELLS, TD6 0SA on TUESDAY, 21 APRIL 2015 at 10.00 am.

J. J. WILKINSON,
Clerk to the Council,

14 April 2015

BUSINESS		
1.	Apologies for Absence	
2.	Order of Business	
3.	Declarations of Interest	
4.	Minute. Minute of Meeting of Executive Committee of 24 March 2015 to be approved and signed by the Chairman. (Copy attached.)	
5.	Request for the Inclusion of Paths in Tweedbank in the Council's List of Public Roads. Consider report by Service Director Regulatory Services seeking approval for footpaths in the Tweedbank area of Galashiels to be added to the Council's list of public roads. (Copy attached.)	5 mins
6.	UK Landfill Communities Fund. Consider report by Service Director Strategy and Policy recommending two projects for approval from the Landfill Communities Fund. (Copy attached.)	5 mins
7.	Improving the Quality of Older People's Care Homes - Report of Members/Officer Working Group. Consider report by Chief Social Work Officer summarising the work of the Officer/Member working group set up to consider ways to develop more proactive approaches to maintain and improve the quality of service delivery within Care Homes for Older People.	10 mins
8.	Discretionary Housing Payments - 2014/15 Performance Report. Consider report by Service Director Neighbourhood Services detailing the activity of the Discretionary Housing Payment Scheme in 2014/15. (Copy attached.)	15 mins
9.	Any Other Items Previously Circulated	

10.	Any Other Items which the Chairman Decides are Urgent	
11.	<p>Items Likely To Be Taken in Private</p> <p>Before proceeding with the private business, the following motion should be approved:- “That under Section 50A(4) of the Local Government (Scotland) Act 1973 the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the relevant paragraphs of Part 1 of Schedule 7A to the aforementioned Act.”</p>	
12.	<p>Minute.</p> <p>Private Minute of Meeting of Executive Committee of 24 March 2015 to be approved and signed by the Chairman. (Copy attached.)</p>	2 mins
13.	<p>Galashiels Transport Interchange Operating Model.</p> <p>Consider report by Depute Chief Executive – Place providing a summary of the business model for the operation of the Transport Interchange. (Copy to follow.)</p>	20 mins

NOTES

- 1. Timings given above are only indicative and not intended to inhibit Members’ discussions.**
- 2. Members are reminded that, if they have a pecuniary or non-pecuniary interest in any item of business coming before the meeting, that interest should be declared prior to commencement of discussion on that item. Such declaration will be recorded in the Minute of the meeting.**

Membership of Committee:- Councillors D Parker (Chairman), S Aitchison, S Bell, C Bhatia, J Brown, M J Cook, V Davidson, G Edgar, J G Mitchell, D Moffat, D Paterson, F Renton and R Smith

Please direct any enquiries to Kathleen Mason Tel:- 01835 826772
Email:- kmason@scotborders.gov.uk

SCOTTISH BORDERS COUNCIL
EXECUTIVE COMMITTEE

MINUTE of MEETING of the EXECUTIVE
COMMITTEE held in the Council Chamber,
Council Headquarters, Newtown St. Boswells
on Tuesday, 24 March 2015 at 10.00 a.m.

Present:- Councillors D. Parker (Chairman), S. Aitchison (Chairman - Education Business),
S. Bell, J. Brown, V. Davidson (from para 3), G. Edgar, J. Mitchell, D. Moffat, D.
Paterson, F. Renton, R. Smith.
Absent:- Councillor Bhatia.
Also Present:- Councillors I. Gillespie, S. Scott, R. Stewart, G. Turnbull.
Apologies:- Councillor M. Cook.
In Attendance:- Chief Executive, Depute Chief Executive – People, Chief Financial Officer,
Service Director of Regulatory Services, Service Director - Children & Young
People’s Services, Democratic Services Team Leader, Democratic Services
Officer (F. Henderson).

Members of the Public: 10

EDUCATION BUSINESS

Present:- Mr. G. Donald, Mr. J. Walsh, Mr. G. Jarvie.

CHAIRMAN

1. Councillor Aitchison chaired the meeting for that part which considered education business.

WELCOME

2. The Chairman welcomed Ms Donna Manson, Service Director Children and Young People’s Services to her first Executive Committee Meeting and wished her well in her role.

**DECISION
NOTED.**

ORDER OF BUSINESS

3. The Chairman varied the order of business as shown on the agenda and the Minute reflects the order in which the items were considered at the meeting.

ASPIRATIONAL ATTAINMENT

4. The Service Director - Children & Young People’s Services gave a presentation on ‘Aspiring for excellence – A Vision for Education in the Scottish Borders’. It was explained that there were a number of areas which required to be considered and these included the need to:-
 - discuss the core purpose;
 - consider how parents/carers could contribute to the “aspiring for excellence” strategy;
 - reflect on how parents could influence the factors that contributed to the cultures in their school communities that supported and/or hindered continuous quality improvement; core purpose, leadership, climate, collegiality.
 - consider ways in which schools could continue to engage with parents to fully involve them in improvement planning for school session 2015-2016;
 - share Council performance in key measures; and
 - build trust and respect as a key leadership group

The presentation went on to detail the Education and Learning outcomes, the GIRFEC outcomes, how Scottish Borders Council was performing against the Local Government Benchmarking Framework, the outcomes from school inspections and SQA attainment. The report explained that actions would be identified to improve outcomes in literacy and numeracy, achievement of skills for learning, life and work and to improve inspection results. The Service Director answered Members questions on various aspects of her presentation.

DECISION

NOTED the presentation.

EARLY YEARS CENTRE

5. With reference to paragraph 4 of the Minute of 20 January 2015, Mrs Anne Scott, Early Years Programme Manager was present at the meeting and gave a presentation on the establishment and progress of Early Years Centres in the Scottish Borders. She explained the background to the project which would result in the opening of four Early Years Centres within four primary Schools providing support and opportunities to improve wellbeing and learning potential. The Early Years Change Fund would provide start-up costs for two years until April 2016. The Langlee Early Years Centre opened for business in August 2013 and was set up as a pilot to see what worked in terms of staffing, supporting activities, liaison with other agencies, measuring outcomes etc. The Centre at Philiphaugh would be the next one to open followed by Burnfoot and Eyemouth planned to open in May 2015.

DECISION

NOTED the presentation.

UPDATE ON ELECTING PUPIL REPRESENTATIVES

6. With reference to paragraphs 7 and 8 of the Minute of 20 January 2015, there had been circulated copies of a report by the Service Director, Children and Young People's Services which provided the Executive Committee with an update on the discussions that had taken place with Pupil Councils in the 9 High Schools in Scottish Borders to develop a mechanism to elect representatives for the Education themed Executive Committee. It was explained that following discussion the process outlined in the report had been developed and would be overseen by the Senior Policy, Planning and Performance Officer and would be completed with the elected pupils attending their first meeting in May 2015. All those nominated would attend a meeting prior to the Executive Committee so that views from all pupils could be brought together and represented at the Executive by those elected to attend. Any resources required to complete the process of appointing pupil representatives would be met within the People Department and there would be some costs provided to pupils travelling to the Education themed Executive meetings.

DECISION

(a) NOTED the discussions which had taken place with the Pupil Councils within the 9 Secondary Schools.

(b) AGREED to proceed to the election of 2 pupil representatives with the 9 Pupil Councils being asked to nominate a representative and the 9 Pupil Councils voting on statements prepared by the nominees.

- * (c) AGREED TO RECOMMEND to Council that the Scheme of Administration be amended to include 2 pupil representatives as non-voting members of the Education Committee for Education themed meetings.**

ONLINE PAYMENTS FOR SCHOOLS

7. With reference to paragraph 11 Of the Minute of 25 November 2014, there had been circulated copies of a report by the Depute Chief Executive – People which updated the Executive Committee on the key issues of the Online Payment pilot in Schools including the results of the initial evaluation and proposed an implementation plan towards full roll out across all Scottish Borders schools. The report explained that a 6 month pilot of a

ParentPay's online payment system began in October 2014 in Philiphaugh Community School and Knowepark Primary School, Selkirk and Selkirk High School. This was ahead of the Improvement Service's approval of ParentPay as the nominated Scotland-wide supplier and was the first pilot of ParentPay's system in Scotland. The report detailed the results of the initial evaluation which had shown that the pilot had been successful and that an implementation of the system across further schools should be commenced. The roll-out would take a phased approach, with evaluation at the end of each phase and resolution of any identified issues within each phase and a wider implementation would enable more data to be analysed. The Headteacher of Knowepark was present at the meeting and advised that there had been an uptake of 79% at Knowepark, very positive parental feedback and less money being held within the School. In response to Members questions it was noted that parents could still use traditional payment methods and the system was very simple for staff to operate.

**DECISION
NOTED:-**

- (a) the progress made by the 3 pilot schools in Selkirk.**
- (b) the proposed implementation plan for wider roll out of online payments across other schools.**

The Education Business concluded at 11.15 a.m. and there followed a short adjournment.

OTHER BUSINESS

CHAIRMAN

On the resumption of the meeting, Councillor Parker took the Chair for the remaining business.

MINUTE

8. The Minute of meeting of the Executive Committee of 10 March 2015 had been circulated.

DECISION

APPROVED for signature by the Chairman.

CAPITAL PROGRAMME 2015/16 – BLOCK ALLOCATIONS

9. There had been circulated copies of a report by the Chief Financial Officer which sought approval for the proposed individual projects and programmes within the various block allocations in the 2015/16 Capital Financial Plan. The Appendices attached to the report contained proposals for the various projects and programmes to be allocated resources from the block allocations within the 2015/16 Capital Financial Plan. It was further explained that not all projects had been fully identified and when the information was available it would be brought to the Executive Committee for consideration.

DECISION

APPROVED the Block Allocation breakdowns contained in Appendices A – X to the report.

LOCALITIES IN THE SCOTTISH BORDERS – A CO-ORDINATED APPROACH FOR LOCAL IMPROVEMENT

10. There had been circulated copies of a report by the Chief Executive which sought approval to develop and pilot a local, co-ordinated approach to planning and delivering services, providing support, optimising investment and involving communities for maximum economic, environmental and social benefit. The report explained that SBC and partners delivered a huge range of services and projects, and made considerable capital investment across the

region. Different areas of the region were distinctive and unique, with their own strengths and weaknesses and would require different levels of support, to ensure economic and social prosperity. In order to ensure that service delivery, investment, property decisions, projects and actions were better co-ordinated, involved local stakeholders and were sustainable into the future, the Council proposed a coordinated, intelligence-led, problem solving approach to delivering services and investment appropriately in local areas, involving communities and community planning partners. The proposal was to develop a Locality Framework to ensure that each of the current five area forum localities were profiled in terms of key data, town information, Council service delivery, investment, project work, community capacity and physical/environmental assets. The Framework would also highlight where there were opportunities and weaknesses to be addressed, and could be added to, including partner services, projects etc. A senior lead officer would be appointed to co-ordinate and facilitate this Localities approach and would report Local Action Plan progress to the Corporate Management Team and relevant Area Forums. By working in this way, the Council would ensure that an increased focus on localities supported the new phase of corporate transformation, provided a platform for the implementation of the Community Empowerment Bill, and would ensure that the Council continued to address the priorities articulated in the Corporate Plan 2013, and within the new Ambitious for the Borders programme. Members indicated their strong support for the proposals.

DECISION

(a) AGREED:-

- (i) to the development of the Locality Framework;**
- (ii) to pilot the Localities Approach in the Cheviot area over the next 12 months, to then evaluate the pilot and take lessons learnt into the roll-out to the other four localities; and**
- (iii) the utilisation of £20k from the Capital Projects Feasibility Fund for work in the Cheviot area, as outlined in Appendix 1 to the report.**

(b) NOTED that the Depute Chief Executive, People, would lead the work, supported by a senior lead officer, to be appointed immediately; and

(c) ENDORSED the approach to using and evolving Area Forums for the purpose of local engagement and the monitoring of locality action plans.

REQUEST FOR REPATRIATION OF AN ITEM FROM THE COUNCIL'S COLLECTION OF MUSEUM ITEMS

11. There had been circulated copies of a report by the Corporate Transformation and Services Director which proposed that Scottish Borders Council consider a request from Wairoa Museum, Hawkes Bay, North Island, New Zealand for the repatriation to New Zealand of a Maori War Flag held in Hawick Museum as part of the Council's collection of museum objects. The report explained that in 1921 the artist Tom Scott RSA donated a Maori War Flag to Hawick Museum. The flag was not in particularly good condition and would require conservation treatment prior to being considered for any significant period of display. It had no local connection and had never been on regular public display. The report detailed the background of the war flag and proposed that the request for repatriation be approved.

DECISION

AGREED:-

- (a) to the request from Mike Spedding, Director of the Wairoa Museum, Hawkes Bay, New Zealand that the Maori War Flag connected to the battle of Omaruhakeke, 1865, be transferred from the ownership of Scottish Borders Council to Wairoa Museum; and**

- (b) **that authority be delegated to the Senior Museums Curator to make the necessary arrangements with the Wairoa Museum to ensure the safe return of the Flag.**

REQUEST FOR THE INCLUSION OF A LANE IN THE COUNCIL'S LIST OF PUBLIC ROADS

12. There had been circulated copies of a report by the Service Director Regulatory Services which sought approval for the lane serving St Dunstan's Car Park, Melrose to be added to the Council's List of Public Road. The report explained that the lane was stopped-up by Borders Regional Council via The Borders Regional Council (St. Dunstan's Lane, Melrose) Stopping-Up Order 1980 with a pedestrian right of access retained along its length. In 1994, Borders Regional Council upgraded the car park served off the lane but negated to amend the public right of passage along the lane to include vehicles, although they did remove the bollard at the southern end of the lane. Bollards were erected which prevent vehicles from accessing the part of the lane between the High Street and the access to the car park and these shall remain in place.

DECISION

AGREED to the inclusion of the lane detailed in the report on to the Council's List of Public Roads with a vehicular and pedestrian right of passage over the section between St. Dunstan's Park and the car park entrance, as shown between the points A-B on the plan attached to the report, and a pedestrian only right of passage over the section between the car park and Melrose High Street between the points B-C.

SCOTTISH BORDERS COUNCIL COMMUNITY GRANT SCHEME – GENERIC BUDGET

13. There had been circulated copies of a report by the Service Director Strategy and Policy which recommended an application for funding from the Community Grant Scheme (CGS) Generic Budget. The application was from Interest Link Borders which was an organisation based in Duns but which offered a befriending service for children, young people and adults with learning disabilities across the Scottish Borders. The request was for a project grant to contribute towards a pilot project to enable 3 service users, 4 peer support workers, one sessional worker and one member of staff to undertake an overnight trip to Edinburgh in April 2015. There was £2,621 available in the CGS Generic Budget and the grant request was for £816. It was requested that the Group be asked to provide a report on the trip for members in due course.

DECISION

AGREED to approve the grant to the value of £816 to Interest Link Borders.

EDINBURGH – BERWICK –UPON -TWEED LOCAL RAIL SERVICE

14. With reference to paragraph 5 of the private appendix to the Minute of 1 April 2014, there had been circulated copies of a report by the Service Director Regulatory Services which provided an update on progress made towards the potential introduction of a local rail service between Edinburgh and Berwick-Upon-Tweed, which included the re-opening of stations at East Linton in East Lothian and Reston in the Scottish Borders. The report explained that Scottish Borders and East Lothian Councils made a joint bid to the Rail Station Fund in May 2014, proposing a joint contribution of £2.84 million in relation to an estimated cost of £7.1m to provide two new stations on the East Coast Main Line (ECML) (£3.2m for a new station at Reston and £3.9m for East Linton). The bid was reviewed by the Route Investment Review Group (RIRG) who administered the Rail Station Fund and they concluded that further detailed design and costing work were required before they could fully endorse the joint bid. Following negotiations between a number of parties including the Local Authorities, SEStran and Transport Scotland, it was likely that Network Rail would be contracted to undertake the detailed design work associated with the provision of the two station facilities. Once the detailed design work had been completed, the bid would be resubmitted to RIRG for approval. Network Rail had indicated that the detailed design work could take up to 12 months to complete and the Transport Minister had confirmed the Government's commitment

to the proposal for the project, and the intention to deliver a service within the time frame of the franchise by December 2018. Members welcomed the progress to date.

DECISION

(a) NOTED the contents of the report

(b) APPROVED the re-phasing of the Capital Programme as detailed in paragraphs 7.1 of the report.

PEEBLES TRANSPORT STUDY

15. With reference to paragraph 3 of the Environment and Infrastructure Committee of 8 November 2012, there had been circulated copies of a report by the Service Director Regulatory Services which updated Members on the current position in terms of the Peebles Transport Study and detailed the results of a consultation exercise that was held in the town in January 2014. The Peebles Transport Study had considered a range of options to help address the traffic issues which were likely to arise in Peebles as the town continued to grow in the future. The results of the appraisal process suggested that three bridge options (B3, B7 and B8) provided the best balance in terms of meeting the objectives of the study and it had been agreed at the Environment and Infrastructure Committee that these options would form the basis for future analysis and that a further consultation exercise be undertaken in the local community. A plan showing the three proposed bridge options was provided in Appendix A to the report. The consultation exercise had been undertaken in two parts. Firstly, a workshop was organised in Peebles with various public bodies and community groups in October 2013 and secondly, a three month public consultation exercise in the form of a questionnaire was held between November 2013 and January 2014. The results of the consultation exercise indicated that there was a wide selection of views held within the local community with respect to the development of the town and in relation to the potential provision of a new road bridge. Approximately 49% of respondents indicated that they were not in favour of a new road bridge and approximately 42% of respondents were in favour of a new bridge being promoted in Peebles. The most popular bridge option was Option B7 (Cavalry Park East) with approximately 22% of the vote. The least popular bridge option was Option B8 (Cavalry Park West) with approximately 13% of the vote. From respondents that expressed an interest over 51% preferred a bridge that would blend into the existing area, with approximately 13% of respondents preferring a modern bridge. A local Access and Transport Strategy for the Scottish Borders was currently being developed by officers, with a view to producing a completed document in 2015/16.

DECISION

(a) NOTED the results of the consultation exercise.

(b) AGREED that this information should be used to inform the consultative draft Scottish Borders Council Local Access and Transport Strategy.

URGENT BUSINESS

16. Under Section 50B(4)(b) of the Local Government (Scotland) Act 1973, the Chairman was of the opinion that the item dealt with in the following paragraph should be considered at the meeting as a matter of urgency, in view of the need to keep Members informed.

JEDBURGH TOWN HALL

17. In response to a question on the future of Jedburgh Town Hall it was reported that work was underway with regard to whether or not it should transfer to a Community Trust. It was hoped that a report would be submitted to the Executive Committee in late April. Members were assured that the future of the Town Hall was assured and that it was merely how it would be managed in future that required to be decided. Capital works on the building were proposed.

DECISION

NOTED the position.

PRIVATE BUSINESS

18. **DECISION**

AGREED under Section 50A(4) of the Local Government (Scotland) Act 1973 to exclude the public from the meeting during consideration of the business detailed in the Appendix to this Minute on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 6 of Part 1 of Schedule 7A to the Act.

SUMMARY OF PRIVATE BUSINESS

Eyemouth Harbour Trust – Extension of Funding Support

1. The Committee approved a report on continued support of Eyemouth Harbour Trust.

The meeting concluded at 12.35 p.m.

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**REQUEST FOR THE INCLUSION OF PATHS IN TWEEDBANK IN
THE COUNCIL'S LIST OF PUBLIC ROADS**

Report by Service Director Regulatory Services

EXECUTIVE COMMITTEE

21 APRIL 2015

1 PURPOSE AND SUMMARY

- 1.1 **This report seeks approval for footpaths in the Tweedbank area of Galashiels to be added to the Council's List of Public Roads.**
- 1.2 The Council were asked to look at the possible upgrading of a trodden pedestrian link between the car park associated with Herges on the Loch and the footpath around Gunknowe Loch. When it was agreed this should be to an adoptable standard, officers were asked what other paths in the area could also be considered for adoption in terms of their strategic nature. After lengthy discussions, the paths indicated on the attached plan were deemed suitable for addition to the Council's List of Public Roads.

2 RECOMMENDATIONS

- 2.1 **I recommend that the Executive Committee agrees to the paths shown red on the attached plan being advertised for adoption and thereafter being added to the Councils List of Public Roads subject to there being no substantive representations made against the proposal.**

3 BACKGROUND

- 3.1 A request was submitted to the Council for a section of trodden, well used path to be upgraded by the Council, forming a link from the car park at Tweedbank Village Centre to the paths around Gunknowe Loch. It was agreed that this upgrading work would be carried out by SBLocal. Clarification was sought at this stage as to what standard the path should be constructed.
- 3.2 The Roads Planning Service of the Council were asked whether they would consider adding the path to the Council's List of Public Roads if it was constructed to an adoptable standard.
- 3.3 When they confirmed the paths would be suitable for adoption, the question was then asked as to which other paths within the overall Tweedbank area were on the list or could be added to the list.
- 3.4 Lengthy discussions then took place between the ward members (Councillors Gillespie, Parker and Torrance), Roads Planning Service and the Councils Infrastructure and Asset Managers (Mr. C. Ovens and Mr. D. Richardson) as to the proposal.
- 3.5 In terms of the condition of the paths, those paths coloured red on the attached plan were deemed to be of such a standard that they could be added to the list immediately without any upgrading works being required. This took into consideration the current condition of the surfacing, whether lighting was present, what drainage was present and what work the paths were likely to require within the next 10 to 15 year period.
- 3.6 In terms of use, Roads Planning considered which paths in the vicinity were more than just amenity paths. When considered against the principles of *Designing Streets* and *Placemaking and Design*, they deemed that the paths coloured red provided important linkage within Tweedbank between areas of public interest and use. These links were between housing areas, local facilities (shop, school etc) and also links to transport routes. They also provided links between different areas of Tweedbank and were capable of being linked into future development within the eastern end of Tweedbank e.g. railway station, business centre, tapestry building. In other words the paths in question have a significant public interest.
- 3.7 The paths being considered for addition to the list are currently maintained by the Council as Parks Authority (Commercial Services/Property Management) and, if the proposal is approved, the maintenance would transfer to the Neighbourhood Service and Commercial Services budgets used for public road maintenance.

4 IMPLICATIONS

4.1 Financial

- (a) There will be no additional cost to the Council maintaining the paths. The costs will be met from Neighbourhood Service and Commercial Services budgets.
- (b) The costs associated with maintaining the street lighting on the paths will continue to be met from the current Street Lighting Maintenance budget.
- (c) The cost associated with the advertising of this addition would be met from the relevant Regulatory Services budget.

4.2 Risk and Mitigations

- (a) There are no direct risks to the Council as a result of this request, however by approving the request it will result in better housekeeping in terms of maintenance of the paths in question.
- (b) There may be a risk that the approval of this request will lead to further requests for amenity paths within parks to be added to the List of Public Roads. Whilst this is a possibility, any other paths would only be considered suitable for addition to the list if they are strategic in nature, form important links between public places of interest and are to an acceptable standard in terms of construction, drainage and lighting.

4.3 Equalities

Following the completion of an Equality Scoping, it was determined that no Equality Impact Assessment was required.

4.4 Acting Sustainably

There will be no economic, social or environmental effects of carrying out this proposal.

4.5 Carbon Management

There are no effects on carbon emissions as a result of this proposal.

4.6 Rural Proofing

There are no rural proofing implications arising from this proposal.

4.7 Changes to Scheme of Administration or Scheme of Delegation

There will be no changes to the Scheme of Administration or the Scheme of Delegation as a result of this proposal.

5 CONSULTATION

- 5.1 The Chief Financial Officer, the Monitoring Officer, the Chief Legal Officer, the Service Director Strategy and Policy, the Chief Officer Audit and Risk, the Chief Officer HR and the Clerk to the Council have been consulted and their comments incorporated into this report.
- 5.2 The Service Director Neighbourhood Services and Service Director Commercial Services have been consulted and their comments incorporated into this report.

Approved by

Brian Frater
Service Director Regulatory Services

Signature

Author(s)

Name	Designation and Contact Number
Alan Scott	Senior Roads Planning Officer - 01835 826640
Ashley Hogg	Modern Apprentice (Civil Eng.) - 01835 824000 Ext 5396

Background Papers: None

Previous Minute Reference: None

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UK LANDFILL COMMUNITIES FUND

Report by Service Director Strategy and Policy

EXECUTIVE COMMITTEE

21 April 2015

1 PURPOSE AND SUMMARY

1.1 **This report recommends two projects for approval from the Landfill Communities Fund (UK LCF) for the funding period to January 2015.**

1.2 The following projects are recommended for approval:

	Applicant	Project	Award request (incl. fees)
1	BCCF Environmental	Innerleithen Pipe Band – Hall Refurbishment Phase 1	£14,278
2	BCCF Environmental	Southdean Village Hall – Hall Extension	£32,250

1.4 The confirmed UK LCF balance to 31 January 2015 is £59,599.70 and the projects recommended for approval total £46,528. A balance of £13,071.70 remains to 31 January 2015.

2 RECOMMENDATIONS

2.1 **I recommend that the Executive Committee:**

- (a) approves a grant of £14,278 to BCCF Environmental (Innerleithen Pipe Band – Hall Refurbishment Phase 1);**
- (b) approves a grant of £32,250 to BCCF Environmental (Southdean Village Hall – Hall Extension)**

3 BACKGROUND AND THE NEW SCOTTISH LANDFILL COMMUNITIES FUND

- 3.1 Tax on landfill waste was introduced in 1996 as a means to reduce the amount of landfill waste and to promote a shift to more environmentally sustainable methods of waste management. The tax credit scheme enables operators of landfill sites (the Council) to contribute money to enrolled Environmental Bodies (such as BCCF Environmental) to carry out projects that meet the environmental objects contained in the Landfill Tax Regulations.
- 3.2 The UK Government saw the UK LCF as a way for Landfill Operators and Environmental Bodies to work in partnership to create significant environmental benefits and jobs, to promote sustainable waste management and/or to undertake projects which improve the lives of communities living near landfill sites.
- 3.3 Landfill Operators can contribute up to 5.1% of their landfill tax liability to Environmental Bodies and reclaim 90% of this contribution as a tax credit. The Council contributes the remaining 10% contribution from identified budgets within the Place Directorate - Neighbourhood Services. The UK LCF budget is notified quarterly based on waste tonnage returns submitted by Place Directorate - Neighbourhood Services to the Chief Executive's Department – Financial Services. The returns and budget figures within this report include the Council's 10% contribution.
- 3.4 As a condition of the UK LCF, enrolled Environmental Bodies submitting applications must firstly obtain the approval of ENTRUST for the works associated with individual projects. This is to ensure compliance with all the conditions of the National Scheme and to confirm eligibility of the projects being recommended for funding. (ENTRUST is the Regulatory Body of the UK Landfill Tax Credit Scheme).
- 3.5 Members should note that the Revenue Scotland and Tax Powers Act 2014 were given Royal Assent in September 2014. This, together with the Landfill (Scotland) Act 2014, gives Scotland the framework to collect and manage Scottish Landfill Tax (SLfT) and to operate a Scottish Landfill Communities Fund (SLCF) scheme.
- 3.6 The SLCF will continue to allow landfill operators to contribute a capped proportion of their tax liability to be used for environmental and community projects. This rate is expected to be 10% higher than the UK LCF rate at introduction (UK LCF rate currently 5.1%). The SLCF will be regulated by SEPA (rather than ENTRUST).
- 3.7 There will be a two year transition period from 1 April 2015 to 31 March 2017 during which time unspent funds held by environmental bodies on 31 March 2015 can be spent on projects located throughout the UK, including Scotland.

4 UK LCF APPLICATIONS

4.1 Two ENTRUST approved projects are awaiting a decision on their UK LCF applications and a budget of £59,599.70 is confirmed.

4.2 Project 1

Applicant: BCCF Environmental

Project: Innerleithen Pipe Band – Hall Refurbishment Phase 1

ENTRUST No: 711138.056

Project Costs: £19,278

LCF Request: £14,278

- (a) Innerleithen Pipe Band purchased its hall in 1923. It is situated on land leased from SBC. Despite some refurbishment over the years the fabric of the building deteriorated and it was closed in 2007 forcing the Band to use licenced premises and halls in Peebles. The Hall was previously used by a number of smaller, local groups and was a valued small meeting space which is in short supply in Innerleithen.
- (b) Since 2007 the Band has tried hard to raise sufficient funding to replace the building but the new build option has not succeeded. They now wish to refurbish the existing building over two phases. Phase 1, the subject of this application, will replace the roof cladding, insulation, external timber cladding, raise roof timbers, upgrade foundations and framework and replace the front door. The Hall will then re-open in time for the St Ronan's Games Week. Phase 2 will include the internal upgrade of kitchen, toilets, electrics and decoration and will be subject to further funding.
- (c) The total project cost is £19,278. The Band secured £5,000 from the SBC Community Grant Scheme in 2012. £13,282 is requested from the UK LCF plus £996 BCCF Environmental and ENTRUST fees. The project contributes to Corporate Priorities 2, 4, 5 and 7.

4.3 Project 2

Applicant: BCCF Environmental

Project: Southdean Village Hall – Hall Extension

ENTRUST No: 711138.081

Project Costs: £72,268

LCF Request: £32,250

- (a) Southdean Village Hall was built in 1915 in the centre of the village of Chesters, a small rural community of 300 people approximately 30 minutes drive from Hawick. The hall is built on a slight slope and there are steps inside which restrict access. The existing toilets, kitchen and small hall are on different levels to the main hall and meeting room creating access issues for older people and disabled people. The Hall is well used by a range of community events and local clubs.

- (b) The project will provide full disabled access from the car park and new toilet facilities by constructing a new, well insulated, stone faced, single story extension to blend with the original building. The extension will have a disabled toilet with baby changing, cloakroom area and direct level access through to the meeting room and main hall.
- (c) The total project cost is £72,268. Match funding is expected to be secured from Awards for All £10,000, Robertson Trust £7,000 (secured), Community Grant Scheme £5,000, Own funds £5,432 (secured), Trusts and Foundations £12,586. £30,000 is requested from the UK LCF plus £2,250 BCCF Environmental and ENTRUST fees. The project contributes to Corporate Priorities 4, 5 and 7.

5 IMPLICATIONS

5.1 Financial

- (a) A budget of £59,599.70 is identified and available.
- (b) Approval of the recommendations in this report total £46,528 and a balance of £13,071.70 will remain to January 2015.

5.2 Risk and Mitigations

- (a) There is a risk that if Executive does not approve the project recommendations, the projects may be delayed or may not be able to proceed and the benefits in their communities will not be realised. This is mitigated through ensuring the projects are ENTRUST approved, both have sound project planning and realistic funding packages in place. All have been assessed and recommended for funding by the UK LCF Working Group.

5.3 Equalities

There are no apparent equality impacts on the Council. The UK LCF is operated by Customs and Excise and regulated by ENTRUST. The applicant, BCCF Environmental, is responsible for ensuring that funded projects are fully compliant with Landfill Tax Regulations, including equality of access. SBC holds BCCF Environmental Equal Opportunities Policy.

5.4 Acting Sustainably

- (a) Both projects impact positively on the built heritage or local environment.
- (b) Project 1 will significantly improve the built environment and the visual amenity of the area.
- (c) Project 2 is targeted on the sustainability of the building overall and retaining its use as community space. The works will also contribute to reducing energy consumption and energy costs.

5.5 Carbon Management

Project 2 has a specific aim of reducing carbon emissions and reducing heating costs as detailed at Para 7.4

5.6 Rural Proofing

Not applicable.

5.7 Changes to Scheme of Administration or Scheme of Delegation

There are no changes to be made to either the Scheme of Administration or the Scheme of Delegation as a result of the proposals contained in this report.

6 CONSULTATION

- 6.1 The Chief Financial Officer, the Monitoring Officer, the Chief Legal Officer, the Chief Officer Audit and Risk, the Chief Officer HR, and the Clerk to the Council have been consulted and their comments have been incorporated into the final report.
- 6.2 Officers comprising the UK LCF Working Group, drawn from the Chief Executive's Department (Financial Services and Strategic Policy Unit) and Place-Neighbourhood Services and Regulatory Services (Legal Services) have been consulted and have agreed the recommendations.

Approved by

David Cressey
Service Director Strategy & Policy

Signature

Author(s)

Name	Designation and Contact Number
Jean Robertson	Funding and Project Officer 01835 826543

Background Papers: None.

Previous Minute Reference: Executive 10th March 2015

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Jean Robertson can also give information on other language translations as well as providing additional copies.

Contact us at Jean Robertson, Scottish Borders Council Headquarters, Newtown St Boswells, Melrose TD6 0SA 01835 826543 jjrobertson@scotborders.gov.uk

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Improving the Quality of Older People's Care Homes – Report of Member/ Officer Working Group

Report by the Chief Social Work Officer

EXECUTIVE COMMITTEE

21 April 2015

1 PURPOSE AND SUMMARY

- 1.1 **This Report summarises the work of the Officer/Member working group set up to consider ways to develop more pro-active approaches to maintain and improve the quality of service delivery within Care Homes for Older People. The work has been based upon research evidence of best practice and quality monitoring initiatives.**
- 1.2 A paper presented to Social Work and Housing Committee on 5th June 2014 provided an overview on the quality of Care Homes in the Borders. As a result of this, Members requested that an Officer/Member Working Group be set up to consider the quality of service delivery in Care Homes.
- 1.3 This report (attached in Appendix 1) contains the findings and recommendations of the member/officer short life working group which met to review the quality of Older People's Care Homes and consider proposals for improvements where required. The Report reviews the national and local context and challenges in the Care Home market. It considers current local mechanisms in place to address quality issues and looks to encourage improvements and new initiatives. It analyses benchmarking and good practice in other areas of Scotland and the UK including alternative models. It identifies gaps in service design and delivery and proposes recommendations for improvement to the Executive Committee. These will be taken forward via an action plan, attached as Appendix 2, over the next 12 months.

2 RECOMMENDATIONS

- 2.1 **I recommend that the Executive Committee:**
 - (a) **Endorses the Report on Improving the Quality of Older People's Care Homes as detailed in Appendix 1.**
 - (b) **Agrees recommendations in the Members review report (section 12)**
 - (c) **Notes the action plan set out in Appendix 2.**
 - (d) **Receive a progress report mid 2016**

3 BACKGROUND

- 3.1 A paper presented to Social Work and Housing Committee on June 5th 2014 provided an overview on the quality of Care Homes in the Borders. The report included a summary of the Care Inspectorate grades at the time the report was written. It was acknowledged that there were areas of good practice; however some concerns were raised about a number of occurring themes and issues, including quality of environment, management and leadership. It was recognised that effective processes were in place to monitor, advise and support homes should difficulties be identified. Elected members were keen to explore more pro-active approaches to maintain and improve quality, and proposed a short life member/officer working group to be set up for research evidence of best practice and consider proposals for improvement. Part of this process has involved Members visiting a number of independent and Council run (SB Cares from 1st April 2015) care homes

4 WORK OF SHORT LIFE WORKING GROUP

- 4.1 A benchmarking exercise was carried out to help identify the current status of services with regard the national situation, and to clarify possible future trends in service demand. The Councils stated objective is to shift its balance of care by reducing the proportion of institutional care placements and increasing the proportion of home care packages and Extra Care Housing (ECH)/Housing With Care (HWC) places.
- 4.2 It is assumed that the need for nursing care for the most vulnerable older people will continue undiminished and therefore the number of these places is seen as likely to increase in line with demographic change. It is anticipated that the present residential care places will be delivered differently with a continuing proportion of people receiving ECH/ HWC packages.
- 4.3 Developing accessible Training and Support to service providers/ direct care staff/ care home managers was seen as integral to this approach.
- 4.4 The evolving role of the effective use of nurses and nursing support within the care home sector was also seen as an integral component of the Report's focus and recommendations.
- 4.5 The current core role of the Community Care Reviewing Team (CCRT) was endorsed, and its future potential for establishing and monitoring quality indicators of service provision noted. The need for the continuing multi-agency approach to Adult Protection concerns was also recognised.
- 4.6 The overarching need for clear and workable contractual arrangements has been scrutinized with specific regard to the development of a local customised National Care Home Contract. Aspects of funding incentives and remedial sanctions have also been explored. The introduction of a Good Practice Accreditation award has been recommended.

- 4.7 The working group considered progress with the redesign of Local Authority Care Homes agreed through the Transforming Older Peoples Services programme. Over the last three years there have been updates to three of the Councils five Care Homes to provide a facility for intermediate care/short term care. In addition one Care Home in Peebles has been replaced by an Extra Care Housing Development (Dovecot Court). It was noted that whilst there has been good use of Intermediate Care beds all homes have not been used to capacity.
- 4.8 It was noted that it is vital to have clearly identified capital sums ring-fenced for the ongoing maintenance/ upkeep of the Council run (SB Cares) care homes in the future.

5. IMPLICATIONS

5.1 Financial

- (a) Within the 2015/16 Capital Financial Plan, £899k of planned investment has been made in order to enable the programme of planned upgrade to residential care homes, including fire compartmentalisation, with a further £110k over the following two financial years. Additionally, £162k is planned to further develop these and other infrastructure assets. Overall, this should be sufficient to fund the proposed investment at Waverley RCH. There is a risk however, that insufficient funding has been identified to fund all the other identified upgrade requirements.
- (b) Between 2019 and 2022, it is also proposed to invest over £10.0m in the development of a new Supported Care (Extra Care) Housing development in the Berwickshire locality.
- (c) Older People's services and in particular, residential care, continues to be an area of ongoing Revenue pressure within Adult Services. In particular, containing the cost of the increasing demand/need for this service, is proving to be a significant challenge. The budget for the Council's internal residential care remains fixed however and when operating under the management of SB Cares, following upgrade, ongoing work will be required by the care company to contain expenditure within budget, particularly with the planned changes to client numbers. Additionally, should new services be implemented such as supported care housing, then such a service, in Revenue terms, will require to be mainstreamed financially.

5.2 Risk and Mitigations

- (a) The Report fully describes all the elements of risk that have been identified in relation to its proposals and no specific additional concerns need to be addressed.

5.3 Equalities

- (a) An Equalities Impact Assessment has been carried out on this proposal and no adverse equality implications have been identified. Indeed the recommendations aim to improve quality and thereby have a positive outcome.

5.4 Acting Sustainably

- (a) The social impact of poor Care Home standards can be significant for residents, relatives and communities, it is vital to maintain an ongoing and robust system to monitor and plan around these issues. With regard to dementia care service design, it is paramount to have appropriate enhanced and specialist services in place for those individuals and families in need of both respite and longer term care.

5.5 Carbon Management

- (a) There are no effects on carbon emissions as a result of this report.

5.6 Rural Proofing

- (a) There are no effects on rural proofing issues as a result of this report.

5.7 Changes to Scheme of Administration or Scheme of Delegation

- (a) There are no envisaged changes to the Scheme of Administration or the Scheme of Delegation as a result of the proposals in this Report.

6. CONSULTATION

6.1 The Chief Financial Officer, the Monitoring Officer, the Chief Legal Officer, the Service Director Strategy and Policy, the Chief Officer Audit and Risk, the Chief Officer HR and the Clerk to the Council are being consulted and any comments received have been incorporated into the final report.

6.2 Corporate Equalities and Diversity Officer has also been consulted for any new or revised policies/strategies to assure Equality Impact Assessment.

Approved by

Name: Elaine Torrance
Title: Chief Social Work Officer

Signature

Author(s)

Name	Designation and Contact Number
Elaine Torrance	Chief Social Work Officer

Background Papers: None
Previous Minute Reference: None

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Elaine Torrance can also give information on other language translations as well as providing additional copies.

Contact Elaine Torrance on 01835 825084, ETorrance@scotborders.gcsx.gov.uk

IMPROVING THE QUALITY OF OLDER PEOPLE'S CARE HOMES – REPORT OF MEMBER/OFFICER WORKING GROUP

1. This report contains the findings and recommendations of the member/officer short life working group which met to review the quality of Older People's Care Homes and consider proposals for improvements where required.

2. **Background**

A paper presented to Social Work and Housing Committee on June 5th 2014 provided an overview on the quality of Care Homes in the Borders for Older People. The report included a summary of the Care Inspectorate grades at the time the report was written. It was acknowledged that there were areas of good practice; however some concerns were raised about a number of re-occurring themes and issues, including quality of environment, management and leadership. It was recognised that effective processes were in place to monitor, advise and support homes should difficulties be identified. Elected members were keen to explore more pro-active approaches to maintain and improve quality, and proposed a short life member/officer working group to be set up for research evidence of best practice and consider proposals for improvement.

3. **Role and Remits of member/officer working group**

The working group comprised of 3 elected members, lead officers and a representative from Scottish Care and the role and remit is set out in appendix A.

The group met on 5 separate occasions and considered a range of topic areas including benchmarking data, contractual relationships, future models and and workforce issues including the role of nurses, alternative models and support/training available for Care Homes. A brief summary of the evidence is provided below in the report along with key findings and recommendations.

4. **Benchmarking of data/quality/future needs**

As at December 2014 a wide range of services were available to address the long term health, support and social care needs of older people in the Scottish Borders. These principal resources include:-

- | | |
|--|------------|
| • NHS continuing care | 75 places |
| • Care Home | 629 places |
| • Direct Payments/SDS | 57 places |
| • Intensive Homecare (10+ hrs) | 223 places |
| • Extra Care Housing/Housing with Care | 129 places |

The group considered a range of performance and bench marking data and some of the key points are highlighted below.

The number of residents in Care Home settings is slightly below the Scottish average.

Figure 1

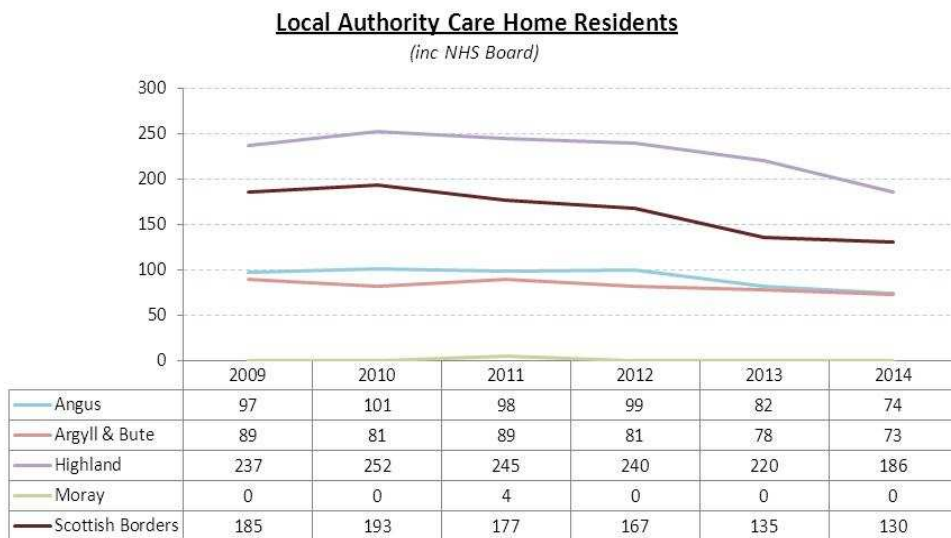


Figure 2

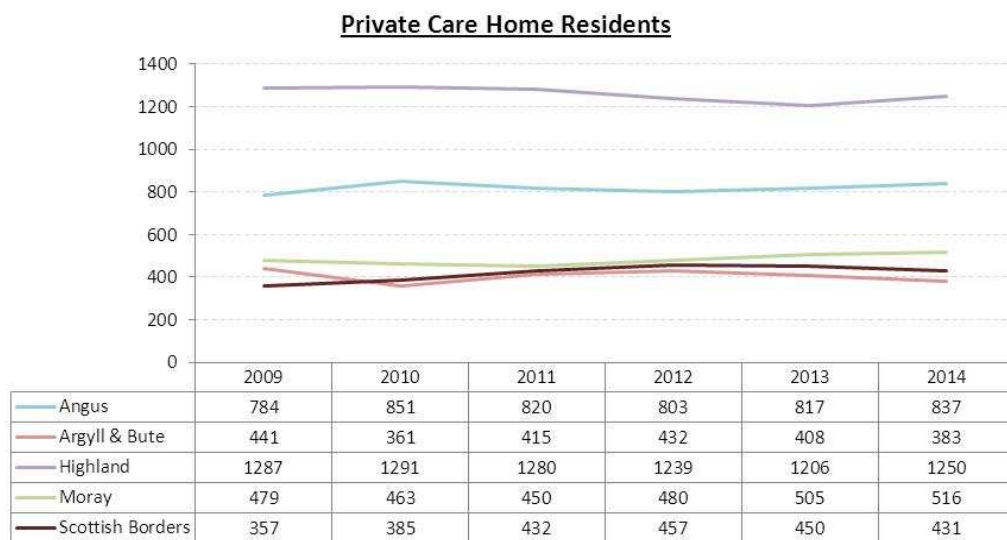
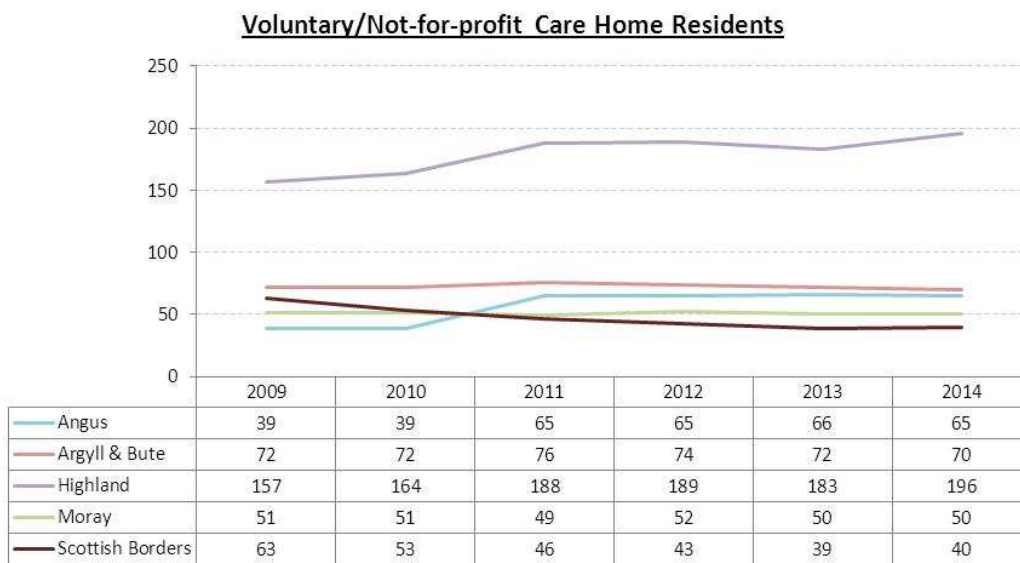


Figure 3



Figs 1, 2 and 3

As can be seen above the majority of residents live in Care Homes provided by the private sector.

Figure 4

Length of stay (years)

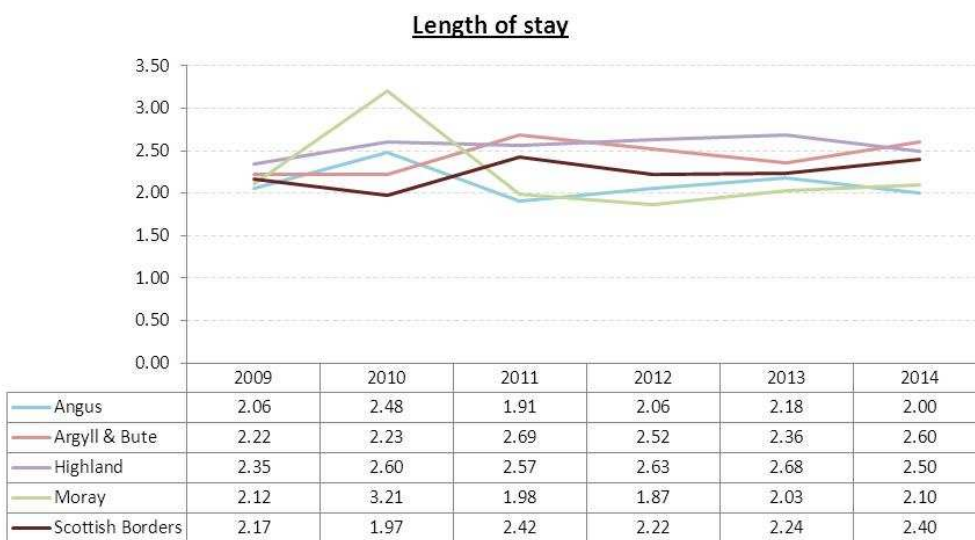


Figure 4 - Residents live an average 2.4 years in Care Home settings. This figure has increased slightly over the past 3 years.

Figure 5

Registered places per 1,000 population aged 65+

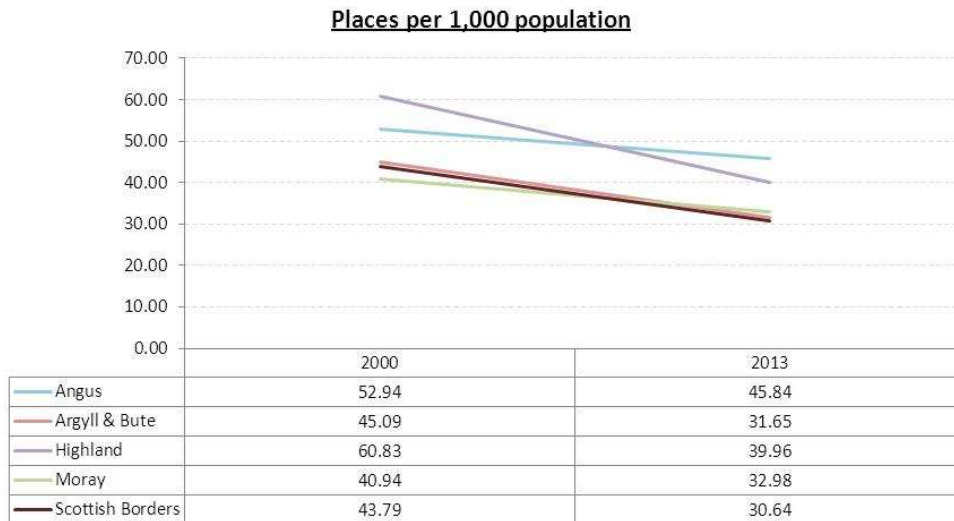


Figure 5 – In line with other benchmarked Authorities the number of registered places has reduced. Alternative housing provision continues to be developed (see Figure 6).

Figure 6

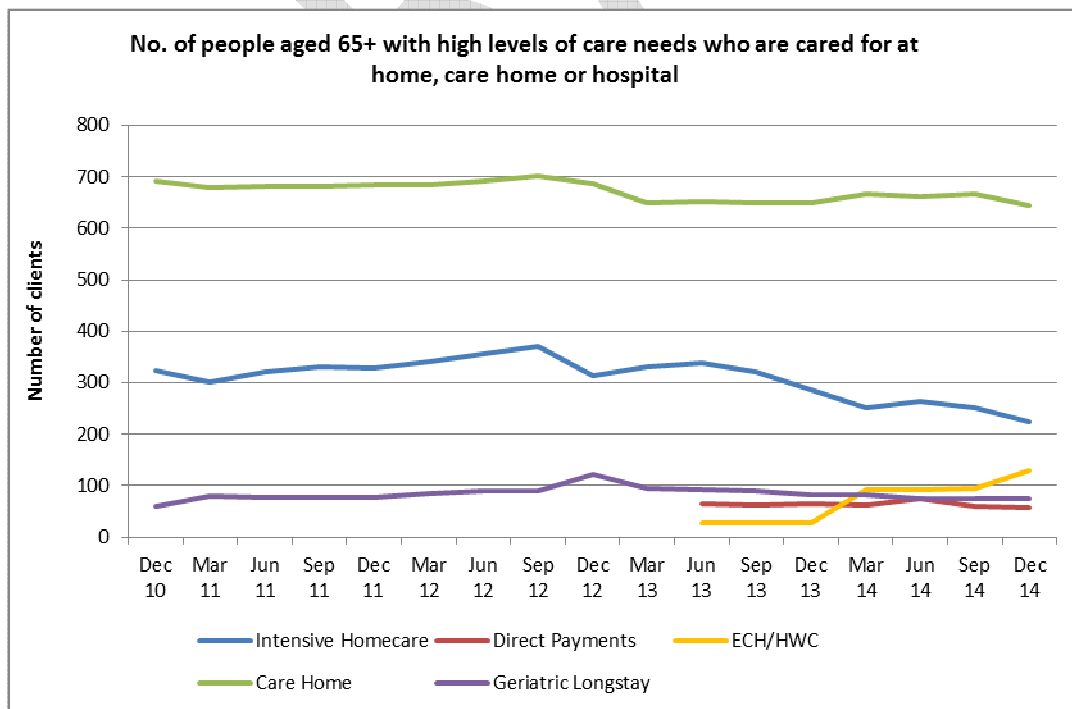
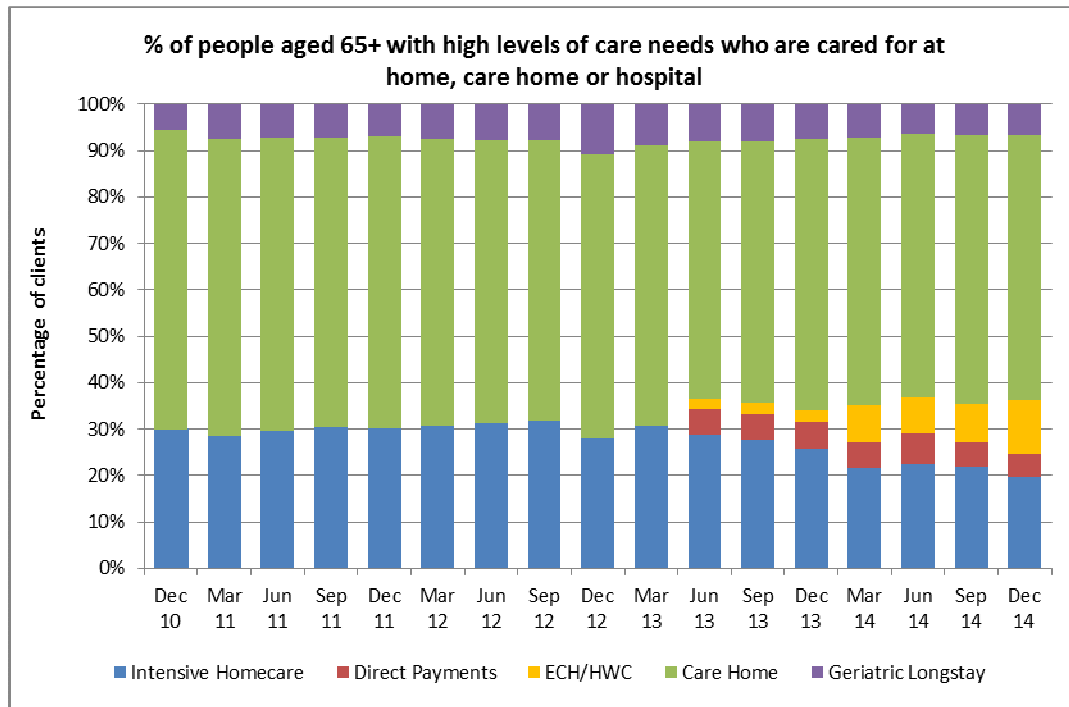


Figure 7



Figures 6 and 7 represent the number of people 65+ receiving 10 hours or more who are cared for at home, receive Extra Care Housing (ECH)/Housing with Care (HwC, in a care home or geriatric long stay hospital care). The number of older people receiving both care home accommodation and home care (10+ hours) dropped during 2013 and this trend has continued up until December 2014 when record lows were recorded for both forms of provision. At the same time the introduction of direct payments (and now SDS) has remained constant. The most marked increase during 2013-14 has been the rise of both ECH and HwC which may explain the corresponding decrease in care home and home provision.

In terms of future planning Intermediate Care placements are likely to have an impact upon long stay numbers but estimating what this will be is not presently feasible. Over time, the impact should be to reduce unnecessary hospital and Care Home admissions and re-admissions along with delayed discharges, thereby supporting other moves to increase the number of people who are cared for in their own home or domestic living environment.

The Councils stated objective is to shift its balance of care by reducing the proportion of institutional care packages and increasing the proportion of home care packages and ECH/HwC places.

It is assumed that the need for nursing care for the most vulnerable older people will continue undiminished and therefore the number of these places is seen as likely to increase in line with

demographic change. It is anticipated that the present residential care places will be delivered differently with a continuing proportion of people receiving ECH/HwC packages.

For planning purposes it has therefore been assumed that the likely future demand for ECH/HwC is related to the number of potential future residents falling within the middle to higher bands of assessed residential care needs. Currently this amounts to 182.

Therefore for future capacity planning purposes it is assumed that at 2018 there will be a requirement for ECH/HwC places of 192 and 545 Care Home places. For 2022 this rises to 202 and 573 respectively.

5. Training/Support

Detailed below is a summary of training/support currently offered to all Care Homes including the Independent Sector.

Ensuring Rights & Preventing Harm in Care Home Settings:

Joint NHS and Council training is being delivered, free of charge, to all Care Homes within the Scottish Borders over an 18 month period – between 29/10/2014 and 27/04/2016 - The focus includes: the National Care Standards; Being Informed about Dementia; Adult Support & Protection Act & responsibilities.

Early Indicators of Concern (EIC) training roll out

This tool, initially developed by the University of Hull through evidence based practice, further adapted by Dundee City Council, provides a framework whereby practitioners from (theoretically any agency) can organise their assessment of a care regime, and, where concerns are identified, it provides a structured method to feedback these concerns to the relevant agency, arm of the service. The six concern headings cover: Management and Leadership; staff skills, knowledge and practice; residents' behaviour and wellbeing; the service resisting the involvement of external agencies; the way a service is planned and delivered; about the quality of basic care and the environment. This approach allows practitioners at all levels to develop confidence in processing information, and facilitates the collective and consistent sharing of information that can then enable meaningful analysis and action.

Regular Care Home Workshops/Seminars for Managers/Proprietors are ongoing which are well attended and offer an opportunity to discuss strategic developments and practice issues.

Best Practice Network – As a key forum for cascading, exchanging and debating best practice it is potentially a key vehicle to develop progressive practice and promote quality service while reducing obsolete practices. As regular representation by home staff maximises the benefit of this forum, it is the intention for the Department to negotiate the requirement for attendance into the Contract.

There are also a number of Council Corporate Training initiatives that impact on the Care Home sector:

- In conjunction with Borders Care Learning Network a training audit within the Independent Care Home sector is being carried out at the present time and will be reporting back to the Network in the near future.
- Training on informed practice around Dementia Care is being offered to both Council and Independent sector staff.
- A training audit for Council employed Care Home staff is being implemented.

E-Learning is also an increasingly important training resource through LearnPro which is overseen by NHS Borders. There is a possibility of further developing a Learning Portal approach which could be accessed by all Care Home Sector staff.

Moving & Handling training is delivered by NHS Borders. Whilst the Council principally uses this resource, there could be opportunities to widen this so as to be accessible to all Care Home Sector staff.

There could be a comparable development in recruitment initiatives as there are in Home Care recruitment, whereby recruitment drives look to target schools/colleges and through Job Development Scotland. This could further underline the career opportunities available within the Care Home Sector.

A visit to Care Homes resulted in staff expressing further interest in catheter care and medication and this will be explored.

Recommendation:

1. **The CCRT to introduce the Early Indicators of Concern Tool to practitioners and to provide training and support in its use.**
2. **Best Practice Network meetings to be maintained, with attendance part of any contractual agreement between SBC and the service provider.**
3. **Explore joint recruitment initiatives for the sector.**
4. **Explore further e-learning approaches.**
5. **Further explore the use of “My Home Life”.**
6. **Improve training/support available regarding catheter care and medication.**

6. Role of nurses, nursing support and social care support

Following the findings of several large scale investigations with a number of Care Homes across the Borders there is evidence to suggest that some nurses in Care Homes struggle to maintain their skills, level of competence and professionalism. A number of networking sessions also provided evidence of this as well as providing support. Additionally the managers of nursing homes in the Borders who are also Registered Nurses have expressed their concerns about maintaining competency and skills, for themselves and their nurses.

We are also aware that there is at times confusion between the roles of managers and nurses and many of the managers feel isolated alongside the nurses. Nurses do not feel they are able to challenge care staff or provide direction when appropriate to do so. They are usually working alone with little, or no peer support. Many nurses are treated ‘as an extra pair of hands’ or ‘care worker’ and as such do not have the opportunity use the skills of their profession. Further the level of nursing need that residents in Care Homes require can be very limited. Whilst residents in Care Homes have high dependencies of need, this does not necessarily equate to a nursing need where nurses are needed 24 hours per day. The number of nurses required per shift is still interpreted through legislation however not necessarily correctly.

Action

One potential option which has been discussed and supported by the Managers of Care Homes, is that nurse role becomes a dedicated clinical role and oversees, supervises and directs the care. If the role were to be developed into a more specialist role it is likely that the number of nurses required in the Care Home could be reduced. Some Homes may review the need for a nurse on night duty depending on the client group and risks presented, both health and mental health.

Support for managers is key to ensuring improved quality and stability. Networking sessions have been welcomed. A CPD/ networking session was held in December and those who attended provided positive feedback.

Action

To develop two monthly programs for networking/ learning events for nurses in Care Homes. Suggestion that these are only 3 hours.

Action re planned programme of visits:

A planned programme of visits to the Care home with the Group Manager, Community Nurse and members of the CCRT is to be implemented. The aim of these visits will be to work with the managers of the care home in regard to issues around areas for training, development and quality. These visits will gather data on the training that has been delivered over a quarterly period, staff turnover and absence. The visiting team will act as a supportive role and pick up any issues being experienced by the manager and support them to manage this where appropriate. This will form part of the quality assurance protocol.

Development of the Health and Social Care Support Worker

Consideration is being given to developing the above role to support the increased dependency of residents in care homes where there is no nursing and also to support any changes in the number of nurses on duty in care homes, for instance where a care home decided to remove nurses from night duty to on call. The role would be similar to the Health Care Support Worker role in the hospitals and the worker would be required to undertake SVQ modules that are related to aspects of health care. The delegation of responsibilities would need to be adhered to and nurses in care home or community nurses would be required to assess competency. The rationale for creating this role would be to increase job satisfaction, promote skills and learning, and create some form of career progression within care homes.

Recommendation

- 7. To consider a test of change with a Care Home and the role of the nurse**
- 8. A planned program of networking/ learning events to be devised and publicised**
- 9. A planned program of visits to the Care Homes with the Group Manager and Community Nurse Manager to support Managers.**
- 10. To scope a model for use of Health Care Assistants in Care Home settings.**

7. Role of Community Care Reviewing Team (CCRT) /Adult support and protection

The CCRT regularly monitor a number of Key Performance Indicators (KPI's) that inform an accountable decision making and risk based management approach. This process is closely linked into information and Key Performance Indicator's the Contracts Section collects and monitors.

Examples of Key Performance Indicator's are: Vacancy levels; Care Inspectorate Gradings; Care Inspectorate enforcement procedures; Formal Complaints records; CCRT review findings/ feedback; Adult Protection concerns/ Council Officer investigations; Change of Manager; Material Breaches of Contract; Financial Viability.

The CCRT, in conjunction with Locality Teams/ Adult Protection Unit and staff from partner statutory agencies, play a key role in investigating, advising, action planning and monitoring aspects linked to Adult Protection concerns in all Care Homes for Older People in the Scottish Borders.

Recommendation:

- 11.To introduce the Early Indicator of Concern (EIC) tool. This can be used to facilitate the structured sharing of information and reporting concerns. The EIC tool would be made available for use by practitioners both within the Council and its partner agencies.**

8. Current quality assurance arrangements and monitoring

The CCRT, closely linking in with the Contracts Section, oversee a number of monitoring functions. These vary from regular collection of data to inform our assessment of Key Performance Indicator's, to subject specific monitoring around poor performance or Adult Protection/ Care Inspectorate initiated concerns. Such as:

- Quality/ Risk Assessment Log - monthly
- Individual Care Home Risk assessment – when a Home is 'red flagged'
- Care Home Adult Protection Log - quarterly
- Care Home Accountable Decision Making Protocol – usually linked to specific issues around Adult Protection Large Scale Inquiries.

The CCRT also seek to enhance the quality of Care Home services wherever possible. This is done through feedback on the Team's core business of carrying out reviews for individual residents, as well as amalgamating the Action Points from these reviews. The CCRT also seek to disseminate best practice either from direct observation, or from research/ profession-based articles. The Team therefore distributes relevant information on training initiatives, best practice and topic specific subjects such as Dementia Care.

Recommendation:

- 12. For the CCRT to maintain its central role around offering a review service, and to further develop its role around disseminating best/ evidence based good practice to the Care Home sector within Scottish Borders.**
- 13. In conjunction with the Contractual Arrangements – to feed into the periodic publication of certain KPI's, so as to develop a comparative format to aid prospective client decision on Care Home choice.**

9. Contractual Arrangements

Currently the Care Home service levels are managed under a nationally negotiated Care Home contract; primarily negotiated between Scottish Care and COSLA, on behalf of authorities. In summary this has the benefits of national consistency and efficiencies in administration for all parties. The key disadvantage is it has limited flexibility for customisation to suit local circumstances with the setting of national rates having arguments for and against.

The Contracts section monitor a number of key performance indicators that inform the risk based management approach as outlined in the previous section. However when services are performing poorly there are a number of contractual levers that can be deployed. These are primarily financial i.e. withdrawal of the quality premium related to failures in care and support as evidenced by the Care Inspectorate, or moving to a default rate when certain types of material breaches have not been rectified. Financial sanctions have the catch 22 management challenge of needing consistency in deployment, but can potentially exacerbate certain situations. In addition the contract enables a moratorium on placements to be invoked for services where the Council's duty of Care is compromised, or the contract can be terminated on certain grounds including serious performance deficits. Although some such levers have been deployed, the threat of such levers has also been used to promote efficient compliance with a Providers remedial action plans. On balance our experience of utilising or considering remedial sanctions has had a positive effect on service improvements. In addition, a positive performance incentive, for high regulatory grades as evidenced by the Care Inspectorate does enable Providers to attain a further quality premium.

Since being implemented the benefits of a national agreement have been reviewed both nationally and locally and there has been discussion about providing more local flexibility within the national contract. This could include diversification of the Care Home model eg facilitation of intermediate and short term break beds. Going forward therefore COSLA are having continuing discussions to negotiate a national agreement albeit with it working towards levels of local flexibility.

Against this backdrop the question is what contractual initiatives can be considered going forward to aid the promotion and maintenance of quality services?

Recommendation:

- 14. Review the process for the deployment and notification to Providers of potential deployment of remedial sanctions, ideally resulting in early preventative action being taken.**
- 15. To consider the development of a local customised National Care Home Contract. The prime benefits from a Providers perspective will primarily be funding incentives and opportunities to diversify.**
- 16. To consider the periodic publication of key performance indicators on a comparative format to aid prospective client decision on Care Home choice. This will require external Provider consultation but does not require their agreement.**
- 17. To introduce a local good practice accreditation award for Care Homes across the sector and annual awards ceremony.**

10. Visits to Care Homes

Organised visits were arranged for Councillors Renton, Bhatia, Torrance and Archibald to nine Care Homes for Older People during the life of the Working Group. The chosen Care Homes represented a spectrum of independent sector (including one 'not for profit' business) and Council run Homes (SB Cares from 1st April 2015). Whilst the visits only provided a 'snapshot' of the varying care environments a number of issues/ aspects were highlighted:

- The provision of a fit for purpose physical care environment is vital as a foundation for good quality care for Older People who are very physically and/or mentally frail.
- It was also noted that the ongoing refurbishment and maintenance of the fabric and décor of the physical environment was paramount in providing a fit for purpose service that afforded respect and dignity to all the stakeholders.
- A dedicated and appropriately trained staff team are essential.
- The attention to detail around maintaining dignity and respect for Older People should be the responsibility of all the staff team.
- The quality and continuity of the management of the service is paramount to maintaining and developing appropriate and fit for purpose services for Older People in 24 hour care settings.
- Proactive and regularly assessed continence management is a primary aspect of dignified care, both for the individual and the overall resident group, and is vital in maintaining a quality living environment that is odour free.
- The opportunity for more use of volunteers was noted during the course of the visits, with a possible emphasis being on increased social stimulation and social support.

11. Use of Care Homes (LA)/alternative models

The working group considered progress with the redesign of Local Authority Care Homes agreed through the Transforming Older Peoples Services programme. Over the last three years there

have been updates to three of the Councils five Care Homes to provide a facility for intermediate care/short term care. In addition one Care Home in Peebles has been replaced by an Extra Care Housing Development (Dovecot Court).

It was noted that whilst there has been good use of Intermediate Care beds all homes have not been used to capacity.

Waverley Care Home – Waverley requires full refurbishment and will reduce to 16 beds instead of the 21 identified in TOPS. There is a future opportunity to further centralise the specialist Intermediate Care when redesigned. However this may not be preferable for some families as it moves away from a locality approach. However this would support better use of AHP resource but may have implications for staff numbers/skills.

In addition it has been noted that in some areas we do not have adequate long term beds to meet more specialist demand and there continues to be a lack of quality specialist dementia care facilities in the Borders. To address this, an additional 27 specialist dementia beds are to be commissioned through the Independent Sector along with additional Local Authority places. Consideration needs to be given to whether long stay beds will still be required at Waverley in the future and refurbishment plans would need to be developed to make the rooms fit for purpose and capital funding sought. If full refurbishment was undertaken this would provide either 8 or 10 beds depending on what Care Inspectorate environmental standards are applied.

The working group reviewed the TOPS recommendations for SBC Care Homes and proposed some changes to the use of local authority care houses as detailed below.

Recommendation:

18. **Re -consider the number of intermediate flexible beds and rename these as short stay beds in line with Care Inspectorate Guidance. These beds will be used to support people with re-ablement for assessment as a step up step down approach and Short Breaks (Respite).**
19. **Grove will continue to deliver 11 long stay beds and 11 short stay beds.**
20. **Waverley will deliver 16 short stay beds. Consideration needs to be given to future provision of long stay beds as above.**
21. **Deanfield to remain as a Care Home for long term care with 35 beds – with a plan to develop specialist dementia care beds rather than the planned intermediate care beds as per TOPS programme. The dementia specific beds can be located in the lower floor (14) beds. Total number of beds will remain at 35 with no short term/respice provision.**
22. **St Ronan's to retain 7 short stay beds which are currently used for respice with flexibility to use some of these beds for re-ablement and assessment. The remainder of the beds converted back to long stay beds with 7 of the dementia beds being considered for specialist dementia care.**
23. **Saltgreens to continue to provide 7 dementia beds with a view to becoming specialist dementia care. Retain a further 24 beds as long stay and deliver 7 short stay beds to be used flexibly and to include 2 designated respice.**
24. **Short stay beds across the Care Homes will total 41 and will need to be used flexibly.**
25. **It is acknowledged that it will be important to supplement support in Care Homes through alternative housing models such as the future development of Extra Care Housing & Housing with Care and intensive home care in line with the TOPS proposal and this is progressed.**

It is acknowledged that the views of service users and cares have not been directly sought during this review and therefore further work will be undertaken to seek further feedback across the sector.

12. Summary/Recommendations

This report highlights the key areas considered by the Member/Officer working group to improve the quality of Care Homes for older people. The areas discussed included benchmarking/performance data/training and support/the role of staff in Care Homes/Contractual arrangements and monitoring of quality of future use of Care Homes and alternative models. The following recommendations are made for the Officer/Member Working Group to consider:

- 1. To improve training and support to staff across the Local Authority and in care settings:**
 - a) The CCRT to introduce the Early Indicators of Concern tool to practitioners and to provide training and support in its use.
 - b) Best Practice Network meetings to be maintained with attendance part of any contractual agreement between SBC and the service provider.
 - c) Explore joint recruitment initiatives for the sector.
 - d) Explore further e-learning approaches.
 - e) Further explore the use of "My Home Life".
 - f) Improve training/support available regarding catheter care and medication.
 - g) To consider a test of change in a Care Home regarding role of the nurse.
 - h) A planned program of networking/learning events to be devised and publicised.
 - i) A planned program of visits to the Care Homes with the Group Manager and Community Nurse Manager to support Managers.
 - j) To scope a model for use of Health Care Assistants in Care Home settings.
 - k) To introduce the Early Indicator of Concern (EIC) tool. This can be used to facilitate the structured sharing of information and reporting concerns. The EIC tool would be made available for use by practitioners both within the Council and its partner agencies.
 - l) For the CCRT to maintain its central role around offering a review service, and to further develop its role around disseminating best/evidence based on good practice to the Care Home sector within Scottish Borders.
- 2. Monitoring of Quality/Performance**
 - a) Review the process for the deployment and notification to Providers of potential deployment of remedial sanctions resulting in early preventative action being taken.
 - b) To provide a regular publication of performance data and use this to assist prospective clients deciding on Care Home choice.
 - c) To work together in partnership with the Care Home Sector to consider pro-active opportunities to redesign services.
 - d) To review the use of contractual opportunities to incentivise quality improvement and prevent concerns at an early stage. To develop a set of balanced opportunities for future usage.
 - e) To introduce a local good practice accreditation award for Care Homes across the sector and annual awards ceremony.
- 3. To promote diverse use of Care Homes and alternative models including Extra Care Housing, specific proposals to include:**
 - a) Reduce the number of Intermediate flexible beds which will be registered as short stay to approximately 27 beds. There will be 16 at Waverley and 11 at Grove to include Short Breaks/Respite.
 - b) Deanfield to remain as a Care Home for long term care – with a plan to develop specialist dementia care beds rather than the planned intermediate care beds as per TOP's programme.
 - c) St.Ronan's to retain 7 short stay beds which will be used for respite and short stay with a re-ablement approach. The remainder of the beds converted back to long stay beds with 7 beds continuing to provide dementia care which will be considered to provide specialist dementia care.

- d) Saltgreens to continue to provide 7 dementia beds which will be considered as future specialist dementia care. Saltgreens to provide 7 short stay beds with 2 designated beds purely for respite.
 - e) It is acknowledged that it will be important to supplement support in Care Homes through alternative housing models such as the future development of Extra Care Housing & Housing with Care and intensive home care in line with the TOP's proposal and this is being progressed.
 - f) To develop a robust plan for ongoing property maintenance and upgrades for Local Authority Care Homes.
- 4. Ensure the voice of people using services and their carers are heard and acted on.**
- a) To seek further feedback from service users and carers on specific areas for improvement in specific Care Homes and across the sector.
 - b) Further explore use of volunteer support in Care Homes in conjunction with NHS Borders.

DRAFT

Appendix A

THE ROLE OF THE OFFICER/MEMBER WORKING GROUP

The role of the group was to -

- a) To review current local mechanisms in place to address quality issues and encourage improvements
- b) Consider benchmarking/good practice in other areas of Scotland and the UK including alternative models
- c) Consider national and local context and challenges in Care Home market
- d) To identify gaps/areas for improvement and proposals
- e) To make recommendations for improvement to Social Work and Housing Committee

Timescales

To produce report and recommendations by January 2015.

Proposed Membership of Group

Councillor Renton
Councillor Bhatia
Councillor Torrance
Elaine Torrance, CSWO
Evelyn Rodger (Director of Nursing & Midwifery – NHS Borders)
Jane Douglas – Principal Assistant/Group Manager
Eric Livingston – Contracts Manager
Steve Almey – Team Leader, Reviewing Team
Bob Howarth – Older Person's Service Development Manager
Representative from Scottish Care

Other members to be co-opted in as required – carer representative

APPENDIX 2

IMPROVING THE QUALITY OF OLDER PEOPLE'S CARE HOMES – ACTION PLAN

RECOMMENDATION	LEAD OFFICER	TIMESCALES
1.The CCRT to introduce the Early Indicators of Concern Tool to practitioners and to provide training and support in its use.	Steve Almey	June - October 2015
2.Best Practice Network meetings to be maintained with attendance part of any contractual agreement between SBC and the service provider.	Jane Douglas/Eric Livingston	Ongoing/July 2015
3.Explore joint recruitment initiatives for the sector.	Bill Sim	January 2015
4.Explore further e-learning approaches.	Bill Sim	December 2014
5.Further explore the use of "My Home Life".	Margaret Purves/Scottish Care/Jane Douglas	October 15
6.Improve training/support available regarding catheter care and medication.	Scottish Care	
7.For the CCRT to maintain its central role around offering a review service and to further develop its role around disseminating best/evidence based on good practice to the Care Home sector within Scottish Borders.	Steve Almey	Ongoing, with annual review of Team's functioning and impact
8.To consider a test of change in a Care Home regarding role of the nurse.	Jane Douglas	March 2016
9.A planned programme of networking/learning events to be devised and publicised.	Jane Douglas/Eric Livingston	Ongoing
10.A planned programme of visits to the Care Homes with the Group Manager and Community Nurse Manager to support Managers.	Jane Douglas	Ongoing
11.To scope a model for use of Health Care Assistants in Care Home settings.	Jane Douglas	March 2016
12.To provide a regular publication of performance data and use this to assist prospective clients deciding on Care Home Choice.	Eric Livingston	October 2015
13.To work together in partnership with the Care Home Sector to consider pro-active opportunities to redesign services.	Jane Douglas/Eric Livingston	March 2015

14.To review the use of contractual opportunities to incentivise quality improvement and prevent concerns at an early stage. To develop a set of balanced opportunities for future usage.	Eric Livingston/Jane Douglas	August 2015
15.To introduce a local good practice accreditation award for Care Homes across the sector and annual awards ceremony.	Elaine Torrance/Bill Sim/Contracts	March 2015
16.Reduce the number of Intermediate flexible beds which will be registered as short stay to approximately 27 beds. There will be 16 at Waverley and 11 at Grove to include Short Breaks/Respite.	Lynne Crombie/Jane Douglas	March 2016
17.Deanfield to remain as a Care Home for long term care – with a plan to develop specialist dementia care beds rather than the planned intermediate care beds as per TOP's programme.	Lynne Crombie/Jane Douglas	March 2016
18.St. Ronan's to retain 7 short stay beds which will be used for respite and short stay with a re-ablement approach. The remainder of the beds converted back to long stay beds with 7 beds continuing to provide dementia care which will be considered to provide specialist dementia care.	Jane Douglas/Lynne Crombie	March 2016
19.Saltgreens to continue to provide 7 dementia beds which will be considered as future specialist dementia care. Saltgreens to provide 7 short stay beds with 2 designated beds purely for respite.	Jane Douglas/Lynne Crombie	March 2016
20.It is acknowledged that it will be important to supplement support in care homes through alternative housing models such as the future development of Extra Care Housing & Housing with Care and intensive home care in line with the TOP's proposal and this is being progressed.	Jane Douglas	Ongoing
21.To develop a robust plan for ongoing property maintenance and upgrades for Local Authority Care Homes.	Lynne Crombie/SB Cares	April 2016
22.To seek further feedback from service users and carers on specific areas for improvement in specific Care Homes and across the sector.	Jane Douglas/Steve Almey	June – December 2015
23.Further explore use of volunteer support	Margaret Purves/Voluntary Sector	Ongoing

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DISCRETIONARY HOUSING PAYMENTS – 2014/15 PERFORMANCE REPORT

Report by Service Director Neighbourhood Services

EXECUTIVE COMMITTEE

21 April 2015

1 PURPOSE AND SUMMARY

- 1.1 **This report details the activity of the Discretionary Housing Payment scheme in 2014/15, as requested by the Council at its meeting on 28 March 2013. The report provides an update on the funding and performance of the scheme for 2014/15.**
- 1.2 The total amount of Discretionary Housing Payments awarded in 2013/14 was £492,855.04
- 1.3 The total amount of Discretionary Housing Payments awarded and paid in 2014/15 was £726,465.88.
- 1.4 There were 2,238 Discretionary Housing Payment applications received. Of the 2,191 decided 1,951 (89%) were successful. The high rate has been achieved by a designated Take Up officer employed by the Council working jointly with Citizens Advice Scotland and Housing Associations to identify people who may be eligible and improve the quality of applications.
- 1.5 A joint take up campaign with the four main Housing Associations specifically targeted tenants who had been affected by the Removal of Spare Room Subsidy. At 31 March 2015 an estimated 89% of people affected had applied for a Discretionary Housing Payment. This reduction in the level of applications is due to the turnover of cases and the identification of new potential cases. The take up work is continuing with staff trying to engage with those people who have not yet applied.

2 RECOMMENDATIONS

- 2.1 **I recommend that the Committee notes the activity relating to Discretionary Housing Payments for 2014/15 and continues to monitor the position on a quarterly basis.**

3 BACKGROUND

- 3.1 Discretionary Housing Payments were introduced in July 2001 and replaced the Exceptional Hardship and Exceptional Circumstances Payments. They are not payments of Housing Benefit but separate payments made at the Council's discretion, within Government guidelines, in cases where it is considered that extra help with housing costs is needed.
- 3.2 Payments are funded from a budget provided by the Department for Work and Pensions (DWP). In addition, for 2014/15 the Council could top up, by 1.5 times the level of funding available for this purpose. This restriction has been removed and there is no limit to the level of top up the Council can provide. This top up includes any contribution from Scottish Government.
- 3.3 As outlined in Table 1 below, the Scottish Government has reduced the guaranteed funding provided from £426,546 for 2014/15 to £65,266 in year 2015/16. There is also a provision to mitigate the social sector size reductions and up to £122,734 will be made available if the initial combined budget of £548,607 is exceeded. The additional sum will only be paid depending on the year end spend and the amount it costs the authority to mitigate the Social Sector Size Criteria reductions.

- 3.4 The funding comparison is:-

	2015/16	2014/15
DWP Budget	£483,341	£464,841
Scottish Government top up	£ 65,266	£426,546
Scottish Government provisional top up	<u>£122,734</u>	
Funding available	<u>£671,341</u>	<u>£891,387</u>

Table 1

- 3.3 The Council revised its Discretionary Housing Policy on 31 October 2013 to take account of the increased funding and welfare reforms. Anyone who is currently receiving Housing Benefit, and requires further help with their housing costs, can apply for additional help. This is typically because of a high rent, a claimant who has more bedrooms than allowed within the Housing Benefit regulations, to help with costs when moving, rent deposits or where the claimant is responsible for rents on two properties for a short period. The policy will be reviewed annually to account for funding changes.

4 CURRENT POSITION

- 4.1 The total figures for 2014/15 compared to 2013/14 are shown below however final 2014/15 position may differ if for example positive decisions are made on outstanding applications :-

Number of DHP claims and spend		
	2014/15	2013/14
	April 2014 to March 2015	April 2013 to March 2014
Number of Applications considered	2,191	1,372
One-off payments	£68,107	£50,011
Ongoing payments	£637,770	£442,844
Total awards for the year	£705,877	£492,855

Table2

- 4.2 Awareness of Discretionary Housing Payments has increased dramatically in the last year, particularly due to the take up campaign which started in January 2014. Scottish Borders Council will continue to work closely with Scottish Borders, Berwickshire, Waverley and Eildon Housing Associations to identify people who need help because of the changes in the spare room subsidy.
- 4.3 The Council is also working jointly with the Department for Work and Pensions to identify and support people who are affected by the Benefit Cap.
- 4.4 As predicted in previous reports, the full level of funding was not required in 2014/15. The high level of take up means that the vast majority of tenants who are likely to be eligible have applied. The amount spent exceeded the total funding provided by the DWP which is the element of funding that may have been required to be repaid to the DWP if it had not been spent. The remaining budget relates to Scottish Government funding which is not ring fenced but has been supplied to alleviate the effect of Welfare Reforms. The use of this budget is reported via the normal financial monitoring process.
- 4.5 At 31 March 2015 there was a backlog of 19 Discretionary Housing Payment applications. None of these applications were more than a week old.
- 4.6 The total number of applications received in 2014/15 was 2,238 which includes applications which were still to be decided or could not be processed due to lack of information.
- 4.7 A detailed analysis of claims is provided in Appendix 1. This shows that:-
- 1951 (89%) of the claims decided have been successful. This is partly due to work done by the Take Up Officer and partner organisations, who have helped advise and signpost potential claimants who may not have been entitled under the previous policy.

- 1,413 (72%) of those successful applications are from people affected by the social sector size criteria.

Take up Campaign

4.8 A campaign was undertaken in January 2014 to specifically target people affected by the Removal of the Spare Room Subsidy who had not already come forward for help. Everyone who has been affected the change has been identified and there is ongoing work to engage with the hard to reach people. A designated Take Up Officer has tried to contact every tenant who is likely to be affected and they have received

- a letter and applications form;
- telephone calls if we hold a contact number;
- a visit to their home;
- the offer of a further visit if assistance is required to make an application

4.9 The Take Up Officer post ended on 30 September 2014 but Council staff have continued to work jointly with the four main Housing Associations to reach the people who have not responded and any new claimants who may be eligible.

5 IMPLICATIONS

5.1 Financial

Other than the financial implications outlined in the report, there is uncertainty on the future of funding for Discretionary Housing Payments.

5.2 Risk and Mitigations

- For 2015/16 there is a risk that there will be insufficient budget available via the DWP and the Scottish Government to meet demand. To mitigate this risk the number, and monetary value, of applications will be closely monitored and the policy revised, if required.
- The increased volume of applications, reviews and monitoring is causing an additional burden which will be partially mitigated by additional temporary resources funded from existing budget resources provided for such purposes.

5.3 Equalities

There are no adverse equality implications.

5.4 Acting Sustainably

- This report highlights that there are economic and social impacts which require to be monitored and may require a future policy change.
- No environmental effects were identified.

5.5 Carbon Management

There are no effects on carbon emissions.

5.6 Rural Proofing

This policy highlights the additional funding that is specifically aimed at rural issues. Changes to the Discretionary Housing Payments Policy have been made following a workshop with stakeholder groups and a take up campaign will focus specifically on people affected by the Removal of the Spare Room Subsidy in rural areas.

5.7 Changes to Scheme of Administration or Scheme of Delegation

There are no changes to the Scheme of Delegation required.

6.0 CONSULTATION

6.1 The Chief Financial Officer, the Monitoring Officer, the Chief Legal Officer, the Service Director Strategy and Policy, the Chief Officer Audit and Risk, the Chief Officer HR, the Service Director Capital Projects and the Clerk to the Council have been consulted and their comments have been incorporated into the report.

Approved by

Service Director Neighbourhood Services Signature

Author(s)

Name	Designation and Contact Number
Jenni Craig	Service Director Neighbourhood Services, 01835 825013
Les Grant	Customer Services Manager 01835 824000 ext 5547

Background Papers: None

Previous Minute Reference: Scottish Borders Council 4 November 2014.

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Les Grant can also give information on other language translations as well as providing additional copies.

Contact us at Les Grant, Customer Services Manager, Scottish Borders Council, Newtown St. Boswells, MELROSE TD6 0SA. Tel 01835 824000 ext 5547 Fax 011835 825011.

DHP applications award breakdown 2014/15						
Application Period	Reason / Outcome	Local Housing Allowance Changes	Not Related to Welfare Reform	Spare Room Subsidy	Benefit Cap	Total
Apr 14-Mar 15	Successful	164	360	1413	14	1,951
	Refused	42	153	43	2	240
	Spend	£47,903	£102,587	£542,009	£13,378	£705,877

Refusal Reasons	2014/15	2013/14
Benefit Increased as a result of application	5	13
Capital	7	2
No rent shortfall	20	9
Refusal to move to a more affordable property (after some short term help)	4	11
Withdrawn / Info not provided	46	41
Excess Income	1	39
No HB claim	64	38
No hardship shown	28	48
Excluded charges	13	0
Other	51	68
Outgoings unreasonably high	1	9
Totals	240	278

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