

CABINET MEMBER FOR SAFE AND ATTRACTIVE NEIGHBOURHOODS

**Venue: Town Hall,
Moorgate Street,
Rotherham S60 2RB**

Date: Monday, 5th September, 2011

Time: 10.00 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested, in accordance with the Local Government Act 1972 (as amended March 2006).
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Minutes of meetings held on 4th and 18th April and 6th and 20th June, 2011 (see Minute Book dated 20th July, 2011, Pages J1-11)
4. Accreditation and Shared Power - Update (Pages 1 - 6)
5. Historic Warden Functions - Neighbourhood Centres (Pages 7 - 15)
6. Exclusion of the Press and Public
Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in those paragraphs, indicated below, of Part I of Schedule 12A to the Local Government Act 1972.
7. Petition - Eastwood Village (Pages 16 - 17)
(Exempt under Paragraph 2 of the Act - (information likely to reveal the identity of an individual))
8. Anti-Social Behaviour - Wickersley (Pages 18 - 24)
(Exempt under Paragraph 2 of the Act - (information likely to reveal the identity of an individual))
9. Housing and Neighbourhoods Stage 3 Complaint (Pages 25 - 30)
(Exempt under Paragraph 2 of the Act - (information likely to reveal the identity of an individual))

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:-	Cabinet Member for Safe & Attractive Neighbourhoods
2.	Date:-	5th September 2011
3.	Title:-	Accreditation and Shared Powers – Update
4.	Directorate:-	Neighbourhood & Adult Services

5. Summary

Following Cabinet Member for Safe & Attractive Neighbourhoods' support in principle and agreement to develop an Accredited Person Scheme for Rotherham (minute J9 of 20th June 2011 refers) this report, following consideration at the Safer Rotherham Partnership Executive Group and the Integrated Services - South Yorkshire Strategic Group, provides an update with associated recommendations.

6. Recommendations

It is recommended that the Cabinet Member for Safe and Attractive Neighbourhoods;

6.1 Confirms that the following 5 powers be prioritised in the development of the Accredited Powers Scheme for Rotherham;

- **Power to require giving of name and address**
- **Power to require name and address for anti-social behaviour**
- **Power to require persons aged under 18 to surrender alcohol**
- **Power to issue Penalty Notices for causing harassment, alarm or distress**
- **Power to issue Penalty Notices for throwing fireworks**

6.2 Welcomes the appraisal of the service delivery model for the development of enhancing integration of safer neighbourhood services with Rotherham and confirms Option 2 presented in the report as the model on which the scheme should be based.

6.3 Requests that the decisions with respect to 6.1 and 6.2 above be advised to the Safer Rotherham Partnership's Executive Group

7. Proposals and Details

Cabinet Member for Safe and Attractive Neighbourhoods in considering the development of Accreditation and the sharing of powers between the Council and SYP made a number of recommendations including that of receiving update reports as the scheme progresses. This is the first of such updates.

Taking forward the Council's support in principle of the accreditation of certain Council employees to discharge Police powers granted by the Chief Constable, the Safer Rotherham Partnership Executive Group received a presentation on the 22nd June 2011. This presentation detailed the development of the Project Plan designed to develop a more integrated community safety delivery service within all of the South Yorkshire Council local authority districts.

The presentation overview of the project emphasised that the key aim in developing the scheme is to have the right people, with the right powers, in the right area in order to deliver a better service to local communities. To bring accreditation into reality a strategic group (Integrated Services - South Yorkshire Strategic Group) was to be established to ensure all interested partner agencies together for cross county understanding, learning and development. Importantly the critical issue was to have a localised approach where district staff addressed local delivery and local needs.

It was recognised that within South Yorkshire there were different issues to be addressed and that the speed of implementation (some by pilot schemes) would vary therefore, for Rotherham, it was necessary to make sure that the scheme considered local solutions and a full understanding of the impact of the introduction of the approach.

The SRP Executive requested that two immediate issues be considered and reported back. These issues being;

1. Which of the possible powers being available by the Chief Constable would Rotherham wish to prioritise for adoption? and
2. What localised service design to Integrated Working would we wish to consider?

Local Powers

The Chief Constable could grant accreditation for up to 43 powers but for South Yorkshire this has been limited that to 21 powers. The 21 powers are shown in Appendix 1 and are in the main quick "discharge" powers eg Fixed Penalty Notices for a range of anti-social issues. Of these 21 powers each local authority has been requested to identify 5 powers by which prioritisation can be focused for initial implementation.

Following joint assessment including local community safety priorities (ASB & alcohol) , impact of the powers, health & safety of employees, with both Rotherham SYP and other Council Departments it is proposed that the following 5 powers be prioritised for early accreditation focus;

- Power to require giving of name and address
- Power to require name and address for anti-social behaviour
- Power to require persons aged under 18 to surrender alcohol
- Power to issue Penalty Notices for causing harassment, alarm or distress
- Power to issue Penalty Notices for throwing fireworks

SYP have also been requested to consider the release of further powers outside the overall 21 being made available to strengthen the control of alcohol sale and use.

Service Design

The introduction of accreditation and possible reciprocal delegation of Police officers provides the opportunity to consider wider integration and ways of joint working and aligning front line services across our Safer Neighbourhood Teams by the brigading of powers and/or a single uniformed presence. Two options for service delivery models have been suggested and, across South Yorkshire, each district is drawing its bespoke model together (again utilising pilots to test out their model). The two options are;

Delivery Model 1 - To create a new uniformed team of individuals with as many warranted powers as is practicable from all partner agencies. The team will be aligned to a geographical area within the district and will tackle any and all local issues in relation to public confidence and Anti-Social Behaviour (ASB)

Delivery Model 2 - To allocate warranted powers to the right people, in the right uniform, in the right place at the right time. To ensure staffing is aligned to demand management and the requirements of the local areas in order to target public confidence and ASB issues. For example a place-based analysis would be undertaken for each area to develop a rich picture that would help to prioritise joint local service delivery, issuing of the right warranted powers to the appropriate uniformed staff. To also encourage local integrated services, through Fixed Penalty Notices, to spend any income generated on improving the local geographical area.

It is considered for Rotherham that the second of these two options is pursued and, in doing so, it provides a realistic model that readily takes on the improvements in shared working without the need of structure, governance and tasking change. It builds on the pragmatic response model that has established identifiable services and does not over complicate branding requirements within communities whilst saving on new uniform design and procurement costs.

In utilising a scheme that evolves allows for the development of the joining together of internal Council ways of working and potential testing of the scheme within a particular locality e.g. Rotherham Town Centre where local partnership Town Team has a strong working structure and linked/shared communication routes. The breadth of this more integrated working model may start with core uniformed services e.g. Neighbourhood Wardens, Civil Enforcement Officers, and possibly Countryside & Park Rangers which then develop further to include other enforcement type services in the future.

It has always been the case that one of the objectives of our working has been to ensure effective uniformed presence on the streets and thereby further enhance community confidence. Delivery model 1 at this time is seen as an aspirational model which can be developed into the future. What is key is that there should be a local service that fits to the needs of the local area.

It is proposed that the SRP Executive be advised of the Council's position these two matters at their meeting on the 7th September 2011.

Details progressing the South Yorkshire Police project plan (reported on the 20th June) is being carried out by the Integrated Services - South Yorkshire Strategic Group Meeting where Rotherham is represented by Mark Ford, Safer Neighbourhoods Manager (deputised by Matt Finn, Community Protection Manager).

It is very apparent that the current use of existing powers (both within the Councils and SYP) are discharged differently across the sub region and potential barriers are being thought through to find solutions. Rotherham is leading a Task & Finish Group addressing the use of Fixed Penalty Notices for littering with an outcome being the shared use of available powers being consistently used when required without compromising current local policy and effective processes. This group could also consider the reciprocal transfer of some local authority powers (e.g. under the Environmental Protection Act 1990 and Clean Neighbourhoods and Environment Act 2005) to the Police.

This approach of using Task & Finish Groups is expected to be used for other areas requiring development e.g. communications, training, understanding of other legal and process details, vetting arrangements, compliant uniforms and health & safety implications. A stakeholder workshop addressing each of these themes is being arranged for September.

8. Finance

The proposal to accredit designated Council staff has to date not highlighted any costs outside that contained within current revenue budgets. Any variation to this position will be addressed in further Cabinet Member updates.

9. Risks and Uncertainties

A range of risks were highlighted in the previous report to Cabinet Member on the 20th June 2011 and these are being addressed as part of both internal officer working and the wider shared approach by the South Yorkshire Group. Topics being assessed include;

- Competency framework for accredited personnel
- Training requirements
- Vetting checks
- Supervision, performance management and review arrangements
- Potential grading and HR related issues
- Health & safety of accredited personnel
- Communication
- Information & data sharing
- Staff inclusion in the schemes development
- Shared understanding of legislative framework, policies and processes

SYP have a strategy for the improvement of Neighbourhood Policing, this being indicated in their Local Service Delivery Framework. Whilst the detail of this document isn't known there are changes to local delivery arrangements which impact on safer neighbourhood partnership working. This, together with other SYP strategic reviews, is a key driver for enhancing the integration of services.

10. Policy and Performance Agenda Implications

Tackling Anti Social Behaviour is a key priority for the coming year as set out in the RMBC Corporate Plan

- ***helping to create safe and healthy communities, and***
- ***ensuring people feel safe where they live, particularly that Anti-Social behaviour and crime is reduced and people from different backgrounds get on well together.***

In particular the proposal contributes in ensuring that;

- People feel safe where they live
- ASB and crime is reduced
- People enjoy parks, green spaces, sports, leisure and cultural activities
- Our streets are cleaner

And fits totally within the business methodology of the Council by;

- Getting it right 1st time, reducing bureaucracy and getting better value for money,
- working with partners, and
- having the right people, with the right skills in the right place at the right time

Accordingly ensuring that anti-social behaviour is reduced and that people feel safe where they live is a key objective of the 2010/11 Neighbourhood & Adult Service plan

The approach has clear linkages to the seven outcomes of the Outcomes Framework for Social Care, and importantly contributes to ***Improving the Quality of Life***, and support to ensure ***Freedom from Discrimination or Harassment***.

The strategy takes close account of the developing Government policy drivers regarding crime, disorder, antisocial behaviour and localism, but locally is built from the statutory analysis undertaken by the partnership Community Information Unit and reported in the latest Joint Strategic Intelligence Assessment which identified Anti-Social Behaviour as a priority for the Safer Rotherham Partnership.

11. Background Papers and Consultation

- Crime and Disorder Act 1998
- Police Reform Act 2002
- The Criminal Justice and Police Act 2001
- The Anti Social Behaviour Act 2003
- South Yorkshire Police Community Accreditation Scheme; Information & Application Pack

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Appendix 1

Powers Available

In South Yorkshire SYP will grant 21 powers to accredited persons. These 21 are shown in bold with an asterisk and from these it is proposed that 5 of the powers be prioritised for implementation in Rotherham. These 5 are highlighted ++ & yellow in colour print.

1. Power to issue penalty notices for disorder
Power to issue fixed penalty notices
2. **for truancy ***
3. in respect of an excluded pupil in a public place
4. **for cycling on a footpath ***
5. **for dog fouling ***
6. **for graffiti and fly-posting ***
7. **for littering ***
8. in respect of offences under dog control orders
9. **++ Power to require giving of name and address ++**
10. Power to deal with begging
11. **++ Power to require name and address for anti-social behaviour ++**
12. Power to require name and address for road traffic offences
13. **Power to require persons drinking in designated places to surrender alcohol ***
14. **++ Power to require persons aged under 18 to surrender alcohol ++**
15. **Power to seize tobacco from a person aged under 18 ***
16. **Power to remove abandoned vehicles ***
17. **Power to stop vehicles for testing ***
18. Power to stop cycles
19. Power to control traffic for purposes other than escorting a load of exceptional dimensions
20. **Power to direct traffic for the purposes of escorting abnormal loads ***
21. Power to photograph persons away from a police station.

Power to issue Penalty Notices for Disorder under Chapter 1 Part 1 of the Criminal Justice and Police Act

22. Possession of cannabis etc
23. Sale of alcohol to children
24. Purchase of alcohol by or on behalf of children.
25. Delivery of alcohol to children or allowing such delivery.
26. **Buying or attempting to buy alcohol for consumption on licensed premises etc by a child ***
27. Breach of fireworks curfew
28. Possession of a category 4 firework
29. Possession by a person under 18 of an adult firework.
30. Supply of excessively loud fireworks
31. **Wasting police time, giving false report ***
32. **Using public electronic communications network in order to cause annoyance, inconvenience or needless anxiety ***
33. **Knowingly giving false alarm of fire ***
34. **++ Causing harassment, alarm or distress ++**
35. **++ Throwing fireworks ++**
36. Supply of adult fireworks without a licence
37. Failure to state/maintain required information when supplying adult fireworks
38. Failure to comply with requirements regarding import of fireworks
39. Consumption of alcohol by children or allowing such consumption
40. Sale of alcohol to a person who is drunk
41. **Trespassing on a railway ***
42. Throwing stones at a train or other things on railways
43. **Drinking in a designated public area ***

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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	Meeting	Cabinet Member and Advisors – Safe and Attractive Neighbourhoods
	Date	5th September 2011
	Title	Historic Warden Functions – Neighbourhood Centres
	Directorate	Neighbourhoods & Adult Services

Summary

The merger of the Sheltered Housing Wardens and Home Enablers was approved by Cabinet Members on the 8th December 2010. Historically some non core business tasks were undertaken by the Sheltered Housing Wardens and are not compatible with the new merged service.

Recommendations**That Members:**

- 1. Approves the transfer of functions identified in section 7.1, 7.2, 7.3 of this paper**
- 2. Approves commencement of a consultation exercise with tenants identified in 7.8, 7.9 ,7.10, 7.11 and accepts a further report with outcomes from the consultation in November 2011**

7. **Proposals and Details** A review of neighbourhood centres commenced in December 2008. It was agreed that the Neighbourhood Investment Service would lead on the review following a similar format to the garage site review. This involved the appraisal of 58 communal facilities located across the Borough which has now been completed. The outcome of this review was to retain 56 of the Neighbourhood Centres and convert 2 Centres to living accommodation.

A further four larger indoor neighbourhood centre units fell outside the scope of this project; however this report makes reference to the outside units that have a laundry facility on site.

During this same period the proposed merger of the Sheltered Housing Warden service and Home Enabling Service was undertaken. This paper focuses on an element of the non core business tasks that were historically undertaken by Sheltered Housing Wardens, but would not be undertaken by the new merged service.

The report focuses on specific tasks that can be undertaken by EDS through a Facilities Management Framework, and of tasks that can continue to be managed by the Neighbourhood Centre Manager within the remit of NAS.

7.1 **EDS New Facilities Management Framework**

Due to the complexity of the tasks it has become clear that Environment and Development Services (EDS) need to develop a facilities management framework to meet all NAS requirements. The framework will need to be bespoke for each individual site. The framework will set the foundations for fee proposals based on the tasks undertaken across the neighbourhood centre portfolio. The tasks under the framework will need to be clearly identified by EDS. It is envisaged that some of the tasks that will be undertaken by EDS will be done via the HRA funded team and therefore the fee would not apply. It is proposed that the Neighbourhood Centre Manager works closely with the HRA staff team in order to identify areas that can be supported.

It is proposed that the following areas of responsibility are handed over to EDS under SLA arrangements:-

7.2 **Cleaning**

The merger of the Home Care Enablers and Sheltered Housing Wardens has resulted in a shift in who undertakes the cleaning function of the neighbourhood centres. It is proposed that the cleaning function will also be handed over to EDS under an SLA. EDS have already indicated that the annual charge for this service will be in the region of £146,908.05 which has been negotiated with EDS to ensure that the levels of cleaning are kept to a minimum and are specific to the individual needs of the Neighbourhood Centres.

7.3 Annual Programming

It has been identified that there are a number of other tasks that need to be undertaken as part of the facilities management framework, a part of which subject to agreement can potentially be undertaken by the NAS team based within facilities management.

- Resetting of time clocks on heating systems to accommodate summer /winter hours
- PAT testing ,5yearly fixed wire test ,and Gas Safety Checks
Asbestos checks
- Annual service of fire alarms, fire doors, portable fire fighting equipment if any EG. Extinguishers
- Decommissioning of the remainder of communal pay phones.
- Identify efficiency savings and work with Neighbourhood Centres manager and partners to resolve
- Establish and prioritise forward investment programme
- Support management function with Neighbourhood centres manager and relevant in house teams

7.4 Work to be retained by Neighbourhood and Adult Services

7.4.1 Legionella Testing

It is recommended that the legionella testing and running of taps as an interim solution will be managed by the Neighbourhood Centre Manager and Home Enablers until the 1st October 2011. This function will then be formally handed over to Neighbourhood Champions on a permanent basis. It is proposed that the Neighbourhood Centre Manager speaks to the Corporate Health and Safety Team to ensure that the appropriate training and procedures are put in place for monitoring purposes.

7.5 Fire Alarm Testing

The Neighbourhood Centres are currently utilised by different groups, and RMBC departments. The Neighbourhood Housing Officer Teams have approached the Neighbourhood Centre Manager in relation to using the Neighbourhood Centres across the borough as a drop in base for staff. Any group who utilises the centre for such use pays an annual fee towards the running of the centre, and a Service Level Agreement is put into place.

A discussion has taken place between the Neighbourhood Centre Manager and the Head of Operations North to discuss the feasibility of this option. As a result it is proposed that the Neighbourhood Housing Officers whom work geographically should test the fire alarms as required in all Neighbourhood Centres from the 1st October 2011. Further discussions between the Neighbourhood Centre Manager and the Head of Operations Manager have commenced to ensure that an agreement is put in place and effectively managed.

In the interim to provide assistance to the Neighbourhood Centre Manager it has been agreed that the Home Enabling Officers will carry out the weekly testing of Fire Alarms with immediate effect which will hand over to the Champions from the 1 October 2011. Whilst this duty is not a core function of the Enablers Job Description it has been determined that the staff group can pick up the testing of fire alarms and other functions in the available time for a short term period of 6 – 8 weeks.

The Neighbourhood Centre Manager will work with the Enablers to ensure that they are familiar with the procedure and liaise with Corporate Health and Safety to ensure necessary processes are being adhered to.

7.6 Neighbourhood Centre Manager

Historically the Housing Revenue Account (HRA) has funded the Neighbourhood Centre Manager post. For the short term it is proposed that this role continues to be funded through the HRA and the post remains within the NAS Directorate to focus on the development of the centres, supporting tenants and residents and acting as a coordinator for the SLA with EDS. It is proposed that the future of this post is delivered in line with the new service; and that this is then embedded into the role of the Home Enabler, and combined within the current duties of the Neighbourhood Champions.

7.7 Activity Co-ordination

Sheltered Housing Wardens were responsible for undertaking communal activities. This role has been assimilated into the new merged job descriptions of Home Enabler. This will offer the new service a more flexible approach to how it delivers activities moving forward. One aspect that will not be covered by the new merged service is the collection of fees from non residents who attend activities to satisfy the Local Government Ombudsman Ruling. It is proposed that this function should be undertaken directly by residents, or a TARA if in operation; with additional support from the Neighbourhood Centre Manager. This would include setting up and monitoring the arrangements for funding to be deposited into the HRA Account.

7.8 Guest Bedrooms

The report to the Cabinet Member on 28th September 2008 highlighted concerns with the limited use of the guest bedroom facility offered on many of the schemes and the health and safety aspects of continuing to offer this facility.

The proposal was to change the use of this room to create small community drop in bases for the use of Rotherham Metropolitan Borough Council staff. During the consultation around the use of the centres in 2008 a small number of tenants expressed the view that the guest bedroom was an important part of their tenancy agreement and it benefits them if they live in a one bedroom bungalow and they have family to stay with them. This opinion is not however reflected in the usage of this facility more broadly across the schemes.

Most guest bedrooms have not been utilised for many months/years, and in the centres that are used it is usually limited to 2/3 times a year. The current charge for guest bedrooms is 75p for the first night and 50p a night thereafter. This subsidised rate adds further pressure on a limited budget.

Legionella risk assessments of all the neighbourhood centres has identified that the infrequently used guest bedrooms pose a high Legionella risk as standing water is a major factor in the spread of Legionella. These issues are now compounded by the merger of the Sheltered Housing Warden staff as there is not dedicated staff to collect payment or clean and make the beds for visitors.

It is proposed that a re-evaluation of the guest bedrooms is undertaken and that following contact with customers regarding the usage of the bedrooms in 2008; that further consultation is undertaken to gain a customer perspective on the future of guest bedrooms. The options to be discussed with customers should include:-

- Retaining guest bedrooms for use of family members, and review current charging protocols.
- Potential for usage as community drop in bases for the use of RMBC staff.
- Potential meeting rooms
- Potential use for storage

A consultation programme which will include customer questionnaires, and offer of further face to face meetings should be carried out jointly with the service quality team.

7.9 Laundry Facilities

At present 56 out of the 62 centres across the borough currently have a laundry facility which tenants who pay the communal facility charge and live on the scheme access. This is due to many of the bungalows not having sufficient room for a washer and drier to be retained in their property. The washer and driers that are in the communal facilities are currently charged for at a rate of £1.00 per wash and £1.00 per dry. The payment method for this is operated on an honesty system, which is open to abuse.

Due to the complexity of collecting monies it is recommended that this function is incorporated into the tenants rent and paid for as part of the communal facility charge. As a result it is recommended that the weekly communal facility charge is increased from the current £4.08/£4.16 after April 1st 2012 to a flat rate of £5.00 on schemes that have a laundry facility and collected via the OHMS system (On line Housing Management System). It is proposed that a consultation programme would commence in September 2011 to inform customers. This would involve meetings in the Neighbourhood Centres borough wide to consult with all customers. There will need to be a clear plan for customers who do not have access to an on site Laundry Facility and therefore the increase to £5.00 would not apply. This decision would need to be carefully managed and explained to customers to mitigate potential complaints or opt out requests.

By collecting the laundry monies via the rent it will eliminate the need to allocate resources to physically collect and pay in the money on a regular basis. It will also eliminate any potential threats to staff that would potentially be carrying large amounts of money.

In the short term to allow the consultation process to take place it has been agreed that the Home Enablers will work with the Neighbourhood Centre Manager on a short term basis, to assist with collection of laundry money. This duty will then transfer to Neighbourhood Champions from the 1 October 2011 to ensure that monies are collected from all Centres.

It should be noted that a variety of options have been looked at in relation to the most feasible way forward into collection and management of the laundry. These have included: - coin operated machines, which proved to be extremely costly in the region of £250,000 and would need extensive work in relation to plumbing. Collection of monies via other resources such as on site enablers/EDS and the potential removal of the laundry facility have also been exhausted.

7.10 Communal Payphones

It is recommended that a consultation exercise is undertaken on the potential to remove communal payphones. This will need to take into account current usage, and any issues or objections customers may have in the removal of the facility.

7.11 Consultation

The Neighbourhood Centre Manager will commence a consultation programme on the below proposals. This should commence in September 2011.

- Change of use to existing Guest Bedrooms
- Increase of existing Laundry Charges to include impact on Housing Benefit and interim arrangements for collection of monies
- Removal/decommissioning of payphones
- Finalised comments and analysis to J Moorcroft/D Stevenson to formulate report

8. Finance

8.1 All tenants who reside on a Sheltered or Aged Persons Scheme with a communal facility pay £4.16 per week communal facility charge. This is payable whether or not they use the communal facilities. The annual combined income for indoor and outdoor units is estimated currently at £447,449. This figure is made up of 2326 properties X the weekly charge X the 48 rental weeks, with an allowance of voids at 1.7% based on current amounts throughout the year.

The figure of 2326 properties has been taken from the OHMS (Online Housing Management System) and therefore is a true reflection of the payments that are being collected currently.

Based on the 2326 properties by increasing the communal facility charge to £5.00 this would create an additional £93,784 per annum. This figure is taking into account the increased communal facility charge from £4.08 to £4.16 from April 2012.

By decommissioning the remaining pay phones within the Neighbourhood Centres this will result in a saving of line rental to BT which is currently paid at approximately £14,660 per annum. However the cost from EDS Facilities Management in relation to the programme for decommissioning the phones has not been finalised.

8.1 There are already some annual activities which EDS coordinate so that the Council complies with health and safety legislation:

- Asbestos monitoring procedure
- Legionella checks
- Fire risk assessments
- Electrical PAT testing
- Servicing of laundry equipment

EDS facilities management quoted £60,000 per annum to undertake this work and this Health and Safety work is now in progress. The additional costs associated with new SLA activity will need to be contained within the available budget.

9. Risks and uncertainties

- 9.1** In relation to the collection of monies from non residents there is a risk that this could be mismanaged and money not paid appropriately into the HRA account. This arrangement will be overseen by Home Enablers Officers in the interim until a resolution has been sought on an alternative collection method.
- 9.2** There are some uncertainties around the functions that can be carried out by the NAS based staff within EDS. These functions will need to be clearly set out in the framework.
- 9.3** In relation to the testing of fire alarms there is a risk of an oversight of testing as the completion of this task is one that relies on other people.
- 9.4** There is a risk that by changing the Communal Facilities Charging Structure that it may affect eligibility for Housing Benefit which would affect a significant number of customers. A consultation programme would need to be in place to ensure that all customers were made aware of this change
- 9.5** Although the Communal Facilities fee is one that is mandatory there is a risk that the increase of the Communal Facilities fee to £5.00 would generate a number of opt out requests. In order to mitigate this risk there would be a requirement for a consultation period which would aim to explain the rationale behind the increase in charge, and collate any feedback.
- 9.6** There is also a risk that if the option around increasing the charge to £5.00 was agreed that there may be a greater usage of the facilities which would result in an increase in energy bills. There is therefore a

requirement for the Neighbourhood Centre Manager to robustly monitor and manage the budget and usage.

10. Policy and Performance Agenda Implications

Neighbourhood centres have the potential to be a thriving community resource to assist and support older people and vulnerable people to live independently whilst offering opportunities to act as a base for more integrated local service delivery. However since they were developed, the use of the centres, the social profile of the tenants and the role of the warden has changed significantly and many now require refurbishment to a modern, contemporary standard. Policy developments around self directed support and enabling older people to retain their independence does not necessarily mean that older people will want to use an on site facility, preferring instead to access community and commercial facilities available to the wider community.

11. Background Papers and Consultation:-

- Sheltered Housing Community Building Review – 2nd April 2007
- Neighbourhood Centres Review update – 29 September 2008
- Sheltered Housing Review of Charges- 2nd March 2009
- Neighbourhood Centres Update – 29th June 2009

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