

When telephoning, please ask for: Viv Nightingale
Direct dial 0115 914 8481
Email vnightingale@rushcliffe.gov.uk

Our reference:
Your reference:
Date: 19 November 2012

To all Members of the Partnership Delivery Group

Dear Councillor

A meeting of the PARTNERSHIP DELIVERY GROUP will be held on Tuesday 27 November 2012 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely

Head of Corporate Services

AGENDA

1. Apologies for absence.
2. Declarations of Interest.
3. Notes of the Meeting held on Tuesday 18 September 2012 (pages 1 - 6).
4. Partnership Delivery – Review of Partnership with Rushcliffe Advice Network (RAN)

The report of the Head of Community Shaping is attached (pages 7 - 12).

5. Work Programme

The report of the Head of Partnerships and Performance is attached (pages 13 - 14).

Membership

Chairman: Councillor R Hetherington
Vice-Chairman: Councillor F A Purdue-Horan
Councillors Mrs D M Boote, R L Butler, H A Chewings, A M Dickinson,
E J Lungley, Mrs M Stockwood, T Vennett-Smith

Meeting Room Guidance

Fire Alarm Evacuation: in the event of an alarm sounding please evacuate the building using the nearest fire exit, normally through the Council Chamber. You should assemble in the Nottingham Forest car park adjacent to the main gates.

Toilets are located opposite Committee Room 2.

Mobile Phones: For the benefit of others please ensure that your mobile phone is switched off whilst you are in the meeting.

Microphones: When you are invited to speak please press the button on your microphone, a red light will appear on the stem. Please ensure that you switch this off after you have spoken.



NOTES
OF THE MEETING OF THE
PARTNERSHIP DELIVERY GROUP
TUESDAY 18 SEPTEMBER 2012

Held at 7.00 pm in The Council Chamber, Civic Centre, Pavilion Road, West Bridgford

PRESENT:

Councillors R Hetherington (Chairman), L J Abbey (substitute for Councillor Mrs D M Boote), R L Butler, H A Chewings, A M Dickinson, E J Lungley, F A Purdue-Horan, Mrs M Stockwood, T Vennett-Smith

ALSO IN ATTENDANCE:

J Danson Regional Director (North), Metropolitan
N Adie Group Head of Development, Waterloo Housing Group

OFFICERS PRESENT:

C Bullett Deputy Chief Executive (CB)
D Dwyer Strategic Housing Manager
C McGraw Head of Community Shaping
D Mitchell Head of Partnerships and Performance
V Nightingale Senior Member Support Officer

APOLOGY FOR ABSENCE:

Councillor Mrs D M Boote

7. Declarations of Interest

There were none declared.

8. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 3 July 2012 were accepted as a true record.

9. Review of Partnerships With Metropolitan and Waterloo Housing Group

As part of the annual review of the Council's partnership with Registered Social Providers Members had requested that both Metropolitan, formerly known as Spirita, and Waterloo Housing Group should attend the meeting. Officers explained that the Council had a good working relationship with both providers which had enabled new affordable homes to be built.

Metropolitan

Jenny Danson the Regional Director (North) of Metropolitan gave Members a presentation outlining the work undertaken in Rushcliffe. She stated that they provided 3,720 homes for rent/shared ownership in the area. She outlined their key services including tackling anti-social behaviour, engaging with residents and estate inspection regimes.

With regard to achievements Members were informed that over 240 new homes had been built which equated to approximately £20 million of investment, with further developments planned for 2012/13.

Ms Danson informed Members that all Registered Providers were facing challenges in relation to warden services as the Supporting People contributions were being reduced. However, at present Metropolitan were undertaking a consultation exercise with their residents regarding the service and that this was due to be completed by April 2013.

In response to a question regarding emergency plans Members were informed that as an organisation Metropolitan were re-considering their policies and especially how they would interact with other agencies, such as the local authority. In respect of a recent incident officers stated that this had been on a day with unique circumstances as the Olympic Torch had been travelling through the area and roads around the Borough had been closed. However, the situation had not been severe enough for the Council's emergency plan to have been activated. Ms Danson stated that this incident had highlighted some potential issues that were now being addressed. She assured Members that it was company policy to ensure that a member of staff was in attendance when there was an emergency and that the company had a contract with Jigsaw, to provide hotel accommodation, although it had to be recognised that not everyone from an affected area would be housed in the same hotel.

The Group was informed that a new Chief Executive had been appointed and would start in October 2012 and that an Executive Finance Director had also just been appointed. It was envisaged that now the new management and governance arrangements were in place the new structure, which was based on the Customer Service Model, would now be embedded. Ms Danson explained that the new structure would focus on the core areas that were required to deliver the Welform Reform initiatives. Also as part of this restructure many of the back office functions would be relocating to Nottingham.

Ms Danson was pleased to inform Members that the centralised Contact Centre, which had been opened in April 2012, had been achieving a response rate of 95% of calls within 60 seconds, which complied with national standards. Also since August it had been consistently achieving 80% within 20 seconds. Although it was recognised that all residents should use the Contact Centre when dealing with Metropolitan, to enable the company to monitor any potential problems, Members were given a direct phone number to the Head of Housing Services, who would deal with any of their queries. With regard to a question on whether any limits would be placed on what Members could discuss, Ms Danson felt that they had a clear decision process and did not feel that there was any issue that could not be discussed. The Head of Community Shaping agreed to place an article in Members Matters to inform all Members of this facility.

The Deputy Chief Executive (CB) stated that at the previous meeting a representative from Metropolitan had agreed to keep ward members informed of any incidents of anti-social behaviour that had occurred in their area, however, this had not been actioned. It was agreed that prolific and significant anti-social behaviour, as well as 'problem' areas, would be reported to

Members through the mechanisms already in place through the Community Safety Partnership. It would just be necessary for all parties, including Metropolitan, to be more proactive.

Members asked questions about the residents forums, regarding their effectiveness and if Members could be involved. Ms Danson stated that there was a variety of forums both nationally and locally. Although Metropolitan would not have any objections to Members attending it had to be recognised that these forums were held for the residents and it would be for the residents to agree. She agreed to forward to Members a list of all the forums and, if Members were interested in attending any, she would contact the forum to ascertain if this would be acceptable.

Some Members raised concerns about warden aided complexes. These included an issue regarding contractors gaining access to the building by disturbing residents. Ms Danson explained that contractors should make an appointment with the warden. Other concerns included the different support packages that were offered to residents and how these were being delivered. Other issues raised concerned complaints from tenants and how these were not being addressed in a timely manner. Ms Danson agreed to discuss individual issues with Members. It was acknowledged that there were some concerns regarding the partnership, however it was felt that the new initiatives that had been discussed at this meeting should be welcomed and that a further review should be undertaken in a year. The Head of Partnerships and Performance asked that more performance information should be included in future.

To summarise:

- Metropolitan were going through a period of change and Members still had concerns about how enquiries were being dealt with.
- Actions agreed at the last annual scrutiny meeting still appeared to be outstanding and needed to be addressed.
- There needed to be more clarity about how Metropolitan dealt with emergency situations.
- Metropolitan needed to be proactive and report emerging anti-social behaviour problems to the Rushcliffe Housing team to enable them to inform local ward Members.
- Metropolitan should confirm their programme of resident forums for potential support by local councillors.
- Metropolitan to confirm their proposed new working arrangements for warden assisted properties when finalised.

The Chairman thanked Ms Danson for her presentation and for attending the meeting and answering questions.

Waterloo

Mr Adie gave a presentation highlighting the work undertaken by the Waterloo Housing Group. He informed Members that the Group, which had been formed in 2008, consisted of Waterloo Housing Association, which operated in the West Midlands, New Linx Housing Trust, which operated in Lincolnshire,

De Montfort Housing Society, which covered the East Midlands including Rushcliffe, and Waterloo Homes, which primarily dealt with shared ownership properties. The Group had 18,000 properties, which covered 40 local authority areas. Funding had been awarded to the Group to develop 1,645 homes during 2011-15, mainly for social rent.

In respect of Rushcliffe De Montfort had started developing properties 20 years ago and had built 341 rented properties and 116 for shared ownership. One of their major successes was the work undertaken as part of the Trent Valley Partnership to develop rural housing. Rural housing was defined as local housing for local people, although this concept was not always easily understood. It was recognised that these were very small developments and therefore were more costly. Unfortunately the previous funding arrangements had recently been changed and there was now a fixed grant per property. Other grants were obtained in order that the houses could be made sustainable including the use of photovoltaics. In fact some properties had been developed to be carbon neutral. The scheme at Cropwell Bishop had been very successful and was used as a national exemplar model. Also in Cropwell Bishop and East Bridgford there had been a second development phase. Following a question Members were informed that rural exception sites could be designated in areas where the population was under 3,000.

With regard to performance Mr Adie explained that the majority of their indicators, including overall satisfaction, vacant dwellings and meeting the decent homes standard, were all in the top quartile. Work was being undertaken to improve the 'tenant satisfaction with participation' indicator which was in the third quartile. This included the formation of a local board with 8 of the 10 members being residents, which met quarterly. As part of a restructure there were now dedicated lettings and estate officers and a community development officer.

With regard to the Boards Members were informed that the Boards were part of the decision making process which reviewed performance and had voting rights. However, each estate was encouraged to have its own site forum and Members could be invited to these at the request of the tenants. Mr Adie agreed to provide details of these forums for the Group.

In respect of Member involvement in residents' issues Mr Adie stated that, as long as everything conformed to the Data Protection Act, he could not see any issue that could not be discussed. He agreed to provide Members with contact details for the Rural Estate Manager to assist them in the enquiries.

In answering Members question Mr Adie informed the Group that there were no emergency action plans. However, all emergencies were dealt with through a 24 hour contact centre and that duty managers were on call and would attend the site if this was necessary.

Members were concerned that a number of houses could be built within a village without there being any local people requiring housing. Mr Adie explained that a Section 106 agreement was signed as part of a rural exception site. The Section 106 agreement contained a cascade arrangement which meant that if there was nobody in the village then people from the adjoining village would be considered. The Head of Community Shaping

stated that it was extremely unlikely that it would progress past this second cascade.

In relation to the development of rural exception sites the Group was informed that part of the process was to engage with the local community to allay some of their fears regarding who would occupy these houses. Officers stated that there were issues surrounding the publicity and the promotion of sites. It was felt that as community leaders Members could help signpost people to other parishes which had undertaken this exercise. It was stated that the Waterloo Housing Group had more control over rented accommodation than properties for shared ownership.

Members felt that it would be beneficial to make a site visit to a rural exception site. Mr Adie agreed to inform Members when a new site had been completed. The Head of Community Shaping agreed to provide Members with a link to a video that had recently been shown at the last parish forum.

To summarise

- Members acknowledged Waterloo Housing Group's long and successful history of developing and maintaining properties, and in particular rural housing, in Rushcliffe
- Members agreed that the Waterloo Housing Group had good performance in the delivery of services and taking action when any poor performance was identified
- Waterloo Housing agreed to provide the name of a contact officer for any Councillor enquiries on behalf of tenants
- Waterloo Housing Group agreed to confirm details of any tenant forums for potential support by local Councillors

The Chairman thanked Mr Adie for his presentation and for attending the meeting and answering questions.

Members raised the issue that having submitted questions last year they had not received any written response. Officers stated that all the answers had been contained within the notes of that meeting.

10. **Work Programme**

The Head of Partnerships and Performance explained that the Rushcliffe Action Network had been added to the Group's programme for its next meeting. He stated that a summary of the Network's objectives would be circulated to Members.

Following a question the Head of Community Shaping stated that there had been changes made to the Local Strategic Partnership and that further information would be available when the Group considered the issue in March 2013.

The meeting closed at 9.10 pm.

Action Sheet

PARTNERSHIP DELIVERY GROUP - TUESDAY 18 SEPTEMBER 2012

Minute Number	Actions	Officer Responsible
9. Review of Partnerships With Metropolitan and Waterloo Housing Group	<p>Metropolitan</p> <ul style="list-style-type: none"> • An article be placed in Members' Matters regarding the contact details of the Head of Housing Services. • Members to be notified of any prolific and significant anti-social behaviour incidents in their wards. • Members to be provided with a list of residents' forums. • At Members request meetings to be arranged for Members to discuss individual concerns with Ms Danson 	<p>Head of Community Shaping</p> <p>Metropolitan and Head of Community Shaping</p> <p>Metropolitan</p> <p>Head of Community Shaping</p>
	<p>Waterloo</p> <ul style="list-style-type: none"> • Members to be provided with a list of residents' forums. • Members to be provided with contact details for the Rural Estate Manager • Members to be informed of any potential site visits to a new development • A link to be provided to the video regarding a new development 	<p>Waterloo</p> <p>Waterloo</p> <p>Waterloo</p> <p>Head of Community Shaping</p>



PARTNERSHIP DELIVERY GROUP

27 NOVEMBER 2012

PARTNERSHIP DELIVERY- REVIEW OF PARTNERSHIP WITH RUSHCLIFFE ADVICE NETWORK (RAN)

4

REPORT OF THE HEAD OF COMMUNITY SHAPING

Summary

Members have requested an annual review of the partnership with Rushcliffe Advice Network (RAN.) Claire McCurdy, Project Co-ordinator for RAN will be attending the scrutiny to make a presentation on the project and answer Members' questions.

Recommendation

It is RECOMMENDED that Members consider and make comments on the presentation made by Rushcliffe Advice Network (RAN) and endorse the work of the partnership.

Details

Background

1. In 2011 the Council worked in partnership to £500,000 from the Big Lottery Reaching Communities funding to set up the RAN. RAN is a free, confidential and impartial advice service dealing with issues such as benefits, debt, employment, consumer, family, relationship and immigration. Advice is provided by volunteers staffing centres at West Bridgford, Radcliffe on Trent and Cotgrave. RAN work in partnership with a range of organisations including Rushcliffe Borough Council, Nottinghamshire County Council, Citizens Advice Bureau, the Friary, Rural Community Action Nottinghamshire, Rushcliffe Community Voluntary Service and the British Legion who meet on a quarterly basis as the steering group. The funding is used to employ a co-ordinator, a second tier advisor and an information officer/ administrator to support and strengthen the delivery of advice to Rushcliffe residents over a five year project.

Aims

2. The aims of RAN are to increase the availability, quality and consistency of advice in Rushcliffe through the training of volunteers. The project aims to improve:
 - The level of advice and support available to residents locally;
 - Partnership working between current advice services to enable them to share expertise, recruitment, training and resources;
 - Support for current services, such as governance, advertising, campaigning;

- The level of service available to residents and the long term sustainability of advice services in Rushcliffe.
3. The project aims to provide support and training in the first instance to the advice centres but in more complex areas provide second tier support. RAN supports the recruitment and training of volunteers across the three centres to provide advice services to residents which help them to remain in their homes, gain employment, deal with and access finance and to be more aware of local services and confident in using them.

Outcomes

4. The outcomes of the project have been split into three areas, short term, medium term and long term. In year one the project aimed to achieve:
- Support advice centres in providing better quality and more in depth training
 - Improve volunteer support and policies
 - Co-ordinate and produce training
 - Introduce common reporting
 - Co-ordinate publicity for the Network
 - Identify areas that require further investment, ie IT
5. In the medium term (years 1-4) the project aims to :
- Further develop the training programme
 - Co-ordinate the recruitment and induction of new volunteers
 - Develop common working practices
 - Increase funding available to provide resources required for advice centres, such as IT, etc
 - Explore the potential for opening new services, such as at Keyworth
6. In the longer term (year 5 and beyond) the project aims to:
- Consolidate and ensure the sustainability, recruitment and induction and training programme for new volunteers
 - Where possible, introduce new services, and ensure the sustainability of existing services.

Achievements from July 2011- July 2012 (Year 1)

7. Clare McCurdy's presentation will highlight some of the key achievements to date, which include:
- Appointment of three posts to deliver the RAN project
 - 343 customers seen for debt advice;
 - 140 customers seen for specialist advice
 - RAN website developed www.rushcliffeadvicenetwork.org.uk
 - 22 advisors have attended debt advice training;
 - 1,100 welfare benefit claimants advised and supported;
 - 19 new volunteers recruited and trained
 - 13 courses delivered on welfare benefits

8. Claire's presentation will cover in more detail the work programme for the next year which is set out in brief in paragraph 5.

Financial Comments

RAN is a five year project funded by an allocation of £500,000 from Big Lottery Reaching Communities.

Section 17 Crime and Disorder Act

There are no S17 implications for this report.

Diversity

RAN and all their partners are committed to the equality and diversity agenda and consider this in all aspects of their work.

Background Papers Available for Inspection: Nil

Rushcliffe Advice Network Big Lottery Fund Outcomes and milestones

Outcome	Milestone	Year 1	Actual	Year 2	Progress to date	Year 3	Year 4	Year 5
2500 beneficiaries will be better able to manage debt through advice and guidance, of which 30% (750) will report that they have taken control of their finances	Debt clients advised.	400	343	850	408	1400	1900	2500
	30% of clients report they are more in control of their finances	120	Needs feedback	255		420	570	750
	Co-ordinated publicity regarding services on local authorities' websites and through the media	End of year 1	Complete					
	Recruit project posts	End of project month 3 (Sept)	Complete					
	Training of advisers on debt advice	At least 10	22					
1500 beneficiaries will increase their income by accessing benefits through the provision of advice and guidance, of which 30% (450) will report that they have achieved an improved quality of life	Benefit clients advised	250	1100	600	1267	950	1300	1500
	30% of clients report that their life has got better as a result of the advice they received	75	Needs feedback	180		285	390	450
	Training of advisers on benefit advice	At least 10	44		12			
	Training of new volunteers	5	19	5		5		

Outcome	Milestone	Year 1	Actual	Year 2	Progress to date	Year 3	Year 4	Year 5
80 volunteers (including 10 with a disability) will be able to support people most in need and have a positive impact on their community. They will do this by increasing their knowledge through attendance on advice areas by the end of year 4	Volunteers report that they are better able to advise and assist others as a result of their training	20	67	20		20	20	20
	Volunteers receive training in advice areas	20	67	20		20	20	20
	Volunteer policies, training and induction programme in place	End of Year 1	Complete					
1200 people who use the service will say that their mental health and well-being has improved as a result of using the service by the end of the project	Agree and start to use a process to monitor mental health outcomes	Project month 6 (Jan 2012)	Complete					
	Annually 240 clients will report that their mental health and wellbeing has improved as a result	240	ongoing	240		240	240	240
	Promote advice services to mental health organisations			End of Year 2				
400 people will receive specialist advice directly from the consultant adviser, of which 30% (120) will report that they have achieved an	People advised by the consultant adviser	100	140	100		100	100	
	People reporting on the feedback form that life has got better as a result of the advice they have received	30	Ongoing – needs feedback	30		30	30	
	People will be better able to manage £400,000 of debt	£100,000	£525,704.00	£100,000	£66,766	£100,000	£100,000	

Outcome	Milestone	Year 1	Actual	Year 2	Progress to date	Year 3	Year 4	Year 5
improved quality of life. This will be by the end of year 4.	People's income will have increased by £50,000	£12,500	Benefit application 10,746.71 £2,464.06 weekly gain - appeals £203,041.94 appeals backdated awards £16451.09 Income - advice (other) Totals over 52 weeks: £578,612.32	£12,500	Arrears £10,774.35 Backdated benefit lump sum £55,711.70 Weekly gain £863.10	£12,500	£12,500	

Key:

SM – Sally Marshall

CM – Claire McCurdy

TS – Tom Smith

RBC – Rushcliffe Borough Council

AC – Advice Centre

RCVS – Rushcliffe CVS

RAN PG – RAN Project Group

RAN - RAN members

RCAN – Rural Community Action Nottinghamshire

REPORT OF THE HEAD OF PARTNERSHIPS AND PERFORMANCE

Summary

This report sets out a rolling work programme for the Partnership Delivery Group for 2012/13 based on the areas proposed and supported by the Group during the previous municipal year.

Recommendation

It is RECOMMENDED that the Partnership Delivery Group agrees the proposed work programme for 2012/13.

1. The work programme for the Partnership Delivery Group is developed around the corporate priorities that fall within its remit and takes into account the timing of the Group's business in the previous municipal year and any emerging issues and key policy developments that may arise.
2. As part of this agenda item Members are invited to discuss and consider potential questions they would like to raise in relation to the consideration of the South Nottinghamshire Community Safety Partnership (Concentrating on the Fire Service and Council activity for the next meeting.)
3. The following table sets out the proposed rolling work programme.

Date of Meeting	Item
27 November 2012	<ul style="list-style-type: none"> • Review of Rushcliffe Advice Network • 2 year rolling work programme, including capturing questions for the South Notts Community Safety Partnership
22 January 2013	<ul style="list-style-type: none"> • South Notts Community Safety Partnership - update (Concentrating on Fire Service and Council activity) • 2 year rolling work programme
19 March 2013	<ul style="list-style-type: none"> • Review of Surestart • Update of the Local Strategic Partnership • Annual review of scrutiny • 2 year rolling work programme

Date of Meeting	Item
June 2013	<ul style="list-style-type: none"> • Review of service level agreement with RCVS and RCAN • Approve the work programme • 2 year rolling work programme
September 2013	<ul style="list-style-type: none"> • Annual review of partnership with Metropolitan Housing Partnership and Waterloo Housing Group • 2 year rolling work programme
November 2013	<ul style="list-style-type: none"> • 2 year rolling work programme, including capturing questions for the South Notts Community Safety Partnership
January 2014	<ul style="list-style-type: none"> • South Notts Community Safety Partnership - update • 2 year rolling work programme

Financial Comments

No direct financial implications arise from the proposed work programme

Section 17 Crime and Disorder Act

In the delivery of its work programme the Group supports delivery of the Council's Section 17 responsibilities particularly in relation to the performance of the Council.

Diversity

The policy development role of the Group ensures that its proposed work programme supports delivery of Council's Corporate priority 6 'Meeting the Diverse needs of the Community'.

Background Papers Available for Inspection: Nil