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**Our reference:**  
**Your reference:**  
**Date:** 20 December 2013

To all Members of the Partnership Delivery Group

Dear Councillor

A meeting of the PARTNERSHIP DELIVERY GROUP will be held on Tuesday 7 January 2014 at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford to consider the following items of business.

Yours sincerely



Executive Manager Operations and Corporate Governance

### ***AGENDA***

1. Apologies for absence.
2. Declarations of Interest.
3. Notes of the Meeting held on Thursday 3 October 2013 (pages 1 - 7).
4. Annual Review of the Partnership with Waterloo Housing Group  
The report of the Executive Manager - Neighbourhoods is attached (pages 8 - 9).
5. Review of Partnership with Rushcliffe Advice Network (RAN)  
The report of the Executive Manager - Communities is attached (pages 10 - 15).
6. Work Programme  
The report of the Executive Manager - Operations and Corporate Governance is attached (pages 16 - 17).

## Membership

Chairman: Councillor Mrs J A Smith

Vice-Chairman: Councillor F A Purdue-Horan

Councillors Mrs D M Boote, H A Chewings, L B Cooper, R Hetherington,  
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**  
**THURSDAY 3 OCTOBER 2013**

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

**PRESENT:**

Councillors Mrs J A Smith (Chairman), Mrs D M Boote, H A Chewings,  
L B Cooper, R Hetherington, E J Lungley, F A Purdue-Horan,  
Mrs M Stockwood,

**ALSO IN ATTENDANCE:**

Councillor J E Greenwood

R Walker Regional Director, Metropolitan Housing Trust  
N Raffell Housing Services Officer, Metropolitan Housing Trust

**OFFICERS PRESENT:**

D Banks Executive Manager - Neighbourhoods  
D Dwyer Strategic Housing Manager  
V Nightingale Senior Member Support Officer

**APOLOGIES FOR ABSENCE:**

Councillor T Vennett-Smith

**1. Declarations of Interest**

Councillor F A Purdue-Horan declared a non-pecuniary interest in Agenda Item 4 – Review of Partnership with Metropolitan Housing.

**2. Notes of the Previous Meeting**

The notes of the joint meeting with the Community Development Group held on Tuesday 2 July 2013 were accepted as a true record.

Following a query the Executive Manager - Neighbourhoods agreed to provide Members with further information on the DBS (Disclosure and Barring Service) checks that had replaced the CRB (Criminal Records Bureau) checks.

**3. Review of Partnership with Metropolitan Housing**

The Strategic Housing Manager presented a report outlining the partnership the Council had with Metropolitan Housing. She stated that they were the main provider of social housing in the Borough with just under 4,000 units. The Partnership was well established and she felt that its continued success was due to the fact that Metropolitan

- Was held accountable as they attended a scrutiny meeting annually
- Had regular meetings with officers regarding service delivery
- Had an input into strategic housing issues

- Was part of the introduction and development of the Choice Based Lettings scheme and Housing Allocations Policy
- Worked with officers to tackle anti-social behaviour issues
- Was a major stakeholder in the Council's Cotrgave regeneration scheme, with a specific remit on the housing sub group

In addition to these the Strategic Housing Manager explained that as part of the Partnership Metropolitan Housing helped deliver the Council's affordable homes programme by donating land and funding. She was pleased to inform Members that, with additional funding from the New Homes Bonus, 30 units of affordable housing would be delivered over a number of Metropolitan garage sites in the next two years

Members had submitted several questions to Metropolitan Housing and Mr Walker had provided written answers to these. He also gave a presentation outlining a number of issues raised by Members and the new structure of the company. He stated that there had been a number of significant changes in the previous twelve months following the appointment of a new Chief Executive. It had been recognised that there had been several different organisations brought together and these had now been redefined as one organisation with clear outcomes and goals, and targets which were customer and business focussed. In respect of the housing service it had been recognised that there had been a lack of joined up services and to address this the area had been redefined as 'patches'. Each patch would have a weekly task and problem solving meeting to identify local needs and issues, repairs, anti-social behaviour and income. Following a question Members were informed that Rushcliffe was a large patch with smaller patches within it.

Mr Walker was pleased to inform Members that of the 95 reported cases of anti-social behaviour so far in 2013, 89 had been closed. The majority of complaints were about noise, although not statutory noise nuisance, vandalism and harassment. The service had dedicated anti-social behaviour officers who worked closely with the Police on any serious cases. He informed the Group that customer satisfaction levels were normally high, except for June 2013 which he was investigating. As part of their continual improvement programme a definite contact person was now assigned to each incident and cases were not closed until the customer was satisfied with the outcome.

Several Members' questions had focussed on the new welfare reforms and how tenants were affected by these. He explained that income collection was deteriorating with low level cases, under £2,000 of arrears, getting steadily worse, this had coincided with the introduction of the spare room subsidy. In Rushcliffe 468 households were affected by this subsidy with 63 under occupying by 2 or more bedrooms. Of these 468 households over 50% had increasing rent arrears. To help combat this Metropolitan Housing had introduced several initiatives, including a mutual exchange campaign, financial inclusion to help people manage their money, a rent in advance scheme and metroployment to help people get back to work. This last initiative would, in future, be targeted at areas of deprivation and people affected by welfare reforms. Following several questions Mr Walker explained that staff were promoting mutual exchanges between tenants, introducing a 'home-swopper' initiative and also looking at how tenants could budget better if they did not

want to move but were affected by the spare room subsidy. As part of the Company's preparations for the introduction of Universal Credit Mr Walker was working with financial inclusion officers to help and support tenants who did not have bank accounts and found budgeting difficult. The alternatives for people were to have post office accounts or join a Credit Union. The Strategic Housing Manager explained that the Council was working closely with the Nottingham Credit Union to raise awareness of this service. The Union provided various accounts including a 'jam jar' account where people could prioritise where their money was allocated. To assist people the Citizen's Advice Bureau were being funded to provide a debt counselling service at the Rushcliffe Community Contact Centre. Also housing officers, benefit officers and Metropolitan Housing worked together to help and support tenants to avoid people being evicted.

In relation to people requiring overnight carers who were affected by the spare room subsidy the Strategic Housing Manager informed Members that the legislation provided for an additional bedroom for non-resident carers but not for family members. People who were affected could apply for discretionary housing benefit and this had been awarded to 26 claimants to date.

In response to a question regarding people who occupied an adapted property the Executive Manager - Neighbourhoods explained that if the occupant was affected by the spare room subsidy they could apply for a Disabled Facilities Grant to adapt another property. However, officers would look to see if it would be more beneficial to award discretionary housing benefit to allow them to remain in the adapted property.

The Group queried if there was a need to build more one or two bedroomed properties as 12.5% of tenants were affected by the spare room subsidy. The Strategic Housing Manager explained that when considering new builds there was a sophisticated model used to determine what housing was needed in the Borough, this took into account current requirements, future population projection and local policies. Current developments are a mixture of one or two bedroom flats, two, three and four bedroomed properties. It was felt that one bedroom properties did not represent value for money. Following a question regarding the model the Strategic Housing Manager stated that the Council had a target to build 30 affordable homes by March 2014, with an additional 260 relets per year this did not meet current or future demand as there were currently 950 people registered for housing. Therefore officers had to ensure any grant provided for the development of affordable housing achieved best value to meet local housing need. An example of this was the redevelopment of the garage sites with Metropolitan which had the potential to lever in an additional £1.2m from external funding.

Members were informed that under the Allocations Policy people who were under-occupying a property were given priority on the waiting list. During the last 12 months out of 85 people who had an urgent or high priority, 35 people were under occupying their properties and, of these 12 people had been rehoused. Following a question the Strategic Housing Manager explained that 23 people had been bidding for suitable properties, 9 of which had never placed a bid. Housing officers encouraged people to bid but it was up to the person involved to choose which properties were suitable.

Councillors said that in a recent article it had been stated that Nottingham City had approximately 1,000 one bedroomed flats unallocated and Members wondered if these could be used to help people who were under-occupying properties in Rushcliffe. Officers informed the Group that most local authorities had a 'local connection' criteria when allocating properties. However, housing advice officers were encouraging people to look at the private rented sector as well as social housing. Also there were incentives for private landlords to let private tenancies to people where this prevented someone from becoming homeless. The Strategic Housing Manager also explained that if someone presented themselves to the Council as homeless and no suitable social or private rented properties had become available in the Borough within the allocated timeframe then the Council could discharge its homeless duty into private rented accommodation in a neighbouring Borough. Similar provisions also applied to other local authorities which could further reduce the availability of private rented accommodation in the Borough..

In order to consider the impact on tenants Members queried how many people were living in overcrowded conditions. The Strategic Housing Manager agreed to provide these figures.

Members asked Mr Walker if Metropolitan Housing had re-defined bedrooms as something else as had happened in other areas of the Country to avoid properties being under occupied. He said that this had not happened yet but was being considered as some rooms were only large enough to put a cot in and not a full size bed.

In respect of asset management 95% of repairs were completed on time. In future the service would focus on improving diagnosis and getting it right first time and having a proactive communications scheme about late repairs.

Following the successful introduction of a single customer contact centre in April 2012 the company was now piloting extended hours, developing their website to include 'self service' functionality and promoting digital inclusion. As part of this initiative customers would be able to report repairs and check on their progress; make rent payments and check their account balances. Members had previously been informed of a Councillor hotline to the interim Head of Housing Services, which would continue, however Beth Watson would be returning to work and replacing Mr Cregg in January 2014. He agreed to provide further details in due course.

In respect of complaints 205 had been received so far this year with only nine progressing to stage two of the complaints process, this meant that 96% were dealt with at stage one. Several Members stated that when contacting the Customer Service Centre they had encountered problems with obtaining replies, Mr Walker apologised for this and informed them that they should receive an acknowledgement email and a fuller response in due course. Members queried if the small number of complaints progressing past stage one could be due to a lack of knowledge of the process. Mr Walker agreed that, in the past, there had not been a coherent approach, however there were now standardised letter templates which, in the last paragraph, informed people what they could do if they were still unhappy with the response provided.

With regards to sheltered housing schemes Mr Walker stated that there were 16 in Rushcliffe and that as a company Metropolitan Housing had supported 5,447 people in 2012/13. These schemes were managed by the Care and Support Directive which was undergoing a review and restructure. Within the current economic climate and with supporting people funding reducing this would be a challenging time for this area.

In conclusion Mr Walker informed the Group of the many community projects Metropolitan Housing was involved in, including the Council's Make Cotgrave Smile project, a targeted youth programme, Ready4Work and Metroployment to help people get back to work.

It was AGREED that the work of the partnership with Metropolitan Housing be endorsed.

Councillor Mrs Smith, on behalf of the Group, thanked Mr Walker and Ms Raffell for attending the meeting and answering Members questions. She also thanked Metropolitan Housing for their input into the many community schemes, especially the Make Cotgrave Smile and Positive Futures which had had a very positive impact on the area.

#### **4. Updated List of Partnerships**

The Group considered the report of the Executive Manager - Transformation regarding the many partnerships the Council was involved in. Members were informed of the nature of the partnership, ie voluntary, statutory, contractual, etc; who was in the partnership; the Council's financial implication and how its performance was measured. Members were asked to consider the list and to ascertain if the partnership should be scrutinised.

Whilst considering the partnership Members felt that the following should be included as items in the Group's future work programme:

- Metropolitan Housing
- Waterloo, Members queried the Council's relationship with other Registered Social Landlords and it was noted that there was no relationship between the Council and the other providers
- Choice Based Lettings, officers suggested combining this with scrutiny of the strategic housing service. It was noted that this scheme had been scrutinised in its development and introduction stages but Members felt that it was now appropriate to scrutinise again.
- Community Safety Partnership, it was felt that a possible topic could be health related aspects of community safety e.g. alcohol abuse, with representation from the Police and the Clinical Commissioning Group
- Positive Futures, this had been scrutinised before the new loan and the plan was to roll this out to other areas of the Borough
- Safeguarding vulnerable adults and children, it was noted that this was a formal partnership with no financial implication for the Council
- Nature Conservation
- The joint Service Level agreement with Rushcliffe Community & Voluntary Service and Rural Community Action Nottinghamshire

Other items considered, but not to be pursued at present, were:

- the recycling contract however it was noted that the strategic issues were mainly governed by the 25 year contract between Nottinghamshire County Council and Veolia
- Car parking, although at present scrutinised by the Performance Management Board this could be a topic for scrutiny arising from the forthcoming budget workshops
- Emergency planning, however it was noted that this was under the remit of the Corporate Governance Group
- Preventative Adaptations and Handy Persons services, it was noted that this was a contract with Nottinghamshire County Council and not a partnership. It had also been discussed at previous budget workshops and would probably be included in this year's potential savings
- Shared ICT services, officers explained that there was a shared vision to harmonise software across Rushcliffe, Broxtowe and Gedling to allow for closer working relationships to be developed. This was also under the remit of the Corporate Governance Group

## 5. Work Programme

The Group considered their work programme. It was agreed that the items considered in the previous agenda item should be included within the programme over the next few years. Another item for inclusion could be the East Midlands Ambulance Service. Members were asked to consider whether scrutiny or a workshop would be more beneficial.

The meeting closed at 8.50 pm.

## Action Sheet

### PARTNERSHIP DELIVERY GROUP - THURSDAY 3 OCTOBER 2013

Minute Number	Actions	Officer Responsible
2. Notes of the Previous Meeting	Further information to be provided to Members regarding the DBS (Disclosure and Barring Service) checks that had replaced the CRB (Criminal Records Bureau) checks	Executive Manager - Neighbourhoods
3. Review of Partnership with Metropolitan Housing	a) The Strategic Housing Manager agreed to provide details on how many people were living in overcrowded conditions. b) Further details on who would be the Councillors point of contact at Metropolitan in January 2014.	Strategic Housing Manager  R Walker, Metropolitan Housing
5. Work Programme	The Group's work programme to be updated to include the items agreed in the previous agenda item	Member Services



**Action Sheet**  
**PARTNERSHIP DELIVERY GROUP - THURSDAY 3 OCTOBER 2013**

Minute Number	Action	Officer Responsible	Response
2. Notes of the Previous Meeting	Further information to be provided to Members regarding the DBS (Disclosure and Barring Service) checks that had replaced the CRB (Criminal Records Bureau) checks	Executive Manager - Neighbourhoods	
3. Review of Partnership with Metropolitan Housing	<p>a) The Strategic Housing Manager agreed to provide details on how many people were living in overcrowded conditions.</p> <p>b) Further details on who would be the Councillors point of contact at Metropolitan in January 2014.</p>	<p>Strategic Housing Manager</p> <p>R Walker, Metropolitan Housing</p>	<p>Currently there are 22 applicants that are living in overcrowded conditions. 18 were overcrowded by one bed and 4 were cases of gender overcrowding.</p> <p>Further information will be provided after Ms Watson's return</p>
5. Work Programme	The Group's work programme to be updated to include the items agreed in the previous agenda item	Member Services	



## Partnership Delivery Group

7 January 2014

## Annual Review of the Partnership with Waterloo Housing Group

# 4

### Report of the Executive Manager - Neighbourhoods

#### Summary

1. Members have requested an annual review of the partnership with Waterloo Housing Group, the second largest provider of affordable housing in the borough.
2. The Council has worked closely with Waterloo Housing Group as part of the Trent Valley Partnership in enabling the development of rural affordable housing. De Montfort Housing Association (one of three local housing associations across the Group) own and manage properties in Rushcliffe and assist in meeting local housing need through participation in the Council's Choice Based Lettings Scheme.
3. Neil Adie, Group Head of Development, and Marion Duffy, Director of Communities and Neighbourhoods, will provide a presentation to Members on performance across key services on behalf of Waterloo Housing Group and outline future plans to deliver local services.

#### Recommendation

It is RECOMMENDED that the Partnership Delivery Group consider the presentation made by representatives of Waterloo Housing Group and endorse the work of the partnership

#### Details

#### Supporting Information

4. While some affordable housing is delivered in rural parts of the borough on developer led schemes (Section 106 Agreements) it can be more challenging to provide new affordable housing in rural areas. There are significant issues of rural housing need around affordability and the inability of local families to access housing in their own communities. Lack of employment opportunities, school closures and poor access to local services are contributing to this problem.
5. To help address this need, the Council has developed a rural exception site programme in partnership with Midlands Rural Housing and Waterloo Housing (the Trent Valley Partnership) to identify and meet local housing needs. Since the partnership's inception in 2005, 6 affordable housing sites have been completed delivering in total 41 homes at Aslockton, Cropwell Bishop, East Bridgford (phase 1 & 2), Kinoulton and Tollerton. A further 12 units are currently under construction on a second phase at Cropwell Bishop.
6. In total, the completed schemes will have provided 22 rented and 19 shared ownership affordable homes in rural villages attracting over £1.3m Homes and

Communities Agency (HCA) funding and £456,000 Rushcliffe Capital Grant (through s106 monies).

7. Waterloo Housing Group is made up of three local housing associations and Waterloo Homes which is responsible for the sales of shared ownership homes, leasehold and market rent homes. De Montfort Housing Association own and manage properties in Rushcliffe and assist in meeting local housing need through participation in the Council's Choice Based Lettings Scheme. The Group is working towards becoming one single housing association which will enable them to improve services and meet current economic challenges.
8. The main benefit of the partnership is the provision of rural affordable housing in Rushcliffe. The aim of the partnership is not only to increase the number of affordable homes in Rushcliffe but also improve quality. The partnership is committed to carrying out further rural housing needs surveys to ascertain whether there is a continued need for affordable housing in rural areas. Future delivery will be dependent on the continued support of Parish Councils and the availability of acceptable sites.
9. Waterloo Housing Group representatives will provide Members with a presentation covering partnership working and key services, including:
  - Development of affordable housing
  - Voids and allocations
  - Stock improvements and responsive repairs
  - Tackling anti-social behaviour
  - Income recovery
  - Sheltered and supported housing
  - Performance on complaints and customer care
  - Communications and resident involvement
10. In preparation for the Scrutiny Group Members were asked to submit questions for discussion which have been provided to Waterloo Housing Group for their information.
11. In addition to their presentation to Members, Waterloo Housing Group will take questions on the above and other matters as requested.

#### **Financial Comments**

There are no financial implications to this report

#### **Section 17 Crime and Disorder Act**

The Partnership aims to assist in developing a more strategic approach to delivering against our Section 17 obligations and help in the reduction of crime and anti-social behaviour

#### **Diversity**

Waterloo Housing are committed to the equality and diversity agenda and consider this in all aspects of their work

**Background Papers Available for Inspection: Nil**



## Partnership Delivery Group

7 January 2014

### Review Of Partnership With Rushcliffe Advice Network (Ran)

# 5

## Report of the Executive Manager - Communities

### 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.

### Background

1. In 2011 the Council worked in partnership to support the Citizen Advice Bureau to gain £500,000 from the Big Lottery Reaching Communities funding to set up the RAN project.

RAN is a network of free, confidential and impartial advice service dealing with issues such as benefits, debt, employment, consumer, family, relationships and housing. Advice is provided by volunteers staffing centres at West Bridgford, Radcliffe on Trent and Cotgrave.

RAN membership also includes Rushcliffe Borough Council, Nottinghamshire County Council, Citizens Advice Bureau, The Friary, Rural Community Action Nottinghamshire, Rushcliffe Community Voluntary Service, Nottingham Credit Union and the Royal British Legion who meet on a quarterly basis as the steering group. The funding is used to employ a Co-ordinator, a Consultant Adviser and an Administration and Publicity Officer 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, building sustainability for advice services, as well as partnership working between current advice services and provide support for services such as governance and advertising.
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 via the Consultant Adviser. The outcomes below highlights that progress to date is on

track to meet or exceed its Big Lottery targets in the key indicators except for debt clients advised.

## Outcomes

4. In Year 1 of the project RAN successfully:
  - Supported advice centres in providing better quality and more in depth advice through training of advisers and support via the Consultant Adviser
  - Improve volunteer support and policies with common policies and strategies.
  - Co-ordinated and produced training for advisers
  - Introduced common reporting for monitoring of outcomes
  - Co-ordinated publicity for the Network including a newsletter
5. Achievements in Year 2 ( July 2012 July 2013)
  - 392 customers seen for debt advice;
  - 359 customers seen for specialist advice
  - 114 tribunals in Year 2 (Breakdown in Presentation)
  - 49 advisers have attended advice training;
  - 1341 welfare benefit claimants advised and supported;
  - 5 new volunteers recruited and trained
6. Years 3-5 of 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
  - Ensure the sustainability of the recruitment, induction and training programme for new volunteers
  - Where possible, introduce new services, and ensure the sustainability of existing services.
7. The presentation will also focus on some of the key challenges for the project, such as the Welfare Reforms, Universal Credit and funding instability, as well as some of the future challenges.

**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. There is an equality and diversity policy that all RAN members have agreed to support.

**Background Papers Available for Inspection: Nil**

## Rushcliffe Advice Network Big Lottery Fund Outcomes and milestones

Please note targets for debt and benefit clients are cumulative; all other targets are in-year.

Outcome	Milestone	Year 1 Target	Actual	Year 2 Target	Actual	Year 3 Target	To date	Year 4 Target	Year 5 Target
<b>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</b>	Debt clients advised (cumulative)	400	343	850	735 (392 in year 2) (Below target)	1400	834 (99 in Year 3)	1900	2500
	30% of clients report they are more in control of their finances	120	-	255	229	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	10	12	10	2	10	10
<b>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</b>	Benefit clients advised	250	1100	600	2441 (1341 in Year 2) (Above Target)	950	2802 (361 in Year 3)	1300	1500
	30% of clients report that their life has got better as a result of the advice they received	75	Needs feedback	180	155	285		390	450
	Training of advisers on benefit advice	At least 10	44	10	115 course places 49 advisers	10	46	10	10

Outcome	Milestone	Year 1 Target	Actual	Year 2 Target	Actual	Year 3 Target	To date	Year 4 Target	Year 5 Target
achieved an improved quality of life	Training of new volunteers	5	19	5	5 (On Target)	5	4	5	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	49	20	46	20	20
	Volunteers receive training in advice areas	20	67	20	49 (Above Target)	20	46	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 – Agreed May 2011						
	Annually 240 clients will report that their mental health and wellbeing has improved as a result	240		240	229	240		240	240
	Promote advice services to mental health organisations			End of Year 2	Complete				



Outcome	Milestone	Year 1 Target	Actual	Year 2 Target	Actual	Year 3 Target	To date	Year 4 Target	Year 5 Target
400 people will receive specialist advice directly from the consultant adviser, of which 30% (120) will report that they have achieved an improved quality of life. This will be by the end of year 4.	People advised by the consultant adviser	100	140	100	359 (Above Target)	100	23	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	229	30		30	
	People will be better able to manage £400,000 of debt	£100,000	£525,704.00	£100,000	£552,558	£100,000	£74,150	£100,000	
	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	Weekly gain benefit applications (est) £41,122.67 Arrears £181,660.61 Backdated benefit lump sum £580,321.14 Weekly gain (appeals) £6834.48 Tribunals: 114 Attended: 79 Won: 53 Lost: 13 Adjourned: 12	£12,500		£12,500	

**Report of the Executive Manager - Operations and Corporate Governance**

**Summary**

This report sets out a rolling work programme for the Partnership Delivery Group for 2013/14 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 review of the Waterloo Housing Group.
3. The following table sets out the proposed rolling work programme.

<b>Date of Meeting</b>	<b>Item</b>
7 January 2014	<ul style="list-style-type: none"> <li>• Review of partnership with Waterloo Housing Group</li> <li>• Review of the Rushcliffe Advice Network</li> <li>• work programme, including capturing questions for the South Notts Community Safety Partnership</li> </ul>
25 March 2014	<ul style="list-style-type: none"> <li>• South Notts Community Safety Partnership – update (focussing on health related aspects of community safety – Police and CCG)</li> <li>• Safeguarding Children and Vulnerable Adults</li> <li>• Annual report</li> <li>• work programme, including capturing questions for Notts Wildlife Trust and RCVS/RCAN</li> </ul>

<b>Date of Meeting</b>	<b>Item</b>
July 2014	<ul style="list-style-type: none"> <li>• Nature Conservation (inviting Notts Wildlife Trust)</li> <li>• Rushcliffe Community &amp; Voluntary Service &amp; Rural Community Action Nottinghamshire SLA</li> <li>• work programme, including capturing questions for Metropolitan and Positive Futures</li> </ul>
October 2014	<ul style="list-style-type: none"> <li>• Annual Review of partnership with Metropolitan Positive Futures</li> <li>• work programme, including capturing questions for Choice Based Lettings</li> </ul>
January 2015	<ul style="list-style-type: none"> <li>• Choice Based Lettings</li> <li>• work programme, including capturing questions for the South Notts Community Safety Partnership</li> </ul>
March 2015	<ul style="list-style-type: none"> <li>• South Notts Community Safety Partnership - update</li> <li>• work programme</li> </ul>

#### **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 commitment to meet the diverse needs of the community.

**Background Papers Available for Inspection: Nil**