

NOTICE OF MEETING

East Pallant House East Pallant Chichester West Sussex PO19 1TY

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MEETING	OVERVIEW AND SCRUTINY COMMITTEE
DATE/TIME	Thursday 6 March 2014 at 10:00
VENUE	Committee Room One East Pallant House East Pallant Chichester West Sussex PO19 1TY
	Lisa Higenbottam – Member Services Assistant Direct line: 01243 534684 E-mail: lhigenbottam@chichester.gov.uk

Tuesday 25 February 2014

PAUL E OVER
Executive Director of Support
Services and the Economy

AGENDA

*There will be a pre-meeting briefing at 09:30 on the day of this meeting
for the members of the Overview and Scrutiny Committee*

This agenda should be retained for future reference with the minutes of this meeting

The venue for this meeting is on the lower ground floor of East Pallant House

PART I

1 **Chairman's Announcements**

Any apologies for absence that have been received will be noted at this point.

2 **Approval of Minutes** (pages 1 to 13)

The Overview and Scrutiny Committee is requested to approve the minutes of its meeting on Thursday 7 November 2013.

3 **Urgent Items**

The chairman will announce any urgent items that due to special circumstances are to be dealt with under agenda item 12 (b).

4 **Declarations of Interests**

These are to be made by members of the Overview and Scrutiny Committee or other Chichester District Council members present in respect of matters on the agenda for this meeting.

5 **Public Question Time**

The procedure for submitting public questions in writing by no later than 12:00 on Wednesday 5 March 2014 is available upon request to Member Services (the contact details for which appear on the front page of this agenda).

6 **Impact of Welfare Reforms** [Mrs Chris Dring (Benefits Manager), Mrs M Grele, (Housing Interventions Manager), Mrs J Kondabeka (Thrussel Trust), Mrs C Groves and Mr R Fowler (Arun & Chichester Citizens Advice Bureau (CAB))] (pages 14 to 18)

The Overview and Scrutiny Committee is requested to consider the impact of welfare reforms on residents in the district and to raise any concerns for further action.

7 **Review of Healthier Chichester Partnership** [Ms E Thomas (Health Development Manager)] (pages 19 to 23)

The Overview & Scrutiny Committee is requested to consider the proposals arising from the review of the Healthier Chichester Partnership and to raise any concerns or comments for further action.

8 **Targeted Support and Think Family Projects** [Mr S Hansford (Assistant Director Communities)] (pages 24 to 37)

The Overview and Scrutiny Committee is invited to note the work undertaken to date in the targeted support for families and communities, to consider and comment on the next steps and to endorse the intended action plan for the neighbourhood work in Chichester.

9 **Chichester Festival Theatre/Pallant House Gallery Task and Finish Group** [Mrs B Jones (Principal Scrutiny Officer)]

The Overview and Scrutiny Committee is requested to reconvene the Chichester Festival Theatre/Pallant House Gallery Task & Finish Group to carry out a review of performance against their Service Level Agreements (SLAs) for 2013/14 and to develop their 2014/15 SLAs.

The Overview and Scrutiny Committee is requested to review and agree the current membership of the group – Mrs C Apel (Chairman), Mr G Hicks, Mr R Hayes, Mr N Thomas and Mr T French.

The Task and Finish Group will report back to the Overview & Scrutiny Committee meeting of 8 April 2014.

10 **Overview and Scrutiny Work Programme** [Mrs B Jones (Principal Scrutiny Officer)]

Budget TFG

The Budget Task & Finish Group met in December 2013 and members of the group reported back their findings to the Corporate Governance & Audit Committee on 23 January 2014.

Timing of the Committee

Members are requested to reconsider the start time of this committee in advance of the new municipal year.

Members Scrutiny Seminar

Mrs N Graves will report back from a seminar she attended on Friday 28 February 2014 entitled Maximising the impact of Overview & Scrutiny Member Development Day at Westminster City Council) to share learning from this seminar and to highlight any areas for improvement in the way the Council works.

11 **Feedback from West Sussex County Council Select Committees**

The Overview and Scrutiny Committee is asked to consider whether this practice should be discontinued or whether it should continue in a different form.

Currently Chichester District Council members who have been assigned to West Sussex County Council select committees are requested to provide a précis on any meetings which they have attended and to give a report to the next Overview & Scrutiny Committee meeting. Members are able to view these précises on the Members' Bulletin Board.

The following meetings have taken place since the last Committee meeting:

(a) Children and Young People's Services Select Committee – Wednesday 27 November 2013 and Thursday 16 January 2014

(b) Health and Adult Social Care Select Committee – Friday 22 November 2013 and Tuesday 14 January 2014

(c) Environmental and Community Services Select Committee – Wednesday 20 November 2013 and Wednesday 15 January 2014

12 **Late Items**

(a) Items added to the agenda papers and made available for public inspection

(b) Items that the chairman has agreed should be taken as a matter of urgency by reason of special circumstances to be reported at the meeting

PART II

[Items for which the press and public are likely to be excluded]

The public and press may be excluded from the meeting during any item of business whenever it is likely that there would be disclosure of 'exempt information' as defined in section 100 I of and Schedule 12A to the Local Government Act 1972

NONE

NOTES

With the aim of reducing paper consumption, certain restrictions have been introduced on the distribution of paper copies of longer appendices to reports where those appendices are circulated separately from the agenda:

- (1) **Members of the Overview and Scrutiny Committee, the Cabinet and Senior Members** They receive paper copies of the separate appendices with their copy of the agenda
- (2) **Other Members of the Council** The appendices may be viewed via the Members Desktop and a paper copy will also be available for inspection in the Members Room at East Pallant House
- (3) **The Public and Press** The appendices relating to reports listed under Part I of the agenda which are not included with their copy of the agenda can be viewed as follows:
 - (a) on the Council's website at www.chichester.gov.uk select **Committee papers** from the **Quick links** menu in the bottom right-hand corner of the home page and on the **Committee papers** page that appears next select the link to **Overview and Scrutiny Committee – 6 March 2014** from the list of **current committee papers**
 - (b) at the main reception desk at East Pallant House Chichester or at the Council's Area Offices at Midhurst and Selsey
 - (c) by contacting Lisa Higenbottam (Member Services Assistant) on 01243 534684 or lhigenbottam@chichester.gov.uk

MEMBERS

Mrs C M M Apel (Chairman)
Mr R J Hayes (Vice-Chairman)

Mr A D Chaplin	Mr H C Potter
Mrs P Dignum	Mr F Robertson
Mrs N Graves	Mrs J A E Tassell
Mrs E Hamilton	Mr N R D Thomas
Mr G H Hicks	Mrs B A Tinson
Mr S Lloyd-Williams	Mr M Woolley
Mr G V McAra	

Minutes of a meeting of the **Overview and Scrutiny Committee** held in Committee Room 1 East Pallant House Chichester West Sussex on Thursday 7 November 2013 at 10:00

Members (15)

Mrs C M M Apel (Chairman)
Mr R J Hayes (Vice-Chairman)

Mr A D Chaplin	Mr G V McAra
Mrs P Dignum	Mr F Robertson
Mrs N Graves	Mr N R D Thomas
Mrs E Hamilton	Mrs B A Tinson
Mr G H Hicks	Mrs J A E Tassell
Mr S Lloyd-Williams	Mr M Woolley

were present (14)

Overview and Scrutiny Members Absent

Mr H C Potter

Chichester District Council Members Present as Observers or Contributors

Mr J Connor
Mr M A Cullen
Mrs E Lintill
Mr S J Oakley
Mrs C Purnell

Officers Present for All Agenda Items

Mrs L Gallacher – Member Services Assistant
Mrs B Jones – Principal Scrutiny Officer
Mr S Kane – Commissioning Manager

Outside Representatives Present for Specific Agenda Items

Agenda Item 6 – Review of Community Safety Partnership

Mr L Jackson – Anti Social Behaviour Officer for Hyde Martlet Chichester
Ms E King – West Sussex Strategic Community Safety Partnership Coordinator
Chief Inspector Tanya Jones – Sussex Police

Agenda Item 8 – Voluntary and Community Services Task & Finish Group

Ms C de Bathe – Trust Director, Chichester Community Development Trust

157 Chairman’s Announcements

Mrs Apel welcomed everyone to the meeting. There were no specific announcements.

Apologies for absence had been received from Mr Potter.

158 Approval of Minutes

Mrs Apel updated the committee on the outcomes of the resolutions and recommendations made at the meeting on 5 September 2013. The committee had resolved to set up a Task and Finish Group to carry out a review of Visit Chichester/Tourism. Officers had produced a scoping document which was included on the agenda for the committee to approve. The resolution to review the Internal Lettings Agency in one year had been added to the Work Programme and the recommendation to the Cabinet that the Internal Lettings Agency be continued subject to a further review in 2015, was approved at their meeting on 8 October 2013.

RESOLVED

That the minutes of the Overview and Scrutiny Committee’s meeting on Thursday 5 September 2013 are approved as a correct record.

Accordingly, Mrs Apel signed and dated the official version of the minutes.

159 Urgent Items

There were no urgent items to be considered at this meeting.

160 Declarations of Interest

There were no declarations of interests made at this meeting.

161 Public Question Time

No public questions had been submitted for this meeting.

162 Review of the Community Safety Partnership

PART ONE – BACKGROUND

Mr Hansford (Assistant Director Communities) introduced the report (copy attached to the official minutes) and gave a brief background to the Community Safety Partnership (CSP). He explained that local authorities had a duty under Section 17 of the Crime and Disorder Act 1998 to consider the effect of its functions on, and to do all that it reasonably could to prevent, crime and disorder in its area. Previously the CSP was reviewed by the Crime Standing Panel, but since its demise this was now to be reviewed by the main committee. The Chichester District CSP met quarterly and comprised a number of responsible authorities in the district. Other organisations such as Neighbourhood Watch, Residential Social Landlords and the Magistrates Courts were also invited to attend meetings. The Joint Action Group (JAG) was the driving force of the CSP which met monthly and reviewed what was happening on the ground by

maintaining communication and consultation and responding to emerging priorities to support the Partnership Plan.

The following questions and points of clarification were raised by the committee following this section:

- In response to a question from Mr Chaplin, regarding whether there was a loosening of the rules applied to anti-social behaviour (ASB) relating to a vulnerable person, Mr Hansford advised that the same laws and policies were applicable. He agreed however, that finding a solution in this situation was difficult and each case was dealt with sensitively to ensure that the duty of care was upheld.

PART TWO – STRATEGIC CONTEXT AND WEST SUSSEX STRATEGIC COMMUNITY SAFETY PARTNERSHIP

Ms King (West Sussex Strategic Community Safety Partnership Coordinator, WSSC) addressed the committee and circulated a hand out with diagrams of the structure of the West Sussex Strategic Community Safety Partnership (WSSCSP) (copy attached to the official minutes).

She explained that the WSSCSP was a statutory body that brought together the six CSPs within the West Sussex area, along with other key agencies, to provide a coordinated approach to reducing crime and ASB. The diagram on the first page of the hand out showed the varying levels of priorities of the WSSCSP. The dark blue outer circle showed the priorities of the Police and Crime Commissioner (PCC), the middle circle gave the broad areas of focus of the WSSCSP, and the small circle gave the current five areas where activity was focussed. She explained that the landscape was changing after the election of the PCC. An example of this was that the Ministry of Justice was no longer funding the Victims Support Service and this was now the responsibility of the PCC. Ms King explained the diagram on page three of the hand out showing the new governance model in place. The first Executive Board would shortly take place with the aim to understand the local differences and gave the opportunity to ensure joined up thinking. This would be attended by representatives of the individual CSPs and Mr Hansford would attend as the Council's representative. There were also meetings of the portfolio holders and an officer performance group.

The following questions and points of clarification were raised by the committee following this section:

- In the *Change in Crime by Ward 2011 to 2012* table on page 20 of the report, Plaistow Ward included the parish of Loxwood. The figure in the table had however been skewed due to a domestic violence case. Sussex Police had active links with Surrey and East Hants Police forces to monitor crime across the county borders.

PART THREE – THE COMMUNITY SAFETY PARTNERSHIP AND POLICE AND CRIME PANEL RELATIONSHIP

Mrs Lintill addressed the committee as the Chairman of the CSP and representative on the Sussex Police and Crime Panel (PCP). She explained that the PCP was a formally constituted joint committee of all the local authorities in the police force area. Mrs Lintill was the appointed representative for Chichester District Council with Mr Dignum as the substitute. The PCP met quarterly and the meetings were available to view by webcast. The purpose of the PCP was to hold the PCC to account and it had extensive terms of reference in place. She listed some of the powers of the PCC which included holding public confirmation meetings on the appointment of the Chief Constable, to review and

put questions to the PCC at public meetings and make reports and recommendations on the commissioner's annual report. The PCC scrutinised the work of the CSPs to ensure that they were effective and provided value for money.

PART FOUR – STRATEGIC TO OPERATIONAL

Mr Hansford and Mrs Bushby (Community Interventions Manager) addressed the committee. Mrs Bushby advised that the district had a low level of crime compared to the county as a whole, however there were areas where crime was a concern. Trends of crime varied over time, with offenders often targeting multiple areas of the district. Reducing acquisitive crime was a key priority as the increase in burglaries was a trend across West Sussex. The responses from the CSP consultation questionnaire would be analysed and the information used to review the areas of work of the CSP. There had been significant reductions in the CSP budget and a permanent member of staff had been lost, therefore officers had tried to remain pragmatic about the priorities whilst the long term funding situation was uncertain.

The following questions and points of clarification were raised by the committee following this section:

- With regard to CSP funding currently being allocated on a population formula and whether this would increase as the population increased, Mr Hansford advised that WSCC were responsible for distributing funding to CSPs. The PCC had advised that the funding for CSPs this year would be honoured on the same basis as last year's funding. However, it was uncertain what the funding would be based on next year.
- The Think Family project listed within priority two of the CSP was linked to the Government's Troubled Families project. The Council was required to help 15 families a quarter. The neighbourhood element of the project focussed on anti-social behaviour, worklessness and truancy in Chichester East, Chichester South, Tangmere and Selsey.
- Chichester South was the ward with the highest number of crime and this was due to the shops and night time economy in the city centre. The CSP funding was grossed for the area, but targeted according to demand.
- The JAG prioritised issues on resources and on the level of concern. Truancy was being addressed through the Local Strategic Partnership (LSP) and use of illegal substances was not being considered specifically, but would be reviewed as part of a bigger project. Officers liaised closely with the community wardens who had a good understanding of the issues within the community.

PART FIVE – WORKING WITH PARTNERS ON COMMUNITY SAFETY ISSUES

Mr Jackson (Anti-Social Behaviour Officer, Hyde Martlet) addressed the committee and circulated a hand out with diagrams on how Hyde Martlet worked in partnership on community safety issues. He also circulated two leaflets from Hyde Plus on the services that they provide (copies attached to the official minutes).

He explained that as the largest housing provider in the district, Hyde Martlet worked very closely with partner organisations. Mr Jackson had daily contact with Sussex Police and housing officers were in regular contact with community wardens and Police Community Support Officers (PCSO's). Hyde Martlet had representatives on the multi-agency partnership meetings across the district and worked closely with social services. Housing officers were able to refer their tenants to the Food Bank and issue vouchers.

The Regeneration Co-ordinator, Ms Sandy Parkinson, worked closely with the Council promoting sports in the community for children. She also worked with other housing associations to joint fund free play sessions for children under five. She also worked on community projects and clean-ups to improve the area and facilities. There was a small team within Hyde Plus that offered money and debt advice to tenants and 203 tenants had been assisted by the end of quarter two.

He explained that Hyde Plus also employed an Employment and Enterprise Advisor who had helped a number of residents to secure either employment, apprenticeships, work placements or with starting their own business. A Tenancy Sustainment Officer was employed to support perpetrators in ASB cases where they had mental health issues. Monthly support meetings were held for the support workers network with over 100 individual members of organisations and partner agencies who met to exchange views, share best practice and discuss new initiatives and legislation.

Mr Jackson and officers responded to members' questions and requests for clarification on points of detail. Among the matters covered were:

- Mrs Dignum reported that as a member for Chichester South she had seen the benefits of the work carried out by Hyde Plus, in particular at the Whyke Estate. She asked whether records were kept on the location of crimes compared to the location of residence of the perpetrator. Mr Hansford advised that the Council records did not track individual perpetrators, but did record crime trends.
- Concerns were raised regarding the impact of the reduction in youth services from WSCC and officers advised they were trying to limit the impact of this by working closely with community wardens and parishes. There were currently no community wardens based in Southbourne.
- Hyde Martlet managed 8,250 properties in West Sussex. Their office had a financial inclusion desk available to tenants with financial concerns. Staff advised tenants against taking out a payday loan and advised of the other options available for financial support.
- With regard to unauthorised encampments, there had been previous encampments of Irish travellers in the district, but it was unclear whether travellers from eastern European countries would attempt to move into the district. Support was given to parish councils to manage incursions.
- Housing officers at the Council were responsible for putting tenants forward for properties who vetted them beforehand to ensure that they would be suitable tenants for the particular property.

PART SIX – SUSSEX POLICE PRESENTATION

The committee received a PowerPoint presentation on *Policing Chichester District* (copy attached to the official minutes), during which members received answers to a series of written questions they had submitted in advance of this meeting and were able to ask additional questions.

The presentation was given by Chief Inspector Tanya Jones of Sussex Police. Mr Hansford was also present.

Chief Inspector Jones was the District Commander for Chichester and had been in post since January 2013. She explained that during 1 April to 4 November 2013 the total crime figure for Chichester had reduced from the previous year which was pleasing.

She summarised the detailed replies (displayed by slides shown on the screen) to the following questions that members had submitted in advance and also responded to further questions asked by members on points of detail.

- *We are aware that Sussex Police has to make significant budgetary savings by 2015- how are these being made?*
- *What is the effect on front line policing in Chichester District of the savings that Sussex Police has had to make?*
- *Do you see opportunities for community warden and PCSO roles working even more closely together?*
- *What impact has the introduction of the Police and Crime Commissioner had on local policing?*
- *How effective do you think the Neighbourhood Management Panels (NMP) have been? Could they be improved?*

In reply to a member's question she said that the NMP's that were currently working well would not be changed; it was only those that were not working as effectively as they could that would be reviewed. If members had any feedback on NMPs she advised she would be pleased to receive this.

- *How effective do you think CCTV is in the district?*
- *Does the Community Safety Partnership play an effective role in supporting police efforts to reduce crime?*
- *What is the progress on the proposed police office to be sited at the new community centre in Midhurst and the level of staffing there?*

In reply to a member's question she advised that staff would not move into the new police station at Midhurst until the building was completed and facilities were in place. A completion date for the building had been provided, however, as ever with building projects, this could be delayed.

- *The weak response of the courts to those found guilty is of concern. It must undermine police moral as well as disillusion local people who regard minor wrist slapping as nonsense particularly given the 'intense' nature of local crime. Is there a police view on the court's performance*
- *There is a perception that the Police have offered in the past to provide training and equipment to local Parishes to combat speeding but have completely failed to have deliver. Can you provide an update on this?*

In response to a member's question regarding enforcement of the 20's plenty scheme in Chichester, she advised that a fixed penalty notice for people speeding in these zones could not be issued and it would need to be dealt with by the courts. The scheme was intended to be self-enforcing and was designed in a way that implemented itself, without the need for police prosecution if the speed limit was not adhered to. Methods to extend the community speed watch were being considered. Figures for numbers speeding since the implementation of the 20's plenty scheme

were monitored by the road safety advisory group however it was currently too early to analyse these.

- *What do you think are the key challenges facing you in policing the Chichester District over the next year?*

In response to a member's question regarding cyber-crime, examples included emails not originating in the UK that asked for personal details and insurance fraud. PCSOs currently delivered cyber safe advice to schools and she advised that she would be working to provide more education to prevent people becoming victims of this.

At the conclusion of the presentation members were invited to ask further questions and the following subjects were covered:

- (a) There was no intention to introduce police officers on horseback in the district. A police presence was required in some areas of the city to deter criminal activity, but it was vital these were in the right areas.
- (b) There was not currently a particular issue with catalytic converter theft in the district however bike theft was prevalent in the city. Sussex Police reviewed the crimes committed daily and focussed on any significant cases to reassess whether resources needed to be reallocated.
- (c) The City Angels patrolled the city on Friday and Saturday evenings. A number of proposals had been put forward for extending this and a meeting was due to be held in a few weeks to consider how to progress.
- (d) Sussex Police worked closely with the Community Interventions team to reduce re-offending rates and tried to engage with young people to divert them away from crime.
- (e) Sussex Police proactively worked with various organisations in the district to monitor trafficking. Operation Accent had been running for over a year and the operation team worked closely with partner agencies to disrupt criminality and reduce any vulnerability in the eastern European community in Arun. The operation had now moved into Chichester District. Sussex Police also worked closely with children's homes to ensure that teenagers were not subject to sex exploitation.
- (f) Following the changes to council tax benefits Hyde Plus had seen an increase in a number of food bank vouchers requested and approximately one voucher a week was provided.
- (g) Members were urged to complete the CSP consultation questionnaire to enable officers to understand the issues in their areas.

Mrs Apel thanked officers, Ms King, Mr Jackson and Chief Inspector Jones for their very informative and comprehensive presentations and the detailed replies to members' questions. The committee had no particular recommendations to make in respect of this item.

RESOLVED

That the Overview and Scrutiny Committee note the performance of the Community Safety Partnership.

163 Council Tax Reduction Scheme

The committee considered the agenda report and accompanying appendices (copies attached to the official minutes). The committee had also received a copy of the Council Tax Reduction Scheme Survey 2013 analysis report which was circulated separately to the agenda (copy attached to the official minutes).

Mrs Rudziak (Assistant Director Revenues and Support Services) presented the report. She explained that the Welfare Reform Act and Local Government Finance Acts of 2012 abolished the national Council Tax Benefit Scheme and allowed local authorities to create their own Council Tax Reduction Schemes from 1 April 2013. Previously the scheme was fully funded by Government and this had changed to a series of central grants which made up 90% of the cost. Under the process laid down by Government, officers had designed a draft scheme, consulted with stakeholders and the public before it obtained Cabinet and Full Council approval in December 2012. The 2013/14 scheme was largely based on the previous Council Tax benefit scheme with some minor amendments. This minimised the impact on claimants and there had been no change to the collection rate this year. The Council had decided to pass the Government grant intended for parish councils, to compensate them for the loss in tax raising capacity, in full to parishes. This was allocated so that where a parish had a net loss in tax base after the Council Tax reduction scheme and the technical changes to Council Tax, the amount would be equivalent to their financial loss. The grant to parishes would continue but would be reduced in line with the reduction to the Council's grant funding from central Government.

The 2013/14 scheme had been a success in terms of meeting all the deadlines and the scheme had been adopted in time for the correct council tax bills to be distributed. The 2014/15 scheme was based on the previous year's scheme with some minor technical changes. The results of the consultation on the draft scheme were reviewed by the committee.

Mrs Rudziak and Mrs Dring (Benefits Manager) responded to members' questions and requests for clarification on points of detail. Among the matters covered were:

- All claimants were under a duty to inform the Council of any changes in their circumstances that would affect their Council Tax benefit. Officers reviewed claims on a risk basis and regularly reviewed high risk claimants whose circumstances were more likely to change.
- Officers were still awaiting news from the Department of Work and Pensions (DWP) on when Universal Credit was likely to be introduced. The original date for this to commence nationally was October 2013 which had now passed and no definite timescales had been provided. The pilot schemes run by DWP had been very small and had been delayed, and the situation was currently very uncertain. The committee agreed that the figures in the Local Council Tax Reduction Scheme 2014/15 would need to be revised in light of this uncertainty.
- The Council had used Northgate Information Systems as their IT supplier since 1993, therefore it was logical to continue to use them and their bolt-on module for the new Council Tax Support Scheme. They had delivered the new software under pressure and in time for the scheme to go live and officers were confident with the software.

- Officers were proactive about combating benefit fraud and evidence of income was still a requirement of claimants using the telephone and online service. Officers were also considering recording telephone calls as an additional measure to limit the number of benefit fraud cases. The fraud prevention officers continued to make numerous prosecutions for benefit fraud.
- Officers worked closely with the housing officers regarding discretionary housing payments and the number of claimants had now exceeded 100. The discretionary housing budget was monitored very closely and it was just about to surpass the budget threshold. The Council had money in reserves to be able to continue the payments and the Government had an additional £20 million which would be allocated through a bidding process for local authorities that demonstrated good practice.
- Mr Hayes referred to page 76 of the report at Appendix 3 to the proposed 2014/15 Council Tax Support Scheme, and said that the benefits in bullet point three should also include Universal Credit and Disability Living Allowance.

RESOLVED

- (1) That the implementation of the 2013/14 Council Tax Support Scheme had met its objectives.
- (2) That, following amendments to the 2014/15 Council Tax Support Scheme relating to a change in the date of commencement of Universal Credit and the addition of Universal Credit and Disabled Living Allowance in the disabled benefits section in appendix 3 of the Scheme, the Local Council Tax Reduction Scheme for 2014/15 be approved.

RECOMMENDED TO THE CABINET

That the Cabinet approves the Local Council Tax Reduction Scheme 2014/15.

164 Voluntary and Community Services Task and Finish Group

The committee considered the agenda report and accompanying appendices (copy attached to the official minutes).

Mrs Tinson (Chairman of the Task and Finish Group (TFG)), Mr Hansford and Ms de Bathe (Trust Director, Chichester Community Development Trust) presented the report. Mr Hansford explained that the Council had a historic relationship with Voluntary & Community Action Chichester District (VCACD) and had supported them through grant funding for a number of years. The current funding agreement was due to end in March 2014. WSCC also provided grant funding to the organisation and developed a funding agreement with all districts and boroughs in West Sussex to deliver the service. Officers appointed Ms de Bathe as a consultant to carry out an independent review of VAAC's delivery of services.

Mrs Tinson summarised the terms of reference and said that members of the TFG had found the review very worthwhile. The TFG had been interested to learn how the organisations benefitted from the support and guidance of Voluntary Action Arun & Chichester (VAAC) following the merger of VCACD and Arun VCS. After hearing evidence from two voluntary sector organisations the TFG had been satisfied that these organisations were receiving high quality support. Ms de Bathe added that as part of her review she considered VAAC's delivery of services and assessed these against the

National Association of Voluntary and Community Action (NAVCA) standards. This included speaking to both members and non-members of VAAC to establish the reasons why they had or had not joined VAAC. Following the research the group was satisfied that VAAC was delivering against the Service Level Agreement, that national standards were being met and that service users were satisfied with the service. She referred the committee to her recommendations on page 107 of the report and said the on-going challenge was to establish a marketing campaign to raise the profile of the service.

In line with section 6.4.2 of the report, it was established that the 'appropriate Chief Officer' had agreed that there was no need for tenders to be sought in this case as there was no alternative supplier with expertise to deliver this service and therefore 'no genuine competition'.

Mrs Tassell, a member of the TFG, said she had found the TFG most interesting and she had learned a great deal about the voluntary service providers. She felt that other members would benefit from learning more and the TFG had discussed the possibility of organising a showcase event for members to meet and see the work of voluntary service providers. She felt this should be an additional recommendation to Cabinet.

The Committee congratulated Mrs Tinson and the other members of the TFG and also Mr Hansford and Ms de Bathe on their excellent research and report. The committee fully endorsed the TFG's recommendations.

RESOLVED

- (1) That the current Service Level agreement with VCACD for development support to community and voluntary groups satisfactorily includes the NAVCA performance standards and the outcomes set out in the West Sussex County Council (WSCC) agreement.
- (2) That VAAC's performance against the current Service Level Agreement (SLA) 2011-2013 has been of a high standard, exceeding the level of service in respect of some of the outcomes.
- (3) That the CCDT evaluation of VAAC's service delivery is accepted as an independent and robust review, confirming the value received by the Council in exchange for its grant to VAAC and identifying areas for the service's improvement and development in future years.
- (4) That if this infrastructure support service was not available there would be a significant impact on voluntary and community services in the district.
- (5) That the current service has been specifically developed and tailored to the needs of local voluntary and community groups in the Chichester area.

RECOMMENDED TO THE CABINET

- 1) That an infrastructure support service for the voluntary and community sector in Chichester is re-commissioned, by providing a grant of £42,400 per annum to VAAC for a period of two years from 1 April 2014 to 30 March 2016.
- 2) The proposed specification of expected outcomes of a development and support service for the voluntary and community sector in Chichester be agreed.

- 3) That VAAC be requested to provide specific monitoring reports against the grant award conditions in the Chichester area on a quarterly basis.
- 4) That VAAC be requested to implement the recommendations in the evaluation (Appendix 4).
- 5) That a showcase event be arranged for members to meet and view the work of voluntary service providers.

[Note: Mr Chaplin left the meeting during this item]

165 Corporate Plan Task and Finish Group

The committee considered the agenda report (copy attached to the official minutes).

Mrs Dignum (Chairman of the TFG) reminded the committee of the corporate priorities and explained that the group had concentrated on the projects with a red/amber status. She listed the five areas of concern and explained why these projects had not been on target. The Local Produce Shop had been considered by the Cabinet on 5 November 2013 and a decision made that the Estates Service would re-let the shop for retail purposes, as no suitable applicant had been found. The first recommendation from the TFG was therefore no longer required.

She drew attention to paragraph 3.7 in the report regarding concerns on the visitor figures to the Novium, which were also reported in the Members' Bulletin. The September figures were slightly higher than in August, which was the figure recorded in the Corporate Plan. She felt that these gave a negative view of the situation at the Novium. Many positive changes were in progress to improve visitor numbers following the appointment of a new temporary manager, but these were not reflected in the data.

Mr Kane advised that regarding the second recommendation from the TFG, Mr Dignum (Cabinet Member for Finance) had sent a paper by email to officers prior to this meeting. This detailed a proposal for the use of New Homes Bonus, free reserves and grants and concessions, which would be included in the financial strategy update to be approved by Cabinet in December. He advised that in light of this the proposed recommendation to consider the allocation procedure for the New Homes Bonus listed in the report was no longer required.

RESOLVED

That the Overview and Scrutiny Committee note the findings of the Corporate Plan Task and Finish Group.

166 Visit Chichester/Tourism Task and Finish Group

The committee considered the scoping document (copy attached to the official minutes). Mr Garraway (Assistant Director Economy) was present for this item. In response to a question officers advised that as part of the review the level of use of the TIC services at the Novium would be reviewed. This would include reviewing its location in the Novium, and the TFG could make recommendations for change. The committee agreed the five members listed below to take part on this TFG.

RESOLVED

That the Overview and Scrutiny Committee appoints Mrs Apel, Mrs Graves, Mr McAra,

Mr Thomas and Mrs Tinson to be its representatives on the Visit Chichester/Tourism TFG, with Mr McAra as Chairman.

167 Overview and Scrutiny Work Programme

The committee considered the Work Programme (copy attached to the official minutes).

Officers had been asked whether the Council's Enforcement service could be scrutinised following some concerns raised by constituents and the last review was some time ago. This topic could potentially be considered at the January meeting, which had been suggested to be cancelled due to a lack of substantive business, and this would be investigated and discussed with the Chairman.

Mrs Tinson asked whether a review of education should be added to the Work Programme following the scrutiny review in November 2012. She explained that the Selsey members had carried out a lot of work with the Selsey Academy and wondered if there had been any impact on education following budget cuts or whether the changes at Selsey academy had been a result of the scrutiny review. Officers advised they would consider this for the Work Programme.

Concerns were raised by some members, that the review of the Novium was not earlier in the Work Programme. Officers advised that it was scheduled for May 2014 as the new manager was recently in post, and it was felt she should have time to settle into the role and put her ideas forward, before the committee reviewed its progress. Mrs Lintill added that the committee reviewed the Novium in April this year and resolved to review again in one year. Staff at the Novium were working towards this date and it would be difficult for them to move this forward.

Mr McAra referred to a recent article regarding developers being deterred from submitting planning applications due to the length of the planning application process. He asked whether the committee should review the Council's planning process in light of this. Mrs Jones advised she would speak to Mr Frost to determine whether it was feasible to add this to the Work Programme.

Mrs Jones proposed to move the date of the May 2014 meeting back a week from 1 May to 8 May 2014. She would email committee members to ask them to check their diaries to see if this was possible.

168 Feedback from West Sussex County Council Select Committees

The following Select Committees had taken place since the last Overview and Scrutiny Committee:

- (a) Children and Young People's Services Select Committee – Thursday 26 September 2013 and Thursday 24 October 2013
- (b) Health and Adult Social Care Select Committee – Thursday 3 October 2013
- (c) Environmental and Community Services Select Committee – Wednesday 25 September 2013

Mrs Apel advised she had been unable to attend the Children and Young People's Services Select Committee on 24 October 2013 as this had coincided with the Full Council meeting. She had provided a précis of the meeting on 26 September 2013 which had been uploaded to the Knowledge Hub. Mrs Dignum had provided a précis of the Health and Adult Social Care Select Committee on 3 October 2013 which was on the

Knowledge Hub. Mr Oakley advised he had provided information to the Chairman on the Environmental and Community Select Committee.

169 Late Items

There were no late items considered at this meeting.

[**Note** The meeting ended at 13:00]

CHAIRMAN

Date _____

Chichester District Council

OVERVIEW AND SCRUTINY COMMITTEE

6 March 2014

Impact of Welfare Reforms

1. **Contacts**

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2. **Executive Summary**

There have been many changes to the housing benefits scheme since 2008, originally affecting the private rented sector but since April 2013 including the social rented sector. Additionally, in 2013 council tax benefit was abolished and replaced by a locally funded council tax reduction scheme. This report describes the various reforms, how they were prepared for and implemented and considers the impact on the Council's residents. In reality the impacts to date have been successfully minimised by the design of our council tax reduction scheme, effective publicity, support of claimants and use of discretionary housing payments.

3. **Recommendations**

The Overview and Scrutiny Committee is requested to consider this report and the presentations associated with it and to raise any concerns for further action.

4. **Terms of Reference**

To consider the recent welfare reforms, how they were implemented and their impact on the community.

5. **Background**

- 5.1 All the recent welfare reforms should be seen in the context of the rising social security bill, in particular the soaring cost of housing benefit (HB). The origins of the crisis lie back in 1989 when the private rented sector was deregulated, meaning an end to rent control. At the time housing benefit "followed the market" and the amount paid out reflected the rent the tenant had to pay.

- 5.2 In 1996 the Department for Work and Pensions (DWP) attempted some sort of control by requiring rents for HB tenants to be referred to the rent officer service. The scheme was designed to cap those rents which were expensive, or where the claimant occupied accommodation too large for their needs. It was also the beginning of further restrictions for single younger tenants. At the same time the subsidy scheme was changed so that authorities would no longer be able to pay above the rent officer's determination of a reasonable market rent.
- 5.3 The local housing allowance (LHA) scheme was introduced in 2008 and effectively removed any direct relationship between the tenant's rent and the amount of their housing benefit. HB was restricted to a notional amount based on the number of bedrooms deemed to be needed by the claimant, with reference to regional figures provided by the rent officer service (later the Valuation Office Agency). In the early years of the scheme there were some winners and some losers but it was later refined so that no claimant was able to receive in HB more than their eligible rent. Currently the LHA rates for new claimants are based on the 30th percentile of rents in similar accommodation in the geographical area.
- 5.4 In 2013 the government announced that LHA rates would be updated annually by only 1%, regardless of the tenant's liability. With rents locally increasing by much more than this there is a growing disconnect between what the tenant has to pay and what they can expect to receive by way of HB
- 5.5 Also in 2013 the concept of rent restriction was introduced into the social rented sector. The scheme (called "limited rent" in the legislation but known colloquially as "the bedroom tax") is similar in principle to the LHA scheme but is different in execution. For social sector tenants HB is reduced by 14% if they under occupy their accommodation by 1 bedroom and by 25% if they under occupy by 2 or more. It should be noted that the bedroom tax applies only to working age claims whereas the various changes in the private sector affect all age groups.
- 5.6 The bedroom tax was implemented at the same time as the introduction of the benefit cap. The benefit cap, as its name suggests, caps all social security benefits received by unemployed working age claimants (with a few exceptions for disability benefits). It is designed to operate within universal credit but as this has not yet been rolled out nationally the only benefit impacted is housing benefit. No single claimant can receive more than £350 per week and no family can receive more than £500 per week. The figures are supposed to reflect the average income of those in work. Where the cap applies no housing benefit claimant will lose entitlement completely (and can therefore apply for a discretionary housing payment), whereas there is no such safety net for those affected by the bedroom tax or LHA reforms.
- 6.0 **Impacts**
- 6.1 Currently there are 481 claimants affected by the bedroom tax (17% of that claimant population) – 432 of them have a 14% reduction and 49 a 25% reduction. 692 claimants are affected by the LHA scheme (31% of the relevant caseload) and 28 claimants by the benefit cap (2%). Chichester District are not as badly affected as some of our West Sussex neighbours because we have a higher percentage of elderly claimants exempt from the recent changes, nor are our rent levels as high as (for example) those in Crawley.

- 6.2 Caller statistics for the benefits desk do not show any significant increase in activity compared to the period before the latest reforms were introduced. Discussions with benefits staff indicate that there was indeed a spike in telephone calls around March/April 2013. This may well be accounted for by the extensive publicity undertaken at the time.
- 6.3 An analysis of homeless applications indicates that there has been no impact in this area. None of the 99 applicants since April 2013 have blamed the welfare reforms for their situation.
- 6.4 The Council has decided to finance a council tax reduction scheme which offers basically the same protection as under council tax benefit so there have been no impacts on the council tax collection rate.

7.0 **Activity**

- 7.1 Prior to April 2013 both the housing and the benefit sections carried out a lot of preparatory work. The Housing Options manager personally visited all those potentially affected by the benefit cap. The benefits team obtained bedroom information from all the registered providers and wrote on at least two separate occasions to all tenants where there was a mismatch between their family size and the size of their property. In addition **all** benefit recipients were sent a flyer with their council tax bills detailing the various welfare reform changes (including changes to council tax benefit). We also took the opportunity to run a feature in *Initiatives*.
- 7.2 The sections have jointly hosted two open evenings, attended by some of the registered providers as well as a range of housing and benefit staff. All those affected by the 2013 changes were invited to attend. The first evening (early in 2013) was reasonably successful in terms of visitor numbers, the second (in January 2014) less so.
- 7.3 The benefits team has developed contacts with environmental health officers and the Think Family team as a result of activity round the District. The section also has a dedicated welfare visiting officer for all claimants who are unable to access our services any other way. Both the housing section and Hyde Martlet have tenancy sustainment officers in post, their role being to work with those in danger of eviction. The Council deals with private sector tenants and their landlords whilst Hyde Martlet is our main social sector provider.

8.0 **Remedies**

- 8.1 The DWP are clear that the main remedy for affected tenants is to downsize to more affordable accommodation and to find work/increase hours worked. Other suggestions include taking in lodgers and asking working non dependants to pay more towards their keep.
- 8.2 The Council maintains the housing register and has recently amended its policy so that it is in line with the housing benefit size criteria. The registered providers are expected to follow this guidance when developing their own policies.
- 8.3 In this area (and this is not untypical) there is a mismatch between the number of smaller properties available and the number of tenants wishing to downsize, even

though priority is given to this group. The only solution for a lot of tenants is to access the private sector and to this end the Council has set up its own agency (Homemove) to facilitate the process, acting as a bridge between tenant and landlord.

- 8.4 Jobcentre Plus has the responsibility for helping claimants into work and they have done a lot in this area to assist those people where, in particular, employment has not been part of their lifestyle. Hyde Martlet also has an officer providing similar life skills training and support, under their Hyde Plus brand.
- 8.5 Inevitably there are some claimants who have not been able to make the necessary changes and are now suffering a shortfall in their income, in some cases quite a considerable one. The DWP has increased the amount of money made available to councils by way of discretionary housing payments (DHPs). We receive a baseline figure and have the power to top this up to a maximum permitted spend. The sums granted for 2013/14 are £233,549 (£583,873 permitted total) compared to £152,336 (£380,840) for 2012/13. So far we have seen an increase in applications from 452 to 734 compared with this time last year. To date we have spent £190,606 and have received an additional £25,000 from DWP following a further round of bidding.
- 8.6 There has been a lot of publicity nationally concerning DHPs and Members may have read media stories about disabled tenants being forced from their homes. Many disabled tenants can be said to be under occupying because they are living in adapted accommodation or are unable to share a bedroom with their partner. Although our DHP policy gives some priority to this group sometimes disabled claimants can have higher levels of disposable income and, on a means tested basis, can more easily afford the excess rent they have to pay although this needs to be considered against additional expenses.
- 8.7 It must be emphasised that DHPs are not, for most tenants, a permanent solution. The DWP can reduce/withdraw the funding at any time and has always held the view that DHPs are to be paid only while claimants are taking the necessary steps to help themselves. When processing a DHP application benefit staff always check that applicants are either active on the housing register or engaged with Jobcentre Plus, as appropriate.
- 9.0 **Community Impact and Corporate Risks**
- 9.1 The community impact is currently slight in terms of the number of people affected. The risk to the Council is that if DHP funding is reduced we will see an increase in homeless applications as the policies work through and people are evicted from their homes.
- 9.2 Mrs J Kondabeka from the Thrussel Trust, will attend to cover the impact of welfare reforms on foodbank demand in the area.
- 9.3 Mrs C Groves and Mr R Fowler of Arun and Chichester Citizens Advice Bureau (CAB) will attend to give the committee information on the numbers of local people seeking advice from the CAB about issues around welfare reforms.

11.0 Other implications

Are there any implications for the following?		
	Yes	No
Crime & Disorder:		x
Climate Change:		x
Human Rights and Equality Impact:	x	
Safeguarding		x

12.0 Appendices

None

13.0 Background papers

None

Chichester District Council

OVERVIEW AND SCRUTINY COMMITTEE

6 March 2014

Healthier Chichester Partnership Review

1. Contacts

Report Author:

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2. Recommendations

The Overview & Scrutiny Committee is requested to consider the proposals arising from the review of the Healthier Chichester Partnership and to raise any concerns or comments for further action.

3. Background

- 3.1. This report has arisen in response to the committee's review of the Healthier Chichester Partnership as part of its annual work programme. In addition it responds to concerns about the effectiveness of the partnership which were raised during the Corporate Governance and Audit Committee's review of partnerships.
- 3.2. The Healthier Chichester Partnership has been operational since 2001 with the aim of bringing the health and social care agendas together for key partners, West Sussex County Council, Public Health, Voluntary Sector and CDC to work together to share priorities and outcomes.
- 3.3. The structure of the original partnership was made up of a steering group of key partners and a wider network of interested partners. The role of the steering group was to identify the health needs of the local population and develop strategies and plans to direct local partnership work. The wider network added value by sharing ideas, plans and funding to achieve agreed outcomes and meet the strategic outcomes set by the steering group.
- 3.4. For many years this approach was successful and some excellent work was delivered in partnership thanks to a grant process funded by a pooled budget with this council, West Sussex County Council and West Sussex Primary Care Trust.
- 3.5. In recent years the integration of Public Health into West Sussex County Council, the commissioning of Wellbeing services and changes to structure and representation of partner organisations along with budget cuts have led partners to make the difficult decision about the time and resources they are able to commit to partnership working. In addition the partnership funding element of the grant fund ceased as part of organisational restructures. As a consequence the

Healthier Chichester Partnership has seen reduced attendance and contribution to meetings and fewer outcomes being achieved.

- 3.6. It has become clear that the Healthier Chichester Partnership needs to change in order to maintain the profile of health and wellbeing issues and to ensure partners are able to engage at a local level. There is still a strong commitment from partners to work on shared priorities but a need to avoid duplication of meetings.

4. Consultation

- 4.1. Healthier Chichester Partnership key partners have been consulted on their views about the partnership. Individual interviews were held to discuss what works for them currently, how they feel the partnership adds value and ideas for how we can work together better to achieve shared outcomes.
- 4.2. Partners consulted are West Sussex County Council, West Sussex Public Health, Sussex Partnership NHS Trust, Age UK, Voluntary Action Arun and Chichester (VAAC), The Aldingbourne Trust and MIND.

A summary of the points that partners made are as follows;

- 4.3 All organisations value the partnership as a source of information about local issues, data and projects being planned and developed.
- 4.4 Partners particularly value the opportunity to network and make new contacts with others and would like to maintain this element of the partnership. Partners feel the multi-agency approach is effective when the right people are sat around the table at the right time for the right purpose.
- 4.5 Sussex Partnership Trust in particular values networking opportunities with the partners who deliver work to address mental wellbeing and they appreciate the opportunity to be involved and understand local projects which deliver a level of service outside of but complimentary to their remit.
- 4.6 The task and finish group approach to project work has been successful and should be the approach used in the future. These groups should be focused with clear expectations from all parties.

5. Proposal

- 5.1. From consultation with partners several options emerged and at a meeting of the partnership the preferred option to merge the Healthier Chichester Partnership with Chichester in Partnership from April 2014 was agreed.
- 5.2. It is proposed that Chichester in Partnership holds dedicated health related meetings if required dependent on the number and scope of issues raised. In addition it is proposed to hold at least one wider health related network event each year. This will give partners who may not be involved at a strategic level the opportunity to influence future priorities and plans.
- 5.3. Where projects / priorities are identified which require more work, partners will be invited to get involved with task and finish groups to progress actions and outcomes. These task and finish groups will report back to Chichester in

Partnership and we will encourage partners to take more of a lead role with support from council officers.

- 5.4. Priorities in the current work plan for the Healthier Chichester Partnership will be taken forward through existing and new task and finish groups which will report into Chichester in Partnership as part of their work programme for 2014/15. Partners were particularly keen to prioritise projects supporting people with Dementia and lower level mental health issues.
- 5.5. Regular updates on information and progress on projects will be posted on the Chichester in Partnership eBulletin and website and meetings are open for all interested partners to attend.

Advantages of this approach:

- 5.6 Chichester in Partnership has a strong existing commitment from partners from a wide range of organisations. It has a proven track record of delivering projects that impact positively on local communities and has already identified several priorities which directly relate to the health agenda. It is felt that there will be more opportunities to include the social determinants of health within the wider Chichester in Partnership projects.
- 5.7 There are more likely to be opportunities to secure funding for new projects if the partnership is robust and greater opportunities for engaging with new partners, for example the Clinical Commissioning Group and WSCC Early Years and Children's services.

Issues for consideration:

- 5.8 The main concern from partners is the potential for health issues to become lost within the wider partnership agenda but this can be mitigated through the wider health network identifying gaps in services and bringing these issues to the fore and through the task and finish groups.
- 5.9 Of particular concern is the relationship that local health and wellbeing partnerships need to develop with the West Sussex Health and Wellbeing Board and the opportunity to influence countywide priorities and plans.
- 5.10 It is important to recognise that all partners have a role to play in the health agenda and that primarily the wider social determinants of health are addressed outside of the NHS at a community level. There will be greater opportunity to share this message by working directly with these partners through Chichester in Partnership. Partners can attend meetings on an ad hoc basis when there are items of interest on the agenda.
- 5.11 The Overview and Scrutiny Committee is asked to consider the proposal and make any comments or raise any concerns in advance of the request for approval at the 1 April 2014 Cabinet meeting.
- 5.12 The Overview and Scrutiny Committee is asked to support the transfer of the budget for the Healthier Chichester Partnership to Chichester in Partnership and ring fence it to support health and wellbeing related projects.

6. Alternatives that have been considered

6.1. Alternative options have been considered as follows:

Option 1	Pros	Cons
Merge the Healthier Chichester Partnership with Chichester in Partnership.	See above	See above
Option 2	Pros	Cons
No change Continue to hold HCP meetings quarterly Focus on current action plan	Maintain a health focused partnership Local priorities are discussed / championed and planning processes are influenced. This model is an opportunity to share information and ideas.	Partnership is open to criticism in its current format as there is little evidence to show how outcomes achieved and how it adds value. Difficulty with partner engagement and would need to work with partners to try to increase attendance and interest The partnership is non operational so doesn't directly impact communities. No measurable outcomes
Option 3	Pros	Cons
Merge Healthier Chichester Partnership with the Community Safety Partnership.	Particularly relevant around issues relating to alcohol harm.	Majority of health issues could potentially get lost in the crime and disorder agenda. CSP partners potentially less interested in addressing health issues. Less duplication of existing partners therefore would need significant increase in membership.

7. Resource and legal implications

7.1. The Healthier Chichester Partnership currently has a budget of £7,500 in the council's base budget.

8. Community impact and corporate risks

8.1. It is felt that this is the most effective way to ensure that partnership work in strengthened in Chichester leading to positive outcomes for the community.

8.2. The new approach will be reviewed after the first year to ensure that partners are satisfied that health and wellbeing issues are being addressed and they have the opportunity to engage with relevant issues.

9. Other Implications

Are there any implications for the following?		
	Yes	No
Crime & Disorder:		x
Climate Change:		x
Human Rights and Equality Impact:		x
Safeguarding:		x
Other (Please specify): eg Biodiversity		x

10. Appendices – none

11. Background Papers - none

Chichester District Council

OVERVIEW AND SCRUTINY COMMITTEE

6 March 2014

Targeted Support and Think Family Projects

1. Contacts

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2. Executive Summary

This report provides an update of progress in three related elements of work:

The targeted support work pilot in Selsey
Think Family (casework)
Think Family Neighbourhoods

The report details the work undertaken to date, the issues arising from the different projects, and sets out the plan for the next stage of neighbourhood work in Chichester.

3. Recommendation

The Overview and Scrutiny Committee is invited to note the work undertaken to date in the targeted support for families and communities, to consider and comment on the next steps and to endorse the intended action plan for the neighbourhood work in Chichester.

4. Background

- 4.1. In May 2012 CDC agreed a project to target support to communities which we had identified as needing more support. The original objective for the targeted support project was to identify the scope to reduce public sector spending in specific areas by improving the quality of local services. It was agreed that Selsey North (and surrounding area) would be the pilot area for this work. Whilst the issues identified have been further investigated and actions developed the level of impact and change cannot identify specific savings for CDC in the projects so far. Progress against the areas of work is set out at paragraph 5.
- 4.2. In January 2013 CDC agreed to support WSCC in its commitment to the Government strategy to improve the outcomes for vulnerable families. The aim of Think Family is to target interventions at those families who are experiencing unemployment, truancy, youth crime or ASB and turn around their lives. CDC

has hosted a Think Family keyworker to casework with eligible families in the Chichester district. A summary of her work to date is set out at paragraph 6.

- 4.3. In October 2013 Cabinet and Chichester in Partnership agreed to combine the targeted support work with the Think Family Neighbourhoods work. Think Family Neighbourhoods project compliments the Think Family casework by seeking to target additional support into areas where clusters of families needing additional support live in order to sustain and support changes made as a result of the additional family support casework.

5. Selsey Pilot Area

- 5.1. Following a consultation with a cross section of Selsey residents in Summer 2012 the targeted support work in Selsey initially focussed on five specific areas:
- Educational Achievement and preparation for the jobs market
 - Youth Employment opportunities
 - Transport and Access
 - Health Provision
 - Youth Activities and Provision
- 5.2. **Educational Achievement and preparation for the jobs market** - A meeting was held at the Selsey Academy at which local councillors, the headmistress and the chief executive of Kemnall Trust which runs the academy were present. The concerns about the academic achievement record and the Ofsted inspection reports were discussed. The head and Kemnall Trust shared their improvement plans and pointed attention to the progress made in Key Stage 3 which they felt would translate into improved GCSE results when that cohort of children reached that stage, however the current Key Stage 4 cohort had not benefitted from the changes at the school through their earlier years and so the improvements would take some time to show in the overall results. There has since been a change in headmistress.
- 5.3. In 2013 Selsey Academy saw a 10% increase on the previous year in pupils getting five A* to C grades including English and Maths – which is now 51%, just above the nationally expected level of 50%. In light of the national level falling, and a steady year on year increase for the academy this is a great success. 90% of students received five A* to C without English or Maths (see Appendix 1 for a summary of results of Chichester area Schools).
- 5.4. Meetings were also held with Seal (an independent academy) and Medmerry (run by Kemnall Trust) Primary Schools. One has returned a consistently good level of results, one has had a more difficult recent past in respect of Key Stage 1 & 2 results. Again, both had plans in place for maintaining and improving results. In response to issues around the readiness for school of some new starters Seal primary has increased by 50% the number of staff managing the reception classes and Medmerry has detached one learning assistant to work directly with children and their families who are having difficulties settling or progressing in the early years of school. Both schools reported that they were now above their recommended numbers and class sizes were increasing above 30. Readiness for learning remains an issue for schools. Research of current reception cohorts do not indicate an issue with access to or quality of pre-school

provision, but a wider issue of the amount of time accessed and supplemented by home tuition.

- 5.5. In early 2013 a pre-school in Selsey closed. Research at the time found that there were adequate pre-school places and that those pre-schools had good Ofsted reports. However in January 2014 we have learnt that another nursery in Selsey has started consultation on closure and aims to make a decision by the end of February. There are concerns about capacity at the other nurseries. Selsey Town Council, with support from West Sussex Early Childhood services, are investigating all options for continued nursery provision. We will assist them where we can as we acknowledge that a lack of childcare can be a serious barrier to learning and work.
- 5.6. **Youth Employment opportunities** - This priority has changed to Employment Opportunities because it was felt that unemployment did not only affect the young in Selsey. Selseyworks is an idea developed by Selsey Town Council and Chichester in Partnership. The main partners involved have been Chichester College, Phace the future, and the Department for Work and Pensions (DWP).
- 5.7. The idea is to have an office in a building (53 High Street, Selsey) that offers job advice, training, business support, public services and a hot desk and pop up shop facility in one place for the community to access. This will give local access to services and give a more approachable face to public services.
- 5.8. By partners working together with the community taking the lead, the project has successfully raised £105,000 in start-up funding from numerous sources including Chichester District Council, Selsey Town Council, West Sussex County Council, DWP and The Big Lottery fund. This gives enough funding for 18 months; after that it is hoped the project will be raising enough of its own funds through the pop up shop and hot desks to be self-sustaining.
- 5.9. In January 2014 53 High Street was completely redecorated in readiness for the project. The building was redecorated by unemployed individuals doing a course with Chichester College. This gave them an opportunity to work on an actual building, in a workplace setting with professionals. Feedback from participants in this experience has been extremely positive. Carpentry work for the building was completed by a local tradesman doing his community service.
- 5.10. We have already arranged for a number of courses to be put on in or around the facility including CV writing, social media for business, grow your own fruit and veg, ipads, kindles and smart phones for dummies, bookkeeping and will writing. We are also going to put on craft courses to encourage families into the facility as well and we will put on other courses if there is a demand for them.
- 5.11. It is early days yet to know how successful the project is going to be but initial reactions from the community have been extremely positive.
- 5.12. **Transport and Access** -WSCC took responsibility for this element of work and success was had in mitigating the impact of the Public Transport review. The impacts of a significantly reduced bus service has been addressed by Stagecoach's enhancement of (and investment in) evening and weekend services.

- 5.13. A local Community Transport provider SAMMY (others exist) was supported by the funding hub and was successful in getting a big lottery grant which links services with Chichester, Bognor Regis and Littlehampton. WSCC has put in place an extension of the Concessionary Fares scheme to young job-seekers to cover all geographical areas including Chichester.
- 5.14. The development of Selseyworks which offers public services in Selsey will also help residents access services more easily.
- 5.15. **Health Provision** -This was a more difficult piece of work due mainly to the fact that the health services have been going through a whole new restructure of their services and it was very difficult to identify who we needed to meet with. A meeting took place with the commissioning bodies in relation to GP services, pharmacy services and dental services which were identified as concerns by the local population. We have liaised and engaged with the newly-established Health Watch service being run by the Citizens Advice Bureau which can provide for greater advocacy of patients' concerns. The Coastal Clinical Commissioning group is now engaging with Chichester in Partnership and we hope to get them involved with these projects in the future, where suitable. Issues of access to the medical centre in the holiday season have been addressed and additional communication to address residents' perceptions has taken place.
- 5.16. **Youth Activities and Provision** - We have engaged with Selsey Youth Dream and the Snak Shak – local youth service providers - which were both operating in the area independently and together they have formed a Youth Forum to draw in all those working for and with young people to jointly develop and take forward plans for the needs of young people in the area. Funding has been given for a Youth Development worker which has been added to locally to enable a 30 hour a week 6 month contract to be offered for a Youth Development worker in the area.
- 5.17. A Community Information shop has been established in the town with a community broadband radio project and it is hoped that a specific element for young people will be developed within this project.

6. Think Family Expansion Casework Project

- 6.1. The Government set WSCC a target of 1165 families to engage and work with to improve their outcomes; of those 152 will need to be worked with in Chichester District. It took time to establish on-going mechanisms for the identification of new referrals through a variety of agencies with a need for cross checking and sharing of information as in some cases a range of agencies have been involved with the family, or members of it, over long periods. Resources were arranged for high, intermediate and lower levels of need. Those with lower levels of need are dealt with at district level but levels of need are often higher than anticipated. CDC has a target of attaching 60 families to the project by the end of March 2015. New referrals are made from a range of agencies, centrally triaged by WSCC and allocated to the most appropriate resource.

- 6.2. The Chichester District 'early help' keyworker was appointed in June 2013 and is currently at capacity working with 16 families who require varying levels of support. The families are situated across the whole district with 2 in the west, 2 in the north, 2 just outside Chichester City and the remaining 10 in Think Family Neighbourhood areas.
- 6.3. There are specific success criteria laid down by Government aligned to the eligibility for payment by success scheme. We seek an 80% success rate. Out of the 16 families worked with there have been six successes already recorded.
- A parent has returned to work and is currently working 16 hours a week.
 - One parent has chosen to stop claiming income support and is on her way to starting her own business.
 - Two young people are no longer presenting with anti-social behaviour.
 - Schools have reported significant improvements in 2 five year olds behaviour so much so that they are no longer at risk of permanent exclusion.(Two cases)
 - A family has been worked with which was at risk of homelessness through anti-social behaviour.
- 6.4. Common issues for the families include feeling that they are not being listened to by some professionals and feeling victimised and stereotyped. Domestic abuse is a very common issue whether it is current or historic. Mental health issues for both parent and child are prevalent and in teenage girls referred this can manifest into self harm and risky sexual behaviour. A lack of parenting skills prevails in the majority of the referrals. Parents and young people have said that they appreciate having somebody to talk to who asks for their views. There has been work undertaken regarding issues of debt management and involved the CAB in the solutions. There has been good inter-agency working and information sharing enabling all agencies to work together for the best outcome for the families. Feedback is given centrally at regular meetings about the nature of support services needed.

7. Think Family Neighbourhood Work

- 7.1. The next phase of work is the Think Family Expansion Neighbourhoods project which seeks to target additional support into areas where clusters of families needing additional support live in order to sustain and support changes made as a result of additional family support. The thinking being that if there are factors in the surrounding area which present obstacles to change within the family they need to be addressed as well as issues in the family. The neighbourhoods identified are Selsey North, Chichester East and South and Tangmere and this is broken down further into 6 Lower Super Output Areas (LSOA's).
- 7.2. The Neighbourhoods were identified and agreed according to three factors:
- the level of child poverty in each area;
 - where those families who meet the Think Family Expansion criteria live;
 - where the Neighbourhoods that could most benefit from this resource are.
- 7.3. Think Family Neighbourhoods project in Chichester is managed locally through the Joint Action Groups (JAG), an existing multi-agency operational group of the Community Safety Partnership. The project is based on prioritised themes which

address the common issues identified across those 4 areas, and those themes are increasing employment and reducing worklessness and dependency on unemployment related benefits; assisting those most in need in the community to manage the impacts of welfare reform; to reduce crime and antisocial behaviour in those areas and to improve participation in health and wellbeing scheme

- 7.4. Bespoke targets and plans for each area which are measurable and achievable are being developed. The approach is to bring existing projects to focus in these areas and adapt to local circumstances. The anticipated outcomes are:
- a reduction in the number of people on Job Seekers allowance and employment related benefit.
 - increased participation rates in employment work placements, apprenticeships or training.
 - a reduction in crime and anti-social behaviour in those areas,
 - an improvement in the visible built and leisure environment
an increase in the take-up of health and wellbeing schemes which will influence a healthier life-style.
 - and more resilient communities better able to support themselves
- 7.5. **Project Structure** - Chichester in Partnership which has oversight of the project as a whole, and the Community Safety Partnership will have specific ownership of the work to reduce crime and ASB. Task and finish groups will be developed in each area with agency, elected representatives and community representation. These groups will add any issues from the community to the plan and be involved in supporting delivery of local plans. JAG will continue to co-ordinate the delivery of the plan and the task and finish groups will report monthly to JAG which will in turn report quarterly to the CSP and LSP. A total project allocation of £52,000 for Chichester District has been made by WSCC.
- 7.6. A draft plan for Chichester East and South has been developed and approved by JAG. The plan will develop as the project progresses (see appendix 2 for current draft of plan). A plan for Tangmere will be developed later in the year.

8. Consultation

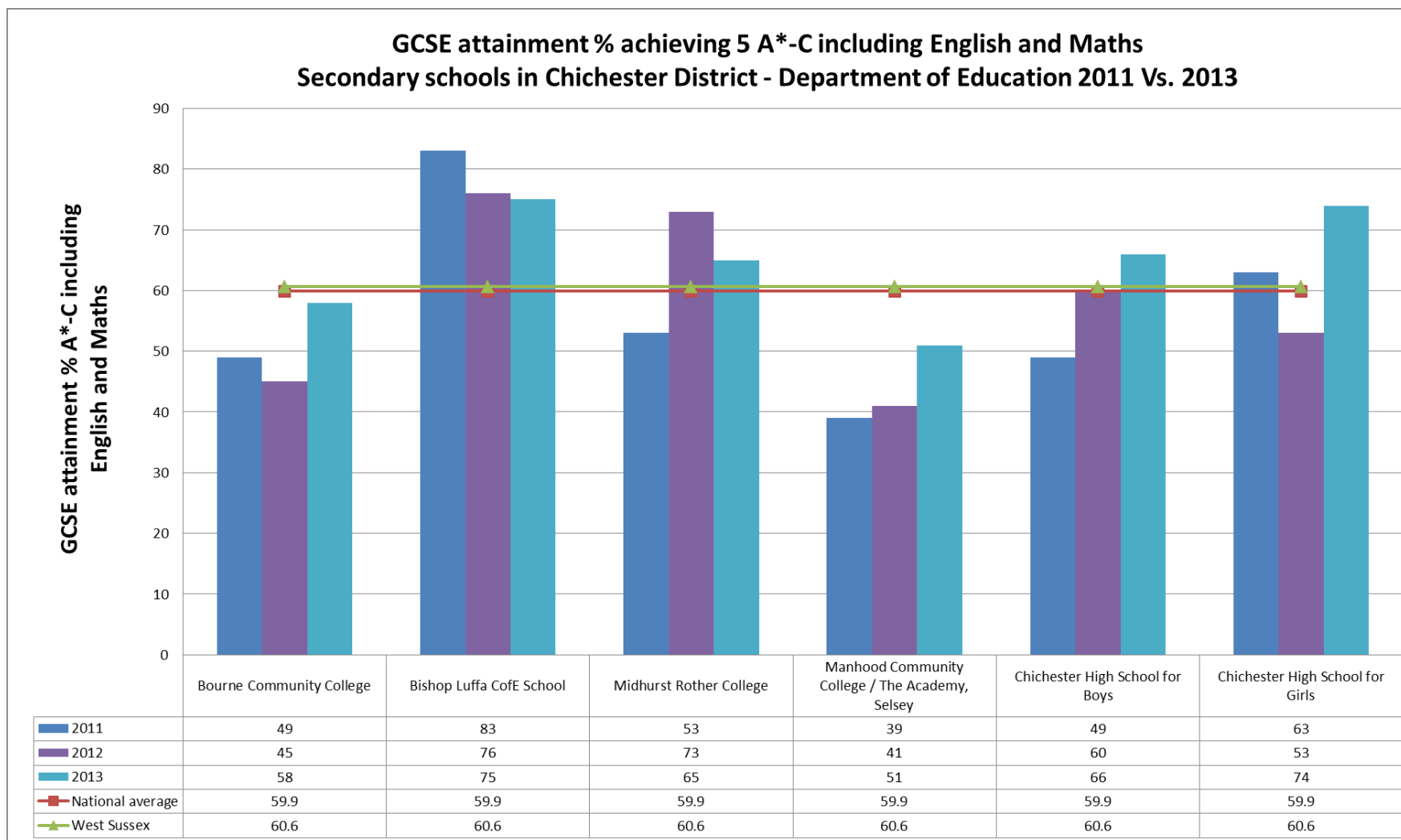
- 9.1 The partners of the Local Strategic Partnership and Community Safety Partnership have been previously consulted under the specifics of, or in general support of, the principles of all the above projects. Partners are being regularly consulted on the development of the detailed actions under the themed priorities. Their continued support is anticipated.

9. Community impact and corporate risks

- 10.1 These projects should have a positive and complementary effect to a range of service activities which CDC undertakes. The specifics of the project/s should have a positive impact on not just the families and residents in the immediate streets of the targeted neighbourhood, but across the wider Ward area through the linkage of the work in the other neighbourhoods. The risks are that the project fails to have impact and deliver the benefits through a lack of engagement by partners, residents or families.

10. Appendices

1. Educational attainment graph
2. Think family neighbourhoods – draft action plan



Summary:

Bourne community College, The Academy, Selsey, Chichester High School for Boys and Chichester High School for Girls have all increased since 2012. Chichester High School for Girls has increased the most with 21%
 Bishop Luffa CofE School and Midhurst Rother College have seen reductions since 2012.
 Bourne Community College and The Academy, Selsey are both below County and National averages for 2013.

DRAFT THINK FAMILY NEIGHBOURHOOD PLAN – CHICHESTER EAST & CHICHESTER SOUTH **2014/15**

Objective	Method	Action 2014/15	Lead	Outcome & measure of success	Timeline
Reduce Crime & ASB	Offender Profiling	Initiate	Sussex Police	Reduction in crime and deployment of resources	Summer 2014
Reduce Graffiti & Criminal Damage	Encourage reporting, map graffiti & criminal damage hotspots in Chichester East to help identify offenders via information sharing.	Identify and arrest offenders, use community resolution linked to TFN community payback initiatives where appropriate	Sussex Police/CDC	Reduction in graffiti and criminal damage incidents and associated costs	Spring 2014
Reduce Alcohol ASB	Joint CDC/Police/TS Licensing visits to off licence premises in Chichester East & Chichester South summer 2014 inc Eddies, Lidl, Sainsbury's, Co-op, Tesco One Stop, Whyke Stores etc	Improve and reinforce off licence premises alcohol controls & checks	JAG	Reduction in Alcohol debris and Alcohol ASB	Summer 2014
Reduce worklessness	Employment & education links to local business Sainsburys, Tesco, Waitrose, John Lewis, Rolls Royce & St James Industrial Estate	Initiate sustained contact with local businesses via ChiBAC & CDC ED	JAG	Reduced unemployment, increase in education and training opportunities	Winter 2014
	Chi High School, Chi College & Chi Uni	Contact via existing Warden/PCSO links			

Objective	Method	Action 2014/15	Lead	Outcome & measure of success	Timeline
Enhance Streetscene	involvement & support				
	St James Industrial Estate Starter Units	Explore possibilities with CDC Estates/Economic Development & Cost			Summer 2014
	Review communal parking lighting, door access security at Charles Avenue, Elizabeth Road, Henry Close, Bradshaw Road, Conduit Mead with RSL's and residents	Initiate, sustain contact & cost	WSCC/RSL	Reduce Fear of Crime, Theft from UMV, maintained & enhanced street scene	Summer 2014
	Explore Charles Avenue flat block naming, & bi annual competitions for best kept blocks	Scope with RSL & residents	RSL/CW	Reduce Fear of Crime	Summer/Autumn 2014
	Restore Cemetery FP width, improve lighting and security at 'access points'	Initiate	WSCC	Reduce Fear of Crime & increased community use	Summer 2014
	Cut back and clear Oving Road FP	Scope & cost	WSCC		Achieved
	Parking controls Kent Road & new road signage	Ongoing	WSCC	Improved streetscene for residents	tba
	Improve Kingsham Road A27 FP as leisure route	Scope	WSCC	Increased community & recreational use	Summer 2014
Review security of 3 key pedestrian rail footbridges owned by Network Rail within Chichester South :	Ongoing	CDC/NR/WSCC	Reduce Fear of Crime, ASB increased leisure use. (Alcohol rough sleeping hotspot)	Autumn/Winter 2014	

Objective	Method	Action 2014/15	Lead	Outcome & measure of success	Timeline
Reduce School Truancy & Exclusions	Stirling Road, Grove Road & Whyke Road			Reduce ASB and Fear of Crime	
	Relocate benches along Chichester Canal from ASB hotspot	Ongoing	CDC/WSCC	Maintain street scene	Summer 2014
	Abandoned shopping trolley removal problems	Ongoing	JAG/CW/RSL	Increased school/college attendance & reduction in truancy and excluded pupils	Summer 2014
	Scope pupils	Ongoing	WSCC TFN		Autumn 2014
	1:1 TFN intervention				
Support Community Health & Wellbeing	Phased returns			Sustained community dialogue. Community participation & uptake	
	Cook & eat programmes	Ongoing	JAG/ET		tbc
	Active older people project	Ongoing			tbc
	First step to fitness for adults	Ongoing			
	Wellbeing Home tackling fuel poverty	Ongoing			tbc
	Regular drop in health check sessions in place at Westgate Leisure centre	Ongoing			tbc
	Drop in MOT/NHS health check sessions at schools for parents & teaching staff	Scope			tbc
Family weight management programme where the	Ongoing			tbc	

Objective	Method	Action 2014/15	Lead	Outcome & measure of success	Timeline
	child/children are above their ideal weight				
	After school clubs for children who don't engage in PE or other sports clubs	Ongoing		Strong exit routes to local sports clubs, continued participation via tracking process	tbc
	Florence Road Rec & Whyke Oval Sports Activities. Sport in the Community, Football in the Community, Rugby in the Community, Multisport Camp etc	Ongoing	BP/CW/RSL	Dedicated sports coach for participating schools. Awareness of cultural diversity and acceptable behaviour on and off the sports field .	Summer/Autumn 2014
	Mini Olympics at Chi Uni and Chi College involving Primary Schools	Ongoing	BP/CW	Development of leadership, communication and teamwork skills. Possible links to HM forces career opportunities.	Summer/Autumn 2014
				Participation (16+) in football sessions & coaching workshops	
	Army Personal Development Activity Day	Ongoing	RSL/CW/BP	Continued participation determined by ongoing feedback & evaluation	Summer/Autumn 2014
	Coaching Goals	Ongoing	BP		Spring/Summer 2014
	Zumba Sessions at Chichester Children & Family Centre	Ongoing	BP		Summer 2014

Objective	Method	Action 2014/15	Lead	Outcome & measure of success	Timeline
Enhance Community Resilience	Review childrens play facilities William Road, Charles Avenue & Bradshaw Road	Initiate tbc	RSL/CW/BP	Improved & maintained streetscene	Spring 2014
	Review adult recreation eg possible Charles Avenue – Trim Trail?	tbc			Summer 2014
	Form JAG Chichester East TFN Task & Finish Group & exchange multi agency & community contacts		JAG/CW		Spring 2014
	Enable self help & rapid reporting with regular feedback via TFN T&F groups		JAG		Spring 2014
	Strengthen business & education links		JAG		
	WS Fire & Rescue Community Initiatives	Ongoing tbc	WS F&RS		Summer/Autumn 2014
	Targeted Housing Options & Benefits support	Scope needs via TFN T&F JAG Task & Finish Groups			
Health & Wellbeing	tbc		ET/CW		

Objective	Method	Action 2014/15	Lead	Outcome & measure of success	Timeline
	<p>Build on existing Warden & PCSO community initiatives</p> <p>Themed Community Action Days with surgery/hub element (Bradshaw Road/Conduit Mead, St James Square/Charles Avenue , Whyke/Bramber Road)</p> <p>Scope online gambling</p>	<p>Ongoing & planned tbc</p> <p>Targeted litter picks and clean ups of communal grounds, alleys, car parks and garage blocks</p>	<p>RSL/CW</p> <p>JAG/RSL/CW</p> <p>LF</p>		<p>Summer/Autumn 2014</p>