

At a meeting of the SUSTAINABLE COMMUNITIES SCRUTINY COMMITTEE held in the CIVIC CENTRE on TUESDAY, 15TH JUNE, 2010 at 5.30 p.m.

Present:-

Councillor S. Watson in the Chair

Councillors M. Dixon, Errington, Foster, Essl, Kay, Maddison, McClennan, Rolph and A. Wilson.

Apologies for Absence

An apology for absence was submitted to the meeting on behalf of Councillor I. Richardson.

Minutes of the Last Meeting of the Sustainable Communities Scrutiny Committee held on 27th April, 2010

1. RESOLVED that the minutes of the meeting held on 27th April, 2010 be confirmed as a correct record.

Declarations of Interest

There were no declarations of interest made.

Annual Work Programme and Policy Review 2010-2011

The Chief Executive submitted a report (copy circulated) which provided background information to assist Members in determining the Committee's annual Work Programme for 2010/2011 and its main theme for a detailed policy review.

(For copy report – see original minutes).

Consideration was given to the matter with Members highlighting the following issues:-

- the need for the Work Programme to take account of any amendments to the remit of the current Cabinet portfolios;
- the chosen policy review topic should be something that touched across every ward in the City, bringing everyone to the table allowing a broad dynamic;
- a number of the proposed topics could be amalgamated e.g. the availability of mortgages with empty properties, the accessibility of leisure and sports

facilities with the play and urban games strategy, the low carbon economy with sustainability of the City Centre and City Heritage with Art and Culture;

- the Heritage update scheduled in the Work Programme for 16th November, 2010 should also include an assessment of the heritage of the built environment;
- a watching brief would need to be kept on the effect of the change in Government. Concern was expressed that free swimming sessions for children and over sixties may be threatened.

With regard to the Work Programme, Alan Caddick advised that in relation to the topics of the availability of mortgages and empty property he could combine these in a quarterly report for Members. He also reassured the Committee that it would also receive all housing reports that were due to be submitted to Cabinet. In response to an enquiry from Councillor Rolph regarding affordable housing and the private sector, Mr. Caddick advised that the affordable housing policy was currently in draft form. It was being worked up in conjunction with the LDF core strategy and could be slotted into the Work Programme if Members wish to consider it.

Julie Gray, Head of Community Services, confirmed that she would schedule the Sport and Leisure Annual Report into the Work Programme for February 2010. This would include an impact analysis of the affordable pricing policy and access to leisure. In response to an enquiry from Councillor Errington she confirmed that the report would include an assessment of the usage of the 50 metre pool and how the elite programmes were developing.

Jim Diamond, Scrutiny Officer, advised that once Members had selected a topic for review, he would submit a scoping report to their next meeting. This would include the terms of reference, definitions, links to corporate goals, partnerships, the national and local context and proposals for gathering evidence.

2. RESOLVED that the topics of City Heritage and Art and Culture be combined to form the Committee's main theme for a detailed policy review for 2010/2011.

Request to Attend Seminar – Centre for Public Scrutiny 8th Annual Conference and Exhibition

The Chief Executive submitted a report (copy circulated) which requested that the Committee consider nominating a delegate to attend the Centre for Public Scrutiny's 8th Annual Conference and Exhibition to be held at the Brewery, London on 30th June and 1st July, 2010.

(For copy report – see original minutes).

3. RESOLVED that approval be given to the attendance of Councillor Susan Watson at the Centre for Public Scrutiny's 8th Annual Conference and Exhibition to be held at the Brewery, London on 30th June to 1st July, 2010.

Forward Plan – Key Decisions for the Period 1st June – 30th September, 2010

The Chief Executive submitted a report (copy circulated) to provide Members with an opportunity to consider those items on the Executive's Forward Plan for the period 1st June – 30th September, 2010 which related to the Sustainable Communities Scrutiny Committee.

(For copy report – see original minutes).

Councillor Errington referred to item 01430 'To formally endorse the Wearmouth-Jarrow World Heritage Site Nomination file prior to presentation to the Secretary of State'. He asked that the matter be reported to the Committee prior to its submission to Cabinet in October. In addition he asked that the report included an assessment of the South Tyneside perspective.

4. RESOLVED that the contents of the Forward Plan be received and noted.

The Chairman then closed the meeting having thanked Members and Officers for their attendance.

(Signed) S. WATSON,
Chairman.

SUSTAINABLE COMMUNITIES SCRUTINY COMMITTEE

21 SEPTEMBER 2010

RESPONSE FROM CABINET – 24 JUNE 2010

POLICY REVIEW – ACCESS TO HOUSING

**REPORT OF DIRECTOR OF HEALTH, HOUSING AND ADULT SERVICES
AND THE PORTFOLIO HOLDER FOR HOUSING**

STRATEGIC PRIORITIES: SP1: Prosperous City, SP5 Attractive City

**CORPORATE PRIORITIES: CIO1: Delivering Customer Focused Services,
CIO4: Improving Partnership Working to Deliver ‘One City’.**

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide feedback from the Cabinet meeting held on 24 June 2010, which considered the Sustainable Communities Scrutiny Committee’s policy report into local studies service provision in Sunderland.

2. BACKGROUND INFORMATION

- 2.1 The investigation into access to housing in Sunderland conducted by the Sustainable Communities Scrutiny Committee falls under the remit of the Director Health, Housing and Adult Services and is, within the service area covered by the Portfolio Holder for Sustainable Communities.
- 2.2 On 24 June 2010, Cabinet considered the Final Report of the Committee. This report provides feedback from the Portfolio Holder following the Cabinet’s consideration of, and decisions in relation to this Committee’s recommendations.
- 2.3 The purpose of the review was to investigate current practice and policies regarding access to social housing in Sunderland and suggest ways in which improvement could be made.
- 2.4 Following on from this report, progress towards completion of the actions will be monitored through the Action Plan, with standardised six monthly monitoring reports to be presented to the Committee.

3. RESPONSE FROM CABINET TO THE POLICY REVIEW

- 3.1 Following consideration of the Final Report, Cabinet approved the recommendations in their entirety. Details of each recommendation and proposed actions to be taken following approval by Cabinet are provided in the Action Plan attached at **Appendix A**.

3.2 Cabinet commended and congratulated the Committee and its officers for their hard work in undertaking the policy review and additional work.

4. RECOMMENDATIONS

4.1 That Members note the proposed actions detailed within the Action Plan, appended to this report (**Appendix A**) and seek clarification on its content where felt appropriate.

5. BACKGROUND PAPERS

5.1 The following background papers were used in the preparation of this report:-

- (i) Cabinet Agenda, 24 June 2010.

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Appendix A

Sustainable Communities Scrutiny Committee Access to Housing Policy Review Recommendations 09/10

Ref	Recommendation	Action	Owner	Due Date	Progress Commentary
ATH1	That a Sunderland Choice Based Lettings Scheme be developed and introduced that provides a single entry point and single waiting list for the allocation of social housing stock within the city	Currently being developed as part of HHAS Access to Housing project. Phase 1 - A joint system with Gentoo Phase 2 - Involving all other RSL's and accredited Private Landlords.	AC/PJS/CF	Phase 1 - 31/12/2010 Phase 2 - 31/3/2012	Phase 1 – Due to IT issues the scheme will be introduced in Feb / March 2011 the crucial element being the consultation around the new proposed policy. Phase 2 – Will be commenced once the system has been introduced in Feb / march 2011.
ATH2	That a sub-regional Choice Based Lettings scheme be introduced, subject to the relevant governance process being adhered to, initially in Tyne and Wear but working closely with neighbouring local authorities who are not initially part of the scheme, to ensure that cross-border movement of tenants is not hampered, and subject to local policies and initiatives being included	Continue the work already ongoing with the development of a Tyne & Wear sub regional CBL scheme. Begin engagement with other neighbouring Local Authorities not included in the Tyne & Wear Group, namely County Durham	AC/PJS/CF	31/03/2012	The Sub Regional scheme continues and is aiming to be introduced by September 2011. Visits have been undertaken to other neighbouring Local Authorities (County Durham) to understand their processes and how we could engage with them.

ATH3	That any Choice Based Lettings Scheme is only fully introduced on completion of an in-depth consultation exercise, to include the Sustainable Communities Scrutiny Committee and based upon the principles of the Fair and Flexible guidance	Create a consultation plan for the implementation of CBL and ensure a Consultation rep. is part of the Project Team	CF	31/05/2010	First phase of consultation completed. Currently preparing the second phase which will be the proposed Allocation policy. The second phase will involve extensive consultation with all interested parties including the Sustainable Communities Scrutiny Committee.
ATH4	That any banding system introduced, as part of a Choice Based Lettings scheme, should fulfil any prescribed legal criteria, is needs based, well publicised and that those in the greatest of need are not disadvantaged by such system	Legal Service to be fully involved within Project team and to comment on all proposals	CF	31/05/2010	Legal Services have been fully involved since the project commenced. They are playing an active role in developing the proposed Allocations Policy to ensure that any policy does not create any chance of disadvantage.
ATH5	That in leading the process, Sunderland City Council encourages Gentoo to undertake to jointly address the confusion and clarifies the respective roles of each organisation in relation to housing	Jointly engage with customers as part of the consultation plan and create published service standards that are regular monitored	AC/PJS/CF	31/12/2010	This has been a fundamental element of the first phase of consultation and will be outlined

		and publicly reported on			either within the Allocations Policy or more specific documentation & will form a large part of the any training carried out for staff to ensure a consistent approach.
ATH6	That universal housing literature for Sunderland that outlines an easy step by step guide for potential and current customers to the housing process be produced	Involve communication reps in the Project Team and use the consultation to the type of literature that is produced. Link to the Reducing the Risk of Homelessness Project as work already carried out.	AC/PJS/CF	31/12/2010	The Reducing the Risk of Homelessness Project is now involved within an Advice Review however one element is that of information. Meetings have been held between Council Comm's & Gentoo Comm's to agree the approach and type of literature required.
ATH7	That Sunderland City Council and key stakeholders review the current customer experience and look to ensure that throughout the housing process there is sufficient information that ensures customer expectations are managed appropriately	Link to the work currently being done on outcome monitoring and the literature being created (Linked to ATH3, ATH5 & ATH6)	AC/PJS/CF	31/12/2010	This work is currently underway and a scoping meeting will be taking place in September 2010 with an aim of still being completed by Dec 2010.

ATH8	That further work is undertaken with all housing providers across the city to develop and improve customer signposting in relation to access to housing	Involve as part of the Reducing the Risk of Homelessness project - Early Warning Work Package - aim to ensure pathways and protocols are in place to ensure the best customer journey	AC/PJS/CF	31/03/2011	As mentioned in ATH6 the Reducing the Risk of Homelessness Project has now fallen into the wider Advice Review. The hope is that by looking at the links between relevant services this will assist in ensuring a consistent approach across all providers (including Housing Providers) and the customer experience will be enhanced as result improving the access to housing.
ATH9	That with the acknowledgement of the crucial role that the private rented sector has in providing housing in Sunderland that the Council Forum with private landlords is re-established and promoted across the city to help develop relationships between the Council and private sector landlords	Landlord accreditation scheme is currently being reviewed and the Landlord Forum recently re-launched. This should form part of this.	AC/DW/GW	30/07/2010	The Landlord Forum was re-established and Expo event was held in March 2010. Further Landlord Forums were held in May and August 2010 and the next Forum is due in November 2010. The attendance at the Forums has

				<p>been encouraging.</p> <p>There has also been a significant increase in applications to join the private landlord accreditation scheme and this is largely due to the introduction of a Selective Licensing project in the Hendon area of Sunderland. The review of the accreditation scheme is complete and a report will be presented to Cabinet in November 2010. Subject to Cabinet approval, the amended accreditation scheme will come into effect shortly after.</p>
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ATH10	That any future development and implementation of Choice Based Lettings schemes explore the potential to extend the scheme to include private rented sector properties	This will be included as part of Phase 2 implementation (see ATH1)	AC/PJS/CF	31/03/2012	This still needs to be commenced but is still part of the plans for the second phase of the CBL scheme. Discussions will be held with private landlords through the Landlords' Forum.
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Sustainable Communities Scrutiny Committee

Performance Report 2009/2010

Report of the Chief Executive, Deputy Chief Executive, Executive Director City Services, Executive Director Health, Housing and Adults Services

1.0 Purpose of the report

The purpose of this report is to provide Sustainable Communities Scrutiny Committee with a performance update relating to the period April 2009 to March 2010. This report includes key achievements during 2009/10, residents satisfaction with services and progress in relation to the LAA targets and other national indicators.

2.0 Background

2.1 Members will recall that a new performance framework was implemented during 2008/2009. This includes 198 new National Indicators which replaces previous national performance frameworks. As part of this new framework 49 national indicators have been identified as key priorities to be included in the Local Area Agreement (LAA). Performance against the priorities identified in the LAA and associated improvement targets have been reported to Scrutiny Committee throughout 2009 as part of the quarterly performance monitoring arrangements. The LAA priorities have been a key consideration in CAA in terms of the extent to which the partnership is improving outcomes for local people. CAA was introduced in April 2009 to provide an independent assessment of how local public services are working in partnership to deliver outcomes for an area.

2.2 The coalition government have abolished CAA with immediate effect. Progress in the LAA will continue to be monitored through 2010/11 (which is the last year of the agreement) through the Council and the Sunderland Partnership's performance management and reporting arrangements. The performance will be reviewed when further national direction is available to ensure that it is fit for purpose

As part of the development of Scrutiny particularly in terms of strengthening performance management arrangements, Policy Review recommendations have been incorporated in to the quarterly performance report on a pilot basis. The aim is to identify achievements and outcomes that have been delivered in the context of overall performance management arrangements to enhance and develop Scrutiny's focus on delivering better outcomes and future partnership working. The next progress report will be provided in December 2010.

2.3 **Appendix 1** provides an overview of the position for relevant national indicators and also any local performance indicators that have been retained to supplement areas in the performance framework that are not well covered by the national indicator set.

3.0 Findings

3.1 Key Achievements

Homelessness is reducing - Housing advice has prevented 714 homeless cases during 2009/2010 an improvement on the previous year when 684 cases were prevented. 9 households were living in temporary accommodation at the end of 2009/2010 compared to 10 households the previous year.

The approach taken to ensure the sustainability objectives of the Sunderland Strategy are being met was further embedded during the year through more Sustainability Impact Assessments carried out on major projects and procurement contracts. This method of testing and improving the extent to which high level strategies and projects contribute to the sustainable development of Sunderland and identify how negative impacts can be mitigated.

Sunderland's Climate Change Action Plan was revised and now aims to reduce CO₂ by 29% by 2020, which aligns the city's carbon emission reduction target to the EU Covenant of Mayors initiative. Sunderland was the first UK city to submit its Sustainable Energy Action Plan (SEAP) to the EU Covenant of Mayors initiative.

Sunderland was ranked fifth best out of the UK's 20 largest cities for how well-prepared the city is for the future and how central sustainability issues are to the city's plans in the Forum for the Future's 2009 Sustainable City Index report. Sunderland's commitment to climate change received the top score out of all 20 cities.

Fuel poverty is reducing, only 4.14% of households claiming income based benefits are living in homes with a low energy efficiency rating.

20 schools across the city continued on their journey to become Eco Schools as part of a citywide sustainable schools project, with the first school, Barmston Village Primary School achieving Green Flag status.

A revamp of Sunderland's historic seafront is underway. The City Council has undertaken a major consultation exercise earlier this year where 2,500 people backed heritage led regeneration at Roker seafront. The first phase of improvements at Marine Walk, Roker will include creating an illuminated area for events to be held, cliff-side lighting, an outdoor classroom area and a trail inspired by the areas heritage and culture. The entrance to Roker Park from Marine Walk will also be improved with feature lighting.

3.2 Customer Focus

The Place Survey 2009 asked residents to state if they had used museums / galleries or theatres / concert halls within the last year. 54% of respondents stated they had used museums / galleries within the last year, with 54% also stating they had used theatres / concert halls. Satisfaction amongst service

users with all facilities is high with 71% satisfied with museums / galleries and 72% satisfied with theatres / concert halls.

As a measure of community cohesion all residents were asked to what extent they agree or disagree that their local area is a place where people from different backgrounds get on well together. 65% of respondents agree that their local area is a place where people from different backgrounds get on well together. This compares to 67% recorded in 2008. The remaining 35% gave the opposing view.



When considering respect and consideration in their local area, 40% of respondents perceive people not treating one another with respect and consideration to be a problem in their area. This includes 12% who feel this is a very big problem. Three fifths (60%) of respondents feel that this is not a problem. There has been very little movement over time on this issue when comparing these results with the 2008 survey (39%).

3.3 Performance

A full overview of performance can be found in appendix 1 the following section contains an overview of progress in relation to LAA targets and also those performance indicators that are declining and / or haven't achieved the target set for 2009/10.

3.3.1 Housing

In relation to housing there are two national indicators that are a priority identified in the LAA. An overview of available performance can be found in the following table

NI	Performance Indicator	Performance 2008/09	Performance 2009/10	Trend	Target 2009/10	Target achieved
NI 154	Net additional homes provided	299	384		90	✓
NI 159	Supply of land ready to develop housing sites	145	120.16		100	✓

Despite the economic downturn and the detrimental effect on the housing market 384 additional homes were provided during 2009/2010, this is an improvement on the previous year when 299 additional homes were provided. 191 affordable homes were provided during 2009/2010 compared with 230 the previous year.

Performance against NI 159 Supply of ready to develop housing sites has exceeded the target of 100%. The supply of ready to develop housing sites has reduced when compared to the previous year as a consequence of the economic climate and targets for 2009/10 were set to anticipate this.

The energy efficiency of a house is measured through a formal toolkit using the Standard Assessment Procedure (SAP), used to assess the energy

efficiency of a sample of households in receipt of income-based benefits in 2009/10, following a similar survey the previous year. This found that whilst 38.8% of these households had high energy efficiency ratings (compared to 33.7% in 2008/09), with 4.1% (4.7% in 2008/09) had the lowest energy rating. Reducing the proportion of the latter is a key objective associated with National Indicator 187, as a result of the city's investment in domestic energy efficiency over a number of years; for example, 4.1% is half the national average for 2008/09.

Reducing the Risk of Homelessness

The work in relation to homelessness can be divided into 3 areas:

- *“Homelessness Prevention”*: Providing appropriate information, advice and support to individuals and families earlier to reduce their risk of homelessness before these individuals become accepted;
- *“Statutory Homelessness Acceptance”*: This refers to those individuals and families to which the Council has statutory responsibilities in relation to homelessness, housing advice and housing allocations within the Acts discussed above;
- *“Using Temporary Accommodation”*: This refers to the statutory homelessness acceptance cases of families and individuals that need to access temporary accommodation and are then supported to identify and move to more permanent accommodation solutions in the city.

A key objective of the Housing Options Team is to work with individuals and families as early as possible to reduce their risk of homelessness before individuals need statutory intervention – increasing the number of homelessness prevention cases and decreasing acceptances. Figure 1 shows progress in achieving these objectives diagrammatically for the end of June 2009 and June 2010.

The number of housing prevention cases (715) exceeded its target of 695 cases for 2009/10, which provides evidence that the Council implemented a more pro-active preventative strategy. However, the Council is currently exploring the reasons for the subsequent decline in the number of preventative cases in 2010/11.

The number of homeless households living in temporary accommodation remained stable at 9 households, when compared to 2008/09 performance with 2009/10 (NI 156). The challenging target of 5 households was therefore not achieved for March 2010, and there was also an increase in the number of B&B weeks used for families in 2009/10. However, the Housing Service continues to work with its housing partners to ensure the use of such accommodation is minimised before individual households' circumstances reach crisis and has reduced the use of B&B accommodation in 2010/11. Furthermore, performance against NI156 remains in the best-performing 25% when compared to other metropolitan councils.

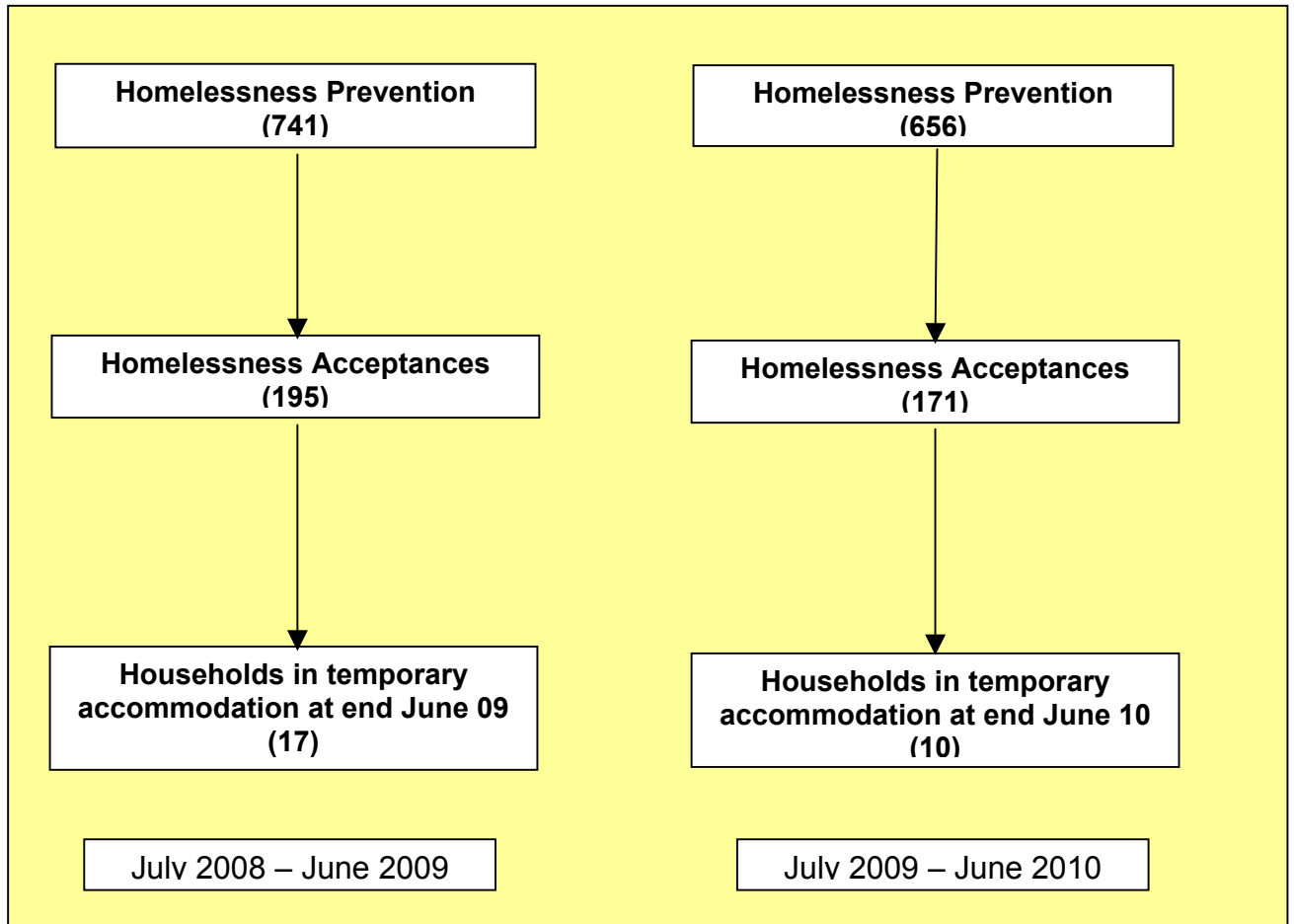


Figure 1 – Comparison of Homelessness Performance Objectives (Figures in brackets are number of cases)

The number of private sector dwellings that that have been either demolished or returned to use by the Council decreased from 387 to 332 between 2008/09 and 2009/10. The 2009/10 target was therefore unfortunately not achieved as a consequence of capacity issues in the Housing Service which has now been resolved. As a result, the number of such dwellings demolished/returned to use increased to 115 for the period April – June 2010, on course to meet the 2010/11 target.

3.3.2 Culture

The percentage of residents that have engaged in the arts at least three times in the past 12 months (NI 11) has slightly improved from 35.30% in 2008/09 to 35.60% in 2009/10. However the target of 45% has not been achieved. All future activity will seek to increase participation in arts activity by residents over 16.

The percentage of residents who say they have attended a museum or art gallery in the local area at least once in the previous year (NI 10) has slightly declined from 51.30% in 2008/09 to 50.60% in 2009/10. The target of 54.70% has not been achieved. Confidence level is +/- 4.4% so interim figure

represents no change from 2008 baseline. To set the result in context, the Tyne & Wear average was 51.6% and the North East average 50.3%. DCMS has assessed this result as 'no change' over the Mar/April 2009 result. It is worthy to note that the survey does not assess the success of individual museums, nor whether the participants visited a museum in their local area, it simply records the activity of a small sample (in this case, less than 0.18% of the Sunderland population). The data is further compromised by the way in which it is collected - as part of the Active People Survey which primarily concentrates on how much sporting activity the survey participants undertake.

3.3.3 Sustainability

The percentage CO₂ reduction from LA operations against a set baseline (2008/09 emissions) (NI 185) has improved from -4.00% to -0.18% however the target of 2.8% has not been achieved. Through the Carbon Plan, the council is aiming to reduce its carbon emissions by 10% by 2012, based on 2006/07 baseline year. After the first 3 years, the council's carbon emissions have shown an increase of 3%.

- Carbon emissions from business mileage have decreased by 16%
- Carbon emissions from our gas consumption within our property has decreased by 3%
- Emissions from our fleet has increased by 4%, which could be attributed to the council bringing their kerbside collection in house and the previous fuel consumption for kerbside collection fleet being estimated at the time of baseline setting
- Streetlighting has seen a minor <1% increase in emissions, but the number of columns grew between the baseline year and 2008/09. With the installation of more efficient LED lights, the emissions decreased by 2% during 2009/10 from the previous year.

The main increase has come from the electricity consumption in our buildings, which has led to an increase in carbon emissions of 11% since 2006/07. However, since the baseline year, major new buildings have been built, buildings have joined the energy contract and changes in the use of buildings have led to this increase.

It is also worth noting that approximately 16% of the target reduction was due to come from Property Rationalisation, to date the council has not rationalised it's property portfolio to the extent that was thought during the target setting, but through SWOW, it is anticipated that this will be prioritised in the next 2 years of the Carbon Plan.

To further help reduce our building energy consumption, Automatic Meter Reading is being installed to better monitor energy consumption. The Energy Conservation Team are currently developing energy reduction targets for individual buildings and developing a Carbon Policy that will help influence the building specific reduction targets.

3.3.4 Community Cohesion

In relation to community cohesion there are two national indicators that are a priority identified in the LAA. An overview of available performance can be found in the following table

NI	Performance Indicator	Performance 2008/09	Performance 2009/10	Trend	Target 2009/10	Target achieved
NI 1	% of people who believe people from different backgrounds get on well together	67.20%	64.50%	▼	70.88%	✗
NI 4	% of people who feel they can influence decisions in their locality	26.30%	27.40%	▲	29.27%	✗

We continue to implement the Community Cohesion Strategy, developing cohesion groups in all areas of the city and can report positive feedback from police and other partners around community tensions.

We work with partners to develop activities according to the cohesion issues identified by those who live and work in the area – we have established detached youth work in the East which has successfully addressed problems being experienced when pupils were leaving school at the end of the day.

We have worked with community groups and partners to make services more accessible to all in the North, particularly when it was noted that many felt resources were put into those who didn't work, we ensured that new activities were made available at different times.

In the Coalfields we have been working with young people to address problems of green spaces remaining underused because of perceptions that they are unsafe or magnets for anti-social behaviour.

We are working closely with elected member Inclusive Communities Champions to ensure that cohesion issues are picked up and fed into the council in the most appropriate way.

Nevertheless the indicators reported here is sensitive to national trends and current vulnerabilities experienced across the country.

4.0 Recommendation

That the committee considers the continued good progress made by the council and the Sunderland Partnership and those areas requiring further development to ensure that performance is actively managed.

Appendix 1 Report Key

This is the level of performance at 31st March 2009. A question mark means that information is not available

This is the level of performance at 31st March 2010. A question mark means that information is not available

The target is what we want to achieve. A question mark means that a target has not been set

	2008/09 Outturn	2009/10 Outturn	Are we improving?	Target	Have we achieved the target?	Commentary
The net increase in additional homes provided (NI154).	299.00	384.00	✓	90.00	★	
The number of affordable homes delivered (supply of social rent housing and intermediate housing) (NI155)	230.00	191.00	✗	133.00	★	<ul style="list-style-type: none"> The 2008/9 outturn was greater due to a large number of extra care units being created. The outturn figure for 2009/10 was above the projected target.
The number of homeless households living in temporary accommodation (NI156).	9.00	9.00	→	5.00	▲	<ul style="list-style-type: none"> Overall temporary accommodation use has not changed from the previous year due to the relatively low number of households who require temporary accommodation provision.

This is a comparison of the 2008/09 outturn against the 2009/10 outturn. The symbols mean

performance has improved ✓

performance is stable →

performance has declined ✗

Information is not available ?

This traffic light is a comparison of performance at 31st March 2010 against the target

The target has been achieved ★

Performance is within 10% of the target ●

The target has not been achieved ▲

Not applicable due to no target being set !

Housing



	2008/09 Outturn	2009/10 Outturn	Are we improving?	Target	Have we achieved the target?	Commentary
The net increase in additional homes provided (NI154).	299.00	384.00	✓	90.00	★	
The number of affordable homes delivered (supply of social rent housing and intermediate housing) (NI155)	230.00	191.00	✗	133.00	★	<ul style="list-style-type: none"> The 2008/9 outturn was greater due to a large number of extra care units being created. The outturn figure for 2009/10 was above the projected target.
The number of homeless households living in temporary accommodation (NI156).	9.00	9.00	→	5.00	▲	<ul style="list-style-type: none"> Overall temporary accommodation use has not changed from the previous year due to the relatively low number of households who require temporary accommodation provision.
The % of private sector homes vacant for 6+ months (LPI042)	2.59 %	2.47 %	✓	?	!	<ul style="list-style-type: none"> The figure has fallen due to the slow down in the number of new apartments being constructed in light of the credit crunch in 2007. Existing apartments that had been empty for long periods have now been occupied and the figures have fallen. In addition, the work of the empty property officers have enabled and empowered home owners to bring their properties up to a suitable standard to either privately rent or sell.
The % of social housing that is decent (LPI043)	99.40 %	99.90 %	✓	100.00 %	●	<ul style="list-style-type: none"> As at the 10th March 2010 there were only 33 socially rented properties in Sunderland that did not meet the decent homes standard. All modernisation work has been programmed in to be completed in the 2010/11 financial year before the 31 December 2010 deadline.
The total number of homelessness cases prevented (LPI044)	674.00 %	714.00 %	✓	700.00 %	★	<ul style="list-style-type: none"> The number increased due to the Councils increased focus on prevention, which also saw a decrease in the number of acceptances. In 2009/10 more cases were successfully concluded using homeless prevention methods. This is primarily be down to a change in working practices that have become embedded in the team since 2006/7.
The number of homelessness prevention cases per 1000 households (LPI045)	?	5.94	?	5.60	★	<ul style="list-style-type: none"> The number increased due to the Councils increased focus on prevention, which also saw a decrease in the number of acceptances. In 2009/10 more cases were successfully concluded using homeless prevention methods. This is primarily be down to a change in working practices that have become embedded in the team since 2006/7.
The number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the local authority (BV064)	387.00	332.00	✗	375.00	▲	<ul style="list-style-type: none"> The number of properties declined due to capacity issues in services, which have now been resolved.
The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	3.55	5.05	✗	2.00	▲	<ul style="list-style-type: none"> Despite the increased focus on prevention, reducing utilisation is an area for improvement for the Council in 2010/11.

Culture



	2008/09 Outturn	2009/10 Outturn	Are we improving?	Target	Have we achieved the target?	Commentary
The % of residents that have engaged in the arts at least three times in the past 12 months (NI011).	35.30 %	35.60 %	✓	45.00 %	▲	<ul style="list-style-type: none"> Interim outturn to Oct 09. Confidence level is +/- 4.2% so interim figure represents no change from 2008 baseline. The recent outturn figure from DCMS shows a slight increase in Sunderland's engagement in the arts. All future activity will seek to increase participation in arts activity by residents over 16.
The percentage of residents who say they have attended a museum or art gallery in the local area at least once in the previous year (NI010).	51.30 %	50.60 %	✗	54.70 %	▲	<ul style="list-style-type: none"> Interim outturn to Oct 09. Confidence level is +/- 4.4% so interim figure represents no change from 2008 baseline. To set the result in context, the Tyne & Wear average was 51.6% and the North East average 50.3%. DCMS has assessed this result as 'no change' over the Mar/April 2009 result. A statistically significant change is indicated by 'increase' or 'decrease', when there is a 95% certainty that there has been a real change. Where there has been no statistically significant change this is indicated by 'No change'. As previously discussed, the survey does not assess the success of individual museums, nor whether the participants visited a museum in their local area, it simply records the activity of a small sample (in this case, less than 0.18% of the Sunderland population). The data is further compromised by the way in which it is collected - as part of the Active People Survey which primarily concentrates on how much sporting activity the survey participants undertake.
The number of visits to/usage's of museums per 1,000 population (BV170a).	1,437.00	1,527.00	✓	1,453.00	★	
The number of visits to museums that were in person per 1,000 population (BV170b).	1,249.00	1,329.00	✓	1,268.00	★	
The number of pupils visiting museums and galleries in organised school groups (BV170c).	16,333.00	15,323.00	✗	14,300.00	★	

Sustainability

	2008/09 Outturn	2009/10 Outturn	Are we improving?	Target	Have we achieved the target?	Commentary
The % CO2 reduction from LA operations against a set baseline (2008-2009 emissions). (NI185)	-4.00 %	-0.18 %	✔	2.80 %	▲	<ul style="list-style-type: none"> Through the Carbon Plan, the council is aiming to reduce its carbon emissions by 10% by 2012, based on 2006/07 baseline year. After the first 3 years, the council's carbon emissions have shown an increase of 3%. Carbon emissions from business mileage have decreased by 16% Carbon emissions from our gas consumption within our property has decreased by 3% Emissions from our fleet has increased by 4%, which could be attributed to the council bringing their kerbside collection in house and the previous fuel consumption for kerbside collection fleet being estimated at the time of baseline setting. Streetlighting has seen a minor <1% increase in emissions, but the number of columns grew between the baseline year and 2008/09. With the installation of more efficient LED lights, the emissions decreased by 2% during 2009/10 from the previous year. The main increase has come from the electricity consumption in our buildings, which has led to an increase in carbon emissions of 11% since 2006/07. However, since the baseline year, major new buildings have been built, buildings have joined the energy contract and changes in the the use of buildings have led to this increase. It is also worth noting that approximately 16% of the target reduction was due to come from Property Rationalisation, to date the council has not rationalised it's property portfolio to the extent that was thought during the target setting, but through SWOW, it is anticipated that this will be prioritised in the next 2 years of the Carbon Plan. To further help reduce our building energy consumption, Automatic Meter Reading is being installed to better monitor energy consumption. The Energy Conservation Team are currently developing energy reduction targets for individual buildings and developing a Carbon Policy that will help influence the building specific reduction targets.
The % reduction in CO2 emissions across an agreed set of sectors (housing, road transport and business) against emissions from the 2005 baseline year. (NI186)	1.40 %	5.41 %	✔	5.70 %	▲	
The % of households on income related benefits living in homes with (i) Low energy efficiency (NI187i).	4.70 %	4.14 %	✔	4.50 %	★	• Improved due to maintained high level of investment in 2009/10.
The % of households on income related benefits with (ii) High energy efficiency (NI187ii)	33.70 %	38.80 %	✔	38.70 %	★	• Improved due to maintained high level of investment in 2009/10.
The level of preparedness reached in relation to Climate Change against the 5 levels of performance, graded 0 to 4. The higher the number, the better the performance (NI188).	1	2	n/a	2	★	
The % reductions of primary NOx year on year (NI194ii)	-3.80 %	-1.88 %	✔	?	!	

	2008/09 Outturn	2009/10 Outturn	Are we improving?	Target	Have we achieved the target?	Commentary
The % reductions of primary PM10 (NI194iv)	-2.50 %	-2.68 %		?		<p>•</p> <p>Through the Carbon Plan, the council is aiming to reduce its carbon emissions by 10% by 2012, based on 2006/07 baseline year. After the first 3 years, the council's carbon emissions have shown an increase of 3%.</p> <p>Carbon emissions from business mileage have decreased by 16%</p> <p>Carbon emissions from our gas consumption within our property has decreased by 3%</p> <p>Emissions from our fleet has increased by 4%, which could be attributed to the council bringing their kerbside collection in house and the previous fuel consumption for kerbside collection fleet being estimated at the time of baseline setting.</p> <p>Streetlighting has seen a minor <1% increase in emissions, but the number of columns grew between the baseline year and 2008/09. With the installation of more efficient LED lights, the emissions decreased by 2% during 2009/10 from the previous year.</p> <p>The main increase has come from the electricity consumption in our buildings, which has led to an increase in carbon emissions of 11% since 2006/07. However, since the baseline year, major new buildings have been built, buildings have joined the energy contract and changes in the the use of buildings have led to this increase;</p> <p>It is also worth noting that approximately 16% of the target reduction was due to come from Property Rationalisation, to date the council has not rationalised it's property portfolio to the extent that was thought during the target setting, but through SWOW, it is anticipated that this will be prioritised in the next 2 years of the Carbon Plan.</p> <p>To further help reduce our building energy consumption, Automatic Meter Reading is being installed to better monitor energy consumption. The Energy Conservation Team are currently developing energy reduction targets for individual buildings and developing a Carbon Policy that will help influence the building specific reduction targets.</p>

Community Cohesion

	2008/09 Outturn	2009/10 Outturn	Are we improving?	Target	Have we achieved the target?	Commentary
The % of the adult population who say they 'agree', or 'strongly agree' that their local area is a place where people from different backgrounds get on well (NI001).	67.20 %	64.50 %		70.88 %		
The % of the adult population who agree that they feel able to influence decisions affecting their local area (NI004)	26.30 %	27.40 %		29.27 %		
The % of residents participating in regular formal volunteering (NI006).	14.40 %	16.70 %		14.40 %		
The % of residents who feel 'fairly strongly, or 'very strongly' that they belong to their immediate neighbourhood (NI002).	64.60 %	57.50 %		64.60 %		
The % of residents taking in civic activities during the last 12 months (NI003).	8.20 %	11.00 %		8.20 %		
The level of the Equality Standard for Local Government to which the authority conforms (BV002).	3	3		3		

ROLE OF CULTURE IN SUPPORTING SUSTAINABLE COMMUNITIES - POLICY REVIEW 2010/11: SCOPING AND BASELINE REPORT

REPORT OF THE CHIEF EXECUTIVE

STRATEGIC PRIORITIES: SP: PROSPEROUS CITY

CORPORATE PRIORITIES: C101: Delivering Customer Focussed Services, C102: Being 'One Council', C103: Efficient and Effective Council, C104: Improving partnership working to deliver 'One City'

1. Purpose of Report

- 1.1 The purpose of this report is to set out set out the remit, scope and background to the forthcoming policy review into the role of Culture in supporting sustainable communities.

2. Background

- 2.1 The Annual Scrutiny Conference was held at the Marriott Hotel on 20th May 2010. During the Scrutiny Café sessions a number of viable policy reviews were formulated for discussion by Members of the Committee. At the meeting on 8th June 2010, following discussions regarding the Work Programme, the Committee agreed to focus on the theme of the role of Culture in supporting sustainable communities.
- 2.2 Members agreed that the study should focus on a number of key themes. The review will explore the ways in which Culture Services (including services such as art, heritage, sport, libraries, leisure and events) can contribute in supporting sustainable communities and promoting a sustainable city.

3. The Scrutiny Review Process

- 3.1 Scrutiny reviews will carry out a number of stages in undertaking and completing a review. The stages broadly are:

Stage 1 Scope

The initial stage of the review identifies the background, issues, potential outcomes and timetable for the review.

Stage 2 Investigate	The Committee gathers evidence using a variety of tools and techniques and arranges visits where appropriate.
Stage 3 Analyse	The key trends and issues are highlighted from the evidence gathered by the Committee.
Stage 4 Clarify	The Committee discusses and identifies the principal messages of the review from the work undertaken.
Stage 5 Recommend	The Committee formulates and agrees realistic recommendations.
Stage 6 Report	Draft and final reports are prepared based on the evidence, findings and recommendations.
Stage 7 Monitor	The Committee monitors recommendations on a regularly agreed basis.

4. Overall Aim of the Scrutiny Policy Review

- 4.1 To examine the contribution of Culture in supporting sustainable communities and a sustainable city.

5. Proposed Terms of Reference for the Scrutiny Policy Review

- 5.1 The draft terms of reference for the policy review are proposed:-

(a) To clarify what we mean by terms such as “Sustainable Communities” and “Culture”;

(b) To understand the role of Culture and Cultural activities in supporting sustainable communities, reinforcing community identity and combating social exclusion. To consider the part played by the voluntary and third sector in promoting Culture and delivering associated services as a route to sustainable communities;

(c) To consider the Cultural offer available to residents of the city and any ways in which this can be improved or done differently, within the context of the current economic climate;

(d) To highlight examples of good practice within the city and among other local authorities and to include a cost benefit analysis of these when appropriate;

(e) To examine the role of Culture in supporting economic well being and attracting people to the city;

(f) To consult with the Environment and Attractive City Scrutiny Committee on their review of 'ThePlace' as/when appropriate.

6. Potential Areas of Enquiry and Sources of Evidence

6.1 The Scrutiny Committee can invite a variety of people, key stakeholders and interested parties to provide written or oral evidence in order that a balanced and focused range of recommendations can be formulated. A list of potential witnesses, though not exhaustive, is included for Members information:

- (a) Relevant Cabinet Portfolio Holders;
- (b) Appropriate Officers of the Council;
- (c) Key Stakeholders and partner organisations ;
- (d) Representatives from the Voluntary and Community Sector (VCS)
- (e) Local residents;
- (f) Representatives of minority communities of interest;
- (g) Ward Councillors;
- (h) Local MPs;
- (i) Local Strategic Partnership, and
- (j) Examples of good practice among other local authorities.

6.2 Community engagement plays a crucial role in the scrutiny process. Consideration will be given to how involvement can be structured in a way that the Committee encourages those views. If felt appropriate the Committee is able to co-opt an additional member to the Committee for the duration of the policy review.

6.3 In addition, diversity issues have been considered in the background research for this enquiry under the Equality Standards for Local Government. As such the views of local diversity groups will be sought throughout the inquiry where felt appropriate and time allows. Consequently, consideration has been given as to how the views of people from minority communities of interest or heritage (for example, people with disabilities, people with learning disabilities, people with mental health problems, black and minority ethnic people, and Lesbian, Gay, Bisexual and Transgender people), which may not be gathered through the usual community engagement routes, can be included over the course of the inquiry.

7. Funding from the Dedicated Overview and Scrutiny Budget

- 7.1 Consideration has been given, through the background research for this scoping report of the need to use funding from the committee's dedicated Overview and Scrutiny budget to aid Members in their enquiry.
- 7.2 At this stage it is suggested that funding may be necessary to support the following activities:
- (a) Key witnesses;
 - (b) Engagement with voluntary and statutory organisations;
 - (c) Delegates for expert jury, or a public event;
 - (d) General publicity;
 - (e) Visits (as necessary) to deliver effective scrutiny; and
 - (f) Task and Finish activities (if appropriate).

8. Proposed Timetable of the Scrutiny Investigation

- 8.1 The following scheduled meetings will include evidence gathering for the study:

Remit and Setting the Scene - September 2010
Evidence Gathering - October 2010 to February 2011
Consideration of Draft Final Report - March 2011
Consideration of Final Report by the Scrutiny Committee - April 2011
Consideration of Final Report by the Cabinet/Council- June 2011

- 8.2 Additional working group meetings are likely to be necessary to complete the evidence gathering.

9. Recommendations

- 9.1 Members are recommended to discuss and agree the scope of the Sustainable Communities Scrutiny Committee's policy review for 2010/11 as outlined in the report.
- 9.2 Members are also asked to decide upon the operation of any Task and Finish Group.

10 Background Papers

Scrutiny Event Conference Papers
Sunderland Strategy

Contact Officer : James Diamond 0191 561 1396
james.diamond@sunderland.gov.uk

EXTRA CARE ACCOMMODATION – MANAGEMENT GUIDE

Report of Executive Director of Health, Housing and Adult Services

STRATEGIC PRIORITIES: SP2: Healthy City; SP3: Safe City; SP5: Attractive and Inclusive City

CORPORATE PRIORITIES: CIO1: Delivering Customer Focused Services; CIO4 Attractive and Inclusive City.

1 WHY HAS THIS REPORT COME TO THE COMMITTEE?

1.1 The purpose of this report is to provide members with a copy of the Extra Care Accommodation – Management Guide ('The Guide') which outlines:

- Good practice relating to developing a scheme; project management arrangements; information for Providers and information required for residents;
- The council's aspirations relating to the management standards expected within future extra care housing developments
- Our expectations relating to the programme management and subsequent operational management of an extra care scheme; with the main focus being upon positive customer outcomes.

2 BACKGROUND

2.1 The Council is engaged within an ambitious project to deliver more extra care housing schemes in the City. This housing provision will be provided to meet the identified need for people over the age of 55 who choose to live in the city, including people who have:-

- physical or mental health issues
- learning disabilities
- complex needs
- cognitive impairment, and
- sensory impairment.

2.2 The Council aspires to work in successful partnerships which will provide high quality, vibrant, safe, attractive, sustainable and well designed extra care housing which creates independent living within an enabling environment. We expect effective communications through the building programme, the commissioning period and throughout the move in period for residents. This will enable the project team to monitor key milestones, put in

place a risk management programme and monitor delivery of the scheme. This is fundamental to the success of the scheme for residents, as we need to be sure that the scheme is fully fitted out, fit for purpose and fully operational to enable residents to move into their new home. We need to ensure that all team's working within the scheme understand the concept of extra care housing and the 'one team' approach we require. We expect high levels of customer care to support people through this re housing transition and to ensure that they are fully informed to enable them to make decisions relating to how they live within the extra care scheme, embracing the principles of personalisation.

- 2.3 The Guide was compiled by considering existing published good practice and by including key information from our own experiences relating to the programme management of extra care within the city.
- 2.4 The DH Housing LIN have a copy of the Guide and intend to share this with all of their members as a Good Practice Case Study which is accredited to the City Council.

3 CURRENT POSITION

- 3.1 This guide is intended for use by everyone involved in the extra care housing development process to assist in achieving high quality and sustainable 'places for living'. It sits alongside the council's Accommodation with Support Design Guide as a complimentary document. It will support the achievement of well developed and commissioned extra care housing schemes, with an emphasis upon all teams working together towards providing excellent service experiences for the residents living in, and visiting the scheme.
- 3.2 The guide outlines our existing policies and procedures, including the eligibility and allocations procedure for extra care; information required for residents; maintaining a balanced community within the scheme and induction and training requirements for staff. This will ensure that there is consistency within all extra care schemes operating within the city, and a common understanding for everyone regarding the basic mechanics of extra care housing. This will help to inform customer enquiries and raise awareness of the housing choice extra care provides as a real alternative to residential and nursing care.
- 3.3 We expect Registered Social Landlords and private developers who want to build accommodation with support in the City to sign up to the principles held with the Design Guide for Accommodation with Support.
- 3.4 The guide has been circulated within Health Housing and Adult Services; with Providers; Members of the Department of Health's Housing Learning and Improvement Network, as part of a consultation process.

- 3.5 No consultation responses have been received to date, therefore, the guide will be made available on the Council's website for reference. This will enable updates received from future good practice to be incorporated into the content of the document and maintain the 'Guide', as a living document without undertaking costly hard copy reprints.
- 3.6 With new extra care accommodation and other forms of supported accommodation being developed nationally, we know that more good practice and innovative ways of working will transpire. This information will be drawn into our evolving 'Management Guide' as good practice emerges.
- 3.7 The Management Guide has been shared with providers / developer partners who are interested in building accommodation with support in the City. It has been well received and the Guide requires acknowledgement Corporately to outline to providers / developer partners that the Council has a commitment to our expectations and aspirations relating to the management of extra care housing schemes pre occupancy and post occupancy, and also to outline the Council's aspirations in relation to providing accommodation to meet the needs of people with a support need who choose to live in our City.
- 3.8 The Guide was initially developed as a training tool for a Provider who had not developed extra care previously but is delivering a scheme within the City. Using good practice and to maintain a consistent approach to the management of extra care, the guide was devised to support that Provider through the process and share with their operational teams to inform them regarding the requirements of extra care housing. Therefore, this guide has a number of uses, including a training and reference document.

4 WHY PRODUCE A MANAGEMENT GUIDE

- 4.1 To provide clear and consistent guidance to developer partners regarding the standards of extra care housing accommodation the Council expects within the City. To enable emerging good practice and innovative management solutions to be incorporated within the Design Guide as appropriate, particularly as the personalisation agenda moves forward.
- 4.2 Providing consistent guidance for developer partners ensures that they understand:-
- Sunderland's expectations relating to the concept of extra care housing;
 - the principles of developing a successful extra care scheme
 - our requirements for schemes to be effectively programme and risk managed
 - the agreed policy approach to allocations / nominations and our eligibility criteria for extra care housing
 - the consistent approach to the commissioning programme and the way in which open days are organised; residents are matched to apartments; move in dates are organised; the balance of the scheme is maintained

- the high quality customer experience that we would expect and the required information for residents
- the training requirements and induction processes for staffing
- our quality assurance, monitoring and review processes
- the staffing requirements for the scheme
- the models of support and personal care
- the services provided to the wider local community
- our health priorities and care service requirements
- model example documents for re use.

5 RELEVANT CONSULTATIONS

- 5.1 This Guide has been shared with colleagues within Health, Housing and Adult Services. It has been shared with Providers for information / comment. No comments have been received to date.
- 5.2 The Housing LIN have received a copy of the Guide and have agreed to make it available to other Members of the Department of Health (DH), Housing Learning and Improvement Network.

6 RECOMMENDATIONS

- 6.1 Scrutiny Committee is invited to consider this report and provide views on the Extra Care Accommodation Management Guide.

Contact Officer: Anne Prentice – Commissioning Manager (Accommodation)

Extra Care Accommodation Management Guide



Providing whole solutions for whole lifestyles, providing genuine options and real choice which deliver opportunities for individual growth, development and wellbeing.

Version: 1 - published June 2010

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Note:

If any organisation wishes to use this document for their own purposes either in its entirety or in part, Sunderland City Council would kindly ask that there is an acknowledgement that this is the work of Sunderland City Council, albeit that Sunderland City Council wishes to share this work as good practice.

SECTION 1 - INTRODUCTION

The purpose of this Management Guide is to provide general advice about the operation and management of extra care housing, which in part could be utilised for other supported accommodation schemes.

A successful scheme is one which demonstrates a 'one team' approach within the building, residents who are involved, safe, comfortable and happy in their own homes and staff who take ownership of any issues and work seamlessly together regardless of who their employer is.



Extra Care Scheme, Belong at Wigan

Prior to any new development or the refurbishment of an existing scheme is carried out the operational requirement for such accommodation must be identified with a clear understanding of who will be providing the operational scheme management; the housing support and the care and support provision.

The document 'Very Sheltered Housing in Suffolk: A Design and Management Guide' was endorsed by the Housing Learning and Improvement Network and the content has been used to inform this document.

Acknowledgement is given to Suffolk Council for reproduction of its information within this document.

This document should be referenced alongside the City Council's Accommodation with Support Design Guide.

1.1 Definition

Extra Care Housing provides independent living for people over the age of 55 with a care or support need. The scheme provides a 'community hub' and as such facilities; amenities and activities for residents living in the scheme and in the wider local area should be available.



Hairdressers at Belong in Macclesfield

Properties are often available on a mixed tenure arrangement, which provides people with an improved housing choice. This enables those in owner occupation to purchase into extra care housing and protect their equity, rather than using it to pay rental charges. However, there should be no apparent difference with standard and finish between the apartments and they should be pepper-potted throughout the building so as not to distinguish who is an owner occupier and who rents.

All properties are self contained with fitted kitchen, bathroom with walk in shower, two bedrooms, lounge, and own front door. The properties and the schemes are designed to wheelchair standard making them accessible to people with mobility issues.



Care and support services are provided in the scheme 24 hours a day, 7 days of the week, every day of the year. Care and support is tailored to the needs of each individual to enable people to live in their own home independently.

SECTION 2 - POLICY CRITERIA

The main aim of extra care housing is:-

- To maximise the independence of older people by providing self contained accommodation and 24 hour care and support which is tailored to the needs of each individual;
- To add to the housing choice available to older people
- To enable housing and care agencies to respond flexibly and with the maximum value for money to meet people's needs
- To provide a real alternative to residential / nursing care and prevent unnecessary admissions
- To keep couples together, who otherwise could be separated if one of the couple were to be placed in residential / nursing care
- To match and exceed the level of care and support available in residential care
- To create a housing culture which requires a different service delivery to that which is delivered by registered care.

Extra care housing enables older people to retain an independent lifestyle in their own home while receiving the care and support services that they need and choose. Extra care housing provides services for people in their own locality and community whenever possible.

In extra care schemes, security and peace of mind is offered to residents and their carers by the availability of staffing 24 hours a day, every day.

As residents in an extra care scheme become increasingly frail, services and support are increased to meet their needs. It is expected that extra care provides end of life care to enable people to live at home until the end of their life.

Once the scheme is populated, information about the service being positively promoted to the local community will be very influential on the degree of success the scheme enjoys. It is beyond doubt that people will gain more from the service if it looks out towards its local community and the local community comes into the scheme. This will require positive action to be taken at development and operational stage to raise awareness and to create opportunities to promote social integration and inter relationships between the scheme and other local people.

2.1 Direct payments and Individual Budgets

There may be individuals who choose to have their care and support delivered by a third party, on occasion. Careful arrangements need to be in place to ensure that the older person is not at risk and that arrangements for night cover meets people's needs. Security of the building must not be compromised. Third party care providers must identify ways in which to integrate their service user into the main scheme and enable them to attend activities and mix with other residents / visitors to the scheme.

These decisions and agreements must be made before the third party provider begins to provide support within the scheme. Clearly it is advantageous for the in house care provider to provide all care and support within the scheme to ensure that the above eventualities do not occur and to enable people to receive the type of care and access to amenities and facilities that extra care provides 'in house'.

2.2 Enduring Power of Attorney

It is considered good practice for older people moving into extra care housing to have considered and made arrangements for enduring power of attorney. The process will not be activated until it is required. Further information can be found:-

[Age Concern – Enduring Power of Attorney Fact Sheet](#)

2.3 Court of Protection

This service is available for people who need support, (particularly in financial matters), to ensure that they gain the best outcome for themselves as individuals. This may be in circumstances where there is no enduring power of attorney or when third parties are not putting the best interests of the individual first and enduring power of attorney needs to be overturned. For further information:-

[Her Majesty's Court Services – Court of Protection](#)

2.4 Mental Capacity Act 2005

The Mental Capacity Act 2005 provides a statutory framework to empower and protect vulnerable people who are not able to make their own decisions. It makes it clear who can take decisions, in which situations, and how they should go about this. It also enables people to plan ahead for a time when they may lose capacity. Further information can be found:-

[Department of Health – Mental Capacity Act](#)

2.5 Advance Directives

Sometimes known as Living Wills. This is a way that people can indicate how they wish their care and support to be provided should they become incapacitated. It is good practice for matters like this to be discussed so that the resident families and staff all understand the resident's wishes. For further information:-

[Alzheimer's Society – Planning for the Future](#)

3.1 Project and Risk Management

Each scheme must have a clear programme of works. This should include appropriate actions including ground preparation; build processes; relevant milestones; operational service requirements and the commissioning period subsequent to successful handover. This should be made available to all officers involved in the project group overseeing the programme management of the scheme. A clear risk management record can be drawn up against the programme to help identify potential risks to the delivery of the programme. Monthly risk monitoring is suggested to limit the risk to the programme and to help put alternative arrangements in place if required.

3.2 Interior Design

The requirements of the client group must be considered when deciding on the interior design of the building. (See Sunderland City Council's Accommodation with Support Design Guide for more information). Early discussions with the project group are required to discuss and agree the theme of the building; colours for the communal areas and the staffing areas; visual aids for way finding including art works and key pieces of furnishing; relevant finishes and any budgetary constraints. Clear thought around the furnishing provided (including furnishing for the treatment room); relevant equipment, decorative items must be considered against the requirements of those living in the scheme, and their requirements relating to potential disabilities.



Bramble Hollow, Hetton le Hole

3.3 Office Accommodation

Agreement of the office locations within the scheme must be agreed from the initial architect's scheme drawings. This enables the required lighting; data points; CCTV monitor and electric sockets to be factored in at 1st fix electrics. Changes to these locations can be costly if identified later into the programme. Details of the office measurements must be provided to the care team to enable them to order their furnishing and fittings for the office space(s). Colours of carpets and walls must be provided as early as possible to enable the care team to order their furnishing to match.

3.4 Commissioning Plan

A clear commissioning plan must be established for an estimated four weeks after practical completion and handover. This enables the Court Manager

who will carry out the housing management within the scheme to arrange orientation and training for those working in the scheme; organise office set up; enable scheme fit out (where this hasn't been undertaken prior to handover); hold sales open days; general open days and to enable those offered accommodation to visit the apartment they have been offered. It is important that adequate time is given to the commissioning period and four weeks is the usual recommended amount of time allocated.

3.5 Matching residents to apartments

The following section outlines the nominations process and how an allocations panel reaches decisions. When making the allocation decision it is important that a recommended 40% high needs; 30% medium needs and 30% low needs ratio is adhered to within the nominations made, for the following reasons.

Once all nominations are made, a table should be devised which outlines which household falls into which 'need' category i.e high, medium or low, based upon their care assessment. In discussion and agreement between the care manager and the court manager it is important to balance each floor of the building with a mix of needs, and particularly based upon the medical and personal needs of the individuals i.e someone whose family do not live nearby, could be offered an apartment next to the guest room; someone with a guide dog will need to be accommodated on the ground floor with access to the gardens; someone with dementia known to wander may be accommodated away from the stair cases. This enables the care team to have staff allocated per floor with a range of care needs, enabling the same care workers to provide support to the same households. Therefore, when allocating apartments to households, this balance must be used to inform this process.

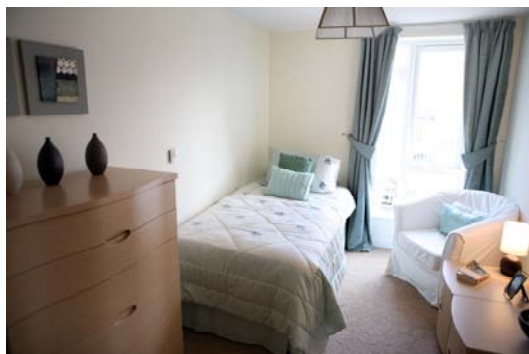
It must also be considered that in mixed tenure schemes, each floor will have outright sale, shared ownership and rented apartments pepperpotted on each floor. Those households buying an apartment will have a choice of apartment they would prefer to live in. As sales apartments are reserved, an understanding of the care requirements of that household must be acknowledged to assist with the allocation of rented apartments in relation to the balance of the floor.

There will be a small number of disabled adapted apartments within the building. These apartments can be considered at first let for those people using wheelchairs, however, taking the above into account, it is not always feasible to allocate disabled apartments to people in wheelchairs if the balance of the floor needs to be maintained. The balance of the floor is important to the balance of the community on each floor and within the whole building.

3.6 Show flat

The show flat should be made available approximately six months prior to scheme opening. An apartment should be chosen which is close to the main entrance areas, bearing in mind that the main site will be a building site and as such will be subject to health and safety restrictions. The people visiting the show flat will be elderly and may have disabilities; use a wheelchair or

other walking aid. Due to this it is important that the closest apartment to main access roads is identified for this purpose (where possible). No access to the rest of the scheme will be allowed at this stage. The availability of the show flat must be on set 'open days' when staff from the sales and marketing team are available to show people around.



Show flat interiors

3.7 Scheme Open Days

Open days are restricted until handover, at which time the health and safety restrictions have been lifted on the building. It is important to ensure that the electrics have been commissioned in the building and that the lifts are in full working order and have been fully commissioned.

This is the opportunity to 'sell' the scheme to allocated residents; potential residents; families; carers; health organisations; care team and local residents. At this stage the building must have been power cleaned; be fully fitted out, with all furnishings, fittings, artwork, decorative items and planting in place. Toilets must be fully operational with handwash, towels and bins available for those visiting the scheme. Free refreshments must be available with a member of staff available to provide the refreshments, whether this be an informal arrangement or alternatively if the restaurant has set up, they will provide the refreshments usually with a charge to the owners of the scheme.

The following staff must be in attendance on general open days:-

1. **Court Manager** - to manage the open days and be available to meet those people offered accommodation, speak to those interested in moving in and showing people around the building;
2. **Sales Team** - to assist those interested in purchasing
3. **Benefits Team** – provide advice to those accepting offers of accommodation, or to provide general advice

4. **Care Manager** – to be available to meet those people offered accommodation, speak to those interested in moving in relating to the care provision
5. **Care Team** – to meet and greet visitors to the scheme and be available to sit with potential residents and families / carers to discuss the care provision
6. **Other Court Managers** from the housing association to help with showing visitors around the scheme
7. **Commissioning Manager** from the Council to support the Court Manager, show prospective residents and other visitors around the scheme (including Councillors; Portfolio Holders and other council officers).
8. **Restaurant staff** available to provide refreshments to visitors and to be available to discuss the provision with prospective residents
9. **Service Representatives** i.e from the hairdressers; shop; medical practice etc., who may be providing services from within the scheme – available to meet visitors and prospective residents.

It would be usual to hold the residents open day first to enable those offered accommodation to come in (using timed slots) over two days to view the property they have been offered and make a decision regarding the offer / agree a move in date. The Court Manager; Commissioning Manager; Care Manager; Care Team and restaurant staff would usually be required to attend this open day, with support from one or two other court managers who are familiar with the scheme and extra care.

The sales team would usually hold one or two days sales open days subsequent to the residents open days. Usually they would be the only staff in attendance with support from the Court Manager.

A professional's open day would be organised to enable relevant organisations to attend to see what the scheme provides and what potential it could have for their customers / clients; their organisation; their staff. You would likely require the full staffing compliment as shown above to attend.

A general open day is also organised to enable anyone to attend. You would likely require the full staffing compliment as shown above to attend.

3.8 Moving In

Once scheme handover is complete residents who have accepted a tenancy or who have a sale completion can access the keys to enable measurements to be taken for carpets / curtains and fitting / dressing of the apartment.

A move in date must be agreed with the Court Manager. This would usually be organised on the 'residents open day' once people have seen the apartment they have been offered. The first people to move in will be those renting apartments, however, they will need to give notice to their landlords if they live in rented accommodation. A move in chart should be devised to enable two people to move into the scheme per day over a 3-4 week period after scheme opening, one in the morning and one in the afternoon. This ensure that the car park, entrances and lifts do not get blocked by removal operatives and furnishing.

SECTION 4 - ELIGIBILITY AND ALLOCATION / NOMINATION PROCEDURE

Our policies and procedures for extra care housing will be fair and equitable. We are committed to providing housing services to the whole community and will not discriminate against any applicant on the basis of their ethnic origin, religion, gender, sexual orientation, disability or race.

4.1 Eligibility Criteria

This will be assessed by the completion of a Self Assessment Application Form (appendix 1), which will enable a Community Care Assessment to be undertaken (this will identify both support and care needs). The form will be completed for the person in the household who has the care / support need. It is considered that some applicants may need a specialist health assessment.

A housing need must be demonstrated. Applicant's current accommodation may no longer be suitable because care and / or other facilities / aids / adaptations, cannot readily, practicably or economically be provided there. The accommodation may be too large or too small for the household or the internal / external arrangements may be detrimental to the health of the household. People may be waiting for discharge from residential / nursing / hospital or other care settings which will be identified within the Community Care Assessment.

Applicants will need to demonstrate a need for the care service due to assistance required with daily living tasks and / or personal care. This means that a person has an assessed need for an agreed number of personal care hours which stakeholders will establish when agreeing the eligibility criteria. To retain a mixed community within an extra care housing scheme people with a low level of assessed needs will be considered for accommodation.

As a guideline, dependency levels are agreed for each extra care scheme:-

- 40% of residents who have high care needs
- 30% of residents who have moderate care needs
- 30% of residents who have supported housing needs

An older carer with son, daughter or dependant with a learning or physical disability who requires care and support will be considered. The needs of Carers will be considered in the care assessment.

To apply for extra care accommodation the applicant must be 55 years of age or over. Any partner will be aged 50 or over. Age is the initial qualifying criteria, however, in exceptional circumstances people below this age will be considered.

A positive attitude towards retaining or regaining independence is also required.

An applicant does not need to have a local connection to apply for housing in the City, however, for extra care accommodation an applicant must ordinarily be a resident of Sunderland. Applications will be considered from out of City applicants. This may be, if the applicant has existing connections with the City which may assist their current or future care needs.

4.2 Allocations / Nominations Criteria

Sunderland City Council has 100% nomination rights at the time of the first lettings and in perpetuity for the rented and shared ownership accommodation in the scheme. This is to ensure that the Council's Adult Services are able to undertake an assessment of care / support needs prior to an applicant being nominated.

Households applying for extra care accommodation are likely to have care and support needs because of a range of disabilities or problems including frailty, dementia, cognitive impairment; mental ill health, learning disabilities and physical disability. The principle of maintaining a mixed community must be considered at every Allocation Panel meeting.

Some households applying for extra care may be suffering from depression and / or the effects of isolation or may have previously suffered from mental health problems. It should be noted that 'personal care' is not necessarily physical care, but could, as an example, be assistance with mental health difficulties. It is also the case that a high level of care and support does not necessarily equate to complex care; nor do a small number of care hours mean that someone does not have critical needs. It must also be considered that some people may reduce their care hours in extra care by maximising the use of assistive technology within their home over a period of time.

The Allocations Panel will endeavour to ensure that whenever possible residents enter extra care at an optimum time for them, which may be in the early stages of dementia, during recovery from an episode of depression, when coming out of hospital after a long term illness or in order to prevent admission into residential or nursing care.

Applicants may currently be living in residential care or sheltered housing but may benefit from extra care. A more independent lifestyle may be facilitated for some, whereas the provision of regular overnight care or a continually supportive community will be key factors for others.

Residents may need flexibility in the provision of care services and that residents' care needs will change over time. Care plans will be compiled to reflect ways of meeting their needs in the scheme, to provide maximum independence, autonomy, dignity and choice for the individual.

Applicants may have restricted mobility but will be able to manage in a supportive environment. Some people may need a variety of aids and equipment to enable them to function positively.

Applicants will be supported to live at home. An extra care scheme aims to be a home for life and care will be tailored around the individual to enable this principle to be attained wherever possible.

If a resident's care and support needs alter due to medical or cognitive impairment, such that they require very frequent or 24 hour nursing, beyond the level of the Community Nursing Service and their behaviour or condition means that their needs cannot be adequately or safely met in extra care accommodation, then all agencies will work to find suitable alternative accommodation and care for the resident. Such action must be in accordance with their wishes. This criteria will not be used as grounds for possession of the tenancy.

Applicants will not usually have, upon entering the scheme:-

- A level of physical or mental frailty exceeding that which can reasonably be met within the community, and / or
- A level of physical or mental frailty which is likely to cause serious disruption or risk to other residents, including
 - Persistently intruding on others
 - Physical or verbal aggression

Applicants may be in the early stages of dementia, but will still be able to make relationships, function within a daily routine, have some knowledge of their surroundings and / or be in a supportive relationship within the scheme.

Existing residents whose dementia worsens and those who develop symptoms of dementia will be closely supported within the scheme. If behaviour is severely challenging or anti social and / or people become a danger to themselves or others, then a further joint risk assessment will be undertaken. It is recognised that residents will need flexibility in the provision of care services and that this and support needs will change over time.

4.3 Allocations Process

This process must be used for all extra care schemes, regardless of tenure.

Purpose of the Policy

To ensure that all partners involved with delivering supported accommodation are involved in the allocation process and that the necessary housing and support assessments have taken place. The policy will ensure that both first lets and relets are handled effectively, minimising void periods and income loss.

Background

As the number of housing solutions for people with disabilities increases it is necessary to ensure that all potential residents have access to the allocations process and that service users and workers are aware of the routes to acquire the accommodation.

This policy has been designed to engage support and care management organisations, housing providers, the City Council, Health and Social Care so that all partners are involved in the lettings process. Contact with service users will, in the first instance, usually be with an Adult Services Care Manager.

The Process for Rented Apartments

For new build schemes, an Allocations Panel will be established around six months prior to scheme completion date. Named representatives of the Panel will consist :-

- 1 representative from Sunderland City Council Housing Services
- 1 representative from Sunderland City Council Adult Services
- 1 representative from the Care Provider
- 1 representative from the Housing Services
- The designated scheme / accommodation manager

Anyone wanting to apply for extra care accommodation will initially complete a 'self assessment application' form (See Appendix 1). This identifies the applicant's care and support requirements to outline the issues in advance of Adult Services undertaking a home visit. This self assessment form can be obtained from the applicant's own Care Manager / Social Worker; housing services; the housing association managing the scheme, or via the Council's website: www.sunderland.gov.uk/extracare.

The self assessment form is returned to the housing association scheme manager and at this stage is added to the Expression of Interest list (EOI). The form is copied and sent to Adult Services enabling them to undertake the care assessment. The care assessment outcome is then fed back to the next allocations panel.

Applications for rented accommodation may be identified from the Council's own housing register from existing applications requesting older person's accommodation in the area in which the scheme is located. Adult Services will also undertake local area reviews to identify people who currently receive home support who may benefit from extra care accommodation.

A Sunderland City Council housing register application form is required by the housing association managing the scheme to enable the offer to be made. Housing Options will check the housing register to establish whether an application is already registered. If not, a home visit can be arranged to complete the housing register application.

The Housing Association managing the scheme are responsible for updating the EOI list on a weekly basis. When there are active allocations to be made, this will be shared with all members of the Allocations Panel for that scheme, with an updated copy provided to the monthly Allocations Panel meeting.

The representative from the housing provider will Chair the Allocation Panel meetings and co ordinate the process.

The Panel will go through the expression of interest list and will identify ineligible applicants. The Chair will write to those people to advise them that their application has not been successful. Advice will be given on how to re-apply if their circumstances change. SCC Housing Options Team will review the housing register application and advise on alternative housing choices available to meet the applicant's needs. If the applicant does not wish to remain on the City Council's housing register, they will be removed as requested.

The care hours for eligible applicants will be discussed at the Panel Meetings and the applicant allocated into high; medium or low care needs. This is recorded onto the expression of interest list against each eligible applicant. This enables voids to be maintained at a low level within the schemes.

When a relet becomes available the RSL accommodation manager will establish the care hour availability remaining in the scheme and will consider those applicants on the expression of interest list who match the care hour requirement. SCC Adult Services will be contacted to make sure that those applicants being considered for the relet haven't had any changes to their care/ support requirements which could affect their application. The RSL accommodation manager will send around by e:mail to the panel who the nomination is being considered for. The Panel members will each respond by e:mail with their decision on this nomination.

When a nomination is agreed the Chair will organise for a pre tenancy letter to be sent following the decision of the Panel. This will be followed by an offer of the tenancy.

Panel meetings will be held monthly or more frequently if required, due to a lead up to scheme opening. If there are no nominations to discuss the planned meeting will be cancelled. In the event of an emergency, any member can convene a meeting by giving the other members 48 hours notice, or alternatively carry out a virtual meeting by e:mail or telephone. All members must be in agreement with the proposal.

All nomination discussions are recorded per applicant, with the record held confidentially on file at the scheme, taking into account data protection. See Appendix 2.

It is the responsibility of Adult Services to notify the Panel of any changes to a nominee's circumstances.

It is important to remember that the process is that of nomination. Ultimately the landlord has the final decision about the property offer.

When carrying out new lets the Panel are then able to consider which flat will best suit the agreed nominees. The following is considered:

- Is a particular floor required ie to maintain a balance of care provision on each floor; quick access to court manager or care team
- Is a particular apartment required ie to be away from stairs / close to a lift / next to a friend

- Is a fully wheelchair adapted apartment required.

Ground floor priority

The following consideration will be given to applicants with poor mobility to enable them to continue to visit the facilities within the scheme, have access to the court manager and care team and other services and amenities provided within the scheme:-

- Flats nearest to amenities to be allocated to those with poor mobility
- Applicants with phobias to lifts
- Applicants requiring quick access for court manager / social and health care staff
- Residents with severe visual impairment / blindness

First / second floor priority

Applicant would feel or would be more vulnerable on the ground floor

If a property has been adapted / converted for medical / disability requirements, consideration will be given to those applicants demonstrating the need for those aids and adaptations.

Offering Rented Accommodation

An offer of accommodation is where we have a vacant property and have contacted an applicant in writing to see if they want to be re-housed there. It is important to match the applicant's requirements with the property on offer. The joint visit to the applicant upon their application for extra care accommodation enables housing officers to understand the housing need of the applicant alongside the support and care needs identified by Adult Services.

The Association will make offers of tenancy within two weeks of a rented property becoming available for rent. Should the Panel not confirm nomination to the Association, then they may consider their own waiting list to identify suitable applicants.

If the applicant refuses three reasonable offers, their application will be suspended for one year from the date of the third offer.

The reasons for refusals will be recorded on the Council's records. All documentation and information will be kept within the housing register application.

There could be reasons why an applicant may apply for a transfer from one apartment to another, as vacancies arise. Such applications will be considered by the Allocations Panel to decide whether a potential transfer will benefit the applicant.

If a vacancy arises and the Scheme Manager is aware that this may benefit an existing resident who has not applied for a transfer, they may approach the resident / their advocate. This situation may arise if an adapted property becomes available. The decision to agree a transfer is made by the Allocations Panel.

All complaints and appeals will be processed through the housing association's own complaints process. The complaint may be referred to the City Council if it relates to a council process / policy or procedure.

Applicants are entitled to appeal against decisions made by the Allocations Panel. All appeals will be referred to the housing association Manager. The Allocations Panel will be consulted on any appeals made and their views will be taken into consideration. The housing association manager will inform the appellant regarding the appeal decision and how this decision was reached.

This appeal process is distinct from, and does not affect in any way, the right of applicants to request a review by the local housing authority under section 167(4A)(d) of the Housing Act 1996.

Allocations Process – Shared Ownership

All applications and queries for shared ownership apartments are filtered by the housing association managing the scheme and are then recorded onto the EOI list upon receipt of the self assessment application, following the same process as for 'rented'.

If shared ownership or outright sale is indicated by the applicant a referral will be made by the housing association to their Sales Manager who will then visit / contact to discuss the options.

Sunderland City Council can nominate people for the shared ownership apartments up to eight weeks from the start of the sale and marketing process. The start date is provided to the Council by the housing association).

If the applicant is found to be clearly not eligible for extra care at the stage of assessment, the applicant will be advised in writing by the Chair of the Panel. All other applications with their assessments will be taken to the Allocations Panel for an eligibility decision to be made.

On completion of assessment an outline of the application and care assessment will be forwarded to the Allocations Panel for them to decide whether the person is eligible to be allocated a shared ownership unit. The Housing Association will contact the applicant outlining the decision of the Panel. If successful, they will be advised that the Sales Manager will be in contact with them regarding the purchase. They will also be sent a copy of the tenancy agreement and service charges for their information in advance of signing any paperwork.

If the applicant requires financial advice to support them with the sale of their own home, or the purchase of their shared ownership home, the council can provide them with details of a financial advisor if required. This advice must be provided to the applicant whether the financial advice is provided by the housing association's own arrangements or by the Council referral to independent advisors.

On approval by the Allocations Panel, the Sales manager will liaise with the applicant / their solicitor to proceed with the sale.

The Housing Association will provide a monthly update at the Allocations Panel confirming purchaser's name, sale status (including tenure type). This information will be minuted at the Panel by the Chair of the Panel.

The Housing Association reserves the right to offer shared ownership sale units to applicants on their own housing register if no suitable applicants have been identified within eight weeks of the beginning of the sales and marketing period.

Re Sale of Shared Ownership Apartments

The Housing Association will advise the council when a property is available for resale. The council and the association will identify nominees from the housing register and provide the nominations within 7 days of receipt of notification. The nominee must have a completed housing and care / support assessment. If there is no suitable nominee, the housing association may offer the property to an applicant from their own waiting list. Where no nomination can be made, the vendor will be free to place the property on the market for sale with an estate agent of their own choice. Any applicant must meet the eligibility criteria.

Process for Outright Sale Apartments

All applications and queries relating to outright sales are passed to the Sales Manager from the association who will contact the applicant to discuss their application.

The Sales Manager will carry out a basic check to ensure that the applicant is over the age of 55 and can afford the property. Details of the application will be sent to Adult Services for a Care Assessment (as appropriate). This will enable the number of care hours to be assessed against the requirements of the scheme.

If there are concerns about the person's ability to manage within extra care due to their high care / support needs, Adult Services will identify whether the support can be provided within the scheme with the Care Provider. The outcome of this decision will be communicated to the Sales Manager by Adult Services.

If a decision is made by the applicant to go ahead with the outright sale and they require care and support then an up to date care assessment must be provided approximately four weeks prior to completion.

If any applicants are not successful with their application for outright purchase, they may wish to apply for shared ownership or rental properties. If this is the case then they will need to complete a self assessment application and return it to the housing association scheme manager.

SECTION 5 INFORMATION TO RESIDENTS AND PROSPECTIVE RESIDENTS

All Partners are committed to enabling informed choices to be made in a timely fashion.

- 5.1 A guide to the accommodation should be produced describing the scheme and the services it provides.



The external view of extra care scheme: Ravensfield, Dukinfield

- 5.2 A resident's guide to their apartment must be provided. This should include:

- An explanation of the heating system and instructions on how to use it efficiently
- How to fix items to the walls
- Information on electrical items:-
 - Supply
 - Consumer unit
 - Sockets
 - Cooker
 - Appliances
 - Fan
 - TV
 - Phones
 - Doorbell
 - Door entry system
 - Warden Call
 - Smoke Alarm
 - Lighting control / bulbs
- Flooring in the Apartment
- Your kitchen appliances
- How to report repairs.

- 5.3 Pre tenancy information must be prepared to include:-
- Tenancy rights and responsibilities
 - Leasehold rights and responsibilities
 - Service charge breakdown
 - Rental breakdown
 - Roles and responsibilities of the Court Manager
 - Roles and responsibilities of the Care Team
 - Roles and responsibilities of other staff members e.g domestics
 - Benefits advice
 - Opportunities for social and shared activities
 - Buddying arrangements (if made available by the scheme / residents committee)
 - Local amenities / facilities provided in the scheme and in the wider local area
 - Floor plans with measurements
 - Useful community addresses such as GP; pharmacy; dentist; optician
 - Complaints procedures for the housing association and for the care provider
 - Equality and diversity policies
 - Resident group / committee arrangements with welcome information
 - Leaflets or information from any other services operating in the scheme e.g hairdressers; library; restaurant menu; shop; medical centre.

All of these documents should be checked and agreed by the Steering Group / Project Team during the development process. They will be agreed and available not less than 10 weeks prior to new resident's taking up occupancy.

5.4 Pet Policy

A clearly defined pet policy must be agreed and made available to all incoming residents. Consideration must be given to the bill before Parliament - The Care Homes and Sheltered Accommodation (Domestic Pets) Bill which reached its second reading in the House of Commons in March 2010. The bill if passed would oblige operators of care homes and sheltered accommodation, subject to certain exceptions, to grant permission to a resident to keep a pet.

Many extra care schemes are likely to be mixed tenure and as such people's requirements need to be met. Extra care is a 'housing first' accommodation scheme and as such people should be entitled to have the same provision as they would expect in their own home outside of the scheme. Requirement for Guide Dogs and Disability Dogs must also be considered, particularly within the internal and external design of the building.

There is no doubt that pets can enhance the quality of life for many people, therefore, it is recommended that residents are allowed the opportunity to keep a pet.

Older people can be forced to part with a pet to enable them to move into more appropriate housing. Some advice suggests that they can feel bereaved

in the same way as if they had lost a family member, and suffer from depression and disturbed sleeping and eating patterns. For some older people their pet is their best friend, their only family and companion and their lifeline to the outside world. The pet can help them through the transitional period and the upheaval when they move from their own home to extra care accommodation. This need must be balanced with effective and responsible management of pet ownership within the scheme for the individual and other residents.



Source: The Society for Companion Animal Studies (www.scas.org.uk)

In formulating policy it is worth considering the following issues:

- Many older people have a pet as a companion and would not want to be parted from it to enable them to take up accommodation. The offer could be made conditional on enabling them to keep the animal but not replacing it when it dies;
- The existence of a few well-behaved animals could be beneficial to the community atmosphere. Petting dogs are often seen as complimentary to people's wellbeing;
- If animals are not well behaved or not well looked after by their owners it could cause distress to others and problems for the staff;
- Factors such as hygiene and individual allergies may also need to be addressed;
- The resident must retain responsibility for the care and the cost of the pet including when they are not able to care for the pet themselves.
- The final decision is at the discretion of the landlord, who will need to be consistent.

SECTION SIX - INDUCTION AND TRAINING

- 6.1 It is not within the remit of this guide to identify and recommend training arrangements for the staff working within extra care accommodation. Overall it must be recognised that the operational services are a fusion of professional cultures and that this must be reflected in training undertaken or offered. A 'one team' approach must be maximised and benefits for joint training considered as appropriate while acknowledging mutual benefits to sharing knowledge and skills within this environment.
- 6.2 It is important to communicate the importance of and commitment to a new culture which is a fusion of housing, health, care and support. Inevitably, most members of a 'new staff team' will come from one of the above specialist areas. Time must be put aside, pre scheme opening to ensure that staff understand and are signed up to a 'one team approach'. The care provider in particular, must sign up to the concept of supporting people to do things rather than doing things for them; they must also recognise that they are domiciliary care providers invited in to resident's homes, not residential care workers who have people coming to live in their home.
- 6.3 The availability of both information and training for families carers and 'important others' will be critical to the creation of the partnership between the resident staff and families. Consideration must be given to their inclusion in some training events and to whether or not specific sessions should be arranged for them (e.g risk management).
- 6.4 The Court / Scheme Manager will be responsible for the health and safety of the building and of the people who live, visit and work within it. The Court Manager must arrange training for all staff working in the scheme during the commissioning period of the scheme :-
- Health and safety
 - Fire procedures
 - Use of door entry systems / warden call
 - Emergency key access
 - Ambulance procedures
 - Funeral procedures
 - Joint protocol arrangements for sharing / requesting information.
- 6.5 The Court Manager is responsible for providing training to any other services operating in the scheme as appropriate, but specifically fire procedure training and health and safety information must be provided.
- 6.6 Training must be provided to the Care Team relating to CCTV provision. CCTV must be in an accessible place for care staff to view 'out of hours' i.e if it is located in the care manager's office and this is locked after core hours, then CCTV viewing is restricted. This must be considered with a view towards personal health and safety; health and safety of the building and specifically the health and safety of residents.

- 7.1 Experience proves that the most stress free, cost effective and 'owned' schemes and services are those developed within a clear project management arrangement.

As such the formation of a Project Group / Steering Group to oversee the development, letting and commissioning of a new scheme is a crucial part of the Quality Assurance Process.

Once the scheme has been designed, constructed, commissioned and allocated, the Project Team still has a number of tasks to undertake to ensure that the Quality Assurance process is fulfilled.

7.2 **Review of Scheme and the Development Process**

The purpose of these reviews is to consider new learning about the building and the service; resolve problems relating to the development / oversee the lettings processes.

Reviews will be held:

At 3 months – To identify and resolve any problems relating to the building.

At 6 and 12 months:

Identify any lessons learned; design improvements etc, which could be transferred into subsequent schemes and relevant documents eg Design Guide for Supported Accommodation; Allocations / Nomination procedures; A Guide to Extra Care Accommodation; website updates.

It is the responsibility of the group for ensuring the following tasks:

- That the allocations / nominations procedures are in accordance with the Council's Allocations Policy and relevant legislation
- That any relevant customer feedback / staff feedback relating to the scheme building or services is considered and fed through to appropriate service areas / documentation as required.
- That customers have information available to them to support them to live independently within the scheme and to access services and activities which meet their current and / or changing needs.

SECTION 8 - STAFFING

The staffing structure of extra care accommodation services differs from provider to provider. All staffing arrangements need to be flexible and capable of change as people's needs and or the scheme changes and develops. The essential element is that all partners work to the same vision so that success will be achieved.

8.1 The success of any service depends on robust and honest debate between all partners. This ensures common understanding, trust, and a shared vision underpinned by sound and practical day to day working arrangements. Lines of responsibility and accountability must be clear and unambiguous. Effective communication is key to success.

8.2 Programme Team

Clear success criteria includes:-

- Clear and professional on site management
- Clear and professional project management arrangements
- Agreement of key responsibility and accountability across partnerships
- The ability to create formal and informal relationships between stakeholders
- The availability and use of a range of skills and experience
- Clear programme plan with agreement of milestones
- Clear risk management programme with early identification of risk
- Effective and regular communication
- Mutual trust, respect and honesty
- Commitment to provide updates and attend meetings as required.

8.3 Scheme Manager

It is important that the range of duties and responsibilities for the Scheme Manager are clear and understood by all parties involved in the extra care scheme.

The recruitment process and the salary of the scheme manager should reflect the complex nature of the role and its range of responsibilities which could include all or some of the following:-

- Housing management /support
- Care and support
- Range of ancillary services e.g restaurant; hairdressers; day services; domestic services.

Dependant upon the arrangements for the specific scheme, the Court Manager may be required to manage the care team; or alternatively will need to understand the care service and work as a 'one team' approach with the Care Manager.

All stakeholders must be included in the appointment of new Scheme Managers. It is important that the Court Manager and Care Manager's are able to form a professional working relationship.

For Scheme Managers to be innovative they must be supported in the decision making process by receiving commitment, regular contact and effective communication from their managers. It is also advantageous for scheme managers to learn from each other and meet regularly to discuss how services can be improved for the benefit of their residents and visitors to their schemes. Such joint working should be encouraged across different scheme providers / RSL's for the benefit of the residents.

8.4 Housekeeping

House keepers are an integral part of the staff team. The cleaning of the communal areas is funded through the service charge. Should residents wish to fund additional cleaning in their own flats and this is not provided as part of their care package, then this will be provided / arranged for by the Court / Scheme Manager at a small cost to the resident, usually by increasing the contracted hours of the housekeeping team.

Hygiene Cleaning

Health and hygiene cleaning will be identified as part of an individual's care and support plan.

If a member of the local community is brought into the scheme to use the assisted bathing area as part of their care /support provision, a small charge will be levied to enable cleaning of the towels after use and to ensure that this is contributed towards the service charge budget.

8.5 Activities Organiser

The Scheme Manager has the responsibility to organise activity organisation with the support of the care team. They will assess and co ordinate both group activities and individual's events depending on the needs of the residents. If the resident's group wishes to lead on activities they should be encouraged to do so with the support of the court manager and care team. Alternatively, an activities organiser may be employed to work within a scheme or across multiple schemes.

8.6 Catering

The restaurant provision in the extra care schemes is operated by a Community Interest Company. They operate against their own business plan within a service level agreement. This should be reviewed six monthly and rental charges for the restaurant areas reviewed against their accounts by the Court Manager at those intervals. The Catering staff are expected to provide healthy eating and special dietary requests. They are there to provide services to residents first and will build up knowledge about individuals as well as nutritional advice and healthy eating and aid dignity for residents within the restaurant area. It may not always be possible for a CIC to

undertake the catering provision. It would be the responsibility of the Court Manager to tender for a catering provider who could produce the quality of meals, within set hours, who understood the dietary requirements and healthy eating provision for the people living in and visiting the scheme.



8.7 Care Team Appointment

As 24 hour care and support is provided, 24 hour management arrangements are required. A reliable and effective communication system is therefore, essential for emergencies.

Staff need to be given clear information about deputising arrangements for both psychological and practical reasons.

Central Control Services can provide back up as emergencies occur, or as an extra back up for night staff.

In some schemes one Manager may be responsible for managing both the care team and the housing management element of the scheme.

SECTION 9 - MODELS OF SUPPORT AND PERSONAL CARE

- 9.1 While this section focuses on care and support, it must be remembered that housing underpins the culture in extra care accommodation.

Services are to be provided in ways that maximise dignity, choice, independence, respect for, and autonomy of residents. Residents have a right to confidentiality and their privacy must be safeguarded. Services should enhance the quality of life of individuals; supporting people in doing the things they find difficult, while preserving and developing abilities and skills.

- 9.2 The following range of care and support services will be available:-

- Assistance with personal care
- Assistance with self administration of prescribed medicine
- Assistance with daily living
- Help with pension collection and shopping
- Assistance to arrange laundry and domestic cleaning
- Leisure activities and day opportunities
- Support with Guide Dog / Disability Dog requirements as appropriate and within care plan.

- 9.3 This is not an exhaustive list and care and support packages will be individually tailored.

Needs and risk assessments are provided by Social Care. They are tailored to the needs of the individual to help determine the care and support services needed by individual residents.

Assessments must take place prior to an applicant being nominated to the scheme and must be reviewed at regular intervals. Minimum eligibility criteria must be agreed by all stakeholders prior to the first let of the scheme. (See Allocations Procedures).

- 9.4 The personal care element could be a response to the resident's mental health difficulties and is not necessarily physical care. A personal care plan is required for each resident, which is updated against changing needs. The plans are stored in each resident's apartment.

- 9.5 As residents live in the extra care scheme for a period of time their abilities may improve because of regained confidence and skills, alongside a building that works with them. With time, however, they are likely to become less able and need an increasing level of services. The aim is for the extra care accommodation to be a 'home for life'.

10.1 Service Charges

Items generally funded from the accommodation related service charge include:

- Scheme Manager's costs – apportioned to time spent on housing management
- On site office costs
- Provision for the renewal of furniture and equipment
- Provision for the maintenance and servicing of equipment e.g. fire alarm; lift
- Communal heating /lighting / water supply / cleaning/ redecoration
- Gardening
- Cleaning external windows
- Annual gas checks and portable electrical appliance checks.

Advice is available from the Council's Housing Benefit Team to ensure best practice is followed.

10.2 Tenancy Agreement

Standard assured tenancy agreements for housing association residents must be issued to provide security of tenure. Leasehold arrangements must be in place for residents living in shared ownership and outright sale accommodation.

10.3 Pets Policy

A clearly defined pet policy must be agreed. There is no doubt that pets can enhance the quality of life for many people, therefore a presumption in favour of them keeping pets is recommended. This information should be included within the tenancy agreement and leaseholder agreement. (See Section 4.4).

10.4 Resident Participation

In all housing schemes, resident participation is actively encouraged. The needs, interests and hobbies of residents should be collated to ensure that day activities; events; services and functions are facilitated to stimulate involvement and enable residents to undertake activities they enjoy and/or require.

Residents with a cognitive impairment may require specific activities to stimulate their senses i.e sensory room; massage provision; reminiscence activities; or an activity which is specific to them from their working or family life which is important to them within their daily living – this could include food preparation; vacuuming floors; woodwork etc., it is important that the resident's requirements are understood and catered for in this respect. This is particularly important if their carer lives with them, as it provides them with vital time to spend undertaking their own activities / interests. Other residents may enjoy tea dances; tai chi; computers; playing on a Wi Fi; art classes; gardening; day outings, as examples. People with sensory impairment may require innovative ways to undertake activities they enjoy and linking in with library services and other organisations such as Living Paintings and Age Concern can support with delivering activities for residents.

SECTION 11 - SERVICES TO THE WIDER LOCAL COMMUNITY

It is important when developing schemes to recognise that they must provide a community resource for local residents, particular older people.

11.1 The value in creating a dynamic and stimulating environment must be maximised.

- Extra care should be used for the benefit of the wider community by providing facilities and services that the local community want and need.
- Residents must understand that some areas of the scheme will be used by visitors to the scheme.
- The public area of the scheme will provide a café / restaurant area with a choice of menu to enable residents to have a choice about where, what and when they want to eat. This provision will enable people from the local area to visit the scheme, and socialise, however, priority for meal provision is to the residents of the scheme first and foremost. It would be usual for the catering provision to provide resident discount.

11.2 Respite / Intermediate Care

- Some schemes may offer respite or intermediate care services. This requires the identification of a separate funding stream to resources the building of specific apartments for this purpose.
- It is recommended that respite care and rehabilitation services are located in the core of the building. PCT and Health colleagues must work co operatively in this provision.
- Consideration will be required as to whether or not “short stay” flats will be block purchased. Where Homes and Communities Agency funding has been used, flats so funded can only be used for housing.
- If intermediate care is planned into an extra care scheme, consideration must be given to the requirements of CQC and potential regulatory requirements for this provision.

See Appendix 4 for more information on intermediate care management arrangements.

11.3 Assisted Bathing

Level access showers are provided in each apartment, therefore, assisted bathing suites can be available for community use. This area should be provided near the public areas of the building. The bath should include a jacuzzi system and a sound system should be provided in the room for therapeutic use and relaxation. A small charge for use of the assisted bathing

by a resident who does not live in the scheme should be applied and credited to the sinking fund for the service charges.



Assisted bathing suite at Bramble Hollow, Hetton le Hole

11.4 Laundry

A laundry to cater for the following should be available:-



- Personal clothing
- Heavy loads
- Laundry that requires sluce washing.

The laundry will have commercial, heavy-duty equipment with sluce facility. Separate entrances/ exists should be considered to access the laundry. This provision can be made available to local residents to use, as agreed with the Court Manager.

11.5 Social Activities

These are especially important to encourage integration, improve confidence, reduce loneliness and increase social contact and friendships. Activities should be offered in agreement with residents to maximise attendance and provide choice and preference. Some activities may be developed after the scheme has been opened for a while, but some can be introduced within a new scheme e.g wii fit; games room, gardening. More specific activities for residents with higher needs e.g dementia, should be available for people living in the scheme or in the wider local area as identified by the in reach or out reach care workers – See section 9.4.



Residents are encouraged to organise their own social activities and collect their own residents fund. They should make use of voluntary support and assistance e.g. care team; court manager; age concern etc., to help supplement activities organised for them.



Source: Acknowledgement of pictures from Housing 21 – www.housing21.co.uk

Older people living locally in the community, should be included in activities and events taking place at the scheme as appropriate. Consideration should be given to identifying unmet needs for services for older people living locally e.g. gentle exercise, introduction to internet classes, improving health and well being sessions.



Community Library and Customer Contact Centre located in Beckwith Mews, extra care scheme, Silksworth which is open to the local community including children's area; laptops and pc's.

SECTION 12 - HEALTH PRIORITIES

Extra care housing offers a real opportunity to Health and Social care to promote health and wellbeing and care in the community in its widest sense.

The following services should be negotiated or developed in liaison with the relevant health authorities:-

- Fast track access to health assessments, including Psychiatry of Old Age services, District Nurses, Community Mental Health Teams, MacMillan Nurses and Community Psychiatric Nurses. There must be these links, particularly in Extra Care services for people with dementia or functional mental problems.
- Access to Therapy Services to promote and maintain independence. This will include Occupational Therapists, Physiotherapists, speech Therapists and other Specialist Nursing Services.
- Access to other Health Services including a Dentist, Podiatrist, optician and Dietician.
- Access to palliative care services
- Access to health skills and expertise to assist the staff team to promote and sustain both physical and mental well being.
- Access to prevention opportunities e.g flu jabs; optician services; chiropody services.

Clear protocols need to be in place to underpin the use of respite care, intermediate care (community support apartments) and slow stream care and rehabilitation services in a scheme where these are offered.

Residents should be encouraged to choose whether they wish to retain the services of their existing GP if possible or move to a service nearer to the scheme or within the scheme if available.

All services must be established to enable residents to die in their own home if that is their wish. A palliative care protocol needs to be developed within the extra care scheme outlining this provision.

The Care Staff must have knowledge of the NHS Criteria for Continuing Care.

Encouragement should be given to health professionals who may be interested in using space within a scheme to offer services which give healthy outcomes for older people. For example; Ulcer clinics, Nutritional Advice Sessions, falls prevention, annual flu jabs, chiropody services, ophthalmic testing, homeopathy, aromatherapy and alternative therapies, (see next page).



Therapy / pamper room at Bramble Hollow, Hetton le Hole

The therapy / pamper room can be booked with the Court manager by visiting accredited health practitioners to provide medical services to residents.

The role of the care team in supporting extra care housing service delivery for older people who have mental health needs includes:

- Meeting the needs of people with mental health problems in extra care housing management services alongside the care services. A joint approach is essential.
- Access to professional health services for all residents living in extra care housing to enable early assessment of mental health requirements. This will help to prevent unnecessary input from other health personnel and inappropriate or early admission to hospital.

SECTION 13 – CARE SERVICE REQUIREMENTS

Assessments must be undertaken by a qualified specialist health professional to identify key problems and to propose ways with the resident / family / advocate to resolve identified mental health problems.

Prompt support from Community Mental Health Teams (CMHT). This will include assessment, re assessment, care and support planning. Also the provision of regular specialist input to support particular treatments and therapeutic programmes to individual residents, and to assist the staff group.

This ongoing support will assist the management, stabilisation and / or recovery from the resident's identified mental health problem.

Access will be required to a health worker who will give support to, and work with, individual residents and carers on specific programmes of care. The frequency and approach of these, having been previously agreed via assessment and Care Support Planning.

Consistent liaison between CMHT care co ordinators, (as the care co ordinator may not be a nurse) named assessor, therapists, and other involved professionals is necessary.

Health Service personnel need to respond within 24 hours during the working week to an urgent request for assistance to an existing client managed under Care Programme Approach, (CPA).

It is expected that there will be a nominated link person from the Community Psychiatric Nursing Team who provides regular support and advice to the allocations panel. This commitment to provide a nominated link person will need to be matched by a similar facility from Social Care.

The same liaison person will offer "consultancy" services to the staff team or to individuals or to meet identified training needs.

SECTION 14 - OPERATIONAL POLICY

Each scheme must have an Operational Policy. This is a key document and part of the contracting arrangements for supported housing services. It stands alongside the Contract and Management Agreements. Such a policy must inform all interested parties (including prospective residents) as to the nature of the service and how it will be managed and so everyone knows what they can expect from the service.

An operational Policy should be divided into sections. As a minimum it must cover the following areas:

- Introduction
- Service purpose
- Objectives of Service Delivery
- Physical environment
- Management Arrangements (support and care and housing)
- Nomination / referral and Allocation arrangements including the Council's Allocations Policy
- Staffing arrangements
- Quality Assurance and Monitoring

In addition, the Policy must include the following key attachments:

- Tenancy agreements / handbook
- Rent and Service Charge policies
- Move on policies
- Equal Opportunities Statement / Policies
- Complaints Procedure
- Confidentiality Policy
- Joint Advisory Group Terms of Reference
- Supported Housing Standards
- Domiciliary Care Standards
- Nominations Process for extra care
- Resident's handbook in accessible format.

Introduction

This section should explain what the scheme provides and how it came into being. It should outline how many people the service is designed for, in what type of housing, and the nature of their support and care needs.

All stakeholder partners should be identified along with their roles and relationships.

Service Purpose

This outlines who the service is for, what level of care and support residents can expect and principles of the service. It should make clear that this is a **housing service**.

It should also identify the core values that underpin the service, outlining the rights that residents have. These should include information on, for example, access to information, security of tenure / lease arrangements and resident participation.

Objectives of Service Delivery

This section is the focus of the Operational Policy. It identifies in more detail the aims and objectives of the scheme. This should be agreed between stakeholders in the development process.

The section gives more detail on:

- Care and support practices, their relationships with Community Care Assessments, and Care Delivery Plans
- The arrangements to deliver person centred care
- Resident involvement process
- Recording and monitoring arrangements including residents access;
- Some information to be included on processes for assessing the ongoing suitability of the scheme to meet individual residents' needs, their legal rights of continued occupation, how move-on arrangements will be made and 'resettlement support' where this is required
- Charging arrangements.

Physical Environment

Information should be given as to the type of housing – in terms of whether it is new build or rehabilitation, number of places, and to what standard it has been built.

There should be included information on shared facilities and which areas residents exclusively occupy. There should also be information on how staff will work in the building and the nature and use of any gardens.

The section should also cover the scheme's location, the surrounding area and local services.

Management, support and care management arrangements

This should identify to whom the property belongs, the landlords / freeholders relationship with the Care and Support providers and their relative responsibilities. This will include such things as rent collection and property maintenance and other housing management functions.

Some information on rents and service charges should be given, as should an outline of what services are being "bought" by Adult Services and / or the Primary Care Trust.

Nomination/Referral and Allocation Arrangements

For Sunderland City Council the Nomination process for extra care accommodation including eligibility is agreed within the Council's Allocations Policy. It is used as a guide for referrers and for the Allocations Panel.

Staffing Arrangements

This section should include information on staffing levels, skill mixes, lines of authority and accountability. It should be clear how the need for changes to staffing arrangements would be assessed. Some information on cover arrangements and training arrangements must be included. The document must identify how statutory requirements will be met. The links between residents needs, budget and staffing arrangements must be explicit.

Quality Assurance and Monitoring

This section will identify how the Service will be monitored. There should be recognition that evidence of this will be required from a number of bodies including the Homes and Communities Agency, the City Council, Supporting People and the Care Quality Commission.

Scheme providers will be required to have Quality Assurance systems in place.

Complaints and Compliments

This section will identify the different rules by which both complaints and compliments can be made and resolved for both the housing management element of the service and separately the care provision element.

**EXTRA CARE ACCOMMODATION
SELF ASSESSMENT**

This form will help you to tell us about your support needs. Your care needs will be looked at to help us to decide whether you qualify for extra care housing.

To qualify:-

- You must be aged 55 or over
- Have a need for supported or more suitable housing
- Have a need for help with personal care at least once a day.

One of the following must also apply:-

- A need to be re housed, usually in the local area
- Your carer needs more support

Note:

Please fill this form in with the details of the person in your home who has the most need for care and support. The person requiring the support will need to sign this form.

When we receive this form from you we will contact you to call out to your home. This will help us to assess your application for extra care housing.

Please return this form to:

Extra Care Applications

xxxxxxxxx

xxxxxxxxx

xxxxxxxxx

1. Please tick (✓) which schemes you would like to consider

Scheme	Tick (✓)
Beckwith Mews, Silksworth	
Woodridge Gardens, Washington	
Bramble Hollow, Hetton	
Cherry Tree Gardens, Houghton le Spring	

2. Please tick (✓) which tenures you would prefer ?

Property type	Tick (✓)
Rented	
To buy outright	
Shared ownership (part rent / part buy)	

3. Applicant Details

What is your name?	
What is your address?	
What is your postcode?	
What is your date of birth?	
What is your National Insurance Number ?	
What is your telephone number?	

4. Joint Applicant's Details

What is your name?	
What is your address?	
What is your postcode?	
What is your date of birth?	
What is your National Insurance Number?	

5. Support Needs

Please tell us who has the most need for support

	Tick (✓)
Applicant	
Joint Applicant	

6. Health Information for the person with the most need for support

Who is your doctor?	
What is their address?	
What is their telephone number?	

Do you see:-	Please choose 'yes' or 'no'
A social Worker ?	Yes / No
An Occupational Therapist ?	Yes / No
A physiotherapist ?	Yes / No
A Community Psychiatric Nurse ?	Yes / No
A District Nurse	Yes / No

If you have said 'yes' to any of the above please give the name, address and telephone numbers of the people you see:-

Name	
Address	
Telephone Number	

Do you have any health, hearing or sight problems and how do these affect you ?

--

7. Your Home

Please tell us about your home:

My home is:	Tick (✓)
Owned outright	
Owned with a mortgage	
Rented from a housing association (e.g Gento)	
Privately rented	
Owned by relatives	
Residential care	

Do you have problems with any of the following :-

Problem	Tick (✓)
Getting into and out of your home	
Climbing stairs	
Difficulty getting to the toilet	
Can't manage to use the bath	
Need spare room for carer	
There are tripping hazards	

Do you have the following in your home?

	Tick (✓)
Telecare (assistive technology)	
Warden control	

8. Support

Does anyone give you support ?

Support Provider	Tick (✓)
Relative living with you	
Relative living apart from you	
Friend	
Neighbour	
Social Services	
Private Care	
Other	

If you have ticked yes for any of the above, please tell us who they are:-

Name	
Address	
Telephone Number	

What do they help you with? (please highlight the answer that applies to you)

Activity	Help Received	Daily or weekly
Getting in / out of the bath	Yes / No	Daily / Weekly
Bathing	Yes / No	Daily / Weekly
Dressing	Yes / No	Daily / Weekly
Making or giving meals	Yes / No	Daily / Weekly
Helping with medication	Yes / No	Daily / Weekly
Shopping	Yes / No	Daily / Weekly
Cleaning	Yes / No	Daily / Weekly

Will this care continue if you move house ? Yes / No

9. Extra Information

Do you have anything else you want to tell us ?

--

10. Other Contact

Would you prefer us to speak to your carer or a member of your family about your application? If so, please give us their name and contact details below.

Name	
Address	
Telephone Number	

11. Signature

We may need to contact your GP or social worker to get more information from them to help with your application. We may also be required to share this information with Housing 21 to support your application for extra care accommodation.

By signing below you are allowing us to share your information and contact your GP or social worker for more information.

Your signature
(Person with the support needs)

Date:



Data Protection Act 1998 Notification Clause

All personal data is kept accurate, up-to-date and secure to prevent accidental loss, destruction or damage. The extent of the measures taken by Sunderland City Council will depend upon the sensitivity of the information. Personal data will not be kept for longer than is necessary for their purpose.

You have a right of access to your personal data and the right to check and correct the information and may pursue a query or complaint on matters related to your personal data.

We may check information provided by you, or information about you provided by a third party, with other information held by us. We may also get information from certain third parties, or give information to them to check the accuracy of information, to prevent or detect crime, or protect the Council as permitted by law. If you want to know more about the information we have about you, or the way we use your information, you can request details by contacting:

Sunderland City Council
Civic Centre
Burdon Road
Sunderland SR2 7DN

CONFIDENTIAL EXTRA CARE ALLOCATIONS PANEL DECISION RECORD
--

Applicant Name(s):		
Applicant Address:		
Applicant's carer / advocate's contact details:		
Is all correspondence to be sent to the carer ?	Yes	No
Is this a transfer application	Yes	No

ELIGIBILITY CHECKLIST		
------------------------------	--	--

Is the applicant (or partner) aged over 55	Yes	No
Are either of the applicants under the age of 50	Yes	No
If the applicant is under the age of 50 do they have a long term disability?	Yes	No
Does the applicant household have housing / support / care needs?	Yes	No
Are they waiting for hospital, residential care, nursing or care setting discharge?	Yes	No
Is the applicant an older carer with son, daughter or dependant with a learning / physical disability who requires care and support?	Yes	No
Does the applicant household currently reside in Sunderland?	Yes	No
Does the applicant household have a local connection with Sunderland which will assist their current or future care needs ?	Yes	No

What are the current medical / care needs of the household?			
--	--	--	--

Do they require high / medium / low / support?	High	Med	Low
Will the applicant have the ability to manage to live in	Yes		No

extra care accommodation with an appropriate care package?		
Are there any exceptional circumstances with this applicant household?	Yes	No
If yes, please provide a brief outline:		
Is there a reason why the applicant household should be suspended from the Association's housing register?	Yes	No
If yes, please provide a brief outline:		

ALLOCATION PANEL DECISION		
Is each member in agreement with decision	Yes	No
If eligible, which tenure type is the applicant to be supported with?	Rented	Shared Ownership
Does the applicant require a ground floor property?	Yes	No
Does the applicant require full disability provision?	Yes	No
DECISION NOTIFICATION		
Date decision letter sent to applicant		
Date decision letter sent to carer / advocate		
Date offer of accommodation made		
Date of viewing :		
Outcome of viewing : (accepted or refused):		
If refused provide refusal reason:		
Date council Housing Options Team advised of outcome		
Tenancy commencement date:		
Property allocated:	No:	

Authorisation

Panel Decision Authorised by Chair	
Date of Panel Decision	

JOB DESCRIPTION – SCHEME MANAGER

Responsible to:

Hours of Duty:

Purpose

We need a confident, self sufficient person to manage an extra care housing scheme providing 40 apartments and 7 bungalows for people over the age of 55, with full on site care provision.

Within our extra care scheme we aim to provide all residents with a safe, warm and comfortable environment which gives a real sense of independence and community spirit.

As Scheme Manager you will provide an excellent level of customer care to all residents, visitors and stakeholders living in or visiting the scheme. You must demonstrate excellent communication and have a sound understanding of the needs of older people and Dementia.

Along with excellent IT skills, you must be able to develop strong links with external agencies and organisations and encourage use of the scheme as a 'community hub' for people living in the wider local community. You must be capable of identifying and implementing service improvements to make life even better for our residents.

As Scheme Manager you must be able to demonstrate an ability to promote effective partnership working and liaison, delivery of a 'one team approach' amongst all individuals and different organisations who may be operating within the building.

Key Tasks

Court Management:

1. Runs a fully operational office
2. Maintains all records and equipment confidentially
3. Records and maintains court finances fully and accurately
4. Manages communal facilities
5. Efficiently and effectively maintains residents records and information
6. Effectively and efficiently manages emergency situations

Marketing, Voids, Lettings and Tenancies:

1. Organises lettings applications, arranges tenancies and manages the lettings procedure.
2. Provides appropriate and accurate information to direct enquiries
3. Attends accompanied viewings
4. Liaises with local authority housing department

5. Liaises with local authority to ensure appropriate action is taken to fulfil nomination agreements
6. Organises 'Open Days'
7. Creates and regularly reviews Court 'Welcome Pack'

Rent Accounting:

1. Monitors rent accounts
2. Provides accurate benefit advice or facilitates such through a reputable external advisor
3. Liaises with benefit agencies on behalf of residents

Budgeting:

1. Requests and receives quotes from contractors for Term Contracts for Garden Maintenance, Window Cleaning, and Contract Cleaners where appropriate
2. Ensures that expenditure for Court stationery and cleaning materials is within specified budget
3. Takes a lead role in ensuring that pre-determined budgets for urgent and non-urgent court repairs are effectively managed

Court Maintenance:

1. Co-ordinates the day-to-day repairs
2. Responds appropriately to emergency repairs
3. Assists in the planning and implementation of the Capital Works Programme
4. Assists in developing Court Action Plans and reports back to residents
5. Monitors Contractors' performance
6. Completes and maintains accurate records and documentation in relation to maintenance issues
7. Assists in the annual review of term contracts

Health and Safety:

1. Responsible for own Health & Safety ensuring a safe working environment for colleagues.
2. Monitors all aspects of health and safety on Court
3. Completes a Fire Safety plan and ensures that residents and care team are fully aware of fire safety procedures
4. Maintains all appropriate logs
5. Completes Emergency Plans
6. Completes annual risk assessment

Development of Low Level Domestic Service and Service Promise:

1. Recruits and selects staff across a range of posts
2. Assists in the co-ordination of staff rosters across a range of activities, i.e. care delivery, shopping and cleaning.
3. Negotiates on behalf of residents/service users and acts as advocate
4. Maintains an effective recording/reporting system
5. Identifies potential for delivery of Domestic Services
6. Develops domestic services for residents in line with set objectives

Personnel and Staff Development:

1. Recruits, selects and supervises all ancillary staff
2. Ensures staff have completed the minimum training requirements for their role (such as moving and handling)
3. Manages performance of ancillary staff via appraisals, supervision, training and coaching. This involves dealing with all conduct and capability issues.
4. Establishes good working relationships with HR and Payroll colleagues at Head Office.
5. Organises consultation meetings.
6. Attends and contributes to patch meetings/seminars.
7. Completes relevant modules of the Job Development Programme and any other training required for the position (RMA/NVQ4).

Promoting extra care in the Community:

1. Develops the social integration of the court into the local community
2. Represents xxxxxxxx by attending local agency forums/meetings
3. Gives talks / presentations to other internal groups, and external groups i.e. GP's; District Nurses; Community Groups
4. Actively encourages the use of the communal facilities for activities involving older people in the local community in consultation with residents
5. Identifies ways of expanding services and assists in planning.

Resident Involvement:

1. Actively encourages the formation of a Residents Association
2. Co-ordinates and supports the Resident's Association
3. Actively encourages residents to be involved in organising court activities
4. Negotiates services on behalf of residents and acts as advocate.

Other Duties:

1. Promote, respect and uphold the dignity of service users at all times. Participate in and actively support activities to promote the dignity of service users, their families and carers.
2. Undertakes any other duties in line with the objectives of the post

Example Commissioning Programme : Beckwith Mews

<p>Monday 16 March Handover for scheme Setting up Cour Manager's office. Key handovers. IT equipment being delivered and installed</p>	<p>Tuesday 17 March NO VISITS TO COURT except by arrangement</p>	<p>Wed 18 March NO VISITS TO COURT Except by arrangement Interviewing for Hair Salon Cleaning and Stationery orders</p>	<p>Thur 19 March NO VISITS TO COURT Except by arrangement Staff and tenant file completion and set up.</p>	<p>Fri 20 March NO VISITS TO COURT Except by arrangement Confirm all invites to 1st April and check all flats .</p>
<p>Mon 23 March SCHEME TRAINING Timetable as separate doc. Key staff only</p>	<p>Tues 24 March SCHEME TRAINING Timetable as separate doc. Key staff only (CPM on site)</p>	<p>Wed 25 March FIT OUT COMMENCES FURNITURE IN</p>	<p>Thurs 26 March FIT OUT CONTINUES CURTAINS AND BLINDS</p>	<p>Fri 27 March FIT OUT COMPLETES COURT CLOSED TO ANY VISITORS ;</p>
<p>Mon 30 March PARTNERSHIP MEETING FOR ALL STAFF</p>	<p>Tues 31 March COMMISSIONING and prep for open days</p>	<p>Wed 1 April Residents Only OPEN DAY for tenants of rental properties 1-2-1 invites for residents only. NO OTHER VISITORS</p>	<p>Thurs 2 April Residents only SALES OPEN DAY; 10 – 11 for reservations 11 - 3 for potentials . Organised by Sales. Also invite tenants who couldn't make yesterday</p>	<p>Fri 3 April COMMISSIONING</p>
<p>Mon 6 April REVIEW AND PLANNING FOR SIGN UPS</p>	<p>Tues 7 April PROFESSIONALS OPEN DAY; for all interested staff ;stat, vol,. private sector, GP PCT etc. NOT for general public visits.</p>	<p>Wed 8 April GENERAL OPEN DAY Open doors for ALL visitors.</p>	<p>Thurs 9 April Scheme training refresher for all staff</p>	<p>Fri 10 April BANK HOLIDAY</p>

Tenants move in from Tuesday 14 APRIL DUE TO BANK HOLIDAY

Commissioning Plan provided courtesy of Housing 21.

APPENDIX 6

MOVING IN CHART – INCLUDE APARTMENT NUMBER WITH RESIDENT’S NAME

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
DATES	14 JUNE	15 JUNE	16 JUNE	17 JUNE	18 JUNE	19 JUNE
AM						
PM						
DATES	21 JUNE	22 JUNE	23 JUNE	24 JUNE	25 JUNE	
AM						
PM						
DATES	28 JUNE	29 JUNE	30 JUNE	1 JULY	2 JULY	3 JULY
AM						
PM						
DATES	5 JULY	6 JULY	7 JULY	8 JULY	9 JULY	
AM						
PM						
OTHER DATES						

EMPIRE THEATRE ANNUAL REPORT

REPORT OF THE EXECUTIVE DIRECTOR, CITY SERVICES

STRATEGIC PRIORITIES: SP1: Prosperous City, SP5: Attractive and Inclusive City

**CORPORATE PRIORITIES: CIO1: Delivering Customer Focused Services
CIO4: Improving Partnership Working To Deliver 'One City'**

1.0 WHY HAS THIS REPORT COME TO THE COMMITTEE?

1.1 The purpose of this report is to update members of the work ongoing within the Sunderland Empire Theatre and the monitoring systems currently in place to ensure the highest quality of service is achieved within the Theatre.

2.0 BACKGROUND

2.1 Sunderland Empire Theatre was opened in July 1907 and is now the largest theatre in the region hosting major West End touring shows. The Theatre is now managed by Ambassador Theatre Group Venues (ATGV) on behalf of Sunderland City Council, under which ATGV acts as the operator, manager and provider of services at the theatre.

2.2 ATGV has agreed to manage and operate the Theatre under the terms and conditions of an agreement which was signed by all parties in March 2007. As part of this agreement ATGV report on a regular basis to both Sunderland City Council City Services Directorate and to the Sunderland Empire Theatre Trust Limited (which is a limited company established to monitor performance and quality of the Theatre).

2.3 Under the agreement between the parties an agreed maintenance and management fee is paid on an annual basis to ATGV, in which to carry out the necessary functions of the Theatre.

3.0 CURRENT POSITION

3.1 PERFORMANCE 2009/10

3.1.1 During the period 1 March 2009 to 31 March 2010 the Empire Theatre delivered over 341 shows. Performances included a balanced programme of productions which is detailed as part of the management agreement and includes dance, opera, musicals, educational, children's and a Christmas production along with local and community events.

3.1.2 Below is a list of selected performances along with attendance figures for the period March 2009 – March 2010. (For a full programme of annual performances please see Appendix II).

Show	No. Of Perfs	Paid Admits	Total Admits	% Capacity
Cabaret	8	5558	5718	35.74%
Disney's High School Musical	8	11571	11662	72.89%
City Sings	1	1380	1429	71.45%
Jimmy Carr	1	1779	1779	88.95%
Chicago	8	7804	7915	49.47%
Little Shop of Horrors	8	3273	3481	21.76%
Fame	8	5067	5611	35.07%
Singin' in the Rain	7	3838	4170	29.79%
We Will Rock You	21	34385	35102	83.58%
Stage Experience – Boogie Nights	4	2247	2447	30.59%
Annie	7	5290	5847	41.76%
Blood Brothers	8	5037	5078	31.74%
BRB – Sleeping Beauty	6	5659	5905	49.21%

NB Total Capacity per performance is 2000 (1858 seated, 10 wheelchair spaces 132 standing). Complimentary ticket figures are made up group concessions, 2 for 1 offers, press, guests, staff incentives, Trust Members, competition winners and charitable donations. As standing seats are not sold for most events, 100% capacity cannot be reached therefore sell out is reached at approximately 97%.

3.2 FUTURE PRODUCTIONS

3.2.1 New shows for the forthcoming summer 2010 include *Hairspray*, starring *Les Dennis and Michael Stark*, *BRB with Romeo and Juliet*, *Ken Dodd and the spectacular festive production of White Christmas*.

3.2.2 Other major events for early 2011 are *Spamalot*, the national touring production of *Monty Python fame* and *Calendar Girls*.

3.2.3 The Christmas production in 2010/11 is the huge number one production of the Irving Berlin classic, *White Christmas*. This is replacing the pantomime production of *Sleeping Beauty*, and stars *Tom Chambers and Adam Cooper*. ATGV took this decision due to the overwhelming success of *White Christmas* in Manchester where it broke box office records for their Christmas productions. However the overall desire is for *Sunderland Empire* to deliver top quality west end entertainment and this is a great opportunity for the venue to shine out and deliver the very best in musical family entertainment.

3.3 EDUCATION AND OUTREACH

3.3.1 ATGV continue to be committed to delivering an education programme as part of their service delivery. Their experienced and qualified staff are on hand to deliver this element of their programme. The programme is diverse and varied and works to encourage young people to have the opportunity to experience the Theatre and also allows for ATGV to take the Theatre to an outside audience.

3.3.2 Elements of their education programme include:

- Education Resource Packs, show related activity and workshops
- Tours and Talks
- Work Experience
- Stage Experience

3.3.3 The Stage Experience Project has now been running for four years and continues to grow in popularity. *Boogie Nights* was delivered in 2009 and saw 187 young people aged between 9 and 25 apply for the project to take part either as a performer or as part of the technical team. From this 131 young people took part, which consisted of 101 females and 30 males. In 2009 the fee for the project was £175, a 3% rise from 2008. The fee covers the two weeks professional tuition, loan of costume and souvenir t-shirt. From the allocated places, 14 were sponsored, mainly from local businesses, individuals, Sunderland City Council and Sunderland College. There were 4 performances of *Boogie Nights* which included 1 matinee and 2,447 people attended during the course of the show. The 2010 show will be '*Oliver!*' and the project will run from 26 July to the 7 August 2010. Auditions took place in May and 153 young people will take part.

3.3.4 The Theatre has also once again participated in Heritage Open Days 2009, which took place in September and is the fifth year the Theatre has opened its doors to the public. 2009 once again proved a great success, all tours were fully booked and over the weekend 84 people were given a tour of the building and feedback was very positive. 2010 will also be seeing a series of backstage tours to the Theatre, which enables visitors to experience the workings behind the Theatre, as a one off opportunity.

3.3.5 In December 2008 the Theatre received a grant of £30,000 to participate in the Arts Councils theatre initiative, which has entitled 'A Night Less Ordinary'. The scheme launched in February 2009, aims to give away up to 2000 free theatre tickets to young people aged under 26 at the venue each year until March 2011. During the first year of the scheme 1319 tickets were allocated, which although short of the target was the highest performing theatre involved with the scheme within the North East and was well ahead of the national average (as the scheme overall has struggled to hit targets).

Continuing publicity and advertising through the Theatre's own and the official 'A Night Less Ordinary' website as well as targeted marketing through universities, colleges and youth groups will allow ATGV to continue encouraging interest in the scheme, in the coming year.

3.4 SERVICE QUALITY

3.4.1 As part of the service quality and monitoring of the theatre all complaints and compliments to the Theatre are investigated and responded to accordingly. In all cases the appropriate action is taken and if necessary passed on to the appropriate production company for comment. For March 2009 – March 2010 a total number of 118 complaints along with 114 compliments were received to the Theatre. All complaints are attended to on receipt but in some cases certain complaints received are beyond the control of the Theatre and its staff.

Complaints include:

- Parking around Theatre
- Temperature in auditorium
- Legroom
- Booking Fees

Compliments include:

- Excellent Customer Service
- The kindness of staff
- Making us feel welcome
- Strong education links

3.4.2 As a further measure to continue to monitor and improve the services within the Theatre, Culture and Tourism also allocate a range of mystery visitors to the Theatre on a regular basis. The main function of the Mystery Visitor is to visit Sunderland Empire at an allocated performance and report findings in relation to: -

- Performance quality
- Customer Care
- Health and Safety

3.4.3 All Mystery Visitors complete a 'Mystery Visit Report Form', which are reviewed and monitored with appropriate action when required. It has to be understood that this is not a scientific method and is based on personal perspectives but it can give a general feel for service and performances at the Theatre.

3.4.4 During the period March 2009 – March 2010 a total of 13 visits were made to various performances at the Theatre. The majority of respondents were very satisfied with the Theatre, its staff and the procedures and the cost of refreshments. Mystery visits will continue to be undertaken to ensure that the standards of the Theatre are monitored and improved as appropriate.

3.5 DR GILBERT FUND

3.5.1 As part of the legacy left by Dr Gilbert the City Sings event has gone from strength to strength. The aim of the event is to fulfil the wishes of the late Dr Gilbert to encourage the appreciation of music by young people in the city.

3.5.2 The competition consists of two categories – Primary and Open (for tertiary and mixed age secondary groups). The theme for 2010 was based on City Sings

Goes International, with all schools encouraged to introduce one song that had an international theme.

3.5.3 The winners of each category for 2010 were as follows:

Primary: East Herrington Primary School
Open: St Robert's Singers

3.5.4 The quality of the performances continues to be of the highest standard and all performers were very well received. The adjudicating panel for the evening was chaired by Sunderland television celebrity, Lauren Leverne, along with the Mayor of Sunderland, Chairman of the Empire Theatre Trust and Music experts from region.

3.5.5 Each choir received a prize fund of £150 from the Dr Gilbert Fund along with £150 from the School Governors Association, with the overall winner, East Herrington Primary, receiving the Dr Gilbert Trophy plus tickets to attend a performance of '*Dreamboats and Petticoats*'.

3.6 EMPIRE THEATRE TRUST

3.6.1 The formal role of the Empire Theatre Trust as set out in its Memorandum of Association is "to promote, maintain, improve and advance education, particularly by the production of educational plays and the encouragement of the Arts".

3.6.2 As part of that role and the monitoring process the Trust has agreed to address a number of priorities in order to improve performance and assist in raising the profile and further promoting the Theatre. These areas include:

- Continued promotion of the Theatre to sponsors/businesses in the city/region
- Promoting the education programmes devised by ATGV
- Development of a Public Art feature on the fly-tower
- Further development and promotion of the City Sings project in conjunction with Children's Services

3.6.3 Members of the Trust continue to work with Officers from Culture and Tourism and ATGV to ensure the above issues are addressed and delivered.

4.0 CONCLUSIONS

4.1 Sunderland Empire Theatre under the management of ATGV continues to provide an excellent service to the people of Sunderland and the wider region. Through the monitoring systems in place it is anticipated that the service will continue to flourish and enable Sunderland Empire to continue to be recognised as one of the region's leading Theatre facilities.

4.2 The Empire Theatre continues to offer a first class service to the both the residents of the city and the wider region as well as attracting visitors from further afield. The Theatre works hard to deliver an innovative and varied programme of shows and performances, allowing the Theatre to be "The West End of the North East", thus improving tourism to the area and raising the profile of the city to outside visitors.

5.0 RECOMMENDATION

5.1 Members are asked to note the contents of this report and to receive an update on the Empire Theatre on an annual basis.

6.0 APPENDICES

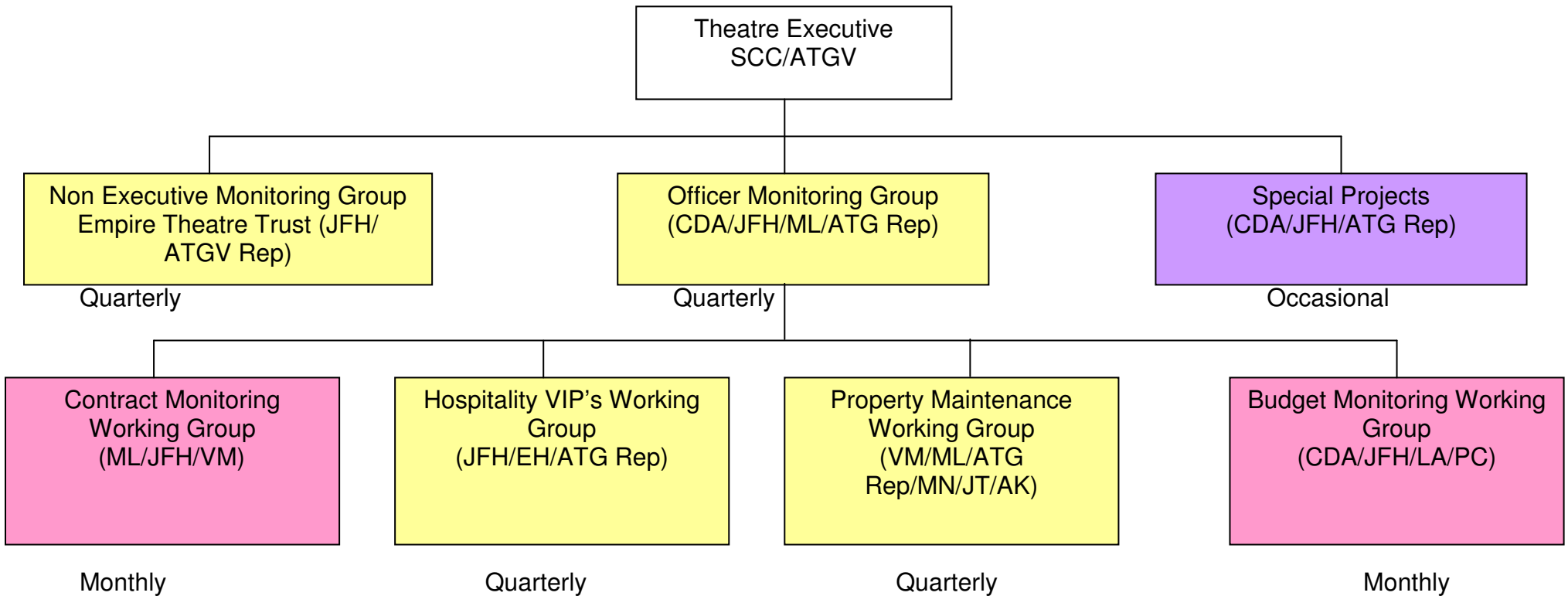
6.1 Empire Theatre Communication Map 2009 – Appendix I
Annual Performance List and Figures – Appendix II

7.0 BACKGROUND PAPERS

7.1 Empire Theatre Performance Figures 2009-2010.

Contact Officer: Chris Alexander, Head of Culture and Tourism,
0191 5618420
Chris.Alexander@sunderland.gov.uk

EMPIRE THEATRE COMMUNICATIONS MAP



Key	
Monthly	
Quarterly	
Annually	
Occasional	

CDA	Chris Alexander	Head of Culture and Tourism, City Services
JFH	Jane Hall	Assistant Head of Culture and Tourism
ML	Martin Lancaster	Support Services Manager, City Services
ATG	Andrew Rawlinson	General Manager, ATGV
Rep		
EH	Elaine Hannington	Events and Resorts Officer, City Services
VM	Vicki Medhurst	Cultural Heritage Manager, City Services
LA	Lisa Armstrong	Finance, City Services
PC	Philip Clasper	Management Accountant, City Services
MN	Mark Nicholson	Area Maintenance Manager - ATGV
JT	John Todd	Building Services Manager, City Services
AK	Anne Kirk	Building Services, City Services

Appendix II

Show	Performances	Paid Admits	Total Admits	% capacity
Al Murray	1	1861	1861	22.90
The Tempest	2	775	817	19.05
Sally Morgan	1	1340	1343	33.45
Disney Live	6	6546	6546	54.85
BRB Triple Bill	6	3542	3592	36.40
Witches of Eastwick	7	9085	9141	33.34
Chuckle Trek	1	1246	1254	35.74
All The Fun of The Fair	8	4651	4696	32.00
Chicago	8	7804	7915	49.47
Riverdance	8	13600	13804	86.28
Little Shop of Horrors	8	3273	3481	21.76
You don't bring me flowers	1	293	325	16.25
Sponge Bob Square Pants	8	3299	3701	20.56
Fame	8	5067	5611	35.07
Joseph	12	6426	6598	27.49
Derek Acorah	1	512	536	26.80
Singin' In The Rain	7	3838	4170	29.79
Trish Robson School of Dance*	1	791	801	40.05
Bat the Symphony	1	399	547	27.35
Songs of Sister Act	1	564	606	30.30
Jimmy Carr	1	1779	1779	88.95
Scooby Doo	7	3621	3845	27.46
The Naked truth	3	1515	1643	27.38
Halfway to Paradise	1	588	618	30.90
Reaching for the Starts*	1	574	578	28.90
The Best of the Blues Brothers	1	490	513	25.65
Joe Longthorne	1	718	753	37.65
One Night Only*	1	668	680	34.00
Sunderland School of Dance*	1	1412	1484	74.20
We Will Rock You	21	34385	35102	83.58
Quadrophenia	3	2012	2129	35.48
Fullwell School*	1	1257	1257	62.85
The Drifters	1	655	673	33.65

Dreamboats and Petticoats	7	3918	4057	28.98
Wizard of Oz*	3	2739	2810	46.83
Dolly	1	334	357	17.85
Sunderland Symphony	1	839	879	43.95
Boogie Nights*	4	2247	2447	30.59
Abba Mania	1	788	858	42.90
Remember When	1	585	629	31.45
Milkshake – My first Concert	3	3172	3245	54.08
Elvis on Tour – The Legend Continues	1	515	559	27.95
Annie	7	5290	5847	41.76
Ken Dodd	1	1461	1500	75.00
80's Mania	1	385	451	22.55
Mrs Brown Rides Again	5	3480	3707	37.07
Blood Brothers	16	11550	11605	36.27
Colin Fry	1	1087	1096	54.80
That's Amore	1	335	367	18.35
Gotta Sing – Gotta Dance	1	346	376	18.80
S4K	2	784	850	21.25
Let's Zep	1	340	368	18.40
Nashville Nights	1	278	312	15.60
Kathleen Davis	1	512	517	25.85
That'll Be The Day	1	498	510	25.50
Roy Chubby Brown	1	1181	1191	59.55
Al Murray	1	1060	1087	54.35
Cacophony	1	715	855	42.75
The Rat Pack	1	679	728	36.40
Vampires Rock	1	745	784	39.20
Lord of the Dance	6	4921	6654	55.45
Evita	16	8429	8606	26.89
Sing-a-long-a Abba	1	387	421	21.05
BRB Triple Bill	6	2760	2959	24.66
Jane McDonald	1	1129	1133	56.65
Queen – A Kind of Magic	1	389	456	22.80
Tony Stockwell	1	378	400	20.00
Grumpy Old Women	1	840	855	42.75
Horrible Histories	5	4103	4376	43.76
The Sound of Music	23	35186	35764	77.75

Peter Pan	38	51301	53416	70.28
The Nutcracker	2	1766	1860	46.50
Youth Musical Spectacular*	1	368	564	28.20
Jimmy Carr	1	1809	1813	90.65
The Likes of Us*	5	1567	2043	20.43
Stomp	8	5127	5353	33.46
Circus of Horrors	1	702	742	37.10
Sally Morgan	1	1468	1496	74.80
Big Time American Wrestling	1	629	679	33.95
Beyond The Barricades	1	1089	1114	55.70
Chuckle Brothers	1	837	891	44.50
Rhod Gilbert	1	1890	1809	94.50
Bootleg Beatles	1	1511	1551	77.55
City Sings*	1	1227	1291	64.55
BRB – Sleeping Beauty	6	5659	5905	49.21
Jimmy Carr	1	1250	1284	64.20
Essence of Ireland	1	660	715	35.75
Ricky Tomlinson	1	722	761	38.05
That'll Be The Day	1	419	438	21.90
Kathleen Davis*	1	493	493	24.65
Caroline Oliver*	1	446	446	22.30
TOTAL	341	309911	322679	

SUSTAINABLE COMMUNITIES SCRUTINY COMMITTEE

WORLD HERITAGE STATUS

LINK TO WORK PROGRAMME:

REPORT OF THE EXECUTIVE DIRECTOR OF CITY SERVICES

STRATEGIC PRIORITIES:

Prosperous City

Learning City

Attractive and Inclusive City

CORPORATE PRIORITIES:

C1O2 Being 'One Council'

C1O4 Improving partnership working to deliver 'One City'

21 SEPTEMBER 2010

1.0 WHY HAS THIS REPORT COME TO COMMITTEE?

- 1.1 The purpose of this report is to update the Sustainable Communities Scrutiny Committee on the progress of this complex project prior to the submission of a World Heritage Status Nomination File to DCMS.

2.0 BACKGROUND

- 2.1 Sunderland City Council is a founder member of the Wearmouth-Jarrow Partnership, which is pursuing World Heritage Status for the twin Anglo Saxon Monastery of Wearmouth-Jarrow.
- 2.2 This is a complex partnership project involving two local authorities, two Church of England parishes, two independent visitor attractions, one principal (and three ancillary) universities, sub-regional and regional bodies, national NDPBs and UK government. Sunderland City Council's role is pivotal, in that it acts as the employer for project staff funded from a variety of sources, but the Council is one stakeholder in the partnership.
- 2.3 The project has been underway in earnest since 2005; following launch of the Partnership in 2002. Work is currently in hand to finalise the text for the Nomination File to be submitted to English Heritage by 1 October 2010. The Department for Culture, Media and Sport (DCMS) is responsible for submitting World Heritage nominations for the UK and is advised by English Heritage and ICOMOS-UK (the International Council on Monuments and Sites (UK) – whose non-UK based inspectors will, ultimately, advise UNESCO on the nomination).

- 2.4 The nomination will be evaluated by UNESCO during 2011-12. A site visit will be scheduled during autumn 2011. A final decision will be made at the World Heritage Committee meeting in summer 2012.
- 2.5 If the Partnership is able to secure inscription, it will bring increased awareness and footfall for the twin-monastery of Wearmouth-Jarrow as a focus for tourism, inward investment, study and regeneration.
- 2.6 The main benefit of securing World Heritage Status would be to join a list of the world's most important sites. Sites with World Heritage Status attract tourism, contributing to the profile and the prosperity of their communities. The boost to the profile of Wearmouth-Jarrow would be considerable.
- 2.7 Although WHS status in the UK does not bring any financial awards from the Government or UNESCO, it can attract indirect funding from other sources such as The Lottery and the private sector. Overall, World Heritage Status provides opportunities for better conservation. In the case of Wearmouth-Jarrow, preparing for nomination has already opened some doors to ensure the site is properly conserved which may otherwise have been less available.

3.0 CURRENT POSITION

3.1 WORLD HERITAGE STATUS

- 3.1.1 The core project effort is in preparing a Nomination File for submission to UNESCO in January 2011. This comprises the Nomination Document – which follows a prescribed format and demonstrates definitively why the Property is worth of inscription as a WHS and establishes its Outstanding Universal Value; the Management Plan – which sets out the way in which the property will be preserved, promoted and monitored; and the supporting documents – which set out the legal, academic, historical and governance frameworks for the management of the Property.
- 3.1.2 Drafting group workshops to progress the documents have been held on 18 June 2010 and 9 August 2010. These were attended by English Heritage, ICOMOS UK and officers of Sunderland City Council and South Tyneside Council. Iterations of the Nomination File were distributed ahead of these meetings for comment. Before the Nomination File is submitted to UNESCO it must be approved by English Heritage and ICOMOS UK. The response from English Heritage and ICOMOS UK at these meetings continues to be very supportive and positive. Both parties have advised that the documentation is progressing according to their requirements.
- 3.1.3 The deadline for submitting final draft typescript, images and design samples to English Heritage is 1 October 2010.

- 3.1.4 The submitted draft will be formally reviewed by English Heritage, which is responsible for recommending the Nomination File to the Secretary of State for Culture, Media and Sport. The anticipated timescale for submission will be for consent to proceed and sign-off by the Secretary of State in December 2010, allowing for final printing and submission of the Nomination File to UNESCO in January 2011.
- 3.1.5 Partners have been requested to generate a contemporary endorsement of the submitted Nomination File to support its consideration by the Secretary of State. A co-ordinated draft cabinet report has been prepared for both partner councils and will be considered in Sunderland and South Tyneside on 6 October 2010. Other partners are making similar provision to record their formal endorsement of the Nomination File.

3.2 2010 WORLD HERITAGE COMMITTEE MEETING

- 3.2.1 The UK's 2009 nomination for the workplace and home of Charles Darwin to be inscribed was deferred by the World Heritage Committee for further in depth assessment, on 1 August, because the nomination relies heavily on the association of Darwin and his work with the Property.
- 3.2.2 By contrast, the role of Bede and his works within the Wearmouth-Jarrow Nomination is not the sole (or major) criterion on which the nomination rests. The Wearmouth-Jarrow Nomination centres on the core, physical attributes of Outstanding Universal Value in the 7th Century monastic fabric and is not compromised by this decision.

3.3 VISITOR IMPROVEMENTS

- 3.3.1 Two projects to improve visitor access to Wearmouth-Jarrow are progressing; funded from the single programme budget with match funding from Sunderland City Council, South Tyneside Council, English Heritage, Bede's World and the University of Sunderland.
- 3.3.2 The first of these covers way-marking and visitor interpretation in and around both churches, Bede's World and the National Glass Centre. Planning, scheduled monument and ecclesiastical permissions are being sought from August. Installation of interpretation panels is expected to begin by December 2010.
- 3.3.3 The second is the development of a new Wearmouth-Jarrow website. The website infrastructure has been designed and built. Currently the designers are engaging with partners to ensure that all aspects of the Wearmouth-Jarrow story are incorporated into the user managed portions of the website and work effectively with the interactive audio-visual content. User acceptance testing has proceeded during August. The website will go live in September.

3.4 PLANNING

- 3.4.1 The consultation period for the St Peter's and Bonnersfield Supplementary Planning Document (SPD) has now ended. Substantive responses from St Peter's parish and English Heritage, amongst others, have been submitted.
- 3.4.2 From the perspective of the Wearmouth-Jarrow project, there are some presentational improvements which are required to reflect the language developed in the Nomination File, which has been taken forwards in parallel. This is important because, in WHS terms, the key function of the SPD is to demonstrate that the attributes of Outstanding Universal Value – on which the twin monastery will be inscribed as a WHS – are protected.
- 3.4.3 Work has progressed satisfactorily between the City Council, its advisors and English Heritage to consolidate a unified views analysis of the St Peter's monastic site to underpin the SPD, WHS Management Plan and WHS Conservation Plan; which have hitherto been developed in parallel.
- 3.4.4 Following the consultation period on the SPD, redrafting is now taking place to demonstrate full alignment between the SPD and the W-J Management Plan and to address the planning issues raised.

3.5 ARCHAEOLOGY

- 3.5.1 The St. Peter's campus of the University falls within the buffer zone to the Wearmouth monastic site. A borehole survey is envisaged, which would establish whether there is an identifiable Anglo Saxon surface layer within the buffer zone to the south of St Peter's. The prospect of additional data on the possible distribution of archaeological remains within the buffer zone to the nominated site around St Peter's church has been identified as potentially useful reinforcement to the WHS Nomination File.

3.6 RESIDUAL RISKS

- 3.6.1 The Nomination relies on presenting a comprehensive vision of the partnership, governance, regulatory and enabling frameworks which underpin the management of the nominated Property. All these elements are subject to a period of significant change in response to changing policy from the UK government and (in particular) the impending autumn spending review. These changes will be kept under review by the Wearmouth-Jarrow Partnership and appropriate action will be taken if required.

3.7 CONCLUSION

- 3.7.1 The development of the Nomination File and the acceptability of its content to English Heritage, ICOMOS-UK and (hence) DCMS is on target.
- 3.7.2 The Single Programme funded visitor improvements will be delivered and are on schedule.
- 3.7.3 Identified project risks and issues are being actively managed.

4.0 RECOMMENDATIONS

- 4.1 The Sustainable Communities Scrutiny Committee is requested to note:
 - a) the contents of this report for information,
 - b) that a report will be presented to Cabinet in October, to formally endorse the Nomination file.

SUSTAINABLE COMMUNITIES SCRUTINY COMMITTEE

FORWARD PLAN – KEY DECISIONS FOR THE PERIOD 1 SEPTEMBER – 31 DECEMBER 2010

REPORT OF THE CHIEF EXECUTIVE

21 September 2010

1. Purpose of the Report

- 1.1 To provide Members with an opportunity to consider those items on the Executive's Forward Plan for the period 1 September – 31 December 2010.

2. Background Information

- 2.1 Holding the Executive to account is one of the main functions of Scrutiny. One of the ways that this can be achieved is by considering the forthcoming decisions of the Executive (as outlined in the Forward Plan) and deciding whether Scrutiny can add value in advance of the decision being made. This does not negate Non-Executive Members ability to call-in a decision after it has been made.
- 2.3 To this end, it has been agreed that, on a pilot basis, the most recent version of the Executive's Forward Plan should be included on the agenda of each of the Council's Scrutiny Committees. The Forward Plan for the period 1 September – 31 December 2010 is attached marked **Appendix 1**.

3. Current Position

- 3.1 Following member's comments on the suitability of the Forward Plan being presented in its entirety to each committee it should be noted that only issues relating to the specific remit of the Sustainable Communities Scrutiny Committee are presented for information and comment. Due to agenda and publication deadlines a revised copy of this information will be circulated at the meeting reflecting any amendments.
- 3.2 For members information the remit of the Sustainable Communities Scrutiny Committee is as follows:-
- Major Projects; Sustainability Overview; Creating Inclusive Communities Overview; Housing overview; Housing Strategy; Private Housing; Housing Associations; Culture overview; Art Development; Museums; and Heritage.
- 3.3 In the event of Members having any queries that cannot be dealt with directly in the meeting, a response will be sought from the relevant Directorate.

4. Recommendations

4.1 To consider the Executive's Forward Plan for the period 1 September– 31 December 2010.

5. Background Papers
None

Contact Officer : James Diamond 0191 561 1396
james.diamond@sunderland.gov.uk

**Forward Plan –
Key Decisions
for the period
01/Sep/2010 to
31/Dec/2010**



**R.C. Rayner,
Chief Solicitor,
Sunderland City Council.**

13 August 2010

Forward Plan: Key Decisions for the next four months - 01/Sep/2010 to 31/Dec/2010

No.	Description of Decision	Decision Taker	Anticipated Date of Decision	Principal Consultees	Means of Consultation	When and how to make representations and be appropriate Scrutiny Committee	Documents to be considered	Contact Officer	Tel No
01090	To approve submission document & sustainability appraisal for development in the Hetton Downs area to form part of the Council's Local Development Framework.	Cabinet	08/Sep/2010	Local residents, stakeholders, service providers, community reference group, Members	Meetings, briefings, letters, email, public exhibition, sunderland.gov.uk	Via the contact officer by 20 August 2010 - Environment and Attractive City Scrutiny Committee	Cabinet report, report on preferred option consultation responses, submission document for Hetton Downs Area Action Plan, formal sustainability report.	Keith Lowes	5611564
01379	To approve a capital equipment grant to Company B to support economic development and job creation	Cabinet	08/Sep/2010	Portfolio holder	Correspondence	Via the contact officer by 20 August 2010 - Prosperity and Economic Development Scrutiny Committee	Cabinet Report	Janet Snaith	5611166
01360	To agree the transfer of responsibility for 16-19 funding from the Learning Skills Council to the Local Authority in April 2010	Cabinet	08/Sep/2010	LA in sub regional group, 14-19 Partnership	Meetings and distribution of draft reports for comment	Via the contact officer by 20 August 2010 - Children, Young People and Learning	ASCL Act, November 2009, REACT Briefing notes	Lynda Brown	5611410

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01412	To approve the procurement of specialist vehicles to be used in the waste and cleaning service.	Cabinet	08/Sep/2010	Corporate Procurement; Director of Financial Services; Chief Solicitor; Member with Portfolio for Attractive and Inclusive City	Report; Briefings	Via the contact officer by 20 August 2010 - Environment and Attractive City Scrutiny Committee	Report	Les Clark, Head of Street Scene	5614540
01441	To agree to the acquisition of properties at High Street West and Crowtree Road, Sunderland.	Cabinet	08/Sep/2010	Chief Solicitor and Director of Financial Resources	Email and report	Via the contact officer by 20 August 2010 - Management Scrutiny.	Cabinet report	Nick Wood	5612631
01442	Agree to tender for the procurement of repairs and maintenance of public buildings from a range of third party contractors.	Cabinet	08/Sep/2010	Executive Director of City Services, Head of Land and Property	Face to face meetings	Via the Contact Officer by 20 August 2010 - Management Scrutiny Committee	Report	Paul Davies	5642825

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01443	To approve a scheme for the structural maintenance of Penshaw Bridge.	Cabinet	08/Sep/2010	Director of Financial Resources; Member with Portfolio for Attractive and Inclusive City	Report; Briefings	Via the contact officer by 20 August 2010 - Environment and Attractive City Scrutiny	Report	Ed Wallage	5611277
01439	To recommend Council to approve the Youth Justice Plan 2010-2011 prior to submission to the Youth Justice Board	Cabinet	08/Sep/2010	Youth Offending Service Board, CYPL Scrutiny Committee, Children's Trust	Meetings	Via the contact officer by 20 August 2010 - Children, Young People and Learning Scrutiny Committee	YJB Guidance, Sunderland Strategy, CIP	Kelly Davison-Pullan	5663048
01440	To consider the appointment of the preferred bidder for the PFI supported, long-term Strategic Waste Solution; and to proceed to financial close.	Cabinet	08/Sep/2010	Member with Portfolio for Sustainable Communities; Chief Solicitor; Director of Financial Resources; Gateshead MBC; South Tyneside MBC	Report; Briefings; Meetings	Via the contact officer by 20 August 2010 - Environmental and Attractive City Scrutiny Committee	Report	Peter High, Project Director Strategic Waste	5614550

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01444	To approve a variation order for the Carriageway Reconstruction and Resurfacing Contract	Cabinet	08/Sep/2010	Corporate Procurement; Director of Financial Resources; Chief Solicitor	Report; Briefings	Via the contact officer by 20 August 2010 - Environment and Attractive City Scrutiny Committee	Report	Graham Carr	5611298
01431	To consider and approve the draft Seaburn Masterplan Supplementary Planning Document for the purposes of consultation.	Cabinet	06/Oct/2010	Local residents, stakeholders and statutory consultees	Website, public exhibitions and letters.	Via the Contact Officer by 20 September 2010 - Environment and Attractive City Scrutiny Committee.	Draft Seaburn Masterplan report and draft sustainability appraisal and appropriate assessment	Ben Winter	5612549
01433	To approve the Housing and Neighbourhood Renewal Enforcement Policy	Cabinet	06/Oct/2010	Cabinet, Service Users, Ward Members and Portfolio holders	Briefings / meetings	Via the contact Officer by 20 September 2010 - Sustainable Communities Scrutiny committee	Report	Alan Caddick	5662690

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No.	Description of Decision	Decision Taker	Anticipated Date of Decision	Principal Consultees	Means of Consultation	When and how to make representations and be appropriate Scrutiny Committee	Documents to be considered	Contact Officer	Tel No
01417	To consider any key decisions arising from the Capital Programme and Treasury Management Second Quarterly Review 2010/2011	Cabinet	06/Oct/2010	Directors and third parties affected by the virement proposals	Report will be made available on the Intranet and e-mailed to Directors	Via the contact officer by 20 September 2010 - Management Scrutiny Committee	None	Sonia Tognarelli	5611851
01426	To agree Moving from Contracting to Personalised Budgets (Day Care Services - OP)	Cabinet	06/Oct/2010	Cabinet Service Users and Carer Groups, Portfolio Holder, Adult Services Staff, Health Partners	Briefings and/or meetings with interested parties	Via the Contact Officer by 20 September 2010 - Health & Wellbeing Scrutiny Committee	Full Report	John Fisher	5661876
01428	To consider the Review of Job Linkage, including the options for the ongoing provision of a Council-led Employability Service. To agree the preferred option.	Cabinet	06/Oct/2010	Council officers, LSP partners and relevant stakeholders, delivery providers, service users.	Meetings, briefings, emails	Via contact officer by 20September 2010 - Prosperity and Economic Development Scrutiny Committee.	Cabinet report and Review of Job Linkage	Karen Alexander	5611339

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No.	Description of Decision	Decision Taker	Anticipated Date of Decision	Principal Consultees	Means of Consultation	When and how to make representations and be appropriate Scrutiny Committee	Documents to be considered	Contact Officer	Tel No
01430	To formally endorse the Wearmouth-Jarrow World Heritage Site Nomination file prior to presentation to the Secretary of State (DCMS)	Cabinet	06/Oct/2010	Portfolio Holder Safer City	Report to Portfolio Holder/EMT	Via the contact officer by 20 September 2010 Environment and Attractive City Scrutiny Committee	Submission Draft Nomination File	Michael King	5618474
01437	To agree the Sunderland Local Investment Plan	Cabinet	06/Oct/2010	Cabinet, Service Users and Ward Members, Portfolio Holders	Briefings and/or meetings with interested parties	Via the contact officer by 20 September 2010 - Sustainable Communities Scrutiny Committee.	Full Report	Alan Caddick	5662690
01416	To consider any key decisions arising from the Revenue Budget Second Quarterly Review 2010/2011	Cabinet	06/Oct/2010	Directors and third parties affected by the virement proposals	Report will be made available on the Intranet and e-mailed to Directors	Via contact officer by 20 September 2010 - Management Scrutiny Committee	None	Sonia Tognarelli	5611851

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01403	To consider the outcome of Public Consultation (March - June 2010) in relation to the Accessible Bus Network Design Project	Cabinet	06/Oct/2010	Portfolio Holder for Attractive and Inclusive City; Nexus; Chief Solicitor; Director of Financial Resources	Briefings; Meetings; e-mails	Via the contact officer by 20 September 2010 - Environmental and Attractive City Scrutiny Committee	Cabinet Report	Bob Donaldson	5611517
01423	To agree Neighbourhood Renewal Block Improvements in Hetton Downs	Cabinet	06/Oct/2010	Housing Portfolio Holder, Ward Members, Residents and Owners of Property	Briefings and/or meetings with interested parties	Via the contact officer by 20 September 2010 - Sustainable Communities Scrutiny Committee	Full Report	Alan Caddick	5662690
01424	To agree the Review of the Sunderland Private Landlords Self Accreditation Scheme	Cabinet	06/Oct/2010	Housing Portfolio Holder, Ward Members, Residents and Owners of property	Briefings and/or meetings with interested parties	Via the contact officer by 20 September 2010 - Sustainable Communities Scrutiny Committee	Full Report	Alan Caddick	5662690

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No.	Description of Decision	Decision Taker	Anticipated Date of Decision	Principal Consultees	Means of Consultation	When and how to make representations and be appropriate Scrutiny Committee	Documents to be considered	Contact Officer	Tel No
01418	To approve the Sustainable Modes of Transport Strategy (SMOTS) for travel to schools.	Cabinet	06/Oct/2010	Portfolio Holders; Children's Services; Nexus; Scrutiny Committee	Workshops; Briefings; Report	Via the contact officer 20 September 2010 - Attractive and Inclusive Children, Young People and Learning Scrutiny Committee	Report	Andrew Jackman	5611569
01434	To review to Council's Licensing Policy Statement	Cabinet	03/Nov/2010	Scrutiny Committee; Northumbria Police; Tyne and Wear Fire & Rescue Service; Local Businesses & Residents; Reps of the Licensing Trade and Members Clubs	Written requests to principal consultees; internet	Via the contact officer by 20 October 2010 - Community and Safer City Scrutiny Committee	Report	Tom Terrett	5611715
01445	To agree Enabling Independence through Housing Related Support - To approve the commissioning of Housing Related Services from April 2011	Cabinet	03/Nov/2010	Cabinet, Service Users, Ward Members and Portfolio holders	Briefings/ Meetings	Via the contact officer by 20 October 2010 - Sustainable Communities Scrutiny Committee	Report	Alan Caddick	5662690

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No.	Description of Decision	Decision Taker	Anticipated Date of Decision	Principal Consultees	Means of Consultation	When and how to make representations and appropriate Scrutiny Committee	Documents to be considered	Contact Officer	Tel No
01400	To agree the Access to Housing Project - Allocations Policy	Cabinet	03/Nov/2010	Cabinet, Service Users and Carer Groups, Portfolio Holder, Adult Services Staff and Partners	Briefings and/or meetings with interested parties	Via the contact officer by 20 October 2010 - Sustainable Communities Scrutiny Committee	Full Report	Alan Caddick	5662690
01438	To agree the Contributions Policy	Cabinet	03/Nov/2010	Cabinet, Service Users and Ward Members, Portfolio Holders	Briefings and/or meetings with interested parties	Via the Contact Officer by 20 October 2010 - Health and Wellbeing Scrutiny Committee	Report	Neil Revely	5661880
01436	To agree for the Council to assist with and facilitate the transfer of NTW's learning disability homes to a Registered Social Landlord.	Cabinet	03/Nov/2010	Cabinet, Service Users and Carer Groups, Portfolio Holder, Adult Services Staff, Health Partners	Briefings and/or meetings with interested parties.	Via the Contact Officer by 20 October 2010 - Health and Wellbeing Scrutiny Committee	Full Report	John Fisher	5661876

WORK PROGRAMME 2010-11

REPORT OF THE CHIEF EXECUTIVE

Strategic Priorities: SP1 Prosperous City, SP5 Attractive City

Corporate Priorities: CIO1: Delivering Customer Focused Services, CIO4: Improving partnership working to deliver 'One City'.

1. Purpose of the report

- 1.1 The report attaches, for Members' information, the current work programme for the Committee's work during the 2010-11 Council year.
- 1.2 The work of the Committee in delivering its work programme will support the Council in achieving its Strategic Priorities of Safer City, support delivery of the related themes of the Local Area Agreement, and, through monitoring the performance of the Council's services, help the Council achieve its Corporate Improvement Objectives CIO1 (delivering customer focussed services) and C104 (improving partnership working to deliver 'One City').

2. Background

- 2.1 The work programme is a working document which the Committee can develop throughout the year. The work programme allows Members and officers to maintain an overview of work planned and undertaken during the Council year.

3. Current position

- 3.1 The work programme reflects discussions that have taken place at the 8 June 2010 Scrutiny Committee meeting. The current work programme is attached as an appendix to this report.

4. Conclusion

- 4.1 The work programme developed from the meeting will form a flexible mechanism for managing the work of the Committee in 2010-11.

5 Recommendation

- 5.1 That Members note the information contained in the work programme and consider the inclusion of proposals for the Committee into the work programme.

Contact Officer: james diamond, Scrutiny Officer
0191 561 1396, james.diamond@sunderland.gov.uk

	JUNE 15.06.10	JULY (REARRANGED) 13.07.10	SEPTEMBER 21.09.10	OCTOBER 19.10.10	NOVEMBER 16.11.10	DECEMBER 14.12.10	JANUARY 18.01.11	FEBRUARY 15.02.11	MARCH 15.03.11	APRIL 12.04.11
Cabinet referrals and responses			Progress on Policy Review - Access to Housing (Cllr Truman/Alan Caddick)	Progress on Policy Review – Local Studies (Cllr D Wilson/Jane Hall)						
Policy Review	Proposals for policy review (Scrutiny Officer)	Scope of review (Scrutiny Officer)	Scope and approach to review (Scrutiny Officer)	Progress on Review (Scrutiny Officer)	Progress on Review (Scrutiny Officer)	Progress on Review (Scrutiny Officer)	Progress on Review (Scrutiny Officer)	Progress on Review (Scrutiny Officer)	Draft report (Scrutiny Officer)	Final Report (Scrutiny Officer)
Performance			Performance & VFM Assessment (Gillian Robinson)				Performance Framework Q2 including Progress on policy reviews			Performance Framework Q3 including progress on policy reviews
Scrutiny	Work Programme 2010/11 (Review Coord) Forward Plan	Economic Masterplan (Janet Johnson) Work Programme 2010/11 (Review Coord) Forward Plan	Empire Theatre Annual Report (Jane Hall) World Heritage Bid Update (Michael King) Extra Care Accommodation Management Guide (Alan Caddick) Work Programme 2010/11 (Review Coord) Forward Plan	Economic Viability of Affordable Housing Requirements Planning and Urban Games Strategy (Richard Lowes) Affordable Warmth Strategy (Alan Caddick) Sunderland Private Landlord Self Accreditation (Alan Caddick) Neighbourhood Renewal – Hetton Downs (Alan Caddick) Housing and Neighbourhood Renewal Enforcement Policy (Alan Caddick)	Sunderland Volunteering Strategy (Sarah Gray) Access to Housing Project (Alan Caddick) Sunderland Local Investment Plan (Alan Caddick) Work Programme 2010/11 (Review Coord) Forward Plan	Weather and Risk Management Strategy (Neil Cole) Work Programme 2010/11 (Review Coord) Forward Plan	Work Programme 2010/11 (Review Coord) Forward Plan	Annual Sport and Leisure Report (RL) Work Programme 2010/11 (Review Coord) Forward Plan	Work Programme 2010/11 (Review Coord) Forward Plan	Annual Report (Review Coord) Work Programme 2010/11 (Review Coord) Forward Plan

Scrutiny				Work Programme 2010/11 (Review Coord)						
CCFA/ Members items/Peti tions				Forward Plan						