

The Cabinet will meet at the **SHIRE HALL, WARWICK** on **THURSDAY, 23 NOVEMBER 2006** at **1.45 P.M.**

The agenda will be :

1. General

(1) Apologies for absence.

(2) Members' Disclosures of Personal and Prejudicial Interests.

Members are reminded that they should disclose the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a prejudicial interest the Member must withdraw from the room unless one of the exceptions applies.

Personal interests relating to any item on the agenda arising by virtue of the members serving as District/Borough councillors and as members of the Warwickshire Police Authority are declared below:

Councillor Alan Cockburn, Member of Warwick District Council.

Councillor Peter Fowler, Member of North Warwickshire Borough Council.

Councillor Colin Hayfield, Member of North Warwickshire Borough Council.

Councillor Richard Hobbs, Member of Stratford on Avon District Council and the Warwickshire Police Authority.

Councillor Jerry Roodhouse, Member of Rugby Borough Council.

Councillor Chris Saint, Member of Stratford on Avon District Council.

Councillor Izzi Seccombe, Member of Stratford on Avon District Council and the Warwickshire Police Authority.

Councillor Bob Stevens, Member of Stratford on Avon District Council.

(3) Minutes of the meeting held on the 2 November 2006 [Notes Link](#) and Matters Arising.

(4) Requests for Discussion of En Bloc Items.

PART A - ITEMS FOR DISCUSSION AND DECISION (WHITE PAPERS)

2. Programme of Items for Future Consideration

The report of the Strategic Director of Performance and Development.

The report contains details of all items programmed for consideration by the Cabinet up to the 1 February 2007, as taken from the Forward Planning System.

Recommendation:

That members note/ comment on the programme.

For further information please contact: Pete Keeley, Principal Committee Administrator. Tel: 01926 412450, e-mail petekeeley@warwickshire.gov.uk

3. Delivering Performance Improvement in Adult Social Care [2006-2007]

The Report of the Strategic Director of Adult, Health and Community Services .

The report sets out a response to the need for further performance improvement within social care that has been developed with support from the Commission for Social Care Inspection.

Recommendation

That Cabinet :

- (1) Endorse the approach to improvement; and,
- (2) Note the intention to submit a further report on progress made in June 2007; and,
- (3) Receive a report on the CSCI performance assessment for 2005/06 in due course.

For further information please contact: Graeme Betts

Strategic Director of Adult, Health and Community Services. Tel:01926 – 412464, e-mail graemebetts@warwickshire.gov.uk

4. Older People and Residential Care - Report of the Chair of the Adult and Community Services Overview & Scrutiny Committee

The report of the Chair of the Adult and Community Services Overview and Scrutiny Committee.

This report sets out the outcomes and recommendations of the select committee into Older People and Residential Care. The report was considered by

the Adult and Community Services Overview and Scrutiny Committee at their meeting on 20 September 2006.

Recommendations of the Adult and Community Services Overview and Scrutiny Committee:

That the Cabinet endorses the recommendations of the Overview and Scrutiny Committee as detailed in the report.

For further information please contact: Jane Pollard, Overview and Scrutiny Manager. Tel: 01926 412565, e-mail: janepollard@warwickshire.gov.uk

5. The Voluntary and Community Sector Initial Review

The report of the Strategic Director of Adult, Health & Community Services.

This report outlines a process for undertaking an initial review of Voluntary and Community Sector agreements with an anticipated completion date of April 2007.

Recommendation:

That the Cabinet agree the proposed process for 'initial' review and dealing with underperformance/under-spending in relation to services commissioned from the voluntary and community sector.

For further information please contact: Kim Harlock , Kim Harlock

Head of Commissioning Unit, Tel: 01926 731078, e-mail kimharlock@warwickshire.gov.uk

6. Proposed Closure of the Peugeot Assembly Plant at Ryton-on-Dunsmore - Update

The report of the Chair, Economic Development O & S Committee

Local member - Councillor Mrs. H Timms.

At its meeting on 10 October 2006 the Economic Development Overview and Scrutiny Committee considered a report which provided an update on the redundancies and potential closure of the Peugeot Plant at Ryton-on-Dunsmore. The Committee recommended Cabinet - (1) support Rugby Borough Council in retaining the use of the Ryton site for employment use (2) express gratitude to Peugeot Partnership for their actions supporting the workforce, and support them in seeking a legacy fund for the local community; and (3) press the Government

to reconsider the proposed Assisted Area map, retaining the Ryton Ward in the light of the closure announcement.

Recommendations of the Economic Development Overview and Scrutiny Committee:

That the Cabinet -

- (1) Supports Rugby Borough Council in retaining the use of the Ryton site for employment use;
- (2) Expresses gratitude to Peugeot Partnership for their actions supporting the workforce, and supports them in seeking a legacy fund for the local community;
- (3) Presses the Government to reconsider the proposed Assisted Area map, retaining the Ryton Ward in the light of the closure announcement.

For further information please contact: Jean Hardwick, Principal Committee Administrator Tel: 01926 412476, e-mail: jeanhardwick@warwickshire.gov.uk

or: John Scouller, Head of Skills, Tourism. Tel: 01926 412842, e-mail: johnscouller@warwickshire.gov.uk

7. Draft Integrated Risk Management Plan (IRMP) for the Community Protection Directorate - Consultation

The report of the Chair, Community Protection Overview and Scrutiny Committee.

The Community Protection Overview and Scrutiny Committee, at its meeting on 6 November, 2006, having considered the report of the Strategic Director of Community Protection and County Fire Officer, recommends to Cabinet that the Community Protection Integrated Risk Management Plan (IRMP) 2007/10 be approved as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government (Fire and Rescue Service National Framework 2006-08).

Recommendations of the Community Protection Overview and Scrutiny Committee:—

- (1) That the Cabinet approves the Community Protection Integrated Risk Management Plan (IRMP) 2007/10 as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government (Fire and Rescue Services National Framework 2006-08).

(2) That the Cabinet notes that the Community Protection Overview and Scrutiny Committee will be holding a special meeting to consider the draft consultation document on 5 February 2007.

For further information please contact: Balbir Singh, Head of Policy and

Tel: 01926 423231, e-mail: balbirsign@warwickshire.gov.uk or: Jean Hardwick, Principal Committee Administrator Tel: 01926 412476, e-mail: jeanhardwick@warwickshire.gov.uk

8. Corporate Parenting Policy, Strategy and Action Plan 2006-2009

The report of the Strategic Director for Children, Young People and Families

The report describes the collective responsibilities that Warwickshire County Council and partner agencies have towards children and young people in care of the Local Authority. It is being presented at time when the profile of children in care has been raised by the recent launch of the Green Paper Care Matters: Transforming the Lives of Children and Young People in Care. The policy is about ensuring that children in care are secure and supported to achieve well and have full and fulfilled lives. The document sets out the key principles and responsibilities of agencies in working together for the benefit of children in care. It further outlines an ambitious Action Plan to progress services for looked after children.

Recommendation:

That Cabinet consider the Corporate Parenting Policy, Strategy and Action Plan 2006-2009 and recommend its adoption by the County Council.

For further information please contact: Brenda Vincent, Assistant Head of Children in Need Services (Rugby). Tel: 01926 413324, e-mail: brendavincent@warwickshire.gov.uk or: Chris Hallett, Head of Children in Need Services. Tel: 01926 742577, e-mail: chrishallett@warwickshire.gov.uk

9. Change to the Indicated Admission Number of Southam College

The report of the Strategic Director for Children, Young People and Families.

Local member – Councillor John Appleton – Southam.

This paper seeks authorisation to undertake formal consultation on a proposal to change the admission number of Southam College.

Recommendation:

That Cabinet authorises the Strategic Director for Children, Young People and Families to consult stakeholders on proposals:

- (i) to increase the Planned Admission Number of Southam College, and
- (ii) to decide whether they wish to consult on a PAN of 210 or 221 pupils per year.

For further information please contact: Phil Astle, Assistant Head of Service – Service Planning. Tel: 01926 742166, e-mail: philastle@warwickshire.gov.uk

10. Changes to Indicated Admission Numbers – Central Warwickshire

The report of the Strategic Director for Children, Young People and Families.

Local members – Councillors Les Caborn and Jose Compton.

This paper informs Cabinet about current Admission Numbers in two schools and seeks authorisation for formal consultation to change those numbers.

Recommendation:

That Cabinet authorises the Strategic Director for Children, Young People and Families to consult stakeholders on proposals to:

- 1. increase the Admission Number of Budbrooke Primary School, from 40 to 45 pupils per year
- (2) increase the Admission Number of The Fercumbe C of E Primary School, from 15 to 17 pupils per year.

For further information please contact: Phil Astle, Assistant Head of Service – Service Planning. Tel: 01926 742166, e-mail: philastle@warwickshire.gov.uk

11. Changes to Primary School Priority Areas in North Rugby

The report of the Strategic Director for Children, Young People and Families.

Local members – Councillors Katherine King, Philip Morris-Jones and John Wells.

This paper seeks authorisation to undertake formal consultation on proposals to change the priority areas of four primary schools in north Rugby.

Recommendation:

That Cabinet authorises the Strategic Director for Children, Young People and Families to consult stakeholders on proposals to change the priority areas of four primary schools in North Rugby.

For further information please contact: Phil Astle, Assistant Head of Service – Service Planning. Tel: 01926 742166, e-mail: philastle@warwickshire.gov.uk

12. Catholic School Provision in Rugby

The report of the Strategic Director for Children, Young People and Families.

This report seeks a decision by Cabinet as to whether support should be given to the current proposals for Catholic school provision in Rugby.

Recommendation:

Either

That the Cabinet support the proposals to establish a federation of Catholic schools in Rugby and the proposal to close Bishop Wulstan School and establish a new 'fresh start' Catholic secondary school, subject to the agreement of the governors and the submission of a 'fresh start' proposal to the DfES.

Or

That the Cabinet do not support federation and 'fresh start' proposals and that a further report be brought to the Cabinet as a matter of urgency on options for Catholic secondary provision in Rugby.

For further information please contact: Mark Gore, Head of Service (Education Partnerships and School Development) Tel: 01926 742588, e-mail: markgore@warwickshire.gov.uk

13. World Class Stratford

The report of the Strategic Director of Environment and Economy .

The report incorporates a copy of the report to the Stratford Area Committee meeting on 22nd November 2006 which outlines the results of the public consultation on the five concept designs for a new pedestrian and cycle bridge over the River Avon.

Recommendations:

(1) That Cabinet, having considered the contents of the reports recommends that full Council be asked to:-

(i) Approve Scheme B for further development, leading to the working up of a detailed design, followed by public consultation.

(ii) Request that issues of concern raised through the consultation process are given further consideration as part of working up a detailed design.

(iii) Agree that the project be added to the Capital Programme.

(2) That Council notes that Area Committee and Cabinet will receive further reports in the New Year prior to any decision being made about the submission of a planning application.

For further information please contact: Mandy Walker. Regeneration Projects.
Tel: 01926 412843, e-mail mandywalker@warwickshire.gov.uk

PART B - ITEMS FOR EN BLOC DECISIONS

14. Government Responses to Consultations on the Review of UK Assisted Areas and the Draft UK National Strategic Reference Framework for the 2007-2013 EU Structural Funds Programme

The report of the Strategic Director for Environment and Economy.

Cabinet agreed a report on 4th May 2006 which set out Warwickshire County Council's approach to Government consultations on the new Assisted Areas map and European Union (EU) funding proposals for 2007-2013. Responses to two of the consultations have now been published. The new Assisted Areas map removes all of Warwickshire's coverage as expected, but includes some measures for areas not on the map. The National Strategic Reference Framework allocates £680 million (approximately £460 million) to the West Midlands as part of two new Structural Funds Programmes. This report summarises the Government responses and the main implications for Warwickshire.

Recommendations:

That Cabinet:-

(1) Notes publication of the final Assisted Area Map and Warwickshire's loss of all coverage.

(2) Welcomes a continuation by Advantage West Midlands (AWM) of the region-wide Selective Finance for Investment in England scheme for all Small

and Medium Sized Enterprises (SMEs) outside the Assisted Area but also asks the Government to recommend to AWM that particular encouragement and priority is given to applications from SMEs based in those parts of Warwickshire and other areas which are losing Assisted Area status.

(3) Notes progress on the new EU Structural Funds Programmes and supports the approach set out in paragraph 3.9 of the report.

(4) Requests a further report on the final shape of the new EU Structural Funds Programmes and opportunities for Warwickshire.

For further information please contact: Matthew Epps, Regeneration Strategy and Europe. Tel: 01926 412566, e-mail: matthewepps@warwickshire.gov.uk

15. Disability Equality Scheme and Action Plan

The report of the Strategic Director of Performance & Development.

The Disability Discrimination Act 2005 has placed a statutory duty on public agencies to positively promote disability equality and to produce a Disability Equality Scheme.

Recommendations:

(1) The Cabinet is asked to endorse and approve this initial version of the Disability Equality Scheme and Action Plan for implementation and publication.

(2) Cabinet notes that this version will be subject to further consultation with disabled people from December 2006 – February 2007.

For further information please contact: Ms. S. Gibney, Corporate Equality & Diversity Team. Tel: 01926 418017, e-mail: susangibney@warwickshire.gov.uk or: Mr. John Lyons,

Tel: 01926 412497, e-mail: johnlyons@warwickshire.gov.uk

16. Funding of Black and Minority Ethnic Projects

The report of the Strategic Director of Performance and Development.

This report sets out the proposed funding from the Race Equality Budget for Black and Minority Ethnic projects in Warwickshire.

Recommendation:

That Cabinet endorse the proposed funding to Black and Minority Ethnic projects in Warwickshire.

For further information please contact: Arun Kang, Corporate Policy Advisor. Tel: 01926 746811, e-mail: arunkang@warwickshire.gov.uk

17. Any Other Items

To consider any other items that the Chair decides are urgent.

PART C - EXEMPT ITEMS (PURPLE PAPERS)

18. Reports Containing Confidential or Exempt Information

To consider passing the following resolution:

'That members of the public be excluded from the meeting for the items mentioned below on the grounds that their presence would involve the disclosure of confidential or exempt information as defined in paragraphs 1, 2 and 3 of the Local Government Act 1972'.

(NB. Copies of extracts describing exempt information are available in Warwickshire Libraries, the County Council Handbook and the Access to Information Register held in my office).

19. Exempt Minutes of the Meeting held on 2 November 2006 and Matters Arising.

20. Redevelopment of North Leamington School - Progress and the Next Steps

The report of the Strategic Director of Resources and Strategic Director for Children, Young People and Families.

Local member - Cllr Michael Doody

The Cabinet will consider a joint report which updates Members as to progress to date and recommends the next steps in the redevelopment of North Leamington School

For further information please contact: Steve Smith, Head of Property. Tel 01926 412352, e-mail stevesmith@warwickshire.gov.uk

21. Development of HQ Accommodation, Warwick.

Report of the Strategic Director of Resources

The Cabinet will consider a report about the progress made on exploring the options for the Shire Hall and proposed next steps.

For further information please contact: Steve Smith, Head of Property. Tel 01926 412352, e-mail stevesmith@warwickshire.gov.uk

Shire Hall **JIM GRAHAM**
Warwick **Chief Executive**

November 2006

Cabinet Membership

Councillor Alan Farnell (**Leader of the Council and Chair of Cabinet**)
cllrfarnell@warwickshire.gov.uk

Councillor Bob Stevens (**Deputy Leader**) cllrstevens@warwickshire.gov.uk

Councillor John Burton (**Schools**) cllrburton@warwickshire.gov.uk

Councillor Alan Cockburn (**Resources**) cllrcockburn@warwickshire.gov.uk

Councillor Peter Fowler (**Performance and Development**)
cllrfowler@warwickshire.gov.uk

Councillor Colin Hayfield (**Adult, Health and Community**)
cllrhayfield@warwickshire.gov.uk

Councillor Martin Heatley (**Environment**) cllrheatley@warwickshire.gov.uk

Councillor Richard Hobbs (**Community Protection**),
cllrhobbs@warwickshire.gov.uk

Councillor Chris Saint (**Economic Development**) cllrsaint@warwickshire.gov.uk

Councillor Izzi Seccombe (**Children, Families and Young People**)
cllrmsseccombe@warwickshire.gov.uk

Non-voting Invitees - Councillor June Tandy (**Leader of the Labour Group**) cllmrstandy@warwickshire.gov.uk and Councillor Jerry Roodhouse (**Leader of the Liberal Democrat Group**) cllrroodhouse@warwickshire.gov.uk ,or their representatives.

General Enquiries: Please contact Pete Keeley, Member Services, Performance and Development Directorate Tel: 01926 412450 Email: petekeeley@warwickshire.gov.uk

The Cabinet met at the Shire Hall, Warwick on the 2 November 2006.

Present

Cabinet Members:

Councillor Alan Farnell (Leader of the Council and Chair of Cabinet),

- “ Bob Stevens (Deputy Leader),
- “ John Burton (Schools),
- “ Alan Cockburn (Resources),
- “ Peter Fowler (Performance and Development),
- “ Colin Hayfield (Adult, Health and Community),
- “ Martin Heatley (Environment),
- “ Richard Hobbs (Community Protection),
- “ Izzie Seccombe (Children, Families and Young People).

Non-Voting Invitees:

Councillor June Tandy, Leader of the Labour Group,

- “ Jerry Roodhouse, Leader of the Liberal Democrat Group.

Other Members:

Councillors Ken Browne, Richard Chattaway, Josie Compton, Jill Dill-Russell, Anne Forwood, Richard Grant, Marion Haywood, Mick Jones, Frank McCarney, Helen McCarthy, Tim Naylor, Raj Randev, John Vereker and John Wells.

1. General

(1) An Apology for absence

was received from Councillor Chris Saint, Cabinet Member for Economic Development.

(2) Members' Disclosures of Personal and Prejudicial Interests.

Personal interests relating to any item on the agenda arising by virtue of the members serving as District/Borough councillors and as members of the Warwickshire Police Authority were declared below:

Councillor Alan Cockburn, Member of Warwick District Council.

Councillor Peter Fowler, Member of North Warwickshire Borough Council.

Councillor Colin Hayfield, Member of North Warwickshire Borough Council.

Councillor Richard Hobbs, Member of Stratford on Avon District Council and the Warwickshire Police Authority.

Councillor Izzi Seccombe, Member of Stratford on Avon District Council and the Warwickshire Police Authority.

Councillor Bob Stevens, Member of Stratford on Avon District Council.

Councillor Josie Compton, Member of the Warwick District Council.

(3) Minutes of the meeting held on the 12 October 2006 and Matters Arising.

Resolved:-

That the Minutes of the Cabinet's 12 October 2006 meeting be approved.

There were no matters arising.

(4) Request for the Discussion of En Bloc Items

It was agreed that item 18 would be discussed before a decision was taken.

2. Programme of Items for Future Consideration

The Cabinet considered the report of the Strategic Director of Performance and Development which contained details of all items programmed for consideration by the Cabinet up to the 1 February 2007, as taken from the Forward Planning System.

Councillor Izzi Seccombe (Children, Families and Young People) advised members that the item relating to the Commissioning of Connexions Services, that was scheduled for the 23 November Cabinet, would now be considered at later date.

Resolved:

That members note the programme.

3. The Vision

The Cabinet considered the report of the Chief Executive which presented the proposed Vision Statement for the Council for 2006 – 2015. Every organisation needs a vision - a focused set of priorities, a set of outcomes to be achieved. The Vision will guide the Council in the planning and delivery of its services and resources so as to best achieve outcomes for the communities of Warwickshire. The Cabinet was asked to agree the Vision.

During the discussion the following points were made:-

- (1) The Core Vision Statement 2006 – 2015 should be amended by:
 - (i) the first bullet point “ • Raising standards of Customer Service and Access to our services” being relocated after the bullet point “• Strengthening our Communities and Celebrating our Heritage”.
 - (ii) the wording of the bullet point “ Confronting inequalitiesbest and worst” be changed to read “• Confronting Inequalities and narrowing the gap by raising standards”.
- (2) The Vision Statement should be considered by the Council.

It was then Resolved:

That the proposed the Vision Statement, as amended above, be endorsed as a means of setting the strategic direction for the Council and be referred to full Council for approval.

4. Half-Year Composite Performance Report 2006/07 (April 2006 – September 2006).

The Cabinet considered the report of the Strategic Director of Performance and Development.

The report provided an analysis of the Council's performance for the half-year 2006/07 (the period 1st April 2006 to 30th September 2006) as part of the Performance Management Framework. It reported on performance against the key actions from the Corporate Business Plan, Corporate Headline Indicators (CHIs) and LPSA2 Targets.

During the discussion members were advised that, with regard to performance indicator CH52 under Children and Young People, the 2006/07 Year End Estimate figure was 58.5.

Resolved:

That Cabinet notes the contents of the report and notes that half-year reports from individual directorates will be reported to relevant Overview and Scrutiny Committees.

5. Development of the 2007/08 to 2009/10 Medium Term Financial Plan

The Cabinet considered the report of the Chief Executive and Strategic Director of Resources which informed members of the latest information on available resources, spending pressures and investment proposals for the period 2007/08 to 2009/10.

Following introductory comments from Councillor Alan Cockburn (Resources), members were advised that there were several courses of action open to the Council to ensure that all collected waste was properly disposed of, including the use of landfill credits from other councils.

It was then Resolved:-

That the Cabinet :

- (1) Notes the latest resource forecast and early indications of spending pressures and investment proposals from Directorates.
- (2) Requests that Overview and Scrutiny Committees review and comment on the information relevant to their terms of reference.

6. Projected 2006/07 Revenue Outturn

The Cabinet considered the report of the Strategic Director of Resources which summarised the projected revenue outturn as at the end of quarter 2 (April to September 2006). It highlighted the main reasons for any variations from the approved budget for each service and the projected reserves position at the year-end.

Following introductory comments from Councillor Alan Cockburn (Resources) the following points were made during the discussion:

- o With regard to the forecast underspend on the Childrens budget of £2.47m, members attention was drawn to the Standards Fund resources being based on a 17 months period which rolled forward to August each year. There would not be any adverse financial or service consequences as a result of this arrangement.
- o Concern was expressed about the amount of reserves being held by some schools. This could result in money that had been allocated for school children of a particular age not being used for the purpose intended. Members were advise that schools, mainly primary schools were being asked for the reasons for holding onto reserves.

It was then Resolved:-

- (1) That the Cabinet notes the projected 2006/07 revenue outturn position and the projected reserves at year-end, and requests Directorates to take appropriate management action to try to ensure that spending remains within budget.
- (2) That a report addressing members concerns about the level of school reserves be submitted to the January 2007 meeting of the Cabinet.

7. Projected 2006/07 Capital Outturn

The Cabinet considered the report of the Strategic Director of Resources which gave a mid-year update on the variations on projected capital outturn for 2006/07 and overall budget variances.

Following introductory comments from Councillor Alan Cockburn (Resources) the following points were made during the discussion:

- o There were several schemes that were dependent upon the capital receipt from the Aylesford land which had been agreed by the Council during the budget discussions.
- o Members were reminded of the need for the proposed footway/cycleway at Birmingham Road, Stratford upon Avon (paragraph 3.6.3) particularly having regard to the new residential development being constructed in the area.

Resolved:

That the Cabinet notes the revised spending forecast for capital schemes in 2006/07 and over the scheme lives.

8. 2006/07 Annual Efficiency Statement Mid-Year Update

The Cabinet considered the joint report of the Strategic Director of Resources and the Strategic Director of Community Protection.

The report gave an update on progress in achieving the forecast efficiency gains for 2006/07 and the 2006/07 Annual Efficiency Statement Mid-Year Update for approval to be submitted to Department for Communities and Local Government.

Councillor Alan Cockburn (Resources) presented the report.

During the discussion the following points were made:

- o The Comprehensive Spending Review might suggest the efficiency targets should be raised and this was likely to be regardless of whether councils had met existing targets or not.
- o Efficiency targets were currently not linked to grant settlement

Resolved:-

That the Cabinet:

- (1) Notes the latest forecast efficiency gains for 2006/07 for the County Council and the Fire and Rescue Service.

- (2) Approves the draft 2006/07 Annual Efficiency Statement mid-year update for the County Council attached at Appendix A to the report and the Fire Service, attached at Appendix B, for submission to the Government.
- (3) Authorises the Strategic Director of Resources, and Strategic Director of Community Protection, in conjunction with the respective portfolio holders, to make any changes necessary to the 2006/07 Annual Efficiency Statement mid-year update prior to its submission.

9. Fairer Charging - Care at Home Services

The Cabinet considered the report of the Strategic Director of Adult Health and Community Services which set out proposals for a revised charging policy.

Following introductory comments from Councillor Colin Hayfield (Adult, Health and Community), it was Resolved:

That the Cabinet approves the following proposals for a revised charging policy.

- (1) Increase “buffer” to Income Support + 40% and increase the charge to £8.70, half way between our current charge and the group average.
- (2) Charging on planned hours is continued at the present time but a review of this decision is taken when the electronic time recording system is in place. In the meantime remove what is now seen as inconsistency with our banded charges and charge on the basis of a standard hourly rate rounded to the nearest half hour.
- (3) That the Council does not increase the savings figure from the current level of £21,000 but that this is increased annually in April in line with CRAG guidance.
- (4) That for the time being the Council does not charge a higher rate for service users who receive more than 18 hours home care.
- (5) That the rate for day care is increased from £2.22 per day or part day to £5.00 per day or part day.
- (6) That rate for transport is increased from £1.07 per journey to £1.20 per journey.
- (7) Providing all the above are approved it is proposed to implement the changes from 1 January 2007. This would need to be reviewed should any of the above recommendations be changed or not approved
- (8) That the proposed charges remain the same until April 2008.
- (9) A further report on disability related expenditure be brought back to Members in due course.

10. Review of the Cultural Strategy

The Cabinet considered the report of the Chair, Adult and Community Services Overview and Scrutiny Committee.

The report was the final report for the Scrutiny Review of the Cultural Strategy. It had been considered by the Adult and Community Services Overview and Scrutiny Committee on 12 July 2006.

Following introductory comments from Councillor Colin Hayfield (Adult, Health and Community) it was Resolved:

- (1) That the final report of the review of the Cultural Strategy be approved;
- (2) That the Cabinet agree the following recommendations:
 - (a) That no steps be undertaken to replace the current cultural strategy 2003-06 with another strategy.
 - (b) That future work in this area be referred to as Culture, Leisure and Sport.
 - (c) Notwithstanding (2)(a) above the current cultural strategy be assimilated in the overall promotion of culture leisure and sport within the development of the local area agreement and existing community strategies.
 - (d) That amongst the options being explored to develop services in this area; consideration be given to the feasibility of a County Wide Cultural 'Champions' Forum and a website portal providing a single point of access for all cultural, leisure and sports activities within Warwickshire.

11. Catholic Provision in Rugby

The Cabinet considered the report of the Strategic Director for Children, Young People and Families.

The report included a draft response to the Catholic authority's consultation on Catholic provision in Rugby.

Councillor John Burton, (Schools) presented the report.

Following comments about the importance of further consideration by the Area Committee, it was Resolved:

- (1) That the Cabinet comment on and agree the draft response to the Diocesan School Commission's consultation document at Appendix A to the report.
- (2) That the Area Committee consider this matter further and the Cabinet receive a further report on the outcome of the consultation process at its meeting on 23rd November

12. Chedham's Yard, Wellesbourne: Investment and Regeneration

The Cabinet considered the report of the Strategic Director, Adult, Health & Community Services.

Chedham's Yard, a historic forge and wheelwright's yard in Wellesbourne, won the national final of the BBC programme 'Restoration Village' in September. As a result, the project would secure £1 million investment from the Heritage Lottery Fund, subject to satisfying the necessary requirements.

The project was promoted by the local community, with support from (among others) staff from the Warwickshire Museum Service. This had been a further example of the Museum Service's role in supporting and enabling engagement by local communities with their local heritage.

The report outlined the potential benefits for Wellesbourne, and more widely for Warwickshire, and set out the approach officers propose to take to supporting the local community with their project.

Following introductory comments from Councillor Colin Hayfield (Adult, Health and Community) members discussed several aspects of the proposal. In particular the following points were made:

- o The importance of consulting the local member on reports to the Cabinet and other bodies was acknowledged.
- o The County Council's involvement was in supporting and enabling engagement by the local community with its local heritage.
- o There were some local concerns with the project which were being examined.
- o The project would need to comply with the criteria for Heritage Lottery Funding including the preparation of a business plan.
- o With regard to the sustainability of the project members would be kept informed of any developments in liabilities.

Resolved:

That the Cabinet endorses the approach proposed.

13. Council Housing Disposal Policy

The report of the Strategic Director of Resources was considered.

The report sought approval to a policy for the disposal of Council housing not required for operational purposes.

Following introductory comments from Councillor Alan Cockburn (Resources), it

was Resolved:

- (1) That approval be granted to the Council adopting a policy to offer for sale its 'non operational' housing to tenants at a discount reflecting the discount under Right to Buy legislation.
- (2) That no new service tenancies are granted for 'non-operational' Council housing.
- (3) That approval is granted to the sale of individual 'non-operational' Council housing in accordance with the above policy on terms and conditions acceptable to the Strategic Directors of Resources and of Performance and Development.

14. Delivering the Customer Service & Access Strategy – Funding options for a joint One Stop Shop in North Warwickshire

The report of the Strategic Director of Performance and Development was considered.

The report set out the proposed funding options for Warwickshire County Council's participation with North Warwickshire Borough Council in a joint One Stop Shop in Atherstone

Resolved:

That the Cabinet:

- (1) Approves the utilisation of £35,000 capital underspend from the Stratford Register Office to support the capital contribution to the joint one stop shop in Atherstone.
- (2) Notes that the Strategic Director for Performance and Development will fund from within existing resources the additional £25,000 towards the capital contribution.
- (3) Notes that the revenue funding will be the subject of a future bid to the Modernisation Fund.

15. Changes to Indicated Admission Numbers – Southern Warwickshire

The report of the Strategic Director for Children, Young People and Families was considered.

The report informed the Cabinet about current Admission Numbers in two schools and sought authorisation for formal consultation to change those numbers.

Resolved:

That the Cabinet authorises the Strategic Director for Children, Young People and Families to consult stakeholders on proposals to:

- (1) increase the Admission Number of Wellesbourne C of E Primary School, from 40 to 60 pupils per year; and
- (2) increase the Admission Number of Ettington C of E Primary School, from 20 to 25 pupils per year.

16. Children's Centres – Phase 2

The report of the Chair of the Sure Start Policy Panel was considered.

The report outlined the details on proposed sites and estimated costs for Phase 2 of the strategy for Children's Centres across Warwickshire. The report had considered by the Sure Start Policy Panel.

Resolved:

- (1) That the Cabinet agrees the proposals for Phase 2 of Children's Centres and notes the financial implications arising from the feasibility study and that the cost of the programme will be met from Government grant.
- (2) That the Cabinet approves the proposal to manage the programme within the overall grant allocation as set out in paragraph 2.4 of the report.

17. The Consumer Advice Policy for Trading Standards

The report of the Strategic Director of Adult , Health & Community Services was considered.

The report asked the Cabinet to consider a revised policy for the delivery of consumer advice by Warwickshire Trading Standards Service in light of the introduction of Consumer Direct West Midlands.

Resolved:

That the Cabinet endorses the revised approach and formally adopts the policy.

18. Waste Strategy Implementation - Approval of Method for Allocating Capital Support to the District/Borough Councils

The Cabinet considered the report of the Strategic Director for Environment and Economy.

Capital funding had already been allocated to implement aspects of Warwickshire's Municipal Waste Management Strategy. Out of the total budget, £1 million had been provisionally allocated to provide capital support for the district/borough councils to contribute to reaching the targets established in the Waste Strategy. The report sought approval for allocating the £1 million and the method proposed for distributing funding to individual district authorities.

Following introductory comments from Councillor Martin Heatley (Environment), it was suggested that, whilst the Project Board would take decisions based on the objectives of the Warwickshire Waste Management Strategy, there should be member involvement in the allocation of funding.

Resolved:

- (1) That £1 million is allocated to support district schemes that will contribute to the implementation of Warwickshire's Municipal Waste Management Strategy.
- (2) That the Waste Strategy Implementation Project Board, in consultation with the Strategic Director of Environment and Economy, the Cabinet Member for the Environment and the other party spokespersons, be authorised to make the decision on the allocation of funding to the districts in accordance with the objectives of Warwickshire's Municipal Waste Management Strategy and following the procedures proposed in this report.
- (3) In making allocation decisions the Waste Strategy Implementation Project Board shall follow a fully transparent and objective process with the primary aim of maximising the total amount of recycling and composting carried out in Warwickshire.

19. Land at Corner of Park Road and Mill Street, Bedworth

The report of the Strategic Director for Environment and Economy was considered.

The report sought authorisation for a land exchange between the County Council and the Nuneaton and Bedworth Borough Council on the site at the corner of Park Road and Mill Street, Bedworth. The exchange of land would facilitate the redevelopment of the site (as proposed in the Masterplan for Nuneaton and Bedworth Town Centres) and protect the alignment of any future highway improvements by the County Council to support the Masterplan proposals and regeneration of the Town Centre.

Resolved:

That authorisation be given to transfer ownership of the land shown as plot 2 in Appendix A to the report from the County Council to the Nuneaton and Bedworth Borough Council in exchange for the land shown as plots 1 and 3, currently owned by the Borough Council.

20. Delivery of HR services

The report of the Strategic Director of Performance and Development was considered.

The report sought the endorsement of changes in the way that HR services were delivered throughout the County Council, allowing more effective exploitation of the new HRMS system, greater economies of scale and a clearer focus on the delivery of HR advice and policy development.

Resolved:

That the Cabinet endorses the changes to the way that Human Resources (HR) services are delivered throughout the County Council, as set out in the report, including the creation of a single unit for transactional purposes.

21. Any Other Items

There were no urgent items to consider.

25. Annual Performance Assessment of Services for Children, Young People and Families in Warwickshire

Publication of the report relating to the item had been embargoed until the day of the Cabinet meeting 2 November 2006. The report of the Strategic Director for Children, Young People and Families had been circulated with the Agenda as an exempt item and was considered in public at the Cabinet meeting.

The Annual Performance Assessment summarised the performance of the Children, Young People and Families Directorate as assessed by Ofsted/CSCI.

Following Introductory comments from Councillor Izzi Seccombe it was Resolved:

- (1) That the Cabinet accepts the performance of the Children, Young People and Families Directorate as assessed by Ofsted/CSCI.
- (2) That the Children, Young People and Families Overview and Scrutiny Committee scrutinises the findings of Ofsted/CSCI and subsequently monitors the action plan.
- (3) That the Cabinet's congratulations be passed to all members of staff in the Children, Young People and Families Directorate.

22. Reports Containing Confidential or Exempt Information

Resolved:

That members of the public be excluded from the meeting for the items mentioned below on the grounds that their presence would involve the disclosure of confidential or exempt information as defined in paragraphs 1, 2 and 3 of the Local Government Act 1972.

23. Exempt Minutes of the Meeting held on 12 October 2006 and Matters Arising.

Resolved:-

That the exempt minutes of the meeting held on 12 October 2006 be approved as a correct record and the minutes be signed by the Chair.

There were no matters arising.

24. Warwick - 31 Shakespeare Avenue Disposal

The Cabinet considered the report of the Strategic Director of Resources relating to the sale of 31 Shakespeare Avenue, Warwick.

The Cabinet rose at 2.45 p.m.

AGENDA MANAGEMENT SHEET

Name of Committee Cabinet

Date of Committee 23 November 2006

Report Title Programme of Items for Future Consideration

Summary The report contains details of all items programmed for consideration by the Cabinet up to the 22 February 2007 meeting, as taken from the Forward Planning System.

For further information please contact: Pete Keeley
Principal Committee Administrator
Tel: 01926 412450
petekeeley@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members
- Cabinet Member Councillor Alan Farnell
- Chief Executive
- Legal David Carter, Strategic Director of Performance and Development.
- Finance
- Other Chief Officers
- District/Borough Councils

- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Agenda No 2

Cabinet - 23 November 2006.

Programme of Items for Future Consideration

Report of the Strategic Director of Performance and Development

Recommendation

That members note/ comment on the programme.

Set out in the attached Appendix is a programme of key and non-key decision items to be submitted to the meetings of the Cabinet up to the 22 February 2007.

The programme is based on information contained in the Forward Planning Database.

DAVID CARTER
Strategic Director of Performance and Development

Shire Hall
Warwick
November 2006

Subject	Key Decision?	Directorate
<u>Cabinet 7 December</u>		
Strategy for the inclusion of pupils with emotional, behavioural and social difficulties (deferred from 2.11.06 as consultation period extended) [Consider proposed strategy following consultation with all stakeholders]	Yes	Children, Young People and Families
Commissioning of Connexions Services (deferred from 12.10.06 meeting) [Report outlining commissioning of Connexions services]	Yes	Children, Young People and Families
Area Community Education Councils - future funding arrangements [Report seeking Cabinet approval for the future arrangements for the funds allocated to ACECs - it relates only to the funds used to support work with 0-19 year olds; the 19+ funds will be the subject of a separate report]	Yes	Children, Young People and Families
West Midlands Regional Fire Control - Local Authority Controlled Company (LACC) [A report for members to gain approval for establishing a local authority controlled company [LACC] that will be responsible for running the Regional Fire Control Centre in the West Midlands]	Yes	Community Protection
Merger of the Stratford and Warwick Crime and Disorder Reduction Partnerships [The report outlines the submission to merge the two CERPs into a single South Warwickshire CDRP]	No	Community Protection
Migrant Workers [Report provides an overview of the available information on the recent influx of migrant workers.]	No	Environment and Economy

Subject	Key Decision?	Directorate
<p>Annual Review of Corporate Environmental Sustainability and ISO14001 [This report details the work achieved in support of Environmental Sustainability over the past 12 months undertaken by Environment & Economy, Performance & Development, Community Protection, and Resources. The report also seeks approval of the Corporate Environmental Objectives for the coming financial year 2007/8 which will add the two remaining Directorates. The approval of these Objectives at this stage will enable Heads of Service to embed the relevant environmental objectives in their Service Plans.]</p>	No	Environment and Economy
<p>Nuneaton and Bedworth Master Plan [DEFERRED FROM 15 JUNE PENDING FURTHER INVESTIGATION. The report provides more detail on the progress of the masterplan implementation strategy and recommends that capital receipts from the sale of WCC land within the masterplan priority sites are maintained within the masterplan budget to fund other masterplan related projects as agreed by Area Committee on 24 May 2006. It also asks Cabinet to approve the purchase of land to complete the site assembly and to carry out further environmental improvement projects in partnership with NBBC and AWM.]</p>	Yes	Environment and Economy
<p>Heathcote – Warwick Technology Park footway/cycleway [Tender prices have been received for construction of the above scheme. The lowest tender is higher than the approved estimate. This report seeks Cabinet approval for letting of a contract at the higher cost.]</p>	Yes	Environment and Economy
<p>Termination of Highways Agency Arrangements with Nuneaton and Bedworth Borough Council and Rugby Borough Council</p>	Yes	Environment and Economy

Subject	Key Decision?	Directorate
Local Area Agreement: Production of Final Draft [This report will provide the first outline of the final submission to Government Office.]	No	Performance and Development
Capital Programme Variations and Capital Review [Variations to the capital programme and capital review. To go to Cabinet - 7th December 2006 or appropriate meeting of Council as and when variations to the capital programme are required. Following the decision of County Council in December 2001, Cabinet has delegated power to approve changes to the Capital Programme which are fully funded and cost less than £1.5 million. Variations to the Capital Programme above this threshold will have to be taken to the County Council. The nature of these reports are such that we cannot anticipate specific variations in advance.]	Yes	Resources
Voluntary and Community Sector Developments [This report informs Cabinet of possible changes in the structure and organisation of core funded voluntary and community sector organisations]	No	Performance and Development
Contract for the Provision of temporary staff [The County Council currently gets temporary staff from a wide variety of suppliers on terms and conditions agreed locally. There are only two contracts in place with suppliers, one for admin. and clerical staff and for supply teachers. The contract for the supply of admin and clerical staff will end on 31st March 2007 and therefore gives the Council an opportunity to consolidate its' requirements, thereby reducing the supplier base and ensuring terms and conditions are agreed on a contractual basis. This process should also produce cost benefits for the Council.]	Yes	Performance and Development
Nuneaton CAB consideration of financial issues (Exempt) [Consideration of financial issues following the closure of the Nuneaton CAB]	No	Performance and Development

Subject	Key Decision?	Directorate
Capital Receipt Strategy/Policy [To agree a future strategy for the use of capital receipts]	No	Resources
Capital Programme Variations and Capital Review [Variations to the capital programme and capital review. To go to Cabinet - 7th December 2006 or appropriate meeting of Council as and when variations to the capital programme are required. Following the decision of County Council in December 2001, Cabinet has delegated power to approve changes to the Capital Programme which are fully funded and cost less than £1.5 million. Variations to the Capital Programme above this threshold will have to be taken to the County Council. The nature of these reports are such that we cannot anticipate specific variations in advance.	Yes	Resources
Proposal for a Core Revenue and Capital Budget for 2007/08 to 2009/10 [To outline the proposals, from Strategic Directors Management Team, for a core revenue and capital budget for the period 2007/08 to 2009/10.]	No	Resources
<u>Cabinet 11 January 2007</u>		
Capital Programme Projects (deferred from 7.9.06 meeting) [Quarterly update on capital programme projects included as and when resources become available]	Yes	Children, Young People and Families
Proposed Kingsbury Water Park Outdoor Education Centre [Following consideration of the proposals at County Council in December, Members requested further work on option 3 be undertaken by officers with a view to a report being presented to a future Cabinet meeting]	Yes	Children, Young People and Families

Subject	Key Decision?	Directorate
Paddox Primary School EXEMPT [Report concerning land issue]	Yes	Children, Young People and Families
Change to School's Indicated Admission Number in Alcester [Proposals to consult on changing the IAN of Alcester High School Technology College]	Yes	Children, Young People and Families
School Balances [Report detailing position of school balances as requested by Cabinet]	Yes	Children, Young People and Families
School Organisation in Warwick [possible proposals on future school organisation]	Yes	Children, Young People and Families
Consultation Response on the Green Paper – Care Matters: Transforming the Lives of Children and Young people in Care	Yes	Children, Young People and Families
Street lighting hours of operation [At present virtually all street lights in Warwickshire operate throughout the night. Modest savings (with limited potential effect on public safety) might be made to the street lighting energy budget by switching off selected lights after midnight. Major savings (with a more significant potential effect on public safety) could be made through widespread switching off of lights. The present estimate for street lighting energy costs in 2007/08 is in the region of £1.5 million.]	Yes	Environment and Economy

Subject	Key Decision?	Directorate
<p>Minerals and Waste Development Framework: Minerals Core Strategy - Preferred Options [The document sets out the preferred options for dealing with the submission of the Minerals Core Strategy. It is due to go out for a 6 week period of consultation which will provide an opportunity for stakeholders to comment on the Preferred Options.]</p>	Yes	Environment and Economy
<p>Local Transport Plan Settlement for 2007-08 and Outline Transport Capital Programme for Transport 2007-08 to 2009-10 [The report summarises the content of the settlement letter from the Government and makes outline recommendations for allocation of resources for the Transport Capital Programme for 2007-08 to 2009-10.]</p>	Yes	Environment and Economy
<p>Stoneleigh Park - Centre of Rural Excellence Proposals Phase 1 Site Infrastructure Works DEFERRED FROM 12 OCTOBER [Elements of the wider vision for the transformation of Stoneleigh Park into an internationally renowned Centre for Rural Excellence are being progressed as separate phases. Cabinet approval is sought for endorsement for WCC to be contracted to undertake the design and construction of Phase 1 road and infrastructure works.]</p>	Yes	Environment and Economy
<p>Local Transport Plan Funding of Safety Cameras 2007-08 [The Government is changing the way in which safety cameras are funded from 2007-08 onwards. Funding will be provided to the Council through the Local Transport Plan. This replaces funding through fines. This report gives details of the funding allocation for 2007-08 and recommends how it should be managed.]</p>	Yes	Environment and Economy
<p>Rugby Western Relief Road Exempt [Through a process of Early Contractor Involvement approved by Cabinet in July 2003, in working together with a preferred contractor, the design of the scheme has been developed and a target cost for the construction works agreed. Authorisation to award the construction contract is now sought]</p>	Yes	Environment and Economy

Subject	Key Decision?	Directorate
Local Area Agreement [The report will provide the first outline of the final submission to the Government Office]	No	Performance and Development
Capital Programme Variations and Capital Review [Variations to the capital programme and capital review. To go to Cabinet - 7th December 2006 or appropriate meeting of Council as and when variations to the capital programme are required. Following the decision of County Council in December 2001, Cabinet has delegated power to approve changes to the Capital Programme which are fully funded and cost less than £1.5 million. Variations to the Capital Programme above this threshold will have to be taken to the County Council. The nature of these reports are such that we cannot anticipate specific variations in advance.]	Yes	Resources
Feedback from 2007/2008 Budget Consultation [To feedback the information from the 2007/2008 budget consultation with the public.]	No	Resources
Feedback from Overview & Scrutiny Committees on the 2007/2008 to 2009/2010 Spending Proposals [To feedback from Overview & Scrutiny Committees on the 2007/2008 to 2009/2010 spending proposals of Directorates]	No	Resources
Determine Request for Concessionary Rent or Other Assistance – Bulkington Village Centre [Request to continue concessionary rent]	No	Resources
<u>Cabinet 1 February 2007</u>		
Development of new Household Waste Recycling Centre to Serve Nuneaton (Replacement for Judkins) Exempt [Proposal to progress the development of]	Yes	Environment and Economy

Subject	Key Decision?	Directorate
Street Lighting Energy Contract [Approval to commission Eastern Shires Purchasing Organisation(ESPO) to obtain quotes for the energy supply for street lighting from July 2007 and for delegated powers to accept the quotes.]	Yes	Resources
Local Area Agreement: Final Draft [This report will seek endorsement of the final draft of the LAA on behalf of the Council prior to submission to Government Office]	Yes	Performance and Development
Joint Warwickshire County Council/Warwick District Council Contact Centre Business Case [On 27 June 2006, Cabinet agreed to a business case being submitted on a possible joint Warwickshire County Council and Warwick District Council Customer Service Centre.]	No	Performance and Development
Business Case for Extended Schools Pilot [On the 27 June 2006, Cabinet agreed to a One Stop Shop being established in an Extended School subject to a business case being submitted for agreement.]	No	Performance and Development
Capital Programme Variations and Capital Review [Variations to the capital programme and capital review. To go to Cabinet - 7th December 2006 or appropriate meeting of Council as and when variations to the capital programme are required. Following the decision of County Council in December 2001, Cabinet has delegated power to approve changes to the Capital Programme which are fully funded and cost less than £1.5 million. Variations to the Capital Programme above this threshold will have to be taken to the County Council. The nature of these reports are such that we cannot anticipate specific variations in advance.]	Yes	Resources
2006/2007 to 2008/2009 Capital Programme - update as at Quarter 3 [To inform members of the latest forecast capital programme and to seek any additional approvals required]	No	Resources
2006/2007 Projected Revenue Outturn - Quarter 3 [To highlight key issues of spending, resourcing and the associated service implications of variations between the 2006/2007 Revenue Budget and forecast spending.]	No	Resources

<p>2007/2008 to 2009/2010 Budget - An Updated Position and Draft Budget Resolution [To inform Members of the updated position on 2007/2008 to 2009/2010 budget and to recommend a budget resolution to Council on 6th February 2007.]</p>	No	Resources
<p><u>Cabinet 22 February</u></p>		
<p>Key Messages from Consultation Report [To present the key messages from consultations undertaken in the last 6 months linking results to actions taken]</p>	No	Performance and Development
<p>Capital Programme Variations and Capital Review [Variations to the capital programme and capital review. To go to Cabinet - 7th December 2006 or appropriate meeting of Council as and when variations to the capital programme are required. Following the decision of County Council in December 2001, Cabinet has delegated power to approve changes to the Capital Programme which are fully funded and cost less than £1.5 million. Variations to the Capital Programme above this threshold will have to be taken to the County Council. The nature of these reports are such that we cannot anticipate specific variations in advance.</p>	Yes	Resources

AGENDA MANAGEMENT SHEET

Name of Committee Cabinet
Date of Committee 23rd November 2006
Report Title Delivering Performance Improvement in Adult Social Care [2006-2007]

Summary The report sets out a response to the need for further performance improvement within social care that has been developed with support from the Commission for Social Care Inspection.

For further information please contact: Graeme Betts
Strategic Director
01926 - 412464

Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No

Background papers

Cabinet, 8 December 2005.
Cabinet 2 February 2006.
Cabinet, 27 June, 2006.
Overview and Scrutiny, August 2006.

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members Councillor C Hayfield, Councillor F McCarney, Councillor Mrs J Compton, Councillor R Dodd, Councillor M Stanley, Councillor R Randev
- Lead Cabinet Member Councillor A Farnell
- Chief Executive Jim Graham
- Legal Jane Pollard, Alison Hallworth
- Finance Philip Lumley-Holmes, Financial Services Manager

- | | | |
|--------------------------|-------------------------------------|--------------------------------------------------------------------------|
| Other Chief Officers | <input checked="" type="checkbox"/> | Graeme Betts, Strategic Director of Adult, Health and Community Services |
| District Councils | <input type="checkbox"/> | |
| Health Authority | <input type="checkbox"/> | |
| Police | <input type="checkbox"/> | |
| Other Bodies/Individuals | <input type="checkbox"/> | |

FINAL DECISION NO

SUGGESTED NEXT STEPS:

- | | | |
|-----------------------------------------|-------------------------------------|----------------------------------------------------------------|
| Further consideration by this Committee | <input checked="" type="checkbox"/> | Annual Performance Assessment, 2005-06
Progress report 2007 |
| To Council | <input type="checkbox"/> | |
| To Cabinet | <input type="checkbox"/> | |
| To an O & S Committee | <input type="checkbox"/> | |
| To an Area Committee | <input type="checkbox"/> | |
| Further Consultation | <input type="checkbox"/> | |

Cabinet – 23rd November 2006

**Delivering Performance Improvement in Adult Social
Care [2006/07]**

**Report of the Strategic Director of Adult,
Health & Community Services**

Recommendation

That Cabinet :

1. Endorse the approach to improvement; and,
2. Note the intention to submit a further report on progress made in June 2007; and,
3. Receive a report on the CSCI performance assessment for 2005/06 in due course.

1. Background – The Need to Improve

- 1.1 The CSCI [Commission for Social Care Inspection] Performance Review Report (PRR) for Adult Social Care [September 2005] for 2004-2005 indicated that “*some*” people were served well. This was unchanged from previous years. The Council’s capacity for improvement, however, was re-assessed by CSCI as “*uncertain*”. The Council was also placed in a new category of authorities regarded as “*coasting*” in the area of adult social care performance.
- 1.2 The Council has recognised fully the need to increase the pace of change and development within its adult social care services. An initial performance improvement plan was developed in January 2006. Progress was made in a number of areas during the short time available until the end of the 2005-2006 financial year. A more robust trajectory of improvement has begun to emerge from a low baseline but needs to become stronger.
- 1.3 In March 2006, the Council participated in a further inspection of Supporting People. The report on the Inspection was submitted to Overview and Scrutiny in August 2006. The Inspectors did note improvements made since the previous inspection but these were not deemed to be sufficient to improve the previous judgements of “poor” service and “uncertain” prospects for improvement. The outcome of this inspection will feed into both CPA and CSCI assessments for 2005 –2006.
- 1.4 The external impression of improvement within adult social care continues to be that it is mixed. Some improvements have been achieved, but a number of major changes are being implemented and their impact remains to be demonstrated. It is considered even more vital than ever that a much stronger and sustained direction of travel and delivery of improved performance within social care is demonstrated.

- 1.5 Improved capacity and ambition for improvement within adult social care, linked to modernisation and partnership working, is considered a leadership priority by CSCI.
- 1.6 CSCI has also indicated an intention to amend its current performance assessment framework to strengthen the focus on key outcomes for adult social care. Likely changes will also place greater emphasis on leadership, needs based commissioning and partnership working. The Council will also receive an inspection of its services for Older People and a re-inspection of its Supporting People programme in the next six to nine months. Work on further performance improvement, with these issues in mind together with improved service and outcomes within available resources, must now be a priority focus for management and professional attention.
- 1.7 Lastly, at the time of writing this report, the CSCI Record of Performance Assessment for 2005-2006 is awaited. Publication is expected at the beginning of December. It is intended to report the outcome to Cabinet and Scrutiny in January/February 2007.

2. Adult Social Care Improvement Plan

- 2.1 The key task during the remainder of the current financial year is to improve performance. Within the performance assessment framework external support is available to help “coasting” Councils move forward. Following discussion with CSCI and CSIP [Care Services Improvement Partnership], this opportunity has been taken up. Support consists of two phases:
- External support and funding to prepare and agree with heads of service within Adult Social Care an improvement plan to secure delivery of the actions necessary to improve performance.
 - Continuing support and funding over the year ahead to take forward the improvement plan, speed up the pace of change and to add management capacity for improvement.
- 2.2 The Social Care Improvement Plan that has been prepared runs to over 50 pages. It is available for Member inspection. The key outcome expected is more people able to exercise choice, voice and control who are increasingly helped to live at home. The plan reflects national and local drivers of change and its key messages embrace the need for:
- Increased pace of change
 - Delivery of sustained, planned and actual improvement
 - Improved partnership working based on shared needs assessments
 - Better engagement with users and carers in service planning and delivery and showing how this makes a difference to what happens.
- 2.3 The plan is organised in three blocks as follows:
- Established and effective partnership working and governance as evidenced by:

- Needs based accommodation strategies
 - Joint commissioning with health based on needs
 - Reviewing thresholds for access to care and developing low intensity support services
 - A shared, resourced and time bounded pace of improvement
 - Improved partnership working with users and carers.
- Improved practice in Adult Social Care in those areas that help people to live closer to home as evidenced by:
 - More intensive home care
 - Improved Disabled Facilities Grant options
 - More direct payments
 - Increased adults with learning disabilities holding person centred plans
 - Additional numbers supported closer to home
 - Improved corporate human resource services as evidenced by:
 - Management of attendance
 - Effective data systems
 - Effective ethnic record keeping and monitoring.

3. Delivering the Adult Social Care Improvement Plan

- 3.1 This is a demanding agenda. It has to be tackled and delivered within defined resource parameters where both supply and demand side factors may affect progress. Success requires corporate acknowledgement and support.
- 3.2 The Council already has an extensive improvement agenda. Whilst improvements have been made in a number of areas, major steps forward across a number of service areas have yet to be fully secured. The Council needs to demonstrate more consistent delivery. It must sustain the impact of planned changes and deliver better outcomes for service users within a financially testing climate in 2006-2007 and beyond.
- 3.3 Delivery of the plan within adult social care will be secured through:
- ❖ A team of senior officers who will oversee delivery; drive action and ownership of performance improvement; offer challenge; and advise and support the Directorate Management Team as needed.
 - ❖ A review and refreshment of work with staff on “Making it Real” to help grow a stronger performance orientation and culture at all levels as part of a wider process of organisational development; and, to better communicate progress and achievements.
- 3.4 Work by the project team will be aligned with other work-streams. These are concerned with:

- needs based commissioning and planning, and developing accommodation strategies; and,
- preparation for the inspection of services for older people and re-inspection of supporting people.

4. Adult Social Care – Performance Assessment for 2005-2006

- 4.1 The CSCI performance assessment for 2005 - 2006 should be published at the beginning of December 2006. The report and action arising from it will be co-ordinated with work on the Performance Improvement Plan described above.
- 4.2 The CSCI rating for adult social care service performance, prospects for improvement and detailed performance assessment will be reported to Cabinet and to Scrutiny in January/February 2007. Adjustments will be made as necessary to the Improvement Plan to take account of findings.
- 4.3 Unlike 2004-2005, there is no overall Council social services assessment for 2005 –2006. Adult social care and children’s services will be published separately and form separate elements within the Council’s CPA [Comprehensive Performance Assessment].

5. Recommendations

- 5.1 Members of the Cabinet are requested to:
- Endorse the approach to improvement; and
 - Note the intention to submit a further report on progress made in June 2007; and,
 - Receive a report on the CSCI performance assessment for 2005/06 in due course.

GRAEME BETTS
Strategic Director of Adult Health &
Community Services

Shire Hall
Warwick

November 2006

AGENDA MANAGEMENT SHEET

Name of Committee Cabinet

Date of Committee 23 November 2006

Report Title Older People and Residential Care - Report of the Chair of the Adult and Community Services Overview & Scrutiny Committee

Summary This report sets out the outcomes and recommendations of the select committee into Older People and Residential Care. The report was considered by the Adult and Community Services Overview and Scrutiny Committee at their meeting on 20 September 2006.

For further information please contact: Jane Pollard
Overview and Scrutiny Manager
Tel: 01926 412565
janepollard@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees Adult and Community Services Overview & Scrutiny Committee 8 November 2006
- Local Member(s) N/A
- Other Elected Members Councillor Frank McCarney, Councillor Jose Compton, Councillor Richard Dodd
- Cabinet Member Councillor Colin Hayfield
- Chief Executive
- Legal Jane Pollard, Alison Hallworth
- Finance

- Other Chief Officers Graeme Betts
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Agenda No

Cabinet - 23 November 2006.

Older People and Residential Care

Report of the Chair of the Adult and Community Services Overview and Scrutiny Committee

Recommendations of the Adult and Community Services Overview and Scrutiny Committee:

That the Cabinet endorses the following recommendations:

1. That the Strategic Director of Adult, Health & Community Services should explore through discussions with CSCI and other Councils in high performing areas whether there are any particular initiatives or practices that have had a measurable impact on improving standards in care homes which could be applied in Warwickshire.
2. That discussions should take place with the Warwickshire Primary Care Trust to clarify the level of support the health service can provide for nursing and care homes in Warwickshire, particularly in relation to pharmaceutical advice, with a view to improving compliance with the medication standards.
3. That the Council and the Warwickshire PCT as commissioners of services should seek to align their expectations of the quality of service expected from nursing homes with a view to improving standards through their contract management processes.
4. That the Council in consultation with the Warwickshire PCT should review its medication practice and guidance for both residential and domiciliary care settings.
5. That the Adult and Community Services Overview and Scrutiny Committee receive a report in 6 months time on:
 - actions taken to improve compliance with the medication standard
 - any other improvement and/or training activity which has taken place
 - the effectiveness of the new contract management protocols which are under development
 - any information which is available at that time on current compliance levels.

6. That the Adult and Community Services Overview and Scrutiny Committee receive a report in 12 months time on compliance with standards by Care Homes in Warwickshire.
7. That the Council and CSCI establish arrangements to facilitate the regular exchange of information about standards in care and nursing homes in Warwickshire with a view to addressing areas of poor performance.
8. That the Warwickshire Association of Care Homes be asked to share information with its membership about levels of compliance in Warwickshire compared with the national average and to seek advice from its members on how best to raise standards and report its findings to the Committee in 6 months time.
9. That the Council and the Warwickshire Association of Care Homes together with the Warwickshire Quality Partnership should consider whether there is any scope for a career progression schemes to improve recruitment and retention of staff.
10. That the Strategic Director of Adult, Health & Community Services should explore whether the following suggested improvements can be implemented:
 - Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
 - It would be useful for homes to have a small pot of money to hire “local tradespeople” to carry out some jobs on the premises.
 - “Friends Groups” could be formed with volunteers who could visit people in the homes who were often lonely. This could be expanded to include people living in their own homes.
 - County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.
 - At one Council Care home the provision of a large vehicle for transporting groups on outings would be beneficial
11. That the Council and the Warwickshire PCT should consider in consultation with the Warwickshire Quality Partnership how up to date information about nutrition for older people can be made more readily accessible to providers of homes.
12. That a joint approach to decision making and decision making tools on Continuing Health Care (CHC)- Registered Nursing Care Contributions (RNCC) should be sought with the Warwickshire PCT.
13. That future arrangements for CHC-RNCC determinations should include effective arrangements for assurance on correct and consistent decisions and

review.

14. That future arrangements for CHC-RNCC should ensure data generation to ensure transparency, monitoring and information for strategic and operational commissioning.
15. That CHC-RNCC should be included in the Directorate Strategic Risk Register.
16. That future arrangements for CHC-RNCC should embrace improved support and information for patients, users, carers and supporters; including assistance on advocacy and appeal mechanisms

1. Views of the Adult and Community Services Overview and Scrutiny Committee

The Adult and Community Services Overview and Scrutiny Committee considered the report of the Chair of the Committee (attached as **Appendix A for Cabinet Members**) reporting on the outcomes of the Select Committee into Older People and Residential Care held on 20 September 2006.

During the ensuing discussion the following points were highlighted:

1. Members congratulated Jane Pollard on producing a fair and balanced report which was an example of scrutiny at its best and which had been reported in the Leamington Courier. They agreed that the report should be badged and published and Jane Pollard agreed to provide a selection of front sheets to the Chair and Spokespersons for comment.
2. Members were pleased to note the findings from their visits to care homes had been taken into consideration in the final report. Members felt that these visits had been useful and should be continued on an ongoing basis.
3. The Committee agreed there was a need to look in more detail at why levels of compliance of private sector homes were below the national average and what actions were being taken to raise standards. Jane Pollard agreed to contact the Warwickshire Association of Care Homes and the Committee requested a further report in six months time.
4. Graeme Betts noted that in terms of standards in Warwickshire County Council homes, Simon Robson – Head of Local Provider Services, had as one of his four key targets the improvement of performance of standards in our own homes to good and then all to excellent.
5. Graeme Betts noted that there were a number of factors influencing standards within homes the County contracted with, including:
 - the lack of choice available in some areas in the County
 - the new inspection regimes, which were no longer in-house and therefore involved longer timescales on reporting and responses
 - the difficulties for private homes to achieve the quality of service expected on the rates paid.

6. Graeme Betts noted his support and that of his Managers to work with the recommendations being put forward to the Cabinet.
7. Jane Pollard noted that there were various organisations mentioned in the report and a copy of the recommendations and report would be forwarded to them.

The Adult and Community Services Overview and Scrutiny Committee agreed to make the recommendations set out above to the Cabinet.

COUNCILLOR FRANK
MCCARNEY
Chair of the Adult and
Community Services Overview
and Scrutiny Committee

Shire Hall
Warwick

25 October 2006

Older People and Residential Care

Report of the Adult & Community Services Overview and Scrutiny Committee

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Executive Summary and Recommendations

Introduction

1. The Office of Fair Trading Report into the Care Homes Market (May 2005) found that people needed easier access to information when choosing a care home and more support once in a home. Care homes also needed to ensure that fee-related terms in their contracts are fair and transparent. In 2006 a series of national studies carried out by the Commission for Social Care Inspection (CSCI) indicated generally poor levels of compliance by care homes for older people with significant aspects of the national minimum standards i.e.
 - February 2006 Handle with Care (Medication Standard);
 - March 2006 Improving Meals for older people in care homes (Meals and Mealtime Standard);
 - June 2006 Safe and Sound –checking the suitability of new care staff in regulated social care services (Recruitment Standard)
2. These national reports prompted an investigation by the Adult and Community Services Overview and Scrutiny Committee into current levels of compliance in Warwickshire. At the same time the Committee was made aware that there were consultations underway relating to changes to the inspection regime and the funding of continuing Healthcare. The Committee therefore took the opportunity to consider the future role for residential care.
3. The policy direction for adult social care services is to move towards supporting more older people to remain in their own homes, reducing admissions to residential care and a growth in intensive home care and other support services. It is clear that residential care will remain an important part of any strategy to meet the needs of older people for the foreseeable future. However the scale and scope of the accommodation required depends on the outcomes of the needs analysis currently being undertaken and our success in developing cost effective services that enable people to stay in their own home.
4. It is also clear that the Council will not be able to meet the demand by itself and that effective partnership working with health, district councils, private and voluntary sectors etc will be essential if we are to meet the social care needs of residents in Warwickshire in the future.

The Care Market in Warwickshire

5. **There are approximately 36 Nursing Homes (providing 1615 places) and 150 Care Homes (providing 2551 places) in Warwickshire. The Council owns 10 Care Homes providing 349 places for older people. The**

remaining homes are provided by voluntary and private sector organisations.

6. Council supported accommodation (places provided or paid for by the Council) accounts for 32% of the overall residential care market in Warwickshire. The Council buys most of its places from the private and voluntary sector either through block contracts (a number of beds bought in advance at a particular home –28% of places purchased) or one-off arrangements (spot purchasing –53% of places purchased) with individual homes. Service user choice of home is the major factor in making placements for older people.
7. The Council block contracts with 20 private and voluntary sector homes. These arrangements enable the Council to exercise influence over the quality of service provided through the contracting arrangements whilst at the same time achieving some economies of scale. It is more difficult for the Council to influence overall standards in homes where it is spot purchasing as the Council may only be supporting one individual in that particular home.
8. The Warwickshire Care Homes Association represents 85% of the private and voluntary sector homes (both nursing and care homes) in Warwickshire. Whilst the Association seeks to promote good practice in care and nursing homes, it has no power over the way in which individual homes conduct their business. There appears to be a good working relationship between the Council and the Association with collaboration on a number of projects, including the establishment of the Warwickshire Quality Partnership to support all care providers to access training support grants and organise training with a view to improving quality of service.

Regulatory Framework

9. The Commission for Social Care Inspection (CSCI) is responsible for the registration and inspection of care and nursing homes. It is also responsible for taking any enforcement action. Each home (including those owned by the Council) receives at least one or two unannounced inspections every year and the results are published on the CSCI website www.csci.org.uk
10. All homes are legally required to conduct their business in accordance with the Care Homes Regulations 2001. In addition there are 38 national minimum standards (NMS) published by the Department of Health. These standards are not legally enforceable but they do identify what a care provider needs to do in order to meet their legal obligations. Within these there are 22 Key standards i.e. those standards that CSCI consider should be assessed every 12 months.
11. Compliance with individual standards is currently assessed on a scale of 1 to 4.

4 = Standard exceeded; 3 = Standard Met; 2 = Standard Almost Met (Minor Shortfalls); and 1 = Standard Not Met (Major Shortfalls).

Main Findings

General

- The average general level of compliance with the national minimum standards by both nursing and care homes in Warwickshire is below the national average.
- Only Council owned care homes and voluntary sector owned nursing homes achieve rates of general compliance above the national average. Private sector owned homes have the most difficulty in meeting the national minimum standards.

Specific Standards –Care Homes for Older People

- **Service user plans -in Warwickshire the average level of compliance is 30.4% against a national average of 57.4%. Council owned homes achieved an average of 50%, with the average for the private and voluntary sectors being 25% and 31.6% respectively. All sectors need to improve performance in this area.**
- Meals and Mealtimes -although the levels of compliance in Warwickshire appear on the face of it to be fairly good the average of 79.4% is below the national average of 87.6%. Therefore on a comparative basis Warwickshire needs to do better. Only council owned homes exceed the national average with a compliance rate of 90% with the private and voluntary sectors achieving 76.9% and 78.9% respectively.
- Medication -in Warwickshire the average level of compliance is 29.4% against the national average of 60.6% with the highest level of compliance achieved by the privately owned sector of 35.9% and the voluntary and council owned homes at 26.3% and 10% respectively. Compliance levels by all sectors are a cause for concern.
- Premises -in Warwickshire the average level of compliance was 53.6% against the national average of 67.1%. The performance of the various sectors was subject to considerable variation with voluntary owned homes achieving an average of 78.9% compared to the private sector and council owned homes with an average of 47.5% and 30% respectively.

- Recruitment- the average level of compliance in Warwickshire was 56.1% against a national average of 65%. There was considerable variation between the sectors with council owned homes scoring an average of 90% and the private and voluntary sectors achieving averages of 51.4% and 47.4% respectively.

Council supported accommodation – Care Homes for Older People

12. Council owned homes achieved general levels of compliance above the national average. Whilst this is a good level of performance some Council homes did have difficulty in meeting the specific standards for service user plans, medication and premises. An examination of the latest inspection reports show that there were only minor shortfalls in meeting these standards. There were no major shortfalls in any Council home. Feedback from the latest residents survey of council care homes showed an overall satisfaction rate of 87%.
13. Of the 20 homes the Council block contracts with an analysis of the latest inspection reports revealed that most standards were met or almost met on inspection. However major shortfalls were identified against particular standards at five homes. These are set out in the table below.
14. During the course of our enquiries there was an acknowledgement that contract management processes could be made more robust and there was scope for improving the exchange of information between CSCI and the Council about the quality of service in private and voluntary sector homes. New contract management protocols were under development.

Major Shortfalls

Standard	No of instances
9 Service users, where appropriate, are responsible for their own medication and are protected by the homes policies and procedures for dealing with medicines.	2
27 Service users needs are meet by the number and skill mix of staff	3
28 Service users are in safe hands at all time.	1
29 Service users are supported and protected by the homes recruitment policy and practices	2
31 Service users live in a home which is run and managed by a person who is fit to be in charge, of good character and able to discharge his or her responsibilities fully	2
36 Staff are appropriately supervised	1

Member Visits to Care Homes

15. Various visits were made by members to care homes, suggestions for improvement in practice arising from those visits included

- Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
- It would be useful for homes to have a small pot of money to hire "jobbers" to carry out some jobs on the premises.
- "Friends Groups" could be formed with volunteers who could visit people in the homes who were often lonely.
- County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.
- At one Council Care home the provision of a large vehicle for transporting groups on outings would be beneficial

Inspection Regime Changes

16. CSCI will be introducing a published quality rating that will assess whether the service is "excellent", "good", "adequate" or "poor" at meeting the needs of the people using it. CSCI will also say if it is taking legal action to make sure that changes are made to the service ("enforcement action").

17. The quality rating will be used to decide how often to inspect adult services, i.e once every 3 years for excellent services and more frequently for services needing to improve their performance.

18. Whilst we welcome the proposed new framework which has the potential to make it easier for the public and agencies to know whether a care home is providing good services or not. It is important that robust protocols are developed between CSCI and local authorities to ensure there is greater co-ordination and exchange of information to facilitate the management and improvement of poor services. We supported a response to the consultation incorporating these comments at our meeting on 17 October 2006.

Continuing Health Care and NHS Funded Nursing Care

1. The Government has been consulting on new guidance covering the National Framework for NHS Continuing Health Care and NHS funded Nursing Care. The consultation ended on 22 September 2006. The government response is awaited.

2. '**Continuing healthcare**' means the NHS pays for the full package of care including accommodation if the individual is in a care home. **NHS-funded nursing care** means the NHS is responsible for funding the registered nurse element of a care package in a care home. Adult social services are responsible for the rest of the package e.g. accommodation and personal care.

3. A national framework for NHS continuing healthcare was promised by Government in December 2004, in light of escalating complaints about unfair, and inconsistent decisions, due to the lack of clarity in the existing guidance and different interpretations. Particular problem areas highlighted in the consultation paper were
 - Omitting dementia from eligibility
 - Not allowing eligibility for people at home or cared for by relatives
 - Expecting local authorities to provide care of a nature which was inappropriate
 - Confusion between the criteria for NHS continuing health care and NHS high band nursing care, which shared similar wording
 - Primary Care Trusts (PCTs) failing to assess for continuing healthcare at the start of the assessment process
4. The issue for individuals and relatives is largely financial as NHS care is free at the point of delivery whilst provision of adult social care is means tested.

THE PROPOSALS

5. **Eligibility** – If an individual's primary need is a health need he/she should qualify for NHS continuing healthcare. Whether health is the primary need will be determined by reference to 4 key indicators – nature, complexity, intensity and unpredictability of need.
6. **Assessment** – Screening for NHS continuing healthcare is the start of the assessment process. A national screening tool is being developed for use by a multi-disciplinary team - a draft is included in the consultation paper based on 11 care 'domains' (e.g. behaviour, cognitive impairment, skin, breathing etc) and 4 levels of need i.e. priority, severe, high, moderate. The combination of levels of need in domains is analysed to determine eligibility.
7. **Provision** – Eligible individuals will have their care fully funded by the NHS. People who are not eligible may still be eligible for NHS funded nursing care e.g. the care component provided by a registered nurse. The current system of funding nursing care based on low, medium and high bands of need with different payment levels will be replaced by a single band based on average weekly cost (estimated to be £97 per week). PCTs currently provide 'high banders' with £133 per week so some individuals will be disadvantaged and therefore PCTs may need to absorb additional short-term costs.
8. **Reviews** – all individuals who go through the assessment process for continuing healthcare (whether or not found to be eligible) should be reviewed at three months and thereafter annually.
9. **Cost** – The Department of Health estimates that the additional cost to the NHS in the first year of implementation will be £110M. Changes in place as a result of legal challenges amount to around £70M leaving a net increase of £40-45M. Implementation will involve a shift in responsibility for payment from local authority budgets to the NHS.

THE ISSUES

10. There remains the potential for local interpretation particularly in relation to finance. Although the framework is supposed to be a professional decision based on need. PCTs will undoubtedly be under pressure to minimise additional expenditure. The framework is complex and consistency in implementation might well be an issue.
11. What will happen to people who are ineligible for continuing healthcare but with significant levels of need for nursing care way beyond the £97 average?

Recommendations to Cabinet

1. That the Strategic Director of Adult, Health & Community Services should explore through discussions with CSCI and other Councils in high performing areas whether there are any particular initiatives or practices that have had a measurable impact on improving standards in care homes which could be applied in Warwickshire.
2. That discussions should take place with the Warwickshire Primary Care Trust to clarify the level of support the health service can provide for nursing and care homes in Warwickshire, particularly in relation to pharmaceutical advice, with a view to improving compliance with the medication standards.
3. That the Council and the Warwickshire PCT as commissioners of services should seek to align their expectations of the quality of service expected from nursing homes with a view to improving standards through their contract management processes.
4. That the Council in consultation with the Warwickshire PCT should review its medication practice and guidance for both residential and domiciliary care settings.
5. That the Adult and Community Services Overview and Scrutiny Committee receive a report in 6 months time on actions taken to improve compliance with the medication standard and any information which is available at that time on current compliance levels.
6. That the Adult and Community Services Overview and Scrutiny Committee receive a report in 12 months time on compliance with standards by Care Homes in Warwickshire, any improvement and/or training activity which has taken place, and the effectiveness of the new contract management protocols which are under development.
7. That the Council and CSCI establish arrangements to facilitate the regular exchange of information about standards in care and nursing homes in Warwickshire with a view to addressing areas of poor performance.

8. That the Warwickshire Association of Care Homes be asked to share information with its membership about levels of compliance in Warwickshire compared with the national average and to seek advice from its members on how best to raise standards.
9. That the Council and the Warwickshire Association of Care Homes together with the Warwickshire Quality Partnership should consider whether there is any scope for a career progression schemes to improve recruitment and retention of staff.
10. That the Strategic Director of Adult, Health & Community Services should explore whether the following suggested improvements can be implemented
 - Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
 - It would be useful for homes to have a small pot of money to hire “jobbers” to carry out some jobs on the premises.
 - “Friends Groups” could be formed with volunteers who could visit people in the homes who were often lonely.
 - County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.
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11. That the Council and the Warwickshire PCT should consider in consultation with the Warwickshire Quality Partnership how up to date information about nutrition for older people can be made more readily accessible to providers of homes.
12. That a joint approach to decision making and decision making tools on Continuing Health Care (CHC)- Registered Nursing Care Contributions (RNCC) should be sought with the Warwickshire PCT.
13. That future arrangements for CHC-RNCC determinations should include effective arrangements for assurance on correct and consistent decisions and review.
14. That future arrangements for CHC-RNCC should ensure data generation to ensure transparency, monitoring and information for strategic and operational commissioning.
15. That CHC-RNCC should be included in the Directorate Strategic Risk Register.

16. That future arrangements for CHC-RNCC should embrace improved support and information for patients, users, carers and supporters; including assistance on advocacy and appeal mechanisms

Select Committee Report into Older People and Residential Care

1 Introduction

1. The Office of Fair Trading Report into the Care Homes Market (May 2005) found that people needed easier access to information when choosing a care home and more support once in a home. Care homes also needed to ensure that fee-related terms in their contracts are fair and transparent. In 2006 a series of national studies carried out by the Commission for Social Care Inspection (CSCI) indicated generally poor levels of compliance by care homes for older people with significant aspects of the national minimum standards i.e.
 - February 2006 Handle with Care (Medication Standard);
 - March 2006 Improving Meals for older people in care homes (Meals and Mealtime Standard);
 - June 2006 Safe and Sound –checking the suitability of new care staff in regulated social care services
2. These national reports prompted an investigation by the Adult and Community Services Overview and Scrutiny Committee into current levels of compliance in Warwickshire. At the same time the Committee was made aware that there were consultations underway relating to changes to the inspection regime and the funding of continuing Healthcare. The Committee therefore took the opportunity during the course of the day to consider the future role for residential care in the overall continuum of care and the main policy and other drivers likely to impact on the direction for services in the future.
3. A Select Committee was held on 20th September 2006 to consider oral and written evidence relating to standards in care homes in Warwickshire and also to consider the future direction for residential care. The Committee would like to thank the following people for contributing to the debate. The Committee is also indebted to CSCI for providing comparative performance data and to care home managers for facilitating member visits.

Officers

Graeme Betts, Strategic Director Adult, Health & Community Services
John Bakker, Interim Head of Adult Services
Kim Harlock, Service Manager Commissioning
Jackie Price, Head of Local Commissioning
Jon Reading, Assistant Service Manager Planning
Peter Seal, Service Manager Older People
Rob Wilkes, Assistant Service Manager Contracting
Kate Woolley, Project Manager

Guest Speakers Mike Leyland, Chair of Warwickshire Association of Care Homes and Warwickshire Quality Partnership
Elaine Ives, Warwickshire Quality Partnership
Suzette Farrely, Commission for Social Care Inspection (CSCI)
Helen Barber, Rugby Borough Council
Toni Ruck, North Warwickshire PCT
Sue Davies, Rugby PCT

2 Commission for Social Care Inspection

1. Care homes in England must register with the Commission for Social Care Inspection (CSCI) and are legally required to conduct their business in accordance with the Care Homes Regulations 2001. In addition to the Regulations there are 38 national minimum standards (NMS) published by the Department of Health. These standards are not legally enforceable but they do identify what a care provider needs to do in order to meet their legal obligations. Within these there are 22 Key standards i.e. those standards that CSCI consider should be assessed every 12 months. CSCI make unannounced inspections of most homes once or twice every twelve months and publish the outcome of their inspections on their website. CSCI are also responsible for taking enforcement action against homes where they consider there are breaches of the legislation.
2. Compliance with individual standards is currently assessed on a scale of 1 to 4.

4 = Standard exceeded; 3 = Standard Met; 2 = Standard Almost Met (Minor Shortfalls); and 1 = Standard Not Met (Major Shortfalls).

Inspection Regime Changes

3. From 1 July 2006 changes in the regulations will introduce a self-assessment scheme for care homes, domiciliary care agencies and adult placement schemes. The changes also allow CSCI to ask services to say how they will make any improvements they say are needed.
4. The self-assessments, called Annual Quality Assurance Assessments (AQAA) will probably be introduced in a phased way from autumn 2006. The AQAA will become a requirement for adult services after April 2007.
5. The new AQAA will have two parts. The first is an 'annual data and information' section. This will ask for basic information on who uses the service, who works for the service and how the service is run. The second part is the 'quality assurance assessment'.

6. CSCI will be asking for improvement plans after inspections. Providers will need to set out how they will make improvements to their services and how they will respond to inspection requirements.
7. *Consultation is also currently taking place on proposals to replace existing national standards and criteria used by CSCI in performance assessment judgements. CSCI propose that the new measures will lead to a reduced demand for data on Adult Social care from councils and at the same time, help judgements to be made about the effectiveness of the services.*
8. CSCI will be introducing a published quality rating that will assess whether the service is "excellent", "good", "adequate" or "poor" at meeting the needs of the people using it. CSCI will also say if it is taking legal action to make sure that changes are made to the service ("enforcement action").
9. The quality rating will be used to decide how often to inspect adult services, i.e once every 3 years for excellent services and more frequently for services needing to improve their performance.
10. *The quality framework for replacing existing standards and criteria are based on seven social care outcomes from "Independence, Well-Being and Choice" that are now part of the White Paper "Our Health, Our Care, Our Say" and an additional outcome relating to leadership, and the commissioning and use of resources This is a new way of managing and interpreting data to determine how effectively councils are going about their business of ensuring the new outcomes for people. Each outcome will receive a rating as well as the service receiving an overall rating.*

Outcome Heading	Relationship to Regulated Social Care
Quality of life	Promotion of independence
Exercising choice and control	Service users and carers having choice and access to responsive services that meet their individual needs and preferences.
Making a positive contribution	People seen as full members of their community and able to contribute to their roles as citizens
Personal dignity and respect	Privacy and dignity valued and protected. People free from abuse and neglect
Freedom from discrimination and harassment	Fair access to services. Services with clear, open and transparent ways for people to express concerns. People able to say "no" without fear of reprisal
Improved health and emotional well-being	Health and well-being needs appropriately addressed. Improvement in health encouraged. End of life care is managed sensitively; taking into account needs and preferences
Economic well-being	Access to advice and support. People feeling in control of their resources so they can make choices. Service users able to contribute to their community by

	carrying out paid and/or unpaid employment
Leadership and Management	People experience services that are well led. Well-trained, competent, supported staff.

11. Whilst we welcome the proposed new framework which has the potential to make it easier for the public and agencies to know whether a care home is providing good services or not. It is important that robust protocols are developed between CSCI and local authorities to ensure there is greater co-ordination and exchange of information to facilitate the management and improvement of poor services. We supported a response to the consultation incorporating these comments at our meeting on 17 October 2006.

3 Warwickshire Association of Care Homes

1. The Association was formed in 1992 as the Warwickshire Association of Nursing Homes and in 1997 was joined by the then separate Residential Care Homes Association. It represents 85% of the independent sector in Warwickshire through paid membership and works with the Council and CSCI on a range of issues to promote the highest standards of residential care and to establish a fair price for care. Whilst the Association can promote good practice it has no formal rights to impose rules on its members over the way in which they conduct their business.
2. The Association has a good working relationship with the Council and works closely with the Council on a number of initiatives e.g.

Warwickshire Quality Partnership
Warwickshire Vulnerable Adults Committee
Annual Care Homes Directory
Creation of a website giving information on vacant beds and guidance on working through the care process (www.wpic.co.uk)

4 Warwickshire Quality Partnership (WQP)

1. The Warwickshire Quality Partnership was set up 3 years ago as a partnership initiative between the statutory and independent sectors, to support care providers in all settings to access training support grants and organise training. WQP has a board of independent and statutory sector representatives.
2. Warwickshire Quality Partnership aims to raise standards and enhance the quality of health and social care provision through training and development. It provides support, funding and training to the independent social care sector and is based in the Directorate's Workforce Development Service. The Partnership has been responsible for using part of the National Training Strategy Grant to fund places on underpinning knowledge courses for independent sector social care staff. This training is offered jointly with the Local Authority. It also accesses Skills for Care funding towards NVQ unit completion.

3. "Has the support, funding and training provided by WQP improved the quality of life of the person who uses the services?"
4. In 2005, WQP carried out some desk- top research with member organisations based on the above question. It also identified whether organisations were using quality assurance tools. This research indicated that further work was required changing the focus from the levels of training to the outcomes achieved as a result and that the development of a social care quality assurance tool was probably needed.
5. In 2006, WQP placed bids to Skills for Care West Midlands, Coventry & Warwickshire Partnership for Care and Warwickshire County Council. These were successful and as a result, a research project was commissioned.
6. The research was based on eleven questions around learning and development and the impact on the quality of life of the person who uses the services. Organisations represented older people and learning disabilities.
7. Although the training and support provided by WQP was valued there was a need to embed a learning and development culture that recognised the true value of training, the impact it could have on quality of service and the recruitment and retention of staff.

Next Steps

8. The Warwickshire Quality Partnership has approved the submission of a bid to fund the development of a quality assurance tool, and if successful this would be a pathfinder.
9. Other areas of activity cover promoting the values of learning and development within an organisation; producing a directory of learning; supporting workshops sharing good practice and working with the Commission for Social Care Inspection to promote the positive value of inspections. These activities are aimed at ensuring that the links between acquiring qualifications and quality of service are improved.

5 Residential Care in Warwickshire

1. Statistics published by CSCI for Warwickshire (See Figures 1.1 to 1.5 Appendix 1) show that there are some 36 Nursing Homes (1615 places) and around 150 Care Homes (2551 places) for adults and older people of which 10 are Council care homes providing around 349 places. These 349 places represent 19% of the residential places purchased by the Council, with the balance being purchased from private and voluntary sector providers either through block contracts (28% of the places -involving 20 providers) or 'spot' purchasing (remaining 53%). Block contracts tend to be with providers within the county boundaries whereas spot purchasing may be in or out of county as the choice of home for older people largely depends on service user preference. Other considerations such as the specialist nature of the facilities may apply in relation to younger adults. The Directorate intends to do further

analysis on the reasons for placing people out of county. As at 31 March 2005 18.1% of residential service users were placed outside Warwickshire.

2. Council supported accommodation accounts for 32% of the overall adult residential care market in Warwickshire compared with an average of 39.1% nationally and 34.2% for Shire Councils. The largest user group are older people (over 65 years) with older people with dementia forming the next largest category (See Figure 1.5). The Council has aimed to reduce admissions to residential care from 87 per 100,000 65+ in 2002/03 to 70 in 2005/06 with the complementary growth in intensive home care from 5.5 per 1,000 people 65+ in 2002/03 to 8.1 in 2005/06. This is in line with the Government policy to support more people in their own homes and promote independence.
3. During the 2-year period 1 April 2004 to 31 March 2006 six Nursing Homes had been de-registered (228 places) and six new establishments registered (247 places), a net gain of 19 places. During the same period thirty Care Homes had been deregistered (341 places) with ten new registrations (176 places), a net loss of 165 places.

6 What the Residents Say?

1. We received information about the latest residents survey of the council's own homes (carried out in autumn 2005) and the action which had been taken in response to the survey. The next survey is scheduled for autumn 2006. The average satisfaction rate from the 2005 survey was 87% - some of the main findings are set out below.
2. **Staff Attitude**
83% of respondents indicated that they were always treated with respect and courtesy. 77% of residents indicated that staff always responded to them as they would like. 89% stated that they always felt able to ask staff for help. 85% felt that staff encouraged them to do things for themselves. 96% of respondents said that staff helped them with personal care in a private way.

Standard of Accommodation

Almost all respondents felt that their home was kept clean. 93% of residents responded positively to questions relating to different aspects of comfort in their own rooms. 80% of respondents stated that they were always able to make use of the garden if they wanted to. 98% of residents stated that they were able to get to the toilet with help if necessary. 95% said that they were happy with the bathing and showering facilities available to them.

3. Food and Dining

56% of residents who answered stated that they could always include their favourite foods on the menu if they weren't already there. 78% of respondents stated that they could always choose something different from the menu if the choice was not to their liking. 81% stated that they could

always choose where they ate their meals. 67% stated that they could always change the time they ate their meals if they wanted or needed to. 99% said that they could eat their meals without feeling hurried. 88% of residents stated that extra snacks would always be made available to them. In respect of preparing special food to celebrate occasions that were important to them, 78% of those responding stated that this was always the case

Social and Cultural Activities

87% said that they were always informed about activities that were going on in the home. 98% stated that they could choose whether or not to join these activities. 91% said that they were always helped to mix with other residents if they wanted to. 93% of respondents stated that they were always able to follow their own religious and cultural beliefs in or outside the home. 89% of respondents felt that if they wished to take part in outside activities, they are always helped. 32% of respondents stated that there were never times during the day when there was nothing interesting to do. 98% of respondents stated that visitors could always come to the home at a reasonable time.

4. Worries about your safety or complaints

93% respondents felt that if they were unhappy about something they could tell someone in the home. 88% of respondents stated that they felt staff would always listen to them. 84% of respondents stated that staff would always try to put things right if they were unhappy. 97% of residents stated that they always felt secure living in the home.

7 Member Visits to care homes

1. Councillor Haywood reported that she had visited a number of homes over three days and found the following:

- She had not heard any complaints.
- There appeared to be a general difficulty in recruiting staff including the high cost involved with advertising posts.
- She urged Members to support a change to the rule involving televisions being withdrawn from respite rooms. Councillor McCarney added that this was due to television licences and that Members should lobby their MPs to have this changed.
- Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
- It would be useful for homes to have a small pot of money to hire “jobbers” to carry out same jobs on the premises.
- “Friends Groups” could be formed with volunteers who could visit people in the homes who were often lonely.

2. Councillor Nina Knapman added that County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.

3. Councillor Jose Compton had visited a local care home which had been clean and bright and the people in the home were content, felt that their dietary needs were well catered for and had access to outings and holidays. She felt they lacked a large vehicle for transport.
4. Councillor Ian Smith reported that he had visited two homes in the Rugby area, which had been clean and tidy. One manager reported that there was ample training within the Warwickshire Care Trust for those who wanted it and was pleased to note that people in the homes received a statutory amount of £18.60 a week to spend as they wished.

8 General Compliance Levels – National Minimum Standards

Care Homes

1. **The average level of compliance by care homes in Warwickshire (64.6%) with the national minimum standards is below the national average (76.4%) –See Figure 2.1 (Appendix 1). There is a disparity in the performance of the different sectors with the council care homes achieving an average compliance rate of 79.1%, the private sector 58% and voluntary homes 71.1%. Only the Council homes achieve above the national average.**
2. **The Warwickshire Association of Care Homes felt there were many inconsistent practices in the assessment of the standards. Whilst CSCI acknowledge that there can be interpretation differences between inspectors when assessing the individual standards it would be unwise to present this as the rationale for below average performance in Warwickshire and indeed the Council’s homes are performing above the national average using the same inspectors. CSCI were working closely with the Association and the Warwickshire Quality Partnership to try and ensure there would consistency in the application of the new outcome framework.**
3. **The figures for compliance with particular key standards (See Figure 2.2 –Appendix 1) show that there are significant compliance issues for all sectors relating to Service User plans, and Medication. There are additional compliance issues for Council owned homes in relation to Premises; for Voluntary owned homes in relation to Recruitment; and for Privately owned homes in relation to Healthcare, Premises, Hygiene & Infection Control, Qualifications, Recruitment, Staff Training, Quality Assurance and Safe Working Practices.**
4. **An analysis based on the most recent inspection reports for the Council’s homes revealed**
 - 96 instances where the standards were fully met
 - 37 instances where there were minor shortfalls from the standard (Almost Met)

- No major shortfalls.
5. **An analysis of the most recent inspection reports for the private and voluntary sector homes for older people with whom the Council block contracts revealed**
- 218 instances where the standards were fully met
 - 152 instances where there were minor shortfalls from the standard (Almost Met)
 - 11 instances where there were major shortfalls.
6. There were major shortfalls at 5 homes and only 2 homes had more than one major shortfall as set out in the table below.

Major Shortfalls

Standard	No of instances
9 Service users, where appropriate, are responsible for their own medication and are protected by the homes policies and procedures for dealing with medicines.	2
27 Service users needs are meet by the number and skill mix of staff	3
28 Service users are in safe hands at all time.	1
29 Service users are supported and protected by the homes recruitment policy and practices	2
31 Service users live in a home which is run and managed by a person who is fit to be in charge, of good character and able to discharge his or her responsibilities fully	2
36 Staff are appropriately supervised	1

Nursing Homes

- 7 **The position for Nursing Homes is that again on average nursing homes in Warwickshire (64.1%) perform below the national average (74.1%) – See Figure 2.3. Voluntary owned nursing homes achieve an average compliance rate of 88.8% whereas privately owned nursing homes achieve an average of only 59.1%.**
- 8 **In terms of compliance with specific key standards (See Figure 2.4) there are significant compliance issues for both sectors in relation to Service Plans, Medication and Quality Assurance. Additional challenges for privately owned nursing homes relate to Social Contact & Activities,**

Premises, Hygiene & Infection Control, Qualifications, and Safe Working Practices.

9 Care Homes - compliance with specific key standards

Service User Plans (Standard 7)

- 1. In Warwickshire the average level of compliance is 30.4% against a national average of 57.4%. Council owned homes achieved an average of 50%, with the average for the private and voluntary sectors being 25% and 31.6% respectively. All sectors need to improve performance in this area.**
- 2. An analysis of the Council's 10 homes based on the most recent inspection reports revealed 5 homes met the standard and 5 homes almost met the standard. There were no major shortfalls. The minor shortfalls identified related to the level of detail in care plans, the frequency with which they were updated, and their clarity in providing advice to staff to enable residents needs to be met.**
- 3. In relation to the analysis of the most recent inspection reports for the 20 private and voluntary sector homes where the Council had block contracts, 1 home exceeded the standard, 6 homes met the standard, and 13 homes almost met the standard. Whilst the overall compliance rate was 35% there were only minor shortfalls in relation to the remaining homes. The shortfalls were similar in nature to those for the council owned homes.**

Meals and Mealtimes (Standard 15)

- 4. Although the levels of compliance in Warwickshire appear on the face of it to be fairly good the average of 79.4% is below the national average of 87.6%. Therefore on a comparative basis Warwickshire needs to do better. Only council owned homes exceed the national average with a compliance rate of 90% with the private and voluntary sectors achieving 76.9% and 78.9% respectively.**
- 5. In relation to the council owned homes 9 homes met the standard and 1 home almost met the standard. The minor shortfall identified related to the adequacy of the evidence to show that residents could exercise informed choices about the food they eat. In relation to the 20 private and voluntary sector homes with which the council block contracts 17 homes met the standard, and 3 homes almost met the standard. This gives an overall compliance rate of 85% for these private and voluntary sector homes. The minor shortfalls for the 3 homes that did not meet the standard related to issues such as the types of crockery in use and consultation with residents over meal choices.**
- 6. CSCI advised that the most common reasons for failing to meet this standard related to cooking for large numbers, catering for individual tastes and a lack of understanding around the needs of older people.**

Homes were also under financial pressures to cater for different choices, special diets and cultural needs. Weight-loss was a problem with older people particularly those suffering from dementia where staff needed to be more vigilant in ensuring people took in sufficient calories.

7. The Council holds a substantial amount of information about appropriate nutrition for older people as will the Warwickshire Primary Care Trust. It would be useful if both organisations could consider how they could make more information about nutrition easily available to assist homes, perhaps through the work of the Warwickshire Quality Partnership. One example of good practice was the use of glass-fronted fridges in communal areas to encourage residents to eat more.

Medication (Standard 9)

8. In Warwickshire the average level of compliance is 29.4% against the national average of 60.6% with the highest level of compliance achieved by the privately owned sector of 35.9% and the voluntary and council owned homes at 26.3% and 10% respectively. Compliance levels by all sectors are a cause for concern.

Comments

9. Following the issue of the 'Handle with Care' report in February 2006 officers of the Council examined the previous year's CSCI Reports for the Council's 10 Homes which at that time revealed
 - On 11 occasions there were minor shortfalls (score 2) and on 21 occasions the standard was met i.e. scored 3 (9 of these were scored and 12 were logged as not assessed –because the standard was met at the previous inspection)
 - Only one was judged as a major shortfall (score 1). This occurred because of failure to accurately record administration of controlled medication in a home, which had scored 3 on the previous inspection. An unannounced inspection was made there recently with no resulting requirements.
 - Reasons for minor shortfalls are generally specific, mainly in recording with some lapses in storage arrangements including oxygen, rather than incorrect or failed administration. The one exception was where the resident received no medication for 3 days because the pharmacist insisted on a GP review before reissuing the prescription.
10. Further analysis on the 10 latest inspection reports for the 10 homes in August 2006 in preparation for the select committee revealed that only 1 home met the standard, 8 homes almost met the standard with 1 home not assessed for compliance with this standard (previous inspection assessed as 'almost met'). Common problems related to consistent recording in order to demonstrate consistent practice and a clear audit trail.
11. The analysis of the 20 private and voluntary sector homes where the Council has block contracts revealed that 6 homes met the standard, 11 homes almost met the standard (minor shortfalls), and 3 homes did not meet the

standard (major shortfalls). An overall compliance rate of 30% for these homes. The minor shortfalls relate to the adequacy of recording systems to demonstrate medicines are being administered properly, how up to date policies are, and some storage issues.

12. The 3 homes where major shortfalls were recorded involved a combination of some of the following factors i.e. poor administration of records, inadequate policies, poor storage of medicines, out of date medicines, lack of appropriate checks on accuracy of prescriptions, competence of staff in medicine management.
13. Work continues with the Council's Workforce Development Service to ensure staff are fully trained to understand their role. Two of the latest rounds of Regulation 26 visits (a process of independent inspection) have included medication, and all council homes have been asked to make administration of medication a priority work stream in their annual Team and Unit Plan.
- 14. One of the issues raised in the national report was the very high percentage of homes which having achieved the minimum standard then slip back and fail. Expenditure on training does not seem to have had an impact in this area. Homes do not appear to have learnt from past failings. The reasons that homes fail to manage medication properly have changed little. CSCI advised that whilst individuals often attended training sessions, the importance of what staff were doing was somehow lost and training not followed through in the working environment.**
- 15. The national report highlights that one of the other standards, which is intuitively linked to the administration of medicine, are the standards relating to 'staff training'. Where the staff training standards were met approximately 65% of homes also met the medication standard, whereas for homes not meeting the staff training standards only 40% managed to meet the medication standard.**
- 16. There was also a need to develop a strong tripartite relationship between Pharmacists and GP's and homes to ensure patients were reviewed regularly and prescriptions were appropriate. Sue Davis, Rugby PCT indicated that Pharmacists would in the future be required to carry out annual audits of care homes and to prepare Action Plans. The Health Service had recognised that GPs needed to be recompensed for supporting nursing homes, and with this would come the requirement for GPs to carry out annual medication and health checks.**

Response by the Council to the national report recommendations

- 17. Urgent review of policy and practice.** Officers of the Council suggested that a review should cover medication practice both in residential and domiciliary care to anticipate the declared intention for a future national review along the

lines of this national Report. At present the in house Home Care service operates a “prompt only” policy and is only insured for such.

18. Because of the growing demands for increased intervention and the number of people with a severe level of disability who require active assistance at home to take their medication, the Older People Management Group has been conducting a survey of practice in other authorities and has held several meetings with Rugby PCT about these issues and the role of pharmacists.
19. Council officers were conscious that taking responsibility for safe management of medicines in the community is more complex. Whilst both home carers and residential staff have had access to the awareness training, home care staff would need enhanced training and would need much clearer guidelines about the respective input of health colleagues.
20. Such a review should include an expectation that commissioners sharpen up their expectations of what is required and take account of the fact that it inevitably takes time to ensure all staff have access to training within the rolling programme.
21. **Support improvement through training programmes and joint initiatives with PCTs.** Warwickshire Quality Partnership has carried out several Training Needs Analyses and predictably medication is in the top three along with dementia and adult protection.
22. The Directorate also holds a regular Domiciliary Care Forum and an Independent Sector Group for residential providers and medication will be placed on the agenda of both these groups.
23. The main barrier to progress is the sheer volume of staff to be trained –it is not only money but also the logistics of releasing them.
24. **PCTs acknowledge their responsibility to support health care provision within Homes** This is an area of prime need. There has been a series of meetings with Rugby PCT (hopefully representing the other 2 PCT’s) with Council officers. Whilst the PCTs have expressed interest in supporting the council and independent providers to offer safe and effective care, the meetings have equally been influenced by a preoccupation with pharmacists’ contracts and how social care agencies might fill any gap in provision because of changed roles. This has been a slow and stop-start process without a conclusion so far.
25. **Cultural sensitivity** Homes have had to give consideration to issues of cultural sensitivity and Homes in Nuneaton and Leamington have taken steps to ensure they can offer appropriate care to people from the Asian communities in their locality. Council officers are not aware of any specific issues relating to assisting with medication but as one of the Equalities Diversity Coordinator posts will cover provider units this is an aspect for further research.

26. **Pharmaceutical advice.** It may be helpful if Inspectors are able in future to offer more considered guidance to managers of homes once the regulatory functions are integrated in 2008 and more influence can be brought to bear on PCTs to offer the support required.

Premises (Standard 19)

27. **In Warwickshire the average level of compliance was 53.6% against the national average of 67.1%. The performance of the various sectors was subject to considerable variation with voluntary owned homes achieving an average of 78.9% compared to the private sector and council owned homes with an average of 47.5% and 30% respectively.**
28. **In relation to the Council owned homes 1 home exceeded the standard, 2 homes met the standard and 7 homes almost met the standard. The minor shortfalls tend to relate to requirements for minor re-decoration, shabby paintwork, wall coverings, carpeting etc.**
29. **In relation to the 20 private and voluntary sector homes that the Council block contracts with, 13 homes met the standard and 7 homes almost met the standard. This gives an overall compliance rate of 65%. Again the minor shortfalls related to minor re-decoration issues such as replacement carpets, stained baths, cleanliness of certain areas, shabby worn furniture etc.**

Recruitment (Standard 29)

30. The Government has legislated to require social care employers to adopt measures aimed at improving standards of practice and protection. This has been combined with positive steps such as extra investment in training (backed up by an obligation that at least half of the workforce are NVQ trained). Money has been made available through Skills for Care and a national advertisement campaign to publicise care work was held two years ago.
31. The County Council responded by encouraging the formation of Warwickshire Quality Partnership which co-ordinates with the Directorate's Workforce Development Service to ensure employers and employees in statutory, private and voluntary settings are aware of and access these opportunities.
32. The Criminal Records Bureau was set up by the Home Office to screen candidates for posts with children and vulnerable adults. For any such posts Social Care employers are required to carry out a check, which involves obtaining a standard or enhanced disclosure from the CRB. In some cases the facility exists to carry out checks on staff that are recruited from overseas but this depends on what records their Country of origin holds.
33. The requirement for such a check applies both to substantive employees, agency staff, (where the agency should provide evidence of completed checks), and volunteers who may be involved in undertaken personal care tasks or maybe alone with service users or residents.

Protection of Vulnerable Adults Scheme (POVA) was enacted in 2004 as a requirement under the Care Standard Act 2000. Any agency that becomes aware of a reason that somebody may prove unsuitable to be employed in a job involving personal care has a duty to have the name of the individual included on the POVA list. This would be typically where someone is accused of an offence against vulnerable adults or had undergone a disciplinary process because of poor standards of practice or abuse.

34. It is now a requirement that anyone applying for a job in a registered care home or domiciliary team or domiciliary care agency should have his or her application checked against the POVA list in addition to the CRB check. The law requires that only when these checks are completed can the person commence duties. In certain cases where there is an urgent need to employ someone for instance because the unit is very short of staff a POVA First check can be done which gives a quick indication as to whether there is any major offence known. The person can then start work conditional on the completion of the full POVA check.

35. The average level of compliance in Warwickshire was 56.1% against a national average of 65%. There was considerable variation between the sectors with council owned homes scoring an average of 90% and the private and voluntary sectors achieving averages of 51.4% and 47.4% respectively.

36. In relation to the Council homes 9 met the standard, and 1 almost met the standard. The minor shortfall related to lack of written references/copy birth certificates on some files. An analysis of the 20 private and voluntary sector homes the council block contracts with reveals that 8 homes met the standard, 10 homes almost met the standard and 2 homes did not meet the standard. The minor shortfalls related to similar issues as for the council's home –sufficiency of records, adequacy of written procedures (even though practice was adequate), and lack of awareness of the circumstances in which a POVA first check could be sought. The major shortfalls included cases where staff had been employed prior to references, POVA and CRB checks being received and dismissal of one member of staff following receipt of a check and recruitment records being unavailable.

Comments

37. The national report indicates that the two most common reasons for failing to meet the standard is the failure to have adequate evidence of references and checks on file and inadequate recruitment policies and procedures.

38. A factor that strongly characterises Warwickshire is the differential in ease of recruitment in the County. This is a complex issue for Home Managers who

need to maintain minimum staff levels both because of the level of dependency of their residents and because CSCI checks that there is adequate and safe staff cover.

39. Within Council owned homes where a check reveals evidence of past offences the responsible manager with advice from human resources has to make a judgement as to whether or not to offer the post to the candidate. Generally any offence against children or vulnerable adults or any offence involving violence or other matters of a serious nature would rule out confirmation of the appointment. However if the offence was a minor one committed when the person was very young it may well be possible to consider taking them on.
40. During the implementation phase within Council owned homes CSCI did pick up on some problems of compliance. This was with respect to Units in areas where recruitment is difficult and where to avoid losing new recruits through delays in start dates pending receipt of checks, managers were allowing the recruit to start work under supervision. To avoid this happening the POVA First check is now used in these situations. At a recent liaison meeting CSCI Regulation Managers declared they are now satisfied the Directorate is correctly using the CRB and POVA checking systems.

10 Staff Turnover and Agency Staff

1. Within Council owned homes an analysis of staff turnover in the last financial year reveals that the average is 14.75%. This varies with six of the ten homes being close to the average, and one above and three below. Turnover tends to be lower in those areas where the unemployment rate is higher i.e. fewer alternative jobs available, but turnover tends to be higher in those areas – mainly in the south of the county- where recruitment is more difficult. This demonstrates the importance of devoting attention to staff retention in those areas.
2. In the hard to recruit areas the Council makes higher use of agency staff. Although, as expenditure had been rising, in 2004/05 measures were taken to reduce this the balance of agency spend has remained the same in 2005/06. Figures show this expenditure is mainly within the hard to recruit areas of the county. As accurate turnover figures have only become available with the recent implementation of the Human Resources Record Management System (HRMS) there is no trend information at present.
3. The Warwickshire Association of Care Homes indicated that whilst the fees payable for residential care were not always the final determinant of quality, in some areas it could have a significant impact particularly where the low rates of pay for staff caused difficulties in recruitment and retention. The funding regime for nursing care was complex and inequitable from the independent sector point of view, for example if a resident was being paid for by the NHS under the 'continuing healthcare' regime, the home received the full cost of the place, whereas if the local authority was funding the home only received a proportion of the true cost. This could amount to a difference of some £300 a

week. Whilst top-ups had provided some flexibility, mostly they were an anathema because of the complexities around the arrangements.

4. CSCI advised that there were many foreign workers filling the gap in the market and often accepting lower pay and signing up to longer contracts. Work was being undertaken with providers on linguistic skills and increasing the understanding of different cultures. The Warwickshire Quality Partnership was also involved in working out whether overseas qualifications were relevant.

11 Quality Assurance and Training

Within Council-owned Homes

1. The Council has developed a Quality Assurance system, which builds on the objective of developing and applying consistent procedures countywide in both home care and residential settings. The QA system, which each unit has a copy of, is updated in the light of experience, is refined to take account of National Minimum Standards and specific issues which arise from CSCI Inspections, and to inform training plans.
2. Within the QA system therefore staff have access to clear instructions on administration, storage and recording. Only accredited residential staff are allowed to administer medication, at Care Officer level or above.
3. Training for those who may administer is done on a distance- learning basis. This applies to a potential group of 219 staff, of whom 175 are now fully accredited. This is supported through awareness training by Boots Chemists, who trained 49 residential staff last year within a continuing programme of half-day courses for home care and residential staff.

With Homes the Council has block contracts

4. There was an acknowledgement that contract management processes could be more robust and that more frequent exchange of information between CSCI and the Council would be beneficial. New contract management protocols were under development.

General

5. No national quality assurance tool for homes has been developed. This is currently the subject of bid for funding by the Warwickshire Quality Partnership. There is a need to improve the link between training provided and improvement in quality of service and the ability to measure the effectiveness of training to ensure consistent improvement. This is most readily apparent in relation to Medication where the national report highlights the ease with which homes slip in and out of compliance.

12 Future Policy Direction

1. Demographic growth indicates that the number of Warwickshire residents aged 85+ is projected to grow from 10,900 in 2006 to 12,500 by 2011 (+15%) and to 14,700 by 2016(+35%). The estimated number of people with dementia in Warwickshire is predicted to rise from 7419 in 2006 to 8261 in 2011 (+11.3%) and 9393 in 2016 (+13.6%), a cumulative % rise of 26.6%.
2. There are approximately 53,000 carers in Warwickshire, 20,000 provide at least 20 hours of care per week and 15,000 of those provide over 50 hours of care per week.
3. In 2002/03 the Council placed 87 older people per 100,000 people aged 65+ permanently into residential or nursing care and by 2005/06 this had reduced to 69 older people per 100,000 people aged 65+. Some concern was expressed by the Warwickshire Association of Care Homes that reducing the level of admissions would limit choice of home.
4. The policy direction for adult social care services is to move towards supporting more older people to remain in their own homes, reducing admissions to residential care and a growth in intensive home care and other support services. The Council has commissioned a comprehensive needs analysis, due to report at the end of September, to help shape the future of services. This will be an essential piece of the evidence upon which any future commissioning strategy can be formulated. The potential for massive increases in demand for services over the next 10 years requires a measured planned and evidence based approach that provides value for money. Prevention becomes increasingly important together with the need to develop a range of support services, including additional support for family carers, which enable people to maintain their independence for longer.
5. The Supporting People programme is a key part of any plans for the future. We were pleased to see that links were being made with other developments i.e. low intensity support service (PHILLIS), telecare, extra care with housing, and the accommodation strategy being developed with district councils.
6. It is clear that residential care will remain an important part of any strategy to meet the needs of older people for the foreseeable future. However the scale and scope of the accommodation required depends on the outcomes of the needs analysis and our success in developing cost effective services that enable people to stay in their own home. It is also clear that the Council will not be able to meet the demand by itself and that effective partnership working with health, district councils, voluntary sector and others will be essential if we are to meet the social care needs of residents in Warwickshire in the future.

13 Continuing Health Care and NHS Funded Nursing Care

1. The Government has been consulting on new guidance covering the National Framework for NHS Continuing Health Care and NHS funded Nursing Care. The consultation ended on 22 September 2006. The government response is awaited.
2. **'Continuing healthcare'** means the NHS pays for the full package of care including accommodation if the individual is in a care home. **NHS-funded nursing care'** means the NHS is responsible for funding the registered nurse element of a care package in a care home. Adult social services are responsible for the rest of the package e.g. accommodation and personal care.
3. A national framework for NHS continuing healthcare was promised by Government in December 2004, in light of escalating complaints about unfair, and inconsistent decisions, due to the lack of clarity in the existing guidance and different interpretations. Particular problem areas highlighted in the consultation paper were
 - Omitting dementia from eligibility
 - Not allowing eligibility for people at home or cared for by relatives
 - Expecting local authorities to provide care of a nature which was inappropriate
 - Confusion between the criteria for NHS continuing health care and NHS high band nursing care, which shared similar wording
 - Primary Care Trusts (PCTs) failing to assess for continuing healthcare at the start of the assessment process
4. At a national level reservations about the existing system expressed by those concerned with social care have included the following
 - Continued concerns by the Health Ombudsman that NHS decisions continue not to meet Coughlan requirements.
 - Further court cases, the most recent being "Grogan", on both the possible misapplication of criteria and the use of an hierarchy of entitlements related to Registered Nursing Care Contributions [RNCC] and Continuing Health Criteria [CHC].
 - Unease that people may be paying for care when they should not be.
 - A wish to avoid the criticism that local authorities might have done more to advise people about their entitlements.
 - The potential for a gap between RNCC, continuing health care and social care responsibilities of councils into which people can fall.
 - Concerns around possible "cost shunting" in the areas of dementia and learning disability care and support.
 - The need for more transparent and accountable local governance on CHC systems and appropriate and effective involvement of social care.

5. The issue for individuals and relatives is largely financial as NHS care is free at the point of delivery whilst provision of adult social care is means tested.

The Proposals

6. **Eligibility** – If an individual's primary need is a health need he/she should qualify for NHS continuing healthcare. Whether health is the primary need will be determined by reference to 4 key indicators – nature, complexity, intensity and unpredictability of need.
7. **Assessment** – Screening for NHS continuing healthcare is the start of the assessment process. A national screening tool is being developed for use by a multi-disciplinary team - a draft is included in the consultation paper based on 11 care 'domains' (e.g. behaviour, cognitive impairment, skin, breathing etc) and 4 levels of need i.e. priority, severe, high, moderate. The combination of levels of need in domains is analysed to determine eligibility.
8. **Provision** – Eligible individuals will have their care fully funded by the NHS. People who are not eligible may still be eligible for NHS funded nursing care e.g. the care component provided by a registered nurse. The current system of funding nursing care based on low, medium and high bands of need with different payment levels will be replaced by a single band based on average weekly cost (estimated to be £97 per week). PCTs currently provide 'high banders' with £133 per week so some individuals will be disadvantaged and therefore PCTs may need to absorb additional short-term costs.
9. **Reviews** – all individuals who go through the assessment process for continuing healthcare (whether or not found to be eligible) should be reviewed at three months and thereafter annually.
10. **Cost** – The Department of Health estimates that the additional cost to the NHS in the first year of implementation will be £110M. Changes in place as a result of legal challenges amount to around £70M leaving a net increase of £40-45M. Implementation will involve a shift in responsibility for payment from local authority budgets to the NHS.

The Issues

11. There remains the potential for local interpretation particularly in relation to finance. Although the framework is supposed to be a professional decision based on need. PCTs will undoubtedly be under pressure to minimise additional expenditure. The framework is complex and consistency in implementation might well be an issue.
12. What will happen to people who are ineligible for continuing healthcare but with significant levels of need for nursing care way beyond the £97 average? How will the funding gap be met?

1 LOCAL PROVIDER CHARACTERISTICS

Figure 1.1 Percentage of adults placed outside authority boundaries

	Warwickshire	IPF	Shire Counties	England
31 Mar 2003	11.5%	11.9%	10.1%	17.1%
31 Mar 2004	14.1%	12.9%	11.2%	18.0%
31 Mar 2005	18.1%	13.8%	11.5%	18.6%

Figure 1.2 Percentage of adult residential care market with council-supported residents

	Warwickshire	IPF	Shire Counties	England
31 Mar 2003	40.4%	38.5%	39.3%	45.3%
31 Mar 2004	32.9%	35.4%	35.8%	40.9%
31 Mar 2005	32.0%	34.2%	34.2%	39.1%

Figure 1.3 Care homes for adults and older people - registered establishments/places

	Sector	Nursing		Personal care	
		Establishments	Places	Establishments	Places
31 Mar 2006	LA	0	0	10	349
	Private	29	1361	56	1166
	Voluntary	7	254	81	1021
	Total	36	1615	150	2551

Figure 1.4**Care homes for adults and older people - registrations and deregistrations 31st March 2004 to 31st March 2006**

	Sector	Nursing		Personal Care	
		Establishments	Places	Establishments	Places
Registrations	LA	0	0	0	0
	Private	4	165	9	166
	Voluntary	2	82	1	10
	Total	6	247	10	176
Deregistrations	LA	0	0	0	0
	Private	5	205	21	306
	Voluntary	1	23	9	35
	Total	6	228	30	341

Figure 1.5**Care homes - registered places by user group per 1000 people**

User Group	Warwickshire	IPF	Shire Counties	England
Older People*	35.23	39.46	41.41	40.24
Dementia >65*	16.55	22.08	20.72	20.04
Learning Disability**	1.42	1.97	2.29	1.91
Mental Health**	0.67	1.26	1.27	1.28
Physically Disability**	2.12	3.72	3.85	3.18
Sensory Disability**	0.11	0.15	0.19	0.18

* per person over 65 ** per person 20-64

2

FINDINGS FROM INSPECTION

Figure 2.1

Percentage of all standards met by older people's personal care homes

	0-25%	26-50%	51-75%	76-100%	Average
LA Owned	0.0%	0.0%	20.0%	80.0%	79.1%
Private Owned	2.5%	40.0%	32.5%	25.0%	58.0%
Vol Owned	0.0%	26.3%	21.1%	52.6%	71.1%
Warwickshire	1.4%	30.4%	27.5%	40.6%	64.6%
England	2.1%	10.5%	26.6%	60.8%	76.4%

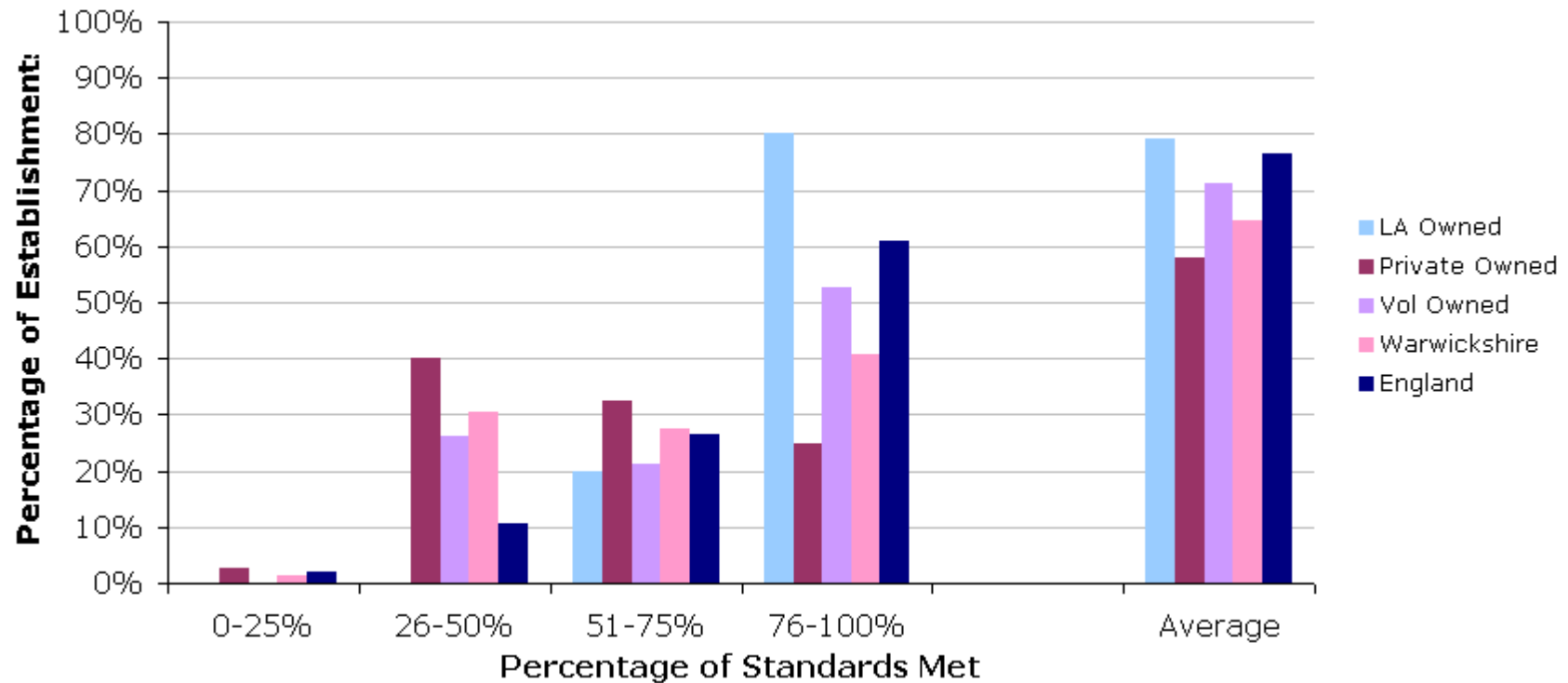


Figure 2.2**Percentage of individual standards met by personal care homes for older people**

Standard	LA Owned	Vol Owned	Private Owned	Warwickshire	England
Needs assessment	100.0%	78.9%	73.0%	78.8%	83.8%
Intermediate care	100.0%	N/A	66.7%	80.0%	88.0%
Service user plan	50.0%	31.6%	25.0%	30.4%	57.4%
Healthcare	90.0%	63.2%	51.3%	60.3%	81.3%
Medication	10.0%	26.3%	35.9%	29.4%	60.6%
Privacy & dignity	100.0%	94.7%	84.6%	89.7%	91.0%
Social contact & activities	80.0%	78.9%	59.0%	67.6%	80.5%
Community contact	90.0%	100.0%	87.2%	91.2%	97.6%
Autonomy & choice	80.0%	94.7%	73.7%	80.6%	92.2%
Meals & mealtimes	90.0%	78.9%	76.9%	79.4%	87.6%
Complaints	90.0%	84.2%	73.0%	78.8%	87.2%
Protection	90.0%	68.4%	59.0%	66.2%	75.5%
Premises	30.0%	78.9%	47.5%	53.6%	67.1%
Hygiene & infection control	70.0%	73.7%	35.0%	50.7%	78.5%
Staff complement	80.0%	63.2%	61.5%	64.7%	81.5%
Qualifications	94.7%	65.8%	50.0%	61.2%	70.3%
Recruitment	90.0%	47.4%	51.4%	56.1%	65.0%
Staff training	80.0%	89.5%	48.6%	65.2%	72.0%
Day to day operations	100.0%	68.4%	71.1%	74.6%	74.2%
Quality assurance	70.0%	73.7%	48.7%	58.8%	66.4%
Service User Money	90.0%	73.7%	85.0%	82.6%	88.4%
Safe Working Practices	70.0%	63.2%	18.4%	38.8%	53.7%

Figure 2.3

Nursing Homes

Percentage of all standards met by older people's nursing homes

	0-25%	26-50%	51-75%	76-100%	Average
LA Owned	N/A	N/A	N/A	N/A	N/A
Private Owned	6.5%	35.5%	25.8%	32.3%	59.3%
Vol Owned	0.0%	0.0%	0.0%	100.0%	88.8%
Warwickshire	6.1%	33.3%	24.2%	36.4%	61.1%
England	2.7%	12.9%	28.3%	56.1%	74.1%

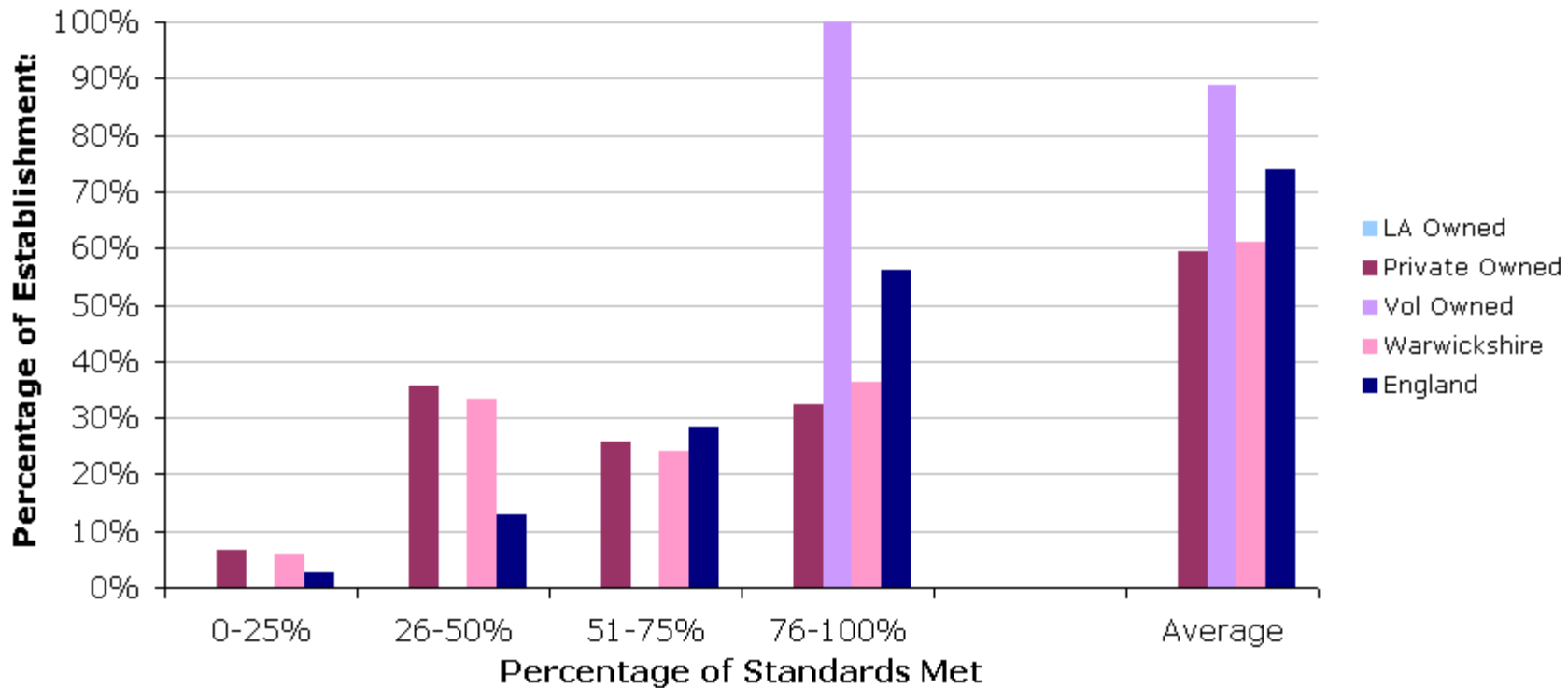


Figure 2.4

Percentage of individual standards met by nursing homes for older people

	LA Owned	Vol Owned	Private Owned	Warwickshire	England
Needs assessment	N/A	100.0%	80.6%	81.8%	85.2%
Intermediate care	N/A	100.0%	75.0%	80.0%	81.0%
Service user plan	N/A	0.0%	41.9%	39.4%	55.2%
Healthcare	N/A	100.0%	61.3%	63.6%	72.5%
Medication	N/A	50.0	48.4%	48.5%	55.8%
Privacy & dignity	N/A	100.0%	71.0%	72.7%	86.2%
Social contact & activities	N/A	100.0%	51.6%	54.5%	75.8%
Community contact	N/A	100.0%	93.5%	93.9%	97.5%
Autonomy & choice	N/A	100.0%	66.7%	68.8%	88.5%
Meals & mealtimes	N/A	100.0%	58.1%	60.6%	80.4%
Complaints	N/A	100.0%	83.9%	84.8%	86.0%
Protection	N/A	100.0%	61.3%	63.6%	74.7%
Premises	N/A	100.0%	54.8%	57.6%	65.9%
Hygiene & infection control	N/A	100.0%	38.7%	42.4%	73.2%
Staff complement	N/A	100.0%	58.1%	60.6%	78.7%
Qualifications	N/A	75.0%	45.8%	47.6%	69.2%
Recruitment	N/A	100.0%	58.1%	60.6%	65.5%
Staff training	N/A	100.0%	58.1%	60.6%	71.6%
Day to day operations	N/A	100.0%	69.0%	71.0%	73.9%
Quality assurance	N/A	50.0%	48.4%	48.5%	69.2%
Service User Money	N/A	100.0%	80.6%	81.8%	86.8%
Safe Working Practices	N/A	100.0%	22.6%	27.3%	54.1%

Office of Fair Trading Report into the Care Homes Market (May 2005)

The OFT study into the care homes market for older people found that people need easier access to information when choosing a care home and more support once in a home. Care homes also need to ensure that fee related terms used in their contracts are fair and transparent.

The report makes a series of recommendations to improve the way in which the care homes market is working for older people and their representatives. The main recommendations are set out below.

- Authority care home directories should cover all care homes for older people in their area; listing services offered by the care homes. They should also include Authority levels of funding for care home places, and identify all care homes that require additional payments above the amount the Authority is usually prepared to pay.
- All care home regulators should make their care home inspection reports available online, and make them more user-friendly, for example by including a short summary at the beginning.
- The Government should establish a central information source or 'one stop shop' for people to get information about care for older people.
- The Government should clarify the guidance to Authorities on the Choice of Accommodation Directions, to make it clear that self-funded older people with an assessed need should have access to the same advice, guidance and assistance on choice as older people receiving public funding.
- Authorities should ensure their advice and information materials for older people and their representatives state very clearly that an older person with an assessed need, who is entitled to Authority funding, does not need to secure a top up in order to find a care home place that is suitable for their needs.
- Care homes should provide the price in writing of accommodation and residential or nursing fees promptly and prior to the older person making the decision to enter a home. The Government should amend the relevant regulations to include this as a requirement.
- Care homes should ensure urgently that all their residents are provided with written contracts or statements of terms, and that care home regulators and inspectorates monitor this to ensure that significant improvements are delivered in the shortest possible time.
- The Department of Health and, as far as it is within their power to do so, the devolved administrations, should amend relevant legislation and guidance so that authorities are responsible for contracting and paying for the full costs of accommodation, including any top up fees.

- Care home regulators should produce an easy-to-understand document that provides practical information to all older people living in care homes and their representatives about the redress options open to them.

Handle with Care - February 2006 (Medication Standard);

Key Findings

- ❖ **There has been some slight improvement in performance overall, with the exception of nursing homes for older people.**
- ❖ **The rate of improvement has been disappointingly slow with nearly half the care homes for older people and younger adults (equivalent to some 210,000 places) still not meeting the minimum standard relating to medication.**
- ❖ **Of particular concern is the very high percentage of homes which having achieved the minimum standard then slip back and fail.**
- ❖ **Expenditure on training does not seem to have had an impact in this area. Homes do not appear to have learnt from past failings. The reasons that homes fail to manage medication properly have changed little.**
- ❖ **Geographical analysis shows a wide variation of home's performance from one area to another.**
- ❖ **Home's need to be more alert to how to respond to individual cultural needs and preferences of residents.**

Main recommendations

- ❖ All care homes urgently review their policies and practices in managing medication and demonstrate progress by supporting and closely monitoring the practices of their care workers
- ❖ Council's continue to support improvement in home's practice through staff training programmes, joint initiatives with NHS PCTs and through service commissioning plans
- ❖ Council's hold discussions with homes and training providers to ensure available training grants are directed to rectifying performance deficiencies relating to management of medication
- ❖ NHS PCT acknowledge and act on their responsibility to support health care provision within private and voluntary care homes
- ❖ HealthCare Commission monitors PCT performance against this expectation e.g. through Annual Health check
- ❖ Homes address how medication is administered to people from different cultures

- ❖ CSCI's commitment to ensuring inspectors incorporate in their judgement about medicine administration, appropriate sensitivity to resident's cultural needs.
- ❖ Learning resources developed by National Patient Safety Agency are actively promoted to the private and voluntary care sector where NHS patients are cared for
- ❖ New inspectorates taking on the function of regulating and inspecting care services carefully consider how they will access pharmaceutical advice at both senior and local level.

Improving Meals for older people in care homes -March 2006

Key findings

- ❖ As at March 2005 83% of care homes met or exceeded the requirements of the meals and mealtimes standard (scoring either 3 –met or 4-exceeded).
- ❖ The quality of meals in care homes has improved slightly over the past two years.
- ❖ 1,916 care homes providing approximately 70.000 places did not provide older people with 'a wholesome, appealing balanced diet in pleasing surroundings at times convenient to them'
- ❖ One in six care homes need to improve their performance against the national minimum standard for meals and mealtimes.
- ❖ Between April 2004 and October 2005 there were 453 complaints that the Commission upheld about food across all regulated services (not just older people services). The most common themes were about quality (28%), choice (16%) and limited availability of food (27%)
- ❖ Care homes (with nursing) appear to have greater difficulty in meeting the meals and mealtimes standard.
- ❖ 89% of care homes for older people with adequate staffing levels meet the meals and mealtime standards, compared with 65% of homes with inadequate staff.
- ❖ Voluntary care homes and local authority care homes outperform those run by the private sector. Approximately 89% of voluntary homes were meeting the standard compared to 83% of privately owned homes.
- ❖ The likelihood of a person being in a care home meeting the standard can depend on where they live in England.

Safe and Sound – June 2006 (checking the suitability of new care staff in regulated social care services)

Key Findings

- Performance against the recruitment and vetting standard has improved for adult care homes overall. However the starting base in 2002-03 was low and performance was still poor in 2004-05. Older People's care homes (overall) 59%: Younger adult's care homes (overall) 61%.
- As at 31 March 2005 voluntary providers of adult services performed better than those services provided by private organisations and local councils. The only exceptions to this trend were younger adult's care homes with nursing care and older people's care homes with nursing.
- Older people's care homes were the poorest performing residential setting as at 31 March 2005 with 59% of care homes for older people meeting the standard. Older people are the largest group receiving care services and therefore potentially exposed to avoidable risk.
- Voluntary and local council providers of older people's care homes performed better than private providers (except in 2002-03, when private providers performed better than local councils). Local councils have made the most progress to date, improving from 40% of services meeting the standard in 2002-03 to 59% in 2004-05.

Reasons why the standard was not met – Older people's Homes (based on an analysis of 25 inspection reports of homes not meeting the standard)

- 40% failed to verify the suitability of staff by carrying out thorough employment checks and references i.e. the staff member's file did not contain evidence that the employer obtained appropriate CRB disclosure and two written references.
- 40% failed to have robust, written recruitment policies and procedures i.e. the policies were insufficient and not adequately implemented.
- 14% failed to have an adequate application and interview process i.e. there was insufficient evidence to show that the application and interview process was fair.
- 6% failed to gain an adequate employment history i.e. the staff members file did not contain their employment history and provide reasons for any gaps in employment.

APPENDIX 3 –KEY STANDARDS

3 No service user moves into the home without having had his/her needs assessed and been assured these needs will be met

6 Service users assessed and referred solely for intermediate care are helped to maximise their independence and return home

7 The service users health personal and social care needs are set out in an individual plan of care

8 Service users make decisions about their lives with assistance as needed

9 Service users, where appropriate, are responsible for their own medication and are protected by the homes policies and procedures for dealing with medicines.

10 Service users feel they are treated with respect and their right to privacy is upheld

12 Service users find the lifestyle experienced in the home matches their expectations and preferences and satisfies their social, cultural, religious and recreational interests and needs.

13 Service users maintain contact with family, friends, representatives and the local community as they wish.

14 Service users are helped to exercise choice and control over their lives.

15 Service users receive a wholesome balanced diet in pleasing surroundings at times convenient to them

16 Service users and their relatives and friends are confident that their complaints will be listened to, taken seriously and acted upon

18 Service users are protected from abuse

19 Service users live in a well-maintained environment

26 The home is clean pleasant and hygienic

27 Service users needs are meet by the number and skill mix of staff

28 Service users are in safe hands at all time.

29 Service users are supported and protected by the homes recruitment policy and practices

30 Staff are trained and competent to do their job

- 31 Service users live in a home which is run and managed by a person who is fit to be in charge, of good character and able to discharge his or her responsibilities fully
- 33 The home is run in the best interests of the service users
- 35 Service users financial interests are safeguarded
- 38 The health, safety and welfare of service users and staff are promoted and protected

Draft 2

Older People and Residential Care

Report of the Adult & Community Services Overview and Scrutiny Committee

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Older People and Residential Care

Executive Summary and Recommendations

Introduction

1. The Office of Fair Trading Report into the Care Homes Market (May 2005) found that people needed easier access to information when choosing a care home and more support once in a home. Care homes also needed to ensure that fee-related terms in their contracts are fair and transparent. In 2006 a series of national studies carried out by the Commission for Social Care Inspection (CSCI) indicated generally poor levels of compliance by care homes for older people with significant aspects of the national minimum standards i.e.
 - February 2006 Handle with Care (Medication Standard);
 - March 2006 Improving Meals for older people in care homes (Meals and Mealtime Standard);
 - June 2006 Safe and Sound –checking the suitability of new care staff in regulated social care services (Recruitment Standard)
2. These national reports prompted an investigation by the Adult and Community Services Overview and Scrutiny Committee into current levels of compliance in Warwickshire. At the same time the Committee was made aware that there were consultations underway relating to changes to the inspection regime and the funding of continuing Healthcare. The Committee therefore took the opportunity to consider the future role for residential care.
3. The policy direction for adult social care services is to move towards supporting more older people to remain in their own homes, reducing admissions to residential care and a growth in intensive home care and other support services. It is clear that residential care will remain an important part of any strategy to meet the needs of older people for the foreseeable future. However the scale and scope of the accommodation required depends on the outcomes of the needs analysis currently being undertaken and our success in developing cost effective services that enable people to stay in their own home.
4. It is also clear that the Council will not be able to meet the demand by itself and that effective partnership working with health, district councils, private and voluntary sectors etc will be essential if we are to meet the social care needs of residents in Warwickshire in the future.

The Care Market in Warwickshire

5. There are approximately 36 Nursing Homes (providing 1615 places) and 150 Care Homes (providing 2551 places) in Warwickshire. The Council owns 10 Care Homes providing 349 places for older people. The remaining homes are provided by voluntary and private sector organisations.
6. Council supported accommodation (places provided or paid for by the Council) accounts for 32% of the overall residential care market in Warwickshire. The Council buys most of its places from the private and voluntary sector either through block contracts (a number of beds bought in advance at a particular home –28% of places purchased) or one-off arrangements (spot purchasing –53% of places purchased)

with individual homes. Service user choice of home is the major factor in making placements for older people.

7. The Council block contracts with 20 private and voluntary sector homes. These arrangements enable the Council to exercise influence over the quality of service provided through the contracting arrangements whilst at the same time achieving some economies of scale. It is more difficult for the Council to influence overall standards in homes where it is spot purchasing as the Council may only be supporting one individual in that particular home.
8. The Warwickshire Care Homes Association represents 85% of the private and voluntary sector homes (both nursing and care homes) in Warwickshire. Whilst the Association seeks to promote good practice in care and nursing homes, it has no power over the way in which individual homes conduct their business. There appears to be a good working relationship between the Council and the Association with collaboration on a number of projects, including the establishment of the Warwickshire Quality Partnership to support all care providers to access training support grants and organise training with a view to improving quality of service.

Regulatory Framework

9. The Commission for Social Care Inspection (CSCI) is responsible for the registration and inspection of care and nursing homes. It is also responsible for taking any enforcement action. Each home (including those owned by the Council) receives at least one or two unannounced inspections every year and the results are published on the CSCI website www.csci.org.uk
10. All homes are legally required to conduct their business in accordance with the Care Homes Regulations 2001. In addition there are 38 national minimum standards (NMS) published by the Department of Health. These standards are not legally enforceable but they do identify what a care provider needs to do in order to meet their legal obligations. Within these there are 22 Key standards i.e. those standards that CSCI consider should be assessed every 12 months.
11. Compliance with individual standards is currently assessed on a scale of 1 to 4.
4 = Standard exceeded; 3 = Standard Met; 2 = Standard Almost Met (Minor Shortfalls); and 1 = Standard Not Met (Major Shortfalls).

Main Findings

General

- The average general level of compliance with the national minimum standards by both nursing and care homes in Warwickshire is below the national average.
- Only Council owned care homes and voluntary sector owned nursing homes achieve rates of general compliance above the national average. Private sector owned homes have the most difficulty in meeting the national minimum standards.

Specific Standards –Care Homes for Older People

- Service user plans -in Warwickshire the average level of compliance is 30.4% against a national average of 57.4%. Council owned homes achieved an average of 50%, with the average for the private and voluntary sectors being 25% and 31.6% respectively. All sectors need to improve performance in this area.
- Meals and Mealtimes -although the levels of compliance in Warwickshire appear on the face of it to be fairly good the average of 79.4% is below the national average of 87.6%. Therefore on a comparative basis Warwickshire needs to do better. Only council owned homes exceed the national average with a compliance rate of 90% with the private and voluntary sectors achieving 76.9% and 78.9% respectively.
- Medication -in Warwickshire the average level of compliance is 29.4% against the national average of 60.6% with the highest level of compliance achieved by the privately owned sector of 35.9% and the voluntary and council owned homes at 26.3% and 10% respectively. Compliance levels by all sectors are a cause for concern.
- Premises -in Warwickshire the average level of compliance was 53.6% against the national average of 67.1%. The performance of the various sectors was subject to considerable variation with voluntary owned homes achieving an average of 78.9% compared to the private sector and council owned homes with an average of 47.5% and 30% respectively.
- Recruitment- the average level of compliance in Warwickshire was 56.1% against a national average of 65%. There was considerable variation between the sectors with council owned homes scoring an average of 90% and the private and voluntary sectors achieving averages of 51.4% and 47.4% respectively.

Council supported accommodation – Care Homes for Older People

12. Council owned homes achieved general levels of compliance above the national average. Whilst this is a good level of performance some Council homes did have difficulty in meeting the specific standards for service user plans, medication and premises. An examination of the latest inspection reports show that there were only minor shortfalls in meeting these standards. There were no major shortfalls in any Council home. Feedback from the latest residents survey of council care homes showed an overall satisfaction rate of 87%.
13. Of the 20 homes the Council block contracts with an analysis of the latest inspection reports revealed that most standards were met or almost met on inspection. However major shortfalls were identified against particular standards at five homes. These are set out in the table below.
14. During the course of our enquiries there was an acknowledgement that contract management processes could be made more robust and there was scope for improving the exchange of information between CSCI and the Council about the quality of service in private and voluntary sector homes. New contract management protocols were under development.

Major Shortfalls

Standard	No of instances
9 Service users, where appropriate, are responsible for their own medication and are protected by the homes policies and procedures for dealing with medicines.	2
27 Service users needs are meet by the number and skill mix of staff	3
28 Service users are in safe hands at all time.	1
29 Service users are supported and protected by the homes recruitment policy and practices	2
31 Service users live in a home which is run and managed by a person who is fit to be in charge, of good character and able to discharge his or her responsibilities fully	2
36 Staff are appropriately supervised	1

Member Visits to Care Homes

15. Various visits were made by members to care homes, suggestions for improvement in practice arising from those visits included

- Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
- It would be useful for homes to have a small pot of money to hire “jobbers” to carry out some jobs on the premises.
- “Friends Groups” could be formed with volunteers who could visit people in the homes who were often lonely.
- County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.
- At one Council Care home the provision of a large vehicle for transporting groups on outings would be beneficial

Inspection Regime Changes

16. CSCI will be introducing a published quality rating that will assess whether the service is "excellent", "good", "adequate" or "poor" at meeting the needs of the people using it. CSCI will also say if it is taking legal action to make sure that changes are made to the service ("enforcement action").

17. The quality rating will be used to decide how often to inspect adult services, i.e once every 3 years for excellent services and more frequently for services needing to improve their performance.

18. Whilst we welcome the proposed new framework which has the potential to make it easier for the public and agencies to know whether a care home is providing good services or not. It is important that robust protocols are developed between CSCI and local authorities to ensure there is greater co-ordination and exchange of information

to facilitate the management and improvement of poor services. We supported a response to the consultation incorporating these comments at our meeting on 17 October 2006.

Continuing Health Care and NHS Funded Nursing Care

1. The Government has been consulting on new guidance covering the National Framework for NHS Continuing Health Care and NHS funded Nursing Care. The consultation ended on 22 September 2006. The government response is awaited.
2. **'Continuing healthcare'** means the NHS pays for the full package of care including accommodation if the individual is in a care home. **NHS-funded nursing care'** means the NHS is responsible for funding the registered nurse element of a care package in a care home. Adult social services are responsible for the rest of the package e.g. accommodation and personal care.
3. A national framework for NHS continuing healthcare was promised by Government in December 2004, in light of escalating complaints about unfair, and inconsistent decisions, due to the lack of clarity in the existing guidance and different interpretations. Particular problem areas highlighted in the consultation paper were
 - Omitting dementia from eligibility
 - Not allowing eligibility for people at home or cared for by relatives
 - Expecting local authorities to provide care of a nature which was inappropriate
 - Confusion between the criteria for NHS continuing health care and NHS high band nursing care, which shared similar wording
 - Primary Care Trusts (PCTs) failing to assess for continuing healthcare at the start of the assessment process
4. The issue for individuals and relatives is largely financial as NHS care is free at the point of delivery whilst provision of adult social care is means tested.

THE PROPOSALS

5. **Eligibility** – If an individual's primary need is a health need he/she should qualify for NHS continuing healthcare. Whether health is the primary need will be determined by reference to 4 key indicators – nature, complexity, intensity and unpredictability of need.
6. **Assessment** – Screening for NHS continuing healthcare is the start of the assessment process. A national screening tool is being developed for use by a multi-disciplinary team - a draft is included in the consultation paper based on 11 care 'domains' (e.g. behaviour, cognitive impairment, skin, breathing etc) and 4 levels of need i.e. priority, severe, high, moderate. The combination of levels of need in domains is analysed to determine eligibility.
7. **Provision** – Eligible individuals will have their care fully funded by the NHS. People who are not eligible may still be eligible for NHS funded nursing care e.g. the care component provided by a registered nurse. The current system of funding nursing care based on low, medium and high bands of need with different payment levels will be replaced by a single band based on average weekly cost (estimated to be £97 per week). PCTs currently provide 'high banders' with £133 per week so some individuals will be disadvantaged and therefore PCTs may need to absorb additional short-term costs.

8. **Reviews** –all individuals who go through the assessment process for continuing healthcare (whether or not found to be eligible) should be reviewed at three months and thereafter annually.
9. **Cost** – The Department of Health estimates that the additional cost to the NHS in the first year of implementation will be £110M. Changes in place as a result of legal challenges amount to around £70M leaving a net increase of £40-45M. Implementation will involve a shift in responsibility for payment from local authority budgets to the NHS.

THE ISSUES

10. There remains the potential for local interpretation particularly in relation to finance. Although the framework is supposed to be a professional decision based on need. PCTs will undoubtedly be under pressure to minimise additional expenditure. The framework is complex and consistency in implementation might well be an issue.
11. What will happen to people who are ineligible for continuing healthcare but with significant levels of need for nursing care way beyond the £97 average?

Recommendations to Cabinet

1. That the Strategic Director of Adult, Health & Community Services should explore through discussions with CSCI and other Councils in high performing areas whether there are any particular initiatives or practices that have had a measurable impact on improving standards in care homes which could be applied in Warwickshire.
2. That discussions should take place with the Warwickshire Primary Care Trust to clarify the level of support the health service can provide for nursing and care homes in Warwickshire, particularly in relation to pharmaceutical advice, with a view to improving compliance with the medication standards.
3. That the Council and the Warwickshire PCT as commissioners of services should seek to align their expectations of the quality of service expected from nursing homes with a view to improving standards through their contract management processes.
4. That the Council in consultation with the Warwickshire PCT should review its medication practice and guidance for both residential and domiciliary care settings.
5. That the Adult and Community Services Overview and Scrutiny Committee receive a report in 6 months time on actions taken to improve compliance with the medication standard and any information which is available at that time on current compliance levels.
6. That the Adult and Community Services Overview and Scrutiny Committee receive a report in 12 months time on compliance with standards by Care Homes in Warwickshire, any improvement and/or training activity which has taken place, and the effectiveness of the new contract management protocols which are under development.
7. That the Council and CSCI establish arrangements to facilitate the regular exchange of information about standards in care and nursing homes in Warwickshire with a view to addressing areas of poor performance.

8. That the Warwickshire Association of Care Homes be asked to share information with its membership about levels of compliance in Warwickshire compared with the national average and to seek advice from its members on how best to raise standards.
9. That the Council and the Warwickshire Association of Care Homes together with the Warwickshire Quality Partnership should consider whether there is any scope for a career progression schemes to improve recruitment and retention of staff.
10. That the Strategic Director of Adult, Health & Community Services should explore whether the following suggested improvements can be implemented
 - Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
 - It would be useful for homes to have a small pot of money to hire “jobbers” to carry out some jobs on the premises.
 - “Friends Groups” could be formed with volunteers who could visit people in the homes who were often lonely.
 - County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.
 - At one Council Care home the provision of a large vehicle for transporting groups on outings would be beneficial
11. That the Council and the Warwickshire PCT should consider in consultation with the Warwickshire Quality Partnership how up to date information about nutrition for older people can be made more readily accessible to providers of homes.
12. That a joint approach to decision making and decision making tools on Continuing Health Care (CHC)- Registered Nursing Care Contributions (RNCC) should be sought with the Warwickshire PCT.
13. That future arrangements for CHC-RNCC determinations should include effective arrangements for assurance on correct and consistent decisions and review.
14. That future arrangements for CHC-RNCC should ensure data generation to ensure transparency, monitoring and information for strategic and operational commissioning.
15. That CHC-RNCC should be included in the Directorate Strategic Risk Register.
16. That future arrangements for CHC-RNCC should embrace improved support and information for patients, users, carers and supporters; including assistance on advocacy and appeal mechanisms

Select Committee Report into Older People and Residential Care

1 Introduction

1. The Office of Fair Trading Report into the Care Homes Market (May 2005) found that people needed easier access to information when choosing a care home and more support once in a home. Care homes also needed to ensure that fee-related terms in their contracts are fair and transparent. In 2006 a series of national studies carried out by the Commission for Social Care Inspection (CSCI) indicated generally poor levels of compliance by care homes for older people with significant aspects of the national minimum standards i.e.
 - February 2006 Handle with Care (Medication Standard);
 - March 2006 Improving Meals for older people in care homes (Meals and Mealtime Standard);
 - June 2006 Safe and Sound –checking the suitability of new care staff in regulated social care services
2. These national reports prompted an investigation by the Adult and Community Services Overview and Scrutiny Committee into current levels of compliance in Warwickshire. At the same time the Committee was made aware that there were consultations underway relating to changes to the inspection regime and the funding of continuing Healthcare. The Committee therefore took the opportunity during the course of the day to consider the future role for residential care in the overall continuum of care and the main policy and other drivers likely to impact on the direction for services in the future.
3. A Select Committee was held on 20th September 2006 to consider oral and written evidence relating to standards in care homes in Warwickshire and also to consider the future direction for residential care. The Committee would like to thank the following people for contributing to the debate. The Committee is also indebted to CSCI for providing comparative performance data and to care home managers for facilitating member visits.

Officers

Graeme Betts, Strategic Director Adult, Health & Community Services
John Bakker, Interim Head of Adult Services
Kim Harlock, Service Manager Commissioning
Jackie Price, Head of Local Commissioning
Jon Reading, Assistant Service Manager Planning
Peter Seal, Service Manager Older People
Rob Wilkes, Assistant Service Manager Contracting
Kate Woolley, Project Manager

Guest Speakers

Mike Leyland, Chair of Warwickshire Association of Care Homes and Warwickshire Quality Partnership
Elaine Ives, Warwickshire Quality Partnership
Suzette Farrely, Commission for Social Care Inspection (CSCI)
Helen Barber, Rugby Borough Council
Toni Ruck, North Warwickshire PCT
Sue Davies, Rugby PCT

2 Commission for Social Care Inspection

1. Care homes in England must register with the Commission for Social Care Inspection (CSCI) and are legally required to conduct their business in accordance with the Care Homes Regulations 2001. In addition to the Regulations there are 38 national minimum standards (NMS) published by the Department of Health. These standards are not legally enforceable but they do identify what a care provider needs to do in order to meet their legal obligations. Within these there are 22 Key standards i.e. those standards that CSCI consider should be assessed every 12 months. CSCI make unannounced inspections of most homes once or twice every twelve months and publish the outcome of their inspections on their website. CSCI are also responsible for taking enforcement action against homes where they consider there are breaches of the legislation.
2. Compliance with individual standards is currently assessed on a scale of 1 to 4. 4 = Standard exceeded; 3 = Standard Met; 2 = Standard Almost Met (Minor Shortfalls); and 1 = Standard Not Met (Major Shortfalls).

Inspection Regime Changes

3. From 1 July 2006 changes in the regulations will introduce a self-assessment scheme for care homes, domiciliary care agencies and adult placement schemes. The changes also allow CSCI to ask services to say how they will make any improvements they say are needed.
4. The self-assessments, called Annual Quality Assurance Assessments (AQAA) will probably be introduced in a phased way from autumn 2006. The AQAA will become a requirement for adult services after April 2007.
5. The new AQAA will have two parts. The first is an 'annual data and information' section. This will ask for basic information on who uses the service, who works for the service and how the service is run. The second part is the 'quality assurance assessment'.
6. CSCI will be asking for improvement plans after inspections. Providers will need to set out how they will make improvements to their services and how they will respond to inspection requirements.
7. Consultation is also currently taking place on proposals to replace existing national standards and criteria used by CSCI in performance assessment judgements. CSCI propose that the new measures will lead to a reduced demand for data on Adult Social care from councils and at the same time, help judgements to be made about the effectiveness of the services.
8. CSCI will be introducing a published quality rating that will assess whether the service is "excellent", "good", "adequate" or "poor" at meeting the needs of the people using it. CSCI will also say if it is taking legal action to make sure that changes are made to the service ("enforcement action").
9. The quality rating will be used to decide how often to inspect adult services, i.e. once every 3 years for excellent services and more frequently for services needing to improve their performance.
10. The quality framework for replacing existing standards and criteria are based on seven social care outcomes from "Independence, Well-Being and Choice" that are now part of the White Paper "Our Health, Our Care, Our Say" and an additional

outcome relating to leadership, and the commissioning and use of resources This is a new way of managing and interpreting data to determine how effectively councils are going about their business of ensuring the new outcomes for people. Each outcome will receive a rating as well as the service receiving an overall rating.

Outcome Heading	Relationship to Regulated Social Care
Quality of life	Promotion of independence
Exercising choice and control	Service users and carers having choice and access to responsive services that meet their individual needs and preferences.
Making a positive contribution	People seen as full members of their community and able to contribute to their roles as citizens
Personal dignity and respect	Privacy and dignity valued and protected. People free from abuse and neglect
Freedom from discrimination and harassment	Fair access to services. Services with clear, open and transparent ways for people to express concerns. People able to say "no" without fear of reprisal
Improved health and emotional well-being	Health and well-being needs appropriately addressed. Improvement in health encouraged. End of life care is managed sensitively; taking into account needs and preferences
Economic well-being	Access to advice and support. People feeling in control of their resources so they can make choices. Service users able to contribute to their community by carrying out paid and/or unpaid employment
Leadership and Management	People experience services that are well led. Well-trained, competent, supported staff.

11. Whilst we welcome the proposed new framework which has the potential to make it easier for the public and agencies to know whether a care home is providing good services or not. It is important that robust protocols are developed between CSCI and local authorities to ensure there is greater co-ordination and exchange of information to facilitate the management and improvement of poor services. We supported a response to the consultation incorporating these comments at our meeting on 17 October 2006.

3 Warwickshire Association of Care Homes

1. The Association was formed in 1992 as the Warwickshire Association of Nursing Homes and in 1997 was joined by the then separate Residential Care Homes Association. It represents 85% of the independent sector in Warwickshire through paid membership and works with the Council and CSCI on a range of issues to promote the highest standards of residential care and to establish a fair price for care. Whilst the Association can promote good practice it has no formal rights to impose rules on its members over the way in which they conduct their business.

2. The Association has a good working relationship with the Council and works closely with the Council on a number of initiatives e.g.

Warwickshire Quality Partnership
Warwickshire Vulnerable Adults Committee
Annual Care Homes Directory
Creation of a website giving information on vacant beds and guidance on working through the care process (www.wpic.co.uk)

4 Warwickshire Quality Partnership (WQP)

1. The Warwickshire Quality Partnership was set up 3 years ago as a partnership initiative between the statutory and independent sectors, to support care providers in all settings to access training support grants and organise training. WQP has a board of independent and statutory sector representatives.
2. Warwickshire Quality Partnership aims to raise standards and enhance the quality of health and social care provision through training and development. It provides support, funding and training to the independent social care sector and is based in the Directorate's Workforce Development Service. The Partnership has been responsible for using part of the National Training Strategy Grant to fund places on underpinning knowledge courses for independent sector social care staff. This training is offered jointly with the Local Authority. It also accesses Skills for Care funding towards NVQ unit completion.
3. "Has the support, funding and training provided by WQP improved the quality of life of the person who uses the services?"
4. In 2005, WQP carried out some desk- top research with member organisations based on the above question. It also identified whether organisations were using quality assurance tools. This research indicated that further work was required changing the focus from the levels of training to the outcomes achieved as a result and that the development of a social care quality assurance tool was probably needed.
5. In 2006, WQP placed bids to Skills for Care West Midlands, Coventry & Warwickshire Partnership for Care and Warwickshire County Council. These were successful and as a result, a research project was commissioned.
6. The research was based on eleven questions around learning and development and the impact on the quality of life of the person who uses the services. Organisations represented older people and learning disabilities.
7. Although the training and support provided by WQP was valued there was a need to embed a learning and development culture that recognised the true value of training, the impact it could have on quality of service and the recruitment and retention of staff.

Next Steps

8. The Warwickshire Quality Partnership has approved the submission of a bid to fund the development of a quality assurance tool, and if successful this would be a pathfinder.

9. Other areas of activity cover promoting the values of learning and development within an organisation; producing a directory of learning; supporting workshops sharing good practice and working with the Commission for Social Care Inspection to promote the positive value of inspections. These activities are aimed at ensuring that the links between acquiring qualifications and quality of service are improved.

5 Residential Care in Warwickshire

1. Statistics published by CSCI for Warwickshire (See Figures 1.1 to 1.5 Appendix 1) show that there are some 36 Nursing Homes (1615 places) and around 150 Care Homes (2551 places) for adults and older people of which 10 are Council care homes providing around 349 places. These 349 places represent 19% of the residential places purchased by the Council, with the balance being purchased from private and voluntary sector providers either through block contracts (28% of the places -involving 20 providers) or 'spot' purchasing (remaining 53%). Block contracts tend to be with providers within the county boundaries whereas spot purchasing may be in or out of county as the choice of home for older people largely depends on service user preference. Other considerations such as the specialist nature of the facilities may apply in relation to younger adults. The Directorate intends to do further analysis on the reasons for placing people out of county. As at 31 March 2005 18.1% of residential service users were placed outside Warwickshire.
2. Council supported accommodation accounts for 32% of the overall adult residential care market in Warwickshire compared with an average of 39.1% nationally and 34.2% for Shire Councils. The largest user group are older people (over 65 years) with older people with dementia forming the next largest category (See Figure 1.5). The Council has aimed to reduce admissions to residential care from 87 per 100,000 65+ in 2002/03 to 70 in 2005/06 with the complementary growth in intensive home care from 5.5 per 1,000 people 65+ in 2002/03 to 8.1 in 2005/06. This is in line with the Government policy to support more people in their own homes and promote independence.
3. During the 2-year period 1 April 2004 to 31 March 2006 six Nursing Homes had been de-registered (228 places) and six new establishments registered (247 places), a net gain of 19 places. During the same period thirty Care Homes had been deregistered (341 places) with ten new registrations (176 places), a net loss of 165 places.

6 What the Residents Say?

1. We received information about the latest residents survey of the council's own homes (carried out in autumn 2005) and the action which had been taken in response to the survey. The next survey is scheduled for autumn 2006. The average satisfaction rate from the 2005 survey was 87% - some of the main findings are set out below.
2. **Staff Attitude**
83% of respondents indicated that they were always treated with respect and courtesy. 77% of residents indicated that staff always responded to them as they would like. 89% stated that they always felt able to ask staff for help. 85% felt that staff encouraged them to do things for themselves. 96% of respondents said that staff helped them with personal care in a private way.
3. **Standard of Accommodation**
Almost all respondents felt that their home was kept clean. 93% of residents responded positively to questions relating to different aspects of comfort in their own

rooms. 80% of respondents stated that they were always able to make use of the garden if they wanted to. 98% of residents stated that they were able to get to the toilet with help if necessary. 95% said that they were happy with the bathing and showering facilities available to them.

4. Food and Dining

56% of residents who answered stated that they could always include their favourite foods on the menu if they weren't already there. 78% of respondents stated that they could always choose something different from the menu if the choice was not to their liking. 81% stated that they could always choose where they ate their meals. 67% stated that they could always change the time they ate their meals if they wanted or needed to. 99% said that they could eat their meals without feeling hurried. 88% of residents stated that extra snacks would always be made available to them. In respect of preparing special food to celebrate occasions that were important to them, 78% of those responding stated that this was always the case

5. Social and Cultural Activities

87% said that they were always informed about activities that were going on in the home. 98% stated that they could choose whether or not to join these activities. 91% said that they were always helped to mix with other residents if they wanted to. 93% of respondents stated that they were always able to follow their own religious and cultural beliefs in or outside the home. 89% of respondents felt that if they wished to take part in outside activities, they are always helped. 32% of respondents stated that there were never times during the day when there was nothing interesting to do. 98% of respondents stated that visitors could always come to the home at a reasonable time.

6. Worries about your safety or complaints

93% respondents felt that if they were unhappy about something they could tell someone in the home. 88% of respondents stated that they felt staff would always listen to them. 84% of respondents stated that staff would always try to put things right if they were unhappy. 97% of residents stated that they always felt secure living in the home.

7 Member Visits to care homes

1. Councillor Haywood reported that she had visited a number of homes over three days and found the following:
 - She had not heard any complaints.
 - There appeared to be a general difficulty in recruiting staff including the high cost involved with advertising posts.
 - She urged Members to support a change to the rule involving televisions being withdrawn from respite rooms. Councillor McCarney added that this was due to television licences and that Members should lobby their MPs to have this changed.
 - Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
 - It would be useful for homes to have a small pot of money to hire "jobbers" to carry out same jobs on the premises.
 - "Friends Groups" could be formed with volunteers who could visit people in the homes who were often lonely.

2. Councillor Nina Knapman added that County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.
3. Councillor Jose Compton had visited a local care home which had been clean and bright and the people in the home were content, felt that their dietary needs were well catered for and had access to outings and holidays. She felt they lacked a large vehicle for transport.
4. Councillor Ian Smith reported that he had visited two homes in the Rugby area, which had been clean and tidy. One manager reported that there was ample training within the Warwickshire Care Trust for those who wanted it and was pleased to note that people in the homes received a statutory amount of £18.60 a week to spend as they wished.

8 General Compliance Levels – National Minimum Standards

Care Homes

1. The average level of compliance by care homes in Warwickshire (64.6%) with the national minimum standards is below the national average (76.4%) –See Figure 2.1 (Appendix 1). There is a disparity in the performance of the different sectors with the council care homes achieving an average compliance rate of 79.1%, the private sector 58% and voluntary homes 71.1%. Only the Council homes achieve above the national average.
2. The Warwickshire Association of Care Homes felt there were many inconsistent practices in the assessment of the standards. Whilst CSCI acknowledge that there can be interpretation differences between inspectors when assessing the individual standards it would be unwise to present this as the rationale for below average performance in Warwickshire and indeed the Council's homes are performing above the national average using the same inspectors. CSCI were working closely with the Association and the Warwickshire Quality Partnership to try and ensure there would consistency in the application of the new outcome framework.
3. The figures for compliance with particular key standards (See Figure 2.2 –Appendix 1) show that there are significant compliance issues for all sectors relating to Service User plans, and Medication. There are additional compliance issues for Council owned homes in relation to Premises; for Voluntary owned homes in relation to Recruitment; and for Privately owned homes in relation to Healthcare, Premises, Hygiene & Infection Control, Qualifications, Recruitment, Staff Training, Quality Assurance and Safe Working Practices.
4. An analysis based on the most recent inspection reports for the Council's homes revealed
 - 96 instances where the standards were fully met
 - 37 instances where there were minor shortfalls from the standard (Almost Met)
 - No major shortfalls.
5. An analysis of the most recent inspection reports for the private and voluntary sector homes for older people with whom the Council block contracts revealed
 - 218 instances where the standards were fully met
 - 152 instances where there were minor shortfalls from the standard (Almost Met)

- 11 instances where there were major shortfalls.
6. There were major shortfalls at 5 homes and only 2 homes had more than one major shortfall as set out in the table below.

Major Shortfalls

Standard	No of instances
9 Service users, where appropriate, are responsible for their own medication and are protected by the homes policies and procedures for dealing with medicines.	2
27 Service users needs are meet by the number and skill mix of staff	3
28 Service users are in safe hands at all time.	1
29 Service users are supported and protected by the homes recruitment policy and practices	2
31 Service users live in a home which is run and managed by a person who is fit to be in charge, of good character and able to discharge his or her responsibilities fully	2
36 Staff are appropriately supervised	1

Nursing Homes

- 7 The position for Nursing Homes is that again on average nursing homes in Warwickshire (64.1%) perform below the national average (74.1%) –See Figure 2.3. Voluntary owned nursing homes achieve an average compliance rate of 88.8% whereas privately owned nursing homes achieve an average of only 59.1%.
- 8 In terms of compliance with specific key standards (See Figure 2.4) there are significant compliance issues for both sectors in relation to Service Plans, Medication and Quality Assurance. Additional challenges for privately owned nursing homes relate to Social Contact & Activities, Premises, Hygiene & Infection Control, Qualifications, and Safe Working Practices.

9 Care Homes - compliance with specific key standards

Service User Plans (Standard 7)

1. In Warwickshire the average level of compliance is 30.4% against a national average of 57.4%. Council owned homes achieved an average of 50%, with the average for the private and voluntary sectors being 25% and 31.6% respectively. All sectors need to improve performance in this area.
2. An analysis of the Council's 10 homes based on the most recent inspection reports revealed 5 homes met the standard and 5 homes almost met the standard. There were no major shortfalls. The minor shortfalls identified related to the level of detail in care plans, the frequency with which they were updated, and their clarity in providing advice to staff to enable residents needs to be met.

3. In relation to the analysis of the most recent inspection reports for the 20 private and voluntary sector homes where the Council had block contracts, 1 home exceeded the standard, 6 homes met the standard, and 13 homes almost met the standard. Whilst the overall compliance rate was 35% there were only minor shortfalls in relation to the remaining homes. The shortfalls were similar in nature to those for the council owned homes.

Meals and Mealtimes (Standard 15)

4. Although the levels of compliance in Warwickshire appear on the face of it to be fairly good the average of 79.4% is below the national average of 87.6%. Therefore on a comparative basis Warwickshire needs to do better. Only council owned homes exceed the national average with a compliance rate of 90% with the private and voluntary sectors achieving 76.9% and 78.9% respectively.
5. In relation to the council owned homes 9 homes met the standard and 1 home almost met the standard. The minor shortfall identified related to the adequacy of the evidence to show that residents could exercise informed choices about the food they eat. In relation to the 20 private and voluntary sector homes with which the council block contracts 17 homes met the standard, and 3 homes almost met the standard. This gives an overall compliance rate of 85% for these private and voluntary sector homes. The minor shortfalls for the 3 homes that did not meet the standard related to issues such as the types of crockery in use and consultation with residents over meal choices.
6. CSCI advised that the most common reasons for failing to meet this standard related to cooking for large numbers, catering for individual tastes and a lack of understanding around the needs of older people. Homes were also under financial pressures to cater for different choices, special diets and cultural needs. Weight-loss was a problem with older people particularly those suffering from dementia where staff needed to be more vigilant in ensuring people took in sufficient calories.
7. The Council holds a substantial amount of information about appropriate nutrition for older people as will the Warwickshire Primary Care Trust. It would be useful if both organisations could consider how they could make more information about nutrition easily available to assist homes, perhaps through the work of the Warwickshire Quality Partnership. One example of good practice was the use of glass-fronted fridges in communal areas to encourage residents to eat more.

Medication (Standard 9)

8. In Warwickshire the average level of compliance is 29.4% against the national average of 60.6% with the highest level of compliance achieved by the privately owned sector of 35.9% and the voluntary and council owned homes at 26.3% and 10% respectively. Compliance levels by all sectors are a cause for concern.

Comments

9. Following the issue of the 'Handle with Care' report in February 2006 officers of the Council examined the previous year's CSCI Reports for the Council's 10 Homes which at that time revealed
 - On 11 occasions there were minor shortfalls (score 2) and on 21 occasions the standard was met i.e. scored 3 (9 of these were scored and 12 were logged as not assessed –because the standard was met at the previous inspection)
 - Only one was judged as a major shortfall (score 1). This occurred because of failure to accurately record administration of controlled medication in a home,

- which had scored 3 on the previous inspection. An unannounced inspection was made there recently with no resulting requirements.
- Reasons for minor shortfalls are generally specific, mainly in recording with some lapses in storage arrangements including oxygen, rather than incorrect or failed administration. The one exception was where the resident received no medication for 3 days because the pharmacist insisted on a GP review before reissuing the prescription.
10. Further analysis on the 10 latest inspection reports for the 10 homes in August 2006 in preparation for the select committee revealed that only 1 home met the standard, 8 homes almost met the standard with 1 home not assessed for compliance with this standard (previous inspection assessed as 'almost met'). Common problems related to consistent recording in order to demonstrate consistent practice and a clear audit trail.
 11. The analysis of the 20 private and voluntary sector homes where the Council has block contracts revealed that 6 homes met the standard, 11 homes almost met the standard (minor shortfalls), and 3 homes did not meet the standard (major shortfalls). An overall compliance rate of 30% for these homes. The minor shortfalls relate to the adequacy of recording systems to demonstrate medicines are being administered properly, how up to date policies are, and some storage issues.
 12. The 3 homes where major shortfalls were recorded involved a combination of some of the following factors i.e. poor administration of records, inadequate policies, poor storage of medicines, out of date medicines, lack of appropriate checks on accuracy of prescriptions, competence of staff in medicine management.
 13. Work continues with the Council's Workforce Development Service to ensure staff are fully trained to understand their role. Two of the latest rounds of Regulation 26 visits (a process of independent inspection) have included medication, and all council homes have been asked to make administration of medication a priority work stream in their annual Team and Unit Plan.
 14. One of the issues raised in the national report was the very high percentage of homes which having achieved the minimum standard then slip back and fail. Expenditure on training does not seem to have had an impact in this area. Homes do not appear to have learnt from past failings. The reasons that homes fail to manage medication properly have changed little. CSCI advised that whilst individuals often attended training sessions, the importance of what staff were doing was somehow lost and training not followed through in the working environment.
 15. The national report highlights that one of the other standards, which is intuitively linked to the administration of medicine, are the standards relating to 'staff training'. Where the staff training standards were met approximately 65% of homes also met the medication standard, whereas for homes not meeting the staff training standards only 40% managed to meet the medication standard.
 16. There was also a need to develop a strong tripartite relationship between Pharmacists and GP's and homes to ensure patients were reviewed regularly and prescriptions were appropriate. Sue Davis, Rugby PCT indicated that Pharmacists would in the future be required to carry out annual audits of care homes and to prepare Action Plans. The Health Service had recognised that GPs needed to be recompensed for supporting nursing homes, and with this would come the requirement for GPs to carry out annual medication and health checks.

Response by the Council to the national report recommendations

17. **Urgent review of policy and practice.** Officers of the Council suggested that a review should cover medication practice both in residential and domiciliary care to anticipate the declared intention for a future national review along the lines of this national Report. At present the in house Home Care service operates a “prompt only” policy and is only insured for such.
18. Because of the growing demands for increased intervention and the number of people with a severe level of disability who require active assistance at home to take their medication, the Older People Management Group has been conducting a survey of practice in other authorities and has held several meetings with Rugby PCT about these issues and the role of pharmacists.
19. Council officers were conscious that taking responsibility for safe management of medicines in the community is more complex. Whilst both home carers and residential staff have had access to the awareness training, home care staff would need enhanced training and would need much clearer guidelines about the respective input of health colleagues.
20. Such a review should include an expectation that commissioners sharpen up their expectations of what is required and take account of the fact that it inevitably takes time to ensure all staff have access to training within the rolling programme.
21. **Support improvement through training programmes and joint initiatives with PCTs.** Warwickshire Quality Partnership has carried out several Training Needs Analyses and predictably medication is in the top three along with dementia and adult protection.
22. The Directorate also holds a regular Domiciliary Care Forum and an Independent Sector Group for residential providers and medication will be placed on the agenda of both these groups.
23. The main barrier to progress is the sheer volume of staff to be trained –it is not only money but also the logistics of releasing them.
24. **PCTs acknowledge their responsibility to support health care provision within Homes** This is an area of prime need. There has been a series of meetings with Rugby PCT (hopefully representing the other 2 PCT's) with Council officers. Whilst the PCTs have expressed interest in supporting the council and independent providers to offer safe and effective care, the meetings have equally been influenced by a preoccupation with pharmacists' contracts and how social care agencies might fill any gap in provision because of changed roles. This has been a slow and stop-start process without a conclusion so far.
25. **Cultural sensitivity** Homes have had to give consideration to issues of cultural sensitivity and Homes in Nuneaton and Leamington have taken steps to ensure they can offer appropriate care to people from the Asian communities in their locality. Council officers are not aware of any specific issues relating to assisting with medication but as one of the Equalities Diversity Coordinator posts will cover provider units this is an aspect for further research.
26. **Pharmaceutical advice.** It may be helpful if Inspectors are able in future to offer more considered guidance to managers of homes once the regulatory functions are

integrated in 2008 and more influence can be brought to bear on PCTs to offer the support required.

Premises (Standard 19)

27. In Warwickshire the average level of compliance was 53.6% against the national average of 67.1%. The performance of the various sectors was subject to considerable variation with voluntary owned homes achieving an average of 78.9% compared to the private sector and council owned homes with an average of 47.5% and 30% respectively.
28. In relation to the Council owned homes 1 home exceeded the standard, 2 homes met the standard and 7 homes almost met the standard. The minor shortfalls tend to relate to requirements for minor re-decoration, shabby paintwork, wall coverings, carpeting etc.
29. In relation to the 20 private and voluntary sector homes that the Council block contracts with, 13 homes met the standard and 7 homes almost met the standard. This gives an overall compliance rate of 65%. Again the minor shortfalls related to minor re-decoration issues such as replacement carpets, stained baths, cleanliness of certain areas, shabby worn furniture etc.

Recruitment (Standard 29)

30. The Government has legislated to require social care employers to adopt measures aimed at improving standards of practice and protection. This has been combined with positive steps such as extra investment in training (backed up by an obligation that at least half of the workforce are NVQ trained). Money has been made available through Skills for Care and a national advertisement campaign to publicise care work was held two years ago.
31. The County Council responded by encouraging the formation of Warwickshire Quality Partnership which co-ordinates with the Directorate's Workforce Development Service to ensure employers and employees in statutory, private and voluntary settings are aware of and access these opportunities.
32. The Criminal Records Bureau was set up by the Home Office to screen candidates for posts with children and vulnerable adults. For any such posts Social Care employers are required to carry out a check, which involves obtaining a standard or enhanced disclosure from the CRB. In some cases the facility exists to carry out checks on staff that are recruited from overseas but this depends on what records their Country of origin holds.
33. The requirement for such a check applies both to substantive employees, agency staff, (where the agency should provide evidence of completed checks), and volunteers who may be involved in undertaken personal care tasks or maybe alone with service users or residents.
34. Protection of Vulnerable Adults Scheme (POVA) was enacted in 2004 as a requirement under the Care Standard Act 2000. Any agency that becomes aware of a reason that somebody may prove unsuitable to be employed in a job involving personal care has a duty to have the name of the individual included on the POVA list. This would be typically where someone is accused of an offence against vulnerable adults or had undergone a disciplinary process because of poor standards of practice or abuse.

35. It is now a requirement that anyone applying for a job in a registered care home or domiciliary team or domiciliary care agency should have his or her application checked against the POVA list in addition to the CRB check. The law requires that only when these checks are completed can the person commence duties. In certain cases where there is an urgent need to employ someone for instance because the unit is very short of staff a POVA First check can be done which gives a quick indication as to whether there is any major offence known. The person can then start work conditional on the completion of the full POVA check.
36. The average level of compliance in Warwickshire was 56.1% against a national average of 65%. There was considerable variation between the sectors with council owned homes scoring an average of 90% and the private and voluntary sectors achieving averages of 51.4% and 47.4% respectively.
37. In relation to the Council homes 9 met the standard, and 1 almost met the standard. The minor shortfall related to lack of written references/copy birth certificates on some files. An analysis of the 20 private and voluntary sector homes the council block contracts with reveals that 8 homes met the standard, 10 homes almost met the standard and 2 homes did not meet the standard. The minor shortfalls related to similar issues as for the council's home –sufficiency of records, adequacy of written procedures (even though practice was adequate), and lack of awareness of the circumstances in which a POVA first check could be sought. The major shortfalls included cases where staff had been employed prior to references, POVA and CRB checks being received and dismissal of one member of staff following receipt of a check and recruitment records being unavailable.

Comments

38. The national report indicates that the two most common reasons for failing to meet the standard is the failure to have adequate evidence of references and checks on file and inadequate recruitment policies and procedures.
39. A factor that strongly characterises Warwickshire is the differential in ease of recruitment in the County. This is a complex issue for Home Managers who need to maintain minimum staff levels both because of the level of dependency of their residents and because CSCI checks that there is adequate and safe staff cover.
40. Within Council owned homes where a check reveals evidence of past offences the responsible manager with advice from human resources has to make a judgement as to whether or not to offer the post to the candidate. Generally any offence against children or vulnerable adults or any offence involving violence or other matters of a serious nature would rule out confirmation of the appointment. However if the offence was a minor one committed when the person was very young it may well be possible to consider taking them on.
41. During the implementation phase within Council owned homes CSCI did pick up on some problems of compliance. This was with respect to Units in areas where recruitment is difficult and where to avoid losing new recruits through delays in start dates pending receipt of checks, managers were allowing the recruit to start work under supervision. To avoid this happening the POVA First check is now used in these situations. At a recent liaison meeting CSCI Regulation Managers declared they are now satisfied the Directorate is correctly using the CRB and POVA checking systems.

10 Staff Turnover and Agency Staff

1. Within Council owned homes an analysis of staff turnover in the last financial year reveals that the average is 14.75%. This varies with six of the ten homes being close to the average, and one above and three below. Turnover tends to be lower in those areas where the unemployment rate is higher i.e. fewer alternative jobs available, but turnover tends to be higher in those areas –mainly in the south of the county- where recruitment is more difficult. This demonstrates the importance of devoting attention to staff retention in those areas.
2. In the hard to recruit areas the Council makes higher use of agency staff. Although, as expenditure had been rising, in 2004/05 measures were taken to reduce this the balance of agency spend has remained the same in 2005/06. Figures show this expenditure is mainly within the hard to recruit areas of the county. As accurate turnover figures have only become available with the recent implementation of the Human Resources Record Management System (HRMS) there is no trend information at present.
3. The Warwickshire Association of Care Homes indicated that whilst the fees payable for residential care were not always the final determinant of quality, in some areas it could have a significant impact particularly where the low rates of pay for staff caused difficulties in recruitment and retention. The funding regime for nursing care was complex and inequitable from the independent sector point of view, for example if a resident was being paid for by the NHS under the 'continuing healthcare' regime, the home received the full cost of the place, whereas if the local authority was funding the home only received a proportion of the true cost. This could amount to a difference of some £300 a week. Whilst top-ups had provided some flexibility, mostly they were an anathema because of the complexities around the arrangements.
4. CSCI advised that there were many foreign workers filling the gap in the market and often accepting lower pay and signing up to longer contracts. Work was being undertaken with providers on linguistic skills and increasing the understanding of different cultures. The Warwickshire Quality Partnership was also involved in working out whether overseas qualifications were relevant.

11 Quality Assurance and Training

Within Council-owned Homes

1. The Council has developed a Quality Assurance system, which builds on the objective of developing and applying consistent procedures countywide in both home care and residential settings. The QA system, which each unit has a copy of, is updated in the light of experience, is refined to take account of National Minimum Standards and specific issues which arise from CSCI Inspections, and to inform training plans.
2. Within the QA system therefore staff have access to clear instructions on administration, storage and recording. Only accredited residential staff are allowed to administer medication, at Care Officer level or above.
3. Training for those who may administer is done on a distance- learning basis. This applies to a potential group of 219 staff, of whom 175 are now fully accredited. This is supported through awareness training by Boots Chemists, who trained 49 residential

staff last year within a continuing programme of half-day courses for home care and residential staff.

With Homes the Council has block contracts

4. There was an acknowledgement that contract management processes could be more robust and that more frequent exchange of information between CSCI and the Council would be beneficial. New contract management protocols were under development.

General

5. No national quality assurance tool for homes has been developed. This is currently the subject of bid for funding by the Warwickshire Quality Partnership. There is a need to improve the link between training provided and improvement in quality of service and the ability to measure the effectiveness of training to ensure consistent improvement. This is most readily apparent in relation to Medication where the national report highlights the ease with which homes slip in and out of compliance.

12 Future Policy Direction

1. Demographic growth indicates that the number of Warwickshire residents aged 85+ is projected to grow from 10,900 in 2006 to 12,500 by 2011 (+15%) and to 14,700 by 2016(+35%). The estimated number of people with dementia in Warwickshire is predicted to rise from 7419 in 2006 to 8261 in 2011 (+11.3%) and 9393 in 2016 (+13.6%), a cumulative % rise of 26.6%.
2. There are approximately 53,000 carers in Warwickshire, 20,000 provide at least 20 hours of care per week and 15,000 of those provide over 50 hours of care per week.
3. In 2002/03 the Council placed 87 older people per 100,000 people aged 65+ permanently into residential or nursing care and by 2005/06 this had reduced to 69 older people per 100,000 people aged 65+. Some concern was expressed by the Warwickshire Association of Care Homes that reducing the level of admissions would limit choice of home.
4. The policy direction for adult social care services is to move towards supporting more older people to remain in their own homes, reducing admissions to residential care and a growth in intensive home care and other support services. The Council has commissioned a comprehensive needs analysis, due to report at the end of September, to help shape the future of services. This will be an essential piece of the evidence upon which any future commissioning strategy can be formulated. The potential for massive increases in demand for services over the next 10 years requires a measured planned and evidence based approach that provides value for money. Prevention becomes increasingly important together with the need to develop a range of support services, including additional support for family carers, which enable people to maintain their independence for longer.
5. The Supporting People programme is a key part of any plans for the future. We were pleased to see that links were being made with other developments i.e. low intensity support service (PHILLIS), telecare, extra care with housing, and the accommodation strategy being developed with district councils.

6. It is clear that residential care will remain an important part of any strategy to meet the needs of older people for the foreseeable future. However the scale and scope of the accommodation required depends on the outcomes of the needs analysis and our success in developing cost effective services that enable people to stay in their own home. It is also clear that the Council will not be able to meet the demand by itself and that effective partnership working with health, district councils, voluntary sector and others will be essential if we are to meet the social care needs of residents in Warwickshire in the future.

13 Continuing Health Care and NHS Funded Nursing Care

1. The Government has been consulting on new guidance covering the National Framework for NHS Continuing Health Care and NHS funded Nursing Care. The consultation ended on 22 September 2006. The government response is awaited.
2. **'Continuing healthcare'** means the NHS pays for the full package of care including accommodation if the individual is in a care home. **NHS-funded nursing care'** means the NHS is responsible for funding the registered nurse element of a care package in a care home. Adult social services are responsible for the rest of the package e.g. accommodation and personal care.
3. A national framework for NHS continuing healthcare was promised by Government in December 2004, in light of escalating complaints about unfair, and inconsistent decisions, due to the lack of clarity in the existing guidance and different interpretations. Particular problem areas highlighted in the consultation paper were
 - Omitting dementia from eligibility
 - Not allowing eligibility for people at home or cared for by relatives
 - Expecting local authorities to provide care of a nature which was inappropriate
 - Confusion between the criteria for NHS continuing health care and NHS high band nursing care, which shared similar wording
 - Primary Care Trusts (PCTs) failing to assess for continuing healthcare at the start of the assessment process
4. At a national level reservations about the existing system expressed by those concerned with social care have included the following
 - Continued concerns by the Health Ombudsman that NHS decisions continue not to meet Coughlan requirements.
 - Further court cases, the most recent being "Grogan", on both the possible misapplication of criteria and the use of an hierarchy of entitlements related to Registered Nursing Care Contributions [RNCC] and Continuing Health Criteria [CHC].
 - Unease that people may be paying for care when they should not be.
 - A wish to avoid the criticism that local authorities might have done more to advise people about their entitlements.
 - The potential for a gap between RNCC, continuing health care and social care responsibilities of councils into which people can fall.
 - Concerns around possible "cost shunting" in the areas of dementia and learning disability care and support.
 - The need for more transparent and accountable local governance on CHC systems and appropriate and effective involvement of social care.

5. The issue for individuals and relatives is largely financial as NHS care is free at the point of delivery whilst provision of adult social care is means tested.

The Proposals

6. **Eligibility** – If an individual's primary need is a health need he/she should qualify for NHS continuing healthcare. Whether health is the primary need will be determined by reference to 4 key indicators – nature, complexity, intensity and unpredictability of need.
7. **Assessment** – Screening for NHS continuing healthcare is the start of the assessment process. A national screening tool is being developed for use by a multi-disciplinary team - a draft is included in the consultation paper based on 11 care 'domains' (e.g. behaviour, cognitive impairment, skin, breathing etc) and 4 levels of need i.e. priority, severe, high, moderate. The combination of levels of need in domains is analysed to determine eligibility.
8. **Provision** – Eligible individuals will have their care fully funded by the NHS. People who are not eligible may still be eligible for NHS funded nursing care e.g. the care component provided by a registered nurse. The current system of funding nursing care based on low, medium and high bands of need with different payment levels will be replaced by a single band based on average weekly cost (estimated to be £97 per week). PCTs currently provide 'high banders' with £133 per week so some individuals will be disadvantaged and therefore PCTs may need to absorb additional short-term costs.
9. **Reviews** – all individuals who go through the assessment process for continuing healthcare (whether or not found to be eligible) should be reviewed at three months and thereafter annually.
10. **Cost** – The Department of Health estimates that the additional cost to the NHS in the first year of implementation will be £110M. Changes in place as a result of legal challenges amount to around £70M leaving a net increase of £40-45M. Implementation will involve a shift in responsibility for payment from local authority budgets to the NHS.

The Issues

11. There remains the potential for local interpretation particularly in relation to finance. Although the framework is supposed to be a professional decision based on need. PCTs will undoubtedly be under pressure to minimise additional expenditure. The framework is complex and consistency in implementation might well be an issue.
12. What will happen to people who are ineligible for continuing healthcare but with significant levels of need for nursing care way beyond the £97 average? How will the funding gap be met?

Appendix 1 – PERFORMANCE TABLES

1 LOCAL PROVIDER CHARACTERISTICS

Figure 1.1 Percentage of adults placed outside authority boundaries

	Warwickshire	IPF	Shire Counties	England
31 Mar 2003	11.5%	11.9%	10.1%	17.1%
31 Mar 2004	14.1%	12.9%	11.2%	18.0%
31 Mar 2005	18.1%	13.8%	11.5%	18.6%

Figure 1.2 Percentage of adult residential care market with council-supported residents

	Warwickshire	IPF	Shire Counties	England
31 Mar 2003	40.4%	38.5%	39.3%	45.3%
31 Mar 2004	32.9%	35.4%	35.8%	40.9%
31 Mar 2005	32.0%	34.2%	34.2%	39.1%

Figure 1.3 Care homes for adults and older people - registered establishments/places

	Sector	Nursing		Personal care	
		Establishments	Places	Establishments	Places
31 Mar 2006	LA	0	0	10	349
	Private	29	1361	56	1166
	Voluntary	7	254	81	1021
	Total	36	1615	150	2551

Figure 1.4 Care homes for adults and older people - registrations and deregistrations 31st March 2004 to 31st March 2006

	Sector	Nursing		Personal Care	
		Establishments	Places	Establishments	Places
Registrations	LA	0	0	0	0
	Private	4	165	9	166
	Voluntary	2	82	1	10
	Total	6	247	10	176
Deregistrations	LA	0	0	0	0
	Private	5	205	21	306
	Voluntary	1	23	9	35
	Total	6	228	30	341

Figure 1.5 Care homes - registered places by user group per 1000 people

User Group	Warwickshire	IPF	Shire Counties	England
Older People*	35.23	39.46	41.41	40.24
Dementia >65*	16.55	22.08	20.72	20.04
Learning Disability**	1.42	1.97	2.29	1.91
Mental Health**	0.67	1.26	1.27	1.28
Physically Disability**	2.12	3.72	3.85	3.18
Sensory Disability**	0.11	0.15	0.19	0.18

* per person over 65 ** per person 20-64

2 FINDINGS FROM INSPECTION

Figure 2.1 Percentage of all standards met by older people's personal care homes

	0-25%	26-50%	51-75%	76-100%	Average
LA Owned	0.0%	0.0%	20.0%	80.0%	79.1%
Private Owned	2.5%	40.0%	32.5%	25.0%	58.0%
Vol Owned	0.0%	26.3%	21.1%	52.6%	71.1%
Warwickshire	1.4%	30.4%	27.5%	40.6%	64.6%
England	2.1%	10.5%	26.6%	60.8%	76.4%

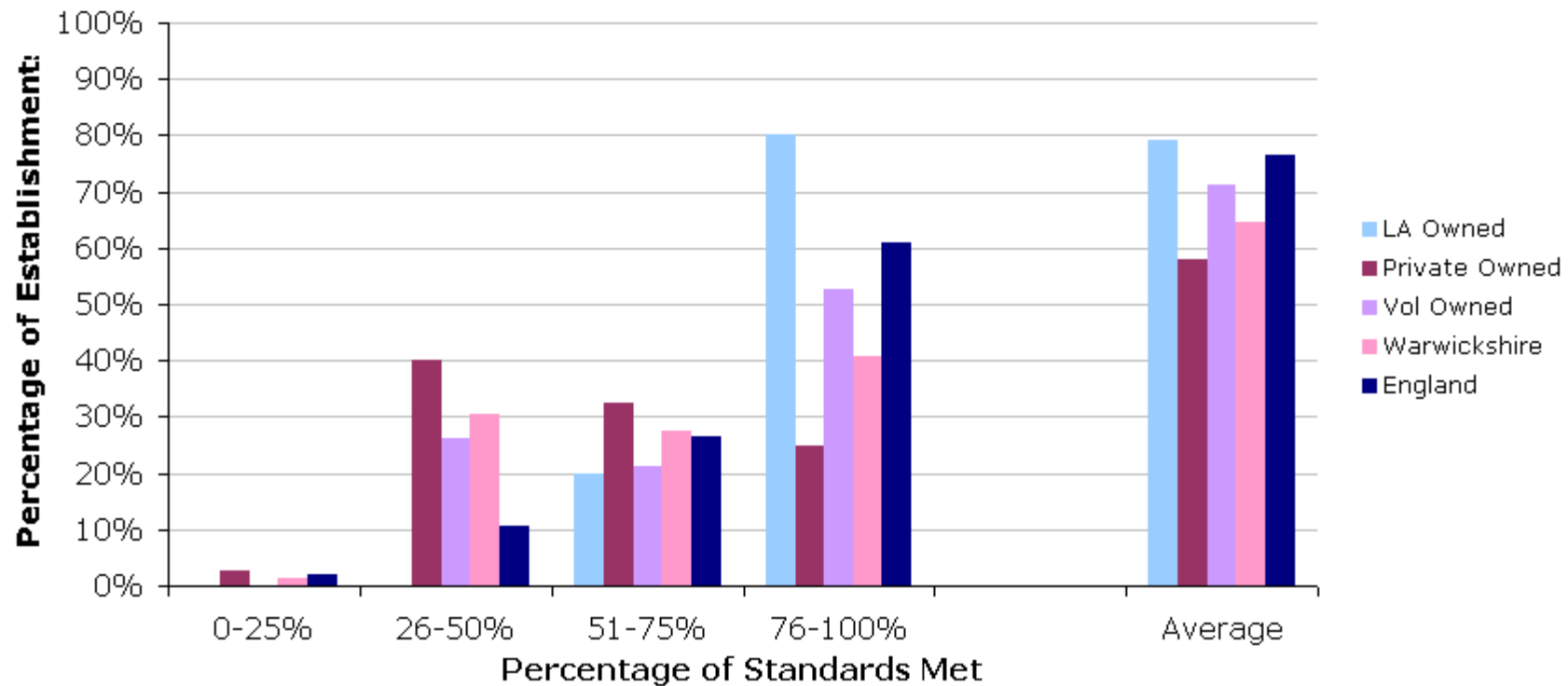


Figure 2.2 Percentage of individual standards met by personal care homes for older people

Standard	LA Owned	Vol Owned	Private Owned	Warwickshire	England
Needs assessment	100.0%	78.9%	73.0%	78.8%	83.8%
Intermediate care	100.0%	N/A	66.7%	80.0%	88.0%
Service user plan	50.0%	31.6%	25.0%	30.4%	57.4%
Healthcare	90.0%	63.2%	51.3%	60.3%	81.3%
Medication	10.0%	26.3%	35.9%	29.4%	60.6%
Privacy & dignity	100.0%	94.7%	84.6%	89.7%	91.0%
Social contact & activities	80.0%	78.9%	59.0%	67.6%	80.5%
Community contact	90.0%	100.0%	87.2%	91.2%	97.6%
Autonomy & choice	80.0%	94.7%	73.7%	80.6%	92.2%
Meals & mealtimes	90.0%	78.9%	76.9%	79.4%	87.6%
Complaints	90.0%	84.2%	73.0%	78.8%	87.2%
Protection	90.0%	68.4%	59.0%	66.2%	75.5%
Premises	30.0%	78.9%	47.5%	53.6%	67.1%
Hygiene & infection control	70.0%	73.7%	35.0%	50.7%	78.5%
Staff complement	80.0%	63.2%	61.5%	64.7%	81.5%
Qualifications	94.7%	65.8%	50.0%	61.2%	70.3%
Recruitment	90.0%	47.4%	51.4%	56.1%	65.0%
Staff training	80.0%	89.5%	48.6%	65.2%	72.0%
Day to day operations	100.0%	68.4%	71.1%	74.6%	74.2%
Quality assurance	70.0%	73.7%	48.7%	58.8%	66.4%
Service User Money	90.0%	73.7%	85.0%	82.6%	88.4%
Safe Working Practices	70.0%	63.2%	18.4%	38.8%	53.7%

Figure 2.3 **Percentage of all standards met by older people's nursing homes**

Nursing Homes	0-25%	26-50%	51-75%	76-100%	Average
LA Owned	N/A	N/A	N/A	N/A	N/A
Private Owned	6.5%	35.5%	25.8%	32.3%	59.3%
Vol Owned	0.0%	0.0%	0.0%	100.0%	88.8%
Warwickshire	6.1%	33.3%	24.2%	36.4%	61.1%
England	2.7%	12.9%	28.3%	56.1%	74.1%

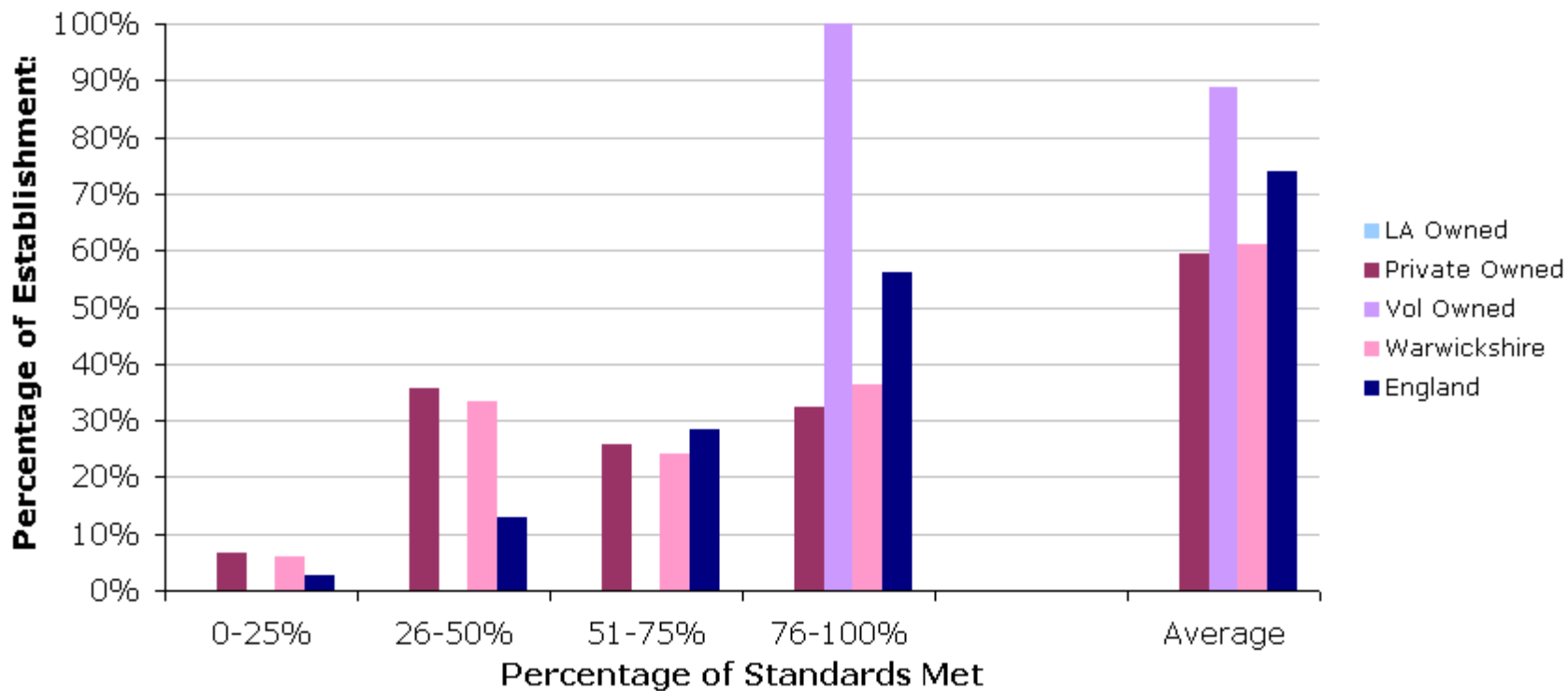


Figure 2.4**Percentage of individual standards met by nursing homes for older people**

	LA Owned	Vol Owned	Private Owned	Warwickshire	England
Needs assessment	N/A	100.0%	80.6%	81.8%	85.2%
Intermediate care	N/A	100.0%	75.0%	80.0%	81.0%
Service user plan	N/A	0.0%	41.9%	39.4%	55.2%
Healthcare	N/A	100.0%	61.3%	63.6%	72.5%
Medication	N/A	50.0	48.4%	48.5%	55.8%
Privacy & dignity	N/A	100.0%	71.0%	72.7%	86.2%
Social contact & activities	N/A	100.0%	51.6%	54.5%	75.8%
Community contact	N/A	100.0%	93.5%	93.9%	97.5%
Autonomy & choice	N/A	100.0%	66.7%	68.8%	88.5%
Meals & mealtimes	N/A	100.0%	58.1%	60.6%	80.4%
Complaints	N/A	100.0%	83.9%	84.8%	86.0%
Protection	N/A	100.0%	61.3%	63.6%	74.7%
Premises	N/A	100.0%	54.8%	57.6%	65.9%
Hygiene & infection control	N/A	100.0%	38.7%	42.4%	73.2%
Staff complement	N/A	100.0%	58.1%	60.6%	78.7%
Qualifications	N/A	75.0%	45.8%	47.6%	69.2%
Recruitment	N/A	100.0%	58.1%	60.6%	65.5%
Staff training	N/A	100.0%	58.1%	60.6%	71.6%
Day to day operations	N/A	100.0%	69.0%	71.0%	73.9%
Quality assurance	N/A	50.0%	48.4%	48.5%	69.2%
Service User Money	N/A	100.0%	80.6%	81.8%	86.8%
Safe Working Practices	N/A	100.0%	22.6%	27.3%	54.1%

Appendix 2 Recommendations from National Reports

Office of Fair Trading Report into the Care Homes Market (May 2005)

The OFT study into the care homes market for older people found that people need easier access to information when choosing a care home and more support once in a home. Care homes also need to ensure that fee related terms used in their contracts are fair and transparent.

The report makes a series of recommendations to improve the way in which the care homes market is working for older people and their representatives. The main recommendations are set out below.

- Authority care home directories should cover all care homes for older people in their area; listing services offered by the care homes. They should also include Authority levels of funding for care home places, and identify all care homes that require additional payments above the amount the Authority is usually prepared to pay.
- All care home regulators should make their care home inspection reports available online, and make them more user-friendly, for example by including a short summary at the beginning.
- The Government should establish a central information source or 'one stop shop' for people to get information about care for older people.
- The Government should clarify the guidance to Authorities on the Choice of Accommodation Directions, to make it clear that self-funded older people with an assessed need should have access to the same advice, guidance and assistance on choice as older people receiving public funding.
- Authorities should ensure their advice and information materials for older people and their representatives state very clearly that an older person with an assessed need, who is entitled to Authority funding, does not need to secure a top up in order to find a care home place that is suitable for their needs.
- Care homes should provide the price in writing of accommodation and residential or nursing fees promptly and prior to the older person making the decision to enter a home. The Government should amend the relevant regulations to include this as a requirement.
- Care homes should ensure urgently that all their residents are provided with written contracts or statements of terms, and that care home regulators and inspectorates monitor this to ensure that significant improvements are delivered in the shortest possible time.
- The Department of Health and, as far as it is within their power to do so, the devolved administrations, should amend relevant legislation and guidance so that authorities are responsible for contracting and paying for the full costs of accommodation, including any top up fees.
- Care home regulators should produce an easy-to-understand document that provides practical information to all older people living in care homes and their representatives about the redress options open to them.

Handle with Care - February 2006 (Medication Standard);

Key Findings

- ❖ There has been some slight improvement in performance overall, with the exception of nursing homes for older people.
- ❖ The rate of improvement has been disappointingly slow with nearly half the care homes for older people and younger adults (equivalent to some 210,000 places) still not meeting the minimum standard relating to medication.
- ❖ Of particular concern is the very high percentage of homes which having achieved the minimum standard then slip back and fail.
- ❖ Expenditure on training does not seem to have had an impact in this area. Homes do not appear to have learnt from past failings. The reasons that homes fail to manage medication properly have changed little.
- ❖ Geographical analysis shows a wide variation of home's performance from one area to another.
- ❖ Home's need to be more alert to how to respond to individual cultural needs and preferences of residents.

Main recommendations

- ❖ All care homes urgently review their policies and practices in managing medication and demonstrate progress by supporting and closely monitoring the practices of their care workers
- ❖ Council's continue to support improvement in home's practice through staff training programmes, joint initiatives with NHS PCTs and through service commissioning plans
- ❖ Council's hold discussions with homes and training providers to ensure available training grants are directed to rectifying performance deficiencies relating to management of medication
- ❖ NHS PCT acknowledge and act on their responsibility to support health care provision within private and voluntary care homes
- ❖ HealthCare Commission monitors PCT performance against this expectation e.g. through Annual Health check
- ❖ Homes address how medication is administered to people from different cultures
- ❖ CSCI's commitment to ensuring inspectors incorporate in their judgement about medicine administration, appropriate sensitivity to resident's cultural needs.
- ❖ Learning resources developed by National Patient Safety Agency are actively promoted to the private and voluntary care sector where NHS patients are cared for
- ❖ New inspectorates taking on the function of regulating and inspecting care services carefully consider how they will access pharmaceutical advice at both senior and local level.

Improving Meals for older people in care homes -March 2006

Key findings

- ❖ As at March 2005 83% of care homes met or exceeded the requirements of the meals and mealtimes standard (scoring either 3 –met or 4-exceeded).
- ❖ The quality of meals in care homes has improved slightly over the past two years.
- ❖ 1,916 care homes providing approximately 70,000 places did not provide older people with 'a wholesome, appealing balanced diet in pleasing surroundings at times convenient to them'
- ❖ One in six care homes need to improve their performance against the national minimum standard for meals and mealtimes.
- ❖ Between April 2004 and October 2005 there were 453 complaints that the Commission upheld about food across all regulated services (not just older people services). The most common themes were about quality (28%), choice (16%) and limited availability of food (27%)
- ❖ Care homes (with nursing) appear to have greater difficulty in meeting the meals and mealtimes standard.
- ❖ 89% of care homes for older people with adequate staffing levels meet the meals and mealtime standards, compared with 65% of homes with inadequate staff.
- ❖ Voluntary care homes and local authority care homes outperform those run by the private sector. Approximately 89% of voluntary homes were meeting the standard compared to 83% of privately owned homes.
- ❖ The likelihood of a person being in a care home meeting the standard can depend on where they live in England.

Safe and Sound – June 2006 (checking the suitability of new care staff in regulated social care services)

Key Findings

- Performance against the recruitment and vetting standard has improved for adult care homes overall. However the starting base in 2002-03 was low and performance was still poor in 2004-05. Older People's care homes (overall) 59%: Younger adult's care homes (overall) 61%.
- As at 31 March 2005 voluntary providers of adult services performed better than those services provided by private organisations and local councils. The only exceptions to this trend were younger adult's care homes with nursing care and older people's care homes with nursing.
- Older people's care homes were the poorest performing residential setting as at 31 March 2005 with 59% of care homes for older people meeting the standard. Older people are the largest group receiving care services and therefore potentially exposed to avoidable risk.

- Voluntary and local council providers of older people's care homes performed better than private providers (except in 2002-03, when private providers performed better than local councils). Local councils have made the most progress to date, improving from 40% of services meeting the standard in 2002-03 to 59% in 2004-05.

Reasons why the standard was not met – Older people's Homes (based on an analysis of 25 inspection reports of homes not meeting the standard)

- 40% failed to verify the suitability of staff by carrying out thorough employment checks and references i.e. the staff member's file did not contain evidence that the employer obtained appropriate CRB disclosure and two written references.
- 40% failed to have robust, written recruitment policies and procedures i.e. the policies were insufficient and not adequately implemented.
- 14% failed to have an adequate application and interview process i.e. there was insufficient evidence to show that the application and interview process was fair.
- 6% failed to gain an adequate employment history i.e. the staff members file did not contain their employment history and provide reasons for any gaps in employment.

APPENDIX 3 –KEY STANDARDS

- 3 No service user moves into the home without having had his/her needs assessed and been assured these needs will be met
- 6 Service users assessed and referred solely for intermediate care are helped to maximise their independence and return home
- 7 The service users health personal and social care needs are set out in an individual plan of care
- 8 Service users make decisions about their lives with assistance as needed
- 9 Service users, where appropriate, are responsible for their own medication and are protected by the homes policies and procedures for dealing with medicines.
- 10 Service users feel they are treated with respect and their right to privacy is upheld
- 12 Service users find the lifestyle experienced in the home matches their expectations and preferences and satisfies their social, cultural, religious and recreational interests and needs.
- 13 Service users maintain contact with family, friends, representatives and the local community as they wish.
- 14 Service users are helped to exercise choice and control over their lives.
- 15 Service users receive a wholesome balanced diet in pleasing surroundings at times convenient to them
- 16 Service users and their relatives and friends are confident that their complaints will be listened to, taken seriously and acted upon
- 18 Service users are protected from abuse
- 19 Service users live in a well-maintained environment
- 26 The home is clean pleasant and hygienic
- 27 Service users needs are meet by the number and skill mix of staff
- 28 Service users are in safe hands at all time.
- 29 Service users are supported and protected by the homes recruitment policy and practices
- 30 Staff are trained and competent to do their job
- 31 Service users live in a home which is run and managed by a person who is fit to be in charge, of good character and able to discharge his or her responsibilities fully
- 33 The home is run in the best interests of the service users
- 35 Service users financial interests are safeguarded
- 38 The health, safety and welfare of service users and staff are promoted and protected

review of older people and residential care in Warwickshire

Report of the **adult & community services** overview and scrutiny committee

November
2006



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Older People and Residential Care

Executive Summary and Recommendations

Introduction

1. The Office of Fair Trading Report into the Care Homes Market (May 2005) found that people needed easier access to information when choosing a care home and more support once in a home. Care homes also needed to ensure that fee-related terms in their contracts are fair and transparent. In 2006 a series of national studies carried out by the Commission for Social Care Inspection (CSCI) indicated generally poor levels of compliance by care homes for older people with significant aspects of the national minimum standards i.e.
 - February 2006 Handle with Care (Medication Standard);
 - March 2006 Improving Meals for older people in care homes (Meals and Mealtime Standard);
 - June 2006 Safe and Sound –checking the suitability of new care staff in regulated social care services (Recruitment Standard)
2. These national reports prompted an investigation by the Adult and Community Services Overview and Scrutiny Committee into current levels of compliance in Warwickshire. At the same time the Committee was made aware that there were consultations underway relating to changes to the inspection regime and the funding of continuing healthcare. The Committee therefore took the opportunity to consider the future role for residential care.
3. The policy direction for adult social care services is to move towards supporting more older people to remain in their own homes, reducing admissions to residential care and a growth in intensive home care and other support services. It is clear that residential care will remain an important part of any strategy to meet the needs of older people for the foreseeable future. However the scale and scope of the accommodation required depends on the outcomes of the needs analysis currently being undertaken and our success in developing cost effective services that enable people to stay in their own home.
4. It is also clear that the Council will not be able to meet the demand by itself and that effective partnership working with health, district councils, private and voluntary sectors etc will be essential if we are to meet the social care needs of residents in Warwickshire in the future.

The Care Market in Warwickshire

5. There are approximately 36 Nursing Homes (providing 1615 places) and 150 Care Homes (providing 2551 places) in Warwickshire. The Council owns 10 Care Homes providing 349 places for older people. The remaining homes are provided by voluntary and private sector organisations.
6. Council supported accommodation (places provided or paid for by the Council) accounts for 32% of the overall residential care market in Warwickshire. The Council buys most of its places from the private and voluntary sector either through block contracts (a number of beds bought in advance at a particular home –28% of places purchased) or one-off arrangements (spot purchasing –53% of places purchased)

with individual homes. Service user choice of home is the major factor in making placements for older people.

7. The Council block contracts with 20 private and voluntary sector homes. These arrangements enable the Council to exercise influence over the quality of service provided through the contracting arrangements whilst at the same time achieving some economies of scale. It is more difficult for the Council to influence overall standards in homes where it is spot purchasing as the Council may only be supporting one individual in that particular home.
8. The Warwickshire Care Homes Association represents 85% of the private and voluntary sector homes (both nursing and care homes) in Warwickshire. Whilst the Association seeks to promote good practice in care and nursing homes, it has no power over the way in which individual homes conduct their business. There appears to be a good working relationship between the Council and the Association with collaboration on a number of projects, including the establishment of the Warwickshire Quality Partnership to support all care providers to access training support grants and organise training with a view to improving quality of service.

Regulatory Framework

9. The Commission for Social Care Inspection (CSCI) is responsible for the registration and inspection of care and nursing homes. It is also responsible for taking any enforcement action. Each home (including those owned by the Council) receives at least one or two unannounced inspections every year and the results are published on the CSCI website www.csci.org.uk
10. All homes are legally required to conduct their business in accordance with the Care Homes Regulations 2001. In addition there are 38 national minimum standards (NMS) published by the Department of Health. These standards are not legally enforceable but they do identify what a care provider needs to do in order to meet their legal obligations. Within these there are 22 Key standards i.e. those standards that CSCI consider should be assessed every 12 months.
11. Compliance with individual standards is currently assessed on a scale of 1 to 4.
4 = Standard exceeded; 3 = Standard Met; 2 = Standard Almost Met (Minor Shortfalls); and 1 = Standard Not Met (Major Shortfalls).

Main Findings

General

- The average general level of compliance with the national minimum standards by both nursing and care homes in Warwickshire is below the national average.
- Only Council owned care homes and voluntary sector owned nursing homes achieve rates of general compliance above the national average. Private sector owned homes have the most difficulty in meeting the national minimum standards.

Specific Standards –Care Homes for Older People

- Service user plans -in Warwickshire the average level of compliance is 30.4% against a national average of 57.4%. Council owned homes achieved an average of 50%, with the average for the private and voluntary sectors being 25% and 31.6% respectively. All sectors need to improve performance in this area.
- Meals and Mealtimes -although the levels of compliance in Warwickshire appear on the face of it to be fairly good the average of 79.4% is below the national average of 87.6%. Therefore on a comparative basis Warwickshire needs to do better. Only council owned homes exceed the national average with a compliance rate of 90% with the private and voluntary sectors achieving 76.9% and 78.9% respectively.
- Medication -in Warwickshire the average level of compliance is 29.4% against the national average of 60.6% with the highest level of compliance achieved by the privately owned sector of 35.9% and the voluntary and council owned homes at 26.3% and 10% respectively. Compliance levels by all sectors are a cause for concern.
- Premises -in Warwickshire the average level of compliance was 53.6% against the national average of 67.1%. The performance of the various sectors was subject to considerable variation with voluntary owned homes achieving an average of 78.9% compared to the private sector and council owned homes with an average of 47.5% and 30% respectively.
- Recruitment- the average level of compliance in Warwickshire was 56.1% against a national average of 65%. There was considerable variation between the sectors with council owned homes scoring an average of 90% and the private and voluntary sectors achieving averages of 51.4% and 47.4% respectively.

Council supported accommodation – Care Homes for Older People

12. Council owned homes achieved general levels of compliance above the national average. Whilst this is a good level of performance some Council homes did have difficulty in meeting the specific standards for service user plans, medication and premises. An examination of the latest inspection reports show that there were only minor shortfalls in meeting these standards. There were no major shortfalls in any Council home. Feedback from the latest residents survey of council care homes showed an overall satisfaction rate of 87%.
13. Of the 20 homes the Council block contracts with an analysis of the latest inspection reports revealed that most standards were met or almost met on inspection. However major shortfalls were identified against particular standards at five homes. These are set out in the table below.
14. During the course of our enquiries there was an acknowledgement that contract management processes could be made more robust and there was scope for improving the exchange of information between CSCI and the Council about the quality of service in private and voluntary sector homes. New contract management protocols were under development.

Major Shortfalls

Standard	No of instances
9 Service users, where appropriate, are responsible for their own medication and are protected by the homes policies and procedures for dealing with medicines.	3
27 Service users needs are meet by the number and skill mix of staff	2
28 Service users are in safe hands at all time.	1
29 Service users are supported and protected by the homes recruitment policy and practices	2
31 Service users live in a home which is run and managed by a person who is fit to be in charge, of good character and able to discharge his or her responsibilities fully	2
36 Staff are appropriately supervised	1

Member Visits to Care Homes

15. Various visits were made by members to care homes, suggestions for improvement in practice arising from those visits included

- Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
- It would be useful for homes to have a small pot of money to hire "local tradespeople" to carry out some jobs on the premises.
- "Friends Groups" could be formed with volunteers who could visit people in the homes who were often lonely. This could be expanded to include people living in their own homes.
- County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.
- At one Council Care home the provision of a large vehicle for transporting groups on outings would be beneficial

Inspection Regime Changes

16. CSCI will be introducing a published quality rating that will assess whether the service is "excellent", "good", "adequate" or "poor" at meeting the needs of the people using it. CSCI will also say if it is taking legal action to make sure that changes are made to the service ("enforcement action").

17. The quality rating will be used to decide how often to inspect adult services, i.e once every 3 years for excellent services and more frequently for services needing to improve their performance.

18. Whilst we welcome the proposed new framework which has the potential to make it easier for the public and agencies to know whether a care home is providing good services or not. It is important that robust protocols are developed between CSCI and local authorities to ensure there is greater co-ordination and exchange of information

to facilitate the management and improvement of poor services. We supported a response to the consultation incorporating these comments at our meeting on 17 October 2006.

Continuing Health Care and NHS Funded Nursing Care

19. The Government has been consulting on new guidance covering the National Framework for NHS Continuing Health Care and NHS funded Nursing Care. The consultation ended on 22 September 2006. The government response is awaited.
20. '**Continuing healthcare**' means the NHS pays for the full package of care including accommodation if the individual is in a care home. **NHS-funded nursing care** means the NHS is responsible for funding the registered nurse element of a care package in a care home. Adult social services are responsible for the rest of the package e.g. accommodation and personal care.
21. A national framework for NHS continuing healthcare was promised by Government in December 2004, in light of escalating complaints about unfair, and inconsistent decisions, due to the lack of clarity in the existing guidance and different interpretations. Particular problem areas highlighted in the consultation paper were
 - Omitting dementia from eligibility
 - Not allowing eligibility for people at home or cared for by relatives
 - Expecting local authorities to provide care of a nature which was inappropriate
 - Confusion between the criteria for NHS continuing healthcare and NHS high band nursing care, which shared similar wording
 - Primary Care Trusts (PCTs) failing to assess for continuing healthcare at the start of the assessment process
22. The issue for individuals and relatives is largely financial as NHS care is free at the point of delivery whilst provision of adult social care is means tested.

THE PROPOSALS

23. **Eligibility** – If an individual's primary need is a health need he/she should qualify for NHS continuing healthcare. Whether health is the primary need will be determined by reference to 4 key indicators – nature, complexity, intensity and unpredictability of need.
24. **Assessment** – Screening for NHS continuing healthcare is the start of the assessment process. A national screening tool is being developed for use by a multi-disciplinary team - a draft is included in the consultation paper based on 11 care 'domains' (e.g. behaviour, cognitive impairment, skin, breathing etc) and 4 levels of need i.e. priority, severe, high, moderate. The combination of levels of need in domains is analysed to determine eligibility.
25. **Provision** – Eligible individuals will have their care fully funded by the NHS. People who are not eligible may still be eligible for NHS funded nursing care e.g. the care component provided by a registered nurse. The current system of funding nursing care based on low, medium and high bands of need with different payment levels will be replaced by a single band based on average weekly cost (estimated to be £97 per week). PCTs currently provide 'high banders' with £133 per week so some individuals will be disadvantaged and therefore PCTs may need to absorb additional short-term costs.

26. **Reviews** –all individuals who go through the assessment process for continuing healthcare (whether or not found to be eligible) should be reviewed at three months and thereafter annually.
27. **Cost** – The Department of Health estimates that the additional cost to the NHS in the first year of implementation will be £110M. Changes in place as a result of legal challenges amount to around £70M leaving a net increase of £40-45M. Implementation will involve a shift in responsibility for payment from local authority budgets to the NHS.

The Issues

28. There remains the potential for local interpretation particularly in relation to finance. Although the framework is supposed to be a professional decision based on need. PCTs will undoubtedly be under pressure to minimise additional expenditure. The framework is complex and consistency in implementation might well be an issue.

What will happen to people who are ineligible for continuing healthcare but with significant levels of need for nursing care way beyond the £97 average?

RECOMMENDATIONS

1. That the Strategic Director of Adult, Health & Community Services should explore through discussions with CSCI and other Councils in high performing areas whether there are any particular initiatives or practices that have had a measurable impact on improving standards in care homes which could be applied in Warwickshire.
2. That discussions should take place with the Warwickshire Primary Care Trust to clarify the level of support the health service can provide for nursing and care homes in Warwickshire, particularly in relation to pharmaceutical advice, with a view to improving compliance with the medication standards.
3. That the Council and the Warwickshire PCT as commissioners of services should seek to align their expectations of the quality of service expected from nursing homes with a view to improving standards through their contract management processes.
4. That the Council in consultation with the Warwickshire PCT should review its medication practice and guidance for both residential and domiciliary care settings.
5. That the Adult and Community Services Overview and Scrutiny Committee receive a report in 6 months time on
 - actions taken to improve compliance with the medication standard
 - any other improvement and/or training activity which has taken place
 - the effectiveness of the new contract management protocols which are under development
 - any information which is available at that time on current compliance levels.
6. That the Adult and Community Services Overview and Scrutiny Committee receive a report in 12 months time on compliance with standards by Care Homes in Warwickshire.

7. That the Council and CSCI establish arrangements to facilitate the regular exchange of information about standards in care and nursing homes in Warwickshire with a view to addressing areas of poor performance.
8. That the Warwickshire Association of Care Homes be asked to share information with its membership about levels of compliance in Warwickshire compared with the national average and to seek advice from its members on how best to raise standards and report its findings to the Committee in 6 months time.
9. That the Council and the Warwickshire Association of Care Homes together with the Warwickshire Quality Partnership should consider whether there is any scope for career progression schemes to improve recruitment and retention of staff.
10. That the Strategic Director of Adult, Health & Community Services should explore whether the following suggested improvements can be implemented
 - Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
 - It would be useful for homes to have a small pot of money to hire “local trades people” to carry out some jobs on the premises.
 - “Friends Groups” could be formed with volunteers who could visit people in the homes who were often lonely. This could be expanded to include people living in their own homes.
 - County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.
 - At one Council Care home the provision of a large vehicle for transporting groups on outings would be beneficial
11. That the Council and the Warwickshire PCT should consider in consultation with the Warwickshire Quality Partnership how up to date information about nutrition for older people can be made more readily accessible to providers of homes.
12. That a joint approach to decision making and decision making tools on Continuing Health Care (CHC)- Registered Nursing Care Contributions (RNCC) should be sought with the Warwickshire PCT.
13. That future arrangements for CHC-RNCC determinations should include effective arrangements for assurance on correct and consistent decisions and review.
14. That future arrangements for CHC-RNCC should ensure data generation to ensure transparency, monitoring and information for strategic and operational commissioning.
15. That CHC-RNCC should be included in the Directorate Strategic Risk Register.
16. That future arrangements for CHC-RNCC should embrace improved support and information for patients, users, carers and supporters; including assistance on advocacy and appeal mechanisms

Select Committee Report into Older People and Residential Care

1 Introduction

1. The Office of Fair Trading Report into the Care Homes Market (May 2005) found that people needed easier access to information when choosing a care home and more support once in a home. Care homes also needed to ensure that fee-related terms in their contracts are fair and transparent. In 2006 a series of national studies carried out by the Commission for Social Care Inspection (CSCI) indicated generally poor levels of compliance by care homes for older people with significant aspects of the national minimum standards i.e.
 - February 2006 Handle with Care (Medication Standard);
 - March 2006 Improving Meals for older people in care homes (Meals and Mealtime Standard);
 - June 2006 Safe and Sound –checking the suitability of new care staff in regulated social care services
2. These national reports prompted an investigation by the Adult and Community Services Overview and Scrutiny Committee into current levels of compliance in Warwickshire. At the same time the Committee was made aware that there were consultations underway relating to changes to the inspection regime and the funding of continuing healthcare. The Committee therefore took the opportunity during the course of the day to consider the future role for residential care in the overall continuum of care and the main policy and other drivers likely to impact on the direction for services in the future.
3. A Select Committee was held on 20th September 2006 to consider oral and written evidence relating to standards in care homes in Warwickshire and also to consider the future direction for residential care. The Committee would like to thank the following people for contributing to the debate. The Committee is also indebted to CSCI for providing comparative performance data and to care home managers for facilitating member visits.

Officers Graeme Betts, Strategic Director Adult, Health & Community Services
John Bakker, Interim Head of Adult Services
Kim Harlock, Service Manager Commissioning
Jackie Price, Head of Local Commissioning
Jon Reading, Assistant Service Manager Planning
Peter Seal, Service Manager Older People
Rob Wilkes, Assistant Service Manager Contracting
Kate Woolley, Project Manager

Guest Speakers Mike Leyland, Chair of Warwickshire Association of Care Homes and Warwickshire Quality Partnership
Elaine Ives, Warwickshire Quality Partnership
Suzette Farrelly, Commission for Social Care Inspection (CSCI)
Helen Barber, Rugby Borough Council
Toni Ruck, North Warwickshire PCT
Sue Davies, Rugby PCT

2 Commission for Social Care Inspection

1. Care homes in England must register with the Commission for Social Care Inspection (CSCI) and are legally required to conduct their business in accordance with the Care Homes Regulations 2001. In addition to the Regulations there are 38 national minimum standards (NMS) published by the Department of Health. These standards are not legally enforceable but they do identify what a care provider needs to do in order to meet their legal obligations. Within these there are 22 Key standards i.e. those standards that CSCI consider should be assessed every 12 months. CSCI make unannounced inspections of most homes once or twice every twelve months and publish the outcome of their inspections on their website. CSCI are also responsible for taking enforcement action against homes where they consider there are breaches of the legislation.
2. Compliance with individual standards is currently assessed on a scale of 1 to 4. 4 = Standard exceeded; 3 = Standard Met; 2 = Standard Almost Met (Minor Shortfalls); and 1 = Standard Not Met (Major Shortfalls).

Inspection Regime Changes

3. From 1 July 2006 changes in the regulations will introduce a self-assessment scheme for care homes, domiciliary care agencies and adult placement schemes. The changes also allow CSCI to ask services to say how they will make any improvements they say are needed.
4. The self-assessments, called Annual Quality Assurance Assessments (AQAA) will probably be introduced in a phased way from autumn 2006. The AQAA will become a requirement for adult services after April 2007.
5. The new AQAA will have two parts. The first is an 'annual data and information' section. This will ask for basic information on who uses the service, who works for the service and how the service is run. The second part is the 'quality assurance assessment'.
6. CSCI will be asking for improvement plans after inspections. Providers will need to set out how they will make improvements to their services and how they will respond to inspection requirements.
7. Consultation is also currently taking place on proposals to replace existing national standards and criteria used by CSCI in performance assessment judgements. CSCI propose that the new measures will lead to a reduced demand for data on Adult Social care from councils and at the same time, help judgements to be made about the effectiveness of the services.
8. CSCI will be introducing a published quality rating that will assess whether the service is "excellent", "good", "adequate" or "poor" at meeting the needs of the people using it. CSCI will also say if it is taking legal action to make sure that changes are made to the service ("enforcement action").
9. The quality rating will be used to decide how often to inspect adult services, i.e. once every 3 years for excellent services and more frequently for services needing to improve their performance.
10. The quality framework for replacing existing standards and criteria are based on seven social care outcomes from "Independence, Well-Being and Choice" that are now part of the White Paper "Our Health, Our Care, Our Say" and an additional

outcome relating to leadership, and the commissioning and use of resources This is a new way of managing and interpreting data to determine how effectively councils are going about their business of ensuring the new outcomes for people. Each outcome will receive a rating as well as the service receiving an overall rating.

Outcome Heading	Relationship to Regulated Social Care
Quality of life	Promotion of independence
Exercising choice and control	Service users and carers having choice and access to responsive services that meet their individual needs and preferences.
Making a positive contribution	People seen as full members of their community and able to contribute to their roles as citizens
Personal dignity and respect	Privacy and dignity valued and protected. People free from abuse and neglect
Freedom from discrimination and harassment	Fair access to services. Services with clear, open and transparent ways for people to express concerns. People able to say "no" without fear of reprisal
Improved health and emotional well-being	Health and well-being needs appropriately addressed. Improvement in health encouraged. End of life care is managed sensitively; taking into account needs and preferences
Economic well-being	Access to advice and support. People feeling in control of their resources so they can make choices. Service users able to contribute to their community by carrying out paid and/or unpaid employment
Leadership and Management	People experience services that are well led. Well-trained, competent, supported staff.

11. Whilst we welcome the proposed new framework which has the potential to make it easier for the public and agencies to know whether a care home is providing good services or not. It is important that robust protocols are developed between CSCI and local authorities to ensure there is greater co-ordination and exchange of information to facilitate the management and improvement of poor services. We supported a response to the consultation incorporating these comments at our meeting on 17 October 2006.

3 Warwickshire Association of Care Homes

1. The Association was formed in 1992 as the Warwickshire Association of Nursing Homes and in 1997 was joined by the then separate Residential Care Homes Association. It represents 85% of the independent sector in Warwickshire through paid membership and works with the Council and CSCI on a range of issues to promote the highest standards of residential care and to establish a fair price for care. Whilst the Association can promote good practice it has no formal rights to impose rules on its members over the way in which they conduct their business.

2. The Association has a good working relationship with the Council and works closely with the Council on a number of initiatives e.g.

Warwickshire Quality Partnership

Warwickshire Vulnerable Adults Committee

Annual Care Homes Directory

Creation of a website giving information on vacant beds and guidance on working through the care process (www.wpic.co.uk)

4 Warwickshire Quality Partnership (WQP)

1. The Warwickshire Quality Partnership was set up 3 years ago as a partnership initiative between the statutory and independent sectors, to support care providers in all settings to access training support grants and organise training. WQP has a board of independent and statutory sector representatives.
2. Warwickshire Quality Partnership aims to raise standards and enhance the quality of health and social care provision through training and development. It provides support, funding and training to the independent social care sector and is based in the Directorate's Workforce Development Service. The Partnership has been responsible for using part of the National Training Strategy Grant to fund places on underpinning knowledge courses for independent sector social care staff. This training is offered jointly with the Local Authority. It also accesses Skills for Care funding towards NVQ unit completion.
3. "Has the support, funding and training provided by WQP improved the quality of life of the person who uses the services?"
4. In 2005, WQP carried out some desk- top research with member organisations based on the above question. It also identified whether organisations were using quality assurance tools. This research indicated that further work was required changing the focus from the levels of training to the outcomes achieved as a result and that the development of a social care quality assurance tool was probably needed.
5. In 2006, WQP placed bids to Skills for Care West Midlands, Coventry & Warwickshire Partnership for Care and Warwickshire County Council. These were successful and as a result, a research project was commissioned.
6. The research was based on eleven questions around learning and development and the impact on the quality of life of the person who uses the services. Organisations represented older people and those with learning disabilities.
7. Although the training and support provided by WQP was valued there was a need to embed a learning and development culture that recognised the true value of training, the impact it could have on quality of service and the recruitment and retention of staff.

Next Steps

8. The Warwickshire Quality Partnership has approved the submission of a bid to fund the development of a quality assurance tool, and if successful this would be a pathfinder.

9. Other areas of activity cover promoting the values of learning and development within an organisation; producing a directory of learning; supporting workshops sharing good practice and working with the Commission for Social Care Inspection to promote the positive value of inspections. These activities are aimed at ensuring that the links between acquiring qualifications and quality of service are improved.

5 Residential Care in Warwickshire

1. Statistics published by CSCI for Warwickshire (See Figures 1.1 to 1.5 Appendix 1) show that there are some 36 Nursing Homes (1615 places) and around 150 Care Homes (2551 places) for adults and older people of which 10 are Council care homes providing around 349 places. These 349 places represent 19% of the residential places purchased by the Council, with the balance being purchased from private and voluntary sector providers either through block contracts (28% of the places -involving 20 providers) or 'spot' purchasing (remaining 53%). Block contracts tend to be with providers within the county boundaries whereas spot purchasing may be in or out of county as the choice of home for older people largely depends on service user preference. Other considerations such as the specialist nature of the facilities may apply in relation to younger adults. The Directorate intends to do further analysis on the reasons for placing people out of county. As at 31 March 2005 18.1% of residential service users were placed outside Warwickshire.
2. Council supported accommodation accounts for 32% of the overall adult residential care market in Warwickshire compared with an average of 39.1% nationally and 34.2% for Shire Councils. The largest user group are older people (over 65 years) with older people with dementia forming the next largest category (See Figure 1.5). The Council has aimed to reduce admissions to residential care from 87 per 100,000 people 65+ in 2002/03 to 70 in 2005/06 with the complementary growth in intensive home care from 5.5 per 1,000 people 65+ in 2002/03 to 8.1 in 2005/06. This is in line with the Government policy to support more people in their own homes and promote independence.
3. During the 2-year period 1 April 2004 to 31 March 2006 six Nursing Homes had been de-registered (228 places) and six new establishments registered (247 places), a net gain of 19 places. During the same period thirty Care Homes had been deregistered (341 places) with ten new registrations (176 places), a net loss of 165 places.

6 What the Residents Say?

1. We received information about the latest residents survey of the council's own homes (carried out in autumn 2005) and the action which had been taken in response to the survey. The next survey is scheduled for autumn 2006. The average satisfaction rate from the 2005 survey was 87% - some of the main findings are set out below.
2. **Staff Attitude**
83% of respondents indicated that they were always treated with respect and courtesy. 77% of residents indicated that staff always responded to them as they would like. 89% stated that they always felt able to ask staff for help. 85% felt that staff encouraged them to do things for themselves. 96% of respondents said that staff helped them with personal care in a private way.
3. **Standard of Accommodation**
Almost all respondents felt that their home was kept clean. 93% of residents responded positively to questions relating to different aspects of comfort in their own rooms. 80% of respondents stated that they were always able to make use of the

garden if they wanted to. 98% of residents stated that they were able to get to the toilet with help if necessary. 95% said that they were happy with the bathing and showering facilities available to them.

4. Food and Dining

56% of residents who answered stated that they could always include their favourite foods on the menu if they weren't already there. 78% of respondents stated that they could always choose something different from the menu if the choice was not to their liking. 81% stated that they could always choose where they ate their meals. 67% stated that they could always change the time they ate their meals if they wanted or needed to. 99% said that they could eat their meals without feeling hurried. 88% of residents stated that extra snacks would always be made available to them. In respect of preparing special food to celebrate occasions that were important to them, 78% of those responding stated that this was always the case

5. Social and Cultural Activities

87% said that they were always informed about activities that were going on in the home. 98% stated that they could choose whether or not to join these activities. 91% said that they were always helped to mix with other residents if they wanted to. 93% of respondents stated that they were always able to follow their own religious and cultural beliefs in or outside the home. 89% of respondents felt that if they wished to take part in outside activities, they are always helped. 32% of respondents stated that there were never times during the day when there was nothing interesting to do. 98% of respondents stated that visitors could always come to the home at a reasonable time.

6. Worries about your safety or complaints

93% respondents felt that if they were unhappy about something they could tell someone in the home. 88% of respondents stated that they felt staff would always listen to them. 84% of respondents stated that staff would always try to put things right if they were unhappy. 97% of residents stated that they always felt secure living in the home.

7 Member Visits to care homes

1. Councillor Haywood reported that she had visited a number of homes over three days and found the following:

- She had not heard any complaints.
- There appeared to be a general difficulty in recruiting staff including the high cost involved with advertising posts.
- She urged Members to support a change to the rule involving televisions being withdrawn from respite rooms. Councillor McCarney added that this was due to television licences and that Members should lobby their MPs to have this changed.
- Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
- It would be useful for homes to have a small pot of money to hire "local trades people" to carry out some jobs on the premises.
- "Friends Groups" could be formed with volunteers who could visit people in the homes who were often lonely. This could be expanded to people living in their own homes.

2. Councillor Nina Knapman added that County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.
3. Councillor Jose Compton had visited a local care home which had been clean and bright and the people in the home were content, felt that their dietary needs were well catered for and had access to outings and holidays. She felt they lacked a large vehicle for transport.
4. Councillor Ian Smith reported that he had visited two homes in the Rugby area, which had been clean and tidy. One manager reported that there was ample training within the Warwickshire Care Trust for those who wanted it and he was pleased to note that people in the homes received a statutory amount of £18.60 a week to spend as they wished.

8 General Compliance Levels – National Minimum Standards

Care Homes

1. The average level of compliance by care homes in Warwickshire (64.6%) with the national minimum standards is below the national average (76.4%) –See Figure 2.1 (Appendix 1). There is a disparity in the performance of the different sectors with the council care homes achieving an average compliance rate of 79.1%, the private sector 58% and voluntary homes 71.1%. Only the Council homes achieve above the national average.
2. The Warwickshire Association of Care Homes felt there were many inconsistent practices in the assessment of the standards. Whilst CSCI acknowledge that there can be interpretation differences between inspectors when assessing the individual standards it would be unwise to present this as the rationale for below average performance in Warwickshire and indeed the Council's homes are performing above the national average using the same inspectors. CSCI were working closely with the Association and the Warwickshire Quality Partnership to try and ensure there would consistency in the application of the new outcome framework.
3. The figures for compliance with particular key standards (See Figure 2.2 –Appendix 1) show that there are significant compliance issues for all sectors relating to Service User plans, and Medication. There are additional compliance issues for Council owned homes in relation to Premises; for Voluntary owned homes in relation to Recruitment; and for Privately owned homes in relation to Healthcare, Premises, Hygiene & Infection Control, Qualifications, Recruitment, Staff Training, Quality Assurance and Safe Working Practices.
4. An analysis based on the most recent inspection reports for the Council's homes revealed
 - 96 instances where the standards were fully met
 - 37 instances where there were minor shortfalls from the standard (Almost Met)
 - No major shortfalls.
5. An analysis of the most recent inspection reports for the private and voluntary sector homes for older people with whom the Council block contracts revealed
 - 218 instances where the standards were fully met
 - 152 instances where there were minor shortfalls from the standard (Almost Met)
 - 11 instances where there were major shortfalls.

6. There were major shortfalls at 5 homes and only 2 homes had more than one major shortfall as set out in the table below.

Major Shortfalls

Standard	No of instances
9 Service users, where appropriate, are responsible for their own medication and are protected by the homes policies and procedures for dealing with medicines.	3
27 Service users needs are meet by the number and skill mix of staff	2
28 Service users are in safe hands at all time.	1
29 Service users are supported and protected by the homes recruitment policy and practices	2
31 Service users live in a home which is run and managed by a person who is fit to be in charge, of good character and able to discharge his or her responsibilities fully	2
36 Staff are appropriately supervised	1

Nursing Homes

- 7 The position for Nursing Homes is that again on average nursing homes in Warwickshire (64.1%) perform below the national average (74.1%) –See Figure 2.3. Voluntary owned nursing homes achieve an average compliance rate of 88.8% whereas privately owned nursing homes achieve an average of only 59.1%.
- 8 In terms of compliance with specific key standards (See Figure 2.4) there are significant compliance issues for both sectors in relation to Service Plans, Medication and Quality Assurance. Additional challenges for privately owned nursing homes relate to Social Contact & Activities, Premises, Hygiene & Infection Control, Qualifications, and Safe Working Practices.

9 Care Homes - compliance with specific key standards

Service User Plans (Standard 7)

The service users health personal and social care needs are set out in an individual plan of care

1. In Warwickshire the average level of compliance is 30.4% against a national average of 57.4%. Council owned homes achieved an average of 50%, with the average for the private and voluntary sectors being 25% and 31.6% respectively. All sectors need to improve performance in this area.
2. An analysis of the Council's 10 homes based on the most recent inspection reports revealed 5 homes met the standard and 5 homes almost met the standard. There were no major shortfalls. The minor shortfalls identified related to the level of detail in care plans, the frequency with which they were updated, and their clarity in providing advice to staff to enable residents needs to be met.

3. In relation to the analysis of the most recent inspection reports for the 20 private and voluntary sector homes where the Council had block contracts, 1 home exceeded the standard, 6 homes met the standard, and 13 homes almost met the standard. Whilst the overall compliance rate was 35% there were only minor shortfalls in relation to the remaining homes. The shortfalls were similar in nature to those for the council owned homes.

Meals and Mealtimes (Standard 15)

Service users receive a wholesome balanced diet in pleasing surroundings at times convenient to them

4. Although the levels of compliance in Warwickshire appear on the face of it to be fairly good the average of 79.4% is below the national average of 87.6%. Therefore on a comparative basis Warwickshire needs to do better. Only council owned homes exceed the national average with a compliance rate of 90% with the private and voluntary sectors achieving 76.9% and 78.9% respectively.
5. In relation to the council owned homes 9 homes met the standard and 1 home almost met the standard. The minor shortfall identified related to the adequacy of the evidence to show that residents could exercise informed choices about the food they eat. In relation to the 20 private and voluntary sector homes with which the council block contracts 17 homes met the standard, and 3 homes almost met the standard. This gives an overall compliance rate of 85% for these private and voluntary sector homes. The minor shortfalls for the 3 homes that did not meet the standard related to issues such as the types of crockery in use and consultation with residents over meal choices.
6. CSCI advised that the most common reasons for failing to meet this standard related to cooking for large numbers, catering for individual tastes and a lack of understanding around the needs of older people. Homes were also under financial pressures to cater for different choices, special diets and cultural needs. Weight-loss was a problem with older people particularly those suffering from dementia where staff needed to be more vigilant in ensuring people took in sufficient calories.
7. The Council holds a substantial amount of information about appropriate nutrition for older people as will the Warwickshire Primary Care Trust. It would be useful if both organisations could consider how they could make more information about nutrition easily available to assist homes, perhaps through the work of the Warwickshire Quality Partnership. One example of good practice was the use of glass-fronted fridges in communal areas to encourage residents to eat more.

Medication (Standard 9)

Service users, where appropriate, are responsible for their own medication and are protected by the homes policies and procedures for dealing with medicines.

8. In Warwickshire the average level of compliance is 29.4% against the national average of 60.6% with the highest level of compliance achieved by the privately owned sector of 35.9% and the voluntary and council owned homes at 26.3% and 10% respectively. Compliance levels by all sectors are a cause for concern.

Comments

9. Following the issue of the 'Handle with Care' report in February 2006 officers of the Council examined the previous year's CSCI Reports for the Council's 10 Homes which at that time revealed
- On 11 occasions there were minor shortfalls (score 2) and on 21 occasions the standard was met i.e. scored 3 (9 of these were scored and 12 were logged as not assessed –because the standard was met at the previous inspection)
 - Only one was judged as a major shortfall (score 1). This occurred because of failure to accurately record administration of controlled medication in a home, which had scored 3 on the previous inspection. An unannounced inspection was made there recently with no resulting requirements.
 - Reasons for minor shortfalls are generally specific, mainly in recording with some lapses in storage arrangements including oxygen, rather than incorrect or failed administration. The one exception was where the resident received no medication for 3 days because the pharmacist insisted on a GP review before reissuing the prescription.
10. Further analysis on the 10 latest inspection reports for the 10 homes in August 2006 in preparation for the select committee revealed that only 1 home met the standard, 8 homes almost met the standard with 1 home not assessed for compliance with this standard (previous inspection assessed as 'almost met'). Common problems related to consistent recording in order to demonstrate consistent practice and a clear audit trail.
11. The analysis of the 20 private and voluntary sector homes where the Council has block contracts revealed that 6 homes met the standard, 11 homes almost met the standard (minor shortfalls), and 3 homes did not meet the standard (major shortfalls). An overall compliance rate of 30% for these homes. The minor shortfalls relate to the adequacy of recording systems to demonstrate medicines are being administered properly, how up to date policies are, and some storage issues.
12. The 3 homes where major shortfalls were recorded involved a combination of some of the following factors i.e. poor administration of records, inadequate policies, poor storage of medicines, out of date medicines, lack of appropriate checks on accuracy of prescriptions, competence of staff in medicine management.
13. Work continues with the Council's Workforce Development Service to ensure staff are fully trained to understand their role. Two of the latest rounds of Regulation 26 visits (a process of independent inspection) have included medication, and all council homes have been asked to make administration of medication a priority work stream in their annual Team and Unit Plan.

14. One of the issues raised in the national report was the very high percentage of homes which having achieved the minimum standard then slip back and fail. Expenditure on training does not seem to have had an impact in this area. Homes do not appear to have learnt from past failings. The reasons that homes fail to manage medication properly have changed little. CSCI advised that whilst individuals often attended training sessions, the importance of what staff were doing was somehow lost and training not followed through in the working environment.
15. The national report highlights that one of the other standards, which is intuitively linked to the administration of medicine, are the standards relating to 'staff training'. Where the staff training standards were met approximately 65% of homes also met the medication standard, whereas for homes not meeting the staff training standards only 40% managed to meet the medication standard.
16. There was also a need to develop a strong tripartite relationship between Pharmacists and GP's and homes to ensure patients were reviewed regularly and prescriptions were appropriate. Sue Davis, Rugby PCT indicated that Pharmacists would in the future be required to carry out annual audits of care homes and to prepare Action Plans. The Health Service had recognised that GPs needed to be recompensed for supporting nursing homes, and with this would come the requirement for GPs to carry out annual medication and health checks.

Response by the Council to the national report recommendations

17. **Urgent review of policy and practice.** Officers of the Council suggested that a review should cover medication practice both in residential and domiciliary care to anticipate the declared intention for a future national review along the lines of this national Report. At present the in house Home Care service operates a "prompt only" policy and is only insured for such.
18. Because of the growing demands for increased intervention and the number of people with a severe level of disability who require active assistance at home to take their medication, the Older People Management Group has been conducting a survey of practice in other authorities and has held several meetings with Rugby PCT about these issues and the role of pharmacists.
19. Council officers were conscious that taking responsibility for safe management of medicines in the community is more complex. Whilst both home carers and residential staff have had access to the awareness training, home care staff would need enhanced training and would need much clearer guidelines about the respective input of health colleagues.
20. Such a review should include an expectation that commissioners sharpen up their expectations of what is required and take account of the fact that it inevitably takes time to ensure all staff have access to training within the rolling programme.
21. **Support improvement through training programmes and joint initiatives with PCTs.** Warwickshire Quality Partnership has carried out several Training Needs Analyses and predictably medication is in the top three along with dementia and adult protection.
22. The Directorate also holds a regular Domiciliary Care Forum and an Independent Sector Group for residential providers and medication will be placed on the agenda of both these groups.

23. The main barrier to progress is the sheer volume of staff to be trained –it is not only money but also the logistics of releasing them.
24. **PCTs acknowledge their responsibility to support health care provision within Homes** This is an area of prime need. There has been a series of meetings with Rugby PCT (hopefully representing the other 2 PCT's) with Council officers. Whilst the PCTs have expressed interest in supporting the council and independent providers to offer safe and effective care, the meetings have equally been influenced by a preoccupation with pharmacists' contracts and how social care agencies might fill any gap in provision because of changed roles. This has been a slow and stop-start process without a conclusion so far.
25. **Cultural sensitivity** Homes have had to give consideration to issues of cultural sensitivity and Homes in Nuneaton and Leamington have taken steps to ensure they can offer appropriate care to people from the Asian communities in their locality. Council officers are not aware of any specific issues relating to assisting with medication but as one of the Equalities Diversity Coordinator posts will cover provider units this is an aspect for further research.
26. **Pharmaceutical advice.** It may be helpful if Inspectors are able in future to offer more considered guidance to managers of homes once the regulatory functions are integrated in 2008 and more influence can be brought to bear on PCTs to offer the support required.

Premises (Standard 19)

Service users live in a well-maintained environment

27. In Warwickshire the average level of compliance was 53.6% against the national average of 67.1%. The performance of the various sectors was subject to considerable variation with voluntary owned homes achieving an average of 78.9% compared to the private sector and council owned homes with an average of 47.5% and 30% respectively.
28. In relation to the Council owned homes 1 home exceeded the standard, 2 homes met the standard and 7 homes almost met the standard. The minor shortfalls tend to relate to requirements for minor re-decoration, shabby paintwork, wall coverings, carpeting etc.
29. In relation to the 20 private and voluntary sector homes that the Council block contracts with, 13 homes met the standard and 7 homes almost met the standard. This gives an overall compliance rate of 65%. Again the minor shortfalls related to minor re-decoration issues such as replacement carpets, stained baths, cleanliness of certain areas, shabby worn furniture etc.

Recruitment (Standard 29)

Service users are supported and protected by the homes recruitment policy and practices

30. The Government has legislated to require social care employers to adopt measures aimed at improving standards of practice and protection. This has been combined with positive steps such as extra investment in training (backed up by an obligation that at least half of the workforce are NVQ trained). Money has been made available through Skills for Care and a national advertisement campaign to publicise care work was held two years ago.
31. The County Council responded by encouraging the formation of Warwickshire Quality Partnership which co-ordinates with the Directorate's Workforce Development Service to ensure employers and employees in statutory, private and voluntary settings are aware of and access these opportunities.
32. The Criminal Records Bureau (CRB) was set up by the Home Office to screen candidates for posts with children and vulnerable adults. For any such posts Social Care employers are required to carry out a check, which involves obtaining a standard or enhanced disclosure from the CRB. In some cases the facility exists to carry out checks on staff that are recruited from overseas but this depends on what records their Country of origin holds.
33. The requirement for such a check applies both to substantive employees, agency staff, (where the agency should provide evidence of completed checks), and volunteers who may be involved in undertaking personal care tasks or maybe alone with service users or residents.
34. Protection of Vulnerable Adults Scheme (POVA) was enacted in 2004 as a requirement under the Care Standards Act 2000. Any agency that becomes aware of a reason that somebody may prove unsuitable to be employed in a job involving personal care has a duty to have the name of the individual included on the POVA list. This would be typically where someone is accused of an offence against vulnerable adults or had undergone a disciplinary process because of poor standards of practice or abuse.
35. It is now a requirement that anyone applying for a job in a registered care home or domiciliary team or domiciliary care agency should have his or her application checked against the POVA list in addition to the CRB check. The law requires that only when these checks are completed can the person commence duties. In certain cases where there is an urgent need to employ someone for instance because the unit is very short of staff a POVA First check can be done which gives a quick indication as to whether there is any major offence known. The person can then start work conditional on the completion of the full POVA check.
36. The average level of compliance in Warwickshire was 56.1% against a national average of 65%. There was considerable variation between the sectors with council owned homes scoring an average of 90% and the private and voluntary sectors achieving averages of 51.4% and 47.4% respectively.
37. In relation to the Council homes 9 met the standard, and 1 almost met the standard. The minor shortfall related to lack of written references/copy birth certificates on some files. An analysis of the 20 private and voluntary sector homes the council

block contracts with reveals that 8 homes met the standard, 10 homes almost met the standard and 2 homes did not meet the standard. The minor shortfalls related to similar issues as for the council's home –sufficiency of records, adequacy of written procedures (even though practice was adequate), and lack of awareness of the circumstances in which a POVA first check could be sought. The major shortfalls included cases where staff had been employed prior to references, POVA and CRB checks being received and dismissal of one member of staff following receipt of a check and recruitment records being unavailable.

Comments

38. The national report indicates that the two most common reasons for failing to meet the standard is the failure to have adequate evidence of references and checks on file and inadequate recruitment policies and procedures.
39. A factor that strongly characterises Warwickshire is the differential in ease of recruitment in the County. This is a complex issue for Home Managers who need to maintain minimum staff levels both because of the level of dependency of their residents and because CSCI checks that there is adequate and safe staff cover.
40. Within Council owned homes where a check reveals evidence of past offences the responsible manager with advice from human resources has to make a judgement as to whether or not to offer the post to the candidate. Generally any offence against children or vulnerable adults or any offence involving violence or other matters of a serious nature would rule out confirmation of the appointment. However if the offence was a minor one committed when the person was very young it may well be possible to consider taking them on.
41. During the implementation phase within Council owned homes CSCI did pick up on some problems of compliance. This was with respect to Units in areas where recruitment is difficult and where to avoid losing new recruits through delays in start dates pending receipt of checks, managers were allowing the recruit to start work under supervision. To avoid this happening the POVA First check is now used in these situations. At a recent liaison meeting CSCI Regulation Managers declared they are now satisfied the Directorate is correctly using the CRB and POVA checking systems.

10 Staff Turnover and Agency Staff

1. Within Council owned homes an analysis of staff turnover in the last financial year reveals that the average is 14.75%. This varies with six of the ten homes being close to the average, and one above and three below. Turnover tends to be lower in those areas where the unemployment rate is higher i.e. fewer alternative jobs available, but turnover tends to be higher in those areas –mainly in the south of the county- where recruitment is more difficult. This demonstrates the importance of devoting attention to staff retention in those areas.
2. In the hard to recruit areas the Council makes higher use of agency staff. Although, as expenditure had been rising, in 2004/05 measures were taken to reduce this the balance of agency spend has remained the same in 2005/06. Figures show this expenditure is mainly within the hard to recruit areas of the county. As accurate turnover figures have only become available with the recent implementation of the Human Resources Record Management System (HRMS) there is no trend information at present.

3. The Warwickshire Association of Care Homes indicated that whilst the fees payable for residential care were not always the final determinant of quality, in some areas it could have a significant impact particularly where the low rates of pay for staff caused difficulties in recruitment and retention. The funding regime for nursing care was complex and inequitable from the independent sector point of view, for example if a resident was being paid for by the NHS under the 'continuing healthcare' regime, the home received the full cost of the place, whereas if the local authority was funding the home only received a proportion of the true cost. This could amount to a difference of some £300 a week. Whilst top-ups had provided some flexibility, mostly they were an anathema because of the complexities around the arrangements.
4. CSCI advised that there were many foreign workers filling the gap in the market and often accepting lower pay and signing up to longer contracts. Work was being undertaken with providers on linguistic skills and increasing the understanding of different cultures. The Warwickshire Quality Partnership was also involved in working out whether overseas qualifications were relevant.

11 Quality Assurance and Training

Within Council-owned Homes

1. The Council has developed a Quality Assurance system, which builds on the objective of developing and applying consistent procedures countywide in both home care and residential settings. The QA system, which each unit has a copy of, is updated in the light of experience, is refined to take account of National Minimum Standards and specific issues which arise from CSCI Inspections, and to inform training plans.
2. Within the QA system therefore staff have access to clear instructions on administration, storage and recording. Only accredited residential staff are allowed to administer medication, at Care Officer level or above.
3. Training for those who may administer is done on a distance- learning basis. This applies to a potential group of 219 staff, of whom 175 are now fully accredited. This is supported through awareness training by Boots Chemists, who trained 49 residential staff last year within a continuing programme of half-day courses for home care and residential staff.

With Homes the Council has block contracts

4. There was an acknowledgement that contract management processes could be more robust and that more frequent exchange of information between CSCI and the Council would be beneficial. New contract management protocols were under development.

General

5. No national quality assurance tool for homes has been developed. This is currently the subject of bid for funding by the Warwickshire Quality Partnership. There is a need to improve the link between training provided and improvement in quality of service and the ability to measure the effectiveness of training to ensure consistent improvement. This is most readily apparent in relation to Medication where the national report highlights the ease with which homes slip in and out of compliance.

12 Future Policy Direction

1. Demographic growth indicates that the number of Warwickshire residents aged 85+ is projected to grow from 10,900 in 2006 to 12,500 by 2011 (+15%) and to 14,700 by 2016(+35%). The estimated number of people with dementia in Warwickshire is predicted to rise from 7419 in 2006 to 8261 in 2011 (+11.3%) and 9393 in 2016 (+13.6%), a cumulative % rise of 26.6%.
2. There are approximately 53,000 carers in Warwickshire, 20,000 provide at least 20 hours of care per week and 15,000 of those provide over 50 hours of care per week.
3. In 2002/03 the Council placed 87 older people per 100,000 people aged 65+ permanently into residential or nursing care and by 2005/06 this had reduced to 69 older people per 100,000 people aged 65+. Some concern was expressed by the Warwickshire Association of Care Homes that reducing the level of admissions would limit choice of home.
4. The policy direction for adult social care services is to move towards supporting more older people to remain in their own homes, reducing admissions to residential care and a growth in intensive home care and other support services. The Council has commissioned a comprehensive needs analysis, due to report at the end of September, to help shape the future of services. This will be an essential piece of the evidence upon which any future commissioning strategy can be formulated. The potential for massive increases in demand for services over the next 10 years requires a measured planned and evidence based approach that provides value for money. Prevention becomes increasingly important together with the need to develop a range of support services, including additional support for family carers, which enable people to maintain their independence for longer.
5. The Supporting People programme is a key part of any plans for the future. We were pleased to see that links were being made with other developments i.e. low intensity support service (PHILLIS), telecare, extra care with housing, and the accommodation strategy being developed with district councils.
6. It is clear that residential care will remain an important part of any strategy to meet the needs of older people for the foreseeable future. However the scale and scope of the accommodation required depends on the outcomes of the needs analysis and our success in developing cost effective services that enable people to stay in their own home. It is also clear that the Council will not be able to meet the demand by itself and that effective partnership working with health, district councils, voluntary sector and others will be essential if we are to meet the social care needs of residents in Warwickshire in the future.

13 Continuing Health Care and NHS Funded Nursing Care

1. The Government has been consulting on new guidance covering the National Framework for NHS Continuing Health Care and NHS funded Nursing Care. The consultation ended on 22 September 2006. The government response is awaited.
2. **'Continuing healthcare'** means the NHS pays for the full package of care including accommodation if the individual is in a care home. **NHS-funded nursing care'** means the NHS is responsible for funding the registered nurse element of a care package in a care home. Adult social services are responsible for the rest of the package e.g. accommodation and personal care.

3. A national framework for NHS continuing healthcare was promised by Government in December 2004, in light of escalating complaints about unfair, and inconsistent decisions, due to the lack of clarity in the existing guidance and different interpretations. Particular problem areas highlighted in the consultation paper were
 - Omitting dementia from eligibility
 - Not allowing eligibility for people at home or cared for by relatives
 - Expecting local authorities to provide care of a nature which was inappropriate
 - Confusion between the criteria for NHS continuing health care and NHS high band nursing care, which shared similar wording
 - Primary Care Trusts (PCTs) failing to assess for continuing healthcare at the start of the assessment process

4. At a national level reservations about the existing system expressed by those concerned with social care have included the following
 - Continued concerns by the Health Ombudsman that NHS decisions continue not to meet Coughlan requirements.
 - Further court cases, the most recent being “Grogan”, on both the possible misapplication of criteria and the use of an hierarchy of entitlements related to Registered Nursing Care Contributions [RNCC] and Continuing Health Criteria [CHC].
 - Unease that people may be paying for care when they should not be.
 - A wish to avoid the criticism that local authorities might have done more to advise people about their entitlements.
 - The potential for a gap between RNCC, continuing health care and social care responsibilities of councils into which people can fall.
 - Concerns around possible “cost shunting” in the areas of dementia and learning disability care and support.
 - The need for more transparent and accountable local governance on CHC systems and appropriate and effective involvement of social care.

5. The issue for individuals and relatives is largely financial as NHS care is free at the point of delivery whilst provision of adult social care is means tested.

The Proposals

6. **Eligibility** – If an individual’s primary need is a health need he/she should qualify for NHS continuing healthcare. Whether health is the primary need will be determined by reference to 4 key indicators – nature, complexity, intensity and unpredictability of need.

7. **Assessment** – Screening for NHS continuing healthcare is the start of the assessment process. A national screening tool is being developed for use by a multi-disciplinary team - a draft is included in the consultation paper based on 11 care ‘domains’ (e.g. behaviour, cognitive impairment, skin, breathing etc) and 4 levels of need i.e. priority, severe, high, moderate. The combination of levels of need in domains is analysed to determine eligibility.

8. **Provision** – Eligible individuals will have their care fully funded by the NHS. People who are not eligible may still be eligible for NHS funded nursing care e.g. the care component provided by a registered nurse. The current system of funding nursing care based on low, medium and high bands of need with different payment levels will be replaced by a single band based on average weekly cost (estimated to be £97 per

week). PCTs currently provide 'high banders' with £133 per week so some individuals will be disadvantaged and therefore PCTs may need to absorb additional short-term costs.

9. **Reviews** –all individuals who go through the assessment process for continuing healthcare (whether or not found to be eligible) should be reviewed at three months and thereafter annually.
10. **Cost** – The Department of Health estimates that the additional cost to the NHS in the first year of implementation will be £110M. Changes in place as a result of legal challenges amount to around £70M leaving a net increase of £40-45M. Implementation will involve a shift in responsibility for payment from local authority budgets to the NHS.

The Issues

11. There remains the potential for local interpretation particularly in relation to finance. Although the framework is supposed to be a professional decision based on need, PCTs will undoubtedly be under pressure to minimise additional expenditure. The framework is complex and consistency in implementation might well be an issue.
12. What will happen to people who are ineligible for continuing healthcare but with significant levels of need for nursing care way beyond the £97 average? How will the funding gap be met?

Appendix 1 – PERFORMANCE TABLES

1

LOCAL PROVIDER CHARACTERISTICS

Figure 1.1

Percentage of adults placed outside authority boundaries

	Warwickshire	IPF	Shire Counties	England
31 Mar 2003	11.5%	11.9%	10.1%	17.1%
31 Mar 2004	14.1%	12.9%	11.2%	18.0%
31 Mar 2005	18.1%	13.8%	11.5%	18.6%

Figure 1.2

Percentage of adult residential care market with council-supported residents

	Warwickshire	IPF	Shire Counties	England
31 Mar 2003	40.4%	38.5%	39.3%	45.3%
31 Mar 2004	32.9%	35.4%	35.8%	40.9%
31 Mar 2005	32.0%	34.2%	34.2%	39.1%

Figure 1.3

Care homes for adults and older people - registered establishments/places

	Sector	Nursing		Personal care	
		Establishments	Places	Establishments	Places
31 Mar 2006	LA	0	0	10	349
	Private	29	1361	56	1166
	Voluntary	7	254	81	1021
	Total	36	1615	150	2551

Figure 1.4

Care homes for adults and older people - registrations and deregistrations 31st March 2004 to 31st March 2006

	Sector	Nursing		Personal Care	
		Establishments	Places	Establishments	Places
Registrations	LA	0	0	0	0
	Private	4	165	9	166
	Voluntary	2	82	1	10
	Total	6	247	10	176
Deregistrations	LA	0	0	0	0
	Private	5	205	21	306
	Voluntary	1	23	9	35
	Total	6	228	30	341

Figure 1.5

Care homes - registered places by user group per 1000 people

User Group	Warwickshire	IPF	Shire Counties	England
Older People*	35.23	39.46	41.41	40.24
Dementia >65*	16.55	22.08	20.72	20.04
Learning Disability**	1.42	1.97	2.29	1.91
Mental Health**	0.67	1.26	1.27	1.28
Physically Disability**	2.12	3.72	3.85	3.18
Sensory Disability**	0.11	0.15	0.19	0.18

* per person over 65 ** per person 20-64

Figure 2.1

Percentage of all standards met by older people's personal care homes

	0-25%	26-50%	51-75%	76-100%	Average
LA Owned	0.0%	0.0%	20.0%	80.0%	79.1%
Private Owned	2.5%	40.0%	32.5%	25.0%	58.0%
Vol Owned	0.0%	26.3%	21.1%	52.6%	71.1%
Warwickshire	1.4%	30.4%	27.5%	40.6%	64.6%
England	2.1%	10.5%	26.6%	60.8%	76.4%

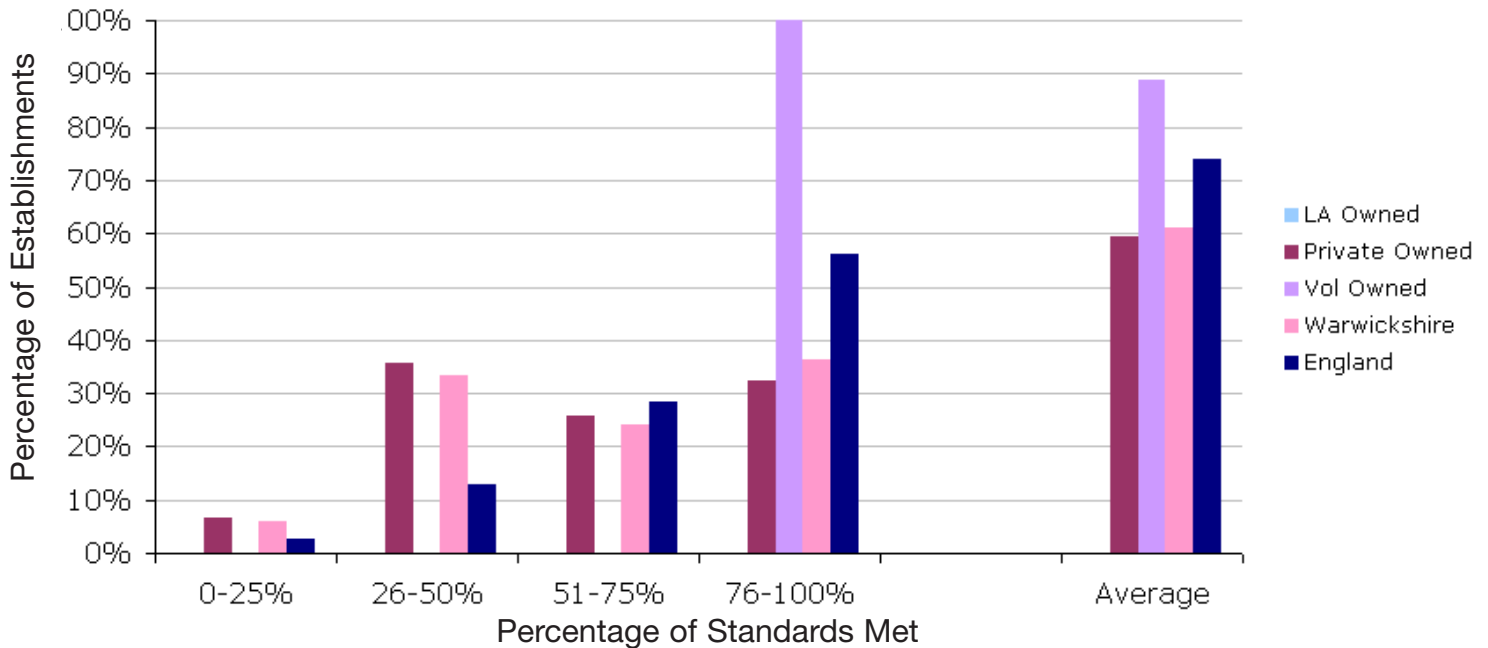


Figure 2.2

Percentage of individual standards met by personal care homes for older people

Standard	LA Owned	Vol Owned	Private Owned	Warwickshire	England
Needs assessment	100.0%	78.9%	73.0%	78.8%	83.8%
Intermediate care	100.0%	N/A	66.7%	80.0%	88.0%
Service user plan	50.0%	31.6%	25.0%	30.4%	57.4%
Healthcare	90.0%	63.2%	51.3%	60.3%	81.3%
Medication	10.0%	26.3%	35.9%	29.4%	60.6%
Privacy & dignity	100.0%	94.7%	84.6%	89.7%	91.0%
Social contact & activities	80.0%	78.9%	59.0%	67.6%	80.5%
Community contact	90.0%	100.0%	87.2%	91.2%	97.6%
Autonomy & choice	80.0%	94.7%	73.7%	80.6%	92.2%
Meals & mealtimes	90.0%	78.9%	76.9%	79.4%	87.6%
Complaints	90.0%	84.2%	73.0%	78.8%	87.2%
Protection	90.0%	68.4%	59.0%	66.2%	75.5%
Premises	30.0%	78.9%	47.5%	53.6%	67.1%
Hygiene & infection control	70.0%	73.7%	35.0%	50.7%	78.5%
Staff complement	80.0%	63.2%	61.5%	64.7%	81.5%
Qualifications	94.7%	65.8%	50.0%	61.2%	70.3%
Recruitment	90.0%	47.4%	51.4%	56.1%	65.0%
Staff training	80.0%	89.5%	48.6%	65.2%	72.0%
Day to day operations	100.0%	68.4%	71.1%	74.6%	74.2%
Quality assurance	70.0%	73.7%	48.7%	58.8%	66.4%
Service User Money	90.0%	73.7%	85.0%	82.6%	88.4%
Safe Working Practices	70.0%	63.2%	18.4%	38.8%	53.7%

Figure 2.3 **Percentage of all standards met by older people's nursing homes**

Nursing Homes	0-25%	26-50%	51-75%	76-100%	Average
LA Owned	N/A	N/A	N/A	N/A	N/A
Private Owned	6.5%	35.5%	25.8%	32.3%	59.3%
Vol Owned	0.0%	0.0%	0.0%	100.0%	88.8%
Warwickshire	6.1%	33.3%	24.2%	36.4%	61.1%
England	2.7%	12.9%	28.3%	56.1%	74.1%

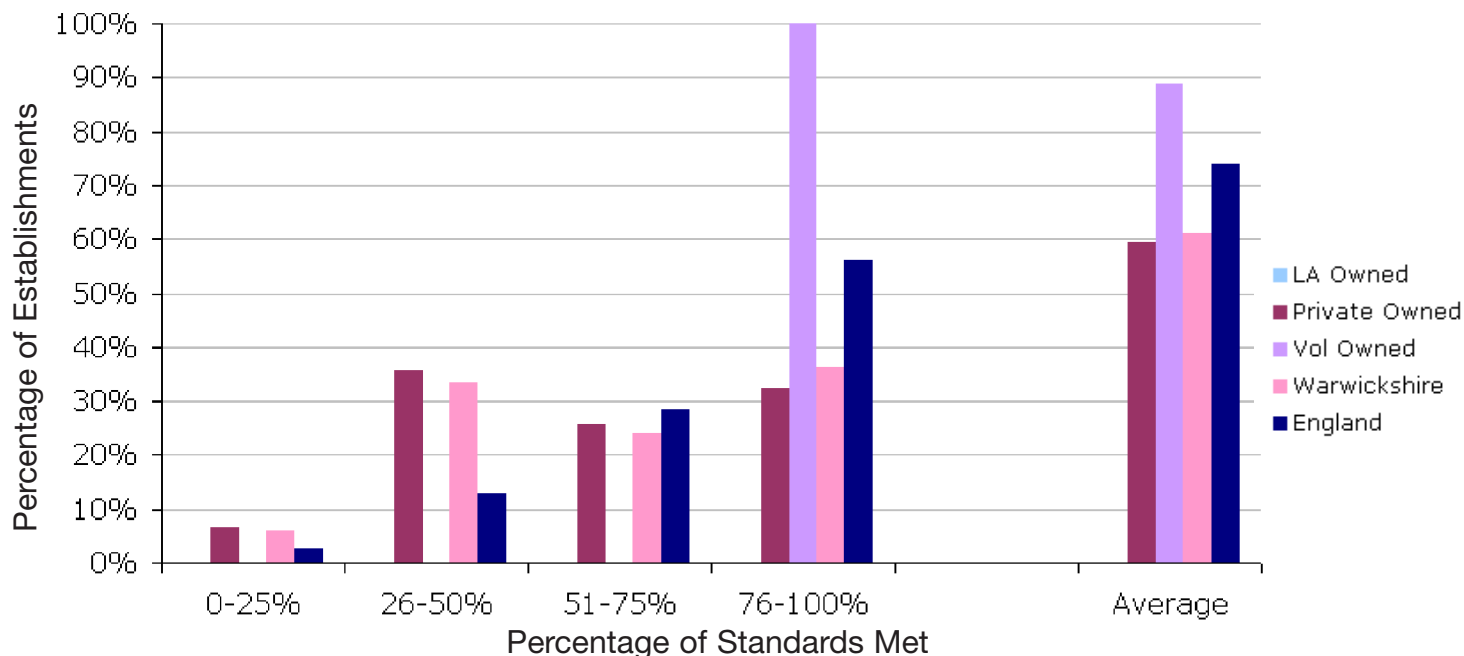


Figure 2.4 **Percentage of individual standards met by nursing homes for older people**

	LA Owned	Vol Owned	Private Owned	Warwickshire	England
Needs assessment	N/A	100.0%	80.6%	81.8%	85.2%
Intermediate care	N/A	100.0%	75.0%	80.0%	81.0%
Service user plan	N/A	0.0%	41.9%	39.4%	55.2%
Healthcare	N/A	100.0%	61.3%	63.6%	72.5%
Medication	N/A	50.0	48.4%	48.5%	55.8%
Privacy & dignity	N/A	100.0%	71.0%	72.7%	86.2%
Social contact & activities	N/A	100.0%	51.6%	54.5%	75.8%
Community contact	N/A	100.0%	93.5%	93.9%	97.5%
Autonomy & choice	N/A	100.0%	66.7%	68.8%	88.5%
Meals & mealtimes	N/A	100.0%	58.1%	60.6%	80.4%
Complaints	N/A	100.0%	83.9%	84.8%	86.0%
Protection	N/A	100.0%	61.3%	63.6%	74.7%
Premises	N/A	100.0%	54.8%	57.6%	65.9%
Hygiene & infection control	N/A	100.0%	38.7%	42.4%	73.2%
Staff complement	N/A	100.0%	58.1%	60.6%	78.7%
Qualifications	N/A	75.0%	45.8%	47.6%	69.2%
Recruitment	N/A	100.0%	58.1%	60.6%	65.5%
Staff training	N/A	100.0%	58.1%	60.6%	71.6%
Day to day operations	N/A	100.0%	69.0%	71.0%	73.9%
Quality assurance	N/A	50.0%	48.4%	48.5%	69.2%
Service User Money	N/A	100.0%	80.6%	81.8%	86.8%
Safe Working Practices	N/A	100.0%	22.6%	27.3%	54.1%

Appendix 2 Recommendations from National Reports

Office of Fair Trading Report into the Care Homes Market (May 2005)

The OFT study into the care homes market for older people found that people need easier access to information when choosing a care home and more support once in a home. Care homes also need to ensure that fee related terms used in their contracts are fair and transparent.

The report makes a series of recommendations to improve the way in which the care homes market is working for older people and their representatives. The main recommendations are set out below.

- Authority care home directories should cover all care homes for older people in their area; listing services offered by the care homes. They should also include Authority levels of funding for care home places, and identify all care homes that require additional payments above the amount the Authority is usually prepared to pay.
- All care home regulators should make their care home inspection reports available online, and make them more user-friendly, for example by including a short summary at the beginning.
- The Government should establish a central information source or 'one stop shop' for people to get information about care for older people.
- The Government should clarify the guidance to Authorities on the Choice of Accommodation Directions, to make it clear that self-funded older people with an assessed need should have access to the same advice, guidance and assistance on choice as older people receiving public funding.
- Authorities should ensure their advice and information materials for older people and their representatives state very clearly that an older person with an assessed need, who is entitled to Authority funding, does not need to secure a top up in order to find a care home place that is suitable for their needs.
- Care homes should provide the price in writing of accommodation and residential or nursing fees promptly and prior to the older person making the decision to enter a home. The Government should amend the relevant regulations to include this as a requirement.
- Care homes should ensure urgently that all their residents are provided with written contracts or statements of terms, and that care home regulators and inspectorates monitor this to ensure that significant improvements are delivered in the shortest possible time.
- The Department of Health and, as far as it is within their power to do so, the devolved administrations, should amend relevant legislation and guidance so that authorities are responsible for contracting and paying for the full costs of accommodation, including any top up fees.
- Care home regulators should produce an easy-to-understand document that provides practical information to all older people living in care homes and their representatives about the redress options open to them.

Handle with Care - February 2006 (Medication Standard);

Key Findings

- ❖ There has been some slight improvement in performance overall, with the exception of nursing homes for older people.
- ❖ The rate of improvement has been disappointingly slow with nearly half the care homes for older people and younger adults (equivalent to some 210,000 places) still not meeting the minimum standard relating to medication.
- ❖ Of particular concern is the very high percentage of homes which having achieved the minimum standard then slip back and fail.
- ❖ Expenditure on training does not seem to have had an impact in this area. Homes do not appear to have learnt from past failings. The reasons that homes fail to manage medication properly have changed little.
- ❖ Geographical analysis shows a wide variation of home's performance from one area to another.
- ❖ Home's need to be more alert to how to respond to individual cultural needs and preferences of residents.

Main recommendations

- ❖ All care homes urgently review their policies and practices in managing medication and demonstrate progress by supporting and closely monitoring the practices of their care workers
- ❖ Council's continue to support improvement in home's practice through staff training programmes, joint initiatives with NHS PCTs and through service commissioning plans
- ❖ Council's hold discussions with homes and training providers to ensure available training grants are directed to rectifying performance deficiencies relating to management of medication
- ❖ NHS PCT acknowledge and act on their responsibility to support health care provision within private and voluntary care homes
- ❖ HealthCare Commission monitors PCT performance against this expectation e.g. through Annual Health check
- ❖ Homes address how medication is administered to people from different cultures
- ❖ CSCI's commitment to ensuring inspectors incorporate in their judgement about medicine administration, appropriate sensitivity to resident's cultural needs.
- ❖ Learning resources developed by National Patient Safety Agency are actively promoted to the private and voluntary care sector where NHS patients are cared for
- ❖ New inspectorates taking on the function of regulating and inspecting care services carefully consider how they will access pharmaceutical advice at both senior and local level.

Improving Meals for older people in care homes -March 2006

Key findings

- ❖ As at March 2005 83% of care homes met or exceeded the requirements of the meals and mealtimes standard (scoring either 3 –met or 4-exceeded).
- ❖ The quality of meals in care homes has improved slightly over the past two years.
- ❖ 1,916 care homes providing approximately 70,000 places did not provide older people with ‘a wholesome, appealing balanced diet in pleasing surroundings at times convenient to them’
- ❖ One in six care homes need to improve their performance against the national minimum standard for meals and mealtimes.
- ❖ Between April 2004 and October 2005 there were 453 complaints that the Commission upheld about food across all regulated services (not just older people services). The most common themes were about quality (28%), choice (16%) and limited availability of food (27%)
- ❖ Care homes (with nursing) appear to have greater difficulty in meeting the meals and mealtimes standard.
- ❖ 89% of care homes for older people with adequate staffing levels meet the meals and mealtime standards, compared with 65% of homes with inadequate staff.
- ❖ Voluntary care homes and local authority care homes outperform those run by the private sector. Approximately 89% of voluntary homes were meeting the standard compared to 83% of privately owned homes.
- ❖ The likelihood of a person being in a care home meeting the standard can depend on where they live in England.

Safe and Sound – June 2006 (checking the suitability of new care staff in regulated social care services)

Key Findings

- Performance against the recruitment and vetting standard has improved for adult care homes overall. However the starting base in 2002-03 was low and performance was still poor in 2004-05. Older People’s care homes (overall) 59%: Younger adult’s care homes (overall) 61%.
- As at 31 March 2005 voluntary providers of adult services performed better than those services provided by private organisations and local councils. The only exceptions to this trend were younger adult’s care homes with nursing care and older people’s care homes with nursing.
- Older people’s care homes were the poorest performing residential setting as at 31 March 2005 with 59% of care homes for older people meeting the standard. Older people are the largest group receiving care services and therefore potentially exposed to avoidable risk.

- Voluntary and local council providers of older people's care homes performed better than private providers (except in 2002-03, when private providers performed better than local councils). Local councils have made the most progress to date, improving from 40% of services meeting the standard in 2002-03 to 59% in 2004-05.

Reasons why the standard was not met – Older people's Homes (based on an analysis of 25 inspection reports of homes not meeting the standard)

- 40% failed to verify the suitability of staff by carrying out thorough employment checks and references i.e. the staff member's file did not contain evidence that the employer obtained appropriate CRB disclosure and two written references.
- 40% failed to have robust, written recruitment policies and procedures i.e. the policies were insufficient and not adequately implemented.
- 14% failed to have an adequate application and interview process i.e. there was insufficient evidence to show that the application and interview process was fair.
- 6% failed to gain an adequate employment history i.e. the staff members file did not contain their employment history and provide reasons for any gaps in employment.

APPENDIX 3 –KEY STANDARDS

- 3 No service user moves into the home without having had his/her needs assessed and been assured these needs will be met
- 6 Service users assessed and referred solely for intermediate care are helped to maximise their independence and return home
- 7 The service users health personal and social care needs are set out in an individual plan of care
- 8 Service users make decisions about their lives with assistance as needed
- 9 Service users, where appropriate, are responsible for their own medication and are protected by the homes policies and procedures for dealing with medicines.
- 10 Service users feel they are treated with respect and their right to privacy is upheld
- 12 Service users find the lifestyle experienced in the home matches their expectations and preferences and satisfies their social, cultural, religious and recreational interests and needs.
- 13 Service users maintain contact with family, friends, representatives and the local community as they wish.
- 14 Service users are helped to exercise choice and control over their lives.
- 15 Service users receive a wholesome balanced diet in pleasing surroundings at times convenient to them
- 16 Service users and their relatives and friends are confident that their complaints will be listened to, taken seriously and acted upon
- 18 Service users are protected from abuse
- 19 Service users live in a well-maintained environment
- 26 The home is clean pleasant and hygienic
- 27 Service users needs are meet by the number and skill mix of staff
- 28 Service users are in safe hands at all time.
- 29 Service users are supported and protected by the homes recruitment policy and practices
- 30 Staff are trained and competent to do their job
- 31 Service users live in a home which is run and managed by a person who is fit to be in charge, of good character and able to discharge his or her responsibilities fully
- 33 The home is run in the best interests of the service users
- 35 Service users financial interests are safeguarded
- 38 The health, safety and welfare of service users and staff are promoted and protected

AGENDA MANAGEMENT SHEET

Name of Committee Cabinet

Date of Committee 23rd November 2006

Report Title The Voluntary and Community Sector Initial Review

Summary This report outlines a process for undertaking an initial review of Voluntary and Community Sector agreements with an anticipated completion date of April 2007.

For further information please contact:

Kim Harlock Head of Commissioning Unit	Pete Sidgwick Principal Contract Monitoring Manager
01926 731078	01926 731078

Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No

Background papers Adult and Community Services Overview and Scrutiny Committee report 8th November 2006: 2007/08 to 2009/10 Spending Proposals of the Adult, Health and Community Directorate

Funding & Procurement Compact Code of Practice

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members Councillor C Hayfield, Councillor M Stanley, Councillor Mrs J Compton, Councillor R Dodd, Councillor M Stanley, Councillor R Randev
- Lead Cabinet Member Councillor A Farnell
- Cabinet Member

- Chief Executive
- Legal Jane Pollard, Alison Hallworth
- Finance
- Other Chief Officers Graeme Betts, Strategic Director of Adult, Health and Community Services
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals Kim Harlock, Head of Commissioning Unit

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Cabinet Committee – 23rd November 2006

The Voluntary and Community Sector Initial Review

Report of the Strategic Director of Adult, Health & Community Services

Recommendation

That the Cabinet agree the proposed process for 'initial' review and dealing with underperformance/under-spending in relation to services commissioned from the voluntary and community sector.

1. Introduction

- 1.1 The Adult, Health and Community Services Directorate (AH&CS) has 147 contractual arrangements with 87 providers from the Voluntary and Community Sector, some of whom have a number of agreements for different services (figures taken from the Contracts Register). The Voluntary and Community Sector is by no means homogenous and a variety of different organisations provide a wide range of services to AH&CS, from small community-based services on a yearly grant funded basis to large national charitable organisations with service level agreements and contracts over a number of years, with all other possible permutations in-between.
- 1.2 The total expenditure for AH&CS with all Voluntary and Community Sector organisations is approximately £18m. Excluding residential placements for Learning Disability Service Users and Older People, large domiciliary care contracts and Supporting People services provided by Voluntary Organisations the total AH&CS expenditure for low-level support is £4,930,015.
- 1.3 A breakdown of this expenditure as of 30th September 2006 is detailed below.

Client Type	Day Care	Advocacy	Low Level Support	Total Value
Carers	£0 *	£0 *	£0 *	£620,906
Learning Disabilities	£10,000	£70,000	£0	£80,000
Physical Disabilities**	£260,410	£18,047	£978,379	£1,256,836
Mental Health	£164,698	£0	£655,785	£820,483
Older People	£934,704	£54,590	£694,092	£1,683,386
Generic	£0	£376,232	£92,172	£468,404
Total Value	£1,369,812	£518,869	£2,420,428	£4,930,015

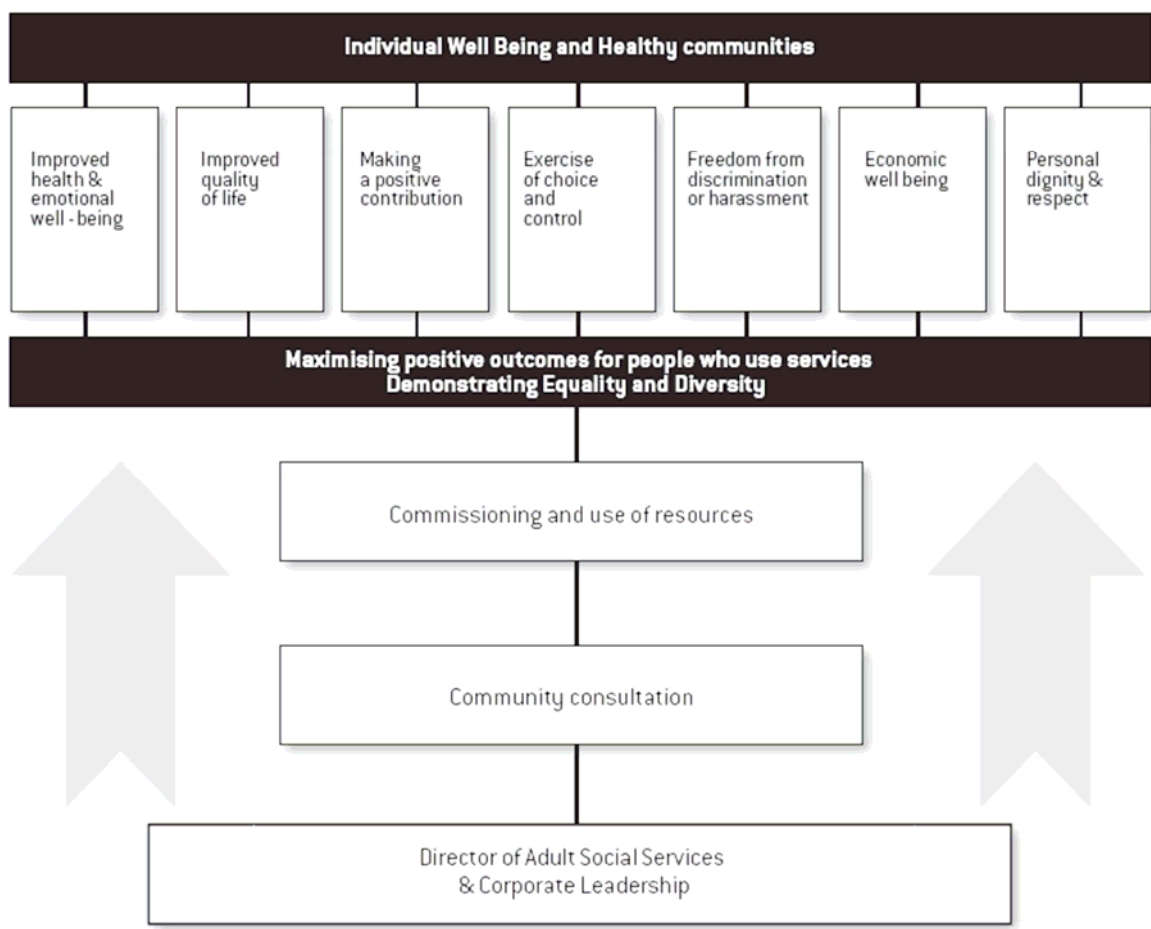
* Total spend does not fit into Day Care, Advocacy and Low Level Support columns

** Low level support provided through Direct Payments

2. Influences and Pressures

2.1 From 2006/07 Adult Social Care Services are to be assessed using a new Outcomes Framework, which has been devised by CSCI (*A New Outcomes Framework for Performance Assessment of Adult Social, 2006*). The framework is built around the seven outcomes in the White Paper 'Our Health, Our Care, Our Say' (DH, 2006) plus two additional measures on leadership and commissioning and use of resources. The White Paper outcomes will replace the National Standards and Criteria and lead to new star ratings. The seven outcomes are shown in the table below.

2.2



2.3 Within the framework it states that there has to be a demonstration that;

'... Adult Social Care leaders commission and deliver services to clear standards of both quality and cost, by the most effective, economic and efficient means available and so demonstrate value for money...'
(*A New Outcomes Framework for Performance Assessment of Adult Social Care, Pg7*)

2.4 Members will be aware from the Directorate Service Plans that the key focus is on improving the quality of life for adults and improving well-being through:

- Promoting individual independence through giving greater choice to those requiring care
 - Enriching peoples lives through learning and culture
 - Improving health and equality for adults across Warwickshire
- 2.5 The Directorate intends to deliver these key aims through working in partnership with other agencies involved with similar related services i.e. health, district councils, other statutory agencies, the voluntary and private sector.
- 2.6 The AH&CS Directorate has reported significant forecast overspendings for the 2006/07 revenue budgets for adult social care (£3.0m) and has adopted measures aimed at achieving an increasing level of savings throughout the medium term strategy period to 2009/10. These measures will consist of:
- Improvements in procurement particularly in relation to areas of contracting with the private and voluntary sector.
 - Greater collaboration with health partners, in particular looking to progress single assessment processes to benefit the service user.
- 2.7 A key element of the AH&CS modernisation strategy is to move quickly to identify how these changes in provision can be made and look to develop new services and other delivery mechanisms.
- 2.8 AH&CS needs to make these changes with a demographic backdrop of an increasing demand for services which is set to increase year on year. Clearly, it has, and will not, be possible to contain this level of service growth within the resources made available without the freeing up of current resources.
- 2.9 Therefore, within the AH&CS Adult Commissioning Unit (ACU) there must be a planned approach over the short and medium term timescale, which means concentrating efforts in terms of budget reductions through strengthening value for money in procurement retaining high quality services that meet need.

3. Achieving Goals

- 3.1 The new CSCI Performance Framework provides an opportunity for AH&CS to revisit services commissioned to support service users and assess the services in line with the framework.
- 3.2 The application of the outcomes framework will enable clarity to be obtained on the strategic relevance of services currently purchased and help to identify gaps where more support is required. In addition to this, it will provide an opportunity to reduce the under utilisation of agreements, improve efficiency, modernise services, monitor performance and maximise resources across our Directorate and partners.
- 3.3 To maximise the potential of increasing the utilisation of current resources (either by increasing the current service delivery or by maintaining current levels of activity at a better value), within the next financial year a concise review needs to take place now and the outcomes implemented before the end of 2006/07.
- 3.4 The Adult Commissioning Unit has developed a Commissioning Audit and

Review Toolkit that provides a consistent detailed approach to reviewing organisations and services receiving funding from Warwickshire County Council Adult, Health and Community Services Directorate. It will not be possible to use the full toolkit for this review, given the timescale, but appropriate elements will be used.

4. The 'Initial' Review Process

- 4.1 The proposal is that an initial review of Voluntary and Community Sector agreements is undertaken and completed by April 2007. This would compare the activity agreed, the actual activity undertaken and the budget spent by service providers during the last eighteen months. The ACU will process the activity data, discuss the initial findings with the provider and then write to them outlining any under performance. An internal report will be created as a record of the work undertaken and its findings. This report would be then used to prioritise any subsequent comprehensive review.
- 4.2 Where providers are unable to provide the information required the review team will work alongside the provider and assist them in producing the performance reports required.
- 4.3 In cases where the provider has formally been asked by the budget holder or the Department to change the activity in the agreement, the revised figures would be used to evaluate the service.
- 4.4 Where the agreement has no activity expectation, e.g. where funding is for a post, a unit cost would be generated from the budget and actual activity. This information would be noted as an indication of value for money.

5. Addressing Underperformance and Ensuring Cost Efficiency

- 5.1 During the initial review there is a likelihood that underperformance would be identified on some agreements which if released would lead to greater cost efficiency through redirecting resources.
- 5.2 In cases where underperformance, or poor value for money, is identified the ACU would highlight underperformance with the provider and agree new activity levels for the rest of the agreement period.
- 5.3 This adjustment would be based on the previous 18 months activity levels. The change would either increase the expected activity or reduce the agreement value with the same activity output.
- 5.4 Where there is significant underperformance the ACU would consider termination of the agreement with the provider. This would include considering the implications for existing service users and the impact on other providers in the service area.
- 5.5 Where the provider identifies the possible need for decommissioning of a service they provide and a new or different service set up in its place, suggestions would be considered. However, any new agreements would go through the formal

process of commissioning and would not be set up adhoc.

- 5.6 Any subsequent commissioning would include links to the Strategic Review and the Joint Commissioning Strategies that would identify opportunities for joint commissioning services with other partner's agencies.
- 5.7 The prioritisation of which Voluntary Sector agreements would be reviewed first would be based on a combination of criteria including;
- Exemptions on the agreements
 - Service type
 - Client type
 - Total budget value
 - Number of agreements held by providers
 - Total value of all the providers Voluntary Sector agreements.
- 5.8 In February 2006 the County Council approved additional resources to introduce low level services aimed at supporting those people whose needs fall below the Fair Access to Care Services (FACS) threshold. Efficiency savings from current underperforming agreements, including the Voluntary Sector, could be utilised to support the expansion other services including the low-level support service (PHILLIS).
- 5.9 The review will also provide an opportunity to improve the consistency of contracting arrangements and, where necessary, it is envisaged that services will transfer over to a new 'core contract' which has been developed by the ACU in conjunction with Legal Services.

6. Budget Holder Involvement

- 6.1 During this initial review, it is proposed that the budget holders would not be directly involved in the process but informed of the start and completion of the review, including changes and recommendations.
- 6.2 This would not exclude budget holders from discussions but would enable them to be involved at a level they dictate, whilst allowing the ACU to undertake the work with delegated responsibility and authority.
- 6.3 The target time scale for completion of this initial review work is by April 2007.

7. Current Progress

- 7.1 Because of the need for this work stream to be completed as soon as possible some work has already been initiated. This includes:
- Review of all countywide Age Concern services. Work completed on this so far has led to the identification of potential efficiencies to be made in terms of both cost and performance.
 - Review of Day Care services: This prioritises the review of those services which although classed as day care, are providing services to those people

meeting Moderate or Low FACS criteria only, such as lunch clubs and drop-ins. This would encompass services for BME groups across the county.

- Collection of base line information for all Learning Disability service providers in order to agree priorities in this area.
- Making links with Supporting People to share information.
- Creation of a new Contract Monitoring Team to carry out the review work on an on-going basis.
- Implementation of monthly contract monitoring information from Voluntary Sector organisations providing day service for older people.
- Change in payment terms for Voluntary Sector organisations. Organisations will no longer routinely receive funding 12 months in advance but will be paid on a yearly, six-monthly or quarterly basis depending on the value of the contract and the performance of the service.
- Formal notification to the Voluntary Sector of recouping any surpluses held by organisations from 2005/2006.

8. Recommendation

- 8.1 The 'initial' review process and the process for dealing with underperformance are in principle agreed and supported by Members.

GRAEME BETTS
Strategic Director of Adult,
Health & Community Services

Shire Hall
Warwick

November 2006

AGENDA MANAGEMENT SHEET

Name of Committee

Cabinet

Date of Committee

23 November 2006

Report Title

Proposed Closure of the Peugeot Assembly Plant at Ryton-onDunsmore - Update

Summary

At its meeting on 10 October 2006 the Economic Development Overview and Scrutiny Committee considered a report which provided an update on the redundancies and potential closure of the Peugeot Plant at Ryton-on Dunsmore. The Committee recommended Cabinet - (1) support Rugby Borough Council in retaining the use of the Ryton site for employment use (2) express gratitude to Peugeot Partnership for their actions supporting the workforce, and support them in seeking a legacy fund for the local community; and (3) press the Government to reconsider the proposed Assisted Area map, retaining the Ryton Ward in the light of the closure announcement.

For further information please contact:

Jean Hardwick
Principal Committee Administrator

Tel: 01926 412476
jeanhardwick@warwickshire.gov.uk

John Scouller
Head of Skills, Tourism, and Economy

Tel: 01926 412842
johnscouller@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework?

No.

Background papers

None

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees

Report to Cabinet 4 May 2006 and special meeting of Economic Development O & S Committee 6 June 2006.i

Local Member(s)

Councillor Mrs. H Timms - for information

Other Elected Members

Councillors P Barnes and P Morris-Jones

Cabinet Member

Councillor C Saint - Plans are already in place to

work collaboratively with Rugby Borough Council on a Masterplan for the Ryton site, designed to protect its employment use.

- Chief Executive
- Legal Ian Marriott
- Finance
- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Agenda No

Cabinet - 23 November 2006.

Proposed Closure of the Peugeot Assembly Plant at Ryton-on-Dunsmore - Update

Report of the Chair, Economic Development O & S Committee

Recommendation

The Economic Development Overview and Scrutiny Committee ask Cabinet to -

- (1) Support Rugby Borough Council in retaining the use of the Ryton site for employment use;
- (2) Express gratitude to Peugeot Partnership for their actions supporting the workforce, and support them in seeking a legacy fund for the local community;
- (3) Press the Government to reconsider the proposed Assisted Area map, retaining the Ryton Ward in the light of the closure announcement.

1. Introduction

1.1 At its meeting on 10 October 2006 the Economic Development Overview and Scrutiny Committee considered the attached report (Appendix 1) which provided an update on the redundancies and potential closure of the Peugeot Plant at Ryton-on Dunsmore.

2. Consideration by Economic Development Overview and Scrutiny Committee.

2.1 During the meeting a message was received that Peugeot had given notice that the Ryton Plant would close in early January 2007. A copy of the minutes of the meeting are attached (Appendix 2).

2.2 The Overview and Scrutiny Committee recommended that Cabinet -

- (1) Support Rugby Borough Council in retaining the use of the Ryton site for employment use;
- (2) Express gratitude to Peugeot Partnership for their actions supporting the workforce and support them in seeking a legacy fund for the local community;

AGENDA MANAGEMENT SHEET

Name of Committee Economic Development Overview and Scrutiny Committee

Date of Committee 10th October 2006

Report Title Proposed Closure of the Peugeot Assembly Plant at Ryton-on-Dunsmore

Summary This meeting of the Committee will update Members of the redundancies and any potential closure of the Peugeot plant at Ryton-on-Dunsmore.

For further information please contact

Roy Hillier Economic Development Tel: 01926 412111 royhillier@warwickshire.gov.uk	John Scouller Head of Skills, Tourism, and Economy Tel. 01926 412842 johnscouller@warwickshire.gov.uk
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Would the recommended decision be contrary to the Budget and Policy Framework? Yes/No

Background Papers None.

CONSULTATION ALREADY UNDERTAKEN:- *Details to be specified*

- Other Committees Report to Cabinet on 4th May 2006 on announcement by Peugeot of the closure of the Ryton-on-Dunsmore plant. Special Economic Development Overview and Scrutiny Committee on 6th June 2006.
- Local Member(s) Councillor Mrs H Timms – for information.
(With brief comments, if appropriate)
- Other Elected Members Councillor P Barnes)
Councillor M Jones) for information
Councillor P Morris-Jones)
- Cabinet Member Councillor C Saint for information.
(Reports to The Cabinet, to be cleared with appropriate Cabinet Member)
- Chief Executive

- Legal I Marriott – comments incorporated.
- Finance
- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION **YES/NO** (*If 'No' complete Suggested Next Steps*)

SUGGESTED NEXT STEPS :

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee To further update if/when we have confirmed closure from Peugeot.
- To an Area Committee
- Further Consultation

**Economic Development Overview and Scrutiny Committee -
10th October 2006**

**Proposed Closure of the Peugeot Assembly Plant at
Ryton-on-Dunsmore**

**Report of the Strategic Director for
Environment and Economy**

Recommendation

That:-

1. The outcome of the discussions at the meeting of the Overview and Scrutiny Committee be referred to the Peugeot Partnership.
2. Committee revisits the issue when Peugeot confirms or otherwise the closure of Ryton.

1. Overview and Scrutiny Committee had a special meeting in June to consider Peugeot's proposal to close the Ryton Assembly Plant. It was agreed to revisit the subject this autumn, and it is proposed that the outcome of discussions be reported to Cabinet.
2. The full Peugeot Partnership met in July and September, with the Land Use Theme Group also meeting twice since June.
3. For Committee this October we have invited several of those involved in the Partnership meetings to give short presentations on the latest situations and answer Members' questions. Those presentations are supported by the following appendices:-
 - (i) Coventry, Solihull and Warwickshire Partnership (CSWP) report on Peugeot Partnership (**Appendix A**)
 - (ii) Report by Graham Hollowell (CSWP) on land use. (**Appendix B**).

- (iii) Community – Peugeot Partnership Community Impact Report by Myles Mackie (Coventry City Council) (**Appendix C**).
- (iv) Peugeot Partnership Governance and Terms of Reference (**Appendix D**).

JOHN DEEGAN
Strategic Director for Environment and Economy
Shire Hall
Warwick

28th September 2006

**Economic Development Overview and Scrutiny
Committee - 10th October 2006**

**Proposed Closure of the Peugeot Assembly Plant at
Ryton-on-Dunsmore**



Peugeot Partnership

**Report for Warwickshire County Council Overview and
Scrutiny Committee meeting on 10 October 2006**

This report has been produced jointly by the Jobcentre Plus (JCP) and the Learning and Skills Council (LSC) for the Chair of the Peugeot Partnership. The information is based on data available on the 30th August 2006. However, it should be noted that the figures are changing on a daily basis.

1. Peugeot Resource Centre

The Peugeot funded Resource Centre has been up and running since May 2006 and has been staffed by Nextstep (funded by the LSC), JobCentre Plus and Peugeot. During this time approximately 2,000 individuals have taken advantage of LSC and JCP resources.

2. Jobcentre Plus Funded Provision

Since May 2006, JCP have funded the following provision delivered on site at Ryton:

- 58 people attended interview technique workshops
- 214 people attended CV workshops
- 112 one to one CV critiques.
- Supported job fairs attended by 1007 employees.

The LSC have funded the completion of 1,261 individual training plans at the resource centre.

3. Training Requests

The following table shows the breakdown of training, by occupational area, for the 817 individuals notified to us by the company as being made redundant on the 3rd August 2006.

Numbers left the company	817
Of those number completed ITP	345
Breakdown by Occupational area	
Fork Lift truck	78
LGV	58
Plumbing	23
Bricklaying	5
Tiling	8
Nebosh	4
Plastering	15
Electrical	34
IT	38
Welding	13
Gas	2
JCB Dumper truck	4
Others	63
Total by occupational area	345

The LSC has written to the 472 people who have left the company and not completed an Individual Training Plan (ITP) outlining their entitlement (shared with Peugeot Partnership). They have been invited to book an appointment with a Skills Adviser to discuss their training requirements and complete an ITP.

4. Individuals Entering Employment

Information from the company indicated the following:

- 817 to leave the company on 3rd August.
- 255 have stated to the company that they had a job to go to.
- 64 have indicated their intention to retire, but may also seek some work.
- 288 had not indicated a positive outcome, possibly representing those who will make benefit claims and wish to enter training.

As at the 30th August 2006, JCP have taken 190 claims for benefit. However, volumes are increasing now that the holiday period is over (the redundancy date coincided with the traditional three week plant closure). The numbers may increase further when periods of wages in lieu end. JCP have written three times to people reminding them of their entitlement to make a claim.

The LSC are finding that people are turning down training places because they have found employment. JCP and LSC will, over the next few weeks, be reconciling data.

5. Workforce individuals

Remaining workforce completed ITP's	917
Of those LSC agreed support	606
Breakdown by Occupational area	
Fork Lift truck	114
LGV	114
Plumbing	40
Bricklaying	6
Tiling	15
Nebosh	22
Plastering	22
Electrical	57
IT	76
Welding	23
Gas	7
Carpentry	7
Care	8
Painting	4
Engineering	2
Others	89
TOTAL	606

The LSC have contracted £500,000 with the company to provide accreditation of prior learning for 570 employed people. To date the following have started training:

- Performing Manufacturing Operations (level 2) 77
- Team leadership (level 2) 12
- Engineering maintenance (level 3) 13
- Management (level 3) 10

In addition the LSC are offering start dates on training courses to the current workforce when any of those recently made redundant drop out or fail to turn up. To date, 36 of the current workforce have started training.

6. Entitlement

The LSC is providing funding for qualified skills advisers to undertake one to one enhanced advice and guidance leading to the completion of an Individual Training Plan. This is to ensure people make the first right choice for training and employment. However, we recognise there will be circumstances where an individual for legitimate reasons cannot either start or complete training and we will consider these on a case by case basis. However we do need to avoid people starting a multiple range of disconnected courses.

7. Training

Of the 345 people who have left the company with a completed ITP, we have offered start dates as follows:

Requested	Contacted regarding a start date	Declined/not available	Offered a start date/started
345	169	100	69

Please note these figures change on a daily basis

8. Sourcing Training

LSC approved training providers can deliver the range of occupational areas being requested. However, there will be a long lead in time for some occupational areas, due to high demand, or in areas like construction where, even for normal business, demand exceeds places available. We are utilising Training Providers across the East and West Midlands and in other parts of the country to meet demand, for example, training has been organised in Devon for a person relocating.

Delays will occur in LGV as people have to apply for licences and undertake a medical prior to starting, both are outside LSC's control. Completion of the course will also be dependent on test dates that are allocated by the national training centre, again outside the LSC's control.

9. Funding

The LSC has the following funding available:-

LSC Dedicated Peugeot funds		
Objective 3 ESF co-financing	£4.1m	- £800,000 job guarantee -£3,000,000 training & redeployment -£300,000 contingency
Local initiative Development Fund	£100,000	
National Employer Service	£500,000	Contracted with Peugeot
Individual Training Plans	£112,000	Contracted to CSWP (Nextstep)
Total dedicated LSC funds	£4,812,000	
Total dedicated JCP funds	£466,481	Contracted with a range of providers
Total dedicated Peugeot Funds	£5,990,481	
Access to other LSC Funds		
Regional ESF	£10,000,000	Contracted with Unity
FE mainstream		
Other Funding streams	£2,400,000	
Higher level provision	£50,000	Contracted with Dudley College
Total other LSC funds	£12,450,000	
Total LSC & JCP funds available	£18,440,481	

Funds available do not include LSC & JCP staff resources.

There are no budget issues.

Dedicated Peugeot Funds

9.1. ESF

We have issued two ESF tender specifications specifically for Peugeot. The first an employment guarantee programme at £800,000, and the second a training and redeployment package for £3,000,000. All LSC approved training providers and other organisations who have contacted LSC about providing services to Peugeot were notified. The closing date for applications is the 5th September 2006. It is envisaged that the contracts with successful organisations will be in place by the end of October, but obviously this depends on the number of applications the LSC receives. The more applications the LSC receives then the longer the appraisal period will take and LSC cannot start contract negotiations until they have all been through the process and notified of the outcome. However, it must be stressed that this process is not preventing the LSC from making offers of training.

From the MG Rover experience, the LSC know that there are a number of people who remain outside sustainable employment twelve months after closure. The balance of the ESF £300,000 that has not yet been contracted has been set aside for this purpose should the need arise.

9.2 Local Initiative Fund (LID)

We have allocated £100,000 from our LID budget which will be used to meet demand that is outside the scope of other budgets. For example to cover the costs of additional Skills Advisers to complete ITP's; one off training that cannot be paid from other funds.

9.3 National Employment Service

The LSC have contracted £500,000 with Peugeot to provide a first level 2 or level 3 qualification for 570 employees.

9.4 Adult Information and Guidance

For the period May 2006 to July 2006 the LSC provided an additional £112,000 from mainstream funding to increase the Nextstep mainstream AIG contract to undertake enhanced guidance (ITP's) for Peugeot. This was contracted with Coventry, Warwickshire and Solihull Partnership (CSWP) and has been fully utilised. Funding for the period August 2006 until the process is completed will be paid for from the ESF objective 3 co-financing budget. (see funding table at section 9)

9.5 JCP Fund

JCP have secured £466,481 for workforce support for the provision of CV workshops, interviewing techniques and a range of one off training. Jobcentre Plus can make an additional bid for funds, if necessary.

10. Other Funds

10.1 Regional ESF

An organisation called Unity has successfully gained a £10m regional manufacturing employment contract. Unity will take the lead for organising training and employment for people facing redundancies from the manufacturing sector across the West Midlands and for people leaving the Peugeot supply chain.

10.2 FE Mainstream

Colleges can use their mainstream funding to support Peugeot employees where it is appropriate to do so, for example, where normal fee exemption applies. However, we do not wish to create a situation whereby Peugeot employees are given priority places over other people who may wish to access training.

10.3 Other Funding Streams

We have a range of other contracts in place that can be accessed by Peugeot employees. For example, Warwickshire County Council have just signed a £2,400,000 contract with the LSC and are currently providing the Fork Lift Truck training for former Peugeot employees.

10.4 Higher Level Provision

We have a £50,000 contract with Dudley College to pay for any NVQ level 4 training that the LSC agrees to support.

**Economic Development Overview and Scrutiny
Committee - 10th October 2006**

**Proposed Closure of the Peugeot Assembly Plant at
Ryton-on-Dunsmore**

**Coventry, Solihull and Warwickshire Sub Regional Forum
Meeting 15 September 2006** **Item 5**

Peugeot – Ryton Site

At the last meeting of the Peugeot Partnership on 14 July 2006, Ian Davis, Director of Technical Services, Rugby Borough Council, reported on the first informal meeting of the Land Use Theme Group, which has been established to engage with Peugeot to clarify their intentions for the Ryton site.

A general discussion of members then took place, after which I was asked to write to the CSWF to outline a number of key points raised and to ask the Forum to support the sub-regional approach to the site in the context of the Regional Economic Strategy (REC) and Regional Spatial Strategy (RSS).

Key points from the discussion were as follows:

- The future of Peugeot Ryton must be considered within the scope and framework of the REC/RSS.
- The future of the site is a significant sub regional issue and first and foremost should be considered by the CSWF, advised by CSWP and the Peugeot Partnership.
- The advice from the CSW Forum (dated May 2006) to the West Midlands Regional Planning Partnership regarding the input to Phase 2 of the RSS Revision provides a clear framework for all relevant planning decisions by the Sub Region and by the individual authorities.
- In the above submission the following key factors will be relevant to the sub region's consideration: -
 - The Ryton site should be seen as a key part of the North/South Corridor Core Development Area.
 - Employment land should be allocated in balance with the levels of housing growth, sufficient to provide for the job needs of the sub region's workers and its strong economic integrity and growth potential, and in locations within or which adjoin the Core Development Area.

- Major Investments Sites, Regional Investment Site and Regional Logistic Site (RLS) should be considered as independent from CSWs employment needs.
- Any pressure for designation an RLS must be considered in the light of the proposed study in RSS Policy PA9 into possible sites noting that such sites must inter alia "possess good quality access to the Regional rail and highway networks and public transport links or capable of having such links provided.
- In any future conformity situation the Sub Region would expect appropriate weight to be given to the views of Warwickshire as the designated conformity adviser, in consultation with adjacent authorities.

I should be grateful if you could table this letter at the next meeting of the Forum and I look forward to receive any comments.

Yours sincerely

Graham Hollowell
Peugeot Partnership Director

**Economic Development Overview and Scrutiny
Committee - 10th October 2006**

**Proposed Closure of the Peugeot Assembly Plant at
Ryton-on-Dunsmore**

**Peugeot Partnership
Community Impact**

Grants Given

Roger Lewis has confirmed that the Ryton fete has received support from the Peugeot. This would appear to have been a Peugeot Ryton grant rather than from the centre:

- Grass cutting around the village
- Annual trip to France for local youngsters
- Support of village Fete

In the past Peugeot provided the village mini bus but this seems to be a one off.

This does underline our concern whether the list of grants given by Peugeot is complete. We have asked the Voluntary Bodies to report to us if they know of any group that might lose funds should grants not continue. I have not received any names yet.

Land issue –School in Ryton

Long-standing negotiations have been going on over a strip of land by adjacent to a local school. The school would wish this to be transferred

Land issue – The Dell

The Parish Council would like this piece of land preserved as an area for conservation, public access and play facilities. The WCC would consider linking the site to its Recreation Services maintenance. – ownership ?

Legacy

The Group has thought that it might be sensible to campaign for a Peugeot Ryton Legacy Fund financed by proceeds from the sale of the site. This fund would be used to support good causes within the sub region. A capital sum of £250,000 - £500,000 would generate an income of around £20,000.

Assisted Area Status

Coventry submitted its bid to include Ryton and Ansty within the Assisted Area map. This request is being followed up by MP's with Margaret Hodge, Minister of State for Industry. CSWP and Warwickshire comments on the review took a similar line.

Myles Mackie

Manager Research & Strategy

29 August 2006

**Economic Development Overview and Scrutiny
Committee - 10th October 2006**

**Proposed Closure of the Peugeot Assembly Plant at
Ryton-on-Dunsmore**

**Peugeot Partnership
Governance Arrangements and Terms of Reference**

1. Purpose

This paper provides information on the proposed governance, membership and terms of reference of the newly formed Peugeot Partnership. Members of the Partnership are asked for views and comments and to agree (with or without change) these proposals.

2. Context

On 18th April 2006 Peugeot announced the proposed closure of their manufacturing plant in Ryton, Coventry with over 2000 job losses. Local business and public leaders met on the morning of 19th April to agree the actions needed to support the affected workforce (at Peugeot and in companies providing goods and services locally to Peugeot), and how to minimise the adverse economic impact of the plant's closure.

It was agreed that CSWP Ltd should form the Peugeot Partnership to implement a three-point plan:

- To work with Peugeot to clarify and confirm the impact on workers and suppliers;
- To ensure all affected staff receive the advice and support they need to enable them to secure alternative employment;
- To ensure close collaboration between all agencies to secure investment and establishment of new jobs into the subregion.

3. Governance of the Peugeot Partnership

- CSWP will facilitate and support the work of the Peugeot Partnership.
- The Partnership will be chaired by the Chairman of CSWP, Dr Brian Woods-Scawen, and supported by two Directors, Roger Dowthwaite and Graham Hollowell.

- The membership of the Partnership will be nominees from the following organisations, plus others as identified:
 - o Learning & Skills Council
 - o Coventry & Warwickshire Chamber of Commerce
 - o CSWP
 - o Members of Parliament
 - o Jobcentre Plus
 - o Coventry City Council
 - o Government Office West Midlands
 - o Advantage West Midlands
 - o The DTI
 - o UHCW
 - o Warwickshire County Council
 - o Rugby Borough Council
 - o Coventry University
 - o University of Warwick

- The Partnership will commission, as needed, action groups of nominated executives from partner organisations to lead on developing activities, problem solve issues, and prepare reports as needed.

- The Partnership will continue for a long as it is needed.

4. Terms of Reference

- To secure resources and put arrangements in place to ensure all affected workers receive the advice and support they need to secure alternative employment or retraining to enable them to compete in the labour market.

- To establish a clear agreement of the subregional activities needed to maximise the investment and job creation in Coventry and Warwickshire.

- To provide a clear interface between partner organisations and Peugeot in order that there is clarity of scope and timescales of closure.

- To collectively share views and ideas of the opportunities that present themselves from the Peugeot Ryton announcements.

(3) Press the Government to reconsider the proposed Assisted Area map, retaining the Ryton Ward in the light of the closure announcement. (Please see separate agenda item on this issue.)

2.3 In addition the Overview and Scrutiny Committee asked for a further update report to the April 2007 meeting to include data on the ground conditions of the Plant site.

COUNCILLOR MICK JONES
Chair, Economic Development
O & S Committee

Shire Hall
Warwick

02 November 2006

AGENDA MANAGEMENT SHEET

Name of Committee

Cabinet

Date of Committee

23 November 2006

Report Title

Draft Integrated Risk Management Plan (IRMP) for the Community Protection Directorate - Consultation

Summary

The Community Protection Overview and Scrutiny Committee, at its meeting on 6 November, 2006, having considered the report of the Strategic Director of Community Protection and County Fire Officer, recommends to Cabinet that the Community Protection Integrated Risk Management Plan (IRMP) 2007/10 be approved as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government (Fire and Rescue Service National Framework 2006-08).

For further information please contact:

Balbir Singh
Head of Policy and Performance, Directorate of Community Protection.
Tel: 01926 423231
balbirsingh@warwickshire.gov.uk

Jean Hardwick
Principal Committee Administrator, Performance and Development Directorate
Tel: 01926 412476
jeanhardwick@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework?

No.

Background papers

None

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees

IRMP Policy Panel - 23 October 2006 and Community Protection Overview and Scrutiny Committee 6 November 2006

Local Member(s)

Councillors Michael Doody and Dave Shilton

Other Elected Members

.....

Cabinet Member

Councillor Richard Hobbs – approves the report

- Chief Executive
- Legal Ian Marriott
- Finance Oliver Winters and Sally Bentley
- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals Michelle McHugh, Staff and Key Partner briefings and focus groups

FINAL DECISION NO

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Agenda No

Cabinet - 23 November 2006.

Draft Integrated Risk Management Plan (IRMP) for the Community Protection Directorate - Consultation

Report of the Chair, Community Protection Overview and Scrutiny Committee

Recommendation

The Community Protection Overview and Scrutiny Committee –

- (1) Recommends that Cabinet approve the Community Protection Integrated Risk Management Plan (IRMP) 2007/10 as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government (Fire and Rescue Services National Framework 2006-08).
- (2) Ask Cabinet to note that the Community Protection Overview and Scrutiny Committee will be holding a special meeting to consider the draft consultation document on 5 February 2007.

1. Summary

- 1.1. The Community Protection Overview and Scrutiny Committee, at its meeting on 6 November, 2006, considered the attached (Appendix A) report of the Strategic Director of Community Protection and County Fire Officer, detailing the Community Protection Integrated Risk Management Plan (IRMP) 2007/10.
- 1.2. The Committee, having considered the report, recommended that the Community Protection IRMP 2007/10 be approved as a draft for consultation. (A copy of the minutes of that meeting is attached at Appendix B.)
- 1.3. In addition to the above the Committee agreed to hold an additional meeting on 5 February 2007 to consider the draft consultation document.

COUNCILLOR RICHARD
CHATTAWAY
Chair, Community Protection

Overview and Scrutiny
Committee

Shire Hall
Warwick

10 November 2006

Appendix A Agenda item No.

AGENDA MANAGEMENT SHEET

Name of Committee	Community Protection Overview and Scrutiny Committee
Date of Committee	6th November 2006
Report Title	Draft Integrated Risk Management Plan (IRMP) 2007/10 for the Community Protection Directorate - Consultation
Summary	This report sets out the Draft Integrated Risk Management Plan 2007/10 for the Community Protection Directorate, for consultation in accordance with guidelines issued by the Department for Communities and Local Government (Fire and Rescue Service National Framework 2006-08).
For further information please contact:	Balbir Singh Head of Policy and Performance Tel: 01926 423231 balbirsingh@warwickshire.gov.uk William Brown Strategic Director of Community Protection and County Fire Officer Tel : 01926 423232 williambrown@warwickshire.gov.uk
Would the recommended decision be contrary to the Budget and Policy Framework?	No.
Background papers	Fire and Rescue Service National Framework 2006/08.
Appendices	Appendix 1 – Draft Integrated Risk Management Plan 2007 / 10 for consultation.

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees	<input checked="" type="checkbox"/> IRMP Policy Panel - 23 rd October 2006.
Local Member(s)	<input type="checkbox"/>
Other Elected Members	<input checked="" type="checkbox"/> Cllr Richard Chattaway and Cllr Dave Shilton
Cabinet Member	<input checked="" type="checkbox"/> Councillor Richard Hobbs

- | | | |
|--------------------------|-------------------------------------|-------------------------------------------------------------------|
| Chief Executive | <input type="checkbox"/> | |
| Legal | <input checked="" type="checkbox"/> | Ian Marriott |
| Finance | <input checked="" type="checkbox"/> | Oliver Winters and Sally Bentley |
| Other Chief Officers | <input type="checkbox"/> | |
| District Councils | <input type="checkbox"/> | |
| Health Authority | <input type="checkbox"/> | |
| Police | <input type="checkbox"/> | |
| Other Bodies/Individuals | <input checked="" type="checkbox"/> | Michelle McHugh, Staff and Key Partner briefings and focus groups |

FINAL DECISION

SUGGESTED NEXT STEPS:

Details to be specified

- | | | |
|-----------------------------------------|-------------------------------------|--------------------------------|
| Further consideration by this Committee | <input type="checkbox"/> | |
| To Council | <input type="checkbox"/> | |
| To Cabinet | <input checked="" type="checkbox"/> | 23 rd November 2006 |
| To an O and S Committee | <input type="checkbox"/> | |
| To an Area Committee | <input type="checkbox"/> | |
| Further Consultation | <input type="checkbox"/> | |

Community Protection Overview and Scrutiny Committee

6th November 2006

Draft Integrated Risk Management Plan (IRMP) for the Community Protection Directorate - Consultation

Report of the Strategic Director of Community Protection and County Fire Officer

Recommendation

That Members recommend to Cabinet that the Community Protection Integrated Risk Management Plan (IRMP) 2007/10 be approved as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government (Fire and Rescue Service National Framework 2006-08).

1.0 INTRODUCTION

1.1 Since April 2003 every Fire and Rescue Authority has been required to produce a local IRMP that sets out the authority's strategy, in collaboration with other agencies, for:

- Reducing the number and severity of fires, road traffic accidents and other emergency incidents occurring in the area for which it is responsible;
- Reducing the severity of injuries in fires, road traffic accidents and other emergency incidents;
- Reducing the commercial, economic and social impact of fires and other emergency incidents;
- Safeguarding the environment and heritage (both built and natural); and
- Providing value for money.

2.0 RESPONSIBILITY AND APPROACH

2.1 Responsibility for preparing the IRMP 2007/10 rests with the Fire and Rescue Authority, although the task was delegated to the Strategic Director for Community Protection and County Fire Officer who enlisted external support to take the work forward.

2.2 In preparing the IRMP 2007/10, reference has been made to the guidance contained within the Fire and Rescue Service National Framework 2006/08 and the opportunities afforded by the Warwickshire County Council reorganisation. The aim of the plan will be to reflect local need and attempts to reduce effectively both existing and potential risks to communities. This approach is also informed by the lessons learned in the development of the first IRMP and work undertaken over the past two years to:

- Increase our understanding of risk across the community
- Identify those communities most at risk
- Make the transition from response to prevention
- Develop the capacity to improve

2.3 To date the IRMP 2007/10 development process has included the following stages:

- Desk based research including the results from consultation and updating the risk profile through the use of the Fire Service Emergency Cover (FSEC) toolkit.
- Analysis of performance data and review of key service plan projects
- Outcomes from external assessments – CPA, EFQM etc.
- Interviews and focus groups with CPD/WFRS departments
- Interviews with internal partners – eg WCC Road Safety
- Interviews with key partners – eg Warwickshire Police
- Presentation to the IRMP Policy Panel

2.4 This approach has been beneficial and innovative in terms allowing our internal and external partners to contribute to the development of the plan to ensure ownership and alignment with other key plans and priorities. The draft IRMP 2007/10 will be presented as part of the formal 12 week consultation period to all those who have contributed to date and to other internal and external stakeholders for their comments.

2.5 The Directorate is aware of its responsibilities and will utilise the cross party IRMP Policy Panel to oversee the development of the plan and provide support and political leadership through out the process. In addition, it has been acknowledged that the impact of the IRMP will have consequences for other Directorates of Warwickshire County Council. The plan will be presented to Strategic DMT as part of the consultation phase to consider emerging issues, assess the impact on the organisation and how the work of other Directorates will be affected or can contribute to the IRMP.

3.0 GUIDANCE

3.1 Guidance has been produced to assist fire authorities in producing IRMP's, which established the following timetable:

- (i) Produce a draft IRMP for consultation by the end of October 2006.
- (ii) Consult local communities and key stakeholders on the IRMP between November 2006 and February 2007.

- (iii) Develop arrangements to monitor the outcome and effectiveness of each phase of the IRMP as it is introduced.
- (iv) The Fire and Rescue Authority to formally consider the outcome of consultation, commission any revisions and to formally adopt the IRMP 2007/10 and Action Plan by the end of March 2007.

4.0 CONCLUSION

4.1 This is the Warwickshire County Council / Fire and Rescue Authority IRMP and whilst accepting the majority of the responsibility rests with CPD / WFRS, the balance is with the other Directorates. Warwickshire County Council is the Fire and Rescue Authority and has access to a wider range of services / resources to deliver risk reduction within Warwickshire.

5.0 RECOMMENDATION

5.1 That Members recommend to Cabinet that the Community Protection Integrated Risk Management Plan (IRMP) be approved as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government (Fire and Rescue Service National Framework 2006-08).

William Brown
Strategic Director of Community Protection
and County Fire Officer

30th October 2006

**EXTRACT FROM THE MINUTES OF THE COMMUNITY PROTECTION O&S COMMITTEE
23 NOVEMBER 2006**

3. Draft Integrated Risk Management Plan (IRMP) 2007-2010

The Committee considered the report of the Strategic Director of Community Protection and County Fire Officer, which set out the Draft Integrated Risk Management Plan 2007-10.

The Chair reported that the draft Plan had been considered by the IRMP Policy Panel, where a neutral approach had been adopted, in that it had been neither supported nor rejected, but accepted as a draft Plan that was appropriate to recommend that Cabinet adopt for consultation purposes. He proposed that a special meeting of the Committee be arranged to consider the draft Plan in detail.

The Committee agreed that –

- (1) Cabinet be recommended that the Community Protection Integrated Risk Management Plan (IRMP) 2007/10 be approved as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government (Fire and Rescue Service National Framework 2006-08).
- (2) A special meeting of the Committee be held to respond to the draft consultation document.

Agenda No 3

AGENDA MANAGEMENT SHEET

Name of Committee	Community Protection Overview and Scrutiny Committee	
Date of Committee	6th November 2006	
Report Title	Draft Integrated Risk Management Plan (IRMP) 2007/10 for the Community Protection Directorate - Consultation	
Summary	This report sets out the Draft Integrated Risk Management Plan 2007/10 for the Community Protection Directorate, for consultation in accordance with guidelines issued by the Department for Communities and Local Government (Fire and Rescue Service National Framework 2006-08).	
For further information please contact:	Balbir Singh Head of Policy and Performance Tel: 01926 423231 balbirsingh@warwickshire.gov.uk	William Brown Strategic Director of Community Protection and County Fire Officer Tel : 01926 423232 williambrown@warwickshire.gov.uk
Would the recommended decision be contrary to the Budget and Policy Framework?	No.	
Background papers	Fire and Rescue Service National Framework 2006/08.	
Appendices	Appendix 1 – Draft Integrated Risk Management Plan 2007 / 10 for consultation.	

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees	<input checked="" type="checkbox"/>	IRMP Policy Panel - 23 rd October 2006.
Local Member(s)	<input type="checkbox"/>	
Other Elected Members	<input checked="" type="checkbox"/>	Cllr Richard Chattaway and Cllr Dave Shilton
Cabinet Member	<input checked="" type="checkbox"/>	Councillor Richard Hobbs
Chief Executive	<input type="checkbox"/>	

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|--------------------------|-------------------------------------|-------------------------------------------------------------------|
| Legal | <input checked="" type="checkbox"/> | Ian Marriott |
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| District Councils | <input type="checkbox"/> | |
| Health Authority | <input type="checkbox"/> | |
| Police | <input type="checkbox"/> | |
| Other Bodies/Individuals | <input checked="" type="checkbox"/> | Michelle McHugh, Staff and Key Partner briefings and focus groups |

FINAL DECISION

SUGGESTED NEXT STEPS:

Details to be specified

- | | | |
|-----------------------------------------|-------------------------------------|--------------------------------|
| Further consideration by this Committee | <input type="checkbox"/> | |
| To Council | <input type="checkbox"/> | |
| To Cabinet | <input checked="" type="checkbox"/> | 23 rd November 2006 |
| To an O and S Committee | <input type="checkbox"/> | |
| To an Area Committee | <input type="checkbox"/> | |
| Further Consultation | <input type="checkbox"/> | |

Community Protection Overview and Scrutiny Committee

6th November 2006

Draft Integrated Risk Management Plan (IRMP) for the Community Protection Directorate - Consultation

Report of the Strategic Director of Community Protection and County Fire Officer

Recommendation

That Members recommend to Cabinet that the Community Protection Integrated Risk Management Plan (IRMP) 2007/10 be approved as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government (Fire and Rescue Service National Framework 2006-08).

1.0 INTRODUCTION

1.1 Since April 2003 every Fire and Rescue Authority has been required to produce a local IRMP that sets out the authority's strategy, in collaboration with other agencies, for:

- Reducing the number and severity of fires, road traffic accidents and other emergency incidents occurring in the area for which it is responsible;
- Reducing the severity of injuries in fires, road traffic accidents and other emergency incidents;
- Reducing the commercial, economic and social impact of fires and other emergency incidents;
- Safeguarding the environment and heritage (both built and natural); and
- Providing value for money.

2.0 RESPONSIBILITY AND APPROACH

2.1 Responsibility for preparing the IRMP 2007/10 rests with the Fire and Rescue Authority, although the task was delegated to the Strategic Director for Community Protection and County Fire Officer who enlisted external support to take the work forward.

2.2 In preparing the IRMP 2007/10, reference has been made to the guidance contained within the Fire and Rescue Service National Framework 2006/08 and the opportunities afforded by the Warwickshire County Council reorganisation. The aim of the plan will be to reflect local need and attempts to reduce effectively both existing and potential risks to communities. This approach is also informed by the lessons learned in the development of the first IRMP and work undertaken over the past two years to:

- Increase our understanding of risk across the community
- Identify those communities most at risk
- Make the transition from response to prevention
- Develop the capacity to improve

2.3 To date the IRMP 2007/10 development process has included the following stages:

- Desk based research including the results from consultation and updating the risk profile through the use of the Fire Service Emergency Cover (FSEC) toolkit.
- Analysis of performance data and review of key service plan projects
- Outcomes from external assessments – CPA, EFQM etc.
- Interviews and focus groups with CPD/WFRS departments
- Interviews with internal partners – eg WCC Road Safety
- Interviews with key partners – eg Warwickshire Police
- Presentation to the IRMP Policy Panel

2.4 This approach has been beneficial and innovative in terms allowing our internal and external partners to contribute to the development of the plan to ensure ownership and alignment with other key plans and priorities. The draft IRMP 2007/10 will be presented as part of the formal 12 week consultation period to all those who have contributed to date and to other internal and external stakeholders for their comments.

2.5 The Directorate is aware of its responsibilities and will utilise the cross party IRMP Policy Panel to oversee the development of the plan and provide support and political leadership through out the process. In addition, it has been acknowledged that the impact of the IRMP will have consequences for other Directorates of Warwickshire County Council. The plan will be presented to Strategic DMT as part of the consultation phase to consider emerging issues, assess the impact on the organisation and how the work of other Directorates will be affected or can contribute to the IRMP.

3.0 GUIDANCE

3.1 Guidance has been produced to assist fire authorities in producing IRMP's, which established the following timetable:

- (i) Produce a draft IRMP for consultation by the end of October 2006.
- (ii) Consult local communities and key stakeholders on the IRMP between November 2006 and February 2007.

- (iii) Develop arrangements to monitor the outcome and effectiveness of each phase of the IRMP as it is introduced.
- (iv) The Fire and Rescue Authority to formally consider the outcome of consultation, commission any revisions and to formally adopt the IRMP 2007/10 and Action Plan by the end of March 2007.

4.0 CONCLUSION

4.1 This is the Warwickshire County Council / Fire and Rescue Authority IRMP and whilst accepting the majority of the responsibility rests with CPD / WFRS, the balance is with the other Directorates. Warwickshire County Council is the Fire and Rescue Authority and has access to a wider range of services / resources to deliver risk reduction within Warwickshire.

5.0 RECOMMENDATION

5.1 That Members recommend to Cabinet that the Community Protection Integrated Risk Management Plan (IRMP) be approved as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government (Fire and Rescue Service National Framework 2006-08).

William Brown
Strategic Director of Community Protection
and County Fire Officer

30th October 2006

Cover

Warwickshire Community Protection Directorate

DRAFT STRATEGIC PLAN 2007 - 2010

*Working together, committed to reduce risk
and protect the people of Warwickshire.*

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***Working together, committed to reduce risk
and protect the people of Warwickshire.***

FOREWORD - CHAIR AND THE COUNTY FIRE OFFICER

Warwickshire Fire and Rescue Authority through the work of the five Area Risk Teams has continued to make excellent progress to reduce risk in recent years. This is reflected in some of the following areas of work:

The incidence in the number of fires in property and vehicles declined in 2005/06. Further analysis of BVPIs (unaudited - 2005/06) shows that four PIs are above the upper threshold for performance – accidental dwelling fires (ADF's), deaths in ADF's, injuries in ADF's and the number of deliberate primary fires. There has been a sustained reduction in the number of primary fires (BVPI 142ii) since 2002/03.

Reducing the number of Deliberate Vehicle Fires (DVF's) – The continuation of the successful Warwickshire Car Clear scheme has had a significant effect on reducing the occurrence of deliberate vehicle fires across the County for a second year and is well on target for year three. Since the programme began, in June 2004, the scheme has brought about a 15% reduction in DVF's across Warwickshire.

Negotiating Two Local Public Service Agreements (LPSA2) and involvement in the development of the Warwickshire Local Area Agreement (LAA)

In April 2006, Warwickshire County Council (WCC) radically re-organised the departmental structure using a Service Delivery and Customer focussed methodology, following the appointment of a new Chief Executive. In response to national and local drivers the nine previous WCC departments merged together to form the six new Directorates of which Fire and Rescue now forms the largest department within the Community Protection Directorate (CPD). Created by the amalgamation of the Fire and Rescue Service (FRS), Emergency Planning Unit, Community Safety, Domestic Violence and the Drug and Alcohol Action Team, the Community Protection Directorate is a diverse grouping working across a number of agendas but all with the same focus – reducing risk in Warwickshire.

In particular considerable effort has been made over the past two years to:

- Increase our understanding of risk across the community
- Identify those communities most at risk
- Make the transition from response to prevention
- Develop the capacity to improve

Although we have made great progress as a Directorate in integrating diverse WCC departments and creating the structure for CPD to operate as a sleek and dynamic department there is still much work to be done in the both the short, medium and long term. The challenges that face the Directorate will be met with greater partnership working, piloting new ways of working/delivering initiatives and not being restricted in our keenness to take innovative approaches to reducing risk and improving Community Safety. It will be necessary to build capacity through greater use of partnerships and improvements in the way we work, both internally and externally.

Our key challenge will be to continue to deliver excellent services at a time of significant change, whilst also building upon the considerable momentum behind our improvement agenda. We also have key challenges ahead in ensuring we meet efficiency targets and agree the forward strategy in the political arena, successfully deliver our LPSA2 and LAA targets and build on our success of creating and embedding a strong performance culture throughout the Directorate.

I invite consultees to contribute to the process and support the development of the plan

Signed...

WARWICKSHIRE – THE CONTEXT

Warwickshire – The Context

Warwickshire Fire and Rescue Authority through the work of the five Area Risk Teams has continued to make excellent progress to reduce risk in recent years. This is reflected in some of the following areas of work:

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Add map of area and area risk from Mike Rogers.

General

- Warwickshire has a resident population of 505,860 in an area covering 197,753 hectares. The rate of population growth between 1971 and 2001 was 10.5% compared with 6% nationally. Warwickshire comprises five District/Borough areas:
 - North Warwickshire Borough;
 - Nuneaton and Bedworth Borough;
 - Rugby Borough;
 - Stratford-on-Avon District;
 - Warwick District.

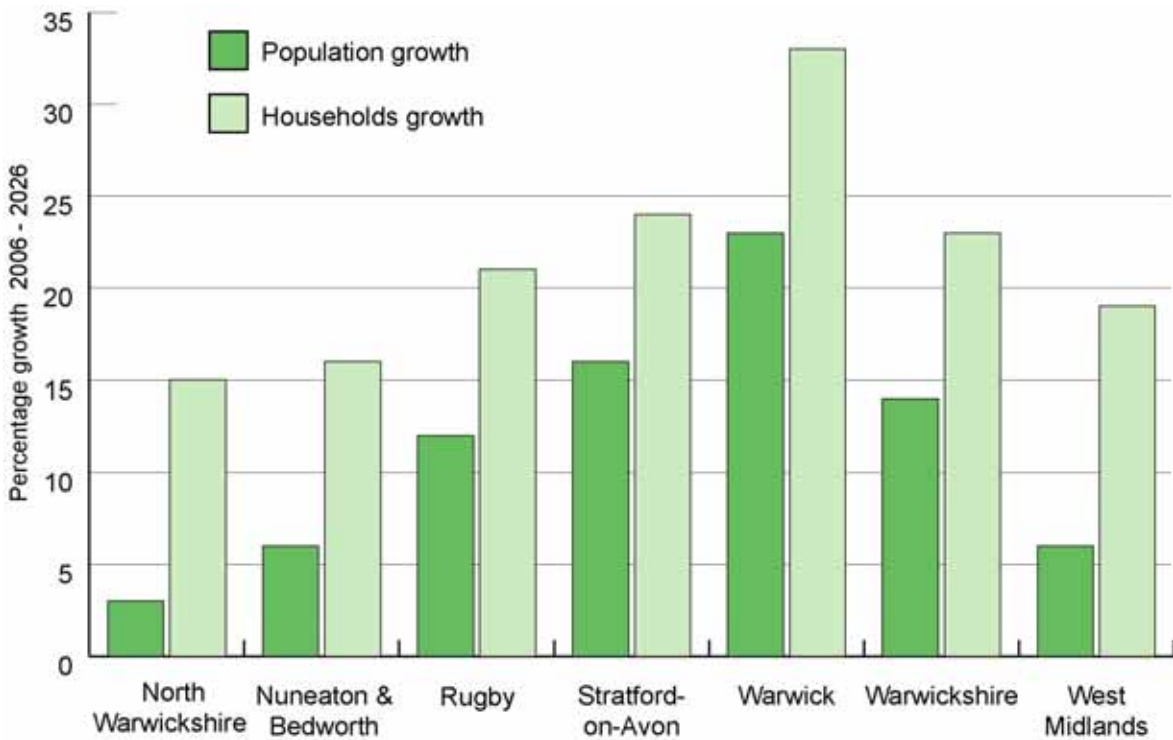
Figure X; Area and population, mid-2005

	Area			Population	
	Sq.miles	Hectares	Km ²	mid-2005 estimates	persons per km ²
North Warwickshire	110	28,516	285	62,300	219
Nuneaton & Bedworth	30	7,898	79	120,700	1,528
Rugby	137	35,558	356	91,600	257
Stratford-on-Avon	377	97,657	977	119,000	122
Warwick	109	28,226	282	140,300	498
Warwickshire	763	197,855	1,979	533,900	270

Source: Mid-year population estimates, National Statistics.

- Since 1991 the number of households has risen from 190,000 to 211,000. The number of households has increased at a faster rate than the population, which indicates an increase in single person households.

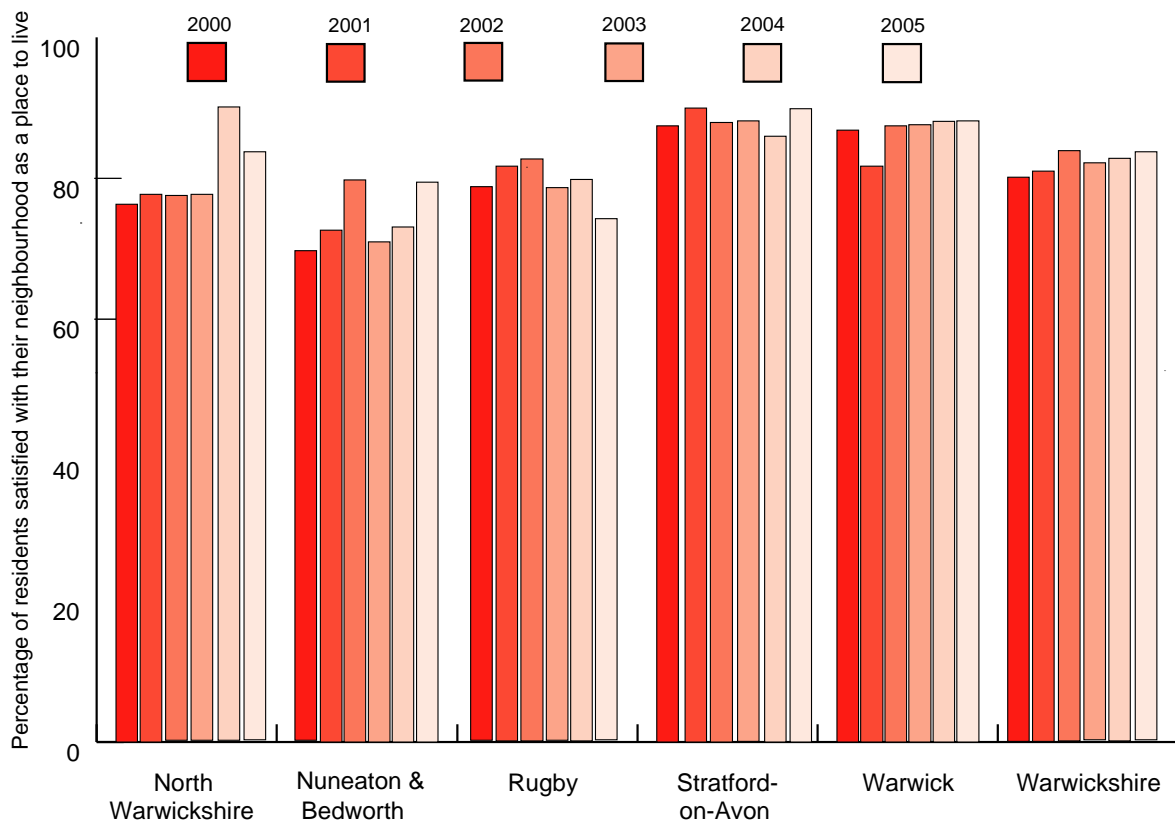
Figure X; Projected change in households and residents, 2006 – 2026



Source: Sub-national population projections 2003-based, National Statistics.

- A change in the county's population structure is seeing a further increase in the proportion of residents aged 50 and over and a decrease in the proportions of young people;
- Warwickshire has a number of industrial sites using hazardous substances;
- Warwickshire County Council is the largest employer in the county;
- Tourism is an important industry in Warwickshire and has been increasing steadily since 1997, September the 11th and the Foot and Mouth outbreak did affect levels in 2001;
- More than 80% of Warwickshire's residents are happy with their neighbourhood, with satisfaction levels higher in the south of the county.

Figure 2.3; Satisfaction with Your Neighbourhood as a Place to Live



Source: Warwickshire County Council Best Value User Satisfaction Surveys.

Transport

- Warwickshire has over 170 carriageway miles of motorway, which includes the M6, M40, M42, M45, M69 and the new M6 Toll Road;
- Warwickshire has a mainline railway network and is under the flight paths of both Coventry and Birmingham airports, which are both set to expand over the coming years.

Ethnic Origin and Birthplace

- Around 28,300 residents (5.6%) were born outside the UK, showing a rise from the number in 1991 (24,000);
- Non-white ethnic groups account for 4.4% of Warwickshire's population, compared to a national average of 8.7%;
- The largest ethnic minority group in Warwickshire is the Indian community, accounting for 2.4% of the population, with a higher concentration in Warwick, Nuneaton and Bedworth and Rugby.

Education

- Warwickshire has a school population of over 76,000 pupils with an upward trend in the numbers progressing to Further Education. There are over 250 schools and seven Further Education Colleges including two main Universities;
- We have a long established reputation for the quality of education from under-five's facilities to sixth form colleges, with most schools performing above the national average.

Employment

- Warwickshire has a workforce of 248,900, consisting of roughly 134,700 men and 114,200 women;
- Warwickshire has an above average number of people of working age, in employment. Warwickshire's unemployment level is only 1.9% (6,122 people) compared to the national level of 2.6%. We also have a lower proportion of people in long-term unemployment;
- A large proportion of the County's jobs are in Distribution, Hotels and Restaurants, Administration, Education and Health (although below the National average) and Finance and Business services.

Deprivation

- Average income levels have increased in all districts of Warwickshire. Meaning the proportion of households earning less than £5000 per year has decreased since the period 1998-2002. In Warwickshire North Warwickshire has the largest percentage of homes with an income below £5000 (2004 data);
- Residents in the area claim on average fewer key social security benefits than Nationally.

Warwickshire Fire and Rescue Service

- Working with a budget of £24.4 million Warwickshire Fire and Rescue Service employs 570 staff on 21 sites.
- Warwickshire's 34 fire engines and additional Special fire appliances respond to around 8000 calls per year including fires, road traffic accidents, floods, animal rescue and chemical incidents.
- Number of emergency incidents in Warwickshire 2005/2006

○ Fires	3007
○ False Alarms	3820
○ Special Services	825
○ Road traffic accidents	653
○ Total Calls	8305

- The fire and rescue service also works closely with the community through a number of schemes. Warwickshire's youth work includes; Firebreak, Young Fire-fighters, Crucial Crew, the Duke of Edinburgh Scheme and Princes Trust. Schemes involving the older members of the community comprise; Help on Call and SWOOP (Safety in Warwickshire – opportunities for older people).

Community Protection Directorate

Our challenge within Community Protection is to develop suitable plans, to not simply respond and react to issues of domestic violence, crime anti social behaviour and other emergencies but to develop suitable strategies for prevention based on identified risk. In terms of context we have set out in Appendix 1 – the key factors across the main elements of our services which will drive our risk reduction plans over the next three years.

These are broken into the following key areas:

- Domestic Violence;
- Drug and Alcohol Action;
- Fear of Crime;
- Fire;
- Perception of Anti Social Behaviour;
- Recorded Crime;
- Road Traffic Collisions.

OUR VISION AND KEY PRIORITIES

Following the review of our structure and re-positioning within the County's own re-structuring project we have conducted a comprehensive review and consultation exercise with our people and key stakeholders. This has led to the refocusing of our vision, mission and key priorities. As a directorate our aspiration is in:

Working together, committed to reduce risk and protect the people of Warwickshire;

Warwickshire Community Protection Directorate Mission

- To achieve this our mission to protect the communities we serve is based on:

Enabling motivated teams to drive and influence change in a modern effective and efficient environment to reduce risk to our communities.

Warwickshire Community Protection Directorate core priorities

The key priorities that we are seeking to subject to challenge through the consultation process are drawn from our most recent Corporate Business Plan and grouped under the key themed areas listed below. Here we take account of the local and national issues which provide the key drivers to organizational development and change within the directorate. On this basis we have outlined what people and our policy makers are telling us they want from our directorate – our challenge is to ensure that we get the right balance and can truly focus on what matters most to local people.

The National Agenda – What we must respond to!

- Fire modernisation agenda and Integrated Risk Management Plans (IRMPs);
- Fully develop risk reduction planning and management across the Directorate;
- Nationally, funding for community safety is now being directed through the Safer and Stronger Communities – focusing on prevention and risk reduction;
- Contributing to, benefiting from and supporting Local Area Agreements;
- Contributing to, benefiting from and supporting the Local Crime and Disorder Reduction Partnerships in line with recent changes in structure and governance arrangements;
- The broader approach to civil contingencies and emergency planning;
- Using real and robust self-assessment that challenges delivery and drives change across the services we provide;
- Developing effective partnerships and better ways of measuring success to deliver on our commitment to provide efficiencies year on year;
- Match resources to priorities and identified risk;
- Secure and utilise alternative resources and funding;
- Creating real public value and managing the service in an effective and efficient way.

What Matters to Local People – This is what people are telling us!

- Community Protection is much more than just an emergency service or responder;
- Increasing the awareness of the range of services provided through community protection;
- Reducing crime and improving community safety;
- Tackling the fear of violent crime;
- Care, and community focus – facilitating and enabling services from Domestic Violence to Drug and Alcohol Action;
- Integrated service provision – The need for much more joined up working across the County from dealing with doorstep callers to resourcing and delivering initiatives in road safety.

Community – What we are obliged to do!

From a Community Protection perspective the local agenda is driven by the Warwickshire Strategic Partnership Plan and LPSA 2 targets within the LAA which aim to:

- Reduce the incidence of arson, targeting deliberate vehicle and property fires;
- Reduce the incidence of Antisocial behaviour;
- Reduce crime through identifying hotspots.

Our commitment is to...

- Identify and manage risk in a controlled way that ensures our resources and that of our partners are targeted in the most effective way and that risk is clearly owned;
- Protect communities and preserve life and property;
- Be Trusted and respected by our community;
- Empower and manage people effectively, getting the most out of them and rewarding them;
- To develop the skills and capacity of our people, partners and friends to drive change, reduce risk and protect our communities.

COMMUNITY PROTECTION DIRECTORATE

The integrated Community Protection Directorate was established in 2006/07 and brought together the full range of County Services that have the remit for protecting the County's Communities. Our key challenge is based around the premise of:

- Reducing Risk
- Prevention; and
- Protection

Our team is active across many sections of the Community within Warwickshire and proactive in its work with partners and stakeholders each of whom contribute to the wider challenge in *Making Warwickshire the best place to live and work.*

Within the County we are committed to:

- Putting Customers First;
- Improving Services; and
- Leading our Communities.

As a Directorate our challenge is to continue to move forward our agenda for change and modernisation and continue to bring together the complementary services committed to Community Protection. This plan builds on the success of our Fire and Rescue Service and sets out our assessment of local risk across the full range of services we provide, our key priorities and plans for the deployment and enhancement of our resources to reduce risk and improve the safety of all sections of the Communities that we serve.

Over the last three years within all aspects of our Service we have continued to collate data and information that has enabled our understanding of risk. We are confident, on this basis, that we are able to develop our plans and priorities on sound and validated evidence. We also recognise our challenge. To achieve step change in performance and maximise our impact on communities further change is necessary and on this basis we have developed this three year plan to provide for that change, ensure further review is commissioned where necessary and that key resource decisions from the resources we require to the partners we work with are both valid and taken in the interest of the communities we serve.

To pave the way for such decisions we also recognize the need to develop our capacity as officers and elected members of the County Council. On this basis our service plan not only sets our direction but highlights what we need to do to assure that it happens.

OUR ACHIEVEMENTS SO FAR

In the last three years our services within the Directorate have established and supported the following key areas all of which focus on prevention

What were our targets	What we have done and why
<ul style="list-style-type: none"> ➤ To conduct a comprehensive review of the structure within the Fire and Rescue Service to align resources with risk – [Area Risk Teams] 	<ul style="list-style-type: none"> ➤ Developed the capacity to identify and plot risk using accepted tools and techniques. ➤ Restructured the service with dedicated Area Risk Managers/Teams. ➤ Aligned Fire and Rescue within Warwickshire with the wider community protection and emergency planning functions.
<ul style="list-style-type: none"> ➤ Community Fire Safety and Performance Outcomes – [Area Risk Teams] 	<ul style="list-style-type: none"> ➤ Further analysis of BVPIs (unaudited - 2005/06) shows that four PIs are above the upper threshold for performance – accidental dwelling fires (ADF's), deaths in ADF's, injuries in ADF's and the number of deliberate primary fires. There has been a sustained reduction in the number of primary fires (BVPI 142ii) since 2002/03.
<ul style="list-style-type: none"> ➤ Home Fire Risk Assessments 	<ul style="list-style-type: none"> ➤ A key risk reduction (prevention) initiative to support the work of the Area Risk Teams. ➤ Targeted Community Safety activity has continued during 2005/06 with 2453 Home Fire Safety Checks being completed. It is estimated that 23122 people received fire safety advice during the year through the activity the Service undertakes.
<ul style="list-style-type: none"> ➤ Youth Development ➤ Schools Programme ➤ Young Firefighters Association 	<ul style="list-style-type: none"> ➤ Recognition that working with young people is a key contributor to anti-social behaviour, arson reduction and supports mainstream education initiatives. ➤ Negotiating an LPSA2 Agreement – a Youth Development project which will, in partnership with Connexions, lead to a reduction in anti-social behaviour and increase positive inclusion amongst young people aged 14-17. ➤ Leading on a Community Safety and a Youth Offending project. The established relationship between WFRA and the WCC partnerships team was commended in the recent Operational Assessment of Service Delivery (OASD). ➤ The extremely successful schools programme, highlighted as 'best practice' in a HMI thematic review of Fire Services Work With Young People, has gone from strength to strength since its establishment in 1996. The programme is open to all schools across Warwickshire, including private schools. From April 2005 to March 2006 14,594 fire safety sessions were delivered in 2,279 primary and secondary schools across Warwickshire. ➤ Currently there are over 250 Young Firefighters and more than 100 instructional staff.

What were our targets	What we have done and why
<ul style="list-style-type: none"> ➤ Sprinklers – WCC policy on schools 	<ul style="list-style-type: none"> ➤ The Fire and Rescue Authority has influenced WCC policy on sprinklers in new school builds, which is in recognition of the damage and cost associated with school fires.
<ul style="list-style-type: none"> ➤ Arson Reduction – Warwickshire Car Clear 	<p>Appointment of an Arson Reduction Officer to focus our work on highlighting and reducing arson.</p> <p>Reducing the number of Deliberate Vehicle Fires (DVF's) - The continuation of the successful Warwickshire Car Clear scheme has had a significant effect on reducing the occurrence of deliberate vehicle fires across the County for a second year and is well on target for year three. Since the programme began, in June 2004, the scheme has brought about a 15% reduction in DVF's across Warwickshire.</p>

Key outcomes 2006/07

- Reduced the total number of fires in Warwickshire by 27% - from 2003/04 baseline;
- Reduced the number of people injured in fire by 26% - from 2003/04 baseline ;
- Reduced the total number of accidental dwelling fires by 7% - from 2003/04 baseline;
- Reduced the total number of deliberate fires by 308% - from 2003/04 baseline;
- Visited approximately 1800 homes to carry out a Home Fire Risk Assessment;
- Installed approximately 26001 smoke alarms in peoples homes throughout Warwickshire;
- Increased the membership of our award winning Young Firefighters Association to in excess of 250 young people and over 50 volunteer instructors;
- The incidence in the number of fires in property and vehicles has declined in 2005/06 as have the number of deliberate primary fires across the county;
- Targeted Community Safety activity has continued during 2005/06 with 2453 Home Fire Safety Checks being completed. It is estimated that 23122 people received fire safety advice during the year through the activity the Service undertakes;
- There has been an overall reduction in volume of crime across the county, over the year 2005/6 compared to the baseline of 2003/04. That is a reduction of over 2,000 crimes from 45,714 to 43,459;
- A lot of work to tackle anti-social behaviour, particularly by young people, has been taking place across the county – school holiday schemes to divert young people into positive activities;
- Improved progress from the Drug and Alcohol Action Team.

LINKS TO THE BROADER COMMUNITY ISSUES ACROSS WARWICKSHIRE

As an Authority Warwickshire are committed to working with its partners and other stakeholders to ensure we are able to have a mutual impact on the wider community safety agenda. Our commitment to collaborative working provides a focus on reducing risk and protecting our communities.

We have taken great care in the production of this plan to ensure that our priorities fully align with those of the other Directorates within the County and the issues which affect and impact on our partners and stakeholders across the communities that we serve.

On this basis it will be important that we are able to fully align with and benefit from the five blocks of the LAA. These are:

Children and Young People

Safer and Stronger Communities

Healthier Communities and Older People

Economic Development and Enterprise

Environment

In addition we recognise that we need to be responsive to wider community needs in respect of:

- Housing and better homes;
- Care and support for people and risk and vulnerable communities
- Road Safety, transportation and highways – supporting education and prevention;
- Promoting economic growth;
- Improving access by proactively addressing the Equality and Diversity agenda – internally and externally.

KEY PLANNING TIMESCALES

The Directorate's Draft IRMP 2007/10 has been developed through widespread consultation with officers, members and other partners and stakeholder.

The steps involved in producing and implementing our risk reduction plan are:

- Initial consultations and focus groups – July – September 2006;
- Drafting the plan from September to October 2006;
- Linking the plan to the Wider Warwickshire public services agendas as appropriate – October 2006;
- Present the Planning Framework to the Policy Panel and Policy Board for refinement – October 2006;
- Draft plan adopted by the Authority in November 2006;
- Consult for 12 weeks November to January 2007;
- Consider consultation responses and refine the draft plan in January 2007;
- Final plan adopted April 2007 to be fully aligned with financial planning for the service;
- Action plan implemented from April 2007.

Key Medium Term Objectives

The influences and drivers that will determine the shape and medium term objectives for the Directorate are derived from the Corporate Business Plan 2006-2009. These are shown in the table below. These objectives and related targets in the Directorates Corporate Plan Service Plan 2007-10 underpin the longer-term LAA objective of Warwickshire County Council to deliver 'Safer and Stronger Communities.'

The Directorate's Annual Action Plan will be developed with reference to the medium term objectives and will form part of the Service Plan.

Key Objectives

What we aim to do...	How we intend to do it...
1. Reduce the risk, incidence and effect of fire and non fire emergencies	<ul style="list-style-type: none"> ➤ Develop improved capacity to identify and map risk segmented into the Area Risk Areas across the range of CPD Services ➤ Fire Safety Education ➤ Road Safety Education ➤ Home Fire Safety Checks to all high risk properties
2. Reduce crime and the fear of crime	<ul style="list-style-type: none"> ➤ Implement the county's Community Safety Strategy through working in partnership to achieve safer communities
3. To successfully deliver against the Arson Reduction, Youth Development, Crime Reduction and Youth Re-offending Reduction projects under the County's LAA	<ul style="list-style-type: none"> ➤ To take a proactive role in delivering key projects under the LAA theme safer and stronger communities ➤ To also support and contribute to other themed groups to ensure we minimise conflict and maximise the impact we can have in areas such as Road Safety, Care for the Elderly etc.
4. Comprehensive Performance Assessment (CPA) Identify and implement changes that will enable the Service to achieve an improved CPA score by the next refresh date.	<ul style="list-style-type: none"> ➤ To develop clear and robust improvement priorities in line with our CPA and Operational Assurance improvement plans to ensure that capacity and performance continue to improve
5. Resilience, New Dimension and Civil Contingencies	<ul style="list-style-type: none"> ➤ Service staff are sufficiently trained and equipped to deal safely and effectively with major incidents including chemical, biological, radiological and nuclear incidents locally, and as part of a regional and national response
6. Manage the transition to the West Midlands Regional Control Room to meet the objectives and outcomes of the West Midlands Regional Management Board.	<ul style="list-style-type: none"> ➤ To develop a clear transition to manage convergence and re-location. ➤ Ensure the smooth transition regarding new job roles and redeployment.

What we aim to do...	How we intend to do it...
7. To continue to drive and manage change in line with the Directorate's and County's key priorities.	<ul style="list-style-type: none"> ➤ To develop new ways of working and drive change and departmental integration forward within the Community Protection Directorate and across the wider County Council. ➤ Ensure full alignment with the County's Access to Services Project.
8. People and Service Development.	<ul style="list-style-type: none"> ➤ To continue the roll out of the Directorate's Competency based approach to Personal Development ensuring that all staff have the appropriate skills and competencies to perform their current and future roles. In addition we are committed to ensure that the roles to which individuals are assigned are clearly linked to risk and meet the requirements of our plans for risk reduction assuring our capacity to deal with, manage and reduce risk across the communities that we serve. ➤ Develop member capacity and understanding by improving personal development services and increasing their proximity to the service to ensure all stakeholders are able to contribute to effective decision making in future.
9. To extend our current approach to risk management and make the transition to risk reduction.	<ul style="list-style-type: none"> ➤ To develop and refine the Directorates approach to the comprehensive management of risk from corporate and business risk, incorporating business continuity, to operational risk making sure that this fully complements and supports the County's own plans for risk management and risk reduction
10. To continue to drive Continuous Improvement across all key service areas (internally and externally)	<ul style="list-style-type: none"> ➤ In pursuit of continuous improvement the Service regularly undertakes internal self-assessment and external scrutiny (CPA, Charter Mark, Investors in People (IIP) and European Foundation for Quality Management (EFQM) Business Excellence Model) of its performance and processes. The outcomes in terms of actions and plans are integrated into the Annual Service Plan.
11. To reappraise the current resources and infrastructure across the Directorate to ensure the correct balance between our prevention priorities and intervention duties and standards in line with identified risk	<ul style="list-style-type: none"> ➤ To conduct a full option appraisal in respect of the volume of resources required and deployment of appliances, personnel and location of fixed locations to fully support the demands of our medium term strategy.
12. Medium Term Financial Planning	<ul style="list-style-type: none"> ➤ To develop a more structured and systematic approach to financial management that will enable the Directorate to direct its resources in a way which ensures optimum deployment in line with identified risk.

Related targets and milestones to be agreed through consultation.

HOW WE IDENTIFY RISK

To reduce risk, it is vital that we have a clear understanding of the contributing factors and have plans in place to address the risks which are particular to the full range of the Directorates Services. It is important to note that risk is organic and constantly changing. It is important therefore that the Directorate is able to forecast changes and plan associated actions in a dynamic way.

Risk Planning Tools

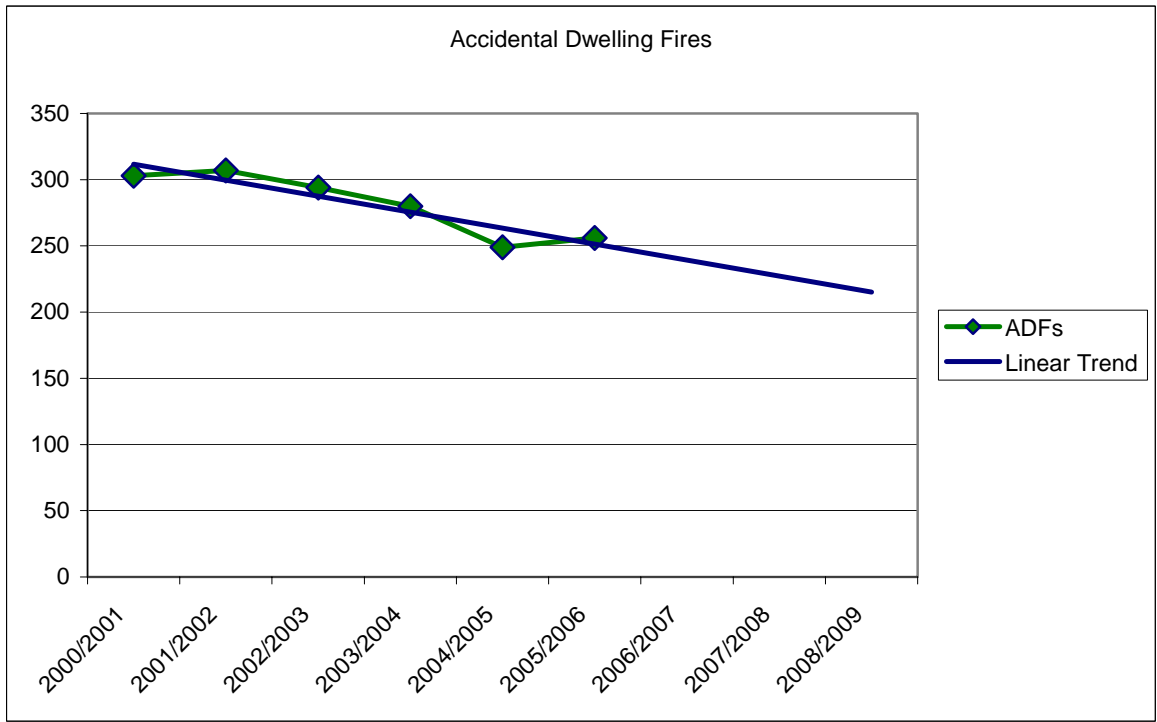
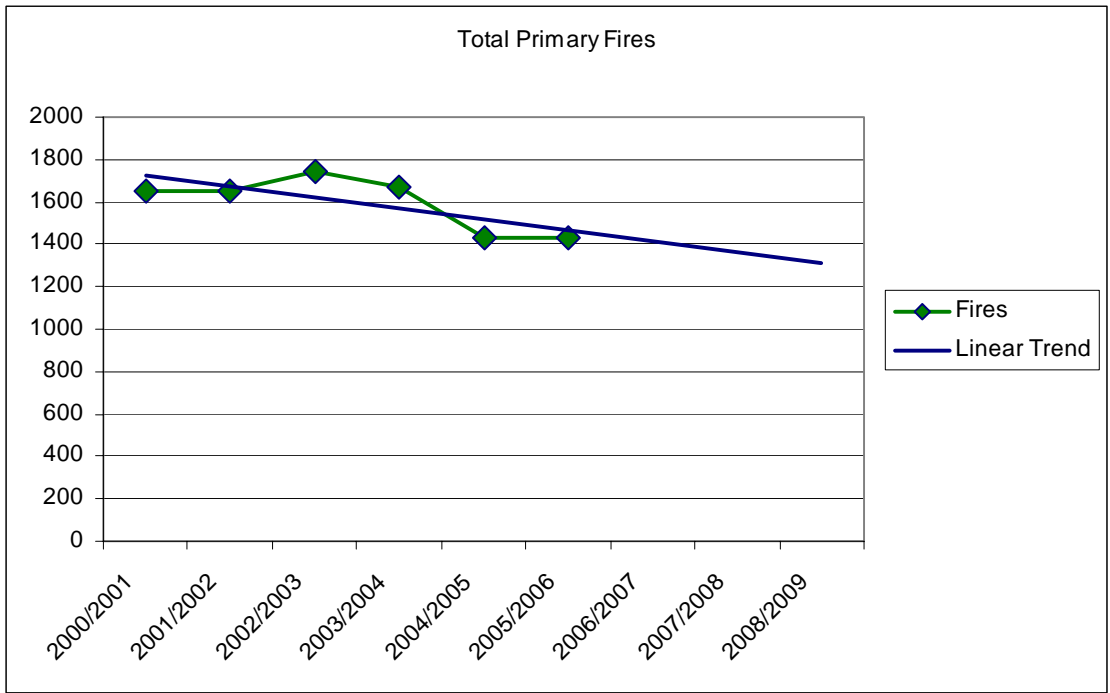
A number of sources were utilised including the Fire Service Emergency Cover (FSEC) toolkit and the WCC Observatory to identify the risk areas set out in Appendix 1.

Our key priorities in respect of FSEC are to:

Timescale	Key Action
Year 1	➤ To be in a position to have the overall fire risk profile for the county mapped.
Year 2	➤ In partnership with other agencies (fire and non-fire) utilise FSEC to map fire and non-fire risk and to begin to inform strategic planning decisions.
Year 3	➤ Embed FSEC to inform strategic decision making and measure success.

How we are reducing risk

With reference to Total Primary Fires and Accidental Dwelling Fires, the following graphs illustrate the declining trend in such incidents in recent years.



THE WARWICKSHIRE DELIVERY FRAMEWORK AND OUR PARTNERS

WCC CPD Delivery Framework and key partners to be inserted.

People at Risk

1. Categories – abuse, crime and fire in the home;
2. Categories – abuse, crime and fire in the community and beyond;
3. People at risk from Road Traffic Collisions and other incidents;
4. The risk from arson.

Key Proposals To Reduce Risk

1. From fires in the home;
2. In non-domestic property;
3. From Road Traffic Collisions and other incidents;
4. From arson;
5. In relation to youth work and community education.

Sustainable Living – Our Service Promise...

In developing and improving our capacity to identify and manage risk we have sought to develop a commitment to address the challenge of sustainable living. On this basis we are committed to:

- Provide fire, road and community safety education at Key Stages 1, 2 and 3
- Provide an appropriate locally determined attendance to emergency incidents - 10 minutes to higher risk urban type areas and 20 minutes to rural type areas
- Provide our team with the skills and capacity required to meet our service obligations and reduce risk
- Develop community based relationships with key partners and providers to ensure that people at risk from abuse and harm are protected and supported
- Provide Drug and Alcohol action support through our network of preferred partners

Our key priorities include

- Develop more detailed risk profiles segmented into the Area Risk areas for each of the identified risks including wider CPD services;
- Improved targeting of Prevention based activity as a result of improved risk profiling across all CPD service areas;
- Commission partners and suppliers through procurement routes to facilitate the delivery of services in areas such as Domestic Violence, Drug and Alcohol action;
- Source improved external funding through the Directorates own Business Development Team and Area Risk Based teams;
- Develop partnerships to achieve more sustainable living and increase our mutual capacity to improve Home Fire Safety Checks and other community advisory services;
- Make the transition from *risk management to risk reduction* and introduce multi skilled teams with a fuller community brief to address and reduce risks across the full range of services we provide;
- To continue to work closely with other blue light services – regionally and nationally to explore more dynamic risk assessment and dynamic deployment;
- To conduct a robust option appraisal by increasing our prioritisation and commissioning capacity (supported by key stakeholders) with regard to resources, working patterns, assets and fixed locations – leading to risk and benefits being published;
- Develop improved RTC capacity within the Service to support Road Safety Education and agree mutual activities which support and complement the Road Safety Team;
- To develop our ability to measure and manage the consequence of intervention – for example the ability to properly quantify the peripheral impact of Fire on the Community, Economy, other partners etc as a vehicle to improve the case for the continued focus on prevention.

SUPPORT SERVICES

The Community Protection Directorate is supported by a number of internal departments (detailed below) each of whom have their own set of priorities which must link to and support the key areas of focus within this plan. Each Support Service will produce its own Annual Service Plan detailing their own key priorities, targets and milestones against which progress is measured through our established performance management systems.

- Community Protection Support;
- Financial Services;
- Service Support;
- Training and Development;
- Human Resources;
- Policy and Performance;
- Projects and Fire Control.

SKILLS AND RESOURCES REQUIRED

To provide for our success we recognise that there are a number of key skills that need to be addressed. During the initial consultation that has led to development of the draft plan the following key skills were recognised as critical for the Directorate to focus on. These include:

- Project and Programme Management following our established Prince 2 Model
- Performance Management and Continuous Improvement
- New Dimensions Civil Contingencies
- Business and operational planning
- Financial management and cost centre management
- Member Development and capacity building
- Risk Management and Risk Reduction
- Client and Customer Care
- Road Safety

These areas only provide an overview of the key priorities each team, department and station have their own dedicated training and development plans which are subject to regular review to ensure that training is planned and managed in a consistent way.

HOW WE WILL MEASURE SUCCESS

The Directorate's Performance Management Framework will be utilised to measure progress against this Plan and the Annual Action Plans that will form part of the Service Plan. This will include six-weekly performance reports to the Performance Review Group (PRG) and quarterly reports to the Community Protection Overview and Scrutiny committee and Cabinet. Underpinning this will be the development of departmental / station and individual objectives / plans.

CONSULTATION ARRANGEMENTS FOR THE DRAFT RISK REDUCTION PLAN

Refer to Section 2.5 of the Committee Report.

AREA RISK INFORMATION

The Area Risk information is drawn from desk based research, performance data and consultation outcomes.

FEAR OF CRIME

Description

Several consultation exercises have illustrated that fear of crime and disorder is one of the most important factors influencing the quality of life of residents in Warwickshire. The County Council's User Satisfaction Survey includes a number of questions about the fear of crime; this is the sixth successive year that the survey has been carried out.

Performance

Residents were asked how worried they were about three different types of crime – burglary, car crime and physical violence from a stranger. The fear of crime in Warwickshire appears to have fallen during the last years for two of the three key crime types – burglary and vehicle crime; both measures are at their lowest since these indicators have been collected. Fear of violent crime has increased and is at its highest level since this indicator began.

Figure 3.21; Fear of Crime by District, 2000 – 2005

District/Borough	Percentage of respondents either 'very worried' or 'fairly worried' about...											
	... having their home broken into and something stolen				... being physically attacked by strangers				... having their car stolen			
	2000	2003	2004	2005	2000	2003	2004	2005	2000	2003	2004	2005
North Warwickshire	72%	71%	61%	65%	50%	45%	39%	43%	73%	63%	54%	61%
Nuneaton & Bedworth	76%	76%	70%	72%	59%	53%	56%	56%	66%	57%	61%	58%
Rugby	70%	74%	69%	68%	49%	49%	53%	59%	60%	62%	61%	55%
Stratford-on-Avon	60%	59%	55%	51%	38%	37%	34%	39%	50%	48%	44%	41%
Warwick	64%	54%	56%	55%	43%	37%	43%	52%	57%	46%	45%	44%
Warwickshire	68%	66%	62%	61%	48%	44%	45%	50%	60%	54%	52%	50%

Source: Warwickshire County Council Best Value User Satisfaction Surveys.

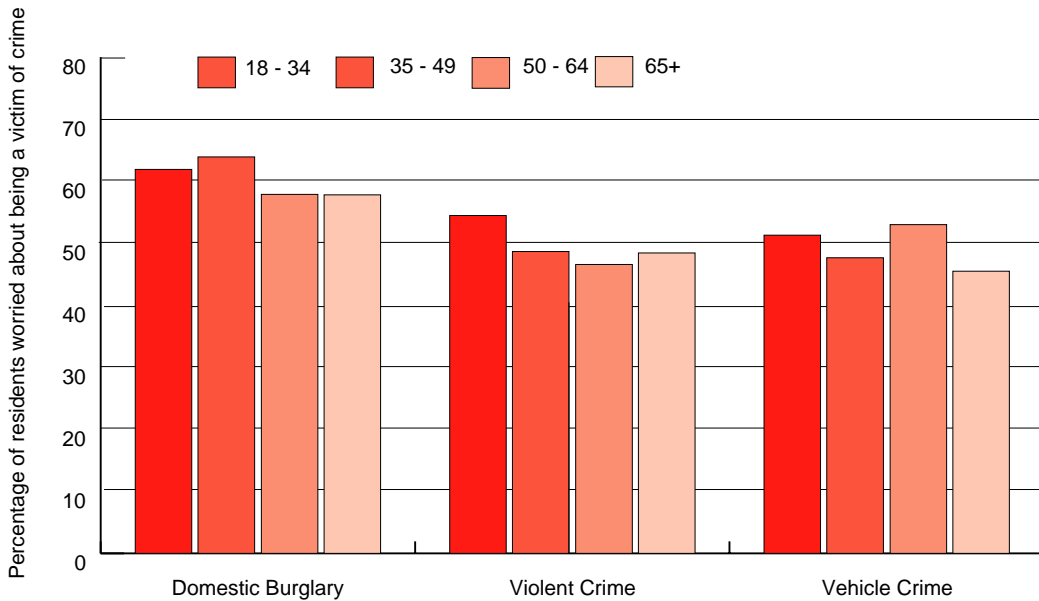
North Warwickshire has suffered increases this year in all three indicators; this contradicts trends in actual crime as North Warwickshire has significant reductions in actual crime.

There are still notable differences between the north and south of the County; fear of burglary has increased in the two northernmost districts but decreased in the two southernmost.

Long term trends are on the whole positive in almost all cases with the only exceptions being fear of physical attack in Rugby, Stratford-on-Avon and Warwick which are up on the 2000 baselines.

Fear of crime varies among different age groups, with the fear of being a victim of crime often bearing little resemblance to the real level of risk.

Figure 3.22; Residents worried about being the victim of crime by age, 2005



Source: *Warwickshire County Council Best Value User Satisfaction Survey 2005.*

Compared with last years results, fear of being a victim of violent crime has increased by 11% in the 18-34 year age group and by 8% in the 35-49 year age group whereas in the older age groups there has been a slight reduction.

The fear of domestic burglary has increased by 3% in the 35-49 year age group and fear of having your car stolen has increased by 6% in the 18-34 year group. The older age groups have seen a decrease in the numbers worried about being a victim of crime in all three categories and it is hoped that this continues since levels of burglary and vehicle crime are at their lowest since this data has been collected.

Outlook

The five District-based Crime and Disorder Reduction Partnerships have three year strategies including an aim to reduce the fear of crime. The partnerships include the Police, Councils and a range of other agencies, all of whom will be working to help make residents feel safer in Warwickshire.

PERCEPTION OF ANTI-SOCIAL BEHAVIOUR

Description

In addition to monitoring levels of crime, Warwickshire Police collect figures on anti-social behaviour (ASB) incidents. ASB incidents are events that are not actual crimes, but nevertheless add to general dissatisfaction with an area and compound fear of crime levels. Various consultation exercises have illustrated that incidents such as nuisance youths, noise nuisance, neighbour disputes and other forms of disorder all have a significant impact upon quality of life. It is important to note that the figures presented here reflect the number of calls made to Warwickshire Police, not necessarily the true level of ASB.

Performance

Generally, perceived levels of anti-social behaviour have fallen during the past three years, with around one in four residents currently having a high level of perceived disorder.

Figure 3.17; Perception of Anti-Social Behaviour

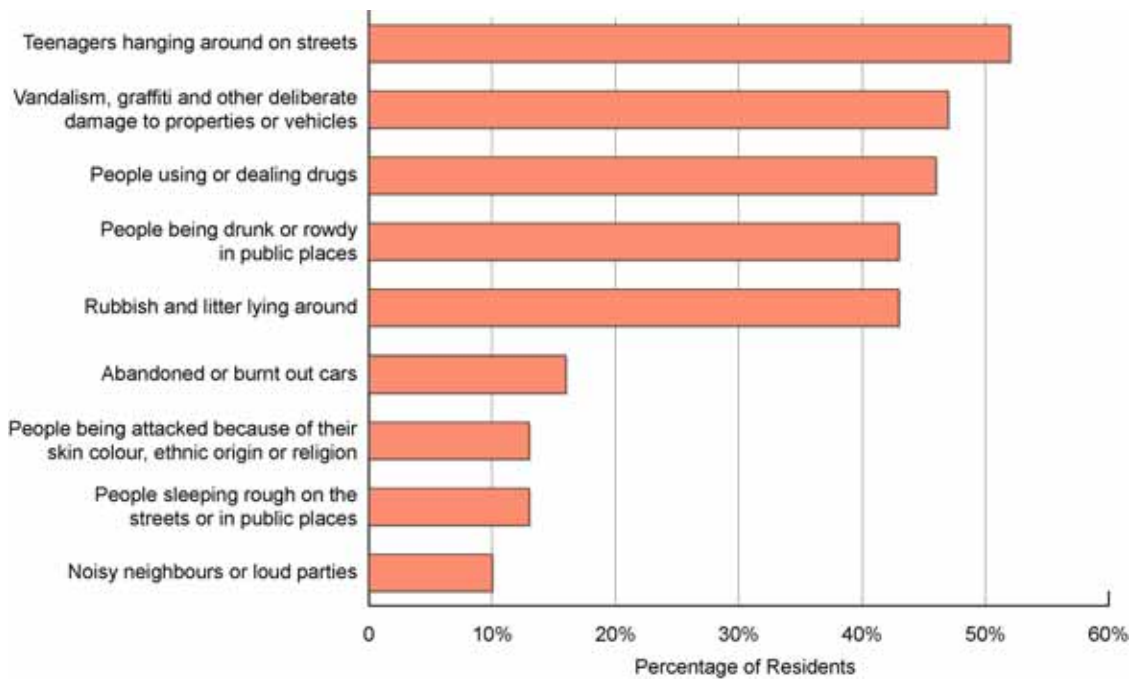
	Percentage of residents with a high level of perceived anti-social behaviour		
	2003/04	2004/05	2005/06
North Warwickshire	41.8%	26.5%	21.3%
Nuneaton & Bedworth	43.7%	34.5%	32.6%
Rugby	40.4%	31.9%	29.4%
Stratford-on-Avon	31.7%	20.4%	24.5%
Warwick	34.5%	24.0%	25.7%
Warwickshire	37.9%	27.4%	26.5%

Source: Warwickshire Police

Levels have fallen most in the north of the County, and levels of perceived disorder are now fairly consistent across Warwickshire. Residents in Nuneaton and Bedworth have the most significant concerns, with one in three residents having a high level of perceived disorder. North Warwickshire now has the lowest level, with around one in five residents having high levels of perceived ASB.

Anti-social behaviour is clearly a subjective term and can mean different things to different people. The County Council's annual survey asks residents to consider a range of different types of ASB and state how much of a problem they are locally. The graph below illustrates the percentage of residents who feel these types of ASB are a fairly big or very big problem in their neighbourhood.

Figure 3.18; Perceptions of Different Types of ASB



The majority of Warwickshire's residents view teenagers hanging around on streets as a problem in their local area. A number of other ASB types are also perceived to be a local problem by at least four in ten residents, including vandalism and graffiti, drug misuse, drunk or rowdy behaviour and litter.

Outlook

In April 2006, partners across Warwickshire worked together to produce a joint Anti-Social Behaviour Strategy, outlining the County's approach to dealing with ASB. In addition, most parts of the County now have Anti-Social Behaviour Officers working locally to reduce community-based ASB issues.

RECORDED CRIME

Description

Crime and disorder and the perception of crime is consistently demonstrated to be the single most significant factor influencing quality of life for residents of Warwickshire. This indicator considers levels of recorded crime, as produced by Warwickshire Police. It focuses on 'volume crimes' such as burglary, violence, vehicle crime and criminal damage.

Performance

Between April 2005 and March 2006, a total of 43,419 crimes were recorded in Warwickshire. This represents an increase of 288 or 0.7% on the preceding twelve months.

There were increases in three of the five Districts, ranging from 4% in Stratford-on-Avon up to 7% in North Warwickshire. There were small decreases in Warwick (2%) and Nuneaton and Bedworth (4%).

Figure 3.23; Recorded Crime Rates 2005/06

District/Borough	All Crimes	Domestic Burglary	Violent Crime	Vehicle Crime	Criminal Damage
North Warwickshire	78.6	11.4	11.1	13.4	14.4
Nuneaton & Bedworth	102.4	14.1	18.5	13.2	26.6
Rugby	96.5	17.2	15.1	15.8	24.0
Stratford-on-Avon	63.7	7.1	10.3	9.3	11.5
Warwick	74.4	9.2	14.2	9.5	18.2
Warwickshire	82.7	11.5	14.1	11.8	19.2
Most Similar Forces	93.3	10.2	16.8	11.3	20.4

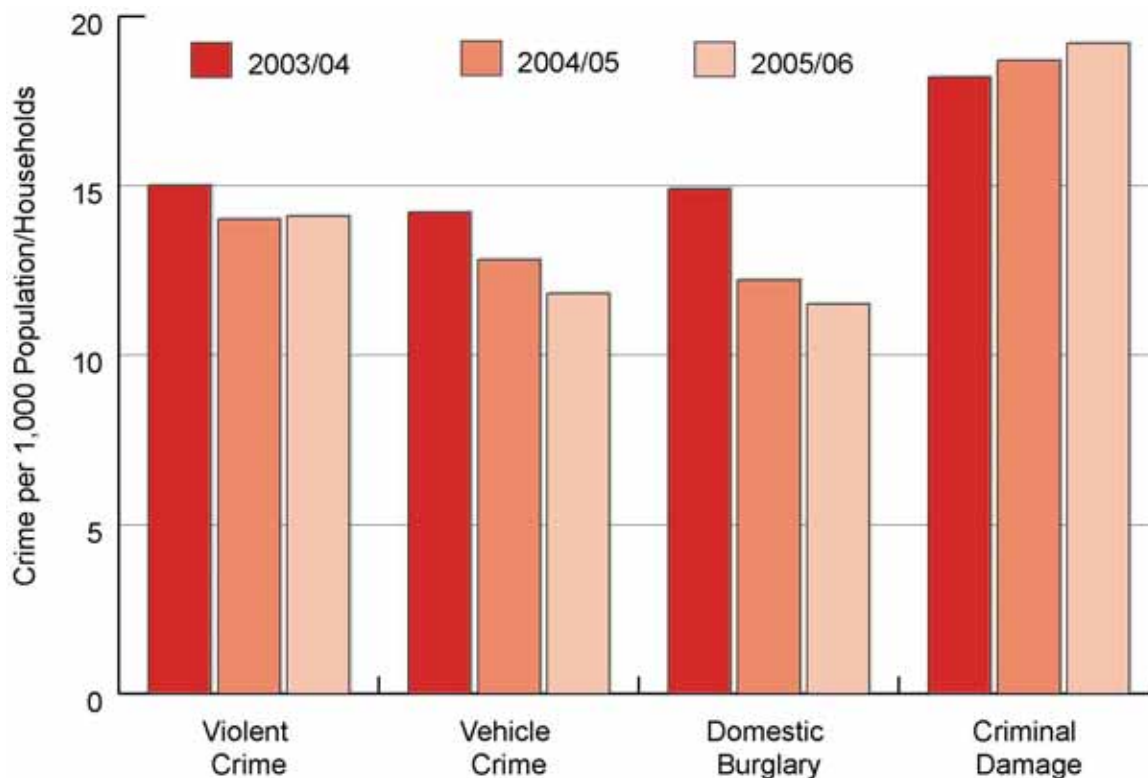
Rates are per 1000 population except domestic burglary (per 1000 households).
Source: Warwickshire Police.

During 2005/06, domestic burglary and vehicle crime decreased while recorded violent crime and criminal damage increased slightly.

According to the British Crime Survey, Warwickshire residents faced a 17.5% chance of suffering a household crime such as burglary or criminal damage during 2005. This compares to an average of 17.1% across the policing areas deemed to be most similar to Warwickshire (including West Mercia, Cheshire and Wiltshire among others).

In terms of personal crime, Warwickshire's residents faced a 7.1% risk during 2005, compared to an average of 6.1% across the most similar Police force areas.

Figure 3.24; Recorded Crime Rates 2003/04 – 2005/06



Source: Warwickshire Police, Warwickshire County Council. Rates are per 1000 population/households as appropriate.

Outlook

In April 2005, the five District-based Crime and Disorder Reduction Partnerships launched three-year strategies to reduce crime and the fear of crime across Warwickshire. All five strategies set targets for the crime types discussed here, along with a range of other priority areas identified in audits and consultation exercises. The Partnerships include the Police, Councils and a range of other agencies, all of whom will be working to help make Warwickshire an even safer place to be.

DOMESTIC VIOLENCE IN WARWICKSHIRE

TABLE REQUIRED

Incidents

2002 = 2967 reported to police; Jan-Sept 2003 = 2145 (extrapolated to full year = 2860; 2004 (3,000?) ; 2005= 3955. A rise of 1,000 over previous years ie 25% which may be due to better recording of incidents by police or may be positive encouragement to report following better publicity about unacceptability by society.

In 2005, the highest number of incidents were reported in Nuneaton and Bedworth but Warwick District was not far behind. In 2002-3, the highest number of incidents were also reported in Nuneaton and Bedworth, but with Warwick not too far behind.

Referrals for Support

As the referrals to DAMAT increased over 2001-2003, the number of incidents reported to the police declined. There was a 20% increase in the number of clients to DAMAT year on year from 2001-3 from a total of 511 (extrapolated) in 2003 to 600 (619 in 2002) Accurate statistics are not currently available.

Victims – Profile –

Average age of clients referred to DAMAT over 2001-3 was 34 with an average of 2 small children (aged mainly under 5) In the latest research in 2005 the average age was 31-40 with 84% females as victims.

Location of victims **Pie Chart or Table**

Referrals seem to have run at around average of 15 % of total incidents across the county ranging from 21% to 6% of incidents in different districts. Referrals from 2001-3 have been highest in Rugby where WDVSS have been working for the last 12 years, followed by Nuneaton.

Triggers for DV

Alcohol and drugs - Consultants report in 2004 for Warwickshire showed that little is known about alcohol misusers who are less likely to access services than drug users which has serious consequences for the link between alcohol misuse and Domestic Violence. Drugs and alcohol were cited as a trigger for abuse across county of 42% (average).

Perpetrators: Profile **Pie Chart or Table**

County profile required - 85% male perpetrators. And 771 perps were arrested last year

Children

It is estimated that 80% of victim's children had either witnessed or experienced Domestic Violence.

Challenges to intervention include:

- Looking at potential losses – CJ, child contact as spur to action (police);
- Same time agencies need to find some help for man – signposting to agencies, stopping inertia by showing consequences of continuation of abuse,
- Practical steps to address behaviour – address related problems (alcohol/drugs) looking at source of unhappiness, identify alternative ways of life.

DRUG AND ALCOHOL ACTION

Warwickshire is an extensively rural county with no dominant centre of population. The largest towns are Nuneaton, Leamington Spa, Rugby and Stratford-upon-Avon. The County has both deprived and affluent areas, with pockets of deprivation mainly in the north. Two wards in Nuneaton and Bedworth District fall in the top 10 per cent most deprived areas in the UK. The south is relatively affluent, with Stratford-upon-Avon ranking as one of the least deprived districts nationally. The 2001 Census recorded Warwickshire's total population as 505,800, with approximately 111,800 (22%) aged between 0 and 17 years.

Drugs

There are an estimated 1,700 problematic drug users in Warwickshire. The vast majority of these are adults. (Problematic drug use is not the same as recreational drug use. It usually implies use of opiates. Indeed, heroin is the most common drug that clients present with when they ask for treatment.)

Warwickshire treated 1,180 people in 2005/06. Approximately 60% of those were retained in treatment for 12 weeks (the longer a client stays in treatment the better their chances are of having a successful outcome). The majority of clients are white males aged 25-34 who use heroin. Clients also presented to services using cannabis, crack-cocaine, amphetamines and cocaine. On average between 50-60 people request treatment each month.

Alcohol

Adults (in Warwickshire)

- Three quarters of Warwickshire residents (310,000 adults) consume alcohol;
- Males are more likely to drink than females and are more likely to consume alcohol every day of the week;
- Approximately 7% of Warwickshire's adult drinking population consume more than 30 units per week;
- One in nine drinkers consumed alcohol every day during the week preceding the West Midlands Regional Lifestyle Survey;
- One in four adults who drank classified themselves as binge drinkers, this proportion rose to one in three males and half of all 18 - 24 year olds;
- Six in ten males aged 18 - 24 fell into the binge drinker category, and;
- Residents in the south of the county are more likely to drink than residents in the north, and are more likely to drink more often, however residents in the north are more likely to binge drink.

Young People (nationally)

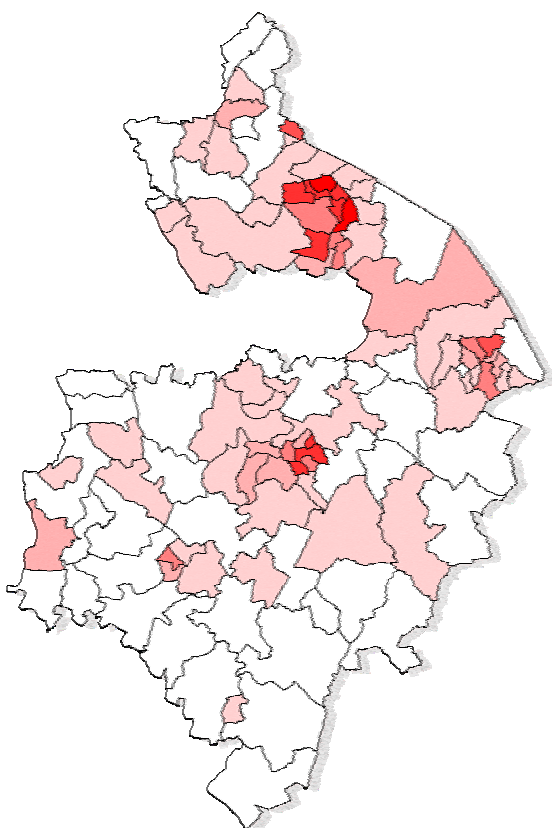
- A total of 7,360 young people aged 11-15 will have drunk alcohol in the previous week;
- 260 (4%) of 11 year olds will have drunk in the previous week, compared to 2,925 (45%) of 15 year olds;
- 1,300 (55%) young people aged 15 are likely to have drunk on a Saturday night;
- 700 young people aged between 11-15 will have consumed 14 or more units ie the same as the recommended safe limit for adult women;
- 5,370 young people aged 11-15 will have been able buy alcohol from a shop;
- 4,410 (60%) who had drunk will have done so at home or someone else's home, and
- 3,385 who have drunk in the last week will have been drunk.

INCIDENTS INVOLVING FIRE

The following map shows where incidents have occurred in the three years prior to 2003. This information has enabled the use of the FSEC modelling programme to ensure that the current location of existing stations in Warwickshire can meet the standards of emergency cover adopted by the IRMP. The following incident types are covered within this information:

- Dwelling fires;
- Other building fires;
- Vehicle fires;
- Other primary fires;
- Small fires.

Map 14: Is taken from the IRMP 2004. The map shows the wards that have the highest number of fires. Comparing and overlaying this information with the demographic picture of Warwickshire indicates a relationship between deprivation and disadvantage and the occurrence of fire.



The map shows where fire related incidents have occurred in the three years prior to 2003.

The darker the shade indicates a greater frequency of incidents.

Incident Overview

The Fire and Rescue Authority's IRMP is a strategic forward-looking document that has been developed to set out the FRA's strategy to reduce the number and severity of fires, road traffic collisions (RTC) and other emergency incidents, safeguard the environment and provide value for money.

The IRMP was published in April 2004 and a comprehensive scheme of prevention and intervention objectives were set out for the Service to adopt and implement to drive down the risk to the community.

The following statistics show an overview of recent and current WFRS performance data and a simple commentary to accompany some of the statistics.

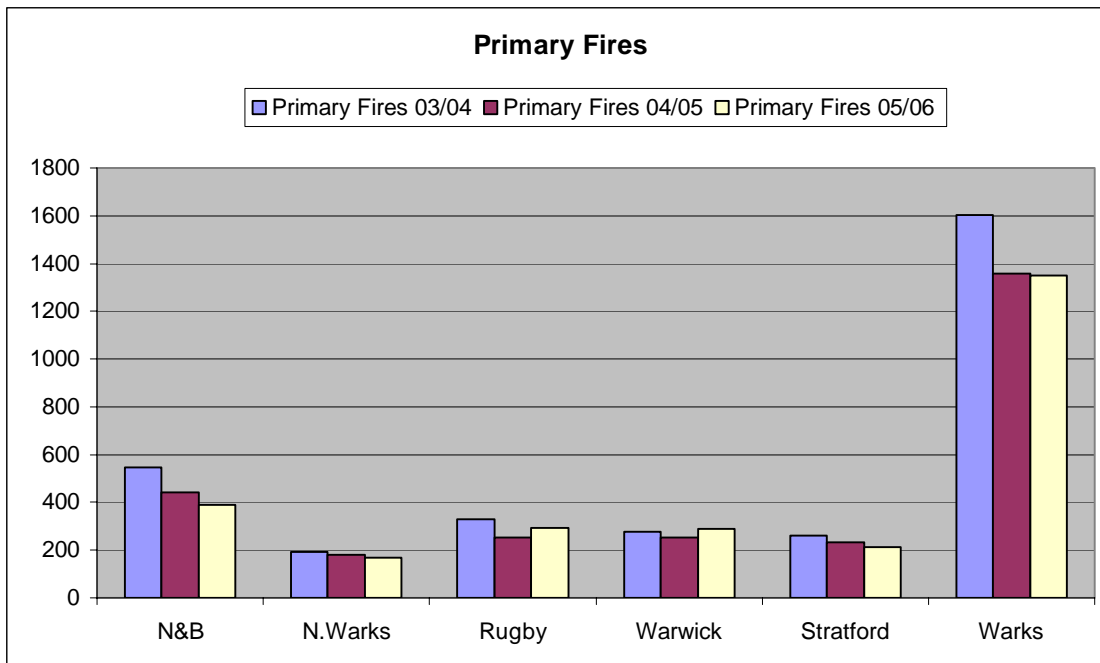
Primary Fires

Primary fires are defined as fires occurring within or affecting buildings or vehicles. Table 21 and Chart 4 below display the frequency of fires affecting buildings and/or vehicles occurring within the Districts and Boroughs of Warwickshire over the past three years. The total number of primary fires in Warwickshire (Warks) is also indicated.

Table 21:

District	Primary Fires		
	03/04	04/05	05/06
Nuneaton and Bedworth	545	440	388
North Warwickshire	192	180	168
Rugby	328	255	294
Warwick	278	252	288
Stratford	262	232	214
Warks	1605	1359	1352

Chart 4:



Over the last three years data has been produced showing that fires affecting buildings or vehicles has shown a trend of steady decline in the Nuneaton and Bedworth, North Warwickshire and Stratford areas of the County. Rugby and Warwick have both shown an initial reduction and then an increase in the last year.

The specific reasons behind the localised results are currently under scrutiny at a local level. Causes locally may be due to criminal or anti-social behaviour resulting in outbreaks of arson attacks on buildings, spates of vehicle theft resulting in arson or the activity of a single persistent criminal offender increasing the car theft and arson statistics. Local solutions must be sought through Area Risk Teams to address and resolve these types of issues.

The overall County trend is showing a steady reduction in primary fires.

Property Fires

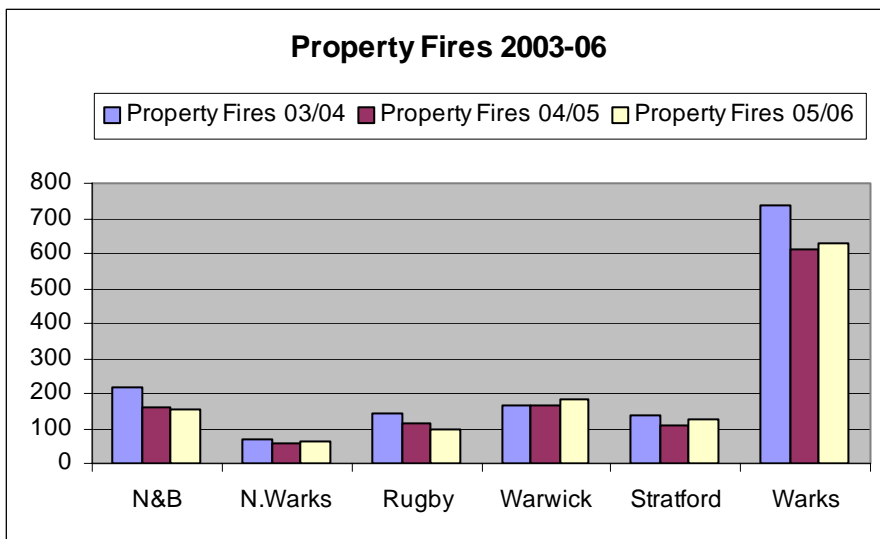
Property fire statistics are included within the primary fire performance statistics above. However, it is essential to interrogate data that specifically isolates incidents of fire involving buildings where all records that involve vehicles fires are extracted and removed from the data. The data devolved from property fires allows developing trends that affect the built environment to be quickly identified and community safety initiatives implemented.

Table 22 and chart 5 below show the numbers of property fires, fires occurring within buildings, affecting the Districts and Boroughs of Warwickshire over the past three years.

Table 22:

District	Property Fires		
	03/04	04/05	05/06
Nuneaton and Bedworth	220	161	157
North Warwickshire	70	59	63
Rugby	144	112	100
Warwick	164	168	184
Stratford	140	109	125
Warks	738	609	629

Chart 5.



The data shows that in the northern areas, North Warwickshire, Nuneaton and Bedworth and Rugby over a three year period property fires have steadily declined.

Conversely, fires affecting properties have steadily increased in the Warwick District. This is a rather disturbing trend as fires in certain types of building pose the greatest threat to human life. Further research should be carried out to identify trends and opportunities to introduce risk reduction initiatives. Lessons may be learned from successful campaigns in surrounding areas.

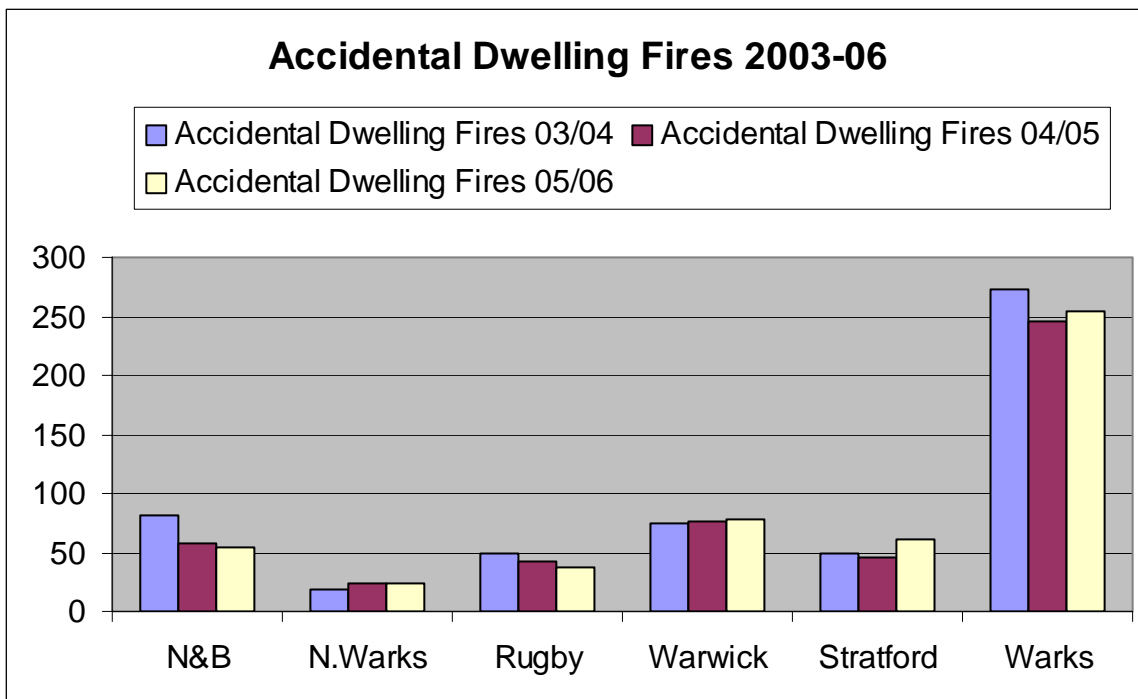
Accidental Dwelling Fires

Table 23 and Chart 6 show the total number of fires occurring within family homes throughout Warwickshire over the past three years. These types of incident pose potentially the highest risk of death or injury, if occurring at night whilst the occupiers are asleep.

Table 23:

District	Accidental Dwelling Fires		
	03/04	04/05	05/06
Nuneaton and Bedworth	81	57	55
North Warwickshire	18	24	24
Rugby	50	42	37
Warwick	74	77	78
Stratford	50	46	61
Warks	273	246	255

Chart 6:



The statistics show that Nuneaton and Bedworth Borough has had a distinct reduction in the frequency of accidental dwelling fires between 2003 – 06.

The Borough of Rugby has shown a steady reduction in the numbers of accidental dwelling fires over the past three financial years.

In contrast, the North Warwickshire, Stratford and Warwick statistical returns showed relative stability but a slight increase in the numbers of fires in peoples homes.

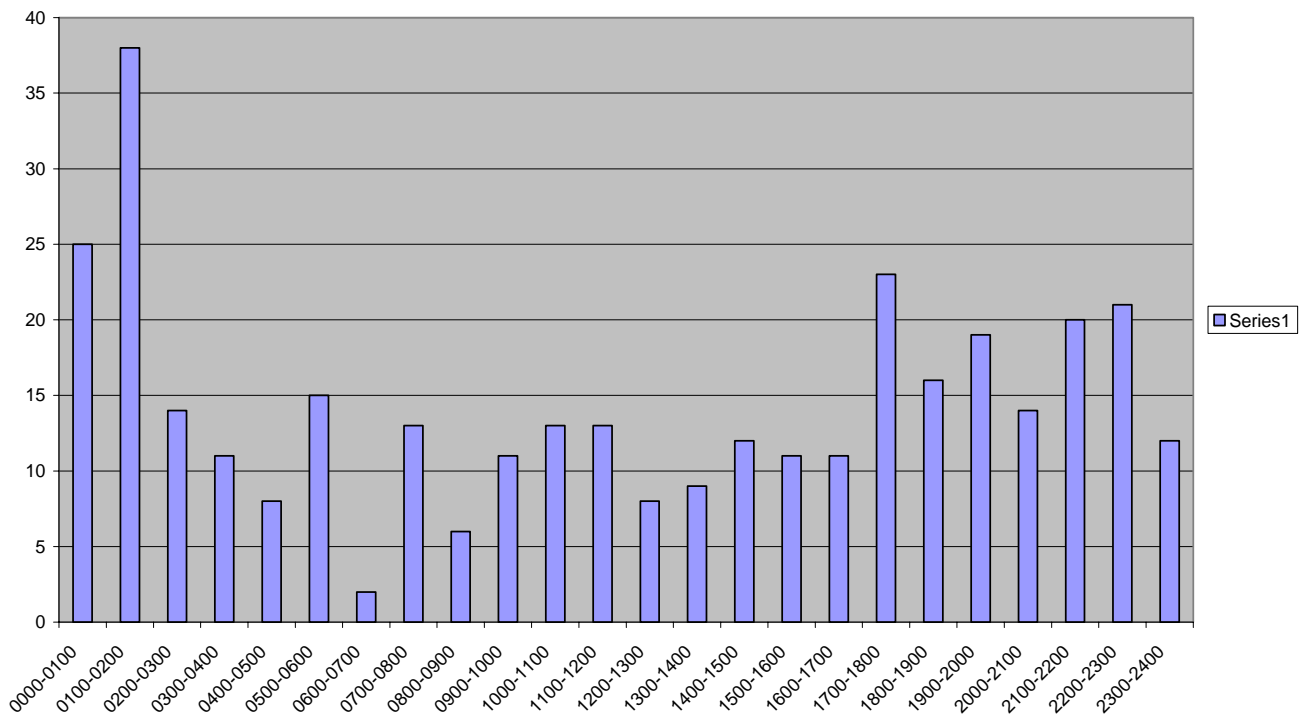
The disparity in results may be due to specifically targeted community fire safety work carried out by fire crews in the more deprived areas of the County now beginning to show positive results.

Fire Related Injuries

Chart 7 was taken from a recent report that looked at fire victim profiles, (Victim Profiles 2006). The graph shows that casualties are most likely to occur throughout the evening period, peaking in the early hours of the morning.

Chart 7:

Casualties by time of day



Lessons may be drawn from the data produced regarding the profile of victims and when they are most likely to become a casualty of a fire. Where new shift systems are designed and implemented, one of the factors to be considered should be the time of day an emergency response to a dwelling fire would be most likely to reduce the risk of injury or death. It should be noted that preventative actions can also have an impact in reducing casualties. In addition, when the opportunity arises optimum shift crewing times should be investigated when alternative crewing options are researched.

Table 24 and Chart 8 show the total number of fire related injuries suffered by people in Warwickshire during the last four years. Both are separated into the 5 Districts and Boroughs of the County and both show the total number of fire related injuries attended by WFRS. No allowance is made for the size of the communities within the Districts and Boroughs.

Table 24:

District	Fire Related Injuries			
	02/03	03/04	04/05	05/06
Nuneaton and Bedworth	13	22	7	10
North Warwickshire	2	4	1	2
Rugby	9	12	5	7
Warwick	15	16	9	18
Stratford	16	16	9	14
Warks	29	38	21	28

Chart 8:

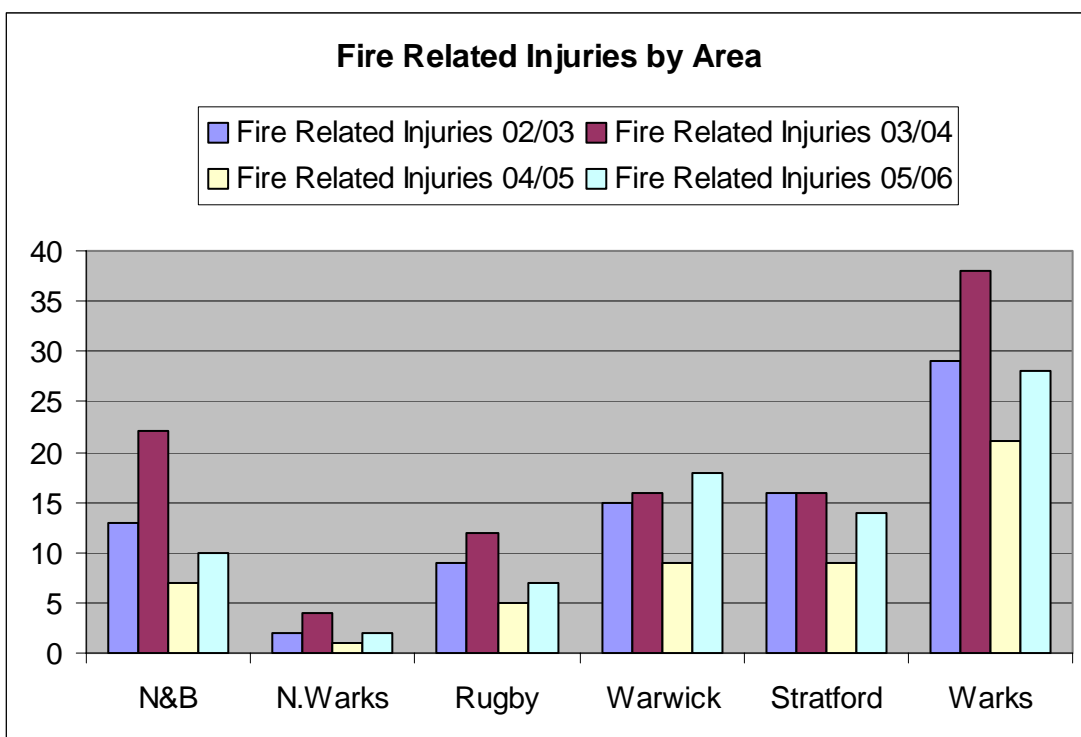


Chart 8 shows that Rugby Borough has achieved a successful reduction in the total numbers of victims of fire who have suffered injuries. The results may be attributable to the success achieved at engaging the most vulnerable in the community, and successful schools education campaigns altering the fire behaviour of local children.

However, all Districts/Boroughs show a marked increase in the number people who have suffered injuries due to becoming victims of fire. Socio economic factors and demographic similarities should be researched in further depth so that significant underlying causal links may be derived.

Fire Fatalities

Chart 9: Displays data derived from the Service's fire investigation reports dating back to 1999. The records show that the profile of fire fatalities is similar to that of fire casualties. The profile shows a ratio of 60% male to 40% female fatalities. Statistics produced in the report 'Victim Profiles' show that the ages of fire victim deaths and fire casualties show similar peak areas. The 20-40 year age group suffer a greater number of fire related injuries than any other age group. However, the older group, over 70 years old, represent the larger proportion of the community likely to die in a fire. It appears that age and therefore, possibly physical condition have a bearing on when a casualty becomes a fatality. Therefore, community fire safety activity is to be targeted at these vulnerable groups.

Chart 9:

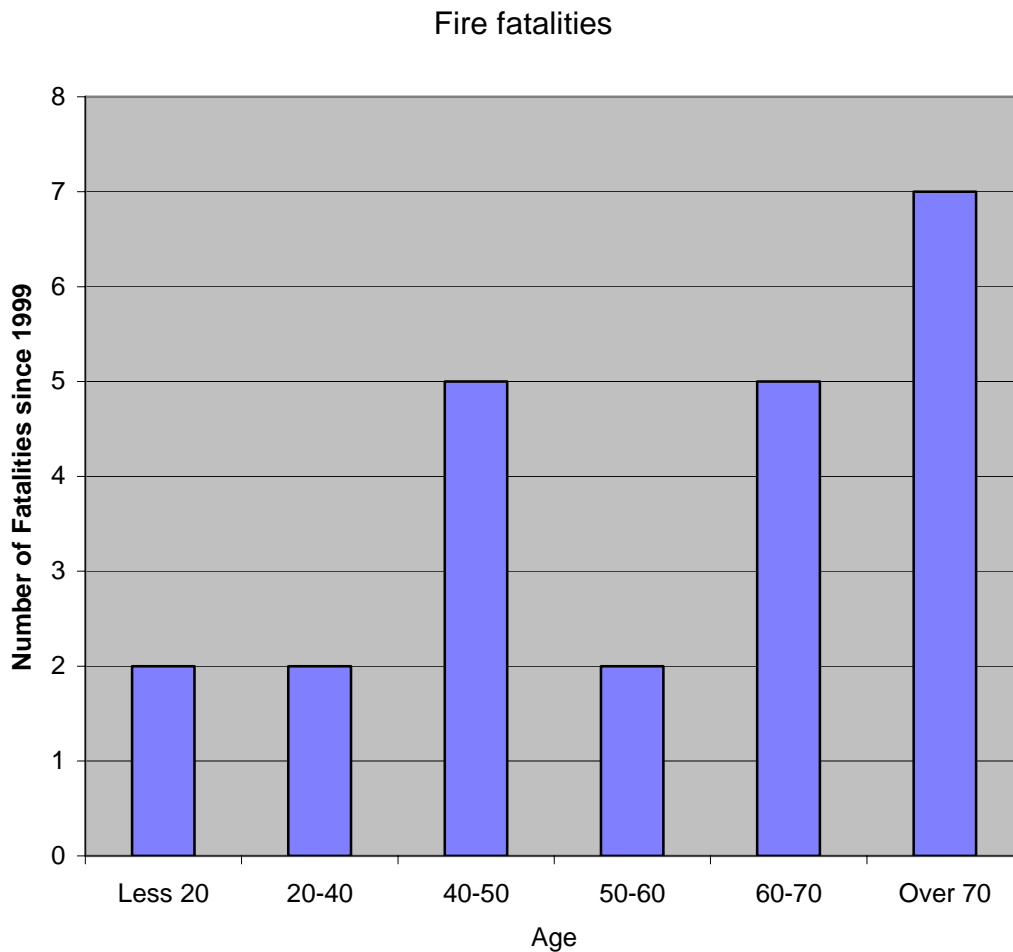


Table 25: Shows the areas of the County where fire fatalities have occurred over a five year period. The table defines the number of fatalities and whether they were accidental or deliberate by District and Borough.

Nuneaton and Bedworth and Stratford have had the greatest number of fire related deaths over the five year period.

Table 25: Fire Fatalities by District/Borough

Total Fatalities in Primary Fires						
Fiscal Year	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Total
2001/2002	1	3	1	1	2	8
2002/2003	0	0	1	5	0	6
2003/2004	0	1	2	3	0	6
2004/2005	1	1	0	0	0	2
2005/2006	0	0	1	1	1	3
Accidental Fires						
Fiscal Year	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Total
2001/2002	1	3	0	1	2	7
2002/2003	0	0	1	4	0	5
2003/2004	0	1	2	3	0	6
2004/2005	1	1	0	0	0	2
2005/2006	0	0	1	1	1	3
Deliberate Fires						
Fiscal Year	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Total
2001/2002	0	0	1	0	0	1
2002/2003	0	0	0	1	0	1
2003/2004	0	0	0	0	0	0
2004/2005	0	0	0	0	0	0
2005/2006	0	0	0	0	0	0

Road Traffic Collisions

The Fire and Rescue Service has long fulfilled the physical rescue function at RTC's. The Fire and Rescue Services Act 2004 now makes this a statutory responsibility. This is covered in Section 8 of the Act.

The Research Unit produced the following illustrations (Maps 15 and 16). The Road Safety Unit supplied the statistics the illustrations are based upon. The Research Unit and the Road Safety Unit have been consulted to further build the picture of RTC incidents. Comparing and overlaying the two maps with a picture of Warwickshire to achieve this.

The Service does not attend every RTC incident that occurs, however, the statistical information provided by both organisations – when collated - allows clusters to be identified and preventative measures to be taken or developed. This has enabled an accident methodology to be used, which maintains that, for every serious injury or fatal incident that occurs there will have been a number of slight injuries or minor collisions. Working on this methodology, trends and RTC clusters can be identified. The IRMP Year 1 states:

"In future the Service will consider setting a target maximum attendance time for special service incidents involving entrapment. This could be particularly beneficial when working with the 'Diana Princess of Wales Trust' high speed Air Ambulance." (IRMP 2004:31)

FSEC could be utilised to establish the attendance times to identified cluster locations. At this present time there is no attendance time standard for RTC incidents, however, empirical evidence supports the principle of the "golden hour": getting a casualty to definitive medical care within one hour of the collision.

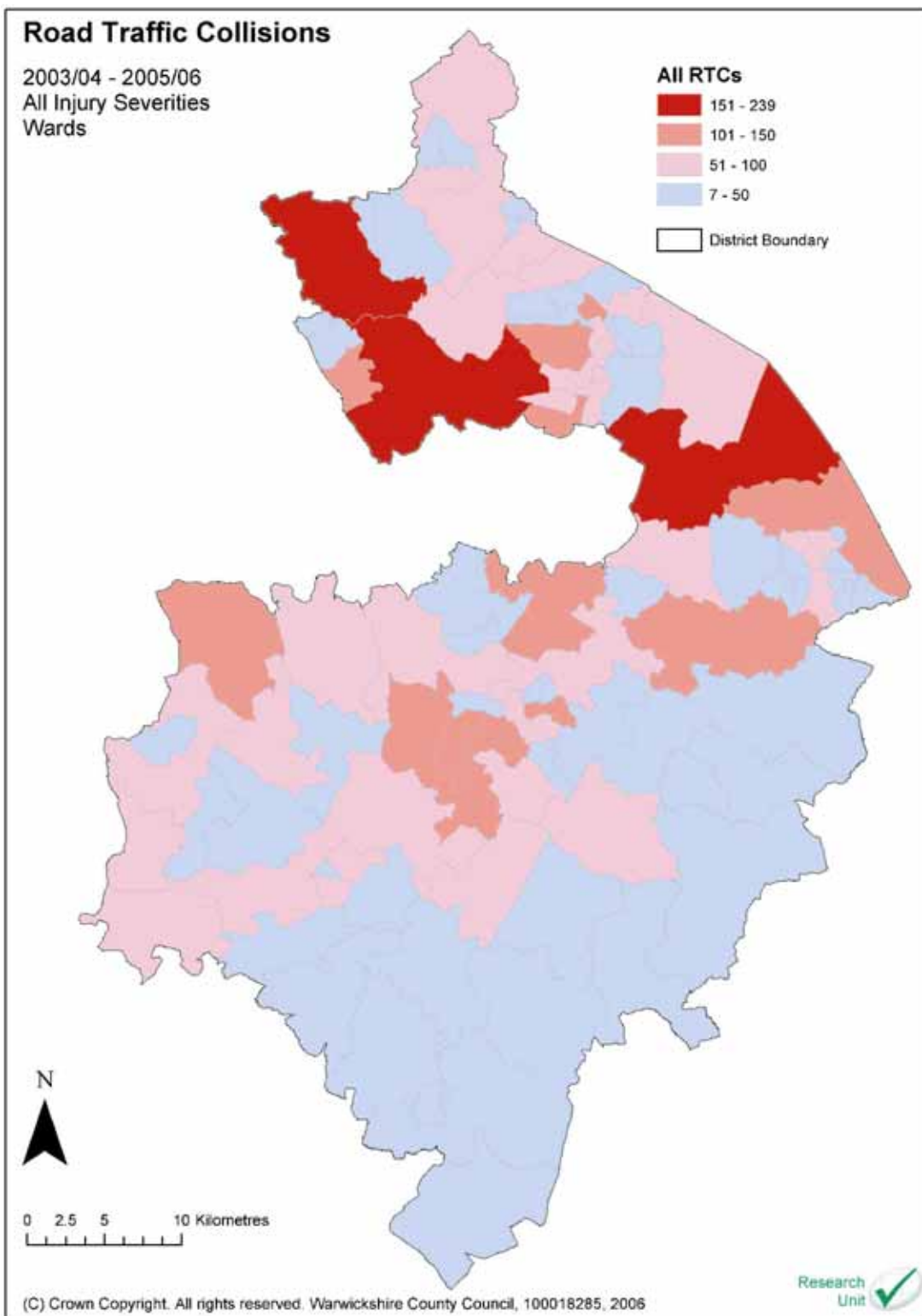
Due to the number of variables associated with RTC incidents it is accepted that there will be a large number of incidents that cannot be predicted or prevented by engineered or educational measures. This reinforces the use of the FSEC modelling programme to enable the most time efficient and effective intervention strategy to be employed.

The Road Safety Unit supplied the figures in Table 26. They show the number of people killed, seriously injured or slightly injured on the roads of Warwickshire and the associated totals.

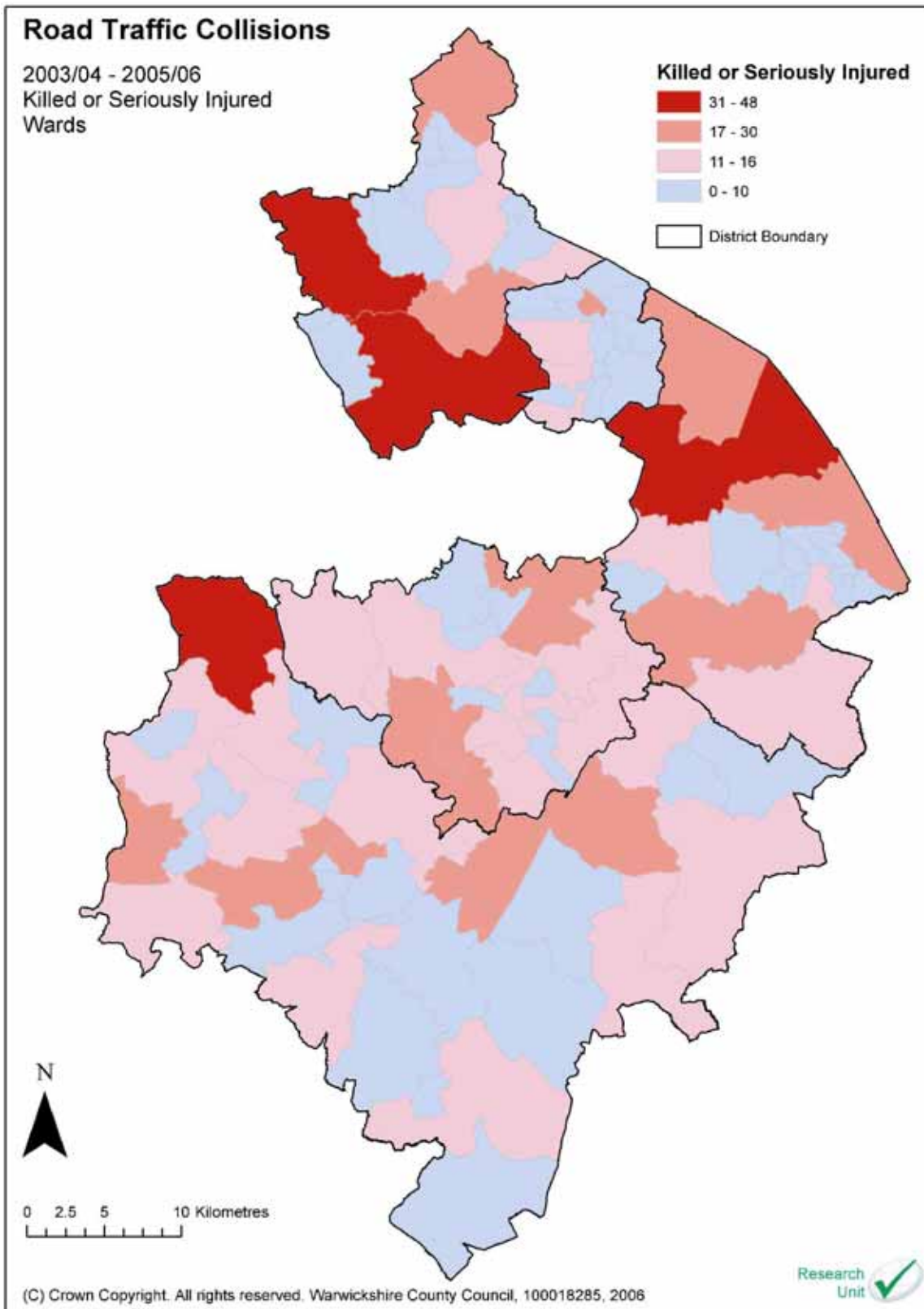
Table 26:

	Fatal	Serious	Slight	Total
2003	50	375	1689	2114
2004	43	391	1738	2172
2005	37	309	1632	1978
2006	13	60	427	500
Total	143	1135	5486	6764

Map 15: Shows the geographic location of RTC incidents by the number that have occurred. All severities of injury are included. The map is broken down into wards.



Map 16: Shows the geographic location of RTC incidents by the number of persons that have been killed or seriously injured. The map is broken down into wards.



Although this is a broad representation of the RTC risk within Warwickshire, the methodology previously described can be applied. The use of FSEC and closer working relationships between WFRS and the Departments that collated and produced these maps will ensure that appliances and resources are located in the correct locations to provide an effective emergency response.

Warwickshire Fire and Rescue Service RTC Profile

Table 27: Shows the total number of incidents that WFRS have attended within the specified years.

Special Service Code
This code is used by WFRS to collect and collate statistical evidence.

SSC	Special Service Type	Area	Area Name	2003/2004	2004/2005	2005/2006
1a	RTC Extrication	1	Nuneaton and Bedworth	54	41	35
1a	RTC Extrication	2	North Warwickshire	43	36	35
1a	RTC Extrication	3	Rugby	37	36	30
1a	RTC Extrication	4	Warwick	35	36	32
1a	RTC Extrication	5	Stratford	93	52	49
			Sub Total	262	201	181
1b	RTC Services	1	Nuneaton and Bedworth	36	39	46
1b	RTC Services	2	North Warwickshire	26	50	71
1b	RTC Services	3	Rugby	29	47	43
1b	RTC Services	4	Warwick	46	61	63
1b	RTC Services	5	Stratford	69	88	85
			Sub Total	206	285	308
1c	RTC No Services Req.	1	Nuneaton and Bedworth	28	53	35
1c	RTC No Services Req.	2	North Warwickshire	14	24	26
1c	RTC No Services Req.	3	Rugby	6	13	18
1c	RTC No Services Req.	4	Warwick	18	30	31
1c	RTC No Services Req.	5	Stratford	14	18	32
			Sub Total	80	138	142
			Total	548	624	631

The following information has been collected by the Performance Information Department (PID). It has been further collated to produce a profile of the RTC incidents that the Service attends by area and type. It enables a comparison to be made of the total number of RTC incidents that occur with the total incidents that the Service attends (information contained within table 27).

Chart 10: Shows the number of RTC's that were attended by the Service where extrication of persons was required. The information is broken down into the 5 ARTs and covers the years 2003 to 2005.

Chart 10:

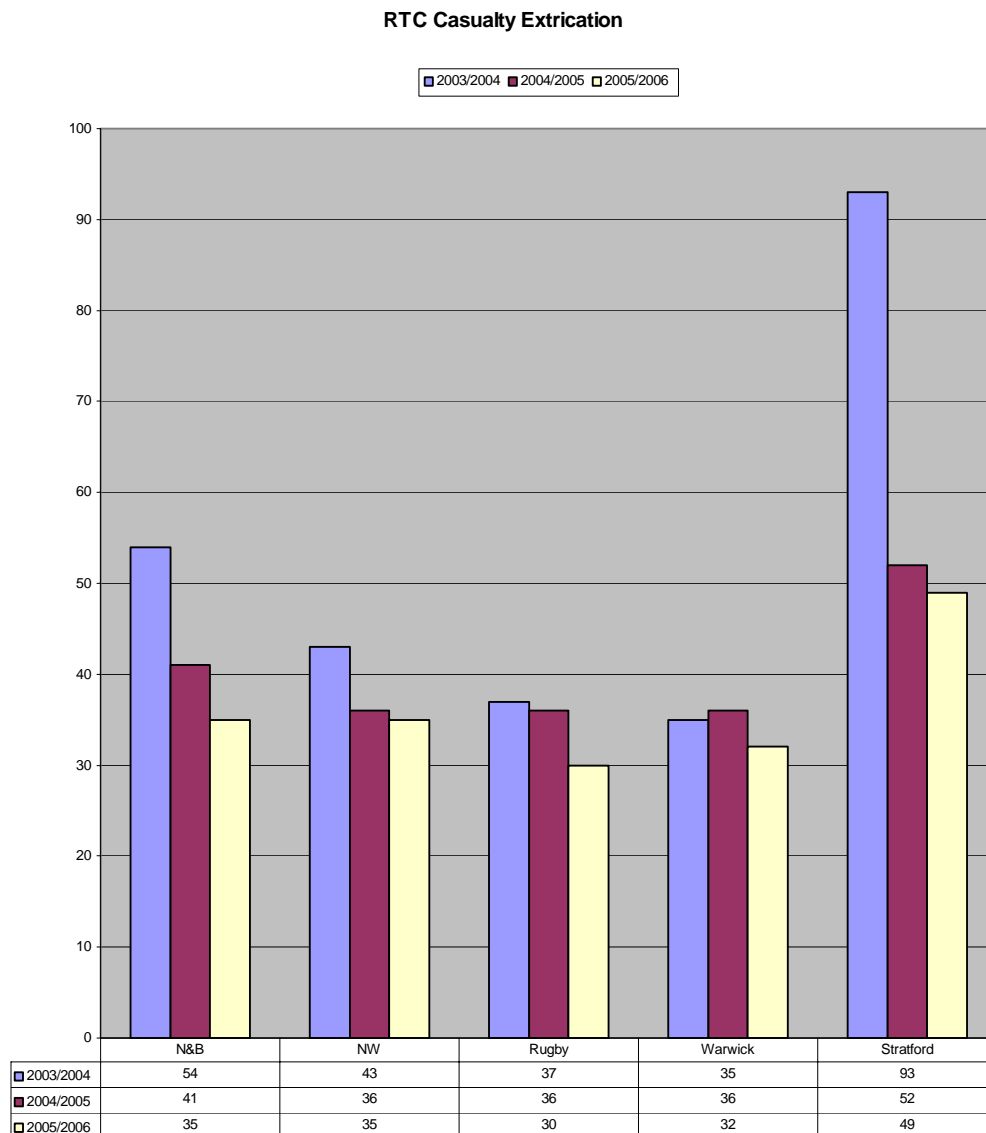


Chart 11: Indicates the hour of the day when RTC incidents are most prevalent. This evidence suggests that currently at the time watches are changing over there is an increased risk of RTC.

Chart 11:

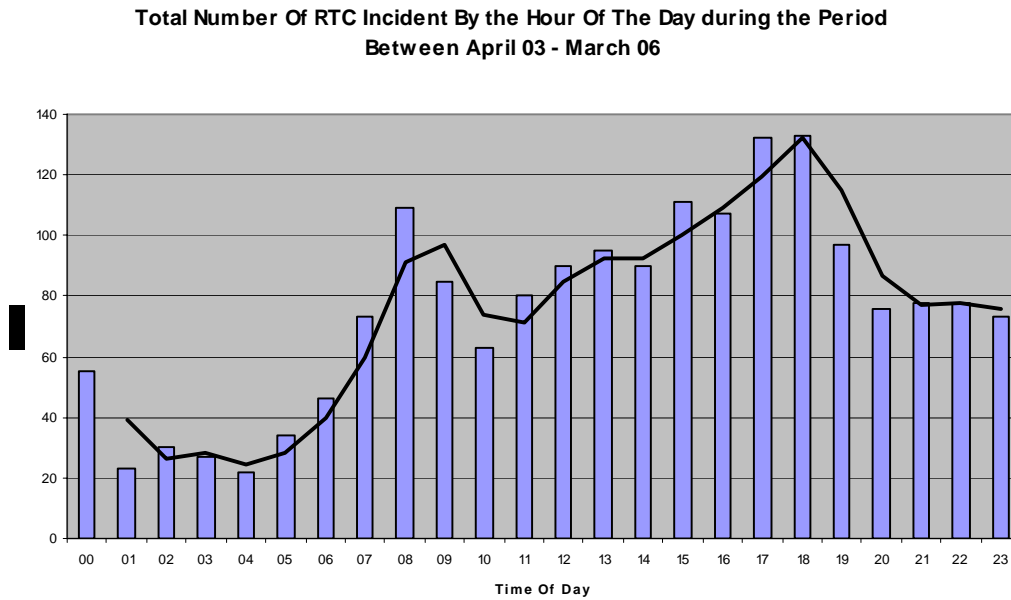
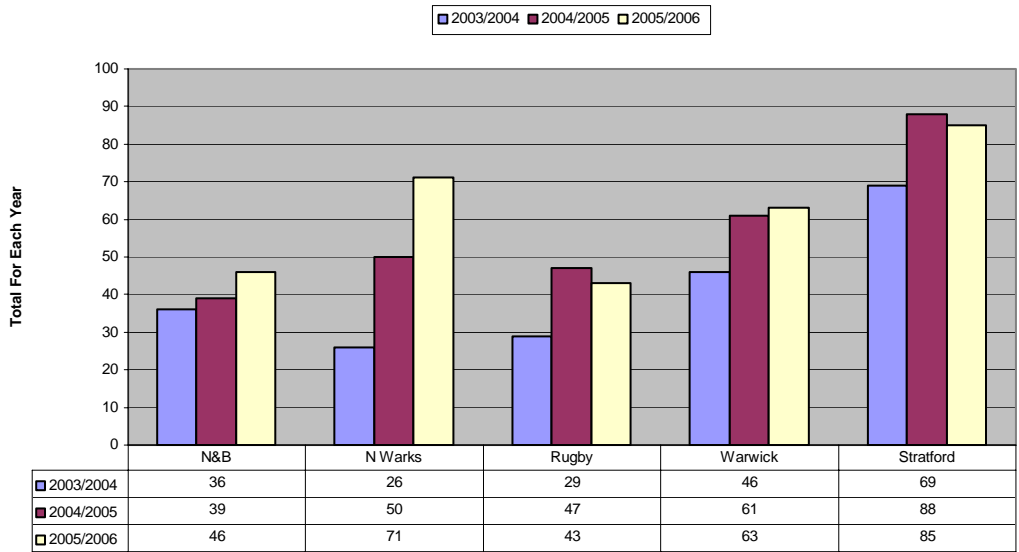


Chart 12: Shows the number of RTC's that were attended by WFRS where extrication of persons was not required but other RTC services were provided. RTC services include assisting the ambulance with patient handling, dealing with fuel spills, making the vehicle safe and making the scene safe for road users and other emergency services at the incident. The information is broken down into the five ARTs and covers the years 2003 to 2005.

Chart 12:

RTC Incidents Where Services Other Than Extrication Were Provided



RTC No Services Required Incidents

WFRS attends all RTC incidents that it is called to. An increasing number of calls to RTC incidents have been received from members of the public and other emergency services that do not require the attendance of WFRS due to the nature of the incident. When this occurs it is recorded as "RTC No Services Required".

Chart 13:

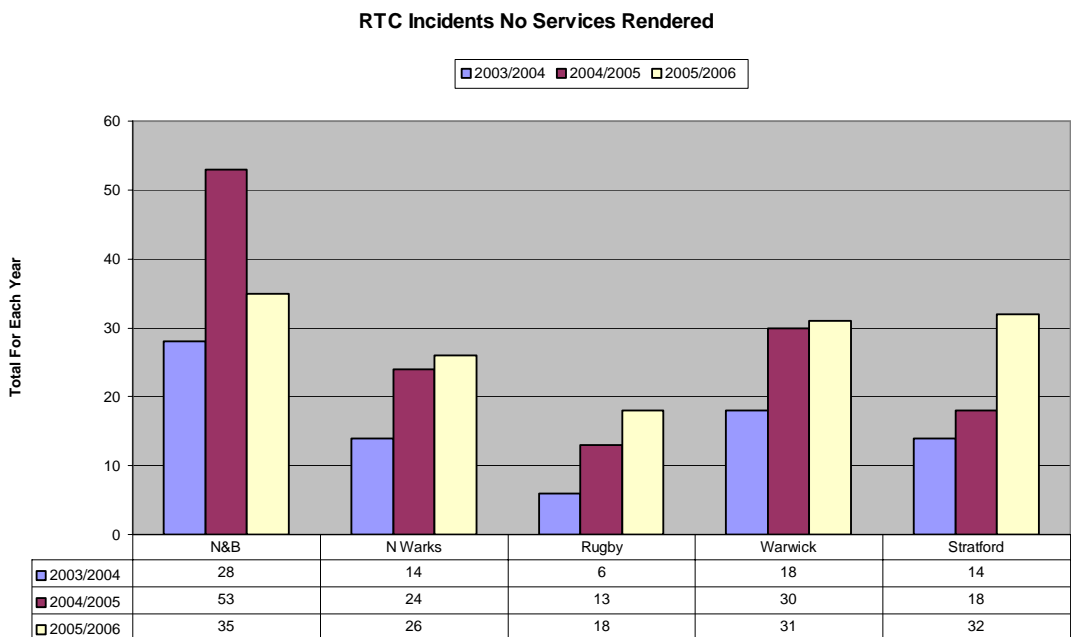


Table 28:

SSC	Special Service Type	Area Number	Area Name	2003-04	2004-05	2005-06
1c	RTC No Services Req.	1	Nuneaton and Bedworth	28	53	35
1c	RTC No Services Req.	2	North Warwickshire	14	24	26
1c	RTC No Services Req.	3	Rugby	6	13	18
1c	RTC No Services Req.	4	Warwick	18	30	31
1c	RTC No Services Req.	5	Stratford	14	18	32
			Totals	80	138	142

Possible Reasons for the Increase

The Ambulance Service mobilise their ambulances on a system called the Advanced Medical Priority Dispatch System (AMPDS). This system requires the Ambulance Control Staff to ask a series of prepared questions to the initial caller. The answers the caller provides will determine the level of Ambulance Service response and indicate the requirement for the attendance of the fire and rescue service.

Nationally, the majority of Ambulance Services have adopted the AMPDS. Coventry and Warwickshire Ambulance Trust adopted this system in March 2004. This coincides with the increased occurrence of this particular type of incident.

New vehicle technology and supplementary restraint systems provide greater protection to the occupants of vehicles that have been involved in a RTC. Vehicles have a greater capacity to withstand the forces that are experienced during a collision. Passenger compartments are constructed to maintain the compartment shape and resist deformation and intrusion. This means that WFRS is attending an increased number of incidents where physical rescue services are not required.

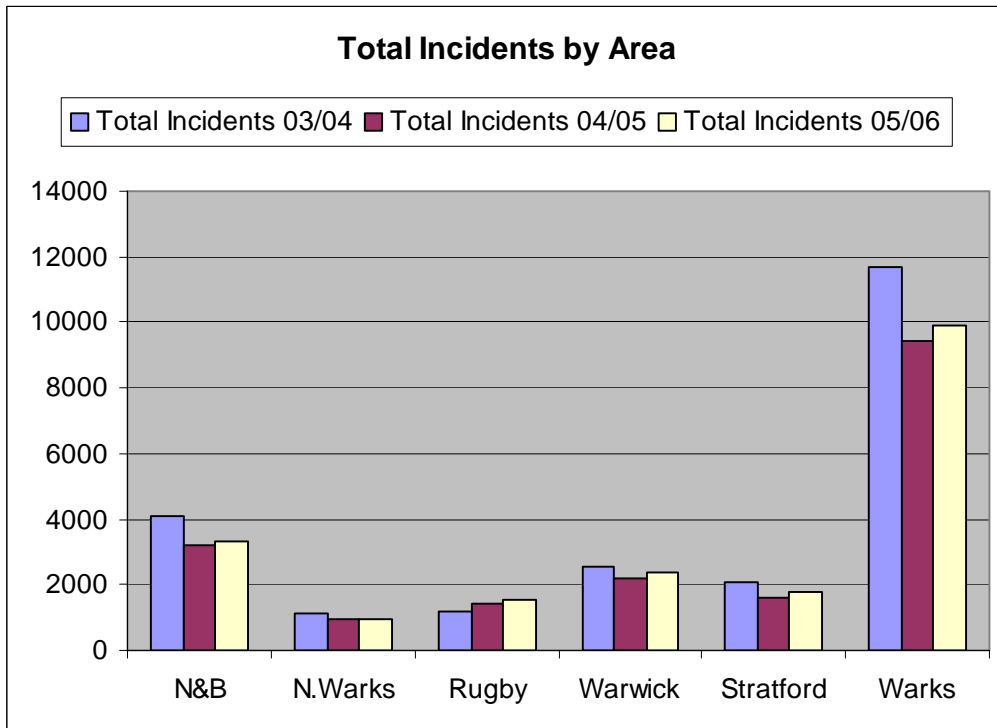
Total Incident Statistics

Table 29 and chart 14 show the total number of incidents for the last 3 years. Both are separated into the 5 Districts and Boroughs of the County and both show the total number of incidents attended by WFRS. The statistics relate to all types of incidents that WFRS may be despatched to, i.e. Fires, special services, RTC's, humanitarian incidents.

Table 29:

District	Total Incidents		
	03/04	04/05	05/06
Nuneaton and Bedworth	4086	3189	3307
North Warwickshire	1109	974	952
Rugby	1183	1442	1547
Warwick	2539	2222	2356
Stratford	2099	1621	1761
Warks	11666	9448	9923

Chart 14:



The trend shows an overall reduction in emergency based response to the community. However, last years activity has shown an increase in mobilisations to incidents. Further work should be carried out to identify the source of the increase in incidents and how community safety education or partnership initiatives may address and reduce the increasing trend.

The FRA's IRMP stated that following the clear reduction of risk through preventative methods, there will be a strategic review of the disposition of resources using the FSEC toolkits and methodology. Any changes to the current arrangements must have a demonstrable effect on reducing overall risk, whilst maintaining public confidence. The statement was made in regard to the disposition of future personnel, stations and resources:

There are currently question marks concerning the validity of operational strategic conclusions reached utilising the FSEC modelling tool. It can confidently be assumed that all calculations based on appliance deployment and attendance times are correct. However, due to the lack of data input into the system any other results reached by the tool must be fully confirmed.

A robust risk profiling project must be carried out prior to the implementation of any restructure or refinement of station, appliance or personnel establishment and the results measured utilising the FSEC modelling tool fully populated with all the current relevant evidence.

AGENDA MANAGEMENT SHEET

Name of Committee **The Cabinet**

Date of Committee **23rd November 2006**

Report Title **Corporate Parenting Policy, Strategy and Action Plan 2006-2009**

Summary

The report describes the collective responsibilities that Warwickshire County Council and partner agencies have towards children and young people in care of the Local Authority. It is being presented at time when the profile of children in care has been raised by the recent launch of the Green Paper *Care Matters: Transforming the Lives of Children and Young People in Care*. The policy is about ensuring that children in care are secure and supported to achieve well and have full and fulfilled lives. The document sets out the key principles and responsibilities of agencies in working together for the benefit of children in care. It further outlines an ambitious Action Plan to progress services for looked after children.

For further information please contact:

Brenda Vincent Assistant Head of Children in Need Services (Rugby) Tel: 01926 413324 brendavincent@warwickshire.gov.uk	Chris Hallett Head of Children in Need Services Tel: 01926 742577 chrishallett@warwickshire.gov.uk
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Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision]

No

Background papers

Initially a workstream within Children Act Project Teamx

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

Other Committees

- Local Member(s) Not applicable
- Other Elected Members CYP&F O&S Spokespersons for information:
Cllr Helen McCarthy – *“I commend the Policy, Strategy and Action Plan”*
Cllr Richard Grant – *“support the Action Plan”*
Cllr Jill Dill-Russell
- Cabinet Member Cllr Izzi Seccombe – *“welcome this report coming to Cabinet”*
- Other Cabinet Members consulted
- Chief Executive
- Legal Richard Freeth – no comments to make
- Finance David Clarke, Strategic Director of Resources – no comments to make
- Other Strategic Directors
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals Elected Members on the Corporate Parenting Policy Panel

FINAL DECISION **NO**

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council 12th December 2006
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

The Cabinet – 23rd November 2006

Corporate Parenting Policy, Strategy and Action Plan
2006-2009

Report of the Strategic Director for Children,
Young People and Families

Recommendation:

That Cabinet consider the Corporate Parenting Policy, Strategy and Action Plan 2006-2009 and recommend its adoption by the County Council.

Background

1. The Corporate Parenting Policy, Strategy and Action Plan 2006-2009, which is attached at **Appendix A**, has been developed through the work of a multi-agency project group. The document reflects the collective responsibilities that Warwickshire County Council and partner organisations have towards the children and young people in care of the Local Authority.
2. Corporate Parenting responsibilities were highlighted by the Government in 2003 *If it were my child...A councillors guide to being a good corporate parent*. It is about making collective efforts to ensure that children in care are supported by all agencies in securing stable and fulfilled life experiences so that their opportunities and outcomes more equitably match those of their peers in the wider community.
3. The development of the policy was particularly influenced by the children and young people who attended the Elected Members Seminar on 18th July. A similar event for foster carers on 22nd May also focused attention on those issues that are important to young people and those who are primarily involved in their day-to-day care.
4. The Action Plan further supports the developments and progress that have taken place within Children Services and is presented for approval at a time when the focus on looked after children has been raised by the recent Green

Paper Care Matters: Transforming the lives of Children and Young People in Care.

MARION DAVIS
Strategic Director for Children,
Young People and Families

Saltisford Office Park
Ansell Way
Warwick

8th November 2006

**WARWICKSHIRE CHILDREN AND
YOUNG PEOPLE'S STRATEGIC
PARTNERSHIP**

**CORPORATE PARENTING POLICY,
STRATEGY AND ACTION PLAN**

2006 – 2009

“Don't treat us like kids. Treat us like our age.”

*Working for
Warwickshire*



The following two poems were presented to Warwickshire County Council elected members on 18 July 2006 by Vicki and Christine, two young people who had been in care. Their words provide a powerful starting point for the Corporate Parenting Policy. They place children and young people at the centre of a policy and strategy that aims to enhance the care that is offered to children from elected members and across individual, professional and agency divides. The poems remind us that decisions about corporate parenting are decisions about children and young people - their lives, their hopes, fears and aspirations.

IT CAN ONLY GET WORSE

Christine July 2006

What if this insecure and unstable person is one of the closest people to you,
One you share a special bond with?
One you should respect, honour and cherish your whole life?
The one who brought you into this challenging world?
The one you visit every Sunday for tea and biscuits?
The one you run to every time you have a problem and the one who picks you up
when you're down?
The one who embarrasses you in front of your mates?
Makes you laugh in the way only she can?
Gets you out of trouble and protects you against all odds?
What happens when the person you hate the most,
Wish they could die the most - and never forgive is
Your Mother?

PAIN

Vicki July 2006

I was pain and I know the pain was in me,
But no-one could see it.
The pain was bad and I knew I was going to die.
But how do you tell your loved ones you are going to die?
My pain was in my soul and I knew it was dying.
I cried for help but no one listened to me.
People think because I was a child that I didn't know what I needed.
I know what I needed – lovely and kind people.
People who are going to hug me and kiss me goodnight.
I was a child in pain and I needed help.
Please someone help me please someone help me.

I wanted my mummy and daddy and my brothers and sister,
But I was not allowed to see them or go home.
But the pain was there and it is always there.
I needed an angel or someone to help me,
But I could not find them so I prayed and prayed,
And then my angel found me under a tree.
A tree of hope and love and peace.
A tree of no pain and I was happy for a while.
My angel played with me and sung to me and hugged and kissed me,
But then the monster that had given me pain made me sad again.
I was looking for my angel but I could not find her and I was sad again.
I wanted to kill myself to get the pain away,
But the monster came and I saw what the monster looked like – it was me.
I had for years been running away from myself and I did not know why.

I looked at myself and saw – yes people hurt me – but by not talking.
I was killing myself for the pain in me was there from all those years ago,
And when I looked at myself again I saw that I was once happy.
But then I was with my family at home,
I looked at myself again and saw I could be happy if I let the past go.
For then if you let go of the past the pain sometimes goes away.
But at the same time you can look back on past pain,
To help you on the way to your future –
For there is happiness in the world.

CONTENTS

1. INTRODUCTION

2. KEY PRINCIPLES AND VALUES UNDERLYING CORPORATE PARENTING

3. SHARED RESPONSIBILITIES

4. OUR POLICY: WHAT WE ARE TRYING TO ACHIEVE

- **Be Healthy**
- **Staying Safe**
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- **Making a Positive Contribution**
- **Achieving Economic Well Being**

5. OUR STRATEGY: HOW WE WILL TAKE THE POLICY FORWARD

6. APPENDICES:

**Appendix 1 – Contributors to the Corporate Parenting
Policy, Strategy and Action Plan**

Appendix 2 - Performance Information 2005/6

Appendix 3 - Background References

CORPORATE PARENTING THE POLICY, STRATEGY FOR IMPROVEMENT AND ACTION PLAN 2006 - 2009

1. INTRODUCTION

Corporate Parenting describes the collective responsibilities that Warwickshire County Council and partner organisations have towards children and young people in care of the Local Authority. These include children accommodated by voluntary agreement with their parent/s, children on statutory orders, children in shared care arrangements, those remanded into care by the court and unaccompanied asylum seeking children and young people. The policy is about ensuring that these children and young people are secure and supported to achieve well, that they are encouraged to have full and fulfilled lives that raise their self esteem and confidence. It is ultimately about preparing them for adulthood and future independence.

To achieve these aspirations children and young people in care require fair and equal access to education, health, leisure, employment and housing. These services have to be able to respond to the particular needs and requirements of children in care.

As Corporate Parents elected members and agencies need to ask two questions;

If this were my child or young person, would it be good enough for them?

If I were that child or young person, would it have been good enough for me?

(DfES "If it were my child.....A councillor's guide to being a good corporate parent." 2003)

This document seeks to answer these two questions by clearly setting out the commitments that organisations in Warwickshire have towards children in care. It describes principles, legal requirements, and responsibilities. The Action Plan provides a focus as it lists areas where service improvements are needed in Warwickshire so that children in care can reach their potential. It also identifies how partner agencies should meet their respective responsibilities.

The document is designed for elected members, managers, practitioners, carers and children and young people. The document has been agreed and is supported by all the partner agencies represented on the Warwickshire Children and Young Peoples Strategic Partnership.

2. KEY PRINCIPLES AND VALUES UNDERLYING CORPORATE PARENTING

The United Nations Convention on the Rights of the Child became international law in 1990. It provides an internationally agreed framework of minimum standards necessary for the well being of the child and young person. The Warwickshire Children and Young Peoples Strategic Partnership have adopted the convention.

Warwickshire County Council and partner agencies also agree the following principles and values that underpin its approach to Corporate Parenting. To:

- Provide care, a home and access to health and education and other public services to all children and young people to according to their needs.
- Provide a care through both nurture and setting appropriate boundaries, appropriate to the child or young person's age and development. Carers and others working with children and young people will be tolerant, dependable and available.
- Protect and educate children and young people about risks and will encourage constructive and appropriate friendship
- Celebrate and share their children and young people their achievements, and provide support and encouragement where they need extra help.
- Recognise and respect their growth to independence, being tolerant and supportive if they make mistakes.
- Provide support, advice and practical help when required.
- Advocate on their behalf and promote their interests and well being in all circumstances
- Have aspirations and ambitions for children and young people by encouraging and supporting their efforts to reach their potential through education, training or employment.
- Provide financial support, and celebrating special occasions that respect the child or young person's religion and cultural heritage.
- Encourage, enable and review contact with family members as appropriate.
- Help children and young people to feel part of the local community through contact and involvement with neighbours and local groups.
- Be proactive in anticipating and intervening in any aspects of the lives of children or young people where difficulties are likely to arise.

3. SHARED RESPONSIBILITIES

This section sets out particular responsibilities elected members, staff groups and carers have to children in care.

(i) Warwickshire County Council Elected Members

Elected members have to ensure that public services used or needed by children in care are of a high quality, integrated and take account of their needs.

Elected members will ensure that they are fully informed of the issues facing children in care. This is achieved by understanding the characteristics of children in care and by knowing how well services are performing in meeting their assessed needs. This requires an awareness and understanding of the

- Care and placement arrangements
- Child protection and safety policies and procedures,
- Education performance and achievements
- Responsiveness of health services,
- Preparation for leaving care arrangements and housing needs
- Arrangements to prevent children in care from getting into trouble.

Elected members will be supported in meeting their responsibilities by Local Authority staff. They will provide leadership that will encourage and support partnership and joined up working. This will ensure that funding, commissioning and priority setting deliver the best combination of services for looked after children and young people.

Elected members will scrutinise and monitor services provided and will oversee the implementation the Action Plan.

(ii) Foster Carers

Foster carers will be approved and supported in the following

- Providing a safe and comfortable home for children in their care
- Giving children in their care time and attention.
- Ensuring that discipline is reasonable and appropriate and in line with provisions of the Foster Care Agreement
- Being available or ensuring appropriate child care arrangements are in place for the child at key times of the day - before and after school and during school holidays.
- Working positively with the birth parents and other family members.

- Working as part of a team with others who share responsibility for the child or young person's care, welfare and development
- Respecting the child or young person's confidentiality and by keeping information safe
- Furthering their own development and understanding of the needs of children in care through supervision and training and development opportunities.
- Providing care that support and promotes the child or young person's culture, race, religion, language, disability and sexual orientation.

(Taken from "Time to Care")

(iii) Social Workers and Leaving Care Workers

In relation to children in care the social workers and leaving care worker have responsibilities in the following area:

Assessment:

The social worker will be responsible for ensuring that the child and young person's needs are properly assessed and that these are properly represented in the Care Plan.

Planning:

The social worker has the key role in setting and establishing plans for children in care. First consideration will be given to returning the child or young person to their parent's care where this is safe to do so, or other family members. Where this is not achievable efforts will be made to secure the child's placement within an alternative family setting such as adoption or foster care. Where a child or young person remains in care plans will also address leaving care arrangements.

In care planning the social worker will **listen** to the views and wishes of the child or young person and those of their family members. The views of others engaged in providing services to children in care will also be sought.

The social worker will ensure that through the care planning process children and young people

- are healthy and their health needs are appropriately assessed and met
- are securely accommodated within family situations or in other appropriate caring environments
- have access to and are supported in a full range of educational services, whether this is in schools, colleges or other specialist alternative provision
- have access to leisure and sporting facilities which enable their interests, skills confidence and self esteem to develop.

The social worker will also

- Represent the child or young person in negotiating with other agencies and professionals where they are required to meet their obligations in corporate parenting.
- Actively demonstrate to the child or young person that they are cared for and valued through having regular contact with the child or young person.
- Arrange ongoing support and care for child or young people when they either return home to their families or leave care as young adults.

(iv) Teachers and Education Staff

**“Children in public care are our children.
We hold their future in our hands, and education is the key to that future”.**

All staff working in education, whether based in schools or local authority services have responsibilities towards looked after children. These responsibilities are clearly defined within **‘The Education of Young People in Public Care (DoH/DfES, 2000)** and **Statutory Guidance on the Duty on Local Authorities to Promote the Education of Looked After Children under Section 52 of the Children Act 2004’ (DfES 2005).**

Responsibilities cover the following range of activities

- Admissions to schools
- School transport
- Special Educational Needs and Inclusion
- School Improvement
- School Exclusions
- Education Social Work
- Educational Psychology
- Educational Support to Schools

The key principle is that the particular needs of looked after children are recognised and prioritised within the work of the service or sector, and that an appropriate service or individual support is offered whenever necessary.

The statutory duty does not directly apply to schools and their staff. However, there is an expectation, clearly stated within the duty, that schools and their staff will ‘take a proactive approach to co-operating with and supporting local authorities in discharging this duty’ (DfES 2005).

Within Warwickshire the TELAC Service (The Education of Looked After Children), act as the interface between social work, education and school staff, working to ensure that looked after children received the help and support they need to achieve their full potential.

TELAC teachers monitor the progress of looked after children in Warwickshire schools and act as a first point of contact for queries and ensure that all Warwickshire schools have an allocated Designated Teacher for Looked After Children.

(v) Health Sector Managers and Clinicians

The Department of Health in ‘**Promoting the Health of Looked After Children” (2002)** sets out the particular responsibilities health workers have towards looked after children.

Chief Executives of Primary Care Trusts (PCT’s) are charged with ensuring that health sector children’s services are planned, commissioned and delivered in collaboration with other partner agencies, taking account of the particular health needs of looked after children, and that priority is given to looked after children.

Designated doctors and nursing staff are appointed to provide strategic leadership and advice across Warwickshire on health care structures and processes for looked after children. These include ensuring that

- quality health assessments are undertaken that inform health plans
- appropriate treatments or therapies are delivered to looked after children

This is achieved through the agreed integrated Health Care Pathway that is used and monitored across Warwickshire.

Health sector clinicians with responsibilities for healthy living and public health promotions will ensure that looked after children and young people receive information and advice about healthy lifestyles.

4. OUR POLICY: WHAT WE ARE TRYING TO ACHIEVE

This section broadly outlines the approaches being taken to ensure that children in care can reach their full potential. These aspirations have been centred on the five Every Child Matters outcomes of being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic well being.

Responsibilities as corporate parenting require everyone working with or on behalf of for children in care, to ensure that the five outcomes for children and young people are addressed either directly and indirectly.

BEING HEALTHY

Being healthy includes initiatives to support the physical, mental and emotional and sexual health of looked after children and young people. It also includes helping looked after children and young people to pursue healthy lifestyles and avoid taking illegal drugs.

(a) Being Physically Healthy

All children in care are registered with a general practitioner and dentist for routine health care and to address acute medical or dental problems. The Integrated Health Care Pathway ensures that comprehensive health assessments are completed for looked after children

(b) Being Mentally and Emotionally Healthy

“You need to say how you are feeling.”

The experience of mental health problems is more likely amongst looked after children and young people due to their previous experiences of neglect or trauma. Effective preventive mental health care reduces the likelihood of looked after children experiencing many of the problems associated with poor mental health, such as non-school attendance, educational failure, juvenile crime and placement disruption.

Good practice in community based services ensures that services to children are provided within their usual networks at school or college, community groups or through family and friends.

Socially excluded children and young people including those with particular mental health needs (including black and ethnic minority children) unaccompanied asylum seekers, refugee children and children and young people with disabilities require priority in the provision of local mental health services.

The Child and Adolescent Mental Health Services (CAMHS) - Looked After Children Services aims to provide timely and dedicated support to looked after children and their carers. Adult mental health services provide support to the leaving care service in helping looked after young people with mental health problems achieve independence as they enter adulthood.

Health, social care and educational professionals and foster carers receive training in the early identification of mental health problems and on how to promote the emotional well being and resilience of children in care. Advice and specialist help is available on how to deal with behavioural difficulties.

(c) Being Sexually Healthy

The Sex and Relationships Education Policy for looked after children in Warwickshire was approved in 2003. It outlines how foster carers and social work staff should work with young people on issues relating to personal relationships and sexual health.

Warwickshire County Council and the Warwickshire Primary Care Trusts commissioned 'Respect Yourself' a sexual health guide for young people in Coventry and Warwickshire. This includes information on 'Saying No', talking to partners about safer sex and keeping safe. It also and provides a guide to local contraception and sexually transmitted infection services.

(d) Healthy Lifestyles

The National Healthy Care Standard provides social care, health agencies and partner agencies with the basis for promoting health and healthy environments for children and young people. The Local Children's Strategic Partnerships Board provides the vehicle for ensuring that local plans integrate the opportunities for children and young people to develop knowledge and skills to maintain health, with adequate access to health care and prevention of poor health. Children and young people require access services, to have the knowledge and skills to communicate their health needs to others and to be able to take responsibility for their own health.

Healthier lifestyles for children in care is promoted by

- Having access to good nutrition with a balanced diet
- Having five pieces of fruit and vegetable a day
- Having access to leisure facilities

We want to promote health and wellbeing in consultation with looked after children using the United Nations Convention on the Rights of the Child as the framework. The remit of this consultation would be broad and will need support and action as appropriate from various agencies within the Local Authority, NHS and the voluntary community sector.

(e) Choosing not to take illegal drugs

Looked after children and care leavers are more likely to engage in drug use, and at a younger age than other children and young people. Young people say they want to increase their knowledge and understanding about drugs and develop their skills to access support and cope when the situation arises.

It is planned that the children and young people's Drugs Services will deliver across health and social care agencies. Support is given to staff and carers who have a key role in providing information and support to young people on drug related issues.

STAYING SAFE

“I don’t understand why I had to move... No-one told me.”

Corporate parenting requires safe arrangements to be put in place for children in care. This includes

- Undertaking statutory monitoring including enhanced Criminal Records Bureau (CRB) checks on all staff and carers who have contact with looked after children.
- Employing qualified and registered social work staff to work directly with looked after children
- Staff members having a named supervisor and a formal supervision arrangement in place providing professional and managerial guidance and monitoring.
- Staff members completing an Annual Performance Review about their professional development and training needs to be able to meet and ensure continued quality care to children.
- The vigorous and extensive preparation and competency based assessment of prospective foster carers in line with the requirements of the Fostering Regulations 2002 and National Minimum Fostering Standards
- The annual review of foster carers suitability and ongoing training and development opportunities to ensure that foster carers appropriately meet the needs of children in placements.

Residential care or residential school establishments must meet the regulatory requirements and standards and be registered with the Commission for Social Care Inspection (CSCI), before a child is placed. Registration will ensure that all aspects of life in the residential establishment, including the safety of the physical environment and standards of care are met and that staff have been subject to a range of references, including the CRB checks. Residential schools have to be approved by the Department for Education and Skills, or have their particular placement approved by them.

Subject to assessment and the views having been sought from all professionals involved with the child, or who may have knowledge of the child and/or family, children who are subject to Care Orders to the Local Authority, may be placed in the care of parents or with other persons with parental responsibility with the approval of the Senior Manager in Children in Need Services.

Children in care have their circumstances reviewed at least every six months by an Independent Reviewing Officer (I.R.O.). The review examines the plans developed for the child and seeks the views of the child in addition to those people involved in providing for his or her care and education. The Independent Reviewing Officer is tasked with ensuring that the child is receiving all the appropriate services which maintain and develop their health, development and safety.

ENJOYING AND ACHIEVING

The educational achievement of looked after children remains unacceptably low, and a duty is now placed on Local Authorities to promote educational achievement for looked after children.

“Although some do well, looked after children as a group have poor experiences of education and very low educational attainment. Their educational outcomes, in terms of the proportion who reach the average levels of attainment expected of seven, eleven, fourteen and sixteen year olds, remain significantly lower than for all children. A relatively small number of looked after children progress to higher education.”

DfES Guidance on Section 52 of the Children Act 2004. 2005

The aspiration is for children in care have positive, stable and lasting experiences of school so that each child and young person is able to reach their educational potential.

Within Warwickshire this is promoted by the TELAC service that

- Ensures that all looked after children have an effective, high quality Personal Education Plans (PEP),
- Actively supports schools and raises their awareness about the needs of looked after children with governing bodies and providing support for designated teachers,
- Provides information and training on roles and responsibilities associated with corporate parenting for educational practitioners and people on governing bodies, and
- Supports the educational achievements of young people leaving care into training, work experience and further and higher education.

New duties on Local Authorities are expected to ensure that every child has the best start in life, these will also apply to looked after children living with their birth families. It is the Government's intention to provide all families with children up to the age of fourteen an affordable, flexible, high quality childcare place that meets their circumstances.

High quality early years education provides the best start for all children and enhances the possibility of higher levels of achievement throughout a child's life. In addition to this, high quality childcare can provide a sound basis for establishing friendships, exploring new opportunities and engaging in enjoyable activities. For

looked after children this provides many benefits and can enable foster carers to ensure that the child in their care has early year's opportunities whilst allowing them to retain their own work commitments.

MAKING A POSITIVE CONTRIBUTION

Children and young people in care need to be actively engaged in their communities by forming positive relationships and friendships. In decision making processes such as their looked after reviews, conferences and other participation initiatives they are empowered to make a positive contribution and assist in service developments.

Ambitious targets have been set to increase the attendance and/or contribution of children in care in the review process. Co-chairing between a young person and their independent review officer has been developed arising from the SIGMA initiative (Service Improvement Generated through Management Action) The independent advice and advocacy service supports children and young people in attending reviews and child protection conferences by ensuring individual wishes and feelings are represented.

Participation events such as the one entitled 'You Matter!' gave looked after children the opportunity to express their views about the 5 Every Child Matters outcomes. SIGMA also provides an opportunity for young people to meet with senior managers either to their individual circumstances or general issues about being in care in Warwickshire.

Young people have participated in staff selection processes within the Children, Young People's and Families Directorate. They have also been involved in the commissioning of services for children and further developments will be built on these experiences.

Care experienced young people have been delivering the Total Respect training across the authority for staff, managers and elected and co-facilitate training on children's participation for foster carers. This is now part of the overall Fostering Training programme in Warwickshire. The Leaving Care Forum has a countywide profile and provides a direct route for carer leavers to contribute to practice and policy.

In 2005 the 'Recognising Achievement Award' event proved to be a very successful event and well received by young people. This annual event is an opportunity to celebrate the individual successes of our looked after children and young people.

Warwickshire County Council and partner agencies have adopted a joint Participation Strategy called "Learning to Listen, Listening to Learn." This strategy highlights the need for active involvement of users of services in the planning, commissioning, monitoring and reviewing of services. It includes the implementation of the participation auditing exercise "Hear by Right", it further supports Youth Councils, Area Youth Forums and school councils within schools. It creates the context for the active participation of looked after children in the design of all the services that affect their lives.

ACHIEVING ECONOMIC WELL BEING

More opportunities need to be made available across Warwickshire for looked after children to prepare for economic independence. There is a strong connection between home stability and the ability to get and sustain employment and training opportunities. Care leavers who experience homelessness following leaving care find it harder to obtain and retain work, training and employment and to remain in contact with Connexions and other professional support.

There are a number of opportunities and incentives available for looked after children in preparing for long term employment. These include

- The Education Maintenance Allowance (EMA)
- A protocol with local further education colleges within Warwickshire and Coventry, supported and scrutinised by the regional Learning and Skills Council, is supporting care leavers in applying and attending courses.
- Warwickshire County Council funds the “People into Employment” project based in Nuneaton providing specific employment advice for the unemployed.
- There are specialist Connexions advisers to assist young people with learning disabilities to attend local provision or to access residential further education where local colleges are not able to meet need.
- National funding from Care to Learn is available locally for young parents to return to Education with childcare provided.

The recent introduction of the Child Trust Fund is a national drive by government to encourage all children to begin saving. We have robust reporting arrangements to the Inland Revenue to ensure that all newly looked after children are in receipt of a Child Trust Fund, who ensure that one is set up for the child.

More needs to be done to assist care leavers with the range of challenges presented in moving towards independence. The county council, partner agencies, including district and borough councils, the health sector and independent sector providers could become “family firms” providing work experience and employment opportunities for looked after children across the county. The Environment and Economy Directorate are well placed to coordinate such schemes to ensure a greater take up of opportunities for care leavers, and to advise on unmet need for employment and training.

In 2005/06, 5 young people left care and entered university and it is anticipated that this number will increase. Strategies are to be developed to support looked after children entering key stage 4 so that GCSE results amongst the looked after population can improve providing them with a sound basis for further education, training and employment.

5. OUR STRATEGY: HOW WE WILL TAKE THE POLICY FORWARD

(i) Governance and Reporting Arrangements

This policy document represents a joint agency commitment to children and young people in care across Warwickshire. The governance of this policy and associated services rests, in the first instance, with Warwickshire County Council through the Children, Young Peoples and Families Directorate, the Cabinet and full Council.

The partnership arrangements for corporate parenting are governed through the Children and Young Peoples Strategic Partnership Executive Board, and informed by the Partnership Forum.

(ii) Elected Members Standing Group

It is proposed that there is a standing group of elected members with responsibilities to help take the policy forward by

- Providing strategic direction for the continuing development of corporate parenting,
- Providing advice on the developing relationship between elected members and children in care
- Progress monitoring the Corporate Parenting Action Plan
- Engaging with looked after children, carers and staff groups with corporate parenting responsibilities, and
- Supporting the Overview and Scrutiny Committee in examining the outcomes for looked after children.

The Corporate Parenting Elected Members Standing Group will be supported by a **Corporate Parenting Joint Agency Management Group** charged with project managing and overseeing the progress of the Action Plan, and helping develop corporate parenting arrangement further.

HOW WE WILL MONITOR PROGRESS

The Corporate Parenting Elected Members Standing Group will receive periodic reports of what progress is being made from the Corporate Parenting Joint Agency Managers Group. Children in care will be invited to comment on the impact that the changes arising from the Action Plan has had on their lives.

HOW WE WILL REVIEW AND UPDATE OUR POLICY

The Overview and Scrutiny Committee will consider the impact of the Action Plan on improving the performance outcomes for looked after children in 2008, when the overall policy, strategy and Action Plan will require updating.

OUR CORPORATE PARENTING ACTION PLAN: PRIORITIES FOR IMPROVEMENT: OUTCOMES

OUTCOME	ACTION	TO BE ACHIEVED BY:	RESPONSIBLE AGENCY/CIES	TIMESCALE
<p>Being Healthy</p>	<p>The Integrated Care Pathway approach is introduced across the county for all looked after children.</p>	<p>The appointment of dedicated assessment services for children in care in the Leamington, Warwick and Stratford districts of the county</p>	<p>Warwickshire PCT</p>	<p>October 2007</p>
		<p>All children in care have their health needs adequately assessed and services are provided to meet assessed needs.</p>	<p>Warwickshire PCT</p>	<p>April 2007</p>
	<p>That there are positive outcomes resulting from dedicated CAMHS service for looked after children being introduced.</p>	<p>Using identified health needs of children, develop appropriate support, guidance and training to carers and staff on health issues highlighted</p>	<p>Warwickshire PCT</p>	<p>October 2007</p>
		<p>In line with the Service Specification for the CAMHS-LAC Service</p> <ul style="list-style-type: none"> ➤ Children in care receive timely CAMHS services according to the assessment of their need for intervention. ➤ Carers and others have prompt access to CAMHS advice 	<p>Coventry & Warwickshire Partnership Trust/CYP&F</p>	<p>April 2007</p>
	<p>Arrangements are put in place to ensure that looked after children have access to initiatives supporting health and emotional well being.</p>	<p>To ensure a consistent approach a review of direct work services to children will determine whether support is provided in the most appropriate way that supports</p>	<p>CYP&F</p>	<p>July 2007</p>

		<p>children in dealing with trauma and in developing resilience.</p> <p>Training is delivered to staff and carers about the impact of early emotional trauma and how resilience may be nurtured for children in long term care</p> <p>With the contribution of young people a development plan will be devised and implemented that will promote healthy lifestyle choices and wellbeing for children in care in line with the UN Convention Rights of the Child.</p>	<p>CYP&F</p> <p>Warwickshire PCT/CYP&F</p>	<p>July 2007</p> <p>January 2008</p>
Staying Safe	Continuing priority is given to reducing placement instability and providing care arrangements to meet the principles of this policy.	<p>Implementing a Permanency Planning Protocol and the use of a Toolkit that will focus attention on planning for the child's longer term placement needs , that will ensure that placements proceed on the basis of preparation and the involvement of the child/young person.</p> <p>A review of the arrangements for recruiting, supporting and training permanency/long term foster carers will determine whether different arrangements are required that will promote stability outcomes</p> <p>A review and the development of strategies that will prevent the disruption</p>	<p>CYP&F</p> <p>CYP&F</p> <p>CYP&F</p>	<p>April 2007</p> <p>September 2007</p> <p>July 2007</p>

		<p>of foster placements by ensuring that the support needs of the child and carers throughout the duration of the placement are addressed.</p> <p>Where children are placed out of county the principles and outcome statements in the policy will be strengthened and reflected in the commissioning and contracting arrangements.</p>	CYP&F	April 2008
Enjoying and Achieving	Ensure that looked after children are reaching their full educational potential, both in key stage and examination performance and using all opportunities provided in schools.	<p>The TELAC service ensures effective ways of working that will optimise the amount of educational support to looked after children thereby reducing exclusion.</p> <p>Looked after children at key stage 2 and 3 will be entered for end of key stage assessments unless exceptional circumstances apply.</p> <p>That a strategy will be put in place that will closely track and ensure appropriate support and intervention is coordinated on behalf of the child ensuring effective communication between the child or young persons carer, social worker, school and TELAC service at critical educational 'key' stages particularly in the lead up to key stage 4 (GCSE)</p>	<p>CYP&F (TELAC)</p> <p>CYP&F (TELAC)</p> <p>CYP&F (TELAC)</p>	<p>September 2007</p> <p>April 2007</p> <p>January 2007</p>

	<p>The children in care have access to social and leisure opportunities to help them grow and mature.</p>	<p>Ensuring that a current Personal Educational Plan (PEP) is available at each looked after review and is reviewed accordingly.</p>	<p>CYP&F (TELAC)</p>	<p>January 2007</p>
		<p>Increasing the number of children in care who enter further education or employment through strengthened Pathway Planning and multi-agency arrangements</p>	<p>CYP&F (TELAC)</p>	<p>September 2007</p>
		<p>To develop systems and track post 16 education and training for young people to ensure that they access facilities that support their ongoing educational development</p>	<p>CYP&F</p>	<p>April 2007</p>
		<p>The care planning process will ensure that the child/young person has access to opportunities that support their development, interests and confidence</p>	<p>CYP&F</p>	<p>April 2007</p>
		<p>To review the arrangements for providing continuing support and life skills training for young people during the transition to independent living and leaving care</p>	<p>CYP&F</p>	<p>September 2007</p>
		<p>Key managers within the county council will put in place an action plan that will deliver social and leisure opportunities for children in care</p>	<p>CYP&F</p>	<p>September 2007</p>

Positive Contribution	There is evidence that looked after children play an active part in their reviews.	The involvement of young people in their reviews either directly at the review meeting or independently outside of the formal review increases to 90%	CYP&F	September 2007
		The circumstances of non involvement in the review process are known and recorded/reported	CYP&F	September 2007
		The Consultation Booklet for looked after children about the review process is revised and distributed	CYP&F	September 2007
	Looked After children will be involved in helping design services and practices to meet their needs, and will be in regular discussions with elected members to ensure that their responsibilities are being met.	To continue initiatives that seek to ascertain the views of young people about their care experience	CYP&F	April 2007
		To train and support young people in working with the CYP&F Directorate in service development	CYP&F	September 2007
		To develop opportunities for elected members to meet young people in care	CYP&F/ Elected members	April 2007
		To explore the opportunities for developing a befriending/mentoring scheme for young people in care and leaving care.	CYP&F	September 2007

Achieving Economic Well Being	There is a coordinated programme of training, work experience and employment opportunities for looked after children provided through the county council.	All young people leaving full time education receive information about training and employment opportunities available across the county council and partner agencies	WCC	January 2008
	That looked after children are provided with care and supported housing arrangements that reduce exposure to harmful influences.	Through working with local partners and organisations to plan for and implement a housing strategy that will meet the future placement needs of children leaving care	CYP&F	January 2008
		To review, develop and improve the managerial coordination of the supported lodgings placement scheme	CYP&F	September 2007

APPENDICES

Appendix 1

Contributors to Corporate Parenting Policy, Strategy and Action Plan

(i) Corporate Parenting Project Group

Members

Chris Hallett	Head of Service for Children in Need (Policy Sponsor)
David Allan	Assistant Head of Service (Project Manager)
Martin Cliff	Assistant Head of Service (Lead -Looked After Children)
Cath Halsall	Head of The Education for Looked After Children Team
Rebecca Hale	Planning Officer, Children's Planning Team
John Murphy	Independent Advice and Advocacy Service (Barnados)
Dr Doug Simkiss	Consultant Paediatrician North Warwickshire PCT
Lyn Unsworth	Team Leader Leaving Care Service (Warwick District)
Norma Smeaton	Assistant Head of Service for Early Years
Dharmista Harkisan-Hall	Professional Assistant

Elected members involved through the Corporate Parenting Policy Panel

Cllr Izzi Seccombe
Cllr Peter Fowler
Cllr Anita Macauley
Cllr Richard Grant
Cllr Katherine King
Cllr Jill Dill-Russell

Groups Involved in informing the production of the Corporate Parenting Policy, Strategy and Action Plan

Two SIGMA Groups of children and young people
Leaving Care Forum
Children and young people who attended the Elected Members Seminar on 18th July 2006
Foster Carers attending the Corporate Parenting event held on 22nd May 2006
Elected members who attended the Seminar on 18th July 2006
Social Workers, Fostering Social Workers and support staff in North Warwickshire
Social Workers, Fostering Social Workers and support staff in Nuneaton and Bedworth
Social Workers, Fostering Social Workers and support staff in Rugby
Social Workers, Fostering Social Workers and support staff in Warwick
Social Workers, Fostering Social Workers and support staff in Stratford
Independent Reviewing Officers
Heads of Secondary Schools across Warwickshire
Heads of Primary Schools across Warwickshire
Staff at the Barnados Foster Carer Service
Paediatricians Conference 13th April 2006

Appendix 2

Summary of performance at 31st March 2006

Performance Indicators for Outcome 1 – Being Healthy

PAF C19 - Health of Children Looked After

The proportion of children looked after for a year or more who have had their teeth checked by a dentist during the last year, and who have had an annual health assessment during the last year (an average of these two proportions).

	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7 Plan
Warwickshire	72.1	79.1	82.0	84.0	82.5	85.0
Comparator Authorities	71.9	73.6	76.7	79.0		
England	71.1	74.2	77.3	79.0		
Threshold for Top Banding	80.0	80.0	80.0	80.0	80.0	80.0

Performance Indicators for Outcome 2 – Staying Safe

APA CH39 - Number of Looked After Children

The number of children looked after at 31 March, per 10,000 child population.

	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7 Plan
Warwickshire	36.6	35.8	39.4	41.3	41.2	37.0
Comparator Authorities	35.1	36.0	35.6			

PAF A1 - Short Term Stability for Looked After Children

Of children looked after at 31 March, the proportion who had three or more placements during the preceding year.

	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7 Plan
Warwickshire	15.6	15.0	13.8	13.1	13.0	13.0
Comparator Authorities	12.6	13.1	14.1	14.0		
England	12.4	11.9	12.7	13.0		
Upper Threshold for Top Banding	16.0	16.0	16.0	16.0	16.0	16.0

PAF D35 - Long Term Stability for Looked After Children

Of children looked after at 31 March who have been looked after for at least 4 years, the proportion that has been in the same foster placement for at least 2 years.

	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7 Plan
Warwickshire	47.0	48.5	41.9	46.2	53.5	60.0
Comparator Authorities	50.2	50.7	50.7	50.0		
England	50.7	50.3	47.8	49.0		
Upper Threshold for Top Banding	80.0	80.0	80.0	80.0	80.0	80.0
Lower Threshold for Top Banding	70.0	70.0	70.0	70.0	70.0	70.0

PAF C23 - Children Adopted from Care

The number of children adopted from care during the year, divided by the number of children looked after at 31 March who have been looked after for 6 months or more.

	2003/4	2004/5	2005/6	2006/7 Plan
Warwickshire	6.9	6.3	5.6	8.0
Comparator Authorities	8.5	7.9		
England	7.7	7.5		
Upper Threshold for Top Banding	25.0	25.0	25.0	25.0
Lower Threshold for Top Banding	8.0	8.0	8.0	8.0

PAF B7 - Looked After Children in Foster Placements or Placed for Adoption

Of children looked after at 31 March, the proportion that is in foster placements or placed for adoption. Children placed with parents are excluded from this indicator.

	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7 Plan
Warwickshire	88.4	84.7	88.0	89.2	91.4	88.0
Comparator Authorities	82.4	82.9	83.0	82.4		
England	80.8	81.7	80.9	80.7		
Upper Threshold for Top Banding	90.0	90.0	90.0	90.0	90.0	90.0
Lower Threshold for Top Banding	85.0	85.0	85.0	85.0	85.0	85.0

PAF 68 - Timeliness of Looked After Reviews

Of children looked after at 31 March who had been looked after for at least 4 weeks, the proportion who had all their looked after reviews held within statutory timescales, i.e. 28 days from accommodation for the first review, 91 days after that for the second and 183 days after that for any subsequent review.

	2005/6	2006/7 Plan
Warwickshire	51.6%	85.0%
Comparator Authorities		
England		

NB. This indicator was introduced in 2006 so as yet there is no comparative information.

Performance Indicators for Outcome 3 – Enjoying and Achieving

PAF A2 - GCSEs for Young People Leaving Care 16+

Of young people leaving care aged 16 and above, the proportion who held one or more GCSEs or a GNVQ on leaving care.

	2003/4	2004/5	2005/6	2006/7 Plan
Warwickshire	54.8	61.5	68.9	75.0
Comparator Authorities	51.9	51.0		
England	49.6	51.0		
Lower Threshold for Top Banding	70.0	70.0	70.0	70.0

PAF C24 - Children Looked After Absent from School

Of children looked after for a year or more, the proportion who missed 25 days or more of school during the previous academic year.

	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7 Plan
Warwickshire	15.5	10.4	13.5	7.2	12.3	9.5
Comparator Authorities	13.0	12.3	12.3	11.3		
England	11.7	11.9	12.1	12.2		
Upper Threshold for Top Banding	5.0	5.0	5.0	5.0	5.0	5.0

PAF C69 - Distance Children Newly Looked After are Placed from Home

Of children newly accommodated in the year ending 31 March and still accommodated at 31 March, the proportion that at 31 March are placed more than 20 miles from their home address from which first placed. Unaccompanied asylum seekers, children missing from care, children placed for adoption and children placed with parents are excluded.

	2005/6	2006/7 Plan
Warwickshire	11.8	10
Comparator Authorities		
England		

NB. This indicator was introduced in 2006 so as yet there is no comparative information.

Performance Indicators for Outcome 4 – Making a Positive Contribution

PAF C18 - Final Warnings and Convictions for Looked After Children

The proportion of children looked after over the age of 10 who offended during the year, divided by the proportion of their peers in the general population who offended during the year.

	2001/2	2002/3	2003/4	2004/5	2005/6	2006/7 Plan
Warwickshire	3.7	2.5	3.1	2.2	2.8	2.5
Comparator Authorities	3.7	2.9	3.2	3.5		
England	3.0	2.8	2.9	3.0		
Upper Threshold for Top Banding	3.0	3.0	3.0	3.0	3.0	3.0
Lower Threshold for Top Banding	1.0	1.0	1.0	1.0	1.0	1.0

PAF C63 - Participation in Looked After Reviews

Of children looked after for at least 4 weeks and who are over the age of 4, the proportion who communicated their views in some way to their latest looked after review. This could be via personal participation, written or electronic communication or independent representation.

	2004/5	2005/6	2006/7 Plan
Warwickshire	77.1	81.0	90.0
Comparator Authorities	84.0		
England	83.0		
Lower Threshold for Top Banding	95.0	95.0	95.0

Performance Indicators for Outcome 5 – Achieving Economic Well-Being

PAF A4 - Employment, Education and Training for Care Leavers at Age 19

Of young people who were in care when they were 16 and subsequently left care, the proportion who at the age of 19 were in education, training or employment.

	2004/5	2005/6	2006/7 Plan
Warwickshire	0.74	0.76	0.78
Comparator Authorities	0.69		
England	0.72		
Lower Threshold for Top Banding	0.6	0.6	0.6

Appendix 3

Background References

Department for Education and Skills, "Statutory guidance on the duty on local authorities to promote the educational achievement of looked after children under section 52 of the Children Act 2004." 2005

Department for Education and Skills, "Who Does What. How social workers and carers can support the education of looked after children." Sept 2004

Department for Education and Skills, "If it were my child.....A councillor's guide to being a good corporate parent." 2003

Department for Education and Skills, "Looking After Children: At what cost? Resource Pack." 2005

Department for Education and Skills 'The Education of Young People in Public Care (DoH/DfES, 2000)

Department of Health, 'Promoting the health of looked after children.' in 2002

Fostering Network, "UK National Standards for Foster Care." 1999

Local Documents

Children Act Project Team, "A Vision and Strategic Direction for Children's Services in Warwickshire." July 2005

An Integrated Care Pathway to promote the health of Warwickshire Looked After Children. 2005

Time to Care. A practical guide to becoming a Foster Carer in Warwickshire

Warwickshire Children's Charter 2005

Children and Young People's Plan: Working for Warwickshire's Children and Young People 2006-07

Warwickshire has a Sex and Relationships Education Policy 2003

AGENDA MANAGEMENT SHEET

Name of Committee **The Cabinet**

Date of Committee **23rd November 2006**

Report Title **Change to the Indicated Admission
Number of Southam College**

Summary This paper seeks authorisation to undertake formal consultation on a proposal to change the admission number of Southam College.

**For further information
please contact:** Phil Astle
Assistant Head of Service – Service Planning
Tel: 01926 742166
philastle@warwickshire.gov.uk

**Would the recommended
decision be contrary to the
Budget and Policy
Framework? [please identify
relevant plan/budget provision]** No

Background papers School Organisation Framework Document 2005/10

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s) Cllr John Appleton – Southam – *“the recommendation calls for a decision on 210 versus 221 – I support 221 since this accords with the data and the ambitions of this successful college”*
- Other Elected Members Cllr John Whitehouse – no comments to make
Cllr Bob Stevens – no comments to make
CYP&F O&S Spokespersons for information:
Cllr Helen McCarthy – *“I note the report”*
Cllr Richard Grant – *“agree the proposed consultation”*
Cllr Jill Dill-Russell

- Cabinet Member Cllr John Burton
- Other Cabinet Members consulted Cllr Izzi Seccombe – *“approved for Cabinet”*
- Chief Executive
- Legal Richard Freeth – no comments to make
- Finance David Clarke, Strategic Director of Resources – no comments to make
- Other Strategic Directors
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION **NO**

- SUGGESTED NEXT STEPS:** Details to be specified
- Further consideration by this Committee
 - To Council
 - To Cabinet
 - To an O & S Committee
 - To an Area Committee Warwick Area Committee 23.1.07 (subject to Cabinet’s decision)
 - Further Consultation All stakeholders (subject to Cabinet’s decision)

The Cabinet – 23rd November 2006

Change to the Indicated Admission Number of Southam College

Report of the Strategic Director for Children, Young People and Families

Recommendation:

That Cabinet authorises the Strategic Director for Children, Young People and Families to consult stakeholders on proposals:

- (i) to increase the Planned Admission Number of Southam College, and
- (ii) to decide whether they wish to consult on a PAN of 210 or 221 pupils per year.

1. Introduction

- 1.1 Following improvements to the accommodation at Southam College, the physical capacity of the school has been reassessed in accordance with the 'net capacity' formula set out by the Department for Education and Skills formula.
- 1.2 The re-measurement of the school's capacity indicates that the admission number (PAN) should be increased from 200 to 210 pupils per year.

2. Background

- 2.1 The capacities of all schools in England are assessed according to the 'net capacity' formula set out by the Department for Education and Skills. This is the only accepted measurement for calculating the capacity of schools. The formula produces a capacity figure (expressed as the number of available workplaces) which translates to an Indicated Admission Number (IAN) for Year 7. The legal situation is that the County Council determines the physical capacity and IAN of all schools and that the admissions authority, which in the case of Southam College is also the County Council, determines the Planned Admission Number (PAN). In setting the PAN the admission authority must take account of the IAN (which in turn reflects the physical capacity of the school).

- 2.2 Southam College is a popular, high achieving, 11 to 18 community secondary school serving the town of Southam and surrounding villages. When the capacity of the school was previously assessed in 2002, the IAN was 186 pupils per year but it was agreed to set the Admission Number at 200 to take into account changes to the accommodation which were in progress, but not completed, at the time of the calculation.
- 2.3 In January 2006 the school had 1,102 pupils on roll. Tables 1 and 2 below give a detailed breakdown of pupil numbers at Southam College:

Table 1 : Year 7 intake and total number on roll 2001/05

	Jan 2001	Jan 2002	Jan 2003	Jan 2004	Jan 2005	Jan 2006
Year 7	171	202	208	187	202	193
Total	879	941	991	1,046	1,080	1,102

- 2.4 The total number of pupils in the school has increased in this period largely because the Year 7 entry has been higher than the numbers of pupils progressing through Year 11 at the school:

Table 2 : Number of pupils on roll – January 2006*

NCY	7	8	9	10	11	12	13	Total
NOR	193	203	192	204	188	71	51	1,102

* Statistics based upon the January 2006 PLASC return

- 2.5 The demographic forecast for pupil numbers from the school's priority area is as follows:

Table 3 : Pupils living in Southam secondary priority area and attending WCC primary schools

Year 7 in:	Sept 2004	Sept 2005	Sept 2006	Sept 2007	Sept 2008	Sept 2009	Sept 2010	Sept 2011	Sept 2012
Corresponding primary cohort	199	188	209	202	232	187	190	194	192

- 2.6 Taking into account this demographic picture and current patterns of admissions the following pupil demand up to 2010 is forecast. The projected numbers include pupils from outside the school priority area. There is no further significant housing building planned for this area.

Table 4 : Year 7 pupil forecast

September	2006	2007	2008	2009	2010
Number of pupils	214	207	213	213	211

3. Reviewing the Planned Admission Number of Southam College

3.1 The calculation of the admission number

The formula produces a new physical capacity of 1,224, which translates to an Indicated Admission Number within the range of 198 to 221 pupils per year, and taking into account this calculation and forecast pupil demand from the area, a Planned Admission Number (PAN) of 210 has been proposed to the school.

A PAN of 210 pupils would be appropriate in terms of the capacity of the school and also of pupil demand from the school's priority area.

3.2 The position of Southam College

In early discussion the school have said that they would wish the PAN to be set at 240 on the basis that:

- they have the capacity to take 240 pupils in each year group
- they would then operate on eight forms of entry
- they are a popular school and they and the Local Authority would be better able to meet parental preference.

Following further discussion, including with other local secondary head-teachers, the school have proposed consultation on a PAN of 221, which is at the top end of the range of capacity applying the DfES formula.

3.3 School organisation implications

An increase in the PAN of Southam College to 210 pupils should result in a close match with demand from within its priority area and siblings. The impact on other secondary schools would be likely to be minimal. A PAN of 221 is likely, however, to affect other local schools since the school would be admitting from outside its catchment area. This point was made by other Central Area secondary headteachers. Whilst it can be argued that the LA should respond to parental preference, the effect of even a small loss of pupils, for example for a school like Campion, could significantly affect the offer that school is able to make to its pupils and the delivery of a broad and balanced curriculum. The Authority is, therefore, in its role as an advocate and champion for parents and students to take a view of the admission system as a whole and to strike a balance between the conflicting interests of parents seeking a place at Southam College and those of parents and students at other local schools.

Members should be aware that as a popular school, the Governors of Southam College could make a proposal themselves for an admission number in excess of 226 on which the Authority would be a consultee.

3.4 Process and timetable for affecting any change

Amending the PAN to 210 from the current 200 would be subject to formal consultation by the County Council with parents, neighbouring schools, other

admission authorities, neighbouring local authorities, the Local Learning & Skills Council, Diocesan Authorities and the Area Committee. Any consultation would need to be concluded by 1st March 2007, with a final determination by April 2007 for the number to apply to admissions to the school in September 2008. If there is no local consensus then it is possible for the matter to be referred to the Office of the Schools Adjudicator for decision.

4. Summary

- The capacity and admission number of Southam College has had to be reassessed following significant improvements to the school's accommodation.
- The formal assessment indicates that an admission number of 210 would both reflect the changes in the accommodation and the demand for places from within the school's priority area.
- The Children, Young People and Families Strategic Director is concerned to ensure that any increase in the admission number of Southam College does not have an unacceptable impact on other Warwickshire secondary schools and believes that an increase to a PAN of 210 would be appropriate.

5. Recommendation

Members are asked to authorise formal consultation with stakeholders on proposals to increase the Planned Admission Number of Southam College and to decide whether they wish to consult on a PAN of 210 or 221. Officers would recommend a PAN of 210.

MARION DAVIS
Strategic Director for Children,
Young People and Families

Saltisford Office Park
Ansell Way
Warwick

8th November 2006

AGENDA MANAGEMENT SHEET

Name of Committee **The Cabinet**

Date of Committee **23rd November 2006**

Report Title **Changes to Indicated Admission Numbers – Central Warwickshire**

Summary This paper informs Cabinet about current Admission Numbers in two schools and seeks authorisation for formal consultation to change those numbers.

For further information please contact: Phil Astle
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philastle@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No

Background papers School Organisation Framework Document 2005/10

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s) Cllr Les Caborn – Bishops Tachbrook – *“fully support and endorse”*
Cllr Jose Compton – Leek Wootton – *“I fully support the report going to Cabinet”*
- Other Elected Members Cllr John Whitehouse – no comments to make
CYP&F O&S Spokespersons for information:
Cllr Helen McCarthy – *“I note the report”*
Cllr Richard Grant – *“agree the proposed consultation”*
Cllr Jill Dill-Russell
- Cabinet Member Cllr John Burton

- Other Cabinet Members consulted
- Chief Executive
- Legal Richard Freeth – no comments to make
- Finance David Clarke, Strategic Director of Resources – no comments to make
- Other Strategic Directors
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION **NO**

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee Warwick Area Committee 23.1.07 (subject to Cabinet’s decision)
- Further Consultation All stakeholders (subject to Cabinet’s decision)

The Cabinet – 23rd November 2006

Changes to Indicated Admission Numbers – Central Warwickshire

Report of the Strategic Director for Children, Young People and Families

Recommendation:

That Cabinet authorises the Strategic Director for Children, Young People and Families to consult stakeholders on proposals to:

- (1) increase the Admission Number of Budbrooke Primary School, from 40 to 45 pupils per year
- (2) increase the Admission Number of The Ferncumbe C of E Primary School, from 15 to 17 pupils per year.

1. Background

- 1.1 Since September 2004 school capacities have been calculated according to the Department for Education and Skills', 'Net Capacity Methodology'. The physical capacity assessments indicate the number of children each school could be expected to admit, the "Indicated Admission Number" (IAN).
- 1.2 Although the DfES originally stated that it would expect Admission Authorities to re-assess the capacity of schools on a regular basis, any significant changes in school capacities and therefore IANs should be updated as part of the annual admission cycle. Changes of no more than 26 pupils per year group can be approved by Cabinet. In order that stakeholders, including parents, local schools, Diocesan Authorities, neighbouring authorities and Area Committees, are aware of proposed changes all proposals are the subject of formal consultation before reporting to Cabinet for a final decision.
- 1.3 The Hatton Park housing development just one mile north of Warwick town comprises 671 houses built over the last ten years. The development is mostly in the priority area of The Ferncumbe C of E Primary School and partly in the priority area of Budbrooke Primary School. A total of 164 pupils living on this estate currently attend Warwickshire primary schools (January 2006 PLASC),

with 115 attending Budbrooke Primary school or The Ferncumbe Primary School. The final stage of the development is around the site of the old hospital and is close to completion. The additional pupil numbers arising from the development have been successfully managed at these two schools with The Ferncumbe being able to utilise its spare places to the full and Budbrooke absorbing more pupils from within its priority area. However, in order to make long-term educational provision for primary school places, some limited accommodation has been added to the two schools with the following changes to school capacities and admission numbers which are proposed for consultation.

2. Budbrooke Primary School

- 2.1 Budbrooke Primary School serves the parish of Budbrooke, including part of the Hatton Park housing development, to the north of Warwick town centre. The school currently has an admission limit of 40 pupils per year, a capacity of 280 when last measured in 2003 and 272 pupils on roll at 21st September 2006.
- 2.2 Budbrooke is a popular school and it is forecast that the current levels of pupil intakes into reception will continue for the foreseeable future.
- 2.3 Table 1 below shows current numbers on roll at this school and the forecast pupil numbers up to 2010:

Table 1
Number of pupils on roll at Budbrooke Primary School

	School Year								
	Number on roll						Forecast		
	2001/ 02	2002/ 03	2003/ 04	2004/ 05	2005/ 06	2006/ 07	2007/ 08	2008/ 09	2009/ 10
Pupils on roll	236	244	250	257	267	272*	296	312	315

* at 21st September 2006

- 2.4 An additional classroom has been added from September 2006 which would enable the school to set an admission number of 45 pupils. This would meet demand for places from Hatton Park and provide some places to meet excess demand from the south-west Warwick development where over 400 further houses are planned. The school has signalled its agreement to increase its admission number.

3. The Ferncumbe C of E Primary School

- 3.1 The Ferncumbe C of E Primary School serves a rural area approximately two miles from Warwick town centre including the parishes of Beausale, Haseley, Honiley, Shrewley, Wroxall and Hatton and much of the Hatton Park development. The school currently has an admission limit of 15 pupils per year, and prior to the addition of a classroom and library, capacity of 111 pupils. The school currently has 105 pupils on roll (at 21st September 2006).
- 3.2 Table 2 below shows current numbers on roll at this school and the forecast pupil numbers up to the year 2010 and illustrates both the increased demand for places at the school in the period 2001/05 as well as the forecast increase in pupils on roll in the coming years if the admission number is raised:

Table 2
Number of pupils on roll at The Ferncumbe C of E Primary School

	School Year								
	Number on roll						Forecast		
	2001/ 02	2002/ 03	2003/ 04	2004/ 05	2005/ 06	2006/ 07	2007/ 08	2008/ 09	2009/ 10
Pupils on roll	47	69	83	92	110	105*	109	117	115

* at 21st September 2006

4. Recommendation

Members are asked to authorise formal consultation with stakeholders concerning the proposed changes in admission numbers and school capacities of Budbrooke Primary School and The Ferncumbe C of E Primary School.

MARION DAVIS
Strategic Director for Children,
Young People and Families

Saltisford Office Park
Ansell Way
Warwick

8th November 2006

AGENDA MANAGEMENT SHEET

Name of Committee **The Cabinet**

Date of Committee **23rd November 2006**

Report Title **Changes to primary school priority areas in North Rugby**

Summary This paper seeks authorisation to undertake formal consultation on proposals to change the priority areas of four primary schools in north Rugby.

For further information please contact: Phil Astle
Assistant Head of Service – Service Planning
Tel: 01926 742166
philastle@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No

Background papers School Organisation Framework Document 2005/10

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s) Cllr Philip Morris-Jones – Fosse
Cllr John Wells – Brownsover
Cllr Katherine King – Brownsover – *“I fully support the consultation on this proposal which I believe is a positive and well thought out suggestion”*
- Other Elected Members Cllr John Whitehouse – no comments to make
CYP&F O&S Spokespersons for information:
Cllr Helen McCarthy – *“I support the recommendation”*
Cllr Richard Grant – *“agree the proposed consultation”*
Cllr Jill Dill-Russell

- Cabinet Member Cllr John Burton
- Other Cabinet Members consulted
- Chief Executive
- Legal Richard Freeth – no comments to make
- Finance David Clarke, Strategic Director of Resources – no comments to make
- Other Strategic Directors
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION **NO**

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee Rugby Area Committee 25.1.07 (subject to Cabinet’s decision)
- Further Consultation All stakeholders (subject to Cabinet’s decision)

The Cabinet – 23rd November 2006

Changes to primary school priority areas in North Rugby

Report of the Strategic Director for Children, Young People and Families

Recommendation:

That Cabinet authorises the Strategic Director for Children, Young People and Families to consult stakeholders on proposals to change the priority areas of four primary schools in North Rugby.

1. Introduction

- 1.1 A major phase of a large housing development is planned within the priority area of Clifton-upon-Dunsmore C of E (Controlled) Primary School. Clifton Primary School currently takes children from its priority area, principally the villages of Clifton and Newton. It is full across all age groups and will be unable to accommodate the likely demand for places arising from the development. However, the nearest schools (Brownsover Community Infant School, Boughton Leigh Infant School and Boughton Leigh Junior School) all have significant numbers of places across all age groups. The Boughton Leigh schools have been extended in recent years to accommodate pupils from the Coton Park development.
- 1.2 It is suggested that stakeholders are consulted on a proposal to re-designate part of the Clifton priority area as a shared area of Brownsover Community Infant School and Boughton Leigh Infant School at the infant phase, and Boughton Leigh Junior School at the junior phase.

2. Background

- 2.1 A school priority area is a geographical area defined by the school's admission authority, in this case the County Council, because all the schools directly involved are community or voluntary controlled. If a school does not have space to accept everyone who applies, the County Council's admission policy will ensure that children living in the priority area are given places before all other applicants.

- 2.2 There is no guarantee that all pupils living within a school's priority area will be admitted, but parents will understandably have a strong expectation that places will generally be available at their priority area school.
- 2.3 Changes to the school priority areas of community and controlled schools are determined by the Area Committee following formal consultation with stakeholders.
- 2.4 The priority area of Clifton covers the parishes of Clifton-upon-Dunsmore and Newton and Biggin. A large housing development of some 877 units is in progress, in a number of phases at Coton Park, mostly located in the west of the parish of Newton and Biggin. A further part of the development extends into the parish of Churchover in the priority area of The Revel C of E (Aided) Primary School. To date some 293 houses have been completed but a further 584 houses are planned in the next phase in the Newton and Biggin parish and within the priority area of Clifton Primary School. It is forecast that this next phase could require some 15-25 places per year group across all primary school year groups.
- 2.5 In terms of meeting the demand for places, Clifton Primary School is currently full with 218 pupils for just 210 places and occupies a restricted site in the village of Clifton which cannot be expanded. The school is approximately 3½ miles from the proposed development through Brownsover.
- 2.6 Brownsover Community Infant School, Boughton Leigh Infant School and Boughton Leigh Junior School however have spare places in all year groups and are located less than a mile from the development on an adjoining housing estate. Brownsover Community Infant School feeds mainly into Boughton Leigh Junior School at age seven years. Details of capacities and current and forecast pupil numbers for the four schools are given in the table below:

Table 1

School	School capacity	NOR	Forecast			
		Sept 2006	Sept 2007	Sept 2008	Sept 2009	Sept 2010
Brownsover Community Infant	180	148	135	132	130	130
Boughton Leigh Infant	240	125	117	119	131	131
Boughton Leigh Junior	400	255	266	271	275	272
Clifton-upon-Dunsmore C of E Primary	210	218	214	212	211	211

3. The proposal

- 3.1 The proposal is to change the priority area of Clifton Primary school by transferring an area of the parish of Newton and Biggin which covers the new estate, but not including the village of Newton, to a shared priority area with

Brownsover Community Infant School, Boughton Leigh Infant School and Boughton Leigh Junior School. If approved, following formal consultations, the change would take effect from September 2008.

- 3.2 It is also proposed that an undesignated area between the railway line and the existing priority area of Boughton Leigh Infant School and Boughton Leigh Junior School be designated part of the Boughton Leigh Infant School and Boughton Leigh Junior School priority area. This area is the subject of an outline planning permission to develop 770 housing units of an unknown type up to 2011. It is considered that these schools can also meet the likely demand from this development.
- 3.3 A map showing the current priority areas and the location of the Coton Park estate is attached at **Appendix A**.

4. The Impact of the proposal

It is not anticipated that the proposal would have any negative effect on Clifton Primary School and parents of pupils living in the new re-designated area will still be able to apply for a place at the school but would have a lower priority than pupils living in the priority area. The proposal should significantly reduce the current spare places retained at Brownsover Community Infant School, Boughton Leigh Infant School and Boughton Leigh Junior School in order to meet such developments. The attractiveness of these three schools will be further enhanced by the development of a flagship Children's Centre at the Boughton Leigh site.

5. Recommendation

Members are asked to authorise formal consultation with stakeholders on proposals to change the priority areas of four primary schools in north Rugby.

MARION DAVIS
Strategic Director for Children,
Young People and Families

Saltisford Office Park
Ansell Way
Warwick

8th November 2006

AGENDA MANAGEMENT SHEET

Name of Committee

The Cabinet

Date of Committee

23rd November 2006

Report Title

Catholic school provision in Rugby

Summary

This report seeks a decision by Cabinet as to whether support should be given to the current proposals for Catholic school provision in Rugby.

For further information please contact:

Mark Gore
Head of Service (Education Partnerships and School Development)
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markgore@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision]

No

Background papers

- School Organisation Framework document 2005/10
- Cabinet reports 12.1.06, 9.3.06, 13.7.06, 12.10.06 and 2.11.06
- Rugby Area Committee report 21.9.06

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees

.....

Local Member(s)

All members of the Rugby Area Committee: Cllrs Tom Cavanagh, Gordon Collett, Richard Dodd, Bryan Levy, Jerry Roodhouse, John Wells, plus -

Cllr Heather Timms – *“The only comment I would make is that I would support the federated option in this report. Bishop Wulstan have made good progress in their results in only one year and this is a way forward to maintain Catholic education in Rugby.”*

Cllr Ian Smith – *“I wish to convey that I strongly oppose the closure of Bishop Wulstan School, I*

believe it offers a vital service to the broader community of Rugby. It caters for many sectors which other schools in Rugby do not, for instance it provides a vital role in educating those residents whose first language is not English, such as the Polish residents, it has also taken on educating a special needs pupil, and it is also able to take on other children who may not be able to secure places at other schools in Rugby or those who may have to be moved from other schools.

I strongly believe that there is far more to education than just the tabled results of exams and that more consideration should be given to the 'quality' of the students and the people they become when they emerge from Bishop Wulstan. I think the school plays a part in developing them as well-rounded people and that the school has a positive effect on many of their students.

I feel that we should be looking forward and not covering old ground.

I would also like to convey my disappointment at the extremely short notice we were given in order to make our comments on this matter."

Cllr Katherine King – "I continue to fully support the hard work of the Diocese on this 'fresh start' bid, it is a great opportunity for Rugby and will secure Catholic education locally for generations to come."

Cllr John Vereker – "...In the time available my main thought is that with the benefit of local knowledge of what the school is trying its best to achieve, I support the federation proposal. Also, I am surprised at the rather unusual way the recommendations are set out. They appear to almost invite the uncertainty which is not helping the school in its efforts to promote itself..."

Cllr Phillip Morris-Jones – "My attitude continues to be opposed to any proposed closure and supportive of the proposals to create federated school provision for Roman Catholic pupils, also for those of other faiths seeking an education at a faith school.

The number of applications has shown a considerable increase but is still short of the PAN, therefore it is incumbent on the governors, parents and other supporters to strive for a continuing increase.

The prevailing influx of immigrants from Eastern Europe is likely to increase demand at a higher rate than the predicted growth from housing developments so this is a supportive factor.

The aspect of academic achievement must be regarded as a crucial determinant although some consideration should be given in the next few years for the language difficulties which incoming pupils from the EU will undoubtedly suffer."

Other Elected Members

- Cllr John Whitehouse
- CYP&F O&S Spokespersons for information:
- Cllr Helen McCarthy
- Cllr Richard Grant – *“We need to be convinced that the proposals will lead to a ‘new’ school which is significantly different to the current school and one which has the capacity to deliver quality teaching and learning so that standards will be certain to rise. It is also vital that data about pupil numbers is robust and will deliver with certainty the critical mass of pupils.”*
- Cllr Jill Dill-Russell – no comments to make

Cabinet Member

- Cllr John Burton – *“the decision must reflect the best outcomes for the students”*

Other Cabinet Members consulted

- Cllr Izzi Seccombe – *“approve for Cabinet”*

Chief Executive

-

Legal

- Richard Freeth – no comments to make

Finance

- David Clarke, Strategic Director of Resources – no comments to make

Other Strategic Directors

-

District Councils

-

Health Authority

-

Police

-

Other Bodies/Individuals

-

FINAL DECISION

NO

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

-

To Council

-

To Cabinet

- Further report (subject to Cabinet’s decision)

To an O & S Committee

-

To an Area Committee

-

Further Consultation

-

The Cabinet – 23rd November 2006

Catholic school provision in Rugby

**Report of the Strategic Director for Children,
Young People and Families**

Recommendation:

Either That the Cabinet support the proposals to establish a federation of Catholic schools in Rugby and the proposal to close Bishop Wulstan School and establish a new 'fresh start' Catholic secondary school, subject to the agreement of the governors and the submission of a 'fresh start' proposal to the DfES.

or That the Cabinet do not support federation and 'fresh start' proposals and that a further report be brought to the Cabinet as a matter of urgency on options for Catholic secondary provision in Rugby.

1. Background

- 1.1 At their meeting on 12th January, the Cabinet agreed consultation on a proposal to close Bishop Wulstan School in Rugby with effect from 31st August 2006. The proposal rose out of concerns about standards in the school and about the capacity of the school to improve those standards in the light of very low levels of subscription for Year 7 in September 2006. Following the consultation the Cabinet withdrew the proposal to close to allow the Archdiocese to explore alternative proposals which would secure Catholic secondary provision in the town of Rugby.
- 1.2 On 17th October the Diocesan Schools Commission (DSC), with the governors of the Catholic schools in Rugby, published a consultation on alternative proposals to establish a federation of Catholic schools in Rugby and to close Bishop Wulstan School and establish a new 'fresh start' three-form-entry secondary school. A copy of the consultation document has been sent to all Members. A summary of the proposals is given below.

2. The proposals in detail

2.1 The primary school federation

2.1.1 The current proposal is that the four primary schools would come together in a federation with a single governing body but each school retaining its head-teacher. Such a federation would enhance the collaborative working between the four schools. This proposal is linked to the proposal to establish the 'fresh start' secondary school and its joining the federation. Decisions about the leadership of the federation would be taken in due course as the federation is established. The benefits of the federation for the primary schools are set out in the consultation paper but include:

- unified governance for Catholic schools in Rugby
- greater curricular continuity and progression
- a larger staff group sharing expertise and experience and able to offer a wider range of opportunities to children in the federated schools
- professional opportunities for staff
- possible economies of scale.

2.1.2 Both the DfES and the Local Authority would support more collaborative working between primary schools recognising the benefits of such arrangements outlined above. The federation has been supported by the headteachers and governors of all four primary schools (as well as the Governors of Bishop Wulstan School) who have already formed a joint committee.

2.2 The 'fresh start' proposal for secondary provision

2.2.1 As part of the 'fresh start' proposal, the governing body of Bishop Wulstan School would propose the closure of Bishop Wulstan School with effect from 31st August 2007 and the opening of a new school under the Government's 'fresh start' arrangements. The new school would have access to a capital fund to provide new and/or refurbished accommodation.

2.2.2 The benefits of this proposal are:

- a new school in new/refurbished accommodation
- new leadership and staffing
- new arrangements for governance
- the opportunity to develop secure strategies to promote good attendance and behaviour, high quality teaching and learning, recruitment of staff and staff development, recruitment of pupils and strong links with the community, and above all to promote higher standards of achievement and attainment.

2.2.3 A key part of the proposal is that the new school would be part of the enhanced 3-16 federation.

2.2.4 The document prepared by the DSC states that the 'fresh start' proposal "would allow a line to be drawn under the past, and a new establishment with a new identity created".

2.3 Site issues

2.3.1 It is planned that the federation will operate on more than one site to provide for the Catholic community across Rugby. Our Lady's Primary School in Princethorpe will be unaffected.

2.3.2 In relation to the other schools, the DSC are consulting on two options:

(1) to locate the new secondary school and St. Marie's Junior School on the site currently occupied by St. Marie's Infant and Bishop Wulstan Schools, with English Martyrs School remaining on its existing site.

(2) to locate the new secondary school in new buildings on the site of English Martyrs Primary School which would also have new building.

2.3.3 The location of the schools cannot be finalised until the level of capital funding and the planning requirements are known.

2.4 School place planning issues

2.4.1 Given at **Appendix A** is an analysis of forecast pupil numbers in Rugby which was included in the report to Cabinet on 12th October. This report concludes that the proposals for primary Catholic provision appear reasonable given the rising demand for primary school places in Rugby as significant new housing developments are completed, with others planned.

2.4.2 In relation to secondary provision, the report concludes that the proposals again appear reasonable in the light of forecast pupil numbers in the secondary sector, but that the school may need to attract significant numbers of non-Catholics to be viable. The report also says that it is difficult to assess the number of children from migrant worker families from the European Union, many of whom may seek Catholic education.

2.4.3 It is important to note also that the schools are seeking to recruit from Daventry where there is currently no Catholic provision.

2.5 Revenue and capital funding

2.5.1 The DfES have said that capital funding could be available for a 'fresh start' proposal. The size of the resources available is unclear. In order to secure such funding and a contribution towards the revenue cost of implementing the 'fresh start' proposal the Archdiocese will need to submit a bid in very early January 2007.

2.5.2 In terms of ongoing revenue funding for the 'fresh start' school resources will be allocated from the Dedicated Schools Grant (DSG) in line with the Authority's formula for Bishop Wulstan School. Members will recognise that the cost per pupil in small schools is greater than in larger schools (because of the very substantial base allocation made to all schools in addition to the per pupil elements).

3. Timetable

3.1 The timetable for consultation on these proposals is very tight.

3.2 The consultation closes on 19th November. A report on the outcome of consultation including the outcome of the parental survey will be presented as soon as possible after 19th November for consideration by the Cabinet. The governors of Bishop Wulstan School will meet on 23rd November to decide whether to go forward with the proposals and make a bid to the DfES for a 'fresh start' secondary school.

3.3 The DfES have made clear that for the bid for 'fresh start' to be successful it must have the support of the Local Authority.

3.4 If the bid does go forward the DfES have undertaken to give a decision by 12th January. If approved, the governors and Archdiocese will publish statutory notices with a view to referring these proposals to the School Organisation Committee in the late Spring.

4. The response of the Local Authority

4.1.1 The Authority has been supportive of the Catholic authorities in seeking alternative ways to preserve Catholic secondary provision in Rugby as part of the diversity of provision available in the town. The Rugby Area Committee have been strongly supportive of the proposals which the Catholic authorities have brought forward for that reason.

4.1.2 So far as the federation of primary schools is concerned the Authority would be supportive of any arrangements which promote collaboration and joint working.

4.1.3 So far as secondary provision is concerned the Authority, and indeed the DfES, will need to be satisfied on the answers to two key separate but inter-related questions:

- Is the school viable?
- Does the school have, as a result, the capacity to secure improvements in outcomes for children and young people and in particular higher levels of attainment and achievement?

4.2 Viability

- 4.2.1 As already noted the Planned Admission Number for Bishop Wulstan School is currently 83. In Autumn 2005 only 25 parents had expressed a first preference for admission to Bishop Wulstan School in September 2006. Clearly if that level of subscription were to have continued the school would not have had the capacity to sustain improvement in levels of school attainment required. This was one of the key factors which prompted the decision by the Authority to propose the closure of the school.
- 4.2.2 In terms of the current proposals, the DfES were clear in discussions with the Authority and the DSC that they would need to be assured of the viability of the new school. It is for this reason the DSC included in the consultation document a questionnaire for prospective parents to help gauge the support for the new school and the commitment of parents to seeking a place at the new school. A report on the outcome of this survey will be circulated to elected Members prior to the Cabinet.
- 4.2.3 At the time of writing the report, 41 parents had expressed a first preference for Bishop Wulstan School. Some of these children may be allocated a place at one of the grammar schools. This figure does not, however, include children from Northamptonshire who have applied for Bishop Wulstan School.
- 4.2.4 Further information and updated figures will be presented to the Cabinet as the first preferences for secondary school are analysed.

4.3 Levels of attainment and achievement

- 4.3.1 The issue of viability is, of course, related to the issue of the capacity of the new school to improve standards. Members will recall that the original proposal to close Bishop Wulstan School in January 2005 was prompted by concern about levels of attainment and the school's capacity to respond to those concerns.
- 4.3.2 In August 2006, the percentage of children gaining five or more A*-C at GCSE rose from 12% to 25%. The percentage of children gaining five A*-C including both English and maths rose from 9.6% in 2005 to 10% in 2006. The percentage of children gaining five A*-G at GCSE rose from 77% in 2005 to 84%.
- 4.3.3 This represents significant improvement. However the results in Key Stage 4 fell below the school's own target, and the DfES's threshold. They fell well below the expected levels of attainment. In addition other key indicators were lower this year than in 2005, including attainment at KS3.
- 4.3.4 These figures have to be viewed with some caution. At this stage figures for 2006 are provisional. Bishop Wulstan is a small school and fluctuations in the school population can affect the statistics. However there is general agreement that the standards in the school currently are unacceptable and must improve. Members will recognise that the concern about standards is shared not only by

the school community, the Catholic authorities and the Local Authority but by officials at the DfES and, it is reported, by Ministers. The DfES, like the Authority, will need to be confident that any new arrangements can deliver the improvement in standards necessary. In essence the Authority and the DfES will need to be clear about what will be different in the new school and federation which will impact on standards of attainment and achievement and improve the overall outcomes for this group of children and young people.

5. Response of local Members

The cover sheet includes a number of comments from local elected Members which the Cabinet will wish to consider. Unfortunately the Rugby Area Committee does not meet until after the meeting of the Cabinet. An informal briefing is to be held for elected Members from Rugby when the outcome of the consultation and the survey of parents will be known. Further comments from local Members will be reported to the Cabinet.

6. Recommendation

A report will be presented to the Cabinet on the outcome of consultation and the parental survey by the DSC. The Cabinet are asked to consider on the basis of that report whether the Authority should support the proposals for federation and 'fresh start' in principle, subject to the decision of the governors and for the submission of a 'fresh start' proposal to the DfES.

MARION DAVIS
Strategic Director for Children,
Young People and Families

Saltisford Office Park
Ansell Way
Warwick

13th November 2006

School place analysis

Members will know of the difficulty in forecasting pupil numbers particularly in an area like Rugby with very significant developments (Cawston and Coton) already agreed and underway and other developments planned (the Cattle Market and Alstom factory sites). It has also been difficult to estimate the number of children of primary or secondary age which results from new development. The figure for Cawston, for example, is much greater than the commonly used national average figure (6.5 in January 2006 compared with 2.5 pupils per year group per hundred houses).

The tables below show the forecast numbers of primary-aged children assuming a lower figure (2.5) from new housing, and using a higher figure (4.5); and similar figures for secondary-aged pupils:

Table 1
Primary place demand in Rugby 2006/11, including additional demand from housing developments at a rate of 2.5 per NCY per 100 dwellings*

	Forecast 2006	Forecast 2007	Forecast 2008	Forecast 2009	Forecast 2010
Reception	903	1,003	1,021	1,003	1,035
Year 1	1,034	917	1,016	1,035	1,017
Year 2	1,034	1,048	930	1,030	1,049
Year 3	1,031	1,036	1,053	957	1,032
Year 4	1,011	1,045	1,049	1,067	971
Year 5	1,078	1,025	1,058	1,063	1,081
Year 6	1,044	1,092	1,038	1,072	1,077
Total	7,135	7,166	7,165	7,227	7,262

Table 2
Primary place demand in Rugby 2006/11, including additional demand from housing developments at a rate of 4.5 per NCY per 100 dwellings*

	Forecast 2006	Forecast 2007	Forecast 2008	Forecast 2009	Forecast 2010
Reception	914	1,025	1,054	1,047	1,090
Year 1	1,045	939	1,049	1,079	1,072
Year 2	1,045	1,070	963	1,074	1,104
Year 3	1,042	1,058	1,086	1,001	1,087
Year 4	1,022	1,067	1,082	1,111	1,026
Year 5	1,089	1,047	1,091	1,107	1,136
Year 6	1,055	1,114	1,071	1,116	1,132
Total	7,212	7,320	7,396	7,535	7,647

* This is based on a total number of dwellings in all developments of 25 dwellings and more planned for the Rugby area 2006/11, as advised by Rugby Borough Council, April 2006.

The proposals for federated Catholic primary schools are based on retaining current admission limits to those schools. Given the rising demand for primary-school places this appears reasonable.

Table 3

Year 7 to 11 secondary place demand in Rugby 2006/11, including additional demand from housing developments at a rate of 2.5 per NCY per 100 dwellings*

	Forecast 2006	Forecast 2007	Forecast 2008	Forecast 2009	Forecast 2010
Year 7	1,112	1,109	1,140	1,110	1,134
Year 8	1,119	1,126	1,122	1,154	1,124
Year 9	1,098	1,133	1,139	1,136	1,168
Year 10	1,161	1,112	1,146	1,153	1,150
Year 11	1,099	1,175	1,125	1,160	1,167
Total	5,589	5,655	5,672	5,713	5,743

Table 4

Year 7 to 11 secondary place demand in Rugby 2006/11, including additional demand from housing developments at a rate of 4.5 per NCY per 100 dwellings*

	Forecast 2006	Forecast 2007	Forecast 2008	Forecast 2009	Forecast 2010
Year 7	1,123	1,131	1,173	1,154	1,189
Year 8	1,130	1,148	1,155	1,198	1,179
Year 9	1,109	1,155	1,172	1,180	1,223
Year 10	1,172	1,134	1,179	1,197	1,205
Year 11	1,110	1,197	1,158	1,204	1,222
Total	5,644	5,765	5,837	5,933	6,018

* This is based on a total number of dwellings in all developments of 25 dwellings and more planned for the Rugby area 2006/11, as advised by Rugby Borough Council, April 2006.

The proposal for secondary education assumes a Bishop Wulstan School with a capacity (90 pupils per year) only slightly above its current number of 83 pupils per year. Given the increase in forecast secondary-school pupil numbers up to 2010 this may be a reasonable approach but the new school will need to attract significant numbers of non-Catholic pupils if it is both to attract enough pupils to secure viability and to contribute effectively to the pool of secondary-school places available in the town. It is difficult to assess at this stage the numbers of children from migrant workers from the new states of the European Union, many of whom will want Catholic education.

AGENDA MANAGEMENT SHEET

Name of Committee Cabinet

Date of Committee 23rd November 2006

Report Title World Class Stratford - New Bridge Proposal

Summary The report attached to this short Cabinet report as **Appendix A** from the Stratford Area Committee meeting on 22nd November 2006, outlines the results of the public consultation on the five concept designs for a new pedestrian and cycle bridge over the River Avon, and recommends that Cabinet agree to recommend to full Council that they approve Scheme B for further development and the working up of a detailed design.

For further information please contact Mandy Walker, Manager
Regeneration Projects Group
Tel. 01926 412843
mandywalker@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework? Yes/No

Background Papers None.

CONSULTATION ALREADY UNDERTAKEN:- *Details to be specified*

Other Committees Stratford on Avon Area Committee, 20th September 2006, 22nd November 2006.

Local Member(s) Councillor Mrs J Dill-Russell } for information
(With brief comments, if appropriate) Councillor R Hyde }
Councillor M Perry }

Other Elected Members Councillor P Barnes } for information
Councillor M Jones }
Councillor P Morris-Jones }

Cabinet Member Councillor C Saint – I have been fully involved
(Reports to The Cabinet, to be cleared with with the consultation process and recognise the
appropriate Cabinet Member) need for further work.

Chief Executive

- Legal S Duxbury - agreed
- Finance C Holden - agreed
- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION **YES/NO** *(If 'No' complete Suggested Next Steps)*

SUGGESTED NEXT STEPS :

Details to be specified

- Further consideration by this Committee
- To Council Future meeting.
- To Cabinet Further report in the New Year.
- To an O & S Committee
- To an Area Committee Further report in the New Year.
- Further Consultation

Cabinet – 23rd November 2006

World Class Stratford – New Bridge Proposal

**Report of the Strategic Director for
Environment and Economy**

Recommendation

That Cabinet, having considered the contents of the attached report recommends that full Council be asked to:-

- (i) Approve Scheme B for further development, leading to the working up of a detailed design, followed by public consultation.
- (ii) Request that issues of concern raised through the consultation process are given further consideration as part of working up a detailed design.
- (iii) Agree that the project be added to the Capital Programme

That Council notes that Area Committee and Cabinet will receive further reports in the New Year prior to any decision being made about the submission of a planning application.

1. Background

- 1.1 Members will recall from previous reports to Cabinet that the County Council is a partner on the World Class Stratford project.
- 1.2 The attached report to Stratford on Avon Area Committee (see **Appendix A**), which meets the day before Cabinet (22.11.06), sets out the status of the new pedestrian and cycle bridge proposal, which is one of five Phase 1 proposals of the World Class Stratford project. The report gives details on the outcome of the recent public consultation and Judging Panel.

2. Conclusion

- 2.1 That Cabinet, having considered the contents of the attached report recommends that full Council be asked to:-
 - (i) Approve Scheme B for further development, leading to the working up of a detailed design, followed by public consultation.

- (ii) Request that issues of concern raised through the consultation process are given further consideration as part of working up a detailed design.
- (iii) Agree that the project be added to the Capital Programme

That Council notes that Area Committee and Cabinet will receive further reports in the New Year prior to any decision being made about the submission of a planning application.

JOHN DEEGAN
Strategic Director for Environment and Economy
Shire Hall
Warwick

15th November 2006

- | | | | |
|--------------------------|-------------------------------------|----------------------------------------|-------------------------|
| Legal | <input checked="" type="checkbox"/> | S Duxbury
P Fairweather
D Carter | } Comments incorporated |
| Finance | <input type="checkbox"/> | | |
| Other Chief Officers | <input type="checkbox"/> | | |
| District Councils | <input type="checkbox"/> | | |
| Health Authority | <input type="checkbox"/> | | |
| Police | <input type="checkbox"/> | | |
| Other Bodies/Individuals | <input type="checkbox"/> | | |

FINAL DECISION **YES/NO** (*If 'No' complete Suggested Next Steps*)

SUGGESTED NEXT STEPS :

Details to be specified

- | | | |
|-----------------------------------------|-------------------------------------|-----------------------------|
| Further consideration by this Committee | <input type="checkbox"/> | |
| To Council | <input checked="" type="checkbox"/> | 12th December 2006 |
| To Cabinet | <input checked="" type="checkbox"/> | 23rd November 2006 |
| To an O & S Committee | <input type="checkbox"/> | |
| To an Area Committee | <input checked="" type="checkbox"/> | Further report in New Year. |
| Further Consultation | <input type="checkbox"/> | |

Stratford on Avon Area Committee - 22nd November 2006

World Class Stratford – New Bridge Proposal

Report of the Strategic Director for Environment and Economy

Recommendation

That Members, having considered the contents of this report, recommend to Cabinet that :-

- (i) Cabinet approves Scheme B for further development, leading to the working up of a detailed design, followed by public consultation.
- (ii) The issues of concern raised through the consultation process are given further consideration as part of working up a detailed design.

That, subject to the decision of Cabinet on 23rd November, a further report is brought back to Area Committee, followed by Cabinet in the New Year, prior to any final decisions being taken and any planning application being made.

1. Background

- 1.1 Members will recall from the report to the 20th September meeting, that an extensive public consultation has been undertaken over the last two months, running from 27th August to 27th October. Using a range of formats, including seven manned exhibition days, 2,486 people have responded to the consultation.
- 1.2 Members may also recall, that the origin of the new bridge proposal came from the Transport Strategy review in 2003. This was also the subject of an extensive consultation involving public exhibitions, workshops and meetings with stakeholder groups. Although marginal, more people responding to the consultation at that time were in support of the proposed new bridge than against it.
- 1.3 Subsequently, in 2003, the proposal for a new bridge was carried forward into the Waterfront Masterplan, a planning document approved by Stratford District Council as Supplementary Planning Guidance.
- 1.4 The World Class Stratford project is seeking to improve the financial performance of Stratford-upon-Avon for the benefit of local residents and

businesses. A key aim is overall social, environmental and economic enhancement. Stratford-upon-Avon is important to the regional economy and it has to be recognised that visitor numbers are in decline. It is because of this significant economic role that Advantage West Midlands (AWM) is willing to contribute funding, which would normally be spent in much less prosperous areas of the region. The town is an important gateway destination and improvements will benefit long term not only the region but also the United Kingdom.

- 1.5 The development of the World Class Stratford project, has enabled the two local authorities to bid for AWM funding to implement the Waterfront masterplan, and at the same time to look ahead to developing a new vision for longer term improvements to the town.
- 1.6 The bridge is 1 of 5 projects which make up the World Class Stratford Phase 1 proposals. The other four are:-
 - (i) Improvements to the Bancroft Gardens.
 - (ii) Improvements to the Recreation Ground.
 - (iii) Signage and Waymarking improvements and
 - (iv) Improvements to Waterside and Southern Lane.
- 1.7 The Phase 1 proposals, along with the Royal Shakespeare Company's proposals to redevelop the Theatre , are intended to upgrade and improve the Waterfront, enhancing facilities and renewing tired infrastructure.
- 1.8 £5 million has been secured from AWM, of which £1.8 million is ring fenced for the bridge. The total cost of the bridge proposal is £2 million, with WCC contributing £200,000. The total cost of phase 1 is £7 million.
- 1.9 Against the background of previous consultation and the adopted Waterfront Masterplan, the current consultation was not intended to be a simple yes/ no poll, but to allow people to consider concept designs and comment on the potential impact a new bridge may have, addressing issues of aesthetics, material and location. The questionnaire did however also allow for people to say if they were opposed to the idea of a bridge and to give reasons why.

2. Outcome of the Public Consultation

- 2.1 The County Council commissioned consultants Turner and Townsend to carry out a public consultation on the proposed new bridge. A copy of their report is attached to this report at **Appendix A**. Table 1 below shows overall, out of 2,486 respondents to the consultation exercise carried out by Turner and Townsend, 1,103 (44%) are in favour of the bridge, compared with 1383 (56%) against. A small number of questionnaires were set aside by the consultants on grounds of being null and void due to obscene language, nil responses to questions, those that were scored out with no text and one set of 13

questionnaires which suggested duplication (came in by post on the same day and looked to be written by the same hand).

Table 1: All Respondents

Total Nos Questionnaires	For Bridge	Against Bridge
2,486	1,103	1,383

- 2.2 The consultant's report (**Appendix A**, paragraph 4.2) suggests that there is a need to separate out those responses which they have categorised as 'non-participatory' or 'protest' papers. These papers are those questionnaires where no comments, other than 'no' or 'none' have been given. Of the 2,486, questionnaires, 1,254 are categorised by the consultant's report as protest papers or non-participatory and 1,232 as non-protest or 'participatory group data'.
- 2.3 As set out in the consultant's report, if those questionnaires with no information other than a 'no' or 'none', are separated out, of the 1,232 participatory group papers, 1,103 support the bridge (89.5%) and 129 are opposed (10.5%).
- 2.4 Whilst the analysis carried out by the consultants with regard to the 'protest papers' is of note, your officers do not believe that these 'papers' can be disregarded in totality. They also acknowledge Partner's concerns (AWM and SDC) that these papers should not be disregarded. Therefore your officers are not looking to rely on these figures as evidence for there being overwhelming public support for the bridge. Clearly it is more difficult to assess the merits of any objection to the bridge in the 1,254 papers where there is simply a 'no' response recorded as it is impossible to determine whether the objection is one of principle or one which could be overcome with positive action as regards the project as whole. Nevertheless, due regard must be had to these papers not least because the Council was committed to an open consultation process which as well as inviting comments on bridge design also invited participants to say if they were opposed to the bridge.
- 2.5 In terms of design preferences, design B is the most liked by respondents(45%), with design A as the least liked, as table 3 shows:-

Table 3: Design preferences:

Design	Like	Dislike
A – crescent shape	15.7%	25.6%
B – more traditional	45%	14.4%
C – leaf shape	25.2%	21.8%
D – ribbon shape	17.9%	33.9%
E – suspension style	18.2%	36.4%

- 2.6 Some points to note. It is evident that the majority of people responding are residents (57%), only a minority are visitors (17%), and 26% preferred not to say. The geographical spread of respondents shows 81% from Warwickshire,

18% nationwide and only 1% international. (See **Appendix A**, paragraph 3.3.2, for maps). Respondents also covered a range of age groups, with the majority over 40:

Table 4: Age Profile

Under 16	3.9%
16-24	7.4%
25-40	22.6%
41-60	33.9%
60+	32.2%

54% of respondents were male, 46% female.

- 2.7 In terms of the most effective methods of consultation , 1430 questionnaires were handed in during manned events (57%), 790 by post (32%) and 266 via internet (11%). Given that over 50% of responses were received at the manned events, this shows a successful outcome for this method of consultation.
- 2.8 A series of stakeholder meetings was also held with 13 different interest groups (detailed in **Appendix B**), to highlight the consultation and encourage participation. At these meetings a range of views were expressed. In summary the views included:-

Negative:-

- (i) No support for the principle, not needed.
- (ii) Requested additional information, including access arrangements into the recreation ground and Waterside/Southern Lane.
- (iii) Concerns re cycle/pedestrian conflict on the bridge.
- (iv) Too much emphasis on recreational cycling, need to increase commuter cycling.
- (v) Concerns over cost and maintenance.
- (vi) Need for lighting to ensure safe use at night and also wider community safety concerns.
- (vii) Additional justification needed based on movement numbers and links to wider transport infrastructure.
- (viii) Concerns over role of the bridge as part of a wider movement strategy, need to consider all existing links across the Avon and new proposal together.
- (ix) Concern that non residents being asked to participate in consultation.

Positive:-

- (i) Support consultation process, resident and visitor inclusive.
- (ii) Overall support for the proposal, new opportunity for Stratford.
- (iii) General support for change across the town, including bridge as part of wider World Class Stratford.
- (iv) Need for new modern architecture.
- (v) Will comment when a detailed design is drawn up.
- (vi) In favour but need to consider negative impacts and need to mitigate.

(vii) Get on with it, just build it.

Section 3 below addresses the concerns raised. At all the stakeholder meetings attendees were asked to fill in questionnaires.

- 2.9 In addition, 18 comments have been received by email, including 14 not in support and 4 in support. Issues of concern raised are covered in section 3.
- 2.10 It is evident that overall a wide range of views have been presented, including a proactive anti bridge campaign, led by Stratford Voice. Staff have discussed the bridge proposal with members of the group, both individually and formally with committee members at a stakeholder group meeting, however they declined the invitation to join staff inside the marquees at the manned events. The group have also put forward an alternative bridge proposal, which is discussed in section 5 below. It should be noted also that the group handed out literature to people entering the events, some of which was factually incorrect.
- 2.11 The consultation has clearly attracted considerable public comment and has been successful in engaging with a wide range of people of varying ages and interest groups from across the town and beyond.
- 2.12 A cross section of comments are as follows:-

'Waste of public money'	'Be brave and bold, Stratford needs something new and positive'
'Unnecessary and expensive'	'Stratford needs the bridge - listen to the 'silent' majority'
'Carbuncle on the landscape'	'Excellent opportunity to revitalise waterside, improve access to the recreation ground and introduce new and innovative architecture to Stratford'.

3. The Key Reasons of Opposition to the Bridge Proposal and the Council's Responses are Set Out Below:

- 3.1 **Visual impact, including need to protect views from the Tramway bridge –** Visual impact is clearly subjective. A key consideration is to protect the views of Holy Trinity Church and the historic river setting, with a design that does not detract, but enhances the environment. The views of Holy Trinity Church, can be seen from only one point on the Tramway Bridge. If the bridge goes ahead, we would work closely with the design architects to protect the views and we are confident that a solution could be found which would not detract from the setting of Holy Trinity Church, would have minimal impact on existing views and could potentially open up two new views for people to enjoy.
- 3.2 **Need has not been established –**

- (a) The need was established back in 2003, as part of the Transport Strategy Review and subsequent inclusion in SDC's Waterfront Masterplan.
- (b) The overriding aim as identified in the Transport Strategy Review is to provide a sustainable transport solution for Stratford with the bridge improving pedestrian and cycle access, assisting movements between the recreation ground and residential areas to the south, on to the theatre and into the town centre.
- (c) The new bridge would help to disperse people from the Bancroft Gardens and Tramway bridge areas, which are heavily used in peak periods, by providing a direct link into the recreation ground, opening up a new circular walk, for visitors and residents alike, which would encourage movement along the river and increase footfall into the recreation ground, from the Theatre, town and Holy Trinity church.
- (d) The new bridge would link into the Sustrans national cycle network, providing a much improved safe cycle route, (cycling is prohibited on the Tramway bridge and there are steps at Lucy's Mill bridge) with appropriate lighting. It would provide a new route for commuter cyclists, as well as for recreation and visitor cyclists, along with a safer route to schools in the town centre and beyond.
- (e) The new bridge would provide improved access between both sides of the river for wheelchair users and people pushing prams and families.
- (f) From an economic perspective the bridge would be a landmark feature in its own right, with the potential of attracting more visitors to Stratford-upon-Avon.

3.3 **Cost** - The approximate £2 million cost is realistic for this type of major infrastructure project.

3.4 **Impact on Swans** - The County Council has consulted with the Royal Society for the Protection of Birds regarding impact on swans and other bird life. Their detailed response, which highlighted the need to avoid structures with cables and wires, did form part of the Jury Panel's consideration. Any final bridge design would need to ensure no such structures were included. Additional consultation with local wildlife groups would also be carried out, on a detailed design, if the Council decides to proceed.

3.5 **Need to consider wider transport issues and infrastructure** – the need to consider wider movement and transport issues, including the potential for a new vehicular bridge over the river and scope for improvements to existing bridges including Lucy's Mill, is recognised. As part of the World Class Stratford project, work has already started to identify key movement issues around the town. These will feed into a review of the transport strategy in the New Year. The proposed pedestrian/cycle bridge is consistent with current County Council policy and strategy.

- 3.6 **Uncertainty of Links Either Side into Recreation Ground and Southern Lane, Particularly for Cyclists, no Details on Land Take.** The consultation is focussed on concept designs and therefore detailed access arrangements leading to and from the bridge, including size of land take, have not yet been worked up. These details will be available as part of a detailed design, should the County Council decide to proceed. As part of examining improvements to Waterside and Southern Lane, we are currently examining how the link into town would best be achieved, recognising some cyclists concerns for direct access into town. It is certainly the intention that from the new bridge cyclists would be able to access Waterside/Southern Lane both right and left, to provide a direct route into town and avoid the need for accessing via old Town. The proposals for Waterside and Southern Lane will be made available for consultation in due course.
- 3.7 **Urbanisation of the Recreation Ground and Increased Parking.** The District Council, who own the recreation ground and car park have stated they do not intend to urbanise or increase parking on the recreation ground.
- 3.8 **It will put the Ferryman out of Business.** The ferry, which operates for eight months of the year, is owned by Stratford District Council. It will be relocated to a new site adjacent to the Royal Shakespeare Theatre. This new location is likely to increase footfall and patronage for the ferry. The current ferry operator is publicly supportive of the proposed new bridge and relocation of the ferry.

4. Examination of Alternative Location, Lucy's Mill Bridge

- 4.1 Several people have suggested that Lucy's Mill bridge be revamped as an alternative to the new bridge and Stratford Voice have also submitted plans for an alternative bridge proposal, based on Lucy's Mill bridge being upgraded.
- 4.2 The steps at each end of the Lucy's Mill Bridge do not allow cyclists, wheelchair users and push chairs to access the bridge. Proposals have been put forward by the public during the consultation to make this bridge compliant with the Disability Discrimination Act 1995 (DDA) and suitable for cyclists either as a replacement for the new bridge or in addition.
- 4.3 Lucy's Mill Bridge is 600m away from the proposed new footbridge and would therefore, add 1.2km to the proposed circular walk. Lucy's Mill Bridge is therefore, geographically removed from the focal point of waterside improvements and the need for an improved direct link from the recreation ground into the town centre. However, the County Council recognised the need to consider improvements to the existing bridge and have undertaken a feasibility study to see if it is possible to improve the bridge and access to it.
- 4.4 The feasibility has shown that access to the eastern side of the bridge from the Recreation Ground can be achieved. However, there is insufficient room to construct an access ramp on the western side (Town side) without acquiring land from private properties. The residents in the area have indicated that they would oppose any such improvements that affect their property. It is considered that acquiring land via Compulsory Purchase Order would not be successful.

- 4.5 It is concluded that improving Lucy's Mill Bridge to comply with DDA requirements is not feasible.

5. Recommendation of Judging Panel

- 5.1 The Judging Panel met on 9th November. Having considered a technical appraisal of all designs and having received five presentations, the Panel agreed that scheme B was their preferred choice. Scheme B was designed by Ian Ritchie Architects/Schliach Bergermann and Partner. The Panel also proposed that any appointment should be subject to further exploration of a number of technical issues. They also considered that in the event that the County Council cannot be satisfied on these technical matters then further consideration should be given to schemes C and E.

6. Other Surveys

- 6.1 Three other organisations have conducted their own surveys, with different questions and coverage. Stratford Herald -at the time of writing the results are being analysed, BBC Coventry & Warwickshire – which shows at the time of writing 52% people in favour, 48% against the new bridge proposal, and Liberal Democrat Councillors in Stratford, who contacted all households within the town and received 2600 survey responses, showing 37% people indicating there 'should be another pedestrian/cycle bridge across the River Avon' and 63% indicating no there should not, amongst other questions. Without further information, it is difficult to assess the extent to which outcome of these external surveys can be relied upon and whether they are truly representative of the views of Stratford residents. However, they may be used to illustrate the divergence of views that exist.

7. Stratford District Council

- 7.1 Stratford District Council will be considering the proposal at a special meeting of their Council, date of which has yet to be confirmed.

8. Conclusion

- 8.1 The outcome of the consultation has shown that there are a number of people who are opposed to the bridge as a matter of principle. The actual number whose concerns could not be overcome through bridge and environmental design is, however, difficult to determine because no reasons for objections were given. It is also of note that from the Council's consultation results the views of the people of Stratford are very much in the balance when it comes to the bridge. With 44% in favour and 56% against there is neither overwhelming public support for or opposition to the bridge.
- 8.2 Of those that responded to the consultation process with comments, a much larger number were in favour of the bridge. The comments made through the consultation process have however raised some general issues of concern (Set out at paragraph 2.8 above) and these will be taken into account should the Council decide to move ahead with more detailed design proposals.

- 8.3 The issue of duplication is acknowledged as being a difficult one to counter. Turner Townsend have been asked to look at this in more detail and to provide further analysis to the Director for Environment and Economy of both duplicate and protest papers.
- 8.4 As may be expected, opposition to and support for the bridge are finely balanced. The consultation results do not show an overwhelming result, one way or another. The outcome of the public consultation exercise is certainly important when deciding whether to go ahead with the bridge project, however it is only one of a number of factors that must be taken into account. In recommending to the Committee that the Council proceeds to the next stage in relation to the bridge, the following issues have been weighed against the outcome of the public consultation process:-
- (i) The fact that the bridge is part of the Waterfront Master Plan and is a key part of the World Class Stratford Phase 1 proposals - a major partnership initiative aimed at delivering economic, environmental and social enhancements for the town, which will contribute to sustained viability and ensure Stratford is able to compete as an important regional and national gateway.
 - (ii) The intention that the bridge, combined with improvements to the Bancroft Gardens, the Recreation Ground, Signage and Waymarking, and Waterside and Southern Lane, will help upgrade and improve the Waterfront, enhancing facilities and renewing outworn infrastructure.
 - (iii) The need to provide a sustainable transport solution for Stratford, improving pedestrian and cycle movements between the recreation ground and residential areas to the south, on to the theatre and into the town centre.
 - (iv) The need to assist dispersal of people from honey pot areas of Bancroft Gardens and Tramway.
 - (v) The benefits of creating a new circular walk, for visitors and residents alike, increasing movement along the river and increasing footfall into the recreation ground, from the Theatre, town and Holy Trinity church.
 - (vi) The benefits of providing a much improved safe cycle route, for school children, recreational and commuter cyclists, with links into the Sustrans national cycle network, and improved access for wheel chair users and people pushing prams.
 - (vii) The added benefits to the local economy that could be generated from a new landmark feature, attracting more visitors to Stratford.
 - (viii) The fact that of the approx 25,000 population of Stratford District less than 3,000 responded to the Council's consultation process.

8.5 As a result of these considerations, on balance officers are recommending that Scheme B is further developed, working up a more detailed design proposal which would be the subject of further consultation. Scheme B was favoured by most respondents who responded on their design preferences. Although the preference for Scheme B was not overwhelming at 45% it gained significantly more support than the other options (the nearest other option being Scheme C at 25%). Many of the concerns raised have been around lack of detailed design. Further development of a concept and scheme will provide information to address the concerns and consultation on a detailed design would then follow.

9. Recommendation

9.1 In the light of the above considerations, Members are asked to recommend to Cabinet that:-

- (i) Cabinet approves Scheme B for further development, leading to the working up of a detailed design, followed by public consultation.
- (ii) The issues of concern raised through the consultation process are given further consideration as part of working up a detailed design.

Members are also asked to note that, subject to the decision of Cabinet on 23rd November, a further report will be brought back to Area Committee, followed by Cabinet in the New Year, prior to any final decisions being taken and any planning application being made.

JOHN DEEGAN
Strategic Director for Environment and Economy
Shire Hall
Warwick

15th November 2006



**Warwickshire
County Council**

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**A World Class
Stratford-upon-Avon**

**Proposed Pedestrian &
Cycle Bridge – A report
on consultations**

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Rev	Originator	Approved	Date
1.0	Dr. Rama Isaiah		7 th September 2006
1.1	Dr. Rama Isaiah		2 nd November 2006



Executive Summary

Warwickshire County Council commissioned Turner & Townsend to carry out and deliver a public consultation on the proposed new pedestrian and cycle bridge in Stratford-upon-Avon. World Class Stratford is a long term vision for Stratford-upon-Avon combining development opportunities with environmental improvements to bring about a social and economic enhancement to the town. Phase 1 of the World Class Stratford Project is aimed at upgrading the waterfront areas as the waterfront is not only the setting of the Royal Shakespeare Company with an investment of over £100m, but the river and its surroundings are a major asset to the town. The proposed pedestrian and cycle bridge is one of the five projects of the first phase of World Class Stratford Projects.

An inclusive consultation process held over summer 2006 consulted with a range of stakeholders, residents and visitors to the town through manned and unmanned exhibitions and over the internet. The four public exhibitions had a combined footfall of over 6000. There were over 2500 questionnaires received as part of the exhibitions and displays, by post and the internet. The main task of the consultation team was to engage with the public on the bigger picture, communicating and gathering views on the concepts. The questionnaire was also designed to get the maximum interaction from the respondents so as to get an informed opinion. **Maximum communication and engagement from respondents being the main objective, the comprehensive answers from the questionnaires and their analysis was to be the main deliverable of the consultation exercise.** Based on this it was necessary to separate out the non-participatory ones or those who were at the various events only to register a protest vote from the participatory ones who may or may not have been opposed to the idea of the bridge, but were engaged enough to give constructive criticisms and reasoning for their choices. Such a separation amounted to about 56% of the respondents being opposed to the bridge and not wanting to be a part of the consultation process with 44% being supportive. Of the 44% who were involved 89.9% registered their choices of the bridge designs, whilst 10.1% were against the bridge but gave their reasons for their opposition, most of which have now been or being addressed.

The topic of the proposed pedestrian and cycle bridge is a highly debatable and emotive one for the residents of Stratford-upon-Avon. The topic of the bridge has been in the public arena through earlier consultations both for the Local Transport Strategy and the Waterfront Masterplan in 2003. The need, justification and benefits it can bring to the town have also often been in the public domain. However, as the preparation for the consultation events took place, it was apparent that a strong and local group were inclined to turn the consultation into more of a 'yes' or 'no' vote for a bridge rather than the intended wider engagement and consultation with the public. Whilst many of the objections in the main have or are being addressed, the economic issue of addressing declining tourist trends and its associated impacts have to be dealt with. It is in this overall



regeneration context that the bridge is seen - capable of fuelling the renaissance that is currently taking place in Stratford-upon-Avon, with the results of the consultations focusing on the five short listed designs resulting from the competition held by the Royal Institute of British Architects.

The consultations have attracted over 2500 respondents from both residents and visitors to Stratford-upon-Avon with nearly 60% handed in during the consultation events. Nearly 81% of the respondents were from Warwickshire County, the rest of UK was about 18.7% with the international respondents being less than 1%. Of those that responded, nearly 60% were residents with about 17% being visitors. Of the 1232 respondents engaged with the process it is clear that Design B is the most preferred followed by Design C. The remaining designs all received lower levels of support with Designs A being the least liked. Design B is also seen as the least disliked design.

The highest age group that responded was the age range of 41 – 60, followed by the over 60 age group, then 25 – 40 age range. The gender ration was about 55% males to 45% females. The location of the bridge and the aesthetics of the bridge were important considerations for about half the respondents, whilst a third thought that the materials used was an important consideration.

In terms of ranking the four 'quality of life' factors in order of importance most appear to believe that the 'aesthetics, setting and surroundings' of the bridge are the most important, followed by 'accessibility'. 'Stratford-upon-Avon as a tourist destination' has been prioritised lowest of the four options. In terms of usage of the bridge, walking appears to be the most popular.

The participation and the interest the proposed bridge generated both in terms of engaging with consultative process and viewing the designs and associated displays, or in terms of being totally against it with no chance of a further dialogue has been a challenge when balancing emotions and history with economics and development!



1 Introduction

Turner & Townsend have been commissioned by Warwickshire County Council to carry out and deliver the public consultation on the proposed new pedestrian and cycle bridge for Stratford-upon-Avon. The main objective of the consultation was to display and communicate with the visitors to the consultation events, the five short-listed designs for the pedestrian and cycle bridge.

The five designs on display were the result of a competition held by the Royal Institute of British Architects. The displays were intended not only to give visitors to the events an opportunity to view the schemes, but also to give written feedback so that it could be fed to the jury panel who would consider the public's comments alongside a technical appraisal of the five bridge designs. The consultation period was to run from the end of August, through September till the end of October 2006.

Stratford-upon-Avon is a unique market town. In recent years visitor numbers have been dropping and with strong competition from neighbouring towns and destinations, the town is in need of investment and a 'breath of new life'. World Class Stratford is an area wide long-term vision for Stratford-upon-Avon. An Urban Design Framework is being developed to address issues relating to the development quality and character of the town and its environment.

The idea and support for a new bridge originated from consultations carried out for Warwickshire County Council's Local Transport Strategy and the Waterfront Masterplan Strategy in 2003. Public consultation for the Local Transport Strategy endorsed among others the need for the bridge with 46% supporting the proposal, 40% against and 19% neither for nor against. The two strategies connected the redevelopment opportunity afforded by the Royal Shakespeare Theatre redevelopment and this led to a funding application to the Regional Development Authority – Advantage West Midlands by both Stratford District Council and Warwickshire County Council. Subsequently, the World Class Stratford project aimed at upgrading not only the waterfront areas, but the river, its surroundings and the town itself is a major economic boost to the town.



2 Turner & Townsend's Brief

2.1 The Requirement

The key aim was to carry out an effective public consultation on the new bridge proposals that had been submitted and short-listed by the Royal Institute of British Architects as part of a competition run by them. Specifically the requirement for the consultation was to:

- Extensively engage and consult with a wide range of members of the public and stakeholders over the months of August, September and October 2006 on the five short-listed designs, holding manned and unmanned public exhibitions in suitable venues/locations;
- Analyse and report back from the consultation events, the perceptions, views and feedback received summarising the public's comments on the 5 design concepts, detailing extent of consultation and key findings.

2.2 Context

Phase 1 of the World Class Stratford Project is aimed at upgrading the waterfront areas. The waterfront is not only the setting of the Royal Shakespeare Company with an investment of over £100m, but the river and its surroundings are a major asset to the town.

Phase 1 of the World Class Stratford Project contains five projects:

- Bancroft Garden Improvements
- Recreation Grounds
- Improvements to Waterside and Southern Lane
- Pedestrian Signage Scheme
- Pedestrian and Cycle Bridge

Substantial funding has already been secured from the Regional Development Agency, Advantage West Midlands towards the World Class Stratford Projects. Of the total £7m public sector funding secured for Phase 1, £2m has been ring-fenced for the pedestrian and cycle bridge.

The topic of the proposed pedestrian and cycle bridge is a highly debatable and emotive one for the residents of Stratford-upon-Avon. The topic of the bridge has been in the public arena through earlier consultations both for the Local Transport Strategy and the Waterfront Masterplan in 2003. The need, justification and benefits it can bring to the town have also often been in the public domain. Graphically, as the photographs below demonstrate, that while the passage of time has made its impact on the development of



the town, the connections between river banks along the watercourse of the river Avon have predominantly remained the same; thus adding a great burden to movement patterns be they by car, pedestrians, cyclists, push chair or wheel chair users.



Stratford-upon-Avon in the 1930's

Photo Credit: Taken from: Proposed Waterfront Walk with arches under the bridge: – Pre-feasibility Study, Stratford-upon-Avon District Council 2003

Stratford-upon-Avon in the 2000's Photo Credit: Taken from: Response to the Consultation on the Stratford-upon-Avon Waterfront Masterplan & Preliminary Public Realm Proposals for the RSC Development, RSC January 2003

Currently, the Tramway Bridge and the Lucy's Mill Bridge are the two options for pedestrians, cyclists and other users. As the photographs below show, the steps on Lucy's Mill Bridge make it quite unsuitable for Cyclists, Wheelchair and push chair users.



Lucy's Mill Bridge

As for the Tramway Bridge, an Outline Justification Working Paper on the Recreation Ground Car Park Access and New Footbridge by Ove Arup & Partners in 2003 states:

'The existing Tramway Bridge is only 3.2m wide and with people taking time to look out over the river, the effective width is reduced to 2m. Analysis of video tapes of pedestrian movements over the bridge show a maximum rate for flow is in the region of 2800 people per hour ...

Using the standard level of service criteria ... it is evident that the level of service ... is at the top end of LOS C, indicating that the facility is at its



maximum reasonably comfortable capacity at busy times. This LOS can be described as 'there is a high probability of conflict requiring frequent adjustment of speed and direction to avoid contact...considerable friction and interaction between pedestrians is likely to occur'.

Because of its locality and the views that the bridge affords of the River Avon and the activity on the river there is a desire for people to stop and to enjoy the experience. This will on occasions reduce the level of service to D. At this level of service there is a probability of intermittently reaching critical density causing momentary stoppages of flow'.

Provision for cyclists crossing the River Avon is poor. They either have to use the Clopton Bridge used by all the vehicular traffic or the 1.2m narrow cantilevered footway on the north side of the Clopton Bridge which is also shared by pedestrians. Cycling on Tramway Bridge is banned although cyclists use it!

The proposed bridge is seen as an important enhancement to the local transport network. More importantly, it will:

- Provide pedestrians and cyclists with a new route as well as an improved access over the river;
- Provide better facilities for disabled, those with push chairs and young families;
- Provide an opportunity for people to utilise the whole of the Recreation Ground and also provide an easier route to Holy trinity Church;
- Facilitate wider recreational enjoyment of open spaces through better access and dispersal of pedestrians, especially relief of pedestrian congestion around Bancroft area;
- Offer residents and those walking from parking and other surrounding areas an attractive route to the theatre and into the town centre;
- Provide a circular scenic walk along the river;
- Provide an important link into the national cycle network;
- Provide an opportunity to bring new architecture into Stratford; and
- As a new landmark development, not only provide new views and vantage points from the bridge, but as a landmark feature be an attraction in its own right and make Stratford more attractive to tourists, local visitors and residents alike.



3 Consultation Strategy

The consultation was designed to be held over the months of August, September and October 2006. It was designed to be as inclusive as possible. A wide range of organisations, community groups and stakeholders were included as part of the consultation process, in addition to the residents and visitors to the town. This also included representation from those members of the community who do not support a new bridge. For example, 'Stratford Voice', a local resident/community group who are opposed to the idea of the bridge was also given the opportunity to participate at the public exhibition events.

3.1 Methodology

Consultation events included both manned and unmanned exhibitions in addition to presentation to key stakeholder groups. The initial discussed and agreed strategy was to have three manned events and four unmanned events. Locations for the manned events were selected and agreed based on the criteria that the locations had to be easily accessible, DDA compliant, in public buildings/spaces and at times and dates that could attract maximum participation. Based on this and availability within the planned timescale, Bancroft Gardens, Henley Street and Morrison's Supermarket Car Park were chosen for the manned exhibitions. The Bancroft Gardens event was planned on a public holiday during the August Bank holiday, Henley Street event on a public holiday Sunday and working day Monday, whilst the Morrison's event was held on two working days – Thursday and Friday (these being the two most busiest days of the week for the supermarket!). The first two events were held during the day from 11.00am – 4.00pm whilst the third event was from 3.00pm – 8.00pm so as to encourage people outside the normal office hours.

Unmanned events were held at four public libraries in and around Stratford-upon-Avon and again venues were chosen based on availability of the dates for the display of exhibition material. Following are the consultation dates and venues:

- 27th & 28th August 2006, 11.00 – 16.00 at Bancroft Gardens
- 3rd & 4th September 2006, 11.00 – 16.00 at Henley Street
- 14th & 15th September 2006, 15.00 – 20.00 at Morrison's Supermarket Car Park
- A moving display at the following libraries between the dates 27th August – 27th October 2006
 - Stratford-upon-Avon Library and Information Centre
 - Shipston-on-Stour Library and Information Centre
 - Wellesbourne Library and Information Centre
 - Southam Library and Information Centre



- Additionally questionnaires with information directing public to the various manned and unmanned exhibitions were placed at:
 - Stratford-upon-Avon District Council Offices
 - Stratford-upon-Avon Town Council Offices
 - Stratford-upon-Avon Civic Hall
 - Stratford-upon-Avon Information Point (near Bridgefoot)
 - SDC Leisure Centre (near Bridgefoot)
 - Royal Shakespeare Theatre

During the consultation period, and at various stakeholder events, it became apparent that a large section of local stakeholders would have preferred a public exhibition on a Saturday and in response to this need an additional event was organised on Saturday 21st October 2006 between 11.00am and 4.00pm.

The following list shows the range of people invited/consulted. A detailed list of stakeholder consultations is included in the appendix 1.

Community Groups	Local Retailers
Voluntary organisations	Stratford Town Management Partnership
Schools/children	Stratford Town Trust
FE College	Stratford Birthplace Trust
Tourists	Stratford & Warwick Waterways Trust
Residents	SUSTRANS
Disabled People	Cycle Groups
Key individuals & stakeholders	Bus/ taxi operators
Youth Clubs / Forums	British Waterways
Royal Shakespeare Theatre (RST)	English Heritage
RST Community Forum	Stratford Society

Displays at the manned exhibitions consisted of the A1 photomontages of the five short-listed designs submitted to the Royal Institute of British Architects along with location map for the proposed bridge and salient points on each of the five designs. These were supplemented with information supporting the need and justification of the bridge, views from various points along the river and a display of the World Class Stratford vision to set the context. Similar displays were prepared in A3 formats for the unmanned exhibitions at the libraries. Presentations to key stakeholder groups (invited audience), was done using both the graphic displays and audio visual presentations.

There was also opportunity to see and comment on the designs electronically using the form on the Warwickshire County Council web page; and links were also made to the existing World Class Stratford web page. Press- newspaper, radio and TV coverage were included through various press briefings issued by the Warwickshire County Council.

All the graphics and other material prepared for the exhibition events along with the 5 bridge designs are shown in Appendix 2.



3.2 The Questionnaire

The questionnaire was designed to be as inclusive as possible. Question related not only to the specific designs, but, respondents were also given the opportunity to express their opinions on what they thought were important considerations for a pedestrian and cycle bridge, desires on the quality of life indicators, potential needs the bridge responded to and the demographical questions on gender, age bracket, if they were a visitor or resident to the town in addition to the specific option of if they would use the bridge or not. A copy of the questionnaire is attached in Appendix 3.

3.3 Consultations events and process

World Class Stratford is about Stratford being a key 'gateway' destination bringing benefits not only to the region, but improving the financial performance of Stratford-upon-Avon for the benefit of local residents and businesses – bringing an overall social and economic enhancement. Visitor numbers to Stratford-upon-Avon have had a long term trend of decline. The resultant under performance is detrimental to the region and has long-term implications for economic and environmental well being of the town.

Getting all these messages across, along with the need to address declining visitor numbers to Stratford-upon-Avon, provision for new developments and visitors alike, and addressing socio-economic and pedestrian and cyclist movement patterns were integral to the public consultation. The main task of the consultation team was to engage with the public on the bigger picture, communicating and gathering views on the concepts. The questionnaire was also designed to get the maximum interaction from the respondents so as to get an informed opinion. **Maximum communication and engagement from respondents being the main objective, the comprehensive answers from the questionnaires and their analysis was to be the main deliverable of the consultation exercise.** This is further strengthened by the fact that the concept of a new bridge is included in the Stratford 2020 – A vision for Stratford-upon-Avon and the County Council's Local Transport Strategy 2003 and indeed the Waterfront Masterplan that has been adopted as Supplementary Planning Guidance.

As the preparation for the consultation events took place and press briefs were sent out to the various media, it became apparent that a strong and vociferous local group were inclined to turn the consultation into more of a 'yes' or 'no' vote for a bridge rather than the intended wider engagement and consultation with the public. Moreover, it was observed at each of the manned public consultation events they were discouraging residents from seeing any of the displays and encouraging them to go straight to the questionnaire and register their protest by answering only the last question on page one of the questionnaire. i.e. *'If you do not like any of the designs, or are opposed to the idea of a new bridge, please give your reasoning'* and draw a line through the rest, thus hindering the main objective of the consultation and engagement process. The group also distributed leaflets to show why they were opposed to the bridge; many of them not factual and



correct. For example, at the very first event, one of the points on their leaflet was about the closure of the ferry, which is totally untrue as the ferryman is very supportive of the scheme and his support in the form of his presence at one of the events and quotes were part of many a press brief and information leaflets.

In an attempt to understand the opposition to the bridge, reasons and tactics employed, there is a need to explore the issue further. Some of the key reasons for objections have been set out below:

1. **'A waste of Public Money'** – Firstly it has to be said that there was uncertainty and lack of understanding from the 'group as to how the project was to be funded, with locals believing that they would be carrying the burden locally or losing other local benefits as a result of funding for the bridge. However, funding for the bridge has already been applied for by both the Stratford-upon-Avon District Council and the Warwickshire County Council following the two earlier consultations on the Local transport Strategy and the Waterfront Masterplan in 2003 and secured from the Regional Development Agency AWM on the basis of the economic benefit that will be gained by the regeneration of the waterfront.
2. **'No demand for a bridge'** – Some viewed the bridge purely from its functionality and could see no compelling argument for a bridge in the location proposed and beyond this had fears that it may lead to development of the recreation grounds for car parking or even residential development. This was quickly responded to by both the Stratford District Council and the County Council who confirmed there are no such plans and if anything parking in this area will be reduced in favour of park and ride schemes further out of the town centre.
3. **'Visual Impact'** – Increasingly, modern bridges are being used as part of regeneration projects to make bold architectural and cultural statements. This was inherent within the brief for this bridge, as a result some of the designs looked very imposing in the way they were depicted as they were presented to best exhibit the architectural merit of the bridge as part of the competition. To set the bridge in context a photomontage was produced to show the impact of the bridge when viewed from the Tramway bridge. It can be seen that the bridge will not be an imposition on the landscape, and is hardly visible from the Tramway Bridge, and in the essence of the brief should retain the value of having an iconic structure as part of the World Class Stratford projects.
4. **'The money should be spent on Lucy's Mill Bridge'** – Lucy's Mill bridge is further down stream, at least 600m away from the site of the proposed bridge and out of the World Class Stratford Projects area. To include it at this stage would dilute the impact of the waterfront regeneration and thereby not achieve the regeneration benefits that the World Class Stratford projects are set out to achieve. However, there was a clear message coming from supporters and objectors alike that Lucy's Mill Bridge is in



desperate need of improvement. The current bridge is accessed by steps on either side which makes it unusable by people in wheelchairs and unsuitable for pushchairs and cyclists. The creation of a new bridge does not preclude improvements to Lucy's Mill Bridge and if anything will help the argument to improve access as the waterfront becomes more popular. The County Council is considering the proposal for Lucy's Mill Bridge put forward by 'Stratford Voice'.

5. **'The Ferry would be put out of business'** – The proposal is to relocate the chain ferry closer to the theatre, and the operator is very much in support of this proposal, and the idea of a new bridge enhancing the waterfront as a tourist attraction. The ferry itself must be seen more as a tourist attraction than a serious crossing point for locals, therefore its proposed new location should enhance trade, setting it more centrally to the busiest area. The ferry also operates only for 8 months of the year.
6. **'A protest vote'** – While many of the reasons for not wanting a bridge could be understood, including those locals who simply didn't want change and didn't want to increase visitor numbers, there were those who were objecting simply because they were dissatisfied with other schemes in the town, these included:
 - Park and ride
 - Traffic Congestion
 - A dilution of the Window Street retail scheme

Summary of Objection – It appeared difficult for people to project themselves to 2020 and see the bridge in context of a regenerated Stratford-upon-Avon. Stratford-upon-Avon has no negative stereotype to overcome; it is a popular visitor town and has many existing attractions. There is perhaps more work required to show how an iconic project can not only increase national attention but become part of a local identity. A successful scheme can help lend credibility to further projects in the area. This can increase the confidence of funding bodies for the future, as well as encouraging direct private investment.

Many of the objections above in the main have or are being addressed. The economic issue is an important one for the town and its region. In an overall regeneration context, it is sometimes seen that some economic, developmental, cultural attractions or even services and infrastructure facilities, and in this case the pedestrian and cycle bridge, may not generate income in their own right. But these need to be seen in the larger regeneration context as loss-leaders capable of fuelling the renaissance that is currently taking place in Stratford-upon-Avon.



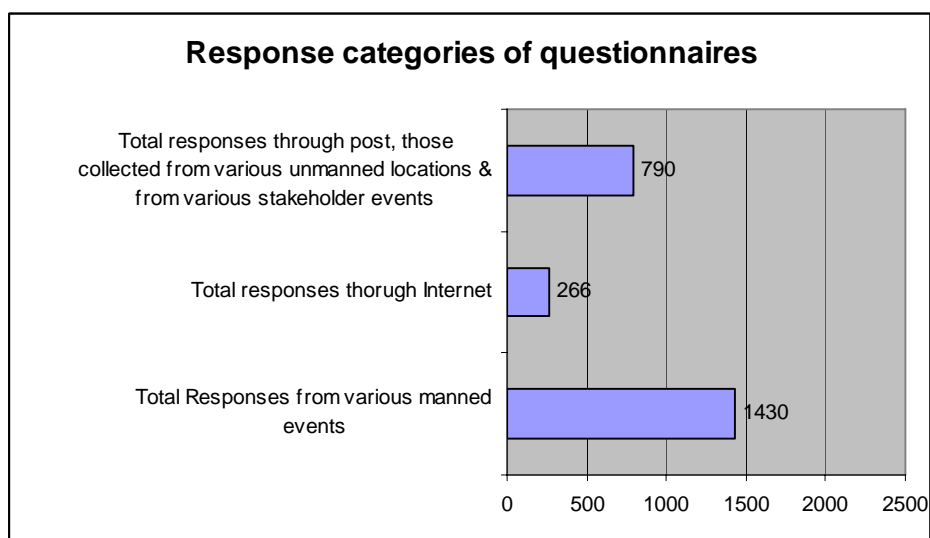
4 Responses, assumptions, data analysis and observations

4.1 Responses

The consultation has attracted over 2500 responses from both residents and visitors to Stratford. Of the overall total only 2486 questionnaires were analysed, the rest set aside as null or void due to reasons of obscene language, nil responses to questions, those that were scored out with no text and one set of 13 questionnaires to show an example of duplication. The example questionnaires all came by post, on the same day, and look to be written with the same hand using different pens. It is stressed that only the 13 have been kept aside as an example to illustrate duplication, as it is physically impossible to check all questionnaires for handwriting etc when the mail is opened by different people at different times.

There have been other issues of duplication, e.g., when the same residents attended each of the consultation events and completed questionnaires at each of the events, but these have been taken into account and not excluded. However it has to be noted that many handfuls of questionnaires were taken by many members of the public, often more than what could be assumed as being taken for immediate members of the family. In a couple of instances, there had been requests for questionnaires in hundreds, but the requests were denied. The rationale being that the questionnaires did not have the full details of each of the proposals and were against the objective of the consultation which was to engage with the public giving them an opportunity to view details on each of the schemes.

Of the 2486 questionnaires analysed, 1430 (57%) were handed in during the consultation events, 790 (32%) by post and 266 (11%) through internet. The over 50% response at the consultation events is seen as a fairly successful outcome of engaging with the public.



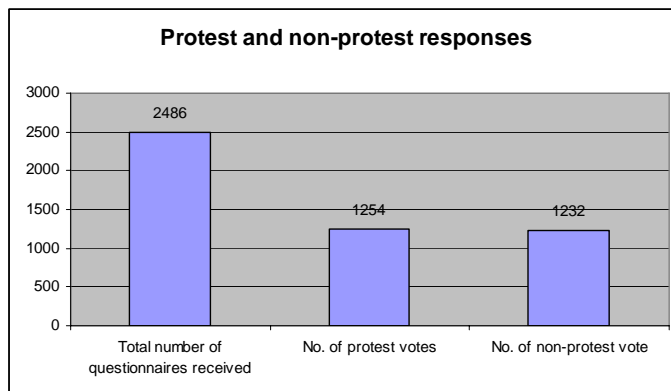
4.2 Assumptions

As described earlier, the 'protest vote' or those not wanting to be engaged with the consultation process have been a consistent feature in all the consultation events. It was therefore necessary to separate out the non-participatory ones or those who were at the various events only to register a protest vote from the participatory ones who were still opposed to the idea of the bridge, but were able to give constructive criticisms and reasoning for their opposition. Therefore questionnaires with no information on the first page but just a line across or those that were written 'No' or 'None'... were treated as protest votes, whilst those with comments or reasoning were treated as non-protest votes. An example of each of them is shown below.

The image shows two examples of questionnaires for the 'NEW PEDESTRIAN & CYCLE BRIDGE, DESIGN PROPOSALS STRATFORD-UPON-AVON'. Both forms have the heading 'YOUR CHANCE TO COMMENT' and instructions: 'Each entry has an alphabet in the bottom right hand corner. Place the alphabet(s) of the entries you are commenting on here'. The left form is marked with a diagonal line from the top-left to the bottom-right, indicating a protest vote. The right form has handwritten responses in blue ink. The responses are as follows:

- Which entry/entries do you like and what do you like about them?** None.
- Which entry/entries don't you like and what do you dislike about them?** All of the bridges interrupt the existing view of the river & the church. A, C, D and E are particularly disturbing/dominating. (Alphabets A, B, C, D, E are written in the right margin)
- What are your views on the location of the proposed bridge?** The location will encourage visitors to go straight to the east & avoid the town, which will have a negative impact on income. Also, the location will encourage more traffic across the river which will cause more congestion.
- Do you have any other comments?** The display and the sign a bridge to create a circular route - we already have one via Lugs Hill. Please see my comments dated 14th (consultation phase).
- If you do not like any of the designs, or are opposed to the idea of a new bridge please give your reasoning** We don't need a bridge - it will ruin the business view of the town & damage the town. I would rather my money be spent on reducing congestion in the town & providing more facilities for residents, not via here.

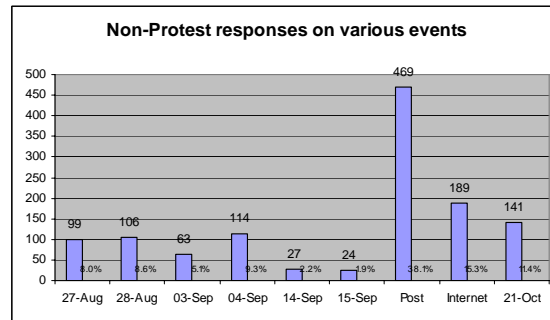
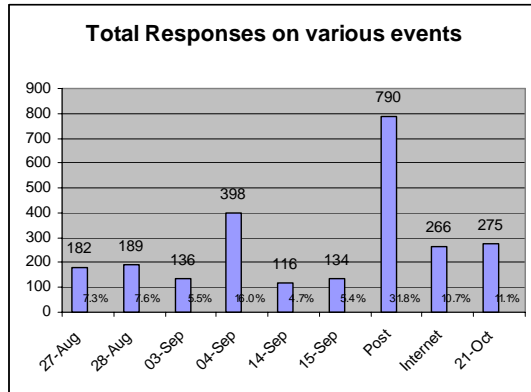
Whilst analysing the questionnaires, they have been analysed both as a whole by including all and also by separating the protest ones from the non-protest ones. The like and dislike figures for the bridge designs have been compiled from the non-protest questionnaires showing from them the number who were opposed to the bridge.



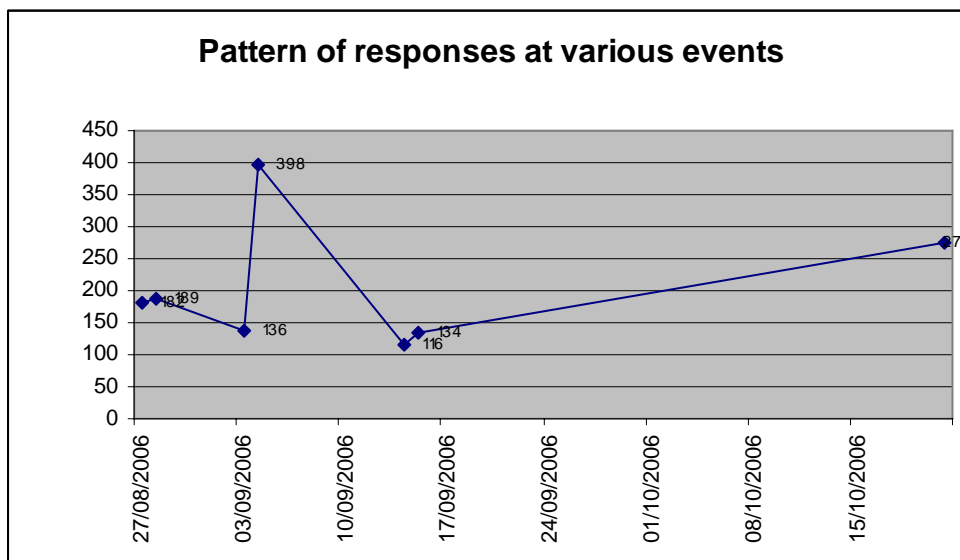
4.3 Data Analysis and Observations

4.3.1 Patterns of consultation response and receipt

Response for various events was as follows:



Total no of questionnaires	2486	100.0%	1232	100.0%
27-Aug	182	7.3%	99	8.0%
28-Aug	189	7.6%	106	8.6%
03-Sep	136	5.5%	63	5.1%
04-Sep	398	16.0%	114	9.3%
14-Sep	116	4.7%	27	2.2%
15-Sep	134	5.4%	24	1.9%
21-Oct	275	11.1%	141	11.4%
Post	790	31.8%	469	38.1%
Internet	266	10.7%	189	15.3%



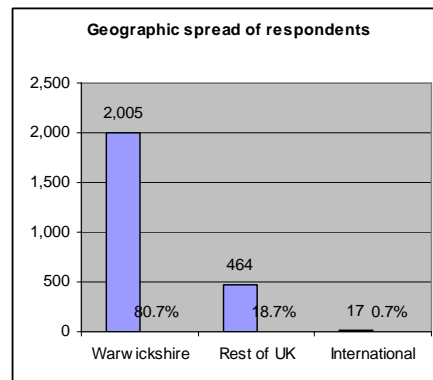
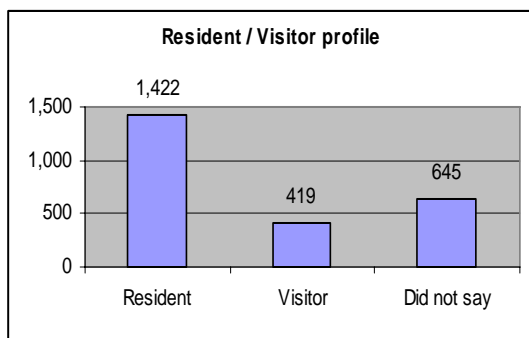
The figures above are intended to show the distribution of response rates and to see if the choice of day or venue had affected the responses. The highest response rate has been on Monday 4th September which is a working day and Henley Street seems to have attracted



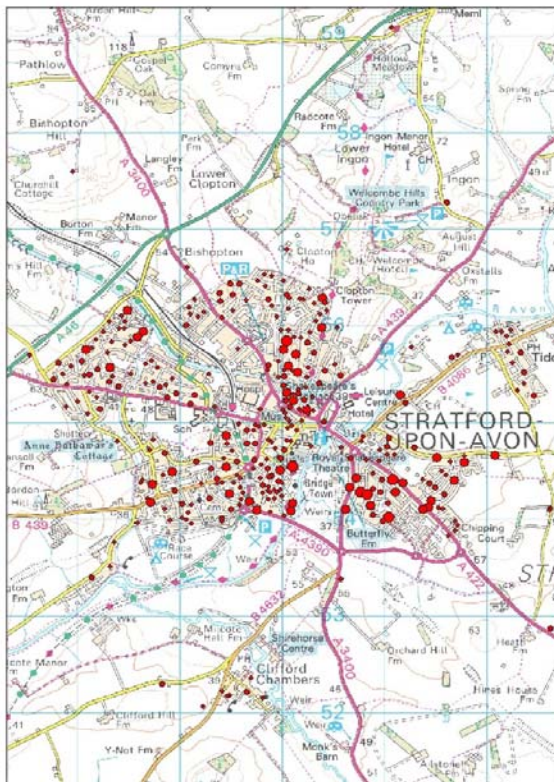
a high number of respondents. It is also worth noting that the length of the consultation period did not have an adverse affect on the response rates considering that on Saturday 21st September the response was still more than most of the other days.

4.3.2 Geographic spread, resident/visitor profile and other demographics

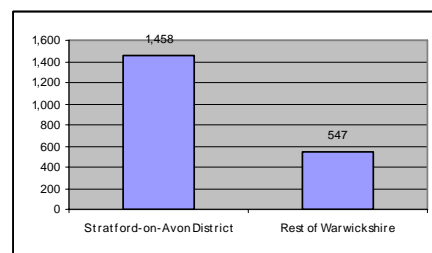
The consultations have attracted 2486 respondents from both residents and visitors to Stratford-upon-Avon. Of those that responded, 1422 (57%) were residents, 419 (17%) were visitors and 645 (26%) preferred not to say. Nearly 81% of the respondents were from Warwickshire, the rest of UK was about 18.7% with the international respondents being less than 1%.

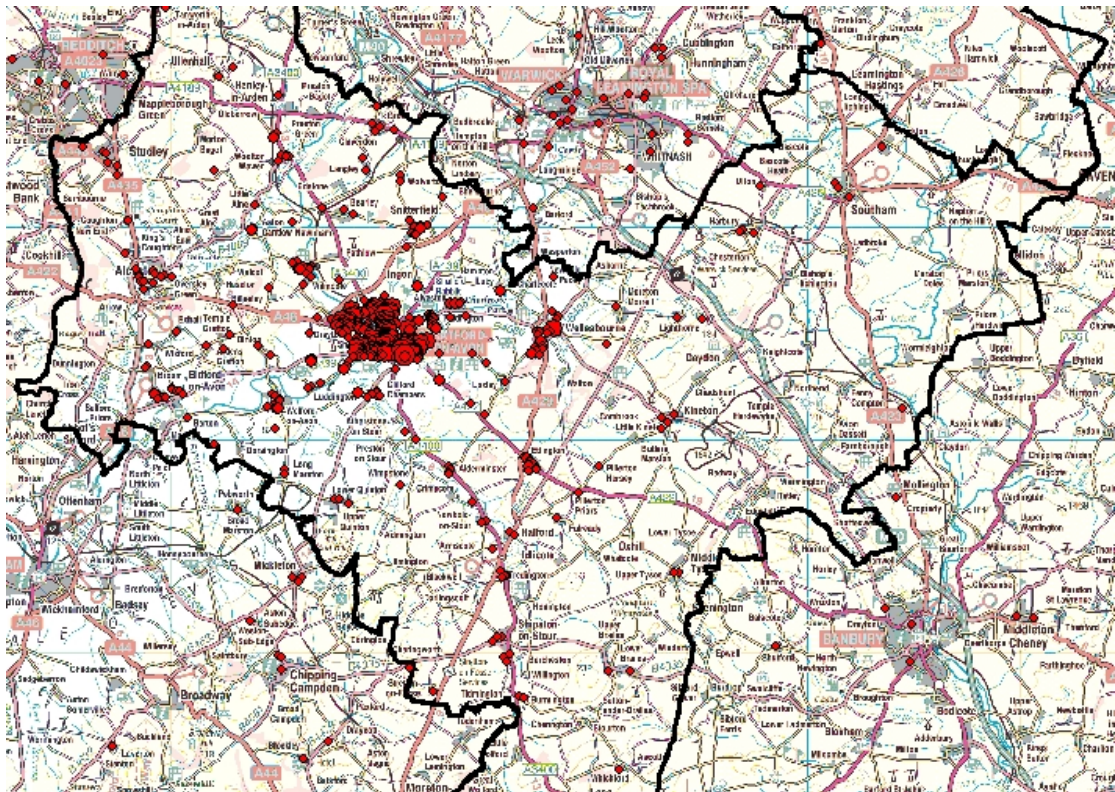


Many respondents live in Stratford-upon-Avon town and district and their locations are shown graphically in greater detail.



Respondents to the consultation from Stratford-upon-Avon Town Centre





Respondents to the consultation from Stratford-upon-Avon District

The consultation was responded to by 1337 (54%) males and 1149 (46%) females and covered a range of age groups:

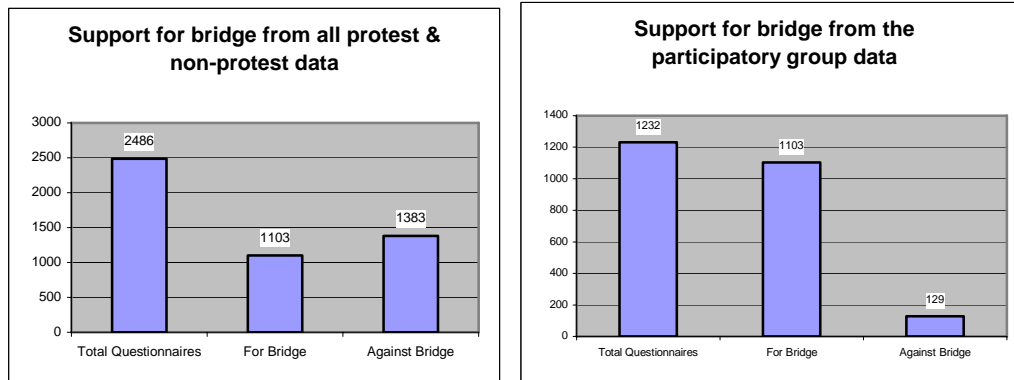
Age group	No.of respondents	
Under 16	97	3.9%
16 - 24	183	7.4%
25 - 40	562	22.6%
41 - 60	843	33.9%
60+	801	32.2%

4.3.3 Public’s opinions on the proposed bridge

As said earlier, the main task of the consultation team was to engage with the public on the bigger picture, communicating and gathering views on the concepts. **Maximum communication and engagement from respondents being the main objective, the comprehensive answers from the questionnaires and their analysis was to be the main deliverable of the consultation exercise.** Hence the opinions registered range from those not entering into a dialogue at all, to those though not in favour of the bridge expressing their choice if there was to be a bridge to those liking one or more designs.

Based on this it was necessary to separate out the non-participatory ones or those who were at the various events only to register a protest vote from the participatory ones who may or may not have been opposed to the idea of the bridge, but were engaged enough to give constructive criticisms and reasoning for their choices. Such a separation amounted to

about 56% of the respondents being opposed to the bridge and not wanting to be a part of the consultation process with 44% being supportive. Of the 44% who were involved 89.9% registered their choices of the bridge designs, whilst 10.1% were against the bridge but gave their reasons for their opposition, most of which have now been or being addressed.



It is quite important to view the two separate figures to show the number of people who were considered in the participatory group in spite of not supporting the bridge. It has been stressed earlier that engagement with constructive criticism was the main objective, and from that point of view, some comments from those who were opposed to the bridge, but entered into a dialogue through the questionnaire rather than a mere 'no' are listed below.

- *This is the simplest and least obtrusive*
- *If we have to have a bridge this is the best*
- *The best of an unnecessary lot because it uses natural materials.*
- *The only entry I like is C but even though I don't want any changes by the riverside. It is already beautiful*
- *B be the only one with a decent degree of subtlety, But frankly I don't like any of them or the location enough to see justification as for this unnecessary bridge*
- *In the event that the majority want a bridge it should be the least obtrusive B*
- *I think it will ruin the view and it is too much money when it could be used to make Strafford pedestrianised or make the original bridge wheelchair usable.*
- *I like the designs but I do not want to see any of them over the River Avon.*
- *The designs are of no importance as the location is completely unacceptable. The tram bridge is already there for car parkers in the recreation ground - why do you need another so close.*
- *Don't feel the idea of a bridge is a good one, but if there has to be one- the least obtrusive is the better one.*
- *No. RSC wants it, no one else.*

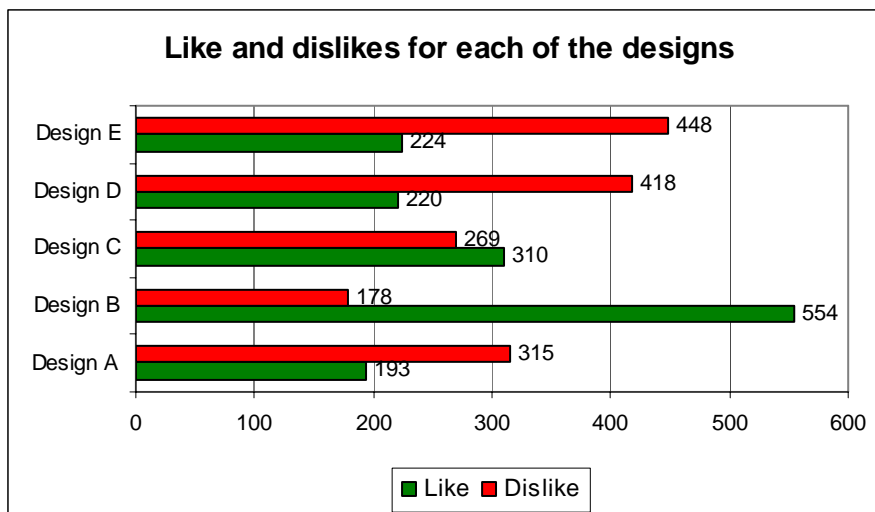


4.3.4 Likes and Dislikes for each of the Designs

Design B appears to be the design that is liked the most by respondents, selected by 45% of respondents as a design they like. It is followed by Design C, selected by 25.2% of respondents. The remaining designs all received lower levels of support with Designs A being the least liked. Design B is also seen as the least disliked design, with only 14.4% of respondents stating a dislike for it.

	Like	Dislike
Design A	15.7%	25.6%
Design B	45.0%	14.4%
Design C	25.2%	21.8%
Design D	17.9%	33.9%
Design E	18.2%	36.4%

Design B and Design C are the only designs where there are more respondents in favour of them, than against them. It appears that Design A is the least liked design.



4.3.5 Other Considerations

Almost one out of two respondents (45%) thought that both the location of the bridge and the aesthetics of the bridge were important considerations, whilst one out of three respondents (229.9%) thought that the materials used is an important consideration.

Respondents were asked to rank four 'quality of life' factors in order of importance. The indicators were:

- Ease of accessibility and movement in and around the town centre, and the facilities the town has to offer;
- Stratford-upon-Avon as a tourist destination;
- Promotion of sustainable development / 'green' – pedestrian and cycle routes in and around Stratford-upon-Avon;



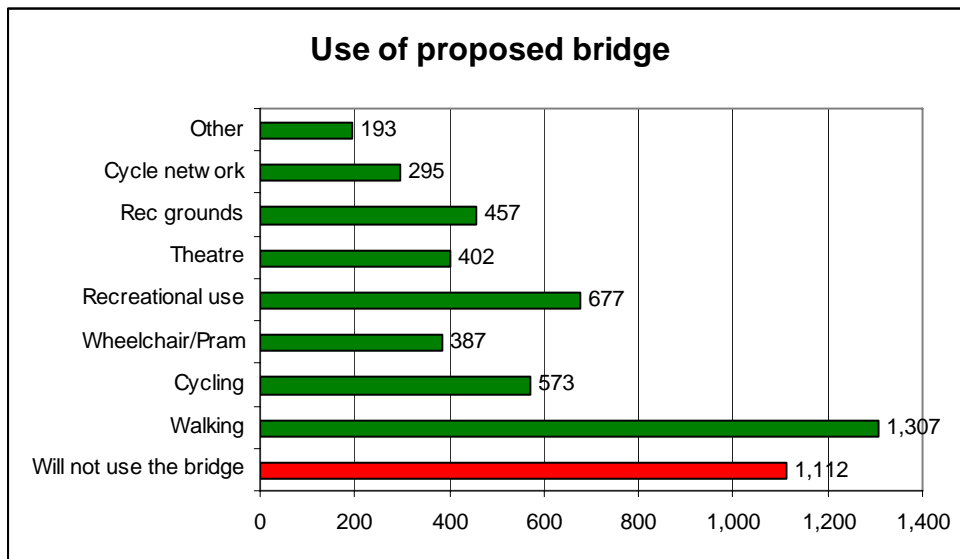
- Aesthetics, setting and surroundings.

The table below shows how respondents ranked each factor in order of importance, 1949 respondents responded to this question.

	Accessibility	Tourism	Sustainability	Aesthetics
1 st (Most important)	30%	6%	15%	49%
2 nd	28%	10%	31%	31%
3 rd	29%	24%	32%	15%
4 th (Least important)	13%	59%	22%	5%

Respondents appear to believe that the ‘aesthetics, setting and surroundings’ of the bridge are the most important, followed by ‘accessibility’. ‘Stratford-upon-Avon as a tourist destination’ has been prioritised lowest of the four options.

Respondents were asked what they would use the bridge for. Whilst walking appears to be the most popular use for the bridge with 53% respondents, 45% of respondents stated that they would not use the bridge.



5 Comments about the various schemes:

People were asked to comment on more than one scheme or all if they preferred. This is the reason for many similar comments for and against any or all of the bridge designs, as they could apply to all. However, the data has been scanned to ensure that appropriate comments for each of the designs are included at the risk of repeating individually for each of the schemes.

5.1 Typical Comments on Design A

- Scheme A simple construction not intrusive
- Simple and small does not take over the areas
- Can see straight through it
- Fits gently in to the surrounding - not making a huge statement - but effective
- If we have to have a bridge this is the best
- Boring
- Not aesthetically pleasing
- Too bland and impairs view
- Too big, dislike, design out of place
- Dislike design - A
- A is boring
- A is just silly. They are too blunt
- Look awful, takes up too much space. Will the bridge be de-iced in winter?
- Do not like any of the other bridges as they are ugly and very dominating of the environment.
- A ugly
- All too modern, destroy view of river, do not fit in with current bridge
- Awful; if we are going to have this bridge forced upon us it may as well be a subtle one.
- A Looks like a motorway footbridge
- All the others - though some look really good - would completely alter the scenery, destroy the view
- They are all eyesores and do not compliment the surroundings - these modern designs juxtapose the riverside and look terrible
- A is just very silly



- Too much length of bridge for the space - A
- A - Too intrusive and clever
- Too Cumbersome and obtrusive-A,
- A is too linear (plain) and looks too elaborate, not in keeping with the setting
- Too modern and obtrusive, Not clear what it will look like from side view, too modern interesting design but too obtrusive for SuA
- Far too complicated looking therefore out of character. A is far too much.
- None really - Interfere with view down river, consequences on the recreation ground. Their design would be too intrusive
- the others not in keeping with the town and heritage
- Obtrusive and over designed A , look like a motorway
- Too overpowering would completely spoil the nice view of the river.
- They are all inappropriate and unsuitable. Simply hideous A terrible sham for Stratford

5.2 Typical Comments on Design B

- Scheme B - Unobtrusive and functional.
- B is best because it is not over powering it is more delicate, smaller and fits in with surroundings. Please go for this one
- Simple and small does not take over the areas
- In the event that the majority want a bridge it should be the least obtrusive B
- Can see straight through it
- Fits gently in to the surrounding - not making a huge statement - but effective
- If we have to have a bridge this is the best
- Clean lines graceful appearance the spire enhances the church
- Least Obtrusive - B
- Simple, Don't Distract from view
- Bold and very attractive Beautiful and Natural
- Low profile nice aesthetics, unique makes a statement without feeling out of place. Good design, like timber and sustainability not sure about parapets sloping inwards
- Blends in
- B be the only one with a decent degree of subtlety, But frankly I don't like any of them or the location enough to see justification as for this unnecessary bridge
- B Simplicity
- As it is the smallest and less noticeable of the choices



- If I had to choose one it would be B, but only because view around it makes it look pretty too metallic looking
- B - Simple, not obtrusive will look similar in 10,20, 50 years time
- Looks more like a natural bridge - shows more of the Background landscape
- This is the simplest and least obtrusive
- Pleasing to the eye
- Scheme B only, because its so light and suits the environment most, blends good into the natural environment
- This is the only bridge which looks discreet so I feel it least imposes on the beautiful view
- None of them really fit in with the scene - they will ruin one of the town's most famous sights. B is the best but still far from perfect
- B-Least obtrusive if a bridge is going to be built
- Simple functional not intrusive ease of accessibility
- If it is as "see through" as it appears it seems the least obtrusive- particularly re the view through to Holy Trinity Church Spire
- It has a 'Traditional' feel with a lightness which makes it almost Ethereal, the least obtrusive
- Different, may get bottle neck at corner and is not a quick route
- Graceful, unobtrusive
- This bridge has a shape which is pleasing - it is light and does not conflict with the view of the church spire. Looks pleasant in the evening too
- Unobtrusive, Blends with local environment light
- Simple, aesthetically pleasing as far as can be gleamed
- Simple, not obtrusive, easy access doesn't appear to detract from the overall view
- A and B they are most in keeping with the area
- B-because it is not obtrusive and goes with the town
- B Simple elegant Need for bridge agreed
- This design will weather much better than the others in 20 years time, will not look that much different
- Mainly because it is more traditional
- Makes a statement but not too intrusive
- Blend with environment, least environmental impact
- Comments against the bridge were:



- Don't like any, none blend in with bridges already there and river not big enough to take them
- Boring
- They are not aesthetically pleasing
- I dislike the fact of building the new bridge and also with the RSC project changing the old good look of the town
- Do not like any of the other bridges as they are ugly and very dominating of the environment.
- All too Modern, destroy view of river, Do not fit in with current bridge
- All the others - though some look really good - would completely alter the scenery, destroy the view
- They are all inappropriate and unsuitable.
- I dislike B because its boring
- Too conventional

5.3 Typical Comments on Design C

- It is very modern and I think Stratford needs something modern as everything here is old fashioned.
- Design C, Leaf Design
- Scheme C - would allow a good atmosphere if used for entertainment
- Provides space for sitting, meeting up and brings modern touch to river
- Bold and very attractive Beautiful and Natural
- Interesting additional focal point
- Very nice design, very contemporary. It looks like a big boat. Very nice design
- Scheme C, low visual impact exciting design
- The only entry I like is C but even though I don't want any changes by the riverside. It is already beautiful
- I like C because it is modern and it looks nice.
- C is Beautiful
- C Provides "meeting" space as well as primary role as thoroughfare
- C the look and the fact that you can sit on it and I like the colour
- They are aesthetically pleasing
- C looks good
- Very Modern but in keeping with the environment due to the use of wood and leaf type shape.



- The bridges have an imaginative design. C has the least impact on the view which is important
- C is modern & stylish and would not ruin the landscape and plenty of room for all
- The best of an unnecessary lot because it uses natural materials.
- Comments against the bridge were:
- Do not like any of the other bridges as they are ugly and very dominating of the environment.
- All too Modern, destroy view of river, Do not fit in with current bridge
- All the others - though some look really good - would completely alter the scenery, destroy the view
- They are all inappropriate and unsuitable. Simply hideous A terrible sham for Stratford
- Too conventional
- C - out of scale for setting
- C too clever, too overpowering for this location. We are not London City.
- Look Awful, Takes up too much space. Will the bridge be de-iced in winter
- C totally out of place
- I think C is awful and in particular disgusting. If we are going to have this bridge forced upon us it may as well be a subtle one.
- A Looks like a Motorway footbridge, C - very chunky
- They are all eyesores and do not compliment the surroundings - these modern designs juxtapose the riverside and look terrible
- C is ugly for no functional purpose,
- Stylish but taking up too much space - C,
- C - difficult to say as no side view,
- Too Big - C,
- C much too heavy in shape and materials.
- Too elaborate, not in keeping with the setting
- Too modern and obtrusive, Not clear what it will look like from side view, too modern interesting design but too obtrusive for SuA
- Far too complicated looking therefore out of character..
- None really - Interfere with view down river, consequences on the recreation ground. Their design would be too intrusive
- The others not in keeping with the town and heritage
- Obtrusive and over designed C



- Too overpowering would completely spoil the nice view of the river.
- I don't like C because it is like the millennium bridge and it will wobble too much
- Would help to see bridge from along river i.e. how it fits in to surroundings seems too large and dominating
- Because it is showy
- Too complicated, detracts from view, C- don't want people lingering
- It is too wide and looks ugly
- C, Too flash will deteriorate aesthetically with time
- C, does not fit at all with the feel of the town - far too modern Stratford needs to focus on the hugely important and powerful part of the town
- Don't like C at all
- Much too modern looking for the character of the immediate area and town in general
- Too Conspicuous too in your face, ugly
- C- Too modern
- C it is too obtrusive and does not blend in with the surroundings or the essence of Stratford as a whole
- C is too bulky

5.4 Typical Comments on Design D

- Bold and very attractive Beautiful and Natural
- They are aesthetically pleasing
- D has a radical design
- I like D because of the way that it twists
- Low profile nice aesthetics, unique makes a statement without feeling out of place. Good design, like timber and sustainability not sure about parapets sloping inwards
- D is imaginative and striking B is more prosaic but fits location well
- Imaginative and neat design low key design, relatively unobtrusive modern and easy of access
- I like it because it twists and turns
- I like it because it twists and has an aluminum bench
- It blends old with new simple with hints of classic old bridge design
- Comments against the bridge were:
- all the others - though some look really good - would completely alter the scenery, destroy the view



- They are all inappropriate and unsuitable. Simply hideous a terrible sham for Stratford
- D too clever, too overpowering for this location. We are not London City.
- Look Awful, Takes up too much space. Will the bridge be de-iced in winter
- D ugly
- D awful C If we are going to have this bridge forced upon us it may as well be a subtle one.
- A Looks like a Motorway footbridge, D too obtrusive,
- They are all eyesores and do not compliment the surroundings - these modern designs juxtapose the riverside and look terrible
- D is obtrusive,
- Too big and 'clumpy', taking up too much space -D,
- D- Beautiful design but too big and intrusive for the Avon,
- Weird Shape - D,
- Much too heavy in shape and materials.
- Too elaborate, not in keeping with the setting
- Too modern and obtrusive, Not clear what it will look like from side view, too modern interesting design but too obtrusive for SuA
- Far too complicated looking therefore out of character.
- None really - Interfere with view down river, consequences on the recreation ground. Their design would be too intrusive
- Not in keeping with the town and heritage
- Obtrusive and over designed D
- Too overpowering would completely spoil the nice view of the river.
- Too complicated, detracts from view, C- don't want people lingering
- D Too flash will deteriorate aesthetically with time
- D does not fit at all with the feel of the town - far too modern Stratford needs to focus on the hugely important and powerful part of the town
- D- Dominates the Landscape.
- Much too modern looking for the character of the immediate area and town in general
- Too Conspicuous too in your face, ugly
- D - too modern
- D is aesthetically unpleasing
- All the others apart from C I dislike, the fact of building the new bridge and also with the RSC project changing the old good look of the town



- Too Big Dislike design out of place
- Scheme D Too obtrusive
- Too Overpowering
- Does not fit in with concepts of the town
- Very Modern I like the look of it
- Scheme D Too futuristic not in keeping with surroundings
- D the look it doesn't blend in too modern
- D- To Elaborate
- D is intrusive into the local area
- D in particular visual qualities too extreme

5.5 Typical Comments on Design E

- They are aesthetically pleasing
- Clean lines graceful appearance the spire enhances the church
- Most Striking - E
- Simple, Don't Distract from view
- Simplest and functional
- Comments against the bridge were:
- E just silly. Too blunt
- Look Awful, Takes up too much space. Will the bridge be de-iced in winter
- E awful If we are going to have this bridge forced upon us it may as well be a subtle one.
- E- very dated another motorway footbridge
- They are all eyesores and do not compliment the surroundings - these modern designs juxtapose the riverside and look terrible
- E is perfect for a Sea Town - ridiculous for Stratford
- Elegant but don't want another spire - E
- Ghastly - E
- E is horrible, church spire should be the focus
- Too elaborate, not in keeping with the setting
- Too modern and obtrusive, Not clear what it will look like from side view, too modern interesting design but too obtrusive for SuA



- None really - Interfere with view down river, consequences on the recreation ground. Their design would be too intrusive
- the others not in keeping with the town and heritage
- E looks like a motorway
- Too overpowering would completely spoil the nice view of the river.
- E Too flash will deteriorate aesthetically with time
- E does not fit at all with the feel of the town - far too modern Stratford needs to focus on the hugely important and powerful part of the town
- Much too modern looking for the character of the immediate area and town in general the "Spire" on E is especially ridiculous for location
- To Conspicuous too in your face, ugly
- E- not Appropriate
- unpleasing E do not like the mast
- E is intrusive into the local area
- E- designs are too heavy
- Do not like any of the other bridges as they are ugly and very dominating of the environment.
- All too Modern, destroy view of river, Do not fit in with current bridge
- Not a 'clean' design in appearance and too elaborate, Pinnacle is too obtrusive, although the bridge is neat
- E is too in your face
- E looks like a motorway bridge
- The tower will detract from the church spire spoil the view also too long
- Too modern for Stratford
- E - could be dangerous for the swans flying through
- No Spire
- Far too disruptive of the environment and the skyline
- The spire is disgusting and out of place



6 Conclusions

The consultation process held over summer 2006 consulted with a range of stakeholders, residents and visitors to the town through manned and unmanned exhibitions and over the internet. The interest it generated, turnout and responses received have exceeded expectations.

The consultation has achieved its objective in communicating with the public the five short listed designs for the proposed bridge and from the responses received; Design B is clearly the most favoured. However, some observations as part of the whole process are worth noting. Whilst the topic of the bridge has been in the public arena through earlier consultations both for the Local Transport Strategy and the Waterfront Masterplan in 2003, there still remained questions and doubts on the need for it. These questions have surfaced quite strongly during the consultation process. And though the 'brief' for the consultation was to consult on the five designs, the need to justify the bridge itself has been a constant challenge during the consultation process.

It can be said that this has emphasised the need for both the Stratford District Council and the Warwickshire County Council to communicate and emphasise to its residents the wider picture, justification and benefits economic development can bring to the town; and more importantly what *'World Class Stratford'* would mean. The bridge is only one of the five projects of the first phase of World Class Stratford. Its place and importance in helping to deliver the Stratford 2020 vision, Urban Design Framework, RSC development, Waterfront Masterplan and the Local Transport Strategy is to be highlighted and communicated widely to as many stakeholders as possible.

The consultation is to gauge the public response to the five designs. The results obtained from the consultation are to be presented to the panel of judges who will look at it alongside the technical assessment of the designs and make a recommendation for the next steps in the consideration of the bridge.



APPENDICES

1 List of Stakeholder Meetings

World Class Stratford Strategy Group

11th September 5:30pm
Elizabeth House

RST Community Forum

12th September 6:00pm
Elizabeth House

WCC Stratford Area Committee

20th September 4:30pm
SDC Offices

Town Council – 26th Sept, 6:15pm

Waterfront Taskforce – 27th Sept, 2:00pm

Senior Citizens & Disabled People

SCAN, 2nd October 11:30am

Community Interest Groups

Stratford Voice, 3rd October location tbc, 6:30pm

Stratford Town Management Partnership

10th October 7:30am
Wildmoor Spa, Stratford

Shakespeare Birthplace Trust , 3pm 10th Oct @ Mary Arden's House, Wilmcote

Young Stakeholders

KES
Shottery Girls Grammer,
Stratford High School 11th Oct

Transport Stakeholders

16th Oct, 6:30pm Town Hall
(Sustrans, cycle groups, ferry operator, Stratford & Warwick Waterways Trust, British Waterways, walking groups, Stratford Boat Club, Marina and Avon Navigation Trust)

Stratford Society - 12pm 16th Oct, Stratford Town Hall

Town Trust - 18th Oct, 9:30am

Tourism Group

South Warwickshire Tourism South Warwickshire Association of Tourist Attractions

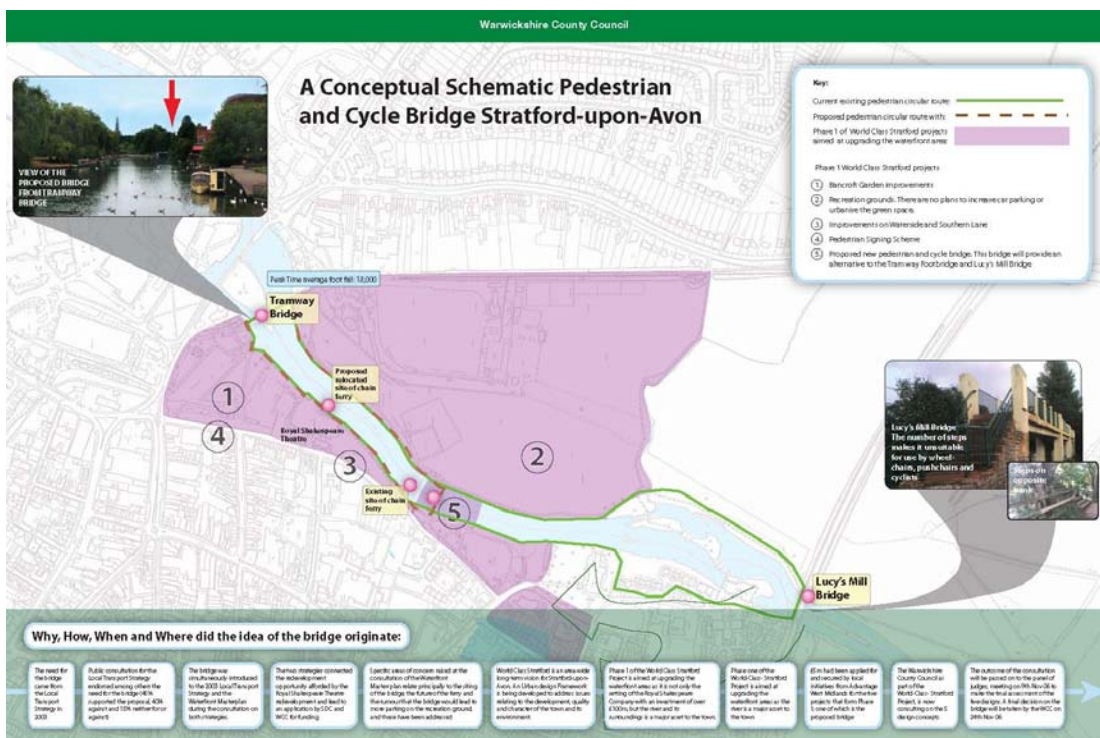
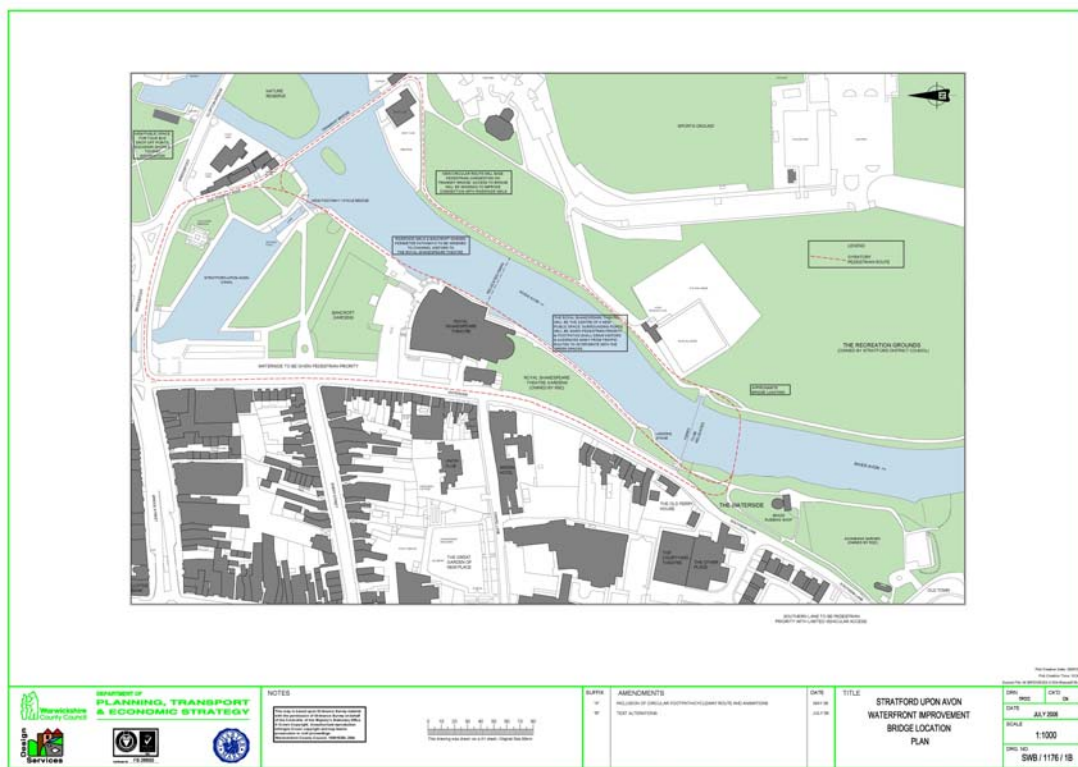
RST Staff Forum

20th October, 11am, SDC offices

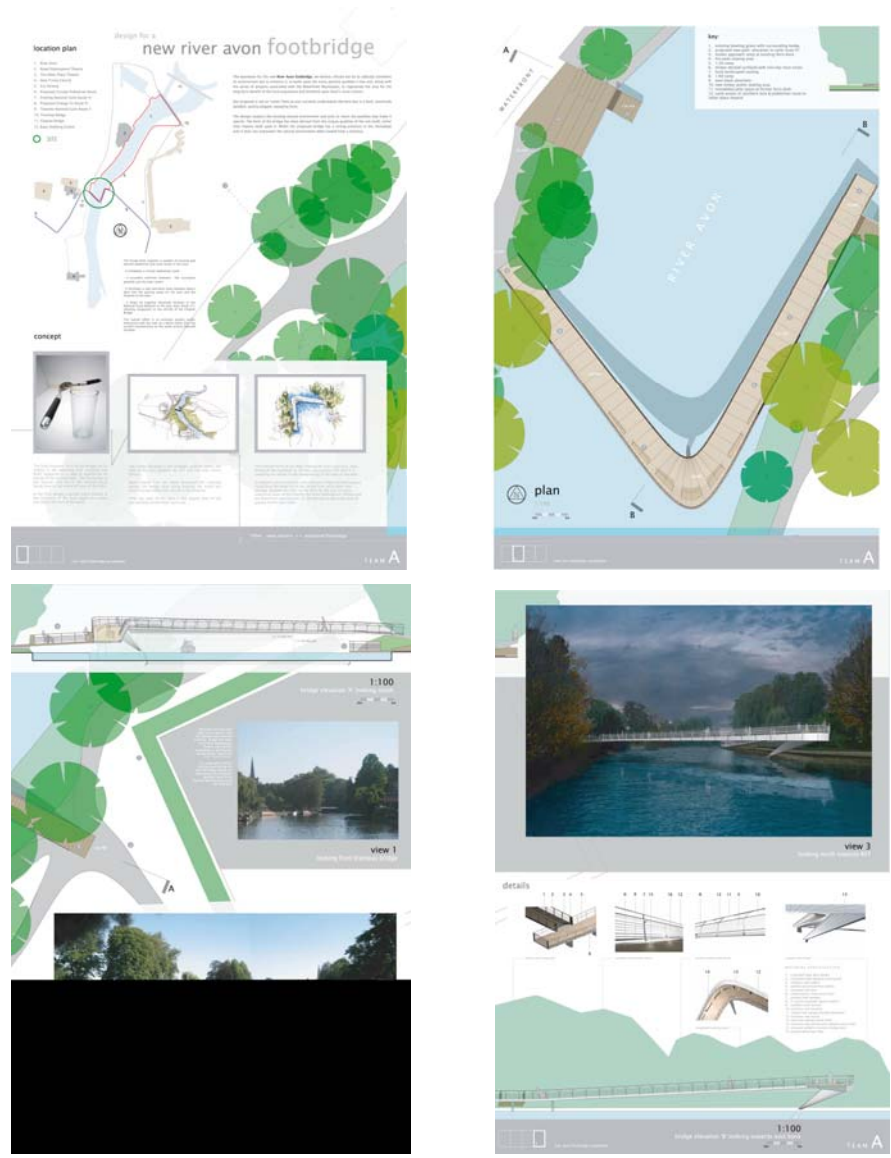


2 Graphics, other displays and bridge designs at the exhibition events

Map showing location of proposed bridge



Scheme A

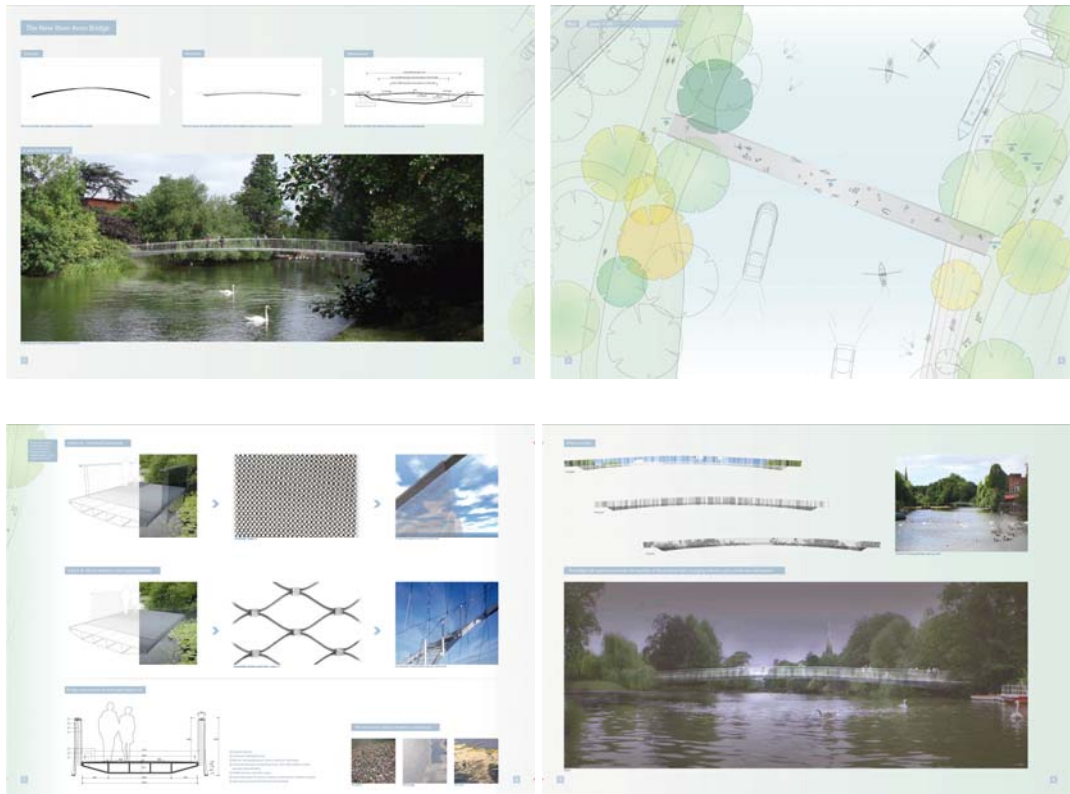


Salient Points

- A crescent form with a light touch, tracing the sun's trajectory, rising along the riverbank to the east and passing over the river in a sweeping arc before disappearing in the trees to the west.
- A sculptural form wholly above water. Treads very lightly on each bank, with minimum disturbance to the existing waterfront, rather than being founded with a heavy footprint on the riverside.
- Calm and respectful – Its dynamic structural form focused on a single inclined support rising from the water to lift the curved form and allow river passage beneath and offer deck for the user to enjoy expansive views of the Church, Theatre and Waterfront.
- Woven into the landscape, bold, sensitively detailed, quietly elegant, sweeping form that respects the existing natural environment and aims to retain the qualities that make it special.
- A place to meet, stop and appreciate the views and promote interaction with river and surrounding environment.



Scheme B

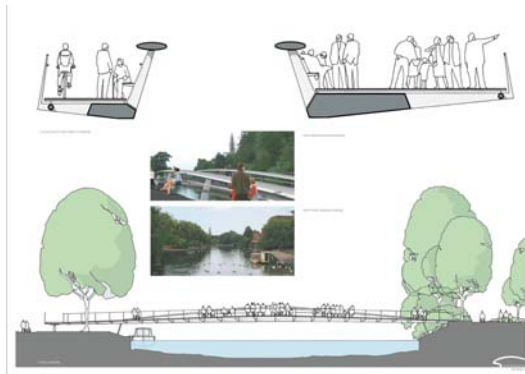
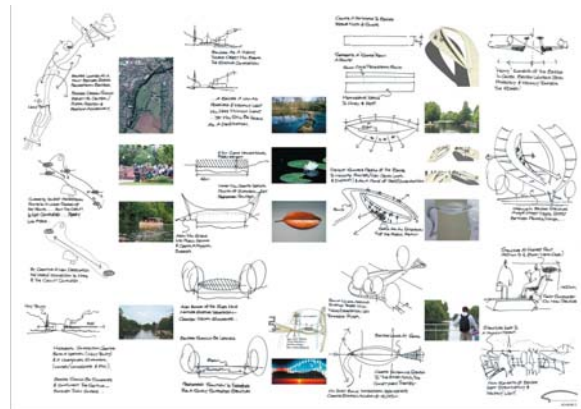
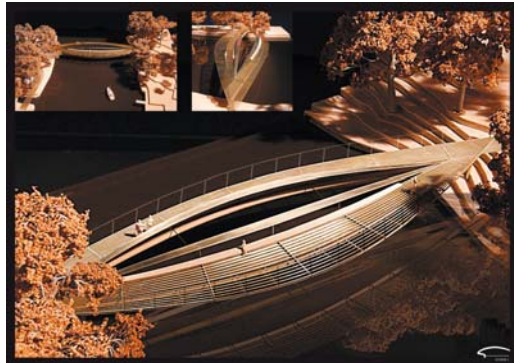


Salient Points

- This bridge has the most slender and shallow structural arch that is technically possible to meet the flood and boat clearance requirements.
- It is as flat as possible to allow easy access for all with bank level landings to minimise ramps on the river bank. It never exceeds a gradient of 1 in 20.
- This bridge is simple, minimises disruption to the landscape and provides a direct route.
- It is designed for aesthetic longevity by being a product of the act of crossing a river, and not from transient ideas of 'style' or expressive structural gymnastics.
- It is made of stainless steel to resist abuse and to be low maintenance, and whose surface is dimpled by shot-peening to allow a soft reflection of the ambient light that falls upon it.



Scheme C

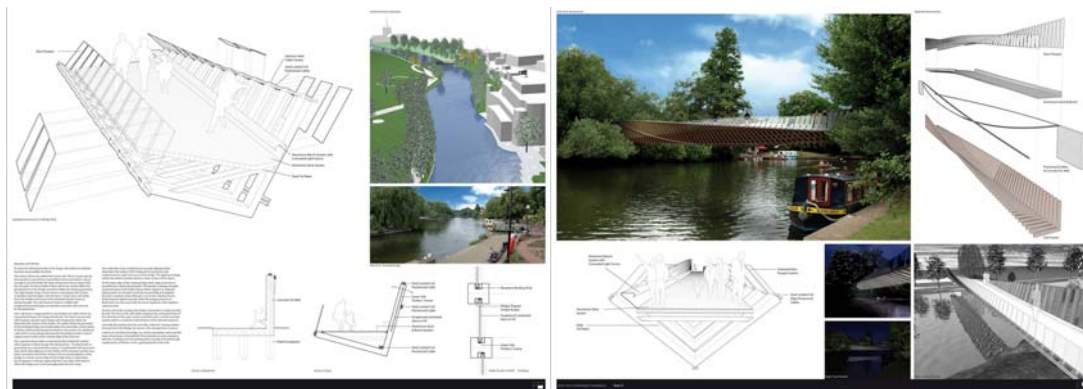


Salient Points

- Minimal visual impact on historic views, complementing and enhancing the overall ambience.
- A low rise solution with minimal physical impact on existing environment. The main structural elements do not rise above eye level at the centre before tapering down to deck level, thus facilitating views towards and away from Holy Trinity.
- Visually light and elegant structure in the image of a leaf gently held over the water in a simple, understated manner.
- A thoroughfare, place to meet, sit and 'watch the world go by' and a bridge in two parts – a 2.5m wide direct and efficient non-segregated cycle and pedestrian route and a contrasting 2.5m meandering space providing for groups, impromptu performances...
- Unique design specific to Stratford-upon-Avon complementing its unique movement and distribution pattern.



Scheme D

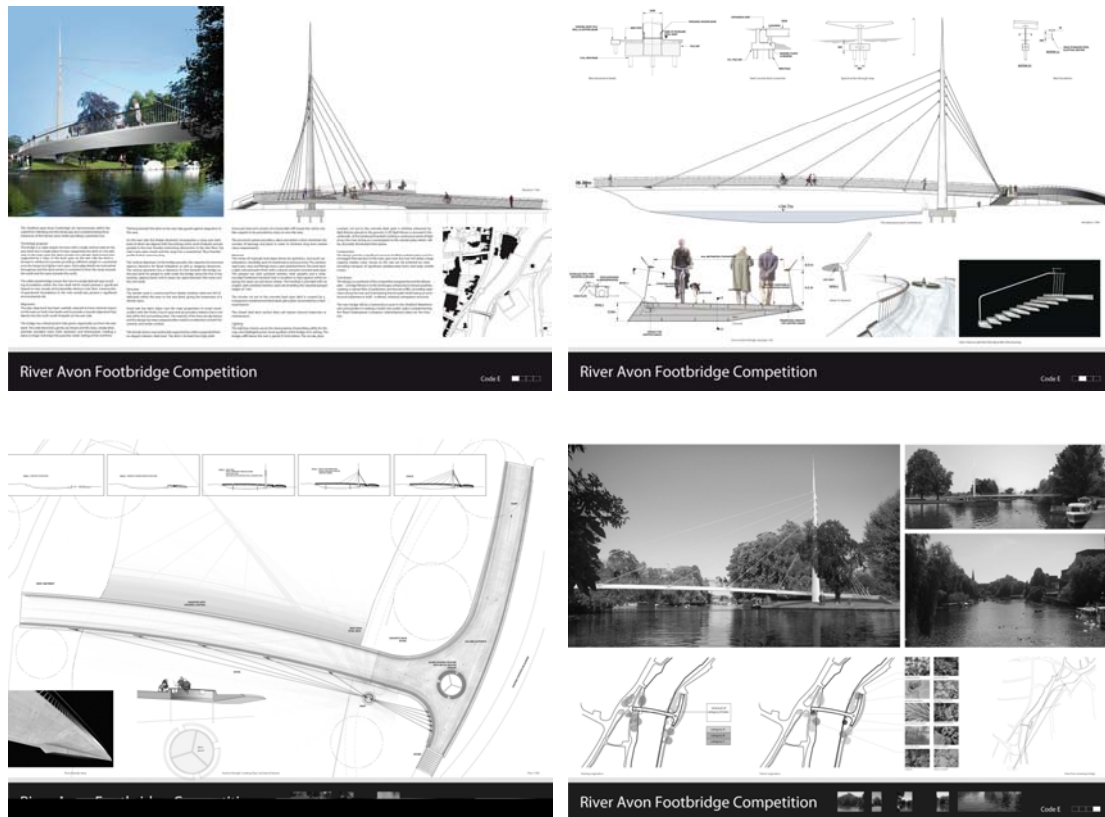


Scheme D

- **Appropriate:** Our design is restrained and simple. Its pure and elegant lines do not detract from the tranquillity of the site as a bold arch or tall pylon might do.
- **Contextual:** In response to Stratford's historic half-timbered buildings, the bridge is created from a succession of structural timber frames which are strung across the Avon to form a twisted timber 'ribbon' which connects and unifies the two banks.
- **Dramatic and Elegant:** The design is dramatic and visually light. It is a simple but curvaceous form with a fluidity highly evocative of graceful movement.
- **Unique and Iconic:** Internally the twisting structure provides a uniquely dynamic varying volume through which the bridge user passes. Externally the form provides an iconic presence as a destination on the circular pedestrian loop.
- **User Experience:** The shape of the bridge responds to key views up and downstream and provides integral seating for pedestrians to appreciate new vistas to the riverfront.



Scheme E



Salient Points

- This is a design that sits harmoniously within the riverside environment, blending into the landscape and complementing the architecture of the historic town whilst providing a new icon without obstructing views along the river.
- It has a flowing form that grows organically out of the east bank, bowing gently upstream with a clean, open deck to provide excellent uninterrupted views both upstream and downstream and creating a place to linger and enjoy the peaceful, idyllic setting of the river.
- The bridge crosses in a single delicate span avoiding foundations in the water to as to keep the river as open as possible and minimise any hazard to river vessels.
- The slender tapering mast is constructed from duplex stainless steel and sits delicately within the trees on the east bank, giving the impression of a slender spire to complement the historic Holy Trinity Church.
- The bridge will be finished with the highest quality materials, including stainless steel parapets, a timber handrail and subtle lighting to gently illuminate the way across the river and accentuate the delicacy of the scheme.



Background information on the bridge proposal

Warwickshire County Council

View of the Bridge from the Tramway Footbridge



World Class Stratford

Stratford-upon-Avon is a unique market town. 'A World Class Stratford' is the vision for the town and will look at how Stratford will provide an excellent quality of life and healthy economic environment for residents, business and visitors in future years. In recent years visitor numbers have been dropping and the town is in need of investment, with strong competition from other towns and destinations.

The new bridge is one of five projects included in World Class Stratford which provide improvements to the Bancroft Gardens, Recreation Ground, Waterside and Southern Lane, a signage scheme and the new bridge. This is the first phase of the new investment which aims to improve the waterfront areas of Stratford, the river being such a major asset to the town. If this is successful, further funding will be attracted for improvements for the short, medium and long terms.

The reasons for a new bridge

It will provide:

- a new pedestrian route to the town, theatres, schools and beyond
- a new, safe and easily accessible cycling route
- better facilities for disabled, those with pushchairs and young families
- relief of pedestrian congestion around Bancroft area
- the opportunity for people to utilise the whole of the recreation ground and provide an easier route to Holy Trinity Church
- an opportunity to bring new architecture into Stratford
- new views from the bridge itself towards the theatre
- a landmark feature which will be an attraction in its own right

The bridge will also provide an alternative route to the Tramway Footbridge and Lucy's Mill Bridge, and be located approximately 600m from Lucy's Mill Bridge. And finally, to reiterate, there are no plans to increase car parking on the recreation ground or 'unbanise' the green space.

Quotes

"As many of our members work within the retail sector, the increase in visitor movement that the proposed new bridge will bring into the town from the recreation ground, can only be seen in a positive light"

Stratford-upon-Avon Town Management Partnership

"The proposed bridge will provide an excellent opportunity to revitalise Waterside and to improve access to the Recreation Ground. It will also be great to introduce new and innovative architecture to Stratford"

Tom Hegarty, age 18, Stratford resident

The proposals are the best thing that Stratford has had for a long time. The new bridge will provide the most fantastic views of the river, similar to those that can be seen from the Ferry, which only operates for part of the year and will close for the winter at the end of October. It will help disperse pedestrians from the Bancroft area and alleviate congestion on the Tramway footbridge"

Sam Gee, Stratford Ferry Operator



Produced by designprint



3 The Questionnaire

Warwickshire County Council

With respect to the design of any Pedestrian and Cycle Bridge, what in your opinion are important considerations? (tick appropriate response)

Location Materials Aesthetics Others (list)

List your priorities of 'quality of life' indicators in order of importance (1 – 4, 1 being of most importance)

Ease of accessibility and movement in & around the town centre & the facilities it offers

Stratford-upon-Avon as tourist destination town

Promotion of sustainable development / 'green' – pedestrian and cycle routes in and around Stratford-upon-Avon

Aesthetics, setting and surroundings

ABOUT YOU

Are you ...? (circle appropriate response)

Male / Female Age Profile: under 16 16 – 24 25 - 40

Resident / Visitor 40 – 60 over 60

Post Code

Would you use the proposed bridge for: (tick those applicable)

Walking

Cycling

Wheelchair and/or Pram access

Recreational Use

As a main link to other surrounding facilities, e.g

Theatre


Recreation Grounds

Cycle Network

Other (please specify)

Will not use the bridge

NEW PEDESTRIAN & CYCLE BRIDGE PROPOSALS, STRATFORD-UPON-AVON



The designs you are looking at are schemes created by five top architects and engineers in the country. They are part of a consultation process running to the end of October to gather views of the public and local stakeholders on the five proposals.

The displays are a part of a competition organised by the Royal Institute of British Architects, for a world-class pedestrian and cycle footbridge in Stratford-upon-Avon. The idea and support for a new bridge originated from Warwickshire County Council's Local Transport Strategy consultation in 2005.

The displays are not only to give an opportunity to view the schemes, but also to give written feedback.

We would like to hear from you about the main things that you like about any or all of the schemes and also what you do not like about them.


Please use the questionnaires and feedback forms provided to register your views and make your voice heard. You can also comment online at: www.warwickshire.gov.uk/stratfordbridge or email: stratfordbridge@warwickshire.gov.uk

CONSULTATION DATES & VENUES

27th & 28th August 2006, 11.00 – 16.00, Bancroft Gardens
 3rd & 4th September 2006, 11.00 – 16.00, Henley Street
 14th & 15th September 2006, 15.00 – 20.00, Morrisons Car Park

27th August – 27th October 2006 at the following locations:

Stratford-on-Avon Library & Information Centre
 Shipston-on-Stour Library & Information Centre
 Wellesbourne Library & Information Centre
 Southern Library & Information Centre



NEW PEDESTRIAN & CYCLE BRIDGE PROPOSALS, Stratford-Upon-Avon



NEW PEDESTRIAN & CYCLE BRIDGE DESIGN PROPOSALS STRATFORD-UPON-AVON

YOUR CHANCE TO COMMENT

Each entry has a letter in the bottom right hand corner. Place the letter(s) of the entries you are commenting on here

↓

<p>Which entry/entries do you like and what do you like about them?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>(Please continue overleaf if necessary)</p>	
<p>Which entry/entries don't you like and what do you dislike about them?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>(Please continue overleaf if necessary)</p>	
<p>What are your views on the location of the proposed bridge?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>(Please continue overleaf if necessary)</p>	
<p>Do you have any other comments?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>(Please continue overleaf if necessary)</p>	
<p>If you do not like any of the designs, or are opposed to the idea of a new bridge please give your reasoning</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>(Please continue overleaf if necessary)</p>	





4 Some Typical Comments on Location of the Bridge

- A good idea to alleviate some of the congestion on the Tramway bridge
- A great location.
- A lot of rubbish has been said about the "iconic" views of down the river (from the Tramway Bridge) on the proposed bridge one could look downstream towards the church and upstream towards the tramway bridge and "stop and stare". You can't see the church from the Tramway Bridge!!! go and see
- A most appropriate choice but good luck to the ferryman as he deals with potentially increased river traffic.
- About right in visual and functional terms.
- Acceptable as it appears to have low impact on the classic view along the river. However, I would like to have the opportunity to comment on the bigger picture - what are the plans for developing the rec?
- Access to the theatres is important
- Agree with the location.
- Allows better circulation of people from the Rec into town.
- An excellent location
- An obvious location
- As I understand it the proposed location of the bridge is adjacent to the RSC close to where the ferry operates at present. I believe this is an appropriate location, and will provide suitable access to the town centre
- as long as it doesn't take away from the present views - it seems fine. As long as Ferry does not lose custom and can keep the tradition.
- As long as the ferry man is happy, I am
- As no details of the exact locations and access arrangement are given, comment is difficult.
- As there is a ferry nearby there is a clear need for a crossing at this point.
- Attractive
- Access routes, awful, horrible, desecration from all views, risk to swans, loss of recreation ground to car parking
- It would be a travesty for any bridge to be built in the proposed location thus spoiling the loveliest view in England
- A bridge at the proposed location will spoil the best known view of Stratford from the tramway bridge down the river to Holy Trinity. The money spent on this bridge could be better used for the following: Keeping Stratford clean, and tidy. Projects to attract visitors and residents alike. Solving ongoing and frustrating parking problems.



- A bridge in this location would completely ruin the river side walk and view. It would change the feel of this part of Stratford negatively. A park and ride on the south of the river would be much more appropriate.
- A bridge is not needed here. There is a perfectly good location, replace the existing bridge by Lucy's Mill.
- A bridge is not needed here. There is a perfectly good location, replace the existing bridge by Lucy's Mill.
- A bridge is not required here. Certainly do not want cyclists on a narrow bridge - bad enough on Tramway Bridge
- A site closer to or replacing the concrete footbridge would have been better aesthetically. But perhaps unable to accommodate ramps
- A travesty
- A waste of time and taxpayer's money. It is a scheme once again designed to woo the tourists, not for the people who actually live here.



5 Typical Other Comments

- A bridge should be built. It will be loved as soon as its open
- A lot of elderly people live near Lucy's Mill, these would find easy access from a wonderful new bridge without having to tackle oncoming traffic in southern lane, especially in disability buggies.
- I can see no need for a footbridge/cycle bridge.
- We have already lost swathes of our Recreation Ground to overflow car parking. Despite all their assumptions there would be a danger that the RST takes over more and more overflow car parking on the 'Rec'.
- The new proposed bridge will not make a scrap of difference to the congestion around Clopton Bridge.
- As much car parking as possible should be accommodated at a new car park along Warwick Road, all carefully landscaped
- Degradation of the current vista.
- Unnecessary as usage will not justify the cost.
- Upgrading Lucy's Mill bridge would be more beneficial to both cyclists and pedestrians wishing to cross the river lower than the tramway.
- No need for it, improve current bridges to allow cycles. It was ok to propose a minitram to go over the current bridge two years ago. Why can't it now be upgraded to allow cycles.
- It is only approx hundred metres to current bridge. Even the laziest of sloth's can make that!
- Circular walking route already exists. Upgrade current bridges and emphasise the existence of the walk which takes in Holy Trinity and the rec.
- How can it be argued that a new bridge will give a new perspective? The River is only about 20m wide. It isn't exactly the forth bridge is it.



6 Some Typical Comments on opposition to the bridge

- Totally unnecessary, spend the money improving Clopton and Lucy Mill. Put in disabled access if deemed necessary. Probably cost a lot less than £2million
- Unnecessary expense - we have a traditional footbridge only a few metres from any of the new site.
- A further intrusion into the historic nature of the town
- 2 foot bridges are ample (plus ferry)
- 2 road bridges, one ferry and Tramway Bridge and one footbridge cope with traffic quite adequately and consistently with usual amenity.
- A bridge here would be inappropriate due to the spoiling of a historic and world renowned view of Stratford and the Avon. Unnecessary as there are already two bridges that could be improved and enhanced for a much lower cost providing a circular walk/ride top both sides of Stratford, without spoiling present amenities.
- A bridge in this position would be vandalism, it like vandalism is not wanted
- A bridge is not necessary. It will be an eyesore, and is not needed.
- A complete waste of money. Use the funds for something useful
- A completely hideous idea
- A cycle route is needed from south to north and vice versa, will it be linked in to enable people to reach the Greenway for example?
- A heritage site, the Avon at Stratford is not to be commercialised for the sake of cyclists.
- A modern, out of place bridge would be a structural abomination to such a historic town.
- None of the proposed bridges. TRY AGAIN and look at the architecture surrounding Stratford.
- a new bridge in the position suggested, would open up the recreation ground car park in evenings, has been abused by car joy riders in the past, the present barriers seemed to have eliminated this problem, to open up the car park for theatre use will only bring joy rider problems back



Stratford on Avon Area Committee –

22nd November 2006

World Class Stratford – New Bridge Proposal

STAKEHOLDER GROUP MEETINGS

- | | | |
|-----|------------------------------------------------------------------------------|-------------------------|
| 1. | World Class Stratford Strategy Group | 11.9.06 |
| 2. | RST Community Forum | 12.9.06 |
| 3. | Stratford Town Council | 26.9.06 |
| 4. | Waterfront Task Force | 27.9.06 |
| 5. | Senior Citizens & Disabled Forum | 2.10.06 |
| 6. | Community Interest Groups, Stratford Voice | 9.10.06 |
| 7. | Stratford Town Management Partnership | 10.10.06 |
| 8. | Shakespeare Birthplace Trust | 10.10.06 |
| 9. | Young Stakeholders, including
Shottery Grammar School
& Stratford High | 6.10.06 and
11.10.06 |
| 10. | Transport & Tourism Stakeholders | 16.10.06 |
| 11. | Stratford Society | 16.10.06 |
| 12. | Stratford Town Trust
cancelled at their request | 18.10.06 |
| 13. | RST Staff Forum | 20.10.06. |
| 14. | Earlswood Community Forum | |

AGENDA MANAGEMENT SHEET

Name of Committee	Cabinet
Date of Committee	23rd November 2006
Report Title	Government Responses to Consultations on the Review of UK Assisted Areas and the Draft UK National Strategic Reference Framework for the 2007-2013 EU Structural Funds Programme
Summary	Cabinet agreed a report on 4th May 2006 which set out Warwickshire County Council's approach to Government consultations on the new Assisted Areas map and European Union (EU) funding proposals for 2007-2013. Responses to two of the consultations have now been published. The new Assisted Areas map removes all of Warwickshire's coverage as expected, but includes some measures for areas not on the map. The National Strategic Reference Framework allocates €680 million (approximately £460 million) to the West Midlands as part of two new Structural Funds Programmes. This report summarises the Government responses and the main implications for Warwickshire.
For further information please contact	Matthew Epps Regeneration Strategy and Europe Tel. 01926 412566 matthewepps@warwickshire.gov.uk
Would the recommended decision be contrary to the Budget and Policy Framework?	Yes/No
Background Papers	Government consultation documents, WCC and partner submissions and Government Responses available on request.

CONSULTATION ALREADY UNDERTAKEN:- *Details to be specified*

- Other Committees Report to Cabinet on 4th May 2006
- Local Member(s)
- (With brief comments, if appropriate)

Cabinet - 23rd November 2006

Government Responses to Consultations on the Review of UK Assisted Areas and the Draft UK National Strategic Reference Framework for the 2007-2013 EU Structural Funds Programme

Report of the Strategic Director for Environment and Economy

Recommendation

That Cabinet:-

1. Notes publication of the final Assisted Area Map and Warwickshire's loss of all coverage.
2. Welcomes a continuation by Advantage West Midlands (AWM) of the region-wide Selective Finance for Investment in England scheme for all Small and Medium Sized Enterprises (SMEs) outside the Assisted Area but also asks the Government to recommend to AWM that particular encouragement and priority is given to applications from SMEs based in those parts of Warwickshire and other areas which are losing Assisted Area status.
3. Notes progress on the new EU Structural Funds Programmes and supports the approach set out in paragraph 3.9.
4. Requests a further report on the final shape of the new EU Structural Funds Programmes and opportunities for Warwickshire.

1 Introduction

- 1.1 Cabinet agreed a report on 4th May 2006 which set out Warwickshire County Council's approach to Government consultations on the new Assisted Areas map and EU funding proposals for 2007-2013. Responses to two of the consultations have now been published.

2. Review of UK Assisted Areas

Background

- 2.1 Assisted Areas are those areas where regional aid may be granted under EU law. Investment aid to large companies, whether from EU or UK sources, is only possible in economically weaker regions designated as Assisted Areas whereas small and medium sized enterprises (SMEs) in Assisted Areas are eligible for higher levels of assistance. Other forms of state aid are allowed to companies in any region.
- 2.2 The current 2000-2006 Assisted Areas map includes eleven (1991) wards in Warwickshire. (See **Appendix A**).
- 2.3 The main grant scheme is Selective Finance for Investment in England (SFIE) which helps fund new capital investments projects that lead to improvements in productivity, skills and employment. The scheme is operated by Advantage West Midlands (AWM). Large companies in Warwickshire's Assisted Areas are currently eligible for grants of up to 10% of total expenditure and SMEs for up to 20%.
- 2.4 Other schemes affected include gap funding for land and property development with large private sector owner/developers normally only eligible for grants for investment in an Assisted Area.
- 2.5 New EU regional aid guidelines for 2007-2013 require UK coverage to be reduced from 30.9% to 23.9% of the population because of Britain's strong economic performance of recent years and because aid has been redistributed to the new poorer Member States.
- 2.6 The new guidelines also apply a statistical "filter" designed to disqualify better performing areas from coverage based on comparisons of GDP per capita and unemployment. Warwickshire is the only part of the West Midlands not to pass this filter. National governments are able to designate coverage outside the filter, but only by demonstrating "major structural change" using comparisons with the situation at EU level.

The Government Response

- 2.7 The Department of Trade and Industry (DTI) held a two-stage consultation between 15th February and 7th August 2006 as part of the Review. WCC worked with partners throughout the consultation period to try and keep Assisted Area status for the Ansty Major Investment Site, the Peugeot site at Ryton and targeted wards in the Coventry and Nuneaton Regeneration Zone (CNRZ).
- 2.8 Despite Warwickshire's strong case and similar cases elsewhere in the UK, the Government has taken the view that it would not be able to justify any coverage in areas that fall outside the filter given the UK's strong economy and robust labour market performance of recent years. It is also apparent that DTI has not wanted to risk delaying approval of the new map by proposing coverage for areas that could be considered controversial by the European Commission (EC).

(See **Appendix A** for more information on the consultation and how DTI has developed the new map).

Proposed WCC Response to Warwickshire's Loss of Coverage

- 2.9 At the 10th October 2006 meeting of the Economic Development Overview and Scrutiny Committee, Members recommended Cabinet press the Government to re-consider the proposed Assisted Area map retaining the Ryton ward in light of the closure announcement. (See separate report).
- 2.10 On publishing the final Assisted Areas map, the Government also announced what it described as a "new package of measures" which would allow Regional Development Agencies (RDAs) to give grants to SMEs in all areas squeezed off the map.
- 2.11 These measures are not new; rather a continuation of a modified SFIE scheme for SMEs which already exists. Until 2005, the scheme was only available in the West Midlands in designated Tier 3 areas – primarily Regeneration Zone (RZ) and Objective 2 wards outside the current Assisted Areas map. In 2005, however, AWM granted Tier 3 status to all parts of the region outside the Assisted Area. Other RDAs have continued to operate geographically targeted Tier 3 schemes.
- 2.12 AWM has indicated that it intends to continue to operate its modified SFIE scheme throughout the region. It is the view of WCC officers that this should be welcomed. It should help simplify business support. It also means that all SMEs will continue to be eligible for SFIE potentially giving Warwickshire more opportunities to take advantage of the scheme.
- 2.13 However, a region-wide scheme would not necessarily prioritise those areas losing Assisted Area status which seems to be the Government's intention from its announcement and Consultation Response. Therefore, it is recommended that Cabinet also asks the Government to recommend to AWM that particular encouragement and priority is given to applications from SMEs based in those parts of Warwickshire and other areas which are losing Assisted Area status.

Implications – Other Aid and Funding

- 2.14 Large companies located in, or locating to, Warwickshire will no longer be eligible for regional aid. However, it should be recognised that such aid is just one form of business support and take-up of SFIE as the main scheme has declined in Warwickshire in recent years. Regional aid is also just one part of the overall EU state aid regime. 'Horizontal' rules allow other forms of aid (SMEs, Research and Development, training, employment etc) to be granted in all regions.
- 2.15 Most grant schemes, therefore, remain unaffected by the loss of Assisted Area Status. For example, Warwickshire will still benefit from funding from AWM in support of the Regional Economic Strategy (RES) and from national programmes through the Learning and Skills Council (LSC). Warwickshire is also still eligible for the new EU Structural Funds Programmes.

3. UK National Strategic Reference Framework (Structural Funds)

- 3.1 The Government announced details of the final National Strategic Reference Framework (NSRF) on 23rd October 2006. (See **Appendix B** for background information on the UK's new Structural Funds Programmes and the DTI consultation). The West Midlands has been allocated €680 million. This is made up of €350 million from the European Regional Development Fund (ERDF – approximately £240 million) and €330 million from the European Social Fund (ESF – approximately £220 million). This compares to a combined total value of €1,430 million for the period 2000-2006.
- 3.2 The Government also confirmed the new management arrangements. The RDAs are being asked to take on the day-to-day strategic management and delivery of ERDF in support of the Government's desire to align ERDF with domestic spending. ESF will be delivered in the context of a national programme and administered primarily through co-financing by the LSC and Jobcentre Plus (JC+). The Regional Skills Partnerships are also being asked to lead on drawing up regional ESF strategies.

Draft Regional Proposals

- 3.3 The West Midlands Regional Assembly's European and International Affairs Partnership (EIAP) established a cross-sectoral Regional Steering Group in March 2006 to oversee the drafting of the new Operational Programme. The Steering Group is co-ordinated by Government Office for the West Midlands (GOWM) with AWM providing the strategic lead.
- 3.4 Four further working groups have been set up to draft the specific detail of the new Programme. The groups have been tasked with considering issues such as spending priorities; thematic and geographical priorities; and alignment with European, national and regional strategies. WCC and the sub-region are well represented on all four groups.
- 3.5 It is being proposed that the new ERDF Programme is organised around four priorities:-
- (i) Promoting Innovation and Knowledge for Growth.
 - (ii) Stimulating Enterprise Development.
 - (iii) Achieving Sustainable Urban Development.
 - (iv) Developing Transnational Activity.
- 3.6 The NSRF confirmed that all parts of the region are eligible for funding and there will be no 'maps' at EU or national level – in contrast to the current Objective 2 programme. Instead, it is for regional programmes to identify geographical and thematic priorities in line with the RES. At least 75% of the total programme budget must be earmarked for activities designed to deliver defined EU Lisbon targets on jobs and growth. It is being proposed that the ERDF funding is targeted as follows:-

- (i) Promoting Innovation and Knowledge for Growth – Five “innovation” clusters (including health and medical technologies, energy and digital media); environmental technologies; the High Technology Corridors (including the Coventry, Solihull and Warwickshire Corridor); and established research centres.
 - (ii) Stimulating Enterprise Development – The ten clusters in the RES and the engagement of SMEs and groups facing barriers.
 - (iii) Achieving Sustainable Urban Development – Primarily focused on the two major urban areas: the main West Midlands conurbation and the North Staffordshire conurbation.
 - (iv) Developing Transnational Activity – The smallest priority. Funding for co-operation with other European regions.
- 3.7 ESF is expected to focus on extending employment opportunities to all and developing a skilled and adaptable workforce.

Next Steps and Issues for Warwickshire

- 3.8 The four working groups set up to draft the specific detail of the new ERDF Programme are continuing to meet to develop the four priority chapters, and GOWM and AWM are now working to transfer the management responsibility. A formal consultation on the new Programme will be held in the region between late November 2006 and February 2007. In addition, a consultation on the draft ESF Operational Programme for England was launched at the end of October.
- 3.9 A number of issues are particularly relevant to Warwickshire. Cabinet is asked to support the approach being taken by WCC officers in the working groups and to be taken by WCC during the forthcoming consultations. Four issues are of particular importance:-
- (i) Sustainable Urban Development – This priority seemed initially to be defined by the geographical boundaries of the Metropolitan local authorities. However, WCC working with sub-regional partners has so far been making good progress at promoting the idea of a joint sub-regional package based more on economic geography and aimed at targeted communities in both parts of the CNRZ. This priority is expected to fund 5-6 packages across the region, each worth £10-15 million ERDF (capital and revenue) and designed to complement AWM RZ and other funding.
 - (ii) Management and delivery arrangements – The EU and Government guidelines encourage delegated responsibility for parts of the new Programme. Whilst the focus on the major urban areas (and the City Region) is to be expected, WCC has been promoting the use of proven partnerships and structures at regional, sub-regional and local level. In particular, a role in managing and delivering a Sustainable Urban Development Package is being explored for either Coventry, Solihull and Warwickshire Partnerships (CSWP) or the two local authorities.

- (iii) ESF – The Government has made clear that it sees most ESF administered via co-financing through the LSC and JC+. Whilst the simplification and other benefits of co-financing are to be welcomed, this should not limit the ability of local authorities to tackle more local issues. Other organisations, including local authorities, should also be able to act as co-financing organisations where appropriate and if needed. This could be particularly relevant to Warwickshire if the City Region local authorities opt to have a joint ESF co-financing plan in support of the City Strategy.
- (iv) Global Grants – The ESF Global Grants programme managed in the sub-region by the Heart of England Community Foundation (and supported and guaranteed by WCC) has played a significant role in enabling small voluntary sector and community organisations to access ESF in support of their work with groups most disadvantaged in the labour market. The Government has stated that it wishes to build on the experience of Global Grants, but it is so far unclear how this would work. WCC officers would wish to see Global Grants continue during the new ESF programme.

3.10 The West Midlands is expected to submit its ERDF Operational Programme to the Government in mid March 2007 and then the EC in late March 2007. This, subject to appraisal by the EC, would allow the new Programme to be launched in autumn 2007. The new ESF programme should be expected to start at around the same time.

JOHN DEEGAN
Strategic Director for Environment and Economy
Shire Hall
Warwick

9th November 2006

Cabinet - 23rd November 2006

**Government Responses to Consultations on the Review of
UK Assisted Areas and the Draft UK National Strategic
Reference Framework for the 2007-2013 EU Structural
Funds Programme**

Review of UK Assisted Areas

1. Current 2000-2006 Assisted Areas Map

- 1.1 The current 2000-2006 Assisted Areas map includes eleven (1991) wards in Warwickshire: Coleshill North, Curdworth, Nether Whitacre and Water Orton in North Warwickshire; Attleborough, Bulkington, Exhall and Poplar in Nuneaton and Bedworth; and Earl Craven, Fosse and Ryton-on-Dunsmore in Rugby.

2. New European Guidelines

- 2.1 New EU regional aid guidelines apply from 2007 to 2013 and replace current guidelines which expire on 31st December 2006. They define where regional aid may be granted under EU law.
- 2.2 The new guidelines aim for less and better targeted state aid, in line with the conclusions of successive European Council meetings and agreed by all EU Member States. In particular, the new rules require UK coverage to be reduced from 30.9% to 23.9% of the population because of Britain's strong economic performance of recent years and because aid has been redistributed to the new poorer Member States.
- 2.3 Three disadvantaged areas qualify automatically: Cornwall, West Wales and the Valleys, and the Highlands and Islands. In addition, the Government has decided to continue Northern Ireland's 100% coverage due to its particular circumstances. This leaves 16.4% of discretionary coverage for DTI to allocate as long as the target areas meet certain criteria and categories in the new EU guidelines

3. DTI Consultation and Approach

- 3.1 DTI held a two-stage consultation between 15th February and 7th August 2006. The first stage primarily sought views on the indicators and geographical units that should be used in designating Assisted Area status. The second stage was on the draft map and its rationale.
- 3.2 The Strategic Director for Environment and Economy submitted responses to both stages of the consultation, and WCC worked with Coventry City Council on two joint responses through CSWP. These showed how problems in Nuneaton and Bedworth are masked by the filter operating no lower than County level and

demonstrated the major structural change in the sub-regional economy. They also stressed the importance of the Ansty and Peugeot sites.

- 3.3 AWM and the West Midlands Regional Assembly supported coverage for carefully selected parts of northern Warwickshire at the first stage consultation, and AWM argued for Ansty and Peugeot to be reinstated at the second stage. The case for the Ansty and Peugeot sites was also taken up with DTI by the sub-region's Members of Parliament (MPs). Similarly, the case for Warwickshire wards in the CNRZ was taken up by the relevant Warwickshire MPs.
- 3.4 DTI decided to take the current Assisted Areas map as the starting point for developing the new map. First, the filter was used to disqualify the better performing areas. Warwickshire; Halton, Ellesmere Port and Neston; South Manchester; Lowestoft; Brighton and Hove; and the City of Edinburgh and West Lothian were excluded in this way.
- 3.5 Second, three indicators of need were used to prioritise areas for inclusion: employment rate, adult skills at Level 2 and above and incapacity benefit claimants. A fourth measure of opportunity was used as a further means of targeting: manufacturing share of employment. Wards were then aggregated to form larger contiguous zones of a minimum 100,000 population.

4. New Regional Aid Intensities

- 4.1 The maximum aid intensities allowed are linked to an area's GDP and the size of the enterprise being assisted. These are shown below. Non-eligible areas have a GDP per capita above the EU average or unemployment lower than 115% of the national average. All Warwickshire wards will be defined as non-eligible (non-Assisted) from 1st January 2007. Large companies are no longer eligible for regional aid. However, medium sized and small enterprises are still eligible for grants of up to 10% and 20% of the total project expenditure respectively.

	Large Enterprises	Medium-Sized Enterprises	Small Enterprises
Article 87(3)(a) region GDP<45% EU25 average	50%	60%	70%
Article 87(3)(a) region GDP<60%EU25 average	40%	50%	60%
Article 87(3)(a) region GDP<75% EU25 average and "statistical effect" region*	30%	40%	50%
Article 87(3)(c) "statistical effect" region*	20%	30%	40%
Other Article 87(3)(c) region – higher cap**	15%	25%	35%
Other Article 87(3)(c) region – lower cap**	10%	20%	30%
Non-eligible areas	0%	10%	20%

Source: Stage 1 – Identifying Criteria, DTI Consultation Paper

Cabinet - 23rd November 2006

**Government Responses to Consultations on the Review of
UK Assisted Areas and the Draft UK National Strategic
Reference Framework for the 2007-2013 EU Structural
Funds Programme**

**UK National Strategic Reference Framework
(Structural Funds)**

1. Background

- 1.1 After agreement on the new Financial Perspective (EU budget) for 2007-2013, the total Structural Fund allocation for the UK will be €9.4 billion. This is broken down into three Objectives:-
- (i) €2.6 billion is already allocated to Cornwall, West Wales and the Valleys, and the Highlands and Islands as the UK's convergence regions.
 - (ii) €6.2 billion for other UK regions through a new Regional Competitiveness and Employment Objective designed to replace the current Objectives 2 and 3. It will support ERDF (investment in job creation, business support, environmental improvements and community regeneration) and ESF (training and employment) activities. It is the responsibility of the UK Government to allocate this funding in agreement with the EC. South Yorkshire and Merseyside have a special transitional status.
 - (iii) €0.6 billion for a European Territorial Co-Operation Objective designed to promote co-operation between European regions.
- 1.2 The NSRF is a requirement of the new EU Regulations. It establishes broad priorities for the new Structural Funds Programmes and allocates funding to UK regions. DTI held a consultation on the UK's draft NSRF between February and May 2006. The consultation invited comments on how to distribute the UK's allocation under the Regional Competitiveness and Employment Objective and on the Government's proposals for managing ERDF regionally and ESF nationally.

2. DTI Consultation

- 2.1 The EIAP submitted a response to the NSRF consultation with input from partners (including WCC and CSWP). This primarily argued that both ERDF and ESF funding should be managed 'by the region for the region'; that there should be maximum flexibility at regional level, including responsibility for

ensuring alignment with related funding streams and that GOWM or another 'arms length' organisation should continue to manage the programme.

- 2.2 The Strategic Director for Environment and Economy submitted a response on behalf of WCC. This supported the regional position, but stressed also the role of sub-regional and local partnerships and the need for flexibility at sub-regional and local level. It also stressed the importance of community regeneration and highlighted Warwickshire's needs and contribution to the regional economy.

Police

Other Bodies/Individuals - Warwickshire Disability Forum and consultation with disabled people across Warwickshire.
- WCC Strategic Equality & Diversity Group

FINAL DECISION

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation This initial version out for further comment to interested stakeholders, especially disabled people

Agenda No

The Cabinet - 23 November 2006.

Disability Equality Scheme and Action Plan

Report of the Strategic Director – Performance & Development

Recommendation

1. Cabinet is asked to endorse and approve this initial version of the Disability Equality Scheme and Action Plan for implementation and publication.
2. Cabinet notes that this version will be subject to further consultation with disabled people from December 2006 – February 2007.

1. The Disability Discrimination Act 2005 (DDA) extends the definition of disability to include people with progressive conditions such as HIV, multiple sclerosis and cancer.

2. It also makes it unlawful for a public authority to discriminate against a disabled person when exercising its functions and it imposes a number of general and specific duties on public bodies similar to those under the Race Relations (Amendment) Act 2000. Similar duties will be imposed in relation to gender with effect from April 2007.

3. The **general duty** states that in exercising its functions, a public authority must have due regard to the need to eliminate discrimination and harassment against disabled people; must promote positive attitudes towards disabled people and promote equality of opportunity between disabled people and other persons. This duty will also extend to schools, providing an additional level of protection from discrimination, in addition to the Special Education Needs and Disability Act.

4. For the County Council, the new duty requires us to look at all our functions as: employer; service provider; landlord and elected organisation and consider what we need to do to fulfil the duty. The Disability Rights Commission has produced a Statutory Code of Practice which translates the new DDA into concrete actions for local authorities to implement.

5. One of the provisions is that it is illegal for a local authority to discriminate against its own elected members in relation to them carrying out official duties. Local authorities will have to make reasonable adjustments in relation to disabled members and provide them with support so that they will not be discriminated

against. This could, for example, cover sign language and interpretation at official meetings and functions

6. The **Specific duty** requires all significant public agencies to publish a Disability Equality Scheme by 4 December 2006, detailing what steps (actions) will be taken to eliminate discrimination, and address disability equality. Each school is required to produce its own Scheme by December 2007

7. The initial Disability Equality Scheme for Warwickshire County Council is attached at **Appendix B** for Cabinet Members. . This Scheme has been developed in conjunction with Warwickshire Disability Forum, and with the active involvement of disabled people across Warwickshire through a series of focus groups and web based questionnaire. In addition, the Equality Officers from the County Council and the local district and borough councils have worked in partnership with Warwickshire Police to prepare their respective Schemes.

8. The Scheme includes the three year corporate action plan. In addition, each Directorate is expected to include disability and other equality targets within service plans as from 2007/08.

9. Progress with the Scheme must be reported to Cabinet annually, and the Scheme must be subject to a comprehensive review in 2009. However, the Scheme is a living document, and citizens of Warwickshire will be invited to provide feedback at any time.

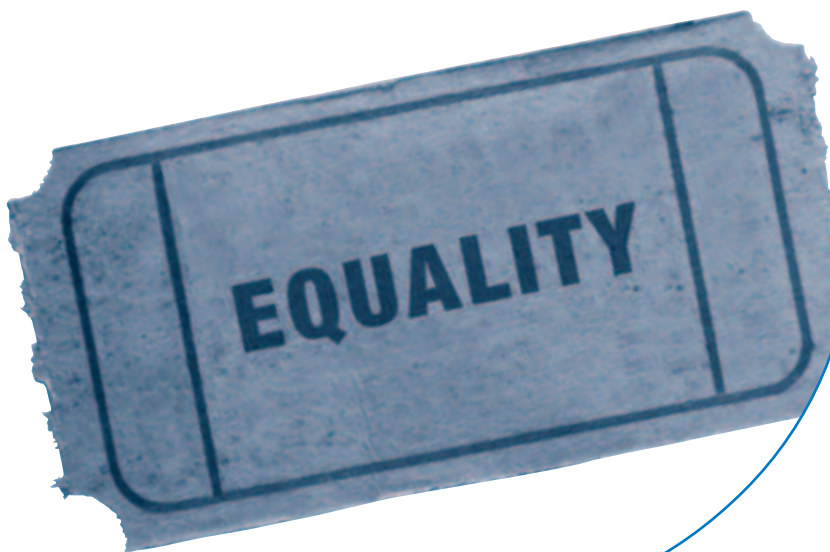
10. Cabinet is therefore requested to endorse and agree the initial Disability Equality Scheme for implementation and publication, and note that this version will go out for further consultation with disabled people from December 2006 – February 2007.

David Carter
Strategic Director of Performance and Development
Shire Hall
Warwick

November 2006

Do the Duty:

What the Disability Equality Duty
means for you



We all want to live in communities where we can participate fully and equally. We all want our children to do well at school, we all want to be able to use services like hospitals and libraries and to be included. Many indicators show us that for disabled people this hasn't yet happened and there remains considerable work to be done to get to this point.

To ensure this happens a Disability Equality Duty is being introduced for the public sector. This new legal duty will mean that any public body will need to actively look at ways of ensuring that disabled people are treated equally. A similar duty was introduced on race a couple of years ago.



What does this mean for you?

This new law requires organisations like yours across the public sector (including hospitals, local and central government, schools and colleges) to be proactive in ensuring that disabled people are treated fairly.

Well run public sector organisations have already been doing a lot on disability equality in relation to the Disability Discrimination Act – this new law will complete the picture.

However, this duty is not necessarily about changes to your buildings or adjustments for individuals, it's all about weaving equality for all, including disabled people, into your culture in practical and demonstrated ways. This means including disabled people and disability equality into everything you do from the outset.

Leadership from the top of your organisation is essential in order to deliver this duty effectively so that by December 2006, when this becomes law your organisation will be taking forward a real, positive change to the lives of disabled people. If you are not taking disability equality seriously you are failing 20% of the population. After all, how can you achieve your strategic aims if the equality of 1 in 5 of the population is not high on your agenda?

How can you do your duty?

The duty sets a new legal standard for everyone in the public sector, requiring due regard to be paid to the promotion of disability equality in all decisions. This is your chance to build in equality at the beginning. For on-going programmes and activities steps will also need to be taken to ensure the promotion of disability equality.

For most bodies there are specific requirements you have to meet, a full list of organisations covered is included in the DRC Code of Practice: The Duty to Promote Disability Equality.

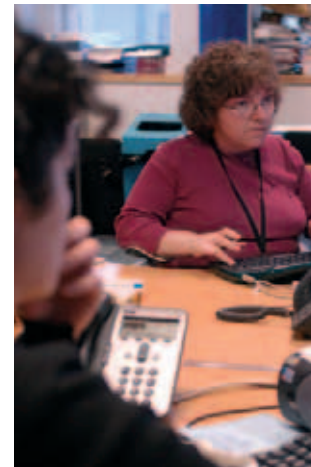
These requirements are a set of concrete steps that together form a process to achieve specific outputs which will result in real change in how disabled people (both employees and service users) are treated.

These organisations will need to do this through the production of a Disability Equality Scheme and action plans and these must be ready by December 2006 (April 2007 for schools in Wales and December 2007 for primary schools in England).

What is a Disability Equality Scheme?

A Disability Equality Scheme is simply a framework for you to follow in order to meet the duty. Within the scheme you must set out:

- The way in which disabled people have been involved in its development.
- Your methods for assessing the impact of policies and practices on equality for disabled people.
- The actions which you will be taking to meet the duty.
- Your arrangements for gathering information about your performance in relation to disability equality and how you will put the information gathered to use.



Closing the gaps

You are required to take the steps set out in your action plan and these should result in improved outcomes for disabled people, demonstrating in this way that your authority has paid due regard to disability equality.

Whilst getting the process right is important, the Disability Equality Scheme is only a means to an end.

The whole point of this duty, and of the Disability Equality Scheme, is practical improvements for disabled people to close the gaps in opportunity that disabled people face.

Every year you must publish a report detailing progress on the duty and identifying what outcomes you have achieved.



Four things you can do straight away

Your Disability Equality Scheme must be ready by December 2006. So it's essential you get on with things straight away.

Here are some ideas for a few things you can start with immediately.

- 1 If you are a public body you will be covered by the duty. Most likely you will also have to meet the specific requirements and produce a Disability Equality Scheme but you can check this out on the DRC website www.dotheduty.org
- 2 Find out how well you perform as an organisation when it comes to promoting disability equality. What does your organisation know and what does it need to know?
- 3 Do your senior management and top team know that you are going to have to produce a Disability Equality Scheme? If not someone needs to tell them and it's probably going to have to be you!
- 4 Does your organisation have a solid track record of involving disabled people? If you want more than token involvement the thinking on this needs to start now.




Help is at hand

The Disability Rights Commission is here to help you with guidance, information and events.

We will be producing a whole range of guidance and information. Some will be for specific sectors like local government, health or housing. Others will be around particular issues like impact assessments or involving disabled people.

There will also be a whole series of conferences and events that you can come along to find out more about how to do the duty.

To start making a real difference to disabled people and moving your organisation forward go to our website: **www.dotheduty.org**

 Telephone	08457 622 633
 Textphone	08457 622 644
Fax	08457 778 878
Website	www.dotheduty.org
 Post	DRC Helpline FREEPOST MID 02164 Stratford upon Avon CV37 9BR

WARWICKSHIRE COUNTY COUNCIL
DRAFT DISABILITY EQUALITY SCHEME
2006 – 2009



*Working for
Warwickshire*

FOREWORD

BY THE CHIEF EXECUTIVE AND LEADER OF THE COUNCIL

This is the first Disability Equality Scheme to be produced by Warwickshire County Council. Its accompanying Action Plan is part of our overarching Equality and Diversity Strategy, which sets out the way in which the County Council will eliminate unlawful discrimination and promote equality of opportunity for all people.

It is well documented that disabled people do not have the same opportunities or choices in their lives as non-disabled people. Nor do they enjoy equal respect or full inclusion in society on an equal basis. The disadvantage and social exclusion that disabled people face is not always the inevitable result of their impairments or medical conditions, rather it stems from the environmental and attitudinal barriers that they encounter in everyday situations. The emphasis on removing the barriers that affect disabled people is known as the “social model of disability” and this approach provides a basis for the successful implementation of the duty to promote disability equality. For the County Council, this is about weaving equality for disabled people into all our policies, practices and service provision in visible and meaningful ways.

In partnership with disabled people and the other public and voluntary agencies in Warwickshire, we want the actions that are proposed in this Scheme to make a real difference to the lives of disabled people who work and live in Warwickshire. By taking this action, we will also improve services for everyone.

Signed

Chief Executive

Signed

Leader of the Council

November 2006

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1. Background to the Disability Equality Scheme
2. Introduction to the Scheme
3. The Equality Standard for Local Government
4. The Legislation
5. What is the County Council already doing?
6. Gathering Evidence and Monitoring
7. The involvement of disabled people in developing this Scheme
8. Implementing the Scheme
9. Training
10. Comments and Complaints
11. Publication of the Scheme

Appendices:

- | | |
|------------|--------------------------------------------------------------------------|
| Appendix 1 | Corporate Disability Action plan 2006 – 2009 |
| Appendix 2 | List of groups involved in the development of the Scheme |
| Appendix 3 | Organisational structure and main County Council functions |
| Appendix 4 | WCC's framework for the Performance Management of Equality and Diversity |

1. BACKGROUND TO THE DISABILITY EQUALITY SCHEME

From December 2006, all public authorities will be under a statutory duty to proactively promote equality of opportunity for disabled people. This requires the County Council to make a positive shift in its approach from being reactive to disabled people's needs, to one where it anticipates the needs of disabled people in everything it does – whether that is providing services, employing people, developing policies or communicating with the public.

The new duty which is a requirement of the Disability Discrimination Act 2005, comprises “general” and “specific” duties (explained later) and aims to make a real difference to the lives of disabled people where previously, the various pieces of legislation and government policy have failed to make any substantial impact.

Definition of disability

Wherever the term ‘disability’ is used in this document, it means the legal definition of disability as specified in the Disability Discrimination Act 2005 which is:-

“A person has a disability if he or she has a physical or mental impairment, which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities”.

In its report ‘Improving the Life Chances of Disabled People’ (Strategy Unit, 2005), the Government sets out its vision of disability equality which is:-

“By 2025, disabled people in Britain should have full opportunities and choices to improve their quality of life and will be respected and included as equal members of society.”

The report also states that the estimated number of disabled adults living in the UK is approximately 11 million, and 770,000 disabled children. Many of these people experience low level impairments and would not define themselves as disabled. For example, there are numerous people living with ‘hidden’ disabilities such as epilepsy and dyslexia. However, wheelchair users, blind people and deaf people make up an important minority of disabled people

Furthermore, mental illness affects 1 in 4 of the population at some point in their lives. This includes conditions such as depression and anxiety, as well as alcohol and drug addiction. As people age and live longer, they are more likely to develop illnesses and conditions which affect their quality of life. In addition, there is a growing disabled population as a result of, for example, improved medical interventions, and better survival rates of babies at twenty one and twenty two weeks old over a ten year period. This population includes a growing number of people with profound and multiple learning disabilities, as well as those with a diagnosis of Autistic Spectrum disorders.

The 2001 Census reports that there are 84,795 people living in Warwickshire with a limiting long term illness, and this equates to 16.8% (close to one-fifth) of the local population.

Given all these facts and statistics, there is no doubt that disability issues impact upon us all, either directly or indirectly at some time or another.

Using the definition above, the UK population of disabled people is distinct from and much larger than, the 3 million people in receipt of disability related benefits. Thus, the population of disabled people is highly diverse and includes people from all age groups and across the income and education spectrum. This means that people with different impairments and from different socio-economic backgrounds have very different day-to-day experiences.

In the United Kingdom, many disabled people experience unfair treatment and discrimination solely on the basis of their medical condition or impairment. For example, disabled people are more likely to be unemployed or earn low wages compared to non-disabled people. Physical barriers in the built environment or simply the negative beliefs and attitudes that some people hold about disabled people can serve to compound their marginalisation from everyday life.

Warwickshire County Council has adopted the Social Model of disability to inform its work. This means it will strive to remove the physical, social, attitudinal and environmental barriers which negatively impact on the lives of disabled people who live and work in Warwickshire.

2. INTRODUCTION TO THE DISABILITY EQUALITY SCHEME

This Disability Equality Scheme (DES) will be a separate section of the County Council's overarching Corporate Equality and Diversity Strategy. The Strategy explains the County Council's general approach to meeting its legislative obligations, and its duties and responsibilities in promoting and delivering equality for all. A copy of this Strategy can be found on the County Council's web site at www.warwickshire.gov.uk/equality. The Strategy is due to be revised in 2007 to include the Gender and Race Equality Schemes.

This DES sets out the County Council's plans for making equality happen for disabled people living and working in Warwickshire. The purpose of the DES is to mainstream disability equality into the County Council by building it into the way it works wherever relevant. This DES looks at how the County Council can close the gaps in outcomes and experiences for disabled people compared with non-disabled people. This DES is both a strategy and an action plan describing the journey from where the County Council is now, to where it wants to be in the area of disability equality

All schools in Warwickshire must have their own DES in place by December 2007. The Children's, Young People and Families Directorate will support schools to develop their own Disability Equality Schemes, building on the work

that has already been done on Accessibility Planning and integrating disabled pupils into mainstream schools.

Who is responsible for the Disability Equality Scheme?

- The County Council has overall responsibility for the DES
- The Cabinet, Chief Executive, elected members, employees and managers of the County Council and colleagues in partner agencies, all have a role to play in helping the organisation to meet its duty to promote equality for disabled people

The arrangements described below will ensure that the County Council co-ordinates the work involved in putting the Scheme into practice:

- A Cabinet Portfolio Holder has lead responsibility for equality and diversity as part of his/her brief
- Overview & Scrutiny Committees will examine the progress that is being made with both the Corporate and Directorate disability action plans
- The Chief Executive and Strategic Directors, supported by the Corporate Equality and Diversity team, are responsible for ensuring that the Scheme is put into action across the County Council
- A Strategic Equality & Diversity Group (SEDG) of senior managers meets regularly to ensure that effective targets are set and effective action is taken to promote equality and eliminate discrimination throughout the Authority. The Chair is a Strategic Director. This group will oversee progress of the DES and the corporate disability action plan.
- Each Directorate Equality & Diversity Group will ensure that impact assessments are carried out, and that disability equality targets and actions are developed and delivered as part of the service planning process each year.

(see diagram at Appendix 4)

3. THE EQUALITY STANDARD FOR LOCAL GOVERNMENT

The County Council has adopted the Equality Standard for Local Government as a generic framework to ensure that it is responsive to the needs of all its employees and service users, and that equality for all is taken into account in everything it does. In particular, the Equality Standard will help the County Council meet its statutory duties for delivering on disability equality, as well as the other equality strands. The six equality strands are:

- Disability
- Religion/belief
- Age
- Sexuality
- Gender
- Race

The Equality Standard comprises 5 levels, and by progressing through each level, the County Council will be able to demonstrate progress and achieve continuous improvement in its equalities work. For more information about the Equality Standard, please refer to the Corporate Equality and Diversity Strategy mentioned above, or contact a member of the Corporate Equality & Diversity team (see contact details in Section 11 of this Scheme).

4. THE LEGISLATION

The County Council will carry out its duties under the existing and future disability legislation. This includes:

The Disability Discrimination Act (DDA) 1995 as amended by the Disability Discrimination Act (DDA) 2005.

The Special Educational Needs and Disability Act 2001

The Children Act 2004 (which includes provisions for disabled children)

Building Regulations 2000 and Part M requirements

The Disability Discrimination Act (DDA) 2005

This Act updates the DDA 1995, and imposes both a general duty and specific duties on councils and other public bodies:-

(a) The general duty states that the Council must have due regard to:

- Promote equality of opportunity between disabled persons and other persons
- Eliminate discrimination that is unlawful under the Act
- Eliminate harassment of disabled persons that is related to their disabilities
- Promote positive attitudes towards disabled persons
- Encourage participation by disabled people in public life, and

- Take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons

In order to meet the general duty, the County Council must:

- Carry out impact assessments on policies, strategies and services
- Collect and study evidence, identify and address gaps
- Prioritise actions
- Involve disabled people
- Let people know what the County Council is doing
- Set an example to others
- Train its staff on disability equality issues and the DES
- Work with others to deliver disability equality

(b) The Specific duty says that the County Council must develop a DES which shows:-

- How disabled people were involved in the development of the Scheme
- The "functions" of the County Council (see Appendix 3)
- How the County Council is doing on disability aims
- How evidence will be collected and used in the future
- The County Council's work as an employer
- How results from impact assessments will be used
- The County Council's 3 year action plan to improve disability equality
- How the County Council will monitor and review its work

5. WHAT IS THE COUNTY COUNCIL ALREADY DOING?

Here are just a few examples of what has already been achieved by the County Council:-

Access Audits:

The County Council has been carrying out access audits on all its properties to identify physical barriers, and has prioritised where adaptations and reasonable adjustments are required to make them more accessible to disabled people. Over the past four years, about £2 million has been spent on improvements to County Council properties (non schools), including Libraries, Museums, Fire Stations and Homes for Older People. A bid for a further £0.5 million is being made to enable further adaptations to be carried out in 2007/08.

Through the Schools' Access initiative, a significant amount of money has been spent on school buildings and meeting the equipment needs of individual children and young people with disabilities. Schools' Access not only considers physical access but how easy it is for users with learning and

communication needs to negotiate buildings through clearer signs and the use of symbols.

Community Transport

The County Council's Community Transport team is continually working to provide vital community links, especially in rural or remote areas. For example in Stratford, the Community Links service covers the whole district to give access to people who are "stuck" for other modes and cannot use ordinary transport. It gets people to local market towns or to major retail centres around the county.

Access to transport for socially excluded or disadvantaged groups is being more widely addressed in the "Accessibility Strategy", which forms part of Warwickshire's Transport Plan 2006 –2011. More information about this can be found at www.warwickshire.gov.uk/ltp

Warwickshire's Children's Fund

This Fund is leading on and promoting two key initiatives which benefit disabled service users:

- (a) The Warwickshire Award for Involvement: Is based on the national 'Hear By Rights Framework'. This provides an opportunity for organisations working with disabled young people in Warwickshire to demonstrate how well they involve and seek the views of young people, parents and carers in policy and service development,
- (b) The "me2 Award Project". This is Mencap's kite mark award scheme for the inclusion of children with disabilities into mainstream groups/settings, and is currently being rolled out across Warwickshire.

For more information please contact the Warwickshire's Children's Fund on 01926 742183.

The Integrated Disability Service

The integration of services for disabled children, young people and their families is a concept that has been discussed in Warwickshire since the outcome of a Best Value Review in 2002/03. Consequently a pilot project was established in January 2005 to bring together a dedicated team of multi-agency, multi skilled professionals from the statutory and voluntary sectors including Education, Health and Social Services. The pilot project served as a "test bed" for trialling a new way of partnership working, with lessons learnt from the process helping to inform the future direction of service delivery. Services for disabled children, young people and their families are now unified through cross agency, multi disciplinary teams working under one line management structure.

Central to the Integrated Disability Service is consultation with families on the services they require through a Parent and Carers' Forum; representation of families on interview panels for key appointments, and a forum for children and young people who attend special school.

Workstep

Workstep is a central government funded scheme managed by JobcentrePlus to support more disabled people into mainstream employment. The kind of support offered can be tailored to meet individual requirements, such as help with job hunting and interview skills. Research has shown that disabled people value the assistance that the Workstep programme can give them in setting personal goals, and increasing self confidence and esteem when they are trying to find, gain or stay in employment.

The County Council works closely with JobcentrePlus and supports a number of participants in work, and on the Workstep scheme.

For more information about Workstep, please contact the County Council's Workstep Support Worker on 01926 412241.

Adult Disability Services

The work of the Adults Disability Services division is focused on the needs of service users with a range of disabilities, and the Warwickshire Learning Disability Partnership Board employs people with learning disabilities as part time clerical assistants. This success was achieved by redesigning the application form and job description to include picture supported language, which in turn made the recruitment process more accessible to a wider range of applicants. This has not only been a good experience for learning disabled staff, some of whom have moved on to other jobs within the County Council, but also for managers and colleagues involved in the recruitment process.

Library and Information Service

Improving access to information and leisure for visually impaired people is a major service improvement area of the Library and Information service. Apart from extensive collections of large print and spoken word books only available through public libraries, and a postal tape service developed with Warwickshire Association for the Blind, the Library and Information Service has also developed a range of access improvements to computers in the Information Zones in all libraries in Warwickshire. These improvements include magnification on screen, screen readers and customised PC set up capabilities.

Through national inter-lending, the Library and Information Service is also able to search and supply books and information in alternative formats not available locally.

6. GATHERING EVIDENCE AND MONITORING

In order to make improvements and to chart progress with the DES, the County Council must collect and make use of data about staff and service users with disabilities.

Employment:

The County Council gathers information on its staff from a computerised personnel records system – Human Resources Management System

(HRMS). This system has the capability to produce a number of workforce profiles. The County Human Resources team will collect information in relation to the recruitment, development and retention of disabled employees.

However, this is a new system, and there has been a previous under-reporting of disability from County Council staff . As part of the corporate action plan, the organisation will attempt to improve the number of staff declaring whether or not they have a disability. To help the County Council achieve this, County Human Resources will produce a targeted electronic and leaflet campaign for all staff, to raise awareness of the definition of disability and the requirements under the Disability Discrimination Act 2005.

Service Delivery:

In addition to the requirement to gather information in relation to employment, the County Council must also gather information on the extent to which the services it provides and the functions it performs, take account of the needs of disabled people.

The County Council already collects data from a randomly selected number of residents through its annual Public Satisfaction Survey, and also through the Citizen's Panel and Mystery Shopper exercises. It must ensure that the views of disabled people are properly represented in customer surveys of this kind. It must also ensure that results are analysed to identify areas where there is a gap between the satisfaction of disabled people and non-disabled people so that policies can be implemented to address these gaps.

Some service areas such as the Children, Young People & Families Directorate and the Adult, Health & Community Services Directorate regularly collect feedback from disabled service users through a number of established conferences, workshops and forums.

The Equality Impact Assessment process also provides a wealth of information which service areas use to improve provision for disabled people.

The Corporate Equality & Diversity team has developed a "Disability Equality Audit Tool" which Directorates can use periodically to assess their progress in achieving disability equality in service delivery and employment.

When the County Council receives complaints from disabled people about delivery of services or access to employment, it will act upon the information received and use this to ensure that wherever possible, improvements are made.

The Warwickshire Disability Forum meets twice a year to discuss issues and concerns that affect disabled people. Representatives from health agencies, the voluntary sector, local councils, the Police and disability organisations are invited to attend. The Forum provides useful qualitative data on disability issues which affect the local community.

7. THE INVOLVEMENT OF DISABLED PEOPLE IN DEVELOPING THIS SCHEME

External consultation

Initially, in the Autumn of 2005, the Equality Officers from the County and local district/borough councils and Warwickshire Police met to discuss how best to go about developing their respective Disability Equality Schemes. It was agreed that where possible, these public agencies would work in partnership and share their data to avoid consultation fatigue and duplication of effort.

In March 2006, members of the Warwickshire Disability Forum were asked to complete a brief questionnaire which asked them how they thought disabled people would want to be involved in developing the Scheme. There were only a few responses but it seemed that disabled people would prefer the “focus group” approach, using some core themes as a framework for discussion.

Each District/Borough Council was asked to arrange a number of focus groups with disabled people in their local area, and these agencies also developed a web based/postal questionnaire as an alternative method through which disabled people could express their views. There were 36 responses to the web based questionnaire between July and September 2006.

Warwickshire County Council held a number of focus group sessions across Warwickshire between July and September 2006 with existing groups and networks of service users, parents and carers.

In addition, the County Council was also able to access and make use of data which had been collected through a variety of conferences that it had hosted with disabled people – for example the annual “Customer First Conference” hosted by the Adults, Health and Community Services Directorate.

A full list of all those organisations that were involved, or invited to be involved in discussions about the development of the Disability Equality Scheme can be found at Appendix 2.

Internal Consultation

Staff were approached to find out whether they would like to participate in the development of this Scheme, and subsequently a disabled staff network met on a number of occasions between June and September to discuss the issues that affected them, specifically in relation to access to County Council premises and employment and training prospects. It is anticipated that this network will continue to meet and assist the County Council in reviewing aspects of the DES which are of importance and relevance to staff.

What did disabled people tell us?

This is a brief summary of what disabled residents and WCC staff have said:

Buildings Access and Inclusive Design

- Access to Shire Hall is especially difficult
- Designers/planners should consult with disabled people from the outset
- WCC should promote a best practice model of accessibility which describes the minimum accessibility requirements, but should strive to go beyond Part M of the buildings regulations
- Car Parking can be a problem – spaces for disabled people should not be abused or misused
- Car Park spaces must be designed correctly to allow room for people to exit their vehicle from either side
- There should be a corporate standard for the design and production of signage which meets the needs of disabled people with visual impairments and learning disabilities

Access to Information and Communications

- Information must be readily and easily available in a range of formats
- Warwickshire View does not reach all residents, for example, in Arley. Need to ensure that information is distributed more widely, especially in rural or remote areas
- Information could be distributed through day centres and some disabled people prefer face to face communication
- Ensure that the Corporate Identity Manual is regularly reviewed to accommodate the needs of people with visual impairments and learning disabilities, e.g. leaflets are still produced in different styles
- Make the WCC website fully compliant to the triple “BOBBY” accessibility standard
- Ensure a standardised and consistent approach to the use of picture supported language by WCC and its suppliers/providers
- All directorates should produce accessible information to a corporate standard. Guidance should be issued to staff.
- Directorates should know their service users and communicate with them in an appropriate format.
- Need to see more positive images of disabled people in news items

Customer Access & Service delivery

- Access to Transport is fundamental to enable disabled people to access services and to be independent - there is not enough assisted transport
- One Stop Shops need to be fully accessible and ensure that privacy is taken into account. Need accessible interview/meeting rooms.
- Some staff would benefit from disability awareness training to meet the needs of disabled customers, e.g. some front line staff should have British Sign Language training

- Need to advertise the County Council's Complaints procedure more effectively
- Awareness about visual impairments could be improved
- Taxi drivers not always disability aware – disabled people do not always feel safe.
- Procurement policy should ensure that only taxi companies which can provide fully accessible vehicles are utilised as “preferred providers”
- Often, when phoning the Council, people are passed from one person to another before they get the information they need. Customer Contact staff need to have access to interpreters or need to speak more than one language
- There should be more opportunities to access education and training courses locally rather than having to attend a college.

Consultation, Involvement and Democratic Participation

- Some disabled people said they did not think they would not have the time to become elected members, but thought that more disabled people should be represented on committees and Local Strategic Partnerships etc.
- Disabled people would like more information about decisions which affected them and the role of elected members
- They would like more information about the role of Area Committees etc.
- Some disabled people would like to become members of local consultation forums
- Some disabled people would like to work more closely with councils to scrutinise the effectiveness of their Disability Equality Schemes
- Some would like to be involved in “Mystery Shopper” exercises

Employment & Training

- Disabled people are often in lower paid jobs than non disabled people
- There is a need for WCC staff to receive “Disability Equality” training
- Supervisors and managers need knowledge and skills to support disabled people in the workplace if required, e.g. knowledge of reasonable adjustments
- The County Council should provide more work experience opportunities or apprenticeships for disabled students and adults
- The County Council should lead by example and not use inaccessible venues. Should use its purchasing power and only recommend external venues which are fully accessible.
- The County Council needs a standardised approach to the development of job descriptions and person specifications which do not inadvertently discriminate against disabled people
- The County Council needs to monitor the recruitment, progression and promotion prospects of disabled people within the Authority
- Employers in general discriminate against applicants with mental health conditions as there is a stigma associated with these due to lack of knowledge and understanding.

Community Safety

- Police and Fire Fighters need to have a better understanding of various impairments and conditions to provide a good service for disabled people, e.g. mental health awareness, medications etc.
- Would like to see more Neighbourhood Watch Schemes that include/involve disabled people
- Some disabled people have a fear of crime and harassment, and have experienced high levels of bullying/verbal abuse. Not sure where to report it.
- Some disabled people would like safety assessments on request
- Need better street lighting in some areas of the County
- Some disabled people have been the victims of “opportunistic” thieves
- Emergency lines only staffed by English speakers – need access to interpreters as this could doubly disadvantage non English speaking disabled people

These comments, in conjunction with the strategic priorities for the County Council have been used to develop the Corporate Disability Action Plan at Appendix 1.

As part of this Action Plan, the County Council will explore ways of encouraging more active involvement of disabled people in scrutinising and measuring our progress on disability equality, and in reviewing our priorities during the three year life cycle of this first Scheme.

8. IMPLEMENTING THE SCHEME

Assessing Impact

The County Council will continue to assess its policies and functions to determine whether they have or are likely to have an adverse impact on equality for disabled people.

In September 2006, a revised impact assessment toolkit was made available to Directorates, and this can be accessed by staff on the electronic Corporate Document Library.

Since 2004, some staff in each Directorate have undertaken Equality Impact Assessment training, and part of the process of impact assessment requires service managers to consult externally with disabled people/groups where appropriate. They are also required to specify in an impact assessment report how they intend to use the information collected to modify or improve services if any adverse impact or unfair discrimination has been identified.

A full list of Equality Impact Assessments undertaken since 2004 can be found in the Corporate Equality & Diversity Strategy, Appendix 2 which can be found at www.warwickshire.gov.uk/equalities.

Future Consultation and Involvement

The County Council has a Corporate Consultation Strategy and each Directorate is expected to consult with disabled people about policies, strategies and services which affect them, and also to monitor their service user base for ethnicity, gender, disability etc.

The Warwickshire Disability Forum will continue to meet twice a year to discuss issues and concerns that affect disabled people.

The County Council's Disabled Staff Network will continue to be a vehicle through which employees can have their say about any disability issues which might affect them at work.

Action Planning

In addition to the corporate action plan, from 2007/08, each Directorate will be expected to include disability and other equality targets to meet specific needs within the service, operational and team plans. The development of actions and targets will be partly based on the analysis of evidence and data from equality impact assessments.

Measuring Performance, Evaluation and Review

The County Council will review progress on its DES and Action Plan annually with a report to the Strategic Equality & Diversity Group and to Cabinet.

In addition, each Directorate will be expected to report progress on all its equality targets to the appropriate Overview & Scrutiny Committee at the end of each financial year.

The performance of the County Council overall will be measured against what are known as the Best Value Performance Indicators (BVPI's).

For audit and inspection purposes, all councils have to collect and report progress on a number of BVPI's relevant to disability equality. These are:-

- BVPI 2a The level (if any) of the Equality Standard for Local Government to which the Authority conforms
- BVPI 3 The percentage of citizens satisfied with overall service provided (aggregated by disability)
- BVPI 11c The percentage of top 5% of earners in the County Council who have a disability
- BVPI 11cf as above, but for the Fire & Rescue Service
- BVPI 14 The percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce (aggregated by disability)
- BVPI 15 The percentage of employees retiring on grounds of ill health as a percentage of the total workforce (aggregated by disability)

- BVPI 15f as above, but for the Fire & Rescue Service
- BVPI 16a The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the Authority area
- BVPI 16af as above, but for the Fire & Rescue Service
- BVPI 16b The percentage of economically active disabled people in the Authority area
- BVPI 156 The percentage of Authority buildings open to the public in which all public areas are suitable for and accessible to disabled people
- BVPI 165 The percentage of pedestrian crossings with facilities for disabled people

The County Council also chooses to measure the following, and this is known as a Corporate Health Indicator:

- CH5 The percentage of staff satisfied overall with the County Council as a place to work (aggregated by disability)

Directorates may wish to develop their own local performance indicators in relation to service specific disability equality targets and outcomes.

In 2007, the existing Corporate Equality & Diversity Strategy will be revised to take account of the new statutory duties for disability and gender equality and will provide opportunities for us to consider the challenges of promoting equality across all the six equality strands of disability, race, religion/belief, gender, sexuality and age.

External Review & Scrutiny

Throughout the three year life of this Scheme, mechanisms will be established to involve disabled people in the scrutiny and review of the DES and action plan. Particular focus will be placed on looking at whether the priorities set were the right ones and whether the actions have been achieved; how successfully disabled people were involved in developing and monitoring the Scheme; the way information has been gathered and used, and the process for conducting impact assessments.

9. TRAINING

The County Council has in place a one day “Introduction to Equality and Diversity “ course which includes information about disability equality.

The County Human Resources team already deliver some short Disability Awareness sessions, but it is acknowledged that in order to improve the effectiveness of its service delivery to disabled people, and to ensure that disabled staff are treated fairly, all staff will need to undertake Disability Equality Awareness Training, either as part of the usual induction package, or as a specialist module. This need is reflected within the Action Plan.

10. COMMENTS OR COMPLAINTS

Any complaints about the way the County Council is meeting its duty under the DDA 2005 will be dealt with through the standard corporate complaints procedure. Complaints officers will be expected to register at the outset whether complaints are of a discriminatory nature, and to monitor complaints on the basis of race, gender, disability, religion/belief, sexuality and age. This information will help the County Council to effect continuous improvement in the delivery of its services.

We welcome feedback or comments about the DES at any time. Any feedback will be considered as part of the annual review process. If you would like to provide feedback on this Scheme, please contact the Corporate Equality & Diversity team (contact details can be found in the next section).

11. PUBLICATION OF THE SCHEME

Copies of this Scheme can be found at www.warwickshire.gov.uk/equalities

This Scheme is available in large print, Easy Read version, and on audio tape. Should you need a copy of this Scheme in one of these formats, please contact the Corporate Equality and Diversity Team on:-

Telephone 01926 410410

Minicom number: 01926 412277

E-mail: corporateequalities@warwickshire.gov.uk

DRAFT WCC Disability Equality Action Plan 2006 - 2009

Key: P & D = Performance and Development Directorate E & E = Economy and Environment Directorate CHRS = County Human Resources		AH&CS = Adult, Health & Community Services CYP&F = Children, Young People & Families SEDG = Strategic Equality & Diversity Group		
THEME 1: LEADERSHIP AND CORPORATE COMMITMENT				
Outcome	Action	Target Date	Responsibility	Review Date
All elected members, managers and staff understand the disability duty; the social model of disability, and how to break down barriers which prevent fair and equal access for disabled people	1. Appropriate corporate training programme identified and agreed for staff and members	April 2007	P & D and SEDG	Dec 07
	2. Personal development planning process is used as a mechanism to ensure training needs are identified	Ongoing	Strategic Directors	April 07
	3. Briefing note about the duty made available on the Managing People Database and the corporate equalities web page	Dec 06	P & D (Change Mgt)	Mar 07
	4. Staff have opportunity to attend disability awareness training either face to face or through e-learning	Ongoing	Strategic Directors	Ongoing
	5. Directorates review induction processes to include input on equality and diversity issues	Ongoing	Strategic Directors & HR	Ongoing

Appendix 1

	6. Training content advocates the social model of disability	Ongoing	P & D (Change Mgt)	Ongoing
Disability Equality Scheme is subject to continuous review	1. Monitor DES with Strategic Equality & Diversity Group	Twice yearly	SEDG	June 07
	2. Annual progress report to Cabinet	Annually	P & D (Change Mgt)	Dec 07
	3. Major review of Scheme	Dec 09	P & D (Change Mgt)	Dec 09
The concerns of disabled people are recorded, understood and acted upon	1. Complaints reporting forms to include equal opps monitoring data	April 07	P & D (Change Mgt)	April 07
	2. All Directorates to collect equal opps data in consistent fashion	April 07	Strategic Directors	April 07
	3. Annual complaints monitoring report to include data aggregated by race, disability, gender etc.	Annually	P & D (Change Mgt)	Annually
All new policies, strategies and functions are impact assessed as a matter of course for disability (and other) equality	1. Directorates to identify new and emerging policies/strategies/functions in the annual business planning cycle	April 07	Strategic Directors	Ongoing

Appendix 1

All corporate and directorate business/service plans include equality actions and targets	1.Targets partly developed from the outcomes of impact assessments	April 07	Strategic Directors	Oct 07
Procurement process and procedures are DDA compliant	1. Procurement Code of Practice is reviewed to reflect the new disability duty 2. Procurement training is reviewed to include relevant equality content 3.Ensure that disability equality is appropriately reflected and given due weight, in the specification, selection and award criteria in a way which is consistent with EU and UK procurement rules 4. Where necessary, provide information about the Procurement and tendering process in accessible formats	April 07	Resources	Dec 07
		April 07	Resources	March 08
		Ongoing	Resources	Ongoing
		April 07	Resources	Dec 07
County Council to use a standardised system to collect equal opps monitoring data on service users and staff	1. All directorates to agree a standardised approach to equal opps monitoring 2. Standardised monitoring form to be produced and publicised	June 07	SEDG	Dec 07
		Aug 07	SEDG	Dec 07
County Council to use its influence to ensure that equality and diversity is reflected in the Local Area Agreement	1. Local Area Agreement objectives and outcomes to be impact assessed	Nov 06	P & D (Change Mgt)	April 07

THEME 2: CONSULTATION, ACTIVE PARTICIPATION, AND SCRUTINY				
Disabled people are encouraged to participate in public life	1. Design Local Democracy Week 2007 to target and inform disabled people about the local democratic process and the benefits of becoming elected members	Oct 07	P & D (Law & Governance)	May 07
	2. Information and publicity about council meetings and committee papers are published and made available in accessible formats on request	Ongoing	P & D ((L&G)	Ongoing
	3. Use accessible venues for council/public meetings	Ongoing	P & D (L&G)	Ongoing
	4. Seek to recruit disabled people to be members of advisory groups/committees	Ongoing	All Directorates	Ongoing
Disabled people are involved in the scrutiny and review of the DES	1. Establish mechanisms to involve disabled people in the Scrutiny of the Scheme.	April 07	P & D (L & G)	Dec 07
Directorates consult with disabled service users and/ or staff on policies, strategies and functions that affect them	1. Seek advice from and liaise with corporate Consultation Officer	Ongoing	Strategic Directors	Ongoing
	2. Utilise the Warwickshire Disability Forum and local disability forums to make initial contact with disabled people	Ongoing	Strategic Directors	Ongoing
	3. Demonstrate evidence of consultation with disabled people in impact assessments and service reviews	Ongoing	Strategic Directors	Ongoing

THEME 3: ACCESS TO SERVICES, CUSTOMER CARE AND SERVICE DELIVERY				
Access to buildings and inclusive design				
All new WCC builds accessible and inclusive of the needs of disabled people	1. Access statements produced and submitted as part of planning applications	Ongoing	Resources (Property)	Ongoing
	2. Consult and involve disabled people in production of access statements	Ongoing	Resources	Ongoing
External and internal signage meets the accessibility needs of disabled people	1. Corporate signage standard reflects the needs of disabled people	Ongoing	Resources	Ongoing
Complete DDA adaptations to existing WCC buildings as identified through the access audits	1. Produce an estimate of projected expenditure to complete adaptations to existing WCC buildings required under DDA for each of the next 3 years	Feb 07, Feb 08 and Feb 09	Resources	Dec 07
	2. Ensure commitment to continued funding for physical access improvements	Feb 07, 08 and 09	Strategic Directors	Annual budget process
	3. Complete all projected work priorities detailed within the annual costed plans	March 2010	Resources	Annually
Access to Information and Communications				
Provide detailed up to date guidance for all staff on the production of information to a corporate accessibility standard	1. Review and update existing Good Practice guidance on Provision of Information	April 07	P & D (Comms)	June 07
	2. Publicise guidance to all staff	June 07	P & D (Comms)	June 07

Appendix 1

Identify preferred organisations for the supply of documents in a variety of formats, e.g. CD's, audio, pictorial, braille	1. Establish and publicise protocol for the method of obtaining documents in alternative formats	June 07	P & D (Comms)	June 07
Directorates provide documents and materials that meet personal needs	1. Ensure staff in directorates are familiar with internal procedures for responding to requests for materials in different formats	June 07	Strategic Directors	June 07
Use positive images of disabled people in information and marketing materials	1. Ensure all Communications staff are aware of the work of the Images of Disability campaign	April 07	P & D (Comms)	June 07
Improve accessibility of the WCC web site for all	1. Investigate possibility of achieving the triple BOBBY accessibility standard	April 07	P & D (Comms)	June 07
All staff are aware of existing WCC guidance on disability issues	1. Publicise the 'Making Events Accessible' and 'Disability Language' guidance notes to all staff	Dec 06	P & D (Change Mgt)	Dec 06
Implement a standardised picture supported language system throughout WCC for people with learning disabilities	1. Research and propose one system for universal usage across WCC and with partner agencies etc.	Dec 07	AHCS and CYPF to lead??	March 08
Corporate Identity Manual reflects accessibility requirements of people with visual impairments and learning disabilities	1. Corporate ID manual regularly reviewed and updated	Ongoing	P & D (Comms)	Annually

Access to Transport				
Taxi firms and other transport providers contracted to WCC meet customer care and accessibility standards for disabled customers	1. Procurement to identify preferred taxi and other transport providers which are DDA compliant	April 07	Resources (Proc)	Dec 07
Warwickshire's Local Transport Plan 2006-2011 will include further improvements for disabled people to access transport	1. Set up a 'Confident Traveller' group to ensure transport provision takes account of the needs of all 2. Deliver three urban Quality Bus Corridor Schemes (UQBC's) 3. Deliver two Inter-Urban Quality Bus Corridor Schemes (IUQBCs) 4. Deliver three Quality Bus Initiative Schemes (QBI's) Note: UQBCs, IUQBC's and QBIs all include provision of low floor fully accessible buses	By 2011	E & E ((Transport Planning)	Annually
Gaps in demand responsive/flexible accessible transport provision are identified	1. Co-ordinate evidence from local needs based assessments	Dec 07	E & E (Community transport)	Dec 07
	2. Publish a report with recc's	April 08		Dec 07

Appendix 1

Partners are engaged to maximise opportunities for improving access across the county	1. Continue to work with partners and stakeholders to make improvements	Ongoing	E & E (Transport Planning)	Ongoing
Research undertaken into the feasibility of a transport co-ordination centre that will help meet the needs of disabled people	1. Produce a report with a recommendation for funding and development	Nov 07	E & E (Transport Planning & Comm Transport)	Nov 07
Monitor number of requests for dropped kerbs with tactile paving, and requests for pedestrian crossing facilities throughout the County	1. Identify opportunities for provision of further dropped kerbs and pedestrian crossing facilities as part of normal highways maintenance programme 2. Monitor number of crossings and dropped kerbs installed on annual basis	Ongoing	E & E (Highways)	Dec 07

Creating Safer Communities				
Monitor incidents of harassment or discrimination experienced by disabled people in Warwickshire	1. Investigate possibility of developing a joint system with other agencies to record and report disability related incidents in the community	Ongoing	P & D and partner agencies	April 07
	2. Liaise with Warwickshire Police on the True Visions initiative	Ongoing	P & D (Change Mgt)	Ongoing
	3. Ensure WCC Bullying and Harassment procedures for staff are consistent with DDA.	Mar 07	P & D (CHRS)	Mar 07
Ensure that the Domestic Violence (DV) service provision meets the needs of all the community, including disabled people	1. Production of a DV database for use by all partner agencies 2. Database to record information on disability, age, gender etc.	Nov 06	Community Protection with partners	Nov 06
Ensure that DV information is accessible to all groups throughout the county	1. Ensure information for service providers is available in a variety of formats to meet the needs of disabled people	Mar 07	Community Protection with partners	Mar 07
WCC Community Safety strategy reflects issues that impact upon disabled people	1. All community groups are consulted on revisions to the Community Safety Strategy 2. Any revisions to the Strategy are impact assessed	Ongoing	Community Protection and partners	Mar 07

Customer Care				
Customer Care training for front line staff includes input on equality and diversity considerations	1. Customer Care training made available for all front line staff either via face to face or e-learning	Ongoing	Strategic Directors and P & D	Ongoing
Provide services which meet the specific needs of disabled customers	1. Collect equal opps monitoring data on service users 2. Identify barriers to access through impact assessments and customer feedback 3. Remove barriers to access or deliver services in different ways 4. Car parking spaces provided for disabled people are designed to acceptable accessibility standards and are not used inappropriately 5. Involve disabled people in Mystery Shopper exercises and utilise feedback to improve services	Ongoing	All Directorates and service areas	Ongoing
THEME 4: EMPLOYMENT AND TRAINING				
Consult with staff on disability equality issues related to employment	1. Consult through disability staff network and Staff Reference groups 2. Consider inclusion of questions pertaining to disability equality issues in corporate staff survey	Ongoing May 07	P & D (CHRS) P & D (Change Mgt)	Ongoing Annually

Increase the number of disabled people employed by the County Council	1. Review advertising strategy with recruitment agency and Guaranteed Interview Scheme to attract applications from more disabled people	April 07	P & D (CHRS)	Dec 07
	2. Review recruitment material, including job descriptions and person specs to remove criteria which have the potential to discriminate against disabled people	Ongoing	Strategic Directors and HR staff	Oct 07
	3. Monitor and review employment related BVPI targets	Ongoing	P & D (CHRS)	Annually
	4. Ensure phone lines that are frequently used for recruitment purposes are accessible to disabled people, e.g. provision of minicomms/textphones	April 07	Strategic Directors and HR staff	April 07
	5. Corporate Recruitment and Selection training course incorporates disability equality awareness as appropriate	April 07	P & D (CHRS)	Oct 07
Increase the number of work experience placements for disabled people	1. Produce proposals for providing work experience placements for disabled people	April 07	P & D (CHRS)	

Appendix 1

Managers understand the concept of reasonable adjustment and know what support and advice is available	1. Review guidance and awareness for managers on this issues	April 07	P & D (CHRS)	April 07
Data on number of disabled staff is up to date and accurate	1. Personal data checks undertaken periodically to encourage more staff to declare whether or not they have a disability	Ongoing	P & D (CHRS)	Dec 07, 08
	2. HRMS updated to incorporate new figures	Ongoing	P & D (CHRS)	July 07
Equality and diversity issues included in the planned review of personal development planning activity	1. Review to consider development of individual behavioural competencies in equality and diversity	Dec 07	P & D (Change Mgt)	Dec 07
Publish employment data annually	1. Collect and collate data on recruitment, retention and development of disabled people	Ongoing	P & D (CHRS)	Annually
WCC uses, as far as possible, training and conference venues which are fully accessible	1. Publicise list of accessible internal and external venues for managers and staff	April 07	P & D (CHRS)	April 07
Greater awareness of disability issues amongst new staff and elected members	1. Review all induction programmes to include equality and diversity input	June 07	Strategic Directors and P & D (L & G)	June 07

LIST OF CONSULTEES

Here is the list of contributors who kindly helped with the development of Warwickshire County Council's Disability Equality Scheme:

Adults

Members of the Warwickshire Disability Forum

Rugby Disability Forum – in partnership with Rugby Borough Council

Rugby Race & Disability Forum – in partnership with Rugby Borough Council

Warwick District Peoples Disability Forum – in partnership with Warwick District Council

Warwickshire County Council's Disabled Staff Network

Satkaar (Black & Minority Ethnic group)

South Warwickshire Users Forum

Fordsfield Day Centre and Circles

Saltway Day Services

Edward Street Day Centre

Ramsden Day Centre

Warwickshire Association for the Blind

Children, Young People & Families

Wacky Forum

Stratford Parenting Project

Ileap

Take A Break

DISC (Disability Inclusion, Sensory Communication Service)

Web based survey

Developed in partnership with local councils

36 responses in total

Feedback from conferences and workshops with service users

Customer First conferences – 2005 and 2006

Anti Bullying Conference

AccessAbility Project

Dyslexia Awareness Event – 2005

Feedback provided to WCC from consultation events organised by Nuneaton & Bedworth Borough Council

DIAL

Ram Ravers

Action for Autism

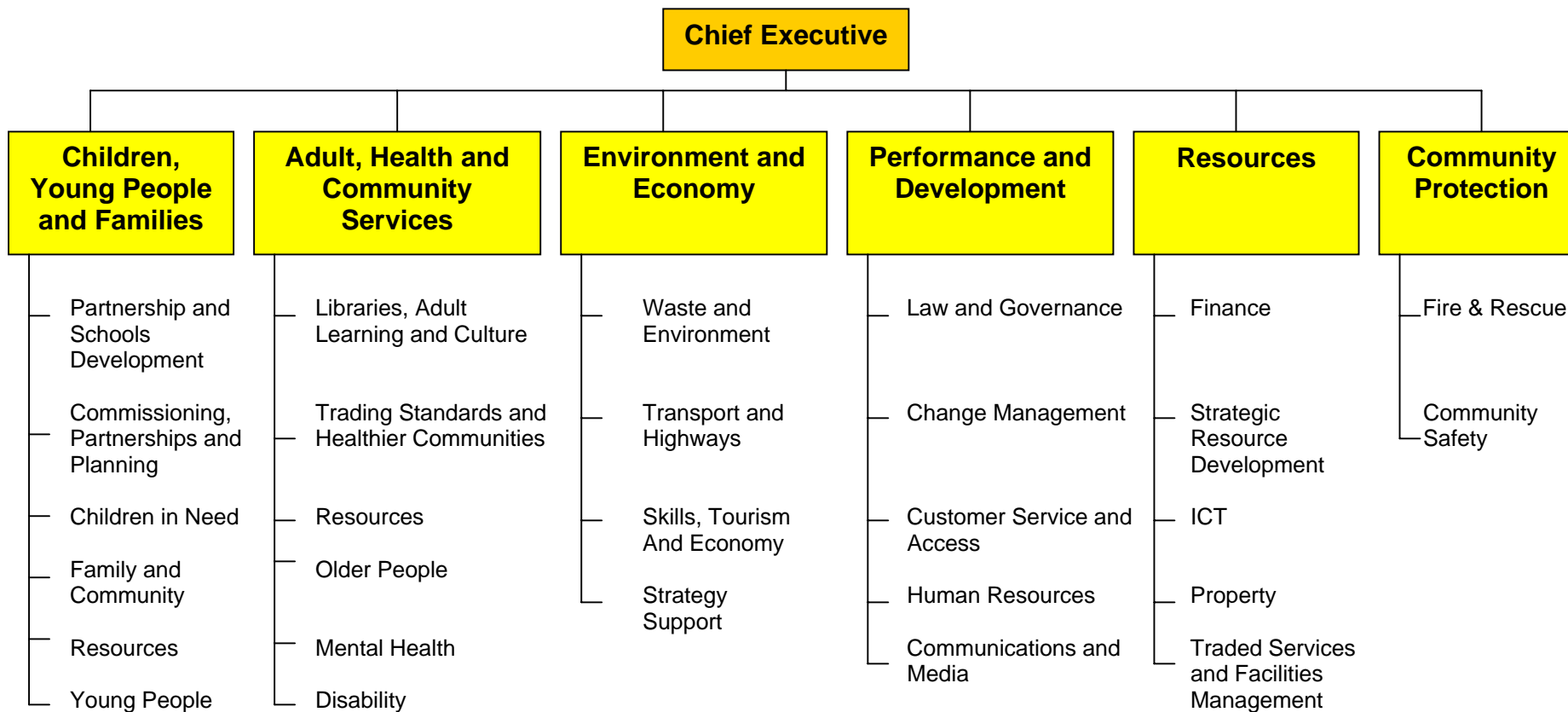
Guideposts Careers Support

Nuneaton and Bedworth Disability Forum

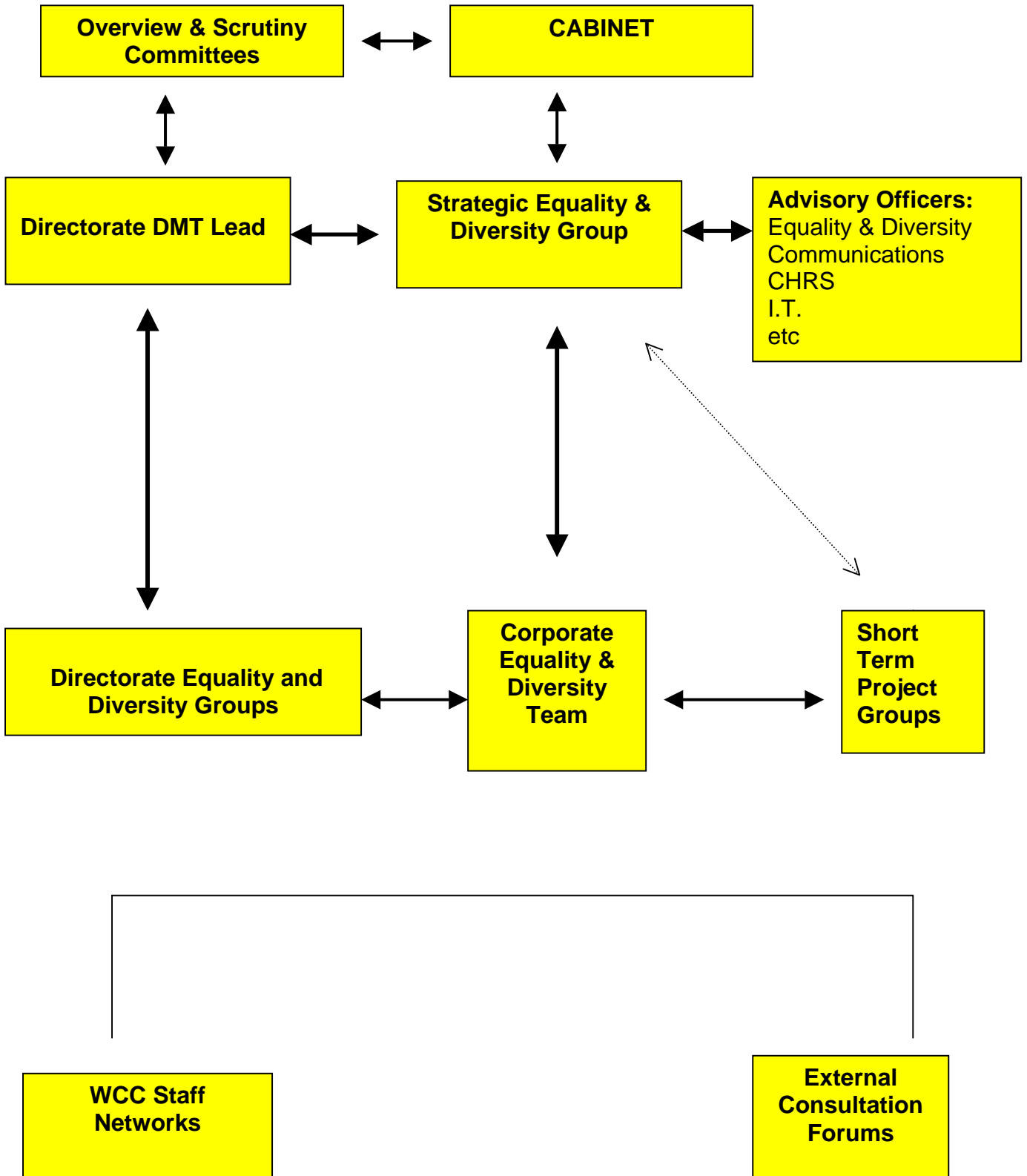
Aspergers United

Silver Surfers

Warwickshire County Council
Organisational Structure as from 1 April 2006



WCC's framework for the Performance Management of Equality and Diversity



AGENDA MANAGEMENT SHEET

Name of Committee Cabinet

Date of Committee 23 November 2006

Report Title Funding of Black and Minority Ethnic Projects

Summary This report sets out the proposed funding from the Race Equality Budget for Black and Minority Ethnic projects in Warwickshire.

For further information please contact: Arun Kang
Corporate Policy Advisor
(Race Equality)
Tel: 01926 746811
arunkang@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s) Cllr Boad, Cllr Longden, Cllr Verekar, Cllr Atkinson, Cllr Sweet (Chairs of Area Committees)
- Other Elected Members
- Cabinet Member Cllr Fowler
- Chief Executive
- Legal David Carter
- Finance
- Other Chief Officers
- District Councils
- Health Authority
- Police

Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation

Agenda No

Cabinet – 23 November 2006.

Funding of Black and Minority Ethnic Projects

Report of the Strategic Director of Performance and Development

Recommendation

Cabinet to endorse the proposed funding to Black and Minority Ethnic projects in Warwickshire.

1. Introduction

- 1.1 The Race Equality Budget supports the capacity building of Black and Minority Ethnic (BME) organisations by funding projects that focus on the needs of BME Communities living in urban and rural areas across Warwickshire.
- 1.2 The budget also assists the County Council to meet its duty under the Race Relations (Amendment) Act 2000 to promote race equality

2 Black and Minority Ethnic Communities in Warwickshire

- 2.1 The 2001 census data showed that the BME population increased by 1% to 4.4% (22,352 people) between 1991 and 2001.
- 2.2 Warwick District BME population is 8,916 (40% of the county BME total). Nuneaton and Bedworth has increased to 5,864 (26% of county total) and Rugby to 5,268 (24% of county total). North Warwickshire has 839 (4% of county total) and Stratford on Avon 1,462 (6.5% of county total) people from BME communities.
- 2.3 In Warwickshire, the majority of people are of Indian origin mainly, Sikh and Hindu. These groups are originating from the north Indian state of Punjab. Their numerical dominance is particularly significant in Warwick district.
- 2.4 Rugby has a significant number of people of African Caribbean and Chinese origin and in Nuneaton and Bedworth borough there is a large Indian Muslim community. Warwick district now has a sizeable Portuguese community.
- 2.5 Since 2001 the indicators are that there has been a considerable increase in the BME population particularly in relation to immigration from the EU including non-visible minority groups such as Portuguese in Rugby and

Leamington Spa and Polish groups across Warwickshire. These minority ethnic groups have recently begun to develop informal groups in order to support each other and also to gain support from public agencies in meeting their needs.

- 2.6 It is important to note that some of these communities may share some commonalities but their needs and aspirations differ considerably due to their locality, ethnic, religious or cultural background.

3. Funding Arrangements

- 3.1 The Race Equality Budget is intended to assist BME communities in simple one-off projects, providing an opportunity for groups to develop the infrastructure of their communities and to recognise the specific needs.
- 3.2 The criteria for funding has been refined to reflect changing circumstances and applicants were asked to focus on projects, in particular, around promoting good race relations and community cohesion. Consideration was also given to projects that provided research into the changing needs of the communities.
- 3.3 These changes will assist support the work of the Local Area Agreement in building stronger communities by assisting in developing projects around community cohesion.
- 3.4 The upper limit on applications is £5000. The budget is intended to support as many initiatives as possible.

4. Funding Analysis

- 4.1 Bids were received from 26 organisations - 1 countywide; 8 from Rugby, 10 from Warwick district, 1 from Stratford on Avon and 6 from Nuneaton and Bedworth.
- 4.2 The applications were assessed by the Corporate Policy Advisor (Race Equality) and the Community Development Officer (Voluntary and Community sector) using the criteria for funding sent to BME groups applying for funding.
- 4.3 Applications are recommended for approval as set out in Appendix 1. The proposed projects for funding will benefit the diverse BME groups within the five districts of Warwickshire.

DAVID CARTER
Strategic Director of
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Shire Hall
Warwick
2 November 2006

Appendix 1

ASSESSMENT OF BME APPLICATIONS 2006/07 – RACE EQUALITY BUDGET			
	Organisation	Project Title	Funding Agreed
1.	African Caribbean Project - Warwick District	Black History	£2000
2.	Benn Partnership Centre - Rugby	Prep for Employment	£3000
3.	Brunswick Elderly Asian Men - Warwick District	Improving health	£1500
4.	Crescent Youth Association - Nuneaton	Cricket Initiative	£3000
5.	Depot - Stratford	EU Depot	£2000
6.	Guru Nanak Centre - Nuneaton	Disabled facilities	£2000
7.	Indian Workers Association - Warwick District	Celebrate BME	£2500
8.	Khalifa Sports - Nuneaton	Khalifa Activities	£1000
9.	Khalsa Junior Football - Warwick District	Indoor Football	£2000
10.	Milan - Warwick District	Asian Dressmaking	£1000
11.	Nuneaton Khalifa Sports Academy - Nuneaton	KMCT	£1000
12.	Roots & Culture club - Rugby	Musical Youths	£2500
13.	Rugby Centre for Classical Music - Rugby	Music Performance	£1500
14.	Satkaar - Warwick District	Vulnerable Asian Women	£1500
15.	Hindu Samaj - Nuneaton	Health & Fitness	£2000
16.	Shree Krishna Community Centre - Warwick District	BME exercise programme	£2000
17.	Shree Prajapati	Young and Old Venture	£500
18.	Shree Sorathia - Rugby	Sports tournament	£2000
19.	Sikh Community Centre - Warwick District	Equality & Diversity	£2000
20.	Sikh Mission Centre - Nuneaton	Community Inclusion Activities	£3000
21.	Warwickshire Carers Forum	Carer's Multi Cultural Fun Day	£1000
22.	WIA – Women's Group - Rugby	Black History	£2000
	Total		£41000