

Cabinet

Agenda

Thursday 22 November 2012

The Cabinet will meet at the **SHIRE HALL, WARWICK** on **THURSDAY 22 November 2012** at **10.00am** The agenda will be:

1. General

1) Apologies for absence.

2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests.

Members are required to register their disclosable pecuniary interests within 28 days of their election or appointment to the Council. A member attending a meeting where a matter arises in which s/he has a disclosable pecuniary interest must (unless s/he has a dispensation):

- Declare the interest if s/he has not already registered it
- Not participate in any discussion or vote
- Must leave the meeting room until the matter has been dealt with (Standing Order 42).
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

Non-pecuniary interests must still be declared in accordance with the new Code of Conduct. These should be declared at the commencement of the meeting.

3) Minutes of the meeting held on the 12 October 2012 and Matters Arising.

Enclosed.

4) Petitions

To receive petitions complying with the County Council's petitions scheme.

2. Mid-Year 2012/13 Organisational Health Report: Finance, Performance & Risk (April – September 2012)

Cabinet Portfolio Holder: Councillor David Wright

The report provides Members with a joint picture of how the Organisation has performed in terms of delivering on its key performance measures, financial management of resources including capital budgets and savings plans at the mid-year point for 2012/13 and managing and responding to significant risks.

Note – As is normal practice Appendices A to S of this report are available electronically and in the Group Rooms.

3. Going for Growth – Approval of Projects

Cabinet Portfolio Holder: Councillor David Wright

As part of closing the 2011/12 accounts £3.5 million one-off unallocated resource was identified. Members subsequently indicated that they wish this to be directed towards projects supporting the Going for Growth agenda.

4. Warwickshire Rural Growth Network

Cabinet Portfolio Holder: Councillor Alan Cockburn

The Rural Growth Network (RGN) initiative is part of a package of new measures announced in the Government's Rural Economy Growth Review. The Council worked with partners to co-ordinate the submission of an application from Coventry and Warwickshire Local Enterprise Partnership (CWLEP) for Warwickshire to become a pilot area. In March 2012, the Government announced that the CWLEP was one of five qualifying areas set to receive grant funding.

5. Warwickshire Joint Carers' Strategy Refresh 2012-15

Cabinet Portfolio Holder: Councillor Izzi Seccombe

This Strategy reflects the four main priorities of the national Carers Strategy and picks up the key themes of the Caring For Our Future White Paper and the draft Care and Support Bill. Led by the People Group it has been developed in partnership with NHS Warwickshire Primary Care Trust and informed by consultation with carers in Warwickshire.

6. Adult Mental Health Needs Assessment

Cabinet Portfolio Holder: Councillor Izzi Seccombe

The Adult Mental Health Needs Assessment pulls together an overview of mental health, and in the light of the Department of Health document, 'No Health without Mental Health', February 2011, analyses and examines current and future mental

health and well-being needs of Warwickshire's population.

Note – The printed version of this report has the executive summary of the AMHNA appended. The electronic version includes the full document.

7. Bus Subsidy Task and Finish Group Final Report

Cabinet Portfolio Holder: Councillor David Wright

The Communities Overview and Scrutiny Committee proposed that a Task and Finish Group was set up with a brief to scrutinise the impact of the bus service changes on users and propose solutions that could be considered as part of the budget setting for 2013/14. This is the report of the Chair of the Communities Overview and Scrutiny Committee Councillor John Whitehouse.

8. Concessionary Travel - Discretionary Elements from April 2013

Cabinet Portfolio Holder: Councillor Peter Butlin

The County Council took over delivery of the Concessionary Travel scheme in April 2011. The statutory scheme provides free off peak travel and funding is received from the government to pay for this. Off peak travel is defined as 9.30am to 11.00pm on weekdays and all day at weekends and on public holidays. This report reviews those arrangements.

9. Tender for a Taxi Transport Contract

Cabinet Portfolio Holder: Councillor Peter Butlin

This report calls on Cabinet to agree to the tendering for a new taxi contract and to delegate agreement of that contract to the Strategic Director of Communities.

10. Mobile Library Service Reconfiguration

Cabinet Portfolio Holder: Councillor Colin Hayfield

This report outlines the current service and updates members on progress made over the past year and presents proposals for reconfiguring the Mobile Library Service when the current fleet of vehicles is due for renewal.

**11. People Group, Learning and Achievement Capital Programme
2012-2013 Additional Proposals**

Cabinet Portfolio Holders: Councillor Colin Hayfield and Councillor Heather Timms

This paper recommends proposals for inclusion in the People Group (Schools) Capital Programme. This paper does not include any proposals for schools which have acquired or are seeking to acquire Academy status.

12. Trading Standards Service Enforcement Policy and Civil Law Advice Policy

Cabinet Portfolio Holder: Councillor Richard Hobbs

This report reviews both the Trading Standards Service Enforcement and Civil Law Advice Policies.

13. Any Other Urgent Items

Any other items the Chair considers are urgent.

**Jim Graham
Chief Executive
Warwickshire County Council
November 2012**

Cabinet Membership and portfolio responsibilities

Councillor Alan Farnell (**Leader of the Council and Chair of Cabinet**)
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Councillor Bob Stevens (**Deputy Leader**)
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Councillor Peter Butlin (**Transport & Highways**)
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Councillor Alan Cockburn (**Sustainable Communities**)
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Councillor Colin Hayfield (**Customers, Access and Property**)
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Councillor Martin Heatley (**Workforce and Governance**)
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Councillor Richard Hobbs (**Community Safety**)
cllrhobbs@warwickshire.gov.uk

Councillor Izzi Seccombe (**Adult Social Care**)
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Councillor Heather Timms (**Children and Schools**)
cllrtimms@warwickshire.gov.uk

Councillor David Wright (**Finance, Improvement and IT**)
cllwright@warwickshire.gov.uk

Non-voting Invitees -

Councillor Jerry Roodhouse (**Leader of the Liberal Democrat Group**),
cllrroodhouse@warwickshire.gov.uk

Councillor June Tandy (**Leader of the Labour Group**)
cllrstandy@warwickshire.gov.uk

or their representatives.

General Enquiries: Please contact Paul Williams, Democratic Services Team Leader

Tel 01926 418196 or email: paulwilliamscl@warwickshire.gov.uk

Minutes of the meeting of the Cabinet held on 18 October 2012

Present

Cabinet Members:

Councillors	Alan Farnell	Leader of the Council and Chair of Cabinet
	Peter Butlin	Transport & Highways
	Alan Cockburn	Sustainable Communities
	Colin Hayfield	Customers, Access & Property
	Richard Hobbs	Community Safety
	Martin Heatley	Workforce & Governance
	Izzi Seccombe	Adult Social Care
	Bob Stevens	Deputy Leader of the Council
	Heather Timms	Children & Schools
	David Wright	Finance, Improvement & IT

Non-Voting Invitees:

Councillor June Tandy	Leader of the Labour Group
Councillor Jerry Roodhouse	Leader of the Liberal Democrat Group

Other Councillors: Ashford, Boad, Chattaway, Clarke, Foster, Gittus, Hazelton, Jackson, Johnston, Naylor, Walton, Whitehouse, Williams

1. General

(1) Apologies for absence

None

(2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests

None

(3) Minutes of the meeting held on 13 September 2012

Resolved

That the minutes of the meeting held on 13 September 2012 be approved as a correct record.

(4) Petitions

None

Councillor Alan Cockburn (Portfolio Holder for Sustainable Communities) informed Cabinet that Warwickshire County Council has been recognised at the Local Authority Recycling Awards for its engagement with the voluntary sector at its household waste sites.

2. Business Rate Pooling - Coventry and Warwickshire Memorandum of Understanding

This item was introduced by Councillor David Wright (Portfolio Holder for Finance, Improvement and IT). Cabinet was informed that money from the scheme will be used to support economic growth. It will not be handed over to the Local Enterprise Partnership (LEP).

Resolved

- 1) That Warwickshire County Council should be a member of the Coventry and Warwickshire Business Rate Pool for 2013/14 and subsequent years, subject to an annual review to ensure that membership of the Pool remains in the best interests of the authority.
- 2) That Cabinet approves the draft Memorandum of Understanding for the Coventry and Warwickshire Business Rate Pool (Appendix B of the report) for submission to the Department for Communities and Local Government.
- 3) That Cabinet authorises the Head of Finance, in consultation with the Portfolio Holder for Finance, IT and Governance, the Chief Executive and the Strategic Director of Resources to make any amendments needed prior to its submission to the Department for Communities and Local Government by 9 November 2012.

3. Community Infrastructure Levy – The County Council’s approach

This item was introduced by Councillor Alan Cockburn.

The meeting was informed that figures for Rugby had been split a) because it is the only borough with an approved local plan and b) it has sites that have been commenced and which will be subject to Section 106 and others that have yet to commence and which will be subject to CIL.

Resolved

- 1) That Cabinet endorses the approach outlined in the report to ensure a transparent, accountable and robust approach between Warwickshire County Council and Warwickshire’s District and Borough Councils to the Community Infrastructure Levy.
- 2) That Cabinet notes the status of the infrastructure requirements identified by services.
- 3) That Cabinet agrees that the three members on the working group referred to in paragraph 4.4. of the report should be Councillors Chattaway, Cockburn and Whitehouse.

4. Provision of Emergency Stopping Places for Gypsies and Travellers

This item was introduced by Councillor Alan Cockburn who explained the rationale behind seeking approval in principle to the establishment of stopping places before undertaking detailed work to identify them. Members requested an early indication of the number and location of the sites.

Referring to para 2.5 of the report Councillor June Tandy (Leader of the Labour Group) noted that whilst listed as a member of the Gypsy and Traveller Advisory Group she had never been invited to attend any of its meetings.

Resolved

That Cabinet approve the principle of providing emergency stopping places for travellers and ask the Strategic Director for Communities to obtain all necessary consents and take all other steps as are necessary to provide such place or places as she may identify on terms acceptable to the Strategic Director of Resources.

5. Draft Integrated Risk Management Plan (IRMP)

Councillor Richard Hobbs (Portfolio Holder for Community Safety) introduced this report. Cabinet was informed that Incident Commander Dave Ashwell had recently been commended for his performance at a training day with officers from other authorities.

A revised table showing Fire and Rescue Service expenditure 2011/12 was circulated.

It was noted that recruitment of fire fighters is not specifically referred to in the draft IRMP. However the point was made that as this is a fundamental component within the service it had not needed to be singled out.

The emphasis on web based consultation was questioned. Cabinet was informed that this is the preferred approach although where community forums request direct input from the service this will be considered.

Members were encouraged to take up any offers of visits to Fire and Rescue Headquarters and it was agreed that performance figures should be sent to all members.

Resolved

That Cabinet approve the Warwickshire Fire and Rescue Service Integrated Risk Management Plan (IRMP) 2013/17 as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government.

6. Street Lighting Energy Savings

Councillor Peter Butlin (Portfolio Holder for Transport and Highways) introduced the item before handing over to Councillor John Whitehouse and Councillor Jim Foster.

The members and officers who had supported the task and finish review were commended by the Chair of the task and finish group for their efforts.

There followed a discussion on the report from the Strategic Director, Communities and the proposal to advance the programme for part-time street lighting. The timing of the proposal was questioned, Cabinet being asked when consideration was first given to the advancement of the programme. Councillor Butlin informed the meeting that this was being considered in September 2012 adding that any further acceleration to the programme would be small.

It was suggested that December was not a good time to introduce this initiative. Members observed that the pre-Christmas period is very busy and the possibility of people being injured or victims of crime would increase. In addition, information circulated previously to communities had stated that the programme would commence in April 2013.

The merits of the proposal were discussed. Cabinet was informed that many people, particularly in rural areas are supportive of it. However, support was particularly given to the principle of regular monitoring. Where there are road works the street lights will be left on thus reducing the risk of accident.

It was agreed that up to date maps showing where the scheme will be implemented should be made available to all members.

Resolved

That Cabinet

- 1) With the exception of Minority Recommendation 1 agrees the recommendations of the Overview and Scrutiny Committee meeting of 19th September 2012.
- 2) Confirms the accelerated programme for introducing part-night operation included in paragraph 2.3 of the report and
- 3) Instructs officers to investigate further acceleration and delegates the authority to implement a further accelerated programme to Strategic Director for Communities following consultation with the Portfolio Holder for Transport and Highways.

7. Report of the Children and Young People Overview and Scrutiny Committee – Post 16 Transport

Councillor Heather Timms (Portfolio Holder for Children and Schools) introduced this item and Councillor Julie Jackson (Chair of the Children and Young People Overview and Scrutiny Committee) called on Cabinet to endorse the recommendations.

There followed a discussion on whether task and finish review reports should contain an indication of the costs relating to recommendations. Some members felt that they should whilst others noted that recommendations often call for further work to be undertaken. That work would include consideration of costings.

Councillor Timms noted that some of the points and recommendations made in the report were now being implemented.

Concern was raised that it was proposed to “note” the recommendations. The view was expressed that if there is evidence that young people are missing out on learning opportunities because of transport difficulties these should be addressed. Councillor Alan Farnell (Leader of the Council) assured members that the findings of the task and finish group would not be dismissed and would be given due consideration.

Resolved

That Cabinet has considered the Children and Young People Overview and Scrutiny Committee's report on post-16 transport and notes the recommendations in the report.

8. Any Other Urgent Items

None

The meeting rose at 15.10

..... Chair

Cabinet

22 November 2012

Mid-Year 2012/13 Organisational Health Report: Finance, Performance & Risk (April – September 2012)

Recommendations

It is recommended that Cabinet:

- 1) Review and comment on the Mid-Year (April – Sept) 2012/13 performance against targets set. (Appendix T)
- 2) Review and comment on Mid-Year (April – Sept) 2012/13 performance against the Going for Growth targets set (Appendix U)
- 3) Note the Mid-Year (April – Sept) 2012/13 revenue outturn position and the reserves at year-end.
- 4) Approve the net transfer to reserves totalling £0.110 million
- 5) Note the Mid-Year (April – Sept) 2012/13 performance against the 2012/13 Savings Plan.
- 6) Note the revised capital payments totals and the revised financing of the 2012/13 capital programme as detailed in Table 3 and detailed in Appendices A to S.
- 7) Note the projection of estimated capital spending and financing for future years.
- 8) Note the management of significant risks as outlined in Section 7.
- 9) Review and comment on the detailed messages highlighted by Corporate Board in Section 8.

1.0 Key Issues

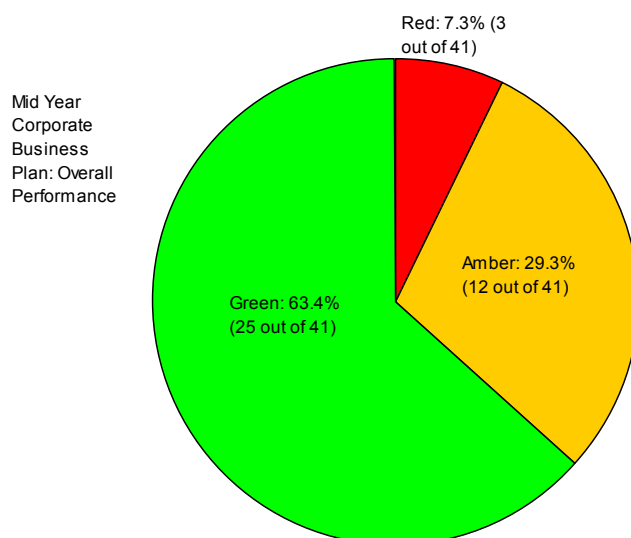
- 1.1. The following report provides Members with a joint picture of how the Organisation has performed in terms of delivering on our key performance measures, financial management of our resources including capital budgets and savings plans at the mid-year point for 2012/13 and managing and

responding to significant risks (i.e. strategic and business unit risks which have following mitigation a residual 'red' rating).

- 1.2. The purpose of this report is to inform Members of the forecast 2012/13 performance and financial position of the authority and individual services, based on information available at the end of September 2012. In terms of performance, the report highlights the progress of the delivery of each of our Corporate Ambitions and it highlights the response to significant risks facing the organisation.

2.0 Performance – Mid Year High Level Summary

- 2.1. The Mid-Year (April – September) 2012/13 Performance Summary (**Appendix T**) provides Members with a summary of progress against the delivery of our Corporate Ambitions.
- 2.2. As at the end of September, we are able to report progress against 41 of the 58 measures. Of the 14 we currently unable to report against, 8 measures are collected annually and for 6 measures the data is not currently available but will be reported on later in the year and as soon as the data becomes available. Performance of these 41 measures is as detailed in the graph below with 63.4% being forecast to be on target.



- 2.3. There are a further 3 performance measures in the Corporate Business Plan that will be reported against in 2013/14.
- 2.4. **Mid-Year 2012/13 Performance Highlights**
The table below presents Mid-Year performance information by each Ambition in the Corporate Business Plan. Further details about the individual measures under the relevant Ambitions are provided within Section 3 of Appendix T.

	Red	Amber	Green	Subtotal	NYA	Not collected this year	Grand Total
Ambition 1: Community & Customers	1(50.0%)	0	1(50.0%)	2	1	2	5
Ambition 2: Safety & Protection	0	2(17.2%)	9(81.8%)	11	2	0	13
Ambition 3: Care & Independence	0	3(33.3%)	6(66.7%)	9	3	1	13
Ambition 4: Enterprise, Transport & Tourism	1(14.3%)	2(28.6%)	4(57.1%)	7	1	0	8
Ambition 5: Environment & Housing	0	1(50.0%)	1(50.0%)	2	1	0	3
Ambition 6: Schools & Education	0	1(50.0%)	1(50.0%)	2	3	0	5
Ambition 7: Organisation	1(12.5%)	3(37.5%)	4(50.0%)	8	3	0	11
Total	3(7.3%)	12(29.3%)	26(63.4%)	41	14	3	58

2.5. 3 measures are currently being forecast to miss the target set and they are:-

- 1) Procurement of local broadband which has been delayed by 1 month (Ambition 1)
- 2) The Length of highway network where surface treatment was achieved. (Ambition 4)
- 3) Number of service reviews delivering full business case to schedule (Ambition 7)

3.0 Going for Growth

3.1 The Mid-Year (April – Sept) 2012/13 Going for Growth Summary (**Appendix U**) provides Members with a summary of progress against the delivery of our Going for Growth Agenda.

4.0 Financial Monitoring – High Level Summary

4.1. Table 1 provides a one page summary of the financial performance of each service compared to the plans approved in March. At the end of Quarter 2 the projected revenue outturn position for the authority is an underspend of £1.707 million. However, this includes a forecast overspend on Dedicated Schools Grant (DSG) funded services of £1.305 million. This overspend will be met from schools reserves and will not impact on the level of corporate resources.

4.2. This means the projected outturn position for the authority (where it has direct control over the use and allocation of resources) is an underspend of £3.012 million. Any projected underspends by services form a contribution to their reserves. This money is then available to support spending in future years and to assist in any delays in the delivery of the savings plan. The key messages in relation to the revenue budget are highlighted in Section 5.

- 4.3. A service-by-service breakdown of the variations compared to the budget including where this is funded from DSG, the reasons for the variations and the management action now being taken as a result, is shown in **Appendices A to S**. These appendices are available electronically on the committee administration system and a paper copy has also been placed in each of the Group rooms.

Table 1: Summary of the Forecast 2012/13 Outturn Financial Performance as at Quarter 2					
Col.1	Col. 2	Col. 3	Col. 4	Col. 5	
App.	Group/ Service	Revenue (Under)/ Over Spend £'000	Savings (Above)/ Below Target £'000	Capital Programme	
				2012/13 Variation in Spend £'000	Variation to total capital Programme £'000
	People Group				
A	Safeguarding*	1,837	165	0	0
B	Social Care and Support	(1,028)	559	0	0
C	Business Manager*	340	99	1	0
D	Strategic Commissioning*	(278)	0	-	-
E	Early Intervention and Family Support*	(565)	777	1	1
F	Learning and Achievement*	1,758	328	(39)	31
	Resources Group				
G	Customer Service	(126)	36	(549)	(80)
H	Finance	(42)	0	-	-
I	Human Resources & OD	(58)	0	-	-
J	Information Assets	(2)	0	0	1
K	Law and Governance	(154)	(2)	-	-
L	Physical Assets	(397)	0	2,182	(23)
M	Service Improvement & Change Management	(77)	0	-	-
	Communities Group				
N	Sustainable Communities	(654)	(184)	2,320	2,320
O	Localities and Community Safety	(1047)	0	2	2
P	Transport and Highways	(17)	0	6,759	4,621
Q	Public Health	0	-	-	-
R	Fire and Rescue	504	0	(2)	(2)
S	Other Services*	(1,701)	-	-	-
	Total	(1,707)	1,778	10,675	6,871

Note: * indicates services where the revenue outturn is partly funded by DSG. Column 3 shows the total revenue underspend for each service. The breakdown of the corresponding budget is given in Appendices A to S. Column 4 shows the financial variation from the target savings set for 2012/13. This is included in Column 3 too, as part of the overall revenue budgetary performance of the service. Column 5 shows the variation in capital payments in 2012/13 compared to the budget and changes to the total cost of schemes over the life of the programme (again further details are given in Appendices A to S).

- 4.4. The 2012/13 Budget included a savings target of £41.291 million for 2012/13. Currently savings of £37.069 million have already been delivered and a further £2.444 million is forecast to be delivered by the end of the financial year. Overall, therefore, there is a forecast £1.778 million under achievement in the delivery of the savings plan in 2012/13. The detail of the delivery of the savings plan on a service by service basis is also shown in Appendices A to S. The impact of any underachievement of savings is highlighted in Section 10 where the impact of the financial information presented in this report is considered.

- 4.5. In the Quarter 1 report agreed by Cabinet in September, the approved value of capital payments due in 2012/13 was £103.705 million. The latest forecast for 2012/13 capital payments is £114.380 million. This £10.675 million increase is primarily a result of new projects totalling £6.871 million which were agreed by Cabinet in September with an additional £3.804 million resulting from re-phasing of project spend from future years into 2012/13. The key messages in relation to the capital budget and its financing are highlighted in Section 6.

5.0 Revenue Spending

- 5.1. As a result of the agreed transfers to reserves at Quarter 1, the revised budget is £1.266 million lower than that previously reported. The other agreed budget changes reflect virements between Heads of Service to support the effective delivery of services.
- 5.2. The effect of these adjustments is shown in Table 2. The remainder of the section highlights the key areas of under/overspending.

Table 2: 2012/13 Revenue Budget – Summary of Agreed and Projected Changes						
App.	Group/ Service	Budget as 01/07/2012 £'000	Agreed Changes £'000	Revised Budget £'000	Variation	
					£'000	%
	People Group					
A	Safeguarding	35,852	(30)	35,822	1,837	5.1%
B	Social Care & Support	100,556	28	100,584	(1,028)	-1.0%
C	Business Manager	17,164	(531)	16,633	340	2.0%
D	Strategic Commissioning	16,902	65	16,967	(278)	-1.6%
E	Early Intervention and Family Support	16,931	(3)	16,928	(565)	-3.3%
F	Learning and Achievement	68,131	(4)	68,127	1,758	2.6%
	Resources Group					
G	Customer Service	9,244	(6)	9,238	(126)	-1.4%
H	Finance	6,740	(2)	6,738	(42)	-0.6%
I	Human Resources & Organisational Development	4,591	600	5,191	(58)	-1.1%
J	Information Assets	6,664	0	6,664	(2)	0.0%
K	Law and Governance	1,144	0	1,144	(154)	-13.5%
L	Physical Assets	14,459	(120)	14,339	(397)	-2.8%
M	Service Improvement and Change Management	2,483	7	2,490	(77)	-3.1%
	Communities Group					
N	Sustainable Communities	22,626	10	22,636	(654)	-2.9%
O	Localities and Community Safety	11,654	(900)	10,754	(1,047)	-9.7%
P	Transport and Highways	28,126	128	28,254	(17)	-0.1%
Q	Public Health	193	0	193	0	0.0%
R	Fire and Rescue	21,352	(508)	20,844	504	2.4%
S	Other Services	(46,175)	0	(46,175)	(1,701)	3.7%
	Total	338,637	(1,266)	337,371	(1,707)	-0.5%

5.3. The most significant areas of variation are in relation to:

- **Safeguarding** – The forecast overspend is £1.837 million which is £0.500 million more than predicted in quarter 1 and continues to be predominantly due to the increasing numbers of child protection cases, in addition to higher than anticipated payments to sessional staff who, as directed by the Courts, must be present for child family meets.
- **Social Care & Support** – The forecast underspend for Older People and Physical Disability has increased by £0.650 million since quarter 1 and results from higher income from clients who seem to be in a better position to pay for services when compared to previous clients. There are still some risks to the position for this financial year - the outcome of the care home fees negotiation, which currently looks on target but could have a large impact if this changes, and the transfer date of the care homes to their new external provider, where slippage would lead to reduced costs in Social Care & Support but a worse overall position across adult services.
- **Learning and Achievement** – The forecast overspend still largely relates to DSG expenditure. This would be funded by central DSG reserves. This is principally due to pressures on Special Educational Needs budgets. There has been an increase in the number of children placed outside of the county due to a lack of specialist provision available within county and an increase in both the complexity and cost of new statements for pupils in mainstream schools. The causes of this are currently being investigated.
- **Sustainable Communities** – The main reason for the underspend for this service is a reduction in the amount of waste being generated in Warwickshire during the first six months of this financial year.
- **Localities & Community Safety** – The forecast underspend is due to a number of reasons across different services, the main ones being the Youth Justice Board delaying the cessation of funding for secure remand, some delays in emergency flood schemes pending the recruitment of a new Flood Risk Manager and a delay in initiating the Priority Families Initiative (formerly known as Troubled Families).
- **Fire and Rescue** – Legal costs and the need for additional capacity following the fire at Atherstone-on-Stour have resulted in the forecast overspend.
- **Other Services** – Whilst interest rates remain low, limiting the interest we are able to earn on our balances, this is more than offset by all of the £20 million additional borrowing planned in the MTFP not being used in 2011/12 and 2012/13.

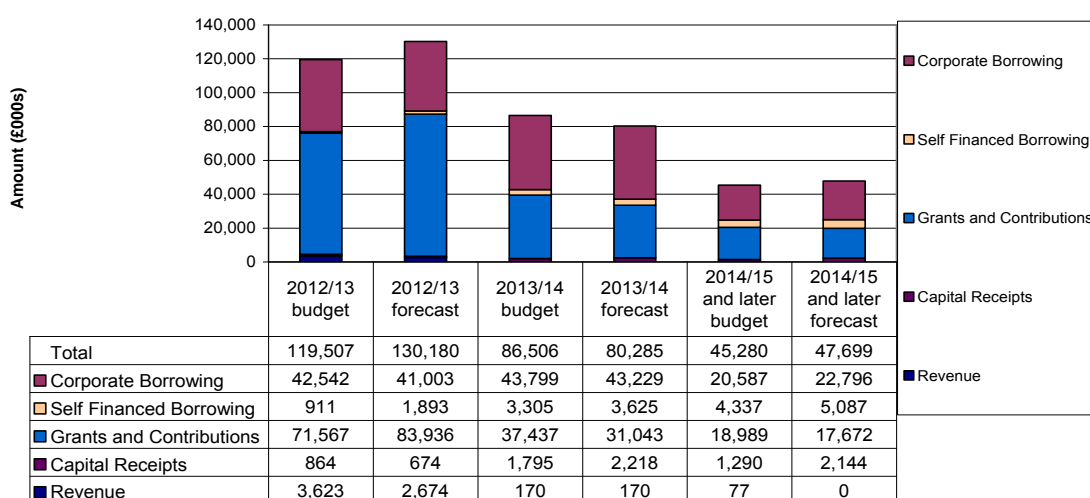
6.0 Capital Budget Update

- 6.1 The capital budget provides for spending on assets which have a life of more than a year. Capital spending is defined by statute and includes;
- The acquisition of land, buildings, vehicles, equipment and computer software
 - The construction and improvement of buildings and roads
 - The provision of capital grants to enable third parties to acquire or improve assets.
- 6.2 In the Quarter 1 report agreed by Council on 13th September, the approved value of capital payments due in 2012/13 was £103.703 million and a further £123.296 million over the medium term. Since September a number of new schemes have been approved. As a result the total change is an increase of £6.871 million over the life of the programme.
- 6.3 The main reasons for the £6.871 million increase are:
- The addition of £2.320 million for affordable housing in Sustainable Communities funded from the capital element of the Public Service Agreement Performance Reward Grant.
 - The addition of seven new capital schemes in Transport and Highways totalling £5.015million, approved by Council in September.
 - An increase in developer funded schemes in Transport and Highways of £0.280 million.
 - A reduction of £0.574 million in the capital element of the Stratford-upon Avon Local Sustainable Transport Project which has been transferred over to the revenue element of the scheme.
- The remainder of the variance consists of minor changes across a number of schemes.
- 6.4 In addition to the £6.871 million of new schemes a further £3.804 million of spend has been brought forward from future years forecasts into the 2012/13 forecast. The main variations are as follows:
- **Customer Services:** Slippage of £0.469 million across 3 projects.
 - **Physical Assets:** Rephased expenditure brought forward from future years to 2012/13 of £2.205 million, primarily relating to Nuneaton Academy.
 - **Transport and Highways:** Rephased expenditure brought forward from future years to 2012/13 of £2.137 million, primarily relating to the Stratford-upon-Avon Local Sustainable Transport Project.
- 6.5 Financial Standing Orders require Cabinet to approve changes to schemes where the figures have a variance of more than 10% or are greater than £25,000 on any individual scheme. These schemes are included in all tables and figures within this report and are identified in the appendices, with reasons for the variations provided.
- 6.6 As well as approving the revised spending in the capital programme, the County Council must also ensure it has sufficient funding available to meet its capital payments in each financial year.

6.7 Table 3 shows how the capital expenditure shown in Appendices A to S is to be financed. These figures include the remaining unallocated borrowing agreed in the February 2012 budget of £24.294 million over the medium term. The effect of the capital spending forecasts shown in this report mean that corporate borrowing remains unchanged whilst the movements in other individual financing options are:

- Net additions to the capital programme of £6.871 million.
- New grants identified of £4.658 million.
- An increase in self-financed borrowing of £2.052 million.
- Additional capital receipts of £1.087 million
- A reduction in revenue contributions to capital of £1.026 million.

Table 3 Estimated Financing to 2011/12 and later years



6.8 After allowing for slippage and self-financing the overall level of borrowing remains within the envelope approved in February. Therefore there is no impact on the MTFP. Any rephasing of the revenue impact of the capital programme as a result in the changed profile of spending will be picked up as part of the 2013/14 budget process.

7.0 Corporate Risk – High Level Summary

7.1 The Council has in place a Corporate Risk Management Strategy which details a corporate approach to risk management including consistent measures for likelihood and impact. It is regularly reviewed to ensure it continues to meet good practice and remains relevant, with the latest review having taken place in November 2011.

7.2 Risk management is applied at all levels of service delivery both strategic and operational (business units, contracts and projects).

7.3 The corporate strategic risk register details those risks that could have an effect on the successful achievement of our long term strategic ambitions/aims. These risks are reviewed and agreed twice a year (February and August) by

Corporate Board and then subsequently taken to Audit and Standards Committee for consideration.

- 7.4 The table below lists the corporate strategic risks, which were agreed by Corporate Board on 29 August 2012 and considered by Audit and Standards Committee on 20 September 2012. The difference between gross and net risk levels indicates that actions are in place to manage these risks. Net red risks (R) are significant risks that need immediate management action, whilst net amber risks (A), although usually accepted, may need some additional mitigation.

Risk Description	Gross Risk Level	Net Risk Level
Failure to effectively transform WCC to reflect the political and economic environment	12 (R)	8(A)
Failure to deliver the agreed savings targets and balance the Council's budget	8(A)	6(A)
Failure to maintain an efficient regulatory framework	12(R)	8(A)
Ineffective and unsuccessful partnerships across Warwickshire and sub-regionally	9(A)	6(A)
Consequences of the Atherstone Fire tragedy on the organisation	16(R)	12(R)
Fail to meet the needs, demands and expectations of the community	9(A)	4(A)
Young people & vulnerable adults suffer injury or death where the LA & its partners could have intervened to avoid it happening	16(R)	12(R)
Market Failure – Commercial or contractual failure of private or independent care providers leads to disruption to care provision and impact on service users and carers	16(R)	12(R)

- 7.5 Net red risks at business unit level are included within appendices A – R. There are currently five net red business unit risks, two of which were escalated and added to the Corporate Strategic Risk Register in August.

Risk Description	Gross Risk Level	Net Risk Level
Young people & vulnerable adults suffer injury or death where the LA & its partners could have intervened to avoid it happening <i>(also included on the Corporate Strategic Risk Register)</i>	16(R)	12(R)
Market Failure – Commercial or contractual failure of private or independent care providers leads to disruption to care provision and impact on service users and carers <i>(also included on the Corporate Strategic Risk Register)</i>	16(R)	12(R)
Children's Centres Tendering	12(R)	12(R)
Unable to provide an effective finance service	16(R)	12(R)
Consequences of the Atherstone Fire tragedy on Warwickshire Fire and Rescue Service.	16(R)	12(R)

- 7.6 These have been identified and assessed by Heads of Service as significant risks, which may have a serious financial, reputational and/or service delivery impact on the Council and the achievement of its objectives if not managed. The risks are reported on regularly and actively managed by risk owners named in the appendices who can be contacted for more information. The following paragraphs detail further information, which have been provided by risk owners.
- 7.7 Young people & vulnerable adults suffer injury or death where the LA & its partners could have intervened to avoid it happening.
There are on-going local pressures such as staff shortages, and periods of extreme demand. The environment is also dependent on the behaviour of third parties whom the Business Unit have no influence over and it is not always obvious what action could be taken until after the event. Furthermore, the service is vulnerable to media and public attention with serious cases reported widely at a national level. Controls are in place to reduce the level of risk to WCC including Safeguarding Board business plans, CYPF plan, partnership arrangements, and a robust multi-agency training plan. The Department for Education has issued new guidance as a consequence of the Munro Review of Child Protection, which is currently out for consultation. However, the risk of this type of event happening will always remain regardless of any controls in place which are under constant review. This risk has been escalated to the Corporate Strategic Risk Register.
- 7.8 Market Failure
Strategic Commissioning are using a financial viability assessment framework to determine any levels of financial concerns of the primary providers of commissioned services and will develop contingency plans in the event of any element of market failure to mitigate risks. Additionally, a joint Quality Assurance Framework is being further developed and includes a joint health and social care response to any serious concerns raised within the care market.
- 7.9 Children's Centres Tendering
A contract extension will be sought until the Autumn of 2013 to enable sufficient time to complete a more detailed analysis of future needs that will inform commissioning decisions.
- 7.10 Unable to provide an effective finance service.
The Finance service is in the process of implementing the highest proportion of budget reductions across the Authority, but now has also to deal with additional pressures, not originally envisaged, around council tax benefit support, business rates localisation, public health transfer, Going for Growth (amongst others) and the probability of further funding changes following the Autumn statement. As a result, there is a real risk around the capacity to deliver the proper administration of the Authority's financial affairs. This is being mitigated by refocusing Financial Services support around areas of high financial risk and maximising productivity gains from the new financial system (Agresso). There is also a budget bid for capacity for 2013/14. However, the risk remains of insufficient capacity to provide appropriate financial governance and oversight in areas of lower financial risk.

8.0 Commentary from Corporate Board

- 8.1 The key message from Members, for services to focus on delivering the expected level of performance whilst managing their resources and delivering the challenging savings plan, is reflected in information being reported.
- 8.2 Whilst this provides a strong basis for moving forward, the developing financial pressures in adult social care, and particularly children's services, indicate that we cannot afford to divert attention away from the long term objective of delivering the MTFP.
- 8.3 The result of the need to identify alternative and additional savings plans within Children's Services to meet existing targets within 2012/13 and 2013/14, when combined with additional reductions in government funding for children's services in 2013/14, is that there will be difficult decisions to be taken as part of setting the 2013/14 budget if we are to stay on track to deliver the MTFP. Building on the £20 million savings already delivered by Children's Services in the context of a current year growth in demand of 8%, this will require a robust programme of transformation.
- 8.4 With the austerity predicted to continue through the next Comprehensive Spending Review, any flexibility we do have, through the availability of reserves, needs to be retained to meet the challenges ahead. These challenges include managing the corporate risks outlined in Section 7 of the report, with four of the five net red risks in the Corporate Strategic Risk Register all intrinsically linked to the financial health of the organisation.
- 8.5 Developing proposals to manage the medium to long term nature of the challenges ahead will be the focus of Corporate Board's work over the coming months.

9.0 Impact on Reserves

- 9.1 At the start of 2012/13 our reserves were £92.575 million. Over the current financial year our reserves are forecast to increase to £95.861 million by 31 March 2013. Details are shown in Table 4.

Table 4: Reserves Projection				
Reserve	In-Hand/ (Overdrawn) 1 April 2012	Previously Approved Changes	Effect of Forecast Outturn	Forecast In-Hand/ (Overdrawn) 31 Mar 2013
	£'000	£'000	£'000	£'000
General Reserves	15.750	2.506	2.211	20.467
Medium Term Contingency	0	13.315	-	13.315
Insurance Fund	7.969	-	-	7.969
Service Realignment Fund (1)	8.241	0.256	-	8.496
Capital Fund (2)	0.159	-	-	0.159
Earmarked – Schools	22.650	-	(1.305)	21.345
Earmarked – Non-Schools	11.840	(3.948)	(0.592)	7.300
Service Savings	25.966	(10.549)	1.393	16.810
Total	92.575	1.580	1.707	95.861

Notes:

1. The Service Realignment Fund is for meeting the upfront costs of realigning the services of the County Council in response to future resource projections.
2. The capital fund is used to help fund capital expenditure as required.
3. The table may not sum due to slight rounding differences

9.2 Members are asked to agree to the following changes in reserves that have been requested by services based on their current projected position. The net effect being a one-off transfer to reserves of £0.110 million in 2012/13. The proposals are:

- A transfer of £0.620 million from reserves to offset the planned phasing of the implementation of pay and conditions.
- Due to the need to establish an effective partnership with all of the agencies involved in the Priority Families Initiative, it is anticipated that £0.500 million of the £0.900 million funding received will need to be carried forward to fund continued work with families in the subsequent two years of the programme. Cabinet is therefore asked to approve a £0.500 million transfer to an earmarked Priority Families reserve.
- In the budget resolution for 2012/13 Council approved additional funding of £0.230 million to meet the costs resulting from the Youth Justice Board announcing that they would no longer part-fund secure remand. The implementation of this decision has been pushed back to 2013/14, and therefore it is proposed that £0.230 million is returned to Corporate Reserves for 2012/13 only.

9.3 Reserves are held in accordance with the Council's reserves policy. Overdrawn reserves (except Fire Pensions and the Schools IT loan reserves) are a first call on 2013/14 budgets. Meanwhile, any service reserves that are overdrawn in the current year are effectively a temporary call on General Reserves until they are repaid.

9.4 General reserves are projected to be at £20.467 million by the end of the year. Any need for additional reserves or if there are any reserves available to be used will be considered as part of the 2013/14 budget process. This will include the Head of Finance updating the risk assessment of the minimum adequate level of general reserves it is appropriate for the authority to hold.

10.0 Impact on the Medium Term Financial Plan

10.1 It was always expected that as we moved into delivering years two and three of the Medium Term Financial Plan the pressure on resources would increase. This report indicates this pressure that first emerged in Quarter 1 is beginning to crystallise. Although not being experienced across the authority as yet, there are clear indications of financial pressure in specific services as a result of increases in demand or difficulties in the delivery of savings projects.

10.2 Whilst providing some flexibility the overall revenue underspends and levels of reserves being reported here, as one-off resources, are not an alternative to the

delivery of the agreed savings plan or available to support the overall budget on a permanent basis in future years.

- 10.3 The need to focus on delivering the full savings plan contained in the MTFP remains unchanged. Any individual underspends or accelerated savings are welcome, but they should not detract from the need to deliver the savings programme in its entirety.
- 10.4 This report is the forecast as at Quarter 2. Traditionally the Quarter 2 forecast is a slight improvement on the position reported at Quarter 1. The figures reported here reflect this trend, albeit at a slower rate of turnaround than in previous years. Whilst there is nothing within the finance elements of this monitoring report that suggests the MTFP position is at risk the report has highlighted a number of areas where difficult decisions are still needed and concerns about the pace of progress exist. In particular they relate to the delivery of the savings plans and any rephasing that may be necessary in light of the on-going performance to date around adult social care and children's services. The future year's impact will be picked up as part of the preparation of the 2013/14 budget, with the services having sufficient reserves to manage any shortfalls in the delivery of savings in 2012/13.
- 10.5 The focus on delivering the MTFP needs to remain a priority for the organisation. As has already been highlighted the availability of short term resources cannot be allowed to mask emerging underlying pressures. It is critical the sound finances of the organisation are maintained as we begin the process of developing a new MTFP to take the organisation through to 2020.

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2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/(Under) £'000	Reason for Variation and Management Action
Safeguarding - Head of Service (Including LAC Placements before allocation)	4,942	(422)	4,520	3,916	(604)	The overall Business Unit overspend equates to 5% of budget and is mainly caused by child placement and child protection costs exceeding budgets due to increasing numbers of child protection/looked after cases and higher than expected sessional staff payments who have to be present for child family meets as directed by the Courts. Despite a 13% increase in statutory workload over the last twelve months the overspend has been managed in all areas except the North where numbers have increased disproportionately. In the South & East this has only been achievable with an increased general culture of austerity/tighter fiscal control within the service taking account of assessed risk. The predicted overspend is being offset by project/Early Intervention work being delayed in order to alleviate the effect of the overspend on the Services reserves.
Social Care Teams - North & Assessments	11,215	309	11,524	13,682	2,158	
Social Care Teams - East & Looked After Children	9,931	(4,921)	5,010	5,061	51	
Social Care Teams - South & Leaving Care	8,283	4,868	13,151	13,517	366	
Safeguarding - Quality & Service Development	1,481	136	1,617	1,483	(134)	
Net Service Spending	35,852	(30)	35,822	37,659	1,837	
				Non DSG	1,935	
				DSG	(98)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Closing balance 31.03.12 £'000	Request for Use of/Transfer to Reserves £'000	Reason for Request
Safeguarding - savings reserves	2,578	(1,138)	(1,935)	(495)		
Total	2,578	(1,138)	(1,935)	(495)	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	748	748	748	748	748	748	748	748	
Share of CY-S-01	Transforming services for children and families	27	27	27	27	27	27	27	27	
Share of CY-S-02	Reconfigure services for vulnerable children (Learning Difficulties and Disabilities)	80	80	80	120	80	120	120	120	
CY-S-03	Reconfigure services for Looked After Children	100	0	0	200	0	100	200	100	External Fostercare - Activity increasing higher than expected.
Share of CY-S-05	Review of the Safeguarding Service	65	0	0	65	0	65	65	65	At present sessional staff costs and number of court instructed hours/sessions has increased making the target unachievable in the short term, however it is hoped that initiatives in place/planned will enable this savings plan to be achieved over the savings plan overall time period.
Share of CY-S-06	Community and Play- reduction in services	7	7	7	78	7	78	78	78	
Share of CY-S-07	School/College Transport	24	24	24	24	24	24	24	24	
	Alternative Savings plans will be brought forward as part of the 2013/14 Budget process.						100		100	
	Total	1,051	886	886	1,262	886	1,262	1,262	1,262	
	Target		1,051	1,051		1,262	1,262		1,262	
	Remaining Shortfall/(Over Achievement)		165	165		376	0		0	

A Safeguarding

2012/13 to 2014/15 Capital programme

Agresso Project	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
10405000	Premises Small Scale Reactive Works - Foster carer adaptations - 2010/11 allocation	60	0	0	0	60	60	0	0	0	60	0	0	
11113000	Premises Small Scale Reactive Works - Foster carer adaptations - 2011/12 allocation	0	40	0	0	40	0	40	0	0	40	0	0	
11114000	Fostercare Adaptations 2012-13	0	50	0	0	50	0	50	0	0	50	0	0	
11115000	Fostercare Adaptations 2013-14	0	0	50	0	50	0	0	50	0	50	0	0	
11116000	Fostercare Adaptations 2014-15	0	0	0	50	50	0	0	50	50	0	0	0	
		60	90	50	50	250	60	90	50	50	250	0	0	

Performance Information: Qtr 2 April - September 2012

Safeguarding Business Unit Report Card 2012									
Ref	Measure	2011/12 Actual	2012/13 Target	Year to date forecast	Year End Alert	Period Actual	Period Alert	Progress to date	
M10006	No. of children who are subject of a child protection plan per 10,000 population	47	47	50		52			
M10007	Children who are both looked after and subject of a child protection plan	50	50	50		53			
M10000	% of core assessments that were completed within 35 working days	92	93	84		85.3			
M10001	% of de-registrations of children who have had Child Protection plan for more than 2 years	7	6.5	7		7.3			
M10002	% of children becoming the subject of a child protection plan for a 2nd or subsequent time	13.5	13	13.5		15.3		We continue to work on this area. This is largely impacted upon by the increase upon cp figures overall. In addition to work already in place, we are considering extending the work of the Dartington Project.	
M10003	% of child protection cases which were reviewed within required timescales	100	100	?		?			
M10004	% of initial assessments for children's social care carried out within 10 working days of referral	65	-	?		?			
M10005	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption	95	100	?		?			

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

Business Unit	Risk Title	Risk Owner	Net Risk Level	Comments / Further actions being taken
Safeguarding	Young people & vulnerable adults suffer injury or death where the LA & its partners could have intervened to avoid it happening	Phil Sawbridge (Head of Service)	12 (R)	The risk of this type of event happening will always remain regardless of any controls in place which are under constant review. The Department for Education has issued new guidance as a consequence of the Munro Review of Child Protection. This is currently out for consultation. <i>This risk was escalated and subsequently added to the Corporate Strategic Risk Register in August 2012.</i>

Social Care & Support - Jenny Wood

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Social Care & Support Services - Head of Service	(3,648)	(23)	(3,671)	(3,364)	307	The 1% underspend (£1m) in Social Care and Support, is despite a forecast £0.5m under-delivery against savings plans. This is as a result of significantly more income from clients which is £1.5m higher than budgeted. This income can be hard to forecast, as it is dependent on the income and assets of individual clients, however it does seem that currently those clients who can contribute to the cost of their care, are better able to contribute to a higher level than previous clients. There are still some risks to the position for this financial year - the outcome of the care home fees negotiation, which currently looks on target but could have a large impact if this changes, and the transfer date of the care homes to their new external provider, where slippage would lead to reduced costs in SCS, but a worse overall position for the People Group.
Older People & Physical Disability (North) & Specialist Services	32,328	(873)	31,455	28,583	(2,872)	
Older People & Physical Disability (South) & Reviewing Services	22,206	82	22,288	23,049	761	
Learning Disabilities	39,486	0	39,486	39,956	470	
Mental Health	6,115	42	6,157	6,069	(88)	
Reablement	4,069	800	4,869	5,263	394	
Net Service Spending	100,556	28	100,584	99,556	(1,028)	
				Non DSG DSG	(1,028) 0	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer to Reserves £'000	Reason for Request
Non DSG Savings	9,420	996	1,028	11,444		
Total	9,420	996	1,028	11,444	0	

B Social Care and Support

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings Delivered in 2011/12	6,882	6,913	6,913	6,882	6,913	6,913	6,882	6,913	
Share of ASC-01	Learning Disabilities Services - Care Funding Calculator, Residential Care and Supported Living Services, Choice and Control (Joint with Business Manager)	(1,077)	(560)	(1,670)	(2,778)	(560)	(3,405)	(2,778)	(3,078)	The movement of clients to replacement day care services is causing some commissioning challenges, and delays in establishing the SIT team, mean that packages are higher than anticipated. Delays in progressing a transfer from residential to supported living is also putting pressure on savings delivery.
Share of ASC-05	Reablement, Intermediate Care and Homecare Modernisation (Joint with Business Manager)	1,042	627	1,253	1,002	627	1,353	1,002	1,553	Delays in the transfer of external homecare have meant lower than planned costs here.
Share of ASC-09	Older People (1) Residential Care and (2) Extra Care (Joint with Social Care and Support)	(1,281)	0	(1,489)	(5,592)	0	(4,800)	(5,592)	(4,800)	Assumes transfer at the start of January. These are the costs coming over, for net savings, which match with the Business Management side. The sale of the care homes in January will result in large additional costs from January onward when we externalise our care home provision - at present there are savings in relation to the service but none of the costs.
ASC-10	Adult Social Care charging review (Led by Business Manager)	600	300	600	600	300	600	600	600	
ASC-12	Adults with Physical Disabilities - Reducing high cost community and residential packages, reducing numbers of	95	95	95	368	95	95	368	95	Review of savings submitted as part of budget process, less potential gains here than originally planned.
ASC-15	Mental health transformation	144	72	144	174	72	174	174	174	
ASC-21	Information, advice and low level services	165	83	165	165	83	165	165	165	
	Phasing out of double running costs associated with externalisation	0	0	0	0	0	0	1,000	1,000	
	Social Care and Support process efficiencies and maximising independence approach	0	0	0	0	0	0	847	847	
	Use of ear-marked reserves to rephase savings	0	0	0	2,397	0	900	0	0	
	Total	6,570	7,530	6,011	3,218	7,530	1,995	2,668	3,469	
	Target		6,570	6,570		3,218	3,218		2,668	
	Remaining Shortfall/(Over Achievement)		(960)	559		(4,312)	1,223		(801)	The additional savings compared to the current plan are offsetting shortfalls in savings across other elements of adult services.

Note: The traffic light status of the three shared savings targets highlight the status of the combined actuals and forecasts in total across both services rather than the status of the individual savings plans.

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
10601000	Mental Health 2007/08	170	6	0	0	176	170	6	0	0	176	0	0	
10605002	Netherfield - Development of an Independent Living Centre	0	0	0	0	0	0	0	0	0	0	0	0	
10607000	Mental Health Grant 2009/10	144	41	0	0	185	144	41	0	0	185	0	0	
10608000	Mental Health Grant 2010/11	59	92	0	0	151	59	92	0	0	151	0	0	
11010000	Ingleby Foundation - Thistledome Phase 2	118	18	0	0	136	118	18	0	0	136	0	0	
		491	157	0	0	648	491	157	0	0	648	0	0	

B Social Care and Support

Performance Information: Qtr 2 April - September 2012

Social Care & Support Services - All measures for Quarterly Reporting								
Ref	Measure	2011/12 Actual	2012/13 Target	Year to Date Forecast	Year End Alert	Period Actual	Period Alert	Progress to date
M08000	The proportion of those using social care who have control over their daily life (ASCOF 1B)	73.7	75					• Indicator Commentary This indicator is taken from the Adult Social Care Survey conducted annually
M08001	The proportion of people who use services and carers who find it easy to find information about support (ASCOF 3D)	77.4	79					• Indicator Commentary This indicator is taken from the Adult Social Care Survey conducted annually
M08002	Proportion of adults with a learning disability in settled accommodation	54.5	63	65		23.4		
M08003	Proportion of adults with a learning disability in employment	5.9	7	7		4		
M08006	Proportion of older people (65+) who are still at home after 91 days following discharge from hospital into rehabilitation services	81.2	4.3	4.3		3.6		The description of the target as changed, to be a proportion of all those discharged, hence the change in numbers. We continue to perform well.
M08008	% of reablement customers where one or more agreed outcomes are fully met	?	80	80		79		Performance is within tolerance as Reablement Services embed.
M08024	% of customers not needing on-going social care 91 days are leaving reablement	?	63	59		59		Performance was anticipated to reduce this year as more people (with higher needs) start to utilise reablement.
M08011	Admissions to residential care homes per 100,000 population (ASCOF 2A)	595.5	560	530		276.6		Period actuals always look low (good), until year end figures are fully processed. However, we continue to perform well.
M08012	Proportion of people using social care who receive self-directed support (ASCOF 1C)	45.2	100	65		55.6		TBC
M08019	Delayed transfers of care (ASCOF 2C) All Delays	17.1	13	14		14.36		Performance is improving, though also dependent on health actions.
M08022	Number of repeat safeguarding referrals	14.7	13.2	11		10.2		We are monitoring the activity in this area, to understand what 'good' looks like.
M08023	Proportion of people who use services who feel safe is in top quartile of comparator group	Yes	Yes					• Indicator Commentary This indicator is taken from the Adult Social Care Survey conducted annually
M08018	Number of extra care units provided	119	163	173		119		Performing well
M08004	Proportion of adults in contact with secondary mental health services in settled accommodation (social care only)		80	78		76.9		Performing very well, compared to comparators.
M08005	Proportion of adults in contact with secondary mental health services in employment (social care only)		22	14		12.5		Under review, to ensure alignment with comparators.
M08027	Social care-related quality of life (ASCOF 1A)		18.9					• Indicator Commentary This indicator is taken from the Adult Social Care Survey conducted annually
M08030	Proportion of adults in contact with secondary mental health services in settled accommodation (ASCOF 1H)	69.3	70	70				TBC
M08032	Proportion of adults in contact with secondary mental health services in employment (ASCOF 1F)	17.2	17.5	17.5				TBC
M08034	Delayed transfers of care (ASCOF 2C) Social Care and Attributable to Both Delays	7.4	4	4		4.6		Improvement plans are yielding benefits.
M08035	Overall satisfaction of people who use services with their care and support (ASCOF 3A)	62.6	64					• Indicator Commentary This indicator is taken from the Adult Social Care Survey conducted annually
M08036	Proportion of people who use services who say that those services have made them feel safe and secure (ASCOF 4B)	77.4	78					• Indicator Commentary This indicator is taken from the Adult Social Care Survey conducted annually

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Social Care and Support Business Unit Risk Register

Business Manager - Angela Dakin

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/(Under) £'000	Reason for Variation and Management Action
Business Manager - Head of Service	732	0	732	606	(126)	The forecast overspend in the Business Unit (2% of Budget) is due to slippage in the Fulfilled Life project which is part of the Learning Disabilities Transformation programme. After a delayed start the project has now started in earnest and it is anticipated that all our current Community Support services will be replaced by the new service by the end of the financial year. The overspend in Provider Services has been offset by a forecast savings in Business Transformation as a result of a reduced SLA agreement with Communities for the provision of adult specialist transport. The closure of the homes should lead to some improvement in this position.
Transformation Office	1,226	(32)	1,194	1,226	32	
Local Provider Services	9,343	(190)	9,153	9,827	674	
Business Transformation	4,457	29	4,486	4,202	(284)	
Learning and Development	1,219	(516)	703	692	(11)	
Integrated Information Systems	85	(10)	75	140	65	
Business Support	102	188	290	280	(10)	
Net Service Spending	17,164	(531)	16,633	16,973	340	
				Non DSG	340	
				DSG	0	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer to Reserves £'000	Reason for Request
Service Savings (non-DSG)	1,300	0	(340)	960		
Total	1,300	0	(340)	960	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Final Outturn £'001	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	613	1,056	1,056	613	1,056	1,056	613	1,056	
Share of ASC-01	Learning Disabilities Services - Care Funding Calculator, Residential Care and Supported Living Services, Choice and Control (Joint with Social Care and Support)	1,871	683	1,366	3,985	683	3,985	3,985	3,985	There has been significant slippage in the Fulfilled Life project, as a result of delays in reviewing customers, and other delays in setting up the new services. The savings delivery has therefore been affected. This reflects the worst case outcome and could improve if there are no further delays.
Share of ASC-05	Reablement, Intermediate Care and Homecare Modernisation (Joint with Social Care and Support)	2,254	2,000	1,996	2,254	2,000	2,254	2,254	2,254	The final internal homecare outsourcing slipped to August. This has now been completed and next years savings are secure.
Share of ASC-09	Older People (1) Residential Care and (2) Extra Care (Joint with Social Care and Support)	1,893	0	2,029	6,777	0	7,327	7,327	7,327	This is based on a transfer date of January.
ASC-11	Day Care Services for Older People & Older People Mental Health (OPMH)	0	43	85	54	43	107	54	107	
ASC-16	Reduced spending on service development	100	100	100	200	100	200	200	200	
ASC-18	Workforce development	134	0	134	234	0	234	234	234	Work is ongoing with HR/Learning and Development to ensure this saving can be realised.
	Total	6,865	3,882	6,766	14,117	3,882	15,163	14,667	15,163	
	Target		6,865	6,865		14,117	14,117		14,667	
	Remaining Shortfall/(Over Achievement)		2,983	99		10,235	(1,046)		(496)	

Note: The traffic light status of the three shared savings targets highlight the status of the combined actuals and forecasts in total across both services rather than the status of the individual savings plans.

C Business Manager

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
10593000	Homes For Elderly People Upgrade - 2003/04	84	0	0	0	84	84	0	0	0	84	0	0	
10602000	Whitnash - Lawns HFE Refurbishment	36	0	0	0	36	36	0	0	0	36	0	0	
10613000	CAF Development Team - Social Care IT 2009/10	0	110	0	0	110	0	110	0	0	110	1	1	
10964000	CAF Development Team - Social Care IT 2010/11	0	288	1,462	0	1,750	0	288	1,462	0	1,750	0	0	
11019000	Social Care Reform Grant 10/11	0	0	282	0	282	0	0	282	0	282	0	0	
10594000	AHCS Vehicle & Equipment Replacement Base Programme 2010/11	24	0	0	0	24	24	0	0	0	24	0	0	
10614000	Care Homes Fire Regulations	490	103	0	0	593	490	102	0	0	592	(1)	(1)	
10610000	Adult Social Care It Infrastructure Grant 2009/2010	75	75	0	0	149	75	75	0	0	150	1	1	
10611000	Adult Social Care It Infrastructure Grant 2010/2011	0	160	0	0	160	0	160	0	0	160	0	0	
11020000	Adult Social Care Modernisation And Capacity 2011/12	0	0	0	0	0	0	0	0	0	0	0	0	
11021000	Adult Social Care Modernisation and Capacity 2012/13	0	300	1,595	0	1,895	0	300	1,594	0	1,894	0	(1)	
10030000	CYPF ICT Upgrade	105	71	0	0	176	105	71	0	0	176	1	1	
		814	1,105	3,339	0	5,258	814	1,106	3,338	0	5,258	1	0	

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Business Management Business Unit Risk Register

Strategic Commissioning - Chris Lewington

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/Under £'000	Reason for Variation and Management Action
Strategic Commissioning - Head of Service	1,798	(29)	1,769	1,769	0	The overall Business Unit underspend equates to 1.6% of budget and is the result of an increased general culture of austerity/tighter fiscal control within the service with some reluctance to commit to on-going costs. However there is a number of vacancies which need to be filled on a permanent basis. The predominant underspend is within the Commissioning Support Service team due to the early achievement of the 2013/14 savings target.
Customer and Carer Engagement (D)	1,278	0	1,278	1,314	36	
Care Accommodation and Quality	700	58	758	753	(5)	
Supporting People Programme	9,000	0	9,000	9,089	89	
Older people, Physical Disability, Intelligence and Market Facilitation	1,025	36	1,061	970	(91)	
Commissioning Support	1,237	0	1,237	1,011	(226)	
Multi-Agency Commissioning	1,864	0	1,864	1,783	(81)	
Net Service Spending	16,902	65	16,967	16,689	(278)	
				Non DSG	(177)	
				DSG	(101)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer to Reserves £'000	Reason for Request
Service Savings (non-DSG)	1,112	(343)	177	946		
Total	1,112	(343)	177	946	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Final Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	1,402	1,402	1,402	1,402	1,402	1,402	1,402	1,402	
ASC-17	Housing support	400	313	400	800	313	800	800	800	
ASC-20	Carers	84	84	84	184	84	184	184	184	
Share of CY-S-01	Transforming services for children and families	40	40	40	218	40	218	218	218	
	Total	1,926	1,839	1,926	2,604	1,839	2,604	2,604	2,604	
	Target		1,926	1,926		2,604	2,604		2,604	
	Remaining Shortfall/(Over Achievement)		87	0		765	0		0	

D Strategic Commissioning

Performance Information: Qtr 2 April - September 2012

Strategic Commissioning								
Ref	Measure	2011/12 Actual	2012/13 Target	Year to date forecast	Year End Alert	Period Actual	Period Alert	Progress to date
M12007	Ensure the development and implementation of a Health & Wellbeing Strategy for Warwickshire		Yes	Yes	Yes	Yes		warwickshire.gov.uk/health strategy - under consultation currently June till September 2012 - see website for further information
M12008	A Commissioning Framework is in place & reviewed on an annual basis		Yes	Yes	Yes	Yes		
M12009	Contracts comply with Contract Standing Orders (Contract Challenge Board will assess this measure)		Yes	Yes	Yes	Yes		
M12010	Improved outcomes for children & young people in placements that demonstrate value for money		Yes	Yes	Yes	Yes		
M12006	Complete the JSNA refresh to support commissioning decisions		Yes	Yes	Yes	Yes		
M12011	Children's Needs Assessment is updated on a monthly basis and is embedded in the JSNA		Yes	Yes	Yes	Yes		
M12012	SLAs are signed off, monitored quarterly and reviewed annually		Yes	Yes	Yes	Yes		
M12013	Timely returns are made to the Department for Education and Ofsted		Yes	Yes	Yes	Yes		
M12014	The CYPP is revised to support locality working and progress is reported on a quarterly basis		Yes	Yes	Yes	Yes		
M12003	Under 18 conception rate (per 1000 females 15-17)	34.8	50	34		37.2		22% higher than the rate of 30.5 for the second quarter 2010 (89 conceptions compared to 73)
M12000	Percentage of infants being breastfed at 6-8 weeks (breastfeeding prevalence)	46	45.7					Quarter 2 data not available until the end of September. Will report in Q3
M12001	Percentage of children in Year 6 with height and weight recorded who are obese	16.17	13					Quarter 2 data not available until the end of September. Will report in Q3
M12002	Obesity among primary school aged children in Reception Year	7.44	7.2					Quarter 2 data not available until the end of September. Will report in Q3
M12005	Alcohol related admissions for under 16s (rate per 100,000)	63.9	62			58.32		
M12015	Commissioned alcohol and substance misuse services meet their quarterly targets against SLAs.		Yes					The service is set annual targets. Q2 data is not yet available. See commentary for Q1

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

Business Unit	Risk Title	Risk Owner	Net Risk Level	Comments / Further actions being taken
Strategic Commissioning	Market Failure Commercial or contractual failure of private or independent care providers leads to disruption to care provision and impact on service users and carers	Wendy Fabbro (Strategic Director of People Group)	12 (R)	ADASS work due to be completed by 31/12/2012. <i>This risk was escalated and subsequently added to the Corporate Strategic Risk Register in August 2012.</i>

Early Intervention and Family Support - Hugh Disley

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Early Intervention & Family Support - Head of Service including Targeted Transformation Programme	1,240	(8)	1,232	823	(409)	The over-all Business Unit underspend equates to 3% of budget and is the result of a contingency of grant income to be used to cover (in the short term) any unexpected non-achievement of savings within the ex Children's Business Units. There is also an increased general culture of austerity/tighter fiscal control within the service with some reluctance to commit to on-going costs. However there are a number of vacancies which need to be filled on a permanent basis.
Early Intervention - North	2,802	(86)	2,716	2,634	(82)	
Early Intervention - South (formerly Family & Parenting)	10,375	0	10,375	10,414	39	
Early Intervention - East	982	87	1,069	1,070	1	
Pupil Referral Unit	1,272	0	1,272	1,272	0	
Net Service Spending	16,931	(3)	16,928	16,363	(565)	
				Non DSG	(564)	
				DSG	(1)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer to Reserves £'000	Reason for Request
Service Savings (non-DSG)	1,347	(1,222)	564	689		
Total	1,347	(1,222)	564	689	0	

2011/12 to 2013/14 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Final Outturn £'001	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	2,338	2,338	2,338	2,338	2,338	2,338	2,338	2,338	
CY-S-01	Transforming services for children and families	850	510	510	1,580	1,580	510	1,580	510	There has been some slippage in the Transformation Programme with realigning plans across the new Group as opposed to the ex Children's Directorate. It is envisaged that overall the dateline of the whole savings plan the total expected savings will be achieved.
Share of CY-S-04	Review services to schools and families	819	819	419	819	819	419	819	419	The statutory duty for vulnerable pupils who attend school less than 85% is a LA responsibility and a re-adjustment needed to meet this need from what was purely traded business
Share of CY-S-05	Review of the Safeguarding Service	37	0	0	37	0	37	37	37	Early on in the savings plan it became clear that the initial proposal for this saving could not be achieved for statutory reasons. Alternative plans including an online system are being investigated.
Share of CY-S-06	Community and Play- reduction in services	1,810	1,810	1,810	2,660	1,810	2,660	2,660	2,660	
CY-S-08	Alternative use of grants within Children, Young People and Families directorate	242	242	242	1,586	242	242	1,586	242	Initial considerations of the alternative use of grants has been superseded by changes to grant & service provision. Alternative savings will now be planned.
	Alternative Savings plans will be brought forward as part of the 2013/14 Budget process.						2,814		2,814	
	Total	6,096	5,719	5,319	9,020	6,789	9,020	9,020	9,020	
	Target		6,096	6,096		9,020	9,020		9,020	
	Remaining Shortfall/(Over Achievement)		377	777		2,231	0		0	

E Early Intervention

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
11014000	Early Years and Sure Start Children's Centres	0	0	0	0	0	0	0	0	0	0	0	0	
10231000	Birchwood - Polesworth (Ph 2) Children's Centre	(9)	0	0	0	(9)	(9)	0	0	0	(9)	0	0	
10037000	Austrey Ce Primary School Modular Refurbmt	0	0	0	0	0	0	0	0	0	0	0	0	
10225000	Rugby, Boughton Leigh (Ph 2) Children's Centre	(24)	0	0	0	(24)	(24)	0	0	0	(24)	0	0	
10047000	Stratford Thomas Jolyffe Primary School Phase 3 Childrens Centre	305	12	0	0	317	305	12	0	0	317	0	0	
10043000	Coleshill Primary School Phase 3 Childrens Centre	555	3	0	0	558	555	3	0	0	558	1	1	
10074000	Cawston Primary School Phase 3 Childrens Centre	304	0	0	0	304	304	0	0	0	304	0	0	
10073000	Nuneaton St Nicholas Clinic Phase 3 Childrens Centre	332	1	0	0	333	332	1	0	0	333	0	0	
10069000	Wolston Library Phase 3 Childrens Centre	182	0	0	0	182	182	0	0	0	182	0	0	
10033000	Wellesbourne Library Phase 3 Childrens Centre	510	0	0	0	510	510	0	0	0	510	0	0	
10056000	Shipston Primary School Phase 3 Childrens Centre	522	16	0	0	538	522	16	0	0	538	0	0	
10045000	Bishops Itchington Primary School Childrens Centre Outreach/Refurbishment	167	0	0	0	167	167	0	0	0	167	0	0	
10024000	Nuneaton/Abbey Childrens Centre & Extension at Hatters Space	139	0	0	0	139	139	0	0	0	139	0	0	
10904000	Early Intervention Service Teaching & Learning Centre DFC	62	0	0	0	62	62	0	0	0	62	0	0	
		3,045	32	0	0	3,077	3,045	32	0	0	3,077	1	1	

Performance Information: Qtr 2 April - September 2012

Early Interventions & Family Support: All Measures								
Ref	Measure	2011/12 Year End Actual	2012/13 Target	Year End Forecast	Year End Alert	Period Actual	Period Alert	Progress to date
M09002	% evaluations of individual common assessments demonstrate improved outcomes for children & young people	82	70			81	★	
M09008	% of permanent exclusions of pupils with SEIS support					0		
M09003	% of cases that have resulted in a positive outcome for the child	60	70			71	★	
M09004	% of family group conferences that prevent young people going into LA accommodation within one year	85.7	70	50	▲	77	★	
M09005	% of FIS enquirers who are given information about financial support					21		
M09006	% 3 - 5 year olds accessing free childcare entitlement	94	100			80	▲	M09006 is low compared to most quarters, this is because we are having to use information from the May PLASC for maintained pupil levels, rather than the September one. The autumn PLASC has been pushed back a couple of weeks, therefore the information is not readily available
M09007	% parental satisfaction with service	97	95			88.5	●	
M11002	% of 16-18 year olds who are not in education, employment or training (NEET)	4.5	5.2	5.2	★	4.7	★	Year end Estimate of 5.2% may change shortly and be revised given the actual is lower. A paper is going to GLT on 18th October to see if the new proposed targets are accepted.

E Early Intervention

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

Business Unit	Risk Title	Risk Owner	Net Risk Level	Comments / Further actions being taken
Early Intervention	Children's Centres Tendering.	Sally Lightfoot (Service Manager), Barbara Wallace (Operations Manager - Children's Centres) & Colin McKenzie	12 (R)	<p>Present Children's Centres contracts run through to March 2013, now needing middle to long term resolution plus additional context regarding government initiatives (ie troubled families, 2 year old funding, new Ofsted framework). There is a financial feasibility study under way.</p> <p>Further action being taken: Strategic commissioning and model shaping to lead to viable future role of childrens centres within an early years policy. Corporate Board report due to look at middle term viable model and agree a timescale for implementation.</p>

Learning and Achievement - Mark Gore

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Schools - Head of Service	1,056	26	1,082	645	(437)	<p>The over-all Business Unit over-spend equates to 2.6% of budget and is mainly the result of pressures on SEN budgets. A lack of specialist in house provision has seen an increase in the numbers of children placed in out of county provision, particularly for pupils with behavioural, emotional and social difficulties (BESD) and with Autistic Spectrum Disorder (ASD). WCC currently has no local provision for pupils high level ASD requiring a specialist setting. The number of new statements for pupils in mainstream schools has also increased, by 22% in 2012 and with the increasingly complex needs of individual pupils the cost has risen from £208,000 in 2011 to £387,000 in 2012.</p> <p>The increasing numbers of Looked after Children are contributing to a forecast overspend on transport. This is being investigated. Residential placements for Looked after Children are also increasing this year putting pressure on the IDS budget.</p> <p>The business units non DSG overspend is being offset by a specific budget held at Business Unit level to cover in year budget pressures with the DSG over-spend covered by central DSG reserves.</p>
Secondary Phase	920	230	1,150	1,150	0	
Strategy for Change (formerly County Music Service & Service Manager)	1,321	124	1,445	1,442	(3)	
Access & Organisation (formerly Pupil & Student Support including Transport,	24,947	0	24,947	25,223	276	
Primary & Early Years Phase (formerly School Improvement & Early Years)	3,242	0	3,242	3,170	(72)	
Special Education Needs	29,095	(354)	28,741	30,745	2,004	
Adult and Community Learning (D)	(35)	0	(35)	(55)	(20)	
Targeted Contingency for Schools ISB & PFI	7,585	(30)	7,555	7,565	10	
Net Service Spending	68,131	(4)	68,127	69,885	1,758	
				Non DSG	253	
				DSG	1,505	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer to Reserves £'000	Reason for Request
Service Savings (non-DSG)	1,381	(1,131)	(253)	(3)		
Total	1,381	(1,131)	(253)	(3)	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Final Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	2,258	2,258	2,258	2,258	2,258	2,258	2,258	2,258	
Share of CY-S-02	Reconfigure services for vulnerable children (Learning Difficulties and Disabilities)	403	375	375	778	375	750	778	750	
Share of CY-S-04	Review services to schools and families	534	534	534	534	534	534	534	534	
Share of CY-S-07	School/College Transport	1,503	1,200	1,203	2,003	1,203	1,203	2,003	1,203	Work continues with the Communities Group to bring back on track savings that are slipping within the planned SEN Transport Budget. Should this specific saving prove unachievable in the long-term it will be replaced by alternative savings.
	Alternative Savings plans will be brought forward as part of the 2013/14 Budget process.						828		828	
	Total	4,698	4,367	4,370	5,573	4,370	5,573	5,573	5,573	
	Target		4,698	4,698		5,573	5,573		5,573	
	Remaining Shortfall/(Over Achievement)		331	328		1,203	0		0	

F Learning & Achievement

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13	2013/14	2014/15 and later	Total	Earlier Years	2012/13	2013/14	2014/15 and later	Total	Variance in Year	Total Variance	
			£ 000's	£ 000's	£'000	£ 000's		£ 000's	£ 000's	£ 000's	£'000	£ 000's	£ 000's	
10016000	Schools Access Initiative 2010/11	534	103	0	0	637	534	103	0	0	637	1	1	
10026000	Stratford King Edward VI Cooking Space	345	0	0	0	345	345	0	0	0	345	0	0	
10027000	Stratford Primary Places Alveston Extension	1,308	(29)	0	0	1,279	1,308	(29)	0	0	1,279	0	0	
10031000	Kenilworth Burton Green Primary Temp Classroom Replacement	340	60	0	0	400	340	60	0	0	400	0	0	
10036000	Alcester High School Kitchen Extension	101	3	0	0	104	101	3	0	0	104	0	0	
10044000	Warwick Newburgh Primary Extension	1,808	783	0	0	2,590	1,808	783	0	0	2,591	1	1	
10046000	Stratford Primary Places - Bishopton Extension	28	0	0	0	28	28	0	0	0	28	0	0	
10049000	Warwick Myton School Kitchen Extension	200	0	0	0	200	200	0	0	0	200	0	0	
10051000	Stratford Primary Places The Willows Extension	659	14	0	0	673	659	19	0	0	678	6	6	
10054000	Kineton High Artificial Turf Pitch 09/10	538	7	0	0	545	538	8	0	0	546	1	1	
10058000	Rugby Lawrence Sheriff Cooking Space	345	0	0	0	345	345	0	0	0	345	0	0	
10060000	Rugby Oakfield Primary Additional Teaching Space	179	0	0	0	179	179	0	0	0	179	0	0	
10062000	Nuneaton Alderman Smith Artificial Turf Pitch 09/10	358	290	0	0	647	358	289	0	0	647	(1)	(1)	
10071000	Alcester High Cooking Space	378	0	0	0	378	378	0	0	0	378	0	0	
10072000	Alcester Grammar School Kitchen Improvements	13	0	0	0	13	13	0	0	0	13	0	0	
10075000	Atherstone Arden Hill Infant and Oakfield Junior Amalgamation	600	50	0	0	650	600	50	0	0	650	1	1	
10089000	Studley Community Infants School - Modernisation	0	0	0	0	0	0	0	0	0	0	0	0	
10111000	Nuneaton, Oak Wood School	0	0	0	0	0	0	0	0	0	0	0	0	
10140000	Alcester - St Nicholas School	34	0	0	0	34	34	0	0	0	34	0	0	
10145000	Newbold On Avon, Avon Valley School Improvements - Phase 3 New Build	(2)	0	0	0	(2)	(2)	0	0	0	(2)	0	0	
10213000	Wellesbourne Primary School - 2 Temporary Classrooms and Extension	1,286	7	0	0	1,293	1,286	7	0	0	1,293	0	0	
10218000	Henley-In-Arden High, Specialist Status	2	0	0	0	2	2	0	0	0	2	0	0	
10223000	Exhall Grange School Reorganisation	4,494	0	0	0	4,494	4,494	0	0	0	4,494	0	0	
10232000	North Leamington Community School and Arts College and Residential Scheme	0	13	0	0	13	0	13	0	0	13	0	0	
10240000	Kingsbury Comprehensive School - New Block	1,603	0	0	0	1,603	1,603	0	0	0	1,603	0	0	
10251000	Stratford High School Extension	4,562	98	0	0	4,660	4,562	99	0	0	4,661	1	1	
10262000	Education Modernisation 2009/10	2	0	0	0	2	2	0	0	0	2	0	0	
10291000	Schools Minor Capital Works 2008/09	1,527	96	0	0	1,622	1,527	96	0	0	1,623	1	1	
10300000	Minor Works Unallocated DFC Fund	190	7	0	0	197	190	7	0	0	197	0	0	
10349000	Galley Common Infant School, Extension	9	0	0	0	9	9	0	0	0	9	0	0	
10356000	Warwick Aylesford Security and Bus Set Down	186	12	237	0	435	186	11	237	0	434	(1)	(1)	
10357000	Rugby Padox Primary Amalgamation	1,743	108	0	0	1,850	1,743	108	0	0	1,851	1	1	
10371000	Brookhurst Primary School, Extension	0	0	0	0	0	0	0	0	0	0	0	0	
10425000	Rugby Harris Secondary School Extension	4,080	0	0	0	4,080	4,080	0	0	0	4,080	0	0	
10426000	Rugby Rokeby Junior and Infant Amalgamation	942	0	0	0	942	942	0	0	0	942	0	0	
10433000	Education Capital - Unallocated	0	90	0	0	90	0	83	0	0	83	(7)	(7)	
10436000	Nuneaton Abbey Infant Temp Classroom Replacement	(1)	0	0	0	(1)	(1)	0	0	0	(1)	0	0	
10442000	Warwick Woodloes Junior and Infant Amalgamation	9,852	203	0	0	10,055	9,852	203	0	0	10,055	0	0	
10445000	Stratford Provision of Primary Places	2	0	0	0	2	2	0	0	0	2	0	0	
10451000	Stratford Ettington Primary Additional Classroom	5	0	0	0	5	5	0	0	0	5	0	0	
10481000	Education Modernisation 2010/11	276	(55)	0	0	221	276	(55)	0	0	221	0	0	
10492000	Kitchen And Dining Room Improvement Grant	656	20	0	0	676	656	20	0	0	676	0	0	
10506000	Stratford Welcombe Hills Quiet Room and Security	0	0	0	0	0	0	0	0	0	0	0	0	
10510000	North Warwickshire and Hinckley College Engineering and Built Environment Space	1,497	0	0	0	1,497	1,497	0	0	0	1,497	0	0	

F Learning & Achievement

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13	2013/14	2014/15 and later	Total	Earlier Years	2012/13	2013/14	2014/15 and later	Total	Variance in Year	Total Variance	
			£ 000's	£ 000's	£'000	£ 000's		£ 000's	£ 000's	£ 000's	£'000	£ 000's	£ 000's	
10513000	Education Capital - Earmarked Capital Receipts	0	4,103	0	0	4,103	0	4,103	0	0	4,103	0	0	
10514000	Queen Elizabeth School All Weather Pitch	455	17	0	0	472	455	17	0	0	472	0	0	
10517000	Rugby St Matthews Bloxham Kitchen Extension	1	0	0	0	1	1	0	0	0	1	0	0	
10521000	Warwick Aylesford Language Lab Upgrade	32	0	0	0	32	32	0	0	0	32	0	0	
10525000	Stratford College engineering and Built Environment Centre	750	0	0	0	750	750	0	0	0	750	0	0	
10526000	Stratford Bridgetown Primary Extension	1,521	730	0	0	2,251	1,521	729	0	0	2,250	(1)	(1)	
10527000	Primary Capital Programme (Government Allocation) 2010/11	0	0	0	0	0	0	0	0	0	0	0	0	
10533000	Rugby Ashlawn School Engineering Workshop	49	0	0	0	49	49	0	0	0	49	0	0	
10536000	Harnessing Technology Grant 2010/11	1,119	0	0	0	1,119	1,119	0	0	0	1,119	0	0	
10543000	Southam College Applied Learning Suite	1,128	0	0	0	1,128	1,128	5	0	0	1,133	5	5	
10547000	Warwickshire College Land Based Diploma	40	0	0	0	40	40	0	0	0	40	0	0	
10549000	Nuneaton Hartshill School Kitchen Improvements	6	0	0	0	6	6	0	0	0	6	0	0	
10552000	Southam College All Weather Pitch	536	14	0	0	550	536	19	0	0	555	5	5	
10554000	Devolved/School Level Budgets 2010/11 (Self-financed)	19,605	7,643	0	0	27,248	19,605	8,051	0	0	27,656	408	408	Adjustment to devolved school estimate relating to projects 11075000 for £437,000 and 10970000 for £29,000.
10968000	Basic Need Design	4	0	0	0	4	4	0	0	0	4	0	0	
10969000	Demolition Of Temporary Classrooms	0	100	0	0	100	0	100	0	0	100	0	0	
10970000	CYPF Capital Minor Projects	262	112	180	0	554	262	96	243	0	601	(16)	47	Additional funding added to block header - £28,000 new S106 and £29,000 DFC from schools.
11008000	Nuneaton Academy Project Support Funding	150	0	0	0	150	150	0	0	0	150	0	0	
11013000	Education Capital - Unallocated Contributions	0	0	350	0	350	0	0	350	0	350	0	0	
11015000	Schools Maintenance And Capacity	0	0	0	0	0	0	0	0	0	0	0	0	
11064000	The Willows Primary Extension (Pupil Places)	212	2,245	386	0	2,843	212	2,245	385	0	2,842	0	(1)	
11065000	Boughton Leigh Junior Refurbishment (Pupil Places)	32	30	237	0	299	32	0	267	0	299	(30)	0	
11066000	St Michaels Primary Extension (Pupil Places)	69	478	13	0	560	69	478	13	0	560	0	1	
11067000	Camp Hill Primary Extension (Pupil Places)	120	1,255	0	0	1,375	120	1,255	0	0	1,375	0	0	
11068000	Wembrook Primary Reorganisation (Pupil Places)	42	313	0	0	355	42	313	0	0	355	1	1	
11069000	Sydenham Primary Extension (Pupil Places)	23	700	1,178	0	1,901	23	700	1,178	0	1,901	0	0	
11070000	Emscote Infants Extension (Pupil Places)	33	590	34	0	657	33	590	33	0	656	0	(1)	
11071000	Shipston Primary Alterations (Pupil Places)	12	348	46	0	406	12	348	46	0	406	0	1	
11072000	Glendale Primary Alterations (Pupil Places)	48	1	0	0	49	48	1	0	0	49	0	0	
11073000	All Saints Junior Extension (Pupil Places)	17	45	554	0	616	17	45	554	0	616	0	0	
11074000	School Modernisation Block Header: Repairs and Maintenance	1,199	561	0	0	1,760	1,199	561	0	0	1,760	0	0	
11074020	Leamington Spa Telford Junior School - Roof Replacement (Block 1)	98	17	0	0	115	98	17	0	0	115	1	1	
11074021	Stratford High School - Roof Replacement	347	0	0	0	347	347	0	0	0	347	0	0	
11075000	ICT Block Header	64	437	0	0	501	64	0	0	0	64	(437)	(437)	The funding has been allocated to schools and has been transferred to their projects so it now shows under the devolved project 10554000.
11076000	Schools Access Initiative Block Header	72	411	468	0	951	72	250	628	0	950	(161)	(1)	
11090000	Nuneaton Milby Primary School - Roof Replacement	130	0	0	0	130	130	0	0	0	130	0	0	
11101000	Nathaniel Newton Infant (Pupil Places)	0	50	0	0	50	0	50	0	0	50	0	0	
11102000	Newdigate Primary (Pupil Places)	49	589	193	4	835	49	328	455	4	836	(261)	2	
11103000	Long Lawford Primary (pupil places)	226	885	2	0	1,113	226	885	2	0	1,113	0	0	
11104000	Boughton Leigh Infants (Pupil Places)	93	455	1	0	549	93	454	1	0	548	(1)	(1)	
11105000	Lillington Primary (Pupil Places)	36	250	1,664	0	1,950	36	250	1,664	0	1,950	0	0	
11106000	Amalgamation of Gun Hill and Herbert Fowler Schools	4	1,900	1,846	0	3,750	4	1,900	1,846	0	3,750	0	1	
11108000	Oakfield Primary	1,538	1,313	20	0	2,871	1,538	1,313	20	0	2,871	0	0	
11109000	Basic Need Additional Grant 2012/13	0	0	0	0	0	0	0	0	0	0	0	0	

F Learning & Achievement

11110000	DfE Basic Need and Maintenance Grant 2012/13	0	0	5,851	0	5,851	0	0	5,850	0	5,850	0	(1)	
Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13	2013/14	2014/15 and later	Total	Earlier Years	2012/13	2013/14	2014/15 and later	Total	Variance in Year	Total Variance	
			£ 000's	£ 000's	£'000	£ 000's		£ 000's	£ 000's	£ 000's	£'000	£ 000's	£ 000's	
11111000	Schools Devolved Capital 2012/13	0	0	0	0	0	0	0	0	0	0	0	0	
11112000	Short breaks for Disabled Children (DfE Capital Grant)	0	304	0	0	304	0	304	0	0	304	0	0	
11173000	Wolston St Margarets extension (pupil places)	0	103	594	4	700	0	102	594	4	700	(1)	0	
11174000	Kingsway Pri extension and reorg (pupil places)	0	110	890	0	1,000	0	110	890	0	1,000	0	0	
11175000	Newburgh Pri additional hall / studio space	0	220	230	0	450	0	220	230	0	450	0	0	
11176000	Stockingford Inf & Jnr Amalgamation	0	0	0	0	0	0	0	0	0	0	0	0	
11177000	Schools Access Initiative 2012/13 block header	0	0	300	400	700	0	432	254	0	686	432	(14)	
11177024	Schools Access Initiative 2012/13 block header	0	0	0	0	0	0	14	0	0	14	14	14	
11178000	Woodlands School improve facilities	0	300	0	0	300	0	300	0	0	300	0	0	
11179000	Hillmorton Pri addtnl SEN provision	0	100	0	0	100	0	100	0	0	100	0	0	
11180000	Welcombe Hills vehicle access alterations	0	125	325	0	450	0	125	325	0	450	0	0	
11181000	Temporary classroom replacement	0	250	1,250	0	1,500	0	250	1,250	0	1,500	0	0	
11182000	Ilmington Pri replace temporary classrooms	0	288	262	0	550	0	288	262	0	550	0	0	
11183000	Clifton upon Dunsmore replace temporary classrooms	0	139	788	24	951	0	139	787	24	950	0	(1)	
11184000	Oakfield Primary School Alterations To Existing Key Stage 2	0	73	425	3	500	0	73	424	3	500	0	0	
		70,802	29,477	18,320	434	119,032	70,802	29,438	18,788	35	119,063	(39)	31	

F Learning & Achievement

Performance Information: Qtr 2 April - September 2012

CBP: Higher levels of attainment: (Academic Year September 2011 - August 2012)									
Ref	Measure	2010/11 Academic Year Actual	2011/12 Academic Year Target	2011/12 Academic Actual	2011/12 Academic Alert	2011/12 Academic Target	2012/13 Academic Forecast	2012/13 Academic Alert	Progress to date
M11000	% of Warwickshire schools judged good or outstanding by Ofsted	65					66	-	• It is impossible to give a year end estimate against this measure as the Ofsted framework is about to change and there is no way to predict the impact of that.
M11001	% of pupils achieving 5 A*-C at GCSE including English and Maths or equivalent	61		64			64	-	• Provisional data sourced from EPAS on 4th October 2012. This could change if any agreements (and possible subsequent remarks) are reached on the GCSE English grade debate.

CBP: Higher levels of attainment for all children (Financial Year 2012 / 2013)								
	Measure	2011/12 Actual	2012/13 Target	Year to Date Forecast	Year End Alert	Period Actual	Period Alert	Progress to date
M11002	% of 16-18 year olds who are not in education, employment or training (NEET)	4.5	5.2	5.2	★	4.7	★	

Higher levels of attainment for all children in Warwickshire (Academic Year Sept-Aug 12)									
	Measure	2010/11 Academic Actual	2011/12 Academic Target	2011/12 Academic Actual	2011/12 Academic Alert	2012/13 Academic Target	2012/13 Academic Forecast	2012/13 Academic Alert	Progress to date
M11006	Looked after children achieving level 4 at Key Stage 2 in English	-					62		
M11007	Looked after children achieving level 4 at Key Stage 2 in Maths	-					62		
M11008	Looked after children achieving 5 A*-C at GCSE including English and Maths or equivalent	-					39		
M11009	Number of permanent exclusions from school	-					31		It would be hard to give a year end estimate, the closure of the PRU means that schools are finding alternatives to permanent exclusion and more schools are converting to academies.
M11010	Achievement of a level 2 qualification by age 19	-		82			82		This is unchanged from the June update as this is an annual measure. The 2012 will be available at the end of March 2013.
M11011	To narrow the attainment gap between pupils in schools judged to be satisfactory and the rest	-	4.4	?			4.4		The figure 74% is all pupils nationally The figure 80% is all pupils Warwickshire The figure 76% is for satisfactory schools So the gap is 4%
M11012	% of 16/17 year olds participating in education and work based learning (WBL)	-	92	92	●		92		This is an annual measure. The 2012 will be available at the end of March 2013.
M11013	Number of Looked after Children (LAC) in a positive destination at age 19.	-		62			62		This is an annual measure. The 2012 will be available at the end of March 2013.
M11014	% of Young People who were in receipt of Free School Meals (FSM) at academic age 15 who attain level 2 qualifications by the age of 19.	-		62			62		This is an annual measure. The 2012 will be available at the end of March 2013.
M11015	% of young people achieving Level 3 by 19	-		58			58		This is an annual measure. The 2012 will be available at the end of March 2013.
M11016	The gap in attainment of L3 at age 19 between those young people who were in receipt of free school meals at academic age 15 and those who were not (%)	-		21			21		This is an annual measure. The 2012 will be available at the end of March 2013.
M11017	% of 16-18 year olds on an Apprenticeship programme achieving the full Framework.	-		81			81		This is an annual measure. The 2012 will be available at the end of March 2013.

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Learning & Achievement Business Unit Risk Register

Customer Services - Kushal Birla

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Final Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Customer Contact and E-services	1,969		1,969	1,965	(4)	
Marketing & Communications	301		301	320	19	The Print Unit is currently forecast to under-recover against its income targets. Options to bring the unit to a breakeven position are being considered to bring the forecast back in line
One Front Door (Formerly One Stop Shops)	268		268	270	2	
Registration Services	104		104	26	(78)	Income generation through Registration activity is forecast to be greater than planned.
Other Customer Services	710	(6)	704	652	(52)	Delays in Projects
Library & Information Services	5,572		5,572	5,559	(13)	
Customer Relations	320		320	320	0	
Net Service Spending	9,244	(6)	9,238	9,112	(126)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
Service Savings	170	(170)	126	126		
Total	170	(170)	126	126	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Final Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	452	416	416	452	416	416	452	416	
CW-CL-01 and 12	Restructure Community Safety and Localities management and teams & Additional income generation in Equality and Diversity and Complaints Handling (jointly with Customer Services)	18	18	18	68	18	68	68	68	The current on-going Complaint Handling Review, is a substantial re-evaluation of what the Council needs to support complaint handling. It is anticipated that it will make recommendations about where resources should be focussed across the authority and what expectations will be of the service to support complaints handling across the Council. It is most likely that the savings will have to made from reductions to the staffing budget.
CW-CC-02	Library Services reconfiguration	311	311	311	782	311	782	932	932	
CW-CC-03	Integrated Model for Communications	43	39	43	136	43	107	136	172	Communications staff and budgets will be integrated corporately.
	Total	824	784	788	1,438	788	1,373	1,588	1,588	
	Target		824	824		1,438	1,438		1,588	
	Remaining Shortfall/(Over Achievement)		40	36		650	65		0	

G Customer Service

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
10643000	One-Stop Shops Expansion Prog 2008/09	32	0	0	0	32	32	0	0	0	32	0	0	
10645000	One-Stop Shops Expansion Programme 2009/10	0	249	100	0	349	0	0	150	120	270	(249)	(79)	£79,400 Transferred to J Humphreys - Project 11041000
10654000	Warwick Shire Hall - Creation Of One Stop Shop	0	0	0	0	0	0	0	0	0	0	0	0	
10641000	2009-10 One Stop Shop Expansion - Leamington Spa	0	0	0	0	0	0	0	0	0	0	0	0	
10624000	Libraries Radio Frequency Identification	720	134	0	0	854	720	134	0	0	854	0	0	
10627000	Improving The Customer Experience- Libraries	92	96	0	0	188	92	96	0	0	188	0	0	
10631000	Library Modernisation Linked To Best Value	0	300	0	0	300	0	200	100	0	300	(100)	0	
11040000	Improving the Customer Experience/One Front Door Improvements	0	250	1,000	1,750	3,000	0	50	1,000	1,950	3,000	(200)	0	
10334000	Nuneaton and Bedworth Registrars Office - Alterations and Refurbishment	1	0	0	0	1	1	0	0	0	1	0	0	
10644000	County Signage -Improving The Customer Experience	4	0	0	0	4	4	0	0	0	4	0	0	
10642000	One-Stop Shops Expansion Programme	0	0	0	0	0	0	0	0	0	0	0	0	
10155000	Improve Customer Experience in Council Buildings and DDA Works 2009/10	62	235	205	0	502	62	235	204	0	501	0	(1)	
11077000	Capital Fund for Community Libraries	67	33	0	0	100	67	33	0	0	100	0	0	
		978	1,297	1,305	1,750	5,330	978	748	1,454	2,070	5,250	(549)	(80)	

Performance Information: Qtr 2 April - September 2012

Customer Service - Member Level Report Card								
Ref	Measure	2011/12 Actual	2012/13 Target	Year to date forecast	Year End Alert	Period Actual	Period Alert	Progress to date
M01000	% Satisfaction level with the quality of services received	67.9	61.89					Warwickshire Observatory have advised that it will be Q4 before we get an annual satisfaction measure.
M01005	Enquiries by the public resolved at first point of contact - OSS (%)	97	80	97	★	98.5	★	
M01009	Number of clients who take up the 'Tell us once' service	47						Unable to obtain relevant figures from DWP.
M01012	Number of visits to libraries		1673632	1769860	★	884930	▲	NB Baseline is based on 34 libraries + 5mobiles, target is based on 18 libraries + 5 mobiles
M01013	Number of Virtual library visits (including use of subscription and online enquiry services, databases, and e-book downloads)		3055053	2668916	▲	1334458	▲	Method of calculation for recording visits has changed. Stats now reported through Google Analytics which reports in a different way to the previous system.
M01030	No. of complaints responded to within agreed timescales							Action underway to develop protocol to enable reporting in this area corporately.
M01031	Benchmark social media Klout score							Action underway to develop benchmarking for this new target

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Customer Services Business Unit Risk Register

Finance - John Betts

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Head of Service	260		260	260	(0)	There are no overspends - the shortfall on the savings target is reflected in the underspends across the various components of the service. The savings target here includes issues over and above original savings plans as a result of other pressures (eg the implementation of the new financial system). The relatively small underspends are largely the result of vacancies being held pending a larger review of the overall service, if non-staffing savings cannot be identified, particularly for 2013-14, to balance the budget (Note: the Resources Group Transformation Fund is being reported against Finance here for presentational purposes - it covers the whole Resources Group - it is being used to invest in projects that fast track benefits for the wider organisation around e-invoicing, customer relationship management and customer contact improvement, improved HR information, easily accessible management information (though an "information dashboard") and a scanning service to reduce the dependency on paperwork in the organisation. If there is any underspend at year end it is envisaged that this would be used to continue the improvements in 2013-14.
Budget and Technical & Fire Finance Team	529		529	494	(35)	
Financial Accounting & Projects	695		695	694	(1)	
Financial Systems & Transformation	1,881		1,881	1,835	(46)	
Communities Finance Team	532		532	505	(27)	
People Finance Team	925		925	925	1	
Resources & Schools Finance Team	602		602	499	(103)	
Finance Savings Target	(259)	(2)	(261)	(93)	168	
Resources Transformation Fund	1,576		1,576	1,576	0	
Net Service Spending	6,740	(2)	6,738	6,695	(42)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
Service Savings	93	(93)	42	42		
Total	93	(93)	42	42	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	340	340	340	340	340	340	340		Structures and processes are in place to deliver the savings target for 2012/13, but some of this is predicated on one-off money and there is a need for some one-off investment from the Resources Group Transformation Fund to minimise the impact in 2013/14, alongside the introduction of a different way of delivering financial support to the organisation. .
RE-FI-01	Financial process efficiencies - savings will result from the implementation of new corporate financial systems and the upgrade/development of supporting systems.	785	598	785	1,510	598	1,510	1,510	1,510	
RE-FI-03	Reduction in financial support to both members and manag									
RE-FI-04	Shared financial services									
	Sub total	1,125	938	1,125	1,850	938	1,850	1,850	1,850	
	Target		1,125	1,125		1,850	1,850		1,850	
	Remaining Shortfall/(Over Achievement)		187	0		912	0		0	

Performance Information: Qtr 2 April - September 2012

Finance - Member Level Report Card							
Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Actual 30/09/2012	Period Alert 30/09/2012	Progress to date
M02000	Net variation to budget	-3.30%	+/-1%				Second quarter's forecasts are being collated currently, so current performance is not known., but overall first quarter indicated an overall underspend.
M02001	Corporate revenue and capital spending plans (including MTFP) are produced and published by due date	Yes	Yes	Yes		Yes	Detailed timetables have been published and are on track, although late information from DCLG is likely to delay the process.
M02004	Financial Accounting - Final Accounts (for previous financial year) to be completed by 30th September	Yes	Yes	Yes		Yes	External audit reported an unqualified opinion.
M02014	Treasury Management strategy produced that supports the MTFP	Yes	Yes	Yes			Treasury Management Strategy has been produced and published
M02022	Deliver Finance Service within the set budget	Unspent £90k	Yes	Yes		Yes	On track to deliver to budget, but based on one-off monies - so further ongoing reductions likely to be required next year.
M02050	% of quarterly outturn forecasts produced by due date	?	100	100		100	Quarter 1 reporting was on target and, to date, Q2 is also on track.
M02051	% of group reporting targets met in accordance with agreed timetable	?	100	100		100	

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

Business Unit	Risk Title	Risk Owner	Net Risk Level	Comments / Further actions being taken
Finance	Unable to provide an effective service	John Betts (Head of Corporate Finance)	12 (R)	Ongoing monitoring of pressures on individuals; Processes are being reviewed for improvement; Workstreams deliver more effective ways of working; Service offer rations what can be delivered. <i>Note: resource constraints preclude being able to manage this risk any further.</i>

Human Resources and Organisational Development - Sue Evans

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Advisory Services (inc Health & Safety)	1,655	(60)	1,595	1,506	(89)	Underspend arising from vacancies across the service whilst restructuring service, currently going through the recruitment process. Underspend to offset Turnover requirement below.
Equalities and Diversity	325	0	325	325	(0)	
Human Resources Service Centre	1,494	0	1,494	1,453	(41)	Due to short term staff contracts, vacancies and maternity savings. Underspend to help offset turnover requirement below.
Learning & Organisational Development	375	620	995	989	(6)	
Business Partners	511	(15)	496	498	2	
Human Resources Head of Service	230	55	285	362	77	This relates to a staff turnover target that is funded through underspends elsewhere across the Business Unit.
Net Service Spending	4,591	600	5,191	5,133	(58)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
Service Savings (non-DSG)	144	(144)	58	58		
Total	144	(144)	58	58	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target	Actual to Date	Final Outturn	Target	Actual to Date	Forecast Outturn	Target	Forecast Outturn	
		£'000	£	£'001	2011/12 £	£	£	2013/14 £	2013/14 £	
	Savings delivered in 2011/12	304	304	304	304	304	304	304		
CW-CL-01	Reduction in management posts in the Interpretation and Translation Service	34	34	34	34	34	34	34		
CW-CL-12	Additional income generation in Equality and Diversity	0	0	0	15	0	15	15		
CW-WS-01	Learning & Development	79	79	79	79	79	79	79		
CW-WS-03	HR Advisory Service	30	30	30	100	30	100	100		
CW-WS-04	HR Business Partnership	0	0	0	18	0	18	18		
CW-WS-05	HR Transactions	51	51	51	51	51	51	51		
CW-WS-06	Management restructure in Workforce, Strategy and Development	2	2	2	82	2	82	82		
	Total	500	500	500	683	500	683	683	683	
	Target		500	500		683	683		683	
	Remaining Shortfall/(Over Achievement)		0	0		183	0		0	

I Human Resources

Performance Information: Qtr 2 April - September 2012

HR & OD - Member Level Report Card								
	Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Actual 30/09/2012	Period Alert 30/09/2012	Progress to date
M03000	% WCC staff agreeing that "the county Council is a good employer" as per the Corporate Staff Survey		75.5	73		73		
M03004	% of staff identifying themselves as disabled as reflected in the statutory Workforce Equalities & Diversity report in 2011/12		3	2.7		2.6		This is not a target it is for monitoring purposes only (info from BVPI16)
M03007	% staff believe that they have a real opportunity to develop their skills (through Corporate Staff Survey)		70	54.2		54.2		
M03008	% staff agreeing that they have the opportunity for personal development and growth (whilst at work) in the County Council (through Corporate Staff Survey)		60	46.5		46.5		
M03021	% Overall satisfaction from customer survey (internal or external)		70					The Members Survey was completed for reporting in Quarter 1. No services within the HR&OD unit were included in the Survey. Data from RE Customer Surveys (Managers & Staff) to be added once completed (Q3)
M03022	Investors in people standards maintained		Yes	Yes		Yes		
M03019	% of staff satisfied with the training & development that they receive in their current job			66.6		66.6		
M03020	% staff who believe the County Council is an equal opportunities employer			85.1		85.1		

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Human Resources and Organisational Development Business Unit Risk Register

Information Assets - Tonino Ciuffini

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Head of Service	120		120	120	0	
Members Support	98		98	98	0	
ICT General Unit Charge	(507)		(507)	(507)	0	
Strategy and Programme (In future to be called Information and Innovation)	1,488		1,488	1,488	0	
Corporate ICT Development	1,291		1,291	1,291	0	
R&D Infrastructure Projects	636		636	578	(58)	Budgeted expenditure reduced in the development arena to balance overall budget
Customer and Supplier Services	236		236	236	0	
Production Services	1,025		1,025	1,028	3	
System Centre	1,180		1,180	1,235	55	Current forecast overspend will be managed within the overall ICT service
Schools and Network Team	811		811	811	0	
Information Management	286		286	284	(2)	
Net Service Spending	6,664	0	6,664	6,662	(2)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
Information Assets - Equipment reserve	171	0		171		
ICT - Unit Charge Equalisation Account	625	0		625		
Information Assets	304	(304)	2	2		
Total	1,100	(304)	2	798	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Final Outturn £'001	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	433	433	433	433	433	433	433		
RE-IT-01-03	ICT savings via hours reduction, restructuring and general efficiencies	(3)	0	0	10	0	10	10		
RE-IT-04	Stopping the ICT Training initiative	50	0	0	50	0	0	0	No longer going to be taken	
RE-IT-05	Removing the ICT extended out of hours support cover outside 8:30 to 5:30	0	150	150	250	150	250	250	Initial changes to the arrangements already implemented in 2012/13 which have moved key staff permanent posts but service currently still in place via rota. Have therefore taken £150k savings early in 2012/13 Will review how to deliver remaining savings later this year	
RE-IT-06-10	Reductions in the ICT Development Fund, ICT strategy and research and development and the staff associated with them	400	275	275	550	275	550	550	Delivered via £200k reduction in the Corporate ICT Development fund and £75k reduction in project related staffing. Have taken savings from budget so fully delivered by services must now adjust to operate within revised budget. Significant savings in 2013/14 will need to be delivered via staffing reductions.	
CW-CC-05	Transformation of Corporate Governance support	10	10	10	10	10	10	10	Removed from the budget as per savings plan	
New	Printing Savings	0	22	22	0	22	50	50	Removed from the budget as per procurement justification	
		890	890	890	1,303	890	1,303	1,303		
	Target		890	890		1,303	1,303	1,303		
	Remaining Shortfall/(Over Achievement)		0	0		413	0	0		

J Information Assets

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
10363000	Property Systems Development	71	0	129	0	200	71	0	129	0	200	0	1	
10966000	Centenary Business Centre Data Centre improvements and relocation	580	0	0	0	580	580	0	0	0	580	0	0	
10321000	Human Resource Management System - Replacement Server	8	0	0	0	8	8	0	0	0	8	0	0	
10967000	Saltisford Data Centre Improvements And Relocation	6	0	0	0	6	6	0	0	0	6	0	0	
11146000	Infrastructure E Government 2011/12	289	0	0	0	289	289	0	0	0	289	0	0	
		954	0	129	0	1,083	954	0	129	0	1,083	0	1	

Performance Information: Qtr 2 April - September 2012

Information Assets - Member Level Report Card								Progress to date
Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Actual 30/09/2012	Period Alert 30/09/2012		
M04004	% of support calls resolved at the point of contact	60	63	45		42.85		Continuing issue with the falling number of operational incidents that this measure relates to and the ability to attain the target. We are reviewing the way we are measuring and the validity of that measurement in light of the changing profile of incidents logged and the ability to solve at first point. We have amended the syntax in the report that is run from our service management system as there was an error and we have re-run the report for the year and amended the qtr. 1 figure
M04006	% of support calls resolved with 8 Hours	75	80	72		72.73		As above the changing nature of the type of incident logged and the reduction in incidents has impacted on our ability to meet this target. The good news is that following the deployment of windows 7 and other changes to our infrastructure customers have fewer operational incidents but the pool we are left with are the more complicated ones and take longer to resolve
M04007	Overall Unavailability of ICT - (i.e. whole network) (SOCITM Level 1 KPI 15)	0	16	0		0		No incidents affecting all users
M04008	Unavailability of network to > 20% of users (SOCITM Level 2 KPI 15)	0	22	0		0		No incidents affecting >20% of users
M04013	Customer satisfaction as measured by SOCITM Customer Satisfaction Survey or use of similar question	5.42	5.5					This is not applicable until undertaken in the Autumn. Survey circulated 15th October 2012
M04014	Overall customer satisfaction as measured by ICT Service Desk Survey	94.6	96	96		95		Figure just below target, important that this has held up under changes in first time fix call profile above.
M04018	Customer dissatisfaction as reported via complaints (formally recorded via the Corporate Complaints System)	22	0	0		0		None recorded
M04028	New arrangement agreed (July 2012) via ICT Strategy Review & Strategy Commissioning Work and implemented (December 2012)		Yes					Strategy has been approved by Cabinet. Strategic Commissioning OA approved by Corporate Board in July. All full business cases approved at Corporate Board in October with the exception of the Financial Report. Now progressing implementation of all agreed changes.
M04029	Formal promotion plan for staff, to increase awareness of Information Security and responsibilities, developed and implemented by May 2012		Yes	Yes				Approach approved at Information Systems Steering Group and underway. Poster campaigns are out.
M04030	Formal e-learning facility implemented for staff around Information Security awareness by September 2012		Yes	No				Options still being considered may not meet deadline
M04031	Sign-off process for Information responsibility introduced by September 2012		Yes	Yes				First draft form considered at July Information Systems Steering Group, looking to implement later in 2012
M04032	Information Strategy reviewed and refreshed by September 2012		Yes	?				Revised date set as part of Strategy Commissioning, should be complete for March 2013
M04033	WCC strategy developed in relation to PSN and formal agreement negotiated (regionally or sub-regionally) by September 2012		Yes	Yes				On-going negotiation with West Midlands PSN Group. Warwickshire and Solihull are likely to be in the first phase of the development of a WM initiative. Approach approved by WM Chief Executives in October 2012
M04034	Tender documentation produced for the replacement of the Wide Area Network by March 2013		Yes					Warwickshire element should be available as part of wider West Midlands approach
M04035	PSN based replacement of lines implemented from Warwick House, Wheat Street by December 2012			Yes				On target

J Information Assets

	Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Actual 30/09/2012	Period Alert 30/09/2012	Progress to date
M04036	Contract awarded in implementation of Rural Broadband facilities via BDUK project by December 2012		Yes	No	▲			There is slippage in this project brought about by BDUK procedures. Following discussion with BDUK and successful completion of BDUK's B0 Assurance Checkpoint we have been given approval to commence pre-procurement supplier engagement. We have issued our Open Market Review to assess current and future roll-out plans by broadband providers and will be running a public consultation through November and December 2012. We are now planning to issue the Invitation To Tender in January 2013 with a view to completing procurement by late April 2013 which is a month later than originally planned
M04037	Supplier Design signed off in implementation of Rural Broadband facilities via BDUK project by June 2013		Yes	No	▲			There is slippage in this project brought about by BDUK procedures.(see previous note) Sign off of Design may be delayed
M04038	CSC able to take payments within PCIDSS regime		Yes	Yes				Due to go live in November 2012
M04039	Full PCIDSS application submitted by March 2013		Yes	Yes				
M04040	Google Migration completed by December 2012		Yes	Yes				Will be delayed due to G-Cloud procurement delays, still currently plan to complete in 2012/13
M04041	Key technical and management resources provided to deliver WFRS replacement command and control system by March 2013		Yes	Yes	★			Are providing these and have agreed to deliver more senior ICT management resources for 3 days a week for rest of this financial year.
M04042	New facilities implemented for schools' learning platform, including Autology, by September 2012			Yes		Yes		Completed
M04026	WCC Contribution to Rural Broadband Development: Approval of the Local Broadband Plan by BDUK		Yes	Yes		?		Completed
M04027	WCC Contribution to Rural Broadband Development: Completion of BDUK Procurement Phase							Not due until 2015
M03001	% staff who are flexible workers							

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Information Assets Business Unit Risk Register

Law and Governance - Greta Needham

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Governance and Members Services	641		641	633	(8)	
Legal Services	(412)		(412)	(520)	(108)	Historically, the budget has been set using the previous year's budget as the base line. The level of planned activity in this financial year is likely, however, to be higher than initially anticipated, resulting in an increased surplus for Legal Services in 2012/13. However, we anticipate that the whole of the surplus will be taken up by central recharges.
Insurance, Internal Audit and Risk Management	498		498	498	0	
Law and Governance Administration	0		0	0	0	
Legal Core	417		417	379	(38)	This forecast is based on the pattern of spend over the first 6 months of this financial year.
Net Service Spending	1,144	0	1,144	990	(154)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
Service Savings (non-DSG)	34	(34)	154	154		
Total	34	(34)	154	154	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	255	255	255	255	255	255	255	255	
CW-CC-05 and LG-02	Transformation of Corporate Governance support	74	76	76	131	76	131	131	131	We have over achieved this savings target by £2k due to savings made during 2011/12. The additional £55k savings will be achieved by 2013/14 .
CW-LG-03	Reduce core legal discretionary services	36	36	36	39	36	39	39	39	A comprehensive review of all Legal Services, including Core Legal, is already underway. This review will identify the actions to be taken to ensure that the core legal service is provided within budget which will in turn achieve £36k of the required savings in this financial year. The additional £3k savings will be achieved in 2013/14.
	Total	365	367	367	425	367	425	425	425	
	Target		365	365		425	425		425	
	Remaining Shortfall/(Over Achievement)		(2)	(2)		58	0		0	

K Law and Governance

Performance Information: Qtr 2 April - September 2012

Law & Governance - Member Level Report Card								
	Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Actual 30/09/2012	Period Alert 30/09/2012	Progress to date
M05000	The annual governance is accepted without qualification by the Council's external auditors	?	Yes	Yes		Yes		• Draft AGS reported to Council 25 September 2012 and subsequently signed by Leader and Chief Executive before the deadline.
M05017	% of total LBU income generated from external customers	21	15	20		22		• Q2 figures are healthy - but police authority ceases to exist in November and others are entering alliance arrangements which may impact - so cautious estimate at this stage
M05019	% reduction in the Council's Legal Bill	?	5	-4		-5.8		• Increased cost likely as a result of more safeguarding work and input to Atherstone fire. Reduced hourly rates from 1st August will help bring back on track as will LSR improvements but may not see full impact this year. Need to review and request change to Business Plan target as appropriate
M05071	% Delivery of all deliverables in Legal Services Review Project Plan by 31 October 2012	?	90	70		45		working on internal service review - some progress has been made on other projects but none have reached completion during Q2
M05072	Agreed workflow designs completed in Visualfiles by 31 May 2012	?	Yes	Yes		Yes		• This target relates to Priority 1 workflows which are largely complete - some testing still required before implementation. Work now continuing on remainder
M05074	% Maintained schools purchasing School Governor Development Services	?	85	80		75		Law & Governance are part of a corporate initiative to market WES services to schools and increase buy-back.
M05075	Strategic Commissioning Review Report of School Governance complete by 31st March 2013	?	Yes	Yes		?		• Internal Service Review has been completed and submitted into the SCR process
M05077	CMIS Business Manager Module (report process and forward plan) implemented and operational by 31 May	?	Yes	No		?		• Technical design complete, testing underway and training started to ensure work flow in operation for Cabinet October 2013. A log of issues is consistently maintained and addressed with Astec, the system provider. On track to meet final year end
M05078	Overview & Scrutiny Plan implemented	?	Yes	Yes		Yes		• First phase implemented

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Law and Governance Business Unit Risk Register

Physical Assets - Steve Smith

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Physical Assets General	593	0	593	593	(0)	
Construction Services	2,898	(369)	2,529	2,176	(353)	The planned work plan has increased resulting in additional fee income to the Service. Also £129k income recovery from Salix THAT MUST be held in earmarked reserve. Budget Reduction is the contribution to PRP Savings plan
Facilities Management	11,201	(528)	10,673	10,612	(61)	£11k underspend in Catering THAT MUST be returned to earmarked reserve. £120k budget virement reflects youth service income targets moving to PA. £408k budget virement relates to PRP savings in County buildings
Estates & Smallholdings	113	0	113	110	(3)	
Asset Strategy	331	0	331	351	20	This relates to the part year effect of a new management structure that will result in a new manager being in post.
Programme Management & Special Projects	(677)	777	100	100	0	£408k fye of County Buildings reduction 11/12 and £369k Structural Maintenance contribution to PRP 12/13
Net Service Spending	14,459	(120)	14,339	13,942	(397)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
Salix Energy Management Reserve	279	0	129	408		
Catering Equalisation Account	375	(375)	11	11		
Glazing inspections & remedial H&S works for smallholdings	0	0	0	0		
Physical Assets	120	(120)	257	257		
Traded Services equipment	43	(8)	0	35		
Total	817	(503)	397	711	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	796	796	796	796	796	796	796	796	
EE-ER-03 and 04	Rural Services : Review of rents and income generation	13	13	13	18	13	18	18	18	
RE-PR-02 and 03	Rationalise existing accommodation - There are three aspects to this work - release, disposal and better utilisation - as well as the rationalisation of professional support	1,221	812	1,221	2,823	812	2,823	3,607	3,607	
	Total	2,030	1,621	2,030	3,637	1,621	3,637	4,421	4,421	
	Target		2,030	2,030		3,637	3,637		4,421	
	Remaining Shortfall/(Over Achievement)		409	0		2,016	0		0	

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
10160000	Warwick, Shire Hall Refurbish/Redevelop Office Space	517	0	0	0	517	517	0	0	0	517	0	0	
10242000	Warwick Accommodation At Saltisford Phase 2	0	0	0	0	0	0	0	0	0	0	0	0	
10159000	Major Structural Works Shire Hall Complex	0	0	0	0	0	0	0	0	0	0	0	0	

10292000	Improving the customer experience in WCC buildings & DDA works 08/09	240	0	0	0	240	240	0	0	0	240	0	0	
Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
11041000	Rationalisation Of The Council's Property	56	2,666	2,000	0	4,722	56	2,000	860	0	2,916	(666)	(1,806)	Block Header moved as follows: less £1,900,000, Shire Hall (Phase 2 Onwards) - Project 11190000. Less £649 final funding - Project 11078000. Plus £15,412 reduction of fees for Shire Hall Phase 1 - Project 11059000. Plus £79,400 final contribution from CSC towards Warwick Library / One Stop Shop.
11059000	Warwick Shire Hall - Relocation Of Warwick Library	1,759	42	0	0	1,801	1,759	26	0	0	1,785	(16)	(16)	
11078000	Warwick Saltisford Office Park - Alterations to Increase Capacity	550	27	0	0	577	550	27	0	0	577	1	1	
11041003	Nuneaton Library	34	64	0	0	98	34	64	0	0	98	0	0	
10596000	Accommodation Strategy	0	0	0	0	0	0	0	0	0	0	0	0	
11097000	S/Avon Elizabeth House - Altns Re:Prop Ratlnstn	88	3	0	0	91	88	3	0	0	91	0	0	
10342000	Warwick, Northgate House Conversion	1,749	95	0	0	1,843	1,749	95	0	0	1,844	1	1	
10971000	Aylesford Flood Alleviation Scheme Contribution	0	925	0	0	925	0	925	0	0	925	0	0	
10972000	Planning Consent For Europa Way	1	124	0	0	125	1	124	0	0	125	1	1	
11053000	Demolition Works - Sparrowdale Special School	206	0	0	0	206	206	0	0	0	206	0	0	
10537000	Nuneaton Academy Redevelopment	207	4,895	4,601	0	9,703	207	0	0	0	207	(4,895)	(9,496)	Correction of Project codes (two Nuneaton Academy codes). This code is the Peoples Group Nuneaton Academy code for initial set up works complete in previous years. Project 1112200 is where this forecast and budget should sit.
11131000	Wark St Johns House Museum - Repl Activity Space Bldg	0	170	0	0	170	0	170	0	0	170	0	0	
11134000	Wark Shire Hall - Refurb Of Old Shire Hall	0	750	0	0	750	0	750	0	0	750	0	0	
11122000	Nuneaton Academy(Ald Smith) -Redevelopment	105	0	0	0	105	105	7,283	1,861	247	9,496	7,283	9,391	Correction of Project codes (two Nuneaton Academy codes). This code is the Resources Group Nuneaton Academy code for the new build with agreed funding via EFA. Project 10537000 incorrectly stated last Quarter as code for new build.
11190000	Warwick Shire Hall - refurbishment (Phase 2 onwards)	0	0	0	0	0	0	784	1,116	0	1,900	784	1,900	Agreed at cabinet 16 June 2011 as part of the overall Warwick rationalisation of buildings. All funding from PRP block header - Project 11041000
Structural Maintenance														
10290000	Major Structural Maintenance - Base Programme 2008/09	(15)	0	0	0	(15)	(15)	0	0	0	(15)	0	0	
10408000	Safe Water - Base Programme 2009/10	(7)	0	0	0	(7)	(7)	0	0	0	(7)	0	0	
10487000	Safe Water - Base Programme 2010/11	(18)	0	0	0	(18)	(18)	0	0	0	(18)	0	0	
10398000	Rewiring - Base Programme 2009/10	3	0	0	0	3	3	0	0	0	3	0	0	
10496000	Removal And Treatment Of Asbestos - Base Programme 2	4	0	0	0	4	4	0	0	0	4	0	0	
10401000	Non-Schools Maintenance Backlog	0	0	0	0	0	0	0	0	0	0	0	0	
10498000	Rewiring - Base Programme 2010/11	16	0	0	0	16	16	0	0	0	16	0	0	
10499000	Structural Maintenance 2010/11 (Revenue Funded)	(13)	0	0	0	(13)	(13)	(4)	0	0	(17)	(4)	(4)	
10502000	Fire Precautions - Base Programme 2010/11	40	0	0	0	40	40	(6)	0	0	34	(6)	(6)	
10501000	Boiler Replacement - Base Programme 2010/11	17	0	0	0	17	17	0	0	0	17	0	0	
10409000	Small Scale Reactive Property Maintenance - Base Program	0	0	0	0	0	0	0	0	0	0	0	0	
10394000	Structural, Mechanical And Electrical Maintenance & Fire P	(7)	0	0	0	(7)	(7)	0	0	0	(7)	0	0	
10406000	Removal And Treatment Of Asbestos - Base Programme 2	(3)	0	0	0	(3)	(3)	0	0	0	(3)	0	0	
10391000	Non-Schools Remedial Safe Water	(6)	0	0	0	(6)	(6)	0	0	0	(6)	0	0	
10483000	Small Scale Reactive Property Maintenance - Base Program	415	0	0	0	415	415	0	0	0	415	0	0	
10392000	Fire Precautions - Base Programme 2009/10	267	0	0	0	267	267	0	0	0	267	0	0	
11042000	Structural Maintenance 2011/12 - Revenue Funded	222	9	0	0	231	222	8	0	0	230	(1)	(1)	
10397000	Major Structural Maintenance - Base Programme 2009/10	1,212	0	0	0	1,212	1,212	0	0	0	1,212	0	0	
10474000	Major Structural Maintenance (Non Schools) Base Program	1,215	0	0	0	1,215	1,215	14	0	0	1,229	14	14	
10475000	Non-Schools Remedial Safe Water 2010/11	448	0	0	0	448	448	(17)	0	0	431	(17)	(17)	
11028000	Non-Schools Capital Asbestos And Safe Water Remedial V	314	0	0	0	314	314	0	0	0	314	0	0	
11032000	Non-Schools Capital Asbestos And Safe Water Remedial V	0	104	0	0	104	0	104	0	0	104	0	0	
11036000	Non-Schools Capital Asbestos And Safe Water Remedial V	0	0	305	0	305	0	0	305	0	305	0	0	
11062000	Warwick Shire Hall - Water Hygiene Impvts(Ph 3)	139	12	0	0	151	139	12	0	0	151	1	1	
10493000	Non-Schools Maintenance Backlog 2010/11	715	0	0	0	715	715	0	0	0	715	0	0	
11063000	Exhall Cedars Inf Sch - Roof Replacement	139	0	0	0	139	139	0	0	0	139	0	0	

11029000	Non-Schools Planned Capital Building, Mechanical And Ele	1,425	885	0	0	2,310	1,425	912	0	0	2,337	28	28	Cumulation of un-used budgets from previous year codes
11033000	Non-Schools Planned Capital Building, Mechanical And Ele	0	2,482	0	0	2,482	0	2,482	0	0	2,482	0	0	.
Aggresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
11037000	Non-Schools Planned Capital Building, Mechanical And Ele	0	0	2,472	0	2,472	0	2,472	0	2,472	0	0		
11029005	Warwick Barrack St Block - Ph 2 Cathodic Protection	166	0	0	0	166	166	0	0	0	166	0	0	
11030000	Schools Capital Asbestos And Safe Water Remedial Works	1,237	143	0	0	1,380	1,237	143	0	0	1,380	0	0	
11034000	Schools Capital Asbestos And Safe Water Remedial Works	0	1,265	0	0	1,265	0	1,265	0	0	1,265	0	0	
11038000	Schools Capital Asbestos And Safe Water Remedial Works	0	0	1,265	0	1,265	0	0	1,265	0	1,265	0	0	
11031000	Schools Planned Capital Building, Mechanical And Electrica	3,144	6	0	0	3,150	3,144	6	0	0	3,150	0	0	
11035000	Schools Planned Capital Building, Mechanical And Electrica	0	5,560	0	0	5,560	0	5,559	0	0	5,559	(1)	(1)	
11039000	Schools Planned Capital Building, Mechanical And Electrica	0	0	5,454	0	5,454	0	0	5,454	0	5,454	0	0	
11031003	Exhall Ash Green Sch - Boiler Repl	147	0	0	0	147	147	(11)	0	0	136	(11)	(11)	
11031042	Southam College - Window Repl (Block 1)	115	0	0	0	115	115	0	0	0	115	0	0	
11107000	Wark Shire Hall - Asb Rem/Repl(Basemt)	114	201	0	0	315	114	201	0	0	315	0	0	
11096000	Wark Barrack St Block - Roof Repl	185	15	0	0	200	185	14	0	0	199	(1)	(1)	
11142000	Non Schools Asb & Safe Water Remedials 2014/15	0	0	0	305	305	0	0	0	305	305	0	0	
11143000	Schools Asbestos & Safe Water Remedials 2014/15	0	0	0	1,265	1,265	0	0	0	1,265	1,265	0	0	
11144000	Non Sch - Planned Bldg, Mech & Elect Backlog 2014/15	0	0	0	2,472	2,472	0	0	0	2,472	2,472	0	0	
11145000	Schools Planned Bldg, Mech & Elect Backlog 2014/15	0	0	0	5,454	5,454	0	0	0	5,454	5,454	0	0	
11160000	Dunchurch Highways Sub-Depot - Maj Ext Struct Reprs	0	119	0	0	119	0	118	0	0	118	(1)	(1)	
11162000	Llandudno Marie Hall Oec - Boiler Repl	0	158	0	0	158	0	158	0	0	158	0	0	
11166000	Rugby Northlands Prim Sch - Boiler Repl & Htg Dist Impvts	0	175	0	0	175	0	174	0	0	174	(1)	(1)	
11167000	Atherstone Queen Elizbth Sch - Flat Roof Repl	0	121	0	0	121	0	120	0	0	120	(1)	(1)	
11169000	Leamington The Fordsfield Centre - Major adaptations and	0	250	0	0	250	0	250	0	0	250	0	0	
Facilities														
10367000	Corporate & Schools Recycling Prog	103	0	0	0	103	103	0	0	0	103	0	0	
10414000	Schools Cashless Catering Provision	334	0	0	0	334	334	0	0	0	334	0	0	
10405000	CYPF Premises Small Scale Reactive Works - Base 2010/	35	0	0	0	35	35	0	0	0	35	0	0	
10581000	Day Services Modernisation Programme 2005/2006	0	0	0	0	0	0	0	0	0	0	0	0	
10585000	AHCS Premises Small Scale Reactive Works - Base Progr	87	0	0	0	87	87	0	0	0	87	0	0	
10586000	AHCS Premises Small Scale Reactive Works - Base Progr	44	0	0	0	44	44	0	0	0	44	0	0	
10635000	AHCS Library Premises Small Works Base Programme 09/	95	0	0	0	95	95	0	0	0	95	0	0	
10634000	AHCS Library Premises Small Works Base Programme 08/	119	0	0	0	119	119	0	0	0	119	0	0	
10636000	Library Premises Small Works Base Programme 2010/11	78	0	0	0	78	78	0	0	0	78	0	0	
10592000	Small Scale Reactive / Minor Improvements County-Wide	0	100	318	0	418	0	100	318	0	418	0	0	
10584000	Improving The Care Home Environment For Older People	0	0	0	0	0	0	0	0	0	0	0	0	
Energy														
10410000	Climate Change 2007/08	229	193	5	0	427	229	193	5	0	427	0	1	
10410002	Kingsbury Water Park - New Biomass Fuel Heating System	1	0	0	0	1	1	7	0	0	8	7	7	Project taken from Block Header 10400000.
10400000	Climate Change 2009/10	163	186	103	0	452	163	68	114	100	445	(118)	(7)	
11135000	Various Properties - Reducing Energy	0	200	1,050	1,000	2,250	0	0	500	1,750	2,250	(200)	0	
11136000	Various Properties - Renewable Energy	0	1,000	2,400	2,500	5,900	0	1,000	2,400	2,500	5,900	0	0	
Smallholdings														
10983000	Rural Services Capital Maintenance 2011/12	20	0	0	0	20	20	0	0	0	20	0	0	
10419000	Nitrate Vulnerable Zone - Farm Waste Regulation	307	0	0	0	307	307	0	0	0	307	0	0	
11022000	Rural Services Capital Maintenance 2012/13	0	0	0	0	0	0	0	0	0	0	0	0	
11023000	Rural Services Capital Maintenance 2013/14	0	0	0	0	0	0	0	0	0	0	0	0	
10305000	Rural Estates Dairy Units	22	0	0	0	22	22	0	0	0	22	0	0	
11024000	Dunkleys Farm, Dunchurch	0	0	0	0	0	0	0	0	0	0	0	0	
11025000	Hurley, Poplars Farm	147	0	0	0	147	147	0	0	0	147	0	0	
11026000	Tysoe, Herberts Farm Cottage - Thatch Roof	26	0	0	0	26	26	0	0	0	26	0	0	
11137000	Smallholdings - Nitrate Vulnerable Zone 2012	0	292	0	0	292	0	292	0	0	292	0	0	
11138000	Smallholdings - Decent Homes Standard 2012	0	508	0	0	508	0	508	0	0	508	0	0	
11139000	Rural Services Capital Maintenance 2012/13	0	942	0	0	942	0	942	0	0	942	0	0	
11140000	Rural Services Capital Maintenance 2013/14	0	0	772	0	772	0	0	772	0	772	0	0	
11141000	Rural Services Capital Maintenance 2014/15	0	0	0	772	772	0	0	0	772	772	0	0	
		18,952	24,681	20,744	13,768	78,145	18,952	26,863	17,442	14,865	78,122	2,182	(23)	

Performance Information: Qtr 2 April - September 2012

Physical Assets - Member Level Report Card								
	Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Actual 30/09/2012	Period Alert 30/09/2012	Progress to date
M06000	% of our retained operational property portfolio having optimum utilisation	83	90	90		86		
M06019	Value of savings equating to a 30% (£4,376k) reduction in the cost of non-school property by 2013/14 (£k)		1221	1221		610		
M06022	Capital receipts target (£m)		5.75	4.65		0.47		
M06023	Delivering a viable solution for Old Shire Hall and Corporate Catering		Yes	Yes		Yes		Project plan in place and currently running to schedule
M06024	Delivering a viable solution for fire headquarters replacement		Yes	Yes		Yes		OBC complete and Capital bid made

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Physical Assets Business Unit Risk Register

Service Improvement and Change Management - Phil Evans

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Performance & Planning	809	-	809	764	(45)	Higher than expected income levels in current year for Business Improvement, and partial year impact of temporarily vacant posts.
Observatory	428	-	428	434	6	
Service Improvement and Change Management Admin	234	(92)	142	168	26	Over expenditure on WES related activity
Development and Support	767	7	774	710	(64)	Partial year effect of vacant Development Officer and Administration Officer Posts, 2013-2014 Savings target realised early. This saving will be used to meet funding gap in WES Team for 2012-2013
Corporate Programme Management Office	245	-	245	245	-	
Commercial Enterprise	-	92	92	92	-	Commercial Manager Post moved from SICM Admin. WES Team to be transferred from Peoples Group into this area in Q3
Net Service Spending	2,483	7	2,490	2,413	(77)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
Service Savings	50	(50)	77	77		
Total	50	(50)	77	77	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	213	213	213	213	213	213	213		
CW-CL-14	Reduction in support services	15	15	15	32	15	32	32	32	Realisation of next years saving in advance. This will be used to meet funding gap of £15k in Commercial Enterprise budget for 2012-2013
PPU-02	Generating income through charging for consultation activities	35	0	35	65	0	65	65	65	Economic downturn and budget cuts amongst public sector partners has led to a significant decrease in the market for the consultation services. Where work exists it is on a "low-cost/no-cost" basis. Service will meet this target through other savings activities.
	Total	263	228	263	310	228	310	310	310	
	Target		263	263		310	310		310	
	Remaining Shortfall/(Over Achievement)		35	0		82	0		0	

M Service Improvement

Performance Information: Qtr 2 April - September 2012

SICM - Member Level Report Card								
	Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Actual 30/09/2012	Period Alert 30/09/2012	Progress to date
M07043	Going for Growth' is encapsulated into the Council's Planning Framework by February 2013	New for 2012/13	Yes	Yes				As part of the Corporate Framework Review of Business Planning, Going for Growth will be encapsulated into Business Planning approach ahead of the next planning cycle
M07044	Benefits Realisation: % of full business cases that have articulated measureable benefits	New for 2012/13	100	100		0		First Business Cases to be delivered to CorpBd in third quarter of 2012. It is clear that achieving meaningful and measurable benefits will take time and the responsibility for doing so lies with others, as well as with CPMO to encourage / support this area.
M07045	Corporate Frameworks Review: New arrangements for each corporate Framework are implemented	New for 2012/13	Yes	Yes				A Corporate Frameworks Programme Board has been established to oversee the review of 19 Corporate Frameworks for which the Resources Group are responsible. The reviews will deliver fit for purpose Corporate Frameworks to underpin the work of the Organisation. A prioritised schedule of review has been agreed and lead officers nominated. Scoping documents are produced for each review and delivery is monitored by the Programme Board.
M07046	Corporate Enterprise post created	New for 2012/13	Yes	Yes		Yes		• Craig Cusack commenced in post
M07047	Progress against plan is achieved	New for 2012/13	Yes	Yes				• Options paper for reshaping and relaunching the Warwickshire Observatory Board being developed and to be agreed.
M07041	% Increase in satisfaction with service provision	New for 2012/13	5%	NYA		NYA		• Since Reviews have not yet established their Business Cases for changes, this can't be measured. However, it is believed that progress is being made.
M07042	Number of Service Reviews delivering full business case to schedule and endorsed by Corporate Board	New for 2012/13	9	6		0		Service Review timetable has adjusted to allow more rigorous consideration of detail. NB: The following amendment to the wording of the indicator has been requested: to add to indicator text at the end 'and endorsed by Corporate Board'. This amendment expands on the definition of completed reviews, i.e. not just delivered to schedule but also endorsed by Corporate Board.

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Service Improvement and Change Management Business Unit Risk Register

Sustainable Communities - Louise Wall

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Sustainable Communities Management	224	0	224	224	0	
Waste Management	18,182	0	18,182	17,725	(457)	Reduced tonnages in first 6 months has resulted in savings on waste disposal. Green waste tonnages have been affected by the weather but have increased over the last quarter
Rural Services	369	0	369	361	(8)	
Country Parks	203	0	203	211	8	Weather has meant reduced footfall so far compared to last year although September showed an improvement. Barring any severe winter weather it is hoped that the overspend is kept to a minimum.
Forestry	116	0	116	137	21	Problems with recruiting staff with relevant qualifications has meant delay in work being completed. Last 3 months of year is traditionally bigger earner - hope to make up deficit by end of year.
Gypsy & Traveller Services	7	0	7	(31)	(38)	Good levels of rental income and income from working arrangements with other authorities.
HS2	100	0	100	100	0	
Regeneration Projects & Funding	1,381	0	1,381	1,353	(28)	Salary savings in Regeneration
LEP Delivery Team	1,779	0	1,779	1,735	(44)	Short term salary savings
Service Transformation	21	0	21	18	(3)	
Asset Management	(368)	10	(358)	(445)	(87)	Increased income - good level of occupancy.
Education Business Partnership	57	0	57	57	-	
Planning & Development Group	555	0	555	537	(18)	Short term salary savings and increased income
Net Service Spending	22,626	10	22,636	21,982	(654)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
General	2,028	(2,027)	654	655		
Business Centres incl Building Maintenance Liabilities	300	(10)		290		
Household Recycling Contract	0			0		
Development Group Realignment	200	(100)		100		
Growing Places Fund	946	(946)		0		
Total	3,474	(3,083)	654	1,045	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	801	985	985	801	985	985	801	985	
EE-ER-01 and 02	Rationalisation of Household Waste Recycling Centres (HWRCs) and Services	1,549	800	1,549	2,637	800	2,637	2,637	2,637	Actions are being implemented to deliver the savings and no further mitigating actions are required. Savings delivery is on target.
EE-ER-03 and 04	Rural Services : Review of rents and income generation	10	5	10	15	5	15	15	15	Based on previous year's trends this is believed to be sustainable. It will need to be carefully monitored in the long term. Income is down on last year's figures due to the weather but we are still within the targets set for 2012/13
EE-SC-01	Development of a new Local Enterprise Partnership	363	363	363	435	363	435	435	435	
EE-SC-02	Increase income from business property.	11	11	11	11	11	11	11	11	Will only be an issue if occupancy levels fall significantly.
EE-SC-03	Reduce costs and increase income from gypsy and	20	20	20	25	20	25	25	25	
EE-SC-04	Removal of County Planner post	0	0	0	51	0	51	51	51	
EE-SC-05	Education Business Partnership - agree exit strategy	0	0	0	50	0	50	50	50	
	Total	2,754	2,184	2,938	4,025	2,184	4,209	4,025	4,209	
	Target		2,754	2,754		4,025	4,025		4,025	

N Sustainable Communities

Remaining Shortfall/(Over Achievement)	570	(184)	1,841	(184)	(184)
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N Sustainable Communities

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
Economic Development														
10081000	Building Sustainable Neighbourhoods	2,307	0	0	0	2,307	2,307	0	0	0	2,307	0	0	
10202000	Masterplanning & Feasibility Small Scale Imps	0	0	80	0	80	0	0	80	0	80	0	0	
11007000	Hartshill Sports Pavilion, S106 Contribution	6	64	0	0	70	6	64	0	0	70	0	0	
11027000	Low Carbon Grants Coventry And Nuneaton	0	0	0	0	0	0	0	0	0	0	0	0	
10503000	Deprived Communities Environmental Improvements	13	0	0	0	13	13	0	0	0	13	0	0	Increase funded in 2011/12 with extra revenue contribution. No further spending expected
10154000	Centenary Business Centre Phase 3	0	0	0	0	0	0	0	0	0	0	0	0	
10908000	Camp Hill Opps Centre Unit 10/1B Refurb	0	0	0	0	0	0	0	0	0	0	0	0	
11005000	Centenary Business Centre - Toilet Facilities	26	0	0	0	26	26	0	0	0	26	0	0	
11006000	Sir Frank Whittle Business Centre - Heating	35	0	0	0	35	35	0	0	0	35	0	0	
10086000	Optima Centre, Nuneaton	7,638	56	0	0	7,694	7,638	56	0	0	7,694	1	1	
10258000	Nuneaton and Bedworth Town Centre - Queens Road West Improvements	586	0	54	0	640	586	0	54	0	640	0	0	
Countryside														
10260000	Leam. To Rugby Disused Rlwy Line - 2002/03	73	0	27	0	100	73	0	27	0	100	0	0	
10271000	Countryside Mance - Base Programme 2009/10	177	0	0	0	177	177	0	0	0	177	0	0	
10376000	Pooley Country Park Regeneration	325	4	0	0	329	325	4	0	0	329	0	0	
10282000	Countryside Mance - Base Programme 2010/11	100	103	0	0	203	100	103	0	0	203	1	1	
10983000	Countryside Mance - Base Programme 2011/12	0	50	0	0	50	0	50	0	0	50	0	0	
11022000	Countryside Mance - Base Programme 2012/13	0	369	170	0	539	0	369	170	0	539	0	0	Making use of a planned RCO and match funding from WREN to do a full programme of maintenance to Ryton and Hartshill Country Parks. Additional S106 money of £190,000 was allocated to Ryton Pools surfacing work and maintenance allowance.
11023000	Countryside Mance - Base Programme 2013/14	0	0	120	0	120	0	0	120	0	120	0	0	
11120000	Rural Services Capital Maintenance 2014/15	0	0	0	120	120	0	0	0	120	120	0	0	
Other														
10386000	Refurbishment Of Griff Gypsy & Traveller 'Settled' Site	566	166	0	0	732	566	166	0	0	732	0	0	
10185000	E-Planning - New Computer System	22	0	0	0	22	22	0	0	0	22	0	0	
10105000	Minor Works 2004/05	0	1	0	0	1	0	1	0	0	1	0	0	
11121000	Development of Rural Broadband	0	210	1,191	2,096	3,497	0	210	1,191	2,096	3,497	0	0	
11155000	Growing Places Fund	0	1,510	8,530	1,807	11,847	0	1,510	8,530	1,807	11,847	0	0	Forecasts based on information provided by applicants at either application or due diligence stage. Updated figures to be provided on completion of due diligence.
11172000	LPSA2 Affordable Housing	0	0	0	0	0	0	2,319	0	0	2,319	2,319	2,319	Project approved by Council on 15 May 2012
Waste Management														
10454000	Lower House Farm Waste Facility	2,205	5,315	0	0	7,520	2,205	5,315	0	0	7,520	0	0	Contract price was less than expected and, with no big issues arising to date, it is anticipated that it will come in under the original budget. Due to be completed in 2012/13, the spend will continue to be monitored carefully at regular meetings. Budget will be maintained at current level until final bills are received.
10181000	Nuneaton Household Waste & Recycling Centre	594	0	0	0	594	594	0	0	0	594	0	0	
10250000	Household Waste Recycling Centres Site Maintenance	792	35	0	0	827	792	34	0	0	826	(1)	(1)	
10207000	Waste Strategy - Waste Treatment & Transfer Facility	0	475	615	0	1,090	0	475	615	0	1,090	0	0	
11081000	Waste Infrastructure Support for District Councils	910	0	335	0	1,245	910	0	335	0	1,245	0	0	£335,000 was received back from NBBC in April 2012 as part of a loan agreement made in 2011/12. This is to fund this contribution to NWBC in 2012/13. The receipt of £335,000 is currently showing on project code 10224000.
10350000	In-Vessel Composting Units For Schools	37	28	0	0	65	37	28	0	0	65	1	1	
10224000	Waste Strategy Implementation - District Support	0	4	0	0	4	0	4	0	0	4	0	0	
10381000	Waste Capital Infrastructure Grant	120	174	26	0	320	120	174	26	0	320	0	0	
11117000	HWRC Maintenance 2012/13	0	70	0	0	70	0	70	0	0	70	0	0	
11118000	HWRC Maintenance 2013/14	0	0	70	0	70	0	0	70	0	70	0	0	
11119000	HWRC Maintenance 2014/15	0	0	0	70	70	0	0	0	70	70	0	0	
		16,532	8,632	11,218	4,093	40,475	16,532	10,952	11,218	4,093	42,795	2,320	2,320	

Performance Information: Qtr 2 April - September 2012

Sustainable Communities BUP							
Ref	Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Value 30/09/2012	Progress to date
M15001	Number of individuals undertaking Apprenticeships in the Sub-Region	6590	5800	6370		?	<p>Indicator Commentary 2011/12 provisional figures, annual data release</p>
M15002	The number employed in key target growth sectors of the Local Enterprise Partnership area	139,200	143,000	140,410		140,410	<p>Data for numbers employed in key target sectors is produced by ONS through their Business Register and Employment Survey. There are significant limitations in this data, particularly that it is survey based (rather than actual data) and it provides out of date information (generally a 18-24month time lag). The latest information is provided in the mid-year column and relates to ONS' projections for 2011. This shows a slight improvement for the sub-regional LEP area as a whole (up by 1,135), and a better performance for Warwickshire (+1,707). This therefore shows that Warwickshire has seen an increase in employment in the target sectors, while Coventry has seen a small decline (down by 572). Given the continued depressed state of the national economy, this is very positive news. More up to date and robust data on business and employment numbers from a new source of data that has recently been procured by the CWLEP show a more negative picture, suggesting a sustained fall in business numbers and employment levels over the past couple of years. We will continue to monitor both these indicators moving forward.</p>
M15003	Businesses reporting skills shortages - survey	37.6	33	33		?	
M15004	% of businesses who feel that C&W is a good place to do business - survey	?	76	76		?	<p>Indicator Commentary It is hopeful that target can be achieved but survey data delayed from Coventry & Warwickshire Chamber of Commerce</p>
M15005	Occupancy rates at WCC Business Centres	78	85	82		80	<p>Indicator Commentary Although the situation has improved since quarter 1, we are maintaining a year end forecast of 82% due to ongoing instability of the wider economic climate.</p>
M15018	Number of jobs created within Warwickshire	?	-	?		10849	<p>Indicator Commentary Indicator only, non targeted measure</p>
M15019	Number of jobs created within the CWLEP area	?	-	?		14710	<p>Indicator Commentary Indicator only, non targeted measure</p>
M15020	% of businesses (located in Warwickshire) who think the area is either an "excellent" or "good" place to do business	?	-	?		?	<p>Indicator Commentary Not yet available</p>
M15021	% of job vacancies within Warwickshire that are "hard to fill" (i.e. have not been filled after 8 weeks)	?	8	8		4.3	
M15022	% of businesses (located in Warwickshire) who state that they are struggling to recruit due to skill shortages	?	-	?		?	<p>Indicator Commentary Not yet available</p>
M15027	The number of individuals undertaking Apprenticeships in Warwickshire	?	3200	3500		?	<p>Indicator Commentary 2011/12 provisional figures, annual data release</p>
M15028	The number employed in key target growth sectors of the Warwickshire economy	93688	96000	96000		95,395	<p>Indicator Commentary Data for numbers employed in key target sectors is produced by ONS through their Business Register and Employment Survey. There are significant limitations in this data, particularly that it is survey based (rather than actual data) and it provides out of date information (generally a 18-24month time lag). The latest information is provided in the mid-year column and relates to ONS' projections for 2011. This shows a slight improvement for the sub-regional LEP area as a whole (up by 1,135), and a better performance for Warwickshire (+1,707). This therefore shows that Warwickshire has seen an increase in employment in the target sectors, while Coventry has seen a small decline (down by 572). Given the continued depressed state of the national economy, this is very positive news. More up to date and robust data on business and employment numbers from a new source of data that has recently been procured by the CWLEP show a more negative picture, suggesting a sustained fall in business numbers and employment levels over the past couple of years. We will continue to monitor both these indicators moving forward.</p>
M15006	Total of all planning applications processed within target - %	71.2	70	70		69.7	<p>Indicator Commentary The actual number of applications determined within the target, in quarter 2 was 15 out of 18 applications, a result of 83.3%.</p>
M15007	% of Highway Authority Applications responded to within the target of 21 days	85.6	80	80		89	
M15008	% of planning applications where chargeable pre-application advice was given	15.2	15	15		14.28	

N Sustainable Communities

Sustainable Communities BUP							
Ref	Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Value 30/09/2012	Progress to date
M15009	% Minimum occupation of WCC owned Gypsy and Traveller sites	98	90	95	★	95	
M15023	Total number of planning applications received	66	-	?		42	• Indicator Commentary Indicator only measure
M15024	Total number of cases where pre-application advice was given	10	-	?		6	• Indicator Commentary Indicator only measure
M15025	Total number of Highway Authority consultations received	1622	-	?		895	• Indicator Commentary Indicator only measure
M15026	Number of learners supported by the Camp Hill Opportunities Centre	?	154	154	★	68	• Indicator Commentary On target to achieve - having renewed interest from schools now that the Pupil Referral Unit no longer exists. Developing new and innovative courses to offer to schools.
M15000	Kg Residual household waste per household	542.82	485	516.8	●	Available December 2012	• Indicator Commentary Overall tonnages of waste are down and this has had a negative effect on all of the indicators. We are still required to deliver specified tonnages of waste to landfill to meet contractual obligations and this too impacts on the year end estimates. The YE forecast represents an improvement of nearly 5% in levels of residual waste per household.
M15010	% Household waste re-used, recycled & composted	48.64	54.72	53	●	Available December 2012	• Indicator Commentary Overall tonnages of waste are down and this has had a negative effect on all of the indicators. We are still required to deliver specified tonnages of waste to landfill to meet contractual obligations and this too impacts on the year end estimates. Although down compared to the original target, the YE forecast of 53% is a notable improvement on the 2011/12 actual and is largely due to a significant increase in composting.
M15011	The proportion of Municipal waste landfilled (%)	37.37	34.03	34.5	●	Available December 2012	• Indicator Commentary Overall tonnages of waste are down and this has had a negative effect on all of the indicators. We are still required to deliver specified tonnages of waste to landfill to meet contractual obligations and this too impacts on the year end estimates. Although we are forecasting that we will miss target, the YE forecast at quarter 2 still represents an improvement on 2011/12 levels of municipal waste was sent to landfill.
M15012	% of household waste that has been used to recover heat, power and other energy sources	15.28	17.27	15.9	●	Available December 2012	• Indicator Commentary Overall tonnages of waste are down and this has had a negative effect on all of the indicators. We are still required to deliver specified tonnages of waste to landfill to meet contractual obligations and this too impacts on the year end estimates. Although down against the target, the YE forecast still represents an increase on the 2011/12 actual.
M15013	% recycling and composting performance at Household Waste recycling Centres	59	67.97	65.12	●	Available December 2012	• Indicator Commentary Overall tonnages of waste are down and this has had a negative effect on all of the indicators. We are still required to deliver specified tonnages of waste to landfill to meet contractual obligations and this too impacts on the year end estimates. Although forecast to miss our 2012/13 target, the YE forecast still represents a significant improvement on the 2011/12 result and is due to inert waste now being re-used and an increase in green waste and recyclables.
M15014	Country Parks Income (£000s)	740.68	700	670	●	495	• Indicator Commentary As a result of reduced visitor numbers, due to the wet spring / summer, parks income is correspondingly down
M15015	Country Parks - visitor numbers (000s)	763.78	730	680	●	?	• Indicator Commentary Wet spring / summer has suppressed visitor numbers to the Country Parks
M15016	Forestry - % if dangerous trees (category 1) made safe within 2 days	100	95	95	★	100	• Indicator Commentary Year end estimate reflects the possibility of autumn / winter storms
M15017	Country Parks - Service Delivery	4	6	6	★	4	

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Sustainable Communities Business Unit Risk Register

Localities and Community Safety - Mark Ryder

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/(Under) £'000	Reason for Variation and Management Action
Locality Working	2,177	10	2,187	2,191	3	Small overspends by area teams
Community Safety	1,009	(10)	999	1,012	13	Small overspend in Domestic Abuse
Drug and Alcohol Action Team	337	0	337	180	(157)	New services in developmental stages - large underspend proportionally small relative to income
Youth Justice Service	2,506	(859)	1,647	1,425	(222)	Underspend on secure remand of £230k
Partnerships (Including Partnerships And Locality Working Management)	580	28	608	608	(0)	
Heritage and Culture - Museums & Natural Environment	446	30	476	450	(26)	Early delivery of savings
Heritage and Culture - Archives & Historic Environment	346	61	407	415	7	Small overspend on County Records Office
Heritage and Culture - Communities, Economy, & Learning	317	32	349	373	25	Overspend on Archaeology Projects
Heritage and Culture - Heritage & Cultural Services Manager	373	37	410	410	(0)	
Trading Standards	1,476	(31)	1,445	1,392	(53)	Underspend across service (including additional return in Calibration unit)
Emergency & Flood Risk Management	557	0	557	420	(137)	CSW 2013/14 savings achieved early, lower forecast spend on emergency centre than originally anticipated. Delays in Flood management schemes
Localities & Community Safety Management	435	(74)	361	361	1	
Communities Resources	1,095	(124)	971	971	0	
Troubled Families	0	0	0	(500)	(500)	2012/13 funding not expected to be fully used due to project initiation - £500k to be transferred to earmarked reserve subject to member approval.
Net Service Spending	11,654	(900)	10,754	9,707	(1,047)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
General*	1,815	(1,665)	880	1,030	730	The Priority Families Initiative (formerly referred to as Troubled Families) has received £900k funding for 2012/13. Due to the need to establish an effective partnership with all of the agencies involved, it is anticipated that £500k will need to be carried forward to fund continued work with families in the subsequent two years of the programme. Cabinet is therefore asked to approve that £500k is transferred to a Priority Families reserve. In 2012/13 Council approved additional funding of £230k to meet the costs resulting from the Youth Justice Board announcing that they would no longer part-fund secure remand. The implementation of this decision has been pushed back to 2013/14, and therefore it is proposed that £230k is returned to Corporate Reserves for 2012/13 only.
DAAT Ring-fenced Reserves	171	(119)	157	210		
PPU Reserve*	11	(11)		(0)		
Museum Development Fund	229	0		229		
Museum Ethnographic Fund	18	0		18		
Records Purchase Fund	19	0		19		
Records Donations Fund	52	0		52		
Family Intervention Project	0	769		769		
Trading Standards	0	20	10	30		
Proceeds of Crime	0	11		11		
Domestic Homicide Reviews	0	11		11		
Secure Remand Reserve	0	90		90		
Total	2,315	(893)	1,047	2,469	730	

General* - Adjusted for £70,000 transfer to Public Health Reserve

PPU Reserve* - shown as Communities Group Savings in Outturn Report

O Localities

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target	Actual to Date	Forecast Outturn	Target	Actual to Date	Forecast Outturn	Target	Forecast Outturn	
		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
	Savings delivered in 2011/12	495	495	495	495	495	495	495	495	
CW-CL-01	Restructure Community Safety and Localities management and teams	37	37	37	117	117	117	117	117	
CW-CL-08	Reconfiguration of Locality arrangements	0	0	0	150	0	150	150	150	
CW-CL-07	Anti-Social Behaviour Police Community Support Officers	77	77	77	77	77	77	77	77	
CW-CL-10	DAAT Commissioning	34	34	34	34	34	34	34	34	
CW-CL-13	Reshaping the approach to the Voluntary & Community Sector & Community Grants	278	278	278	278	278	278	278	278	
EE-ER-05	Savings in staffing in customers and communications	6	6	6	19	6	19	19	19	
EE-HC-04	County Records Office On-Line development	10	10	10	10	10	10	10	10	
EE-HC-05	Transformation of Heritage and Cultural Services	35	35	35	216	180	216	216	216	
EE-TS-01	Develop a sub-regional Emergency Management function	15	15	15	57	53	57	57	57	
EE-TS-02 to 04	Reduce Trading Standards pro-active work, front-line enforcement and support for vulnerable consumers.	125	125	125	247	178	247	247	247	
EE-TS-05	Reduce Trading Standards support service and management	74	74	74	87	74	87	87	87	
	Total	1,186	1,186	1,186	1,787	1,502	1,787	1,787	1,787	
	Target		1,186	1,186		1,787	1,787		1,787	
	Remaining Shortfall/(Over Achievement)		0	0		285	0		0	

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
10623000	County Records Office Service - Digital Asset	26	10	14	0	50	26	10	14	0	50	0	0	
10628000	Public Art Programme 2003/04	74	0	0	0	74	74	0	0	0	74	0	0	
10632000	Public Art Programme 2005/06	0	0	0	0	0	0	0	0	0	0	0	0	
10646000	Substance Misuse Grant	221	0	0	0	221	221	0	0	0	221	0	0	
10917000	Safer and stronger communities 2010/11	0	0	0	0	0	0	0	0	0	0	0	0	
10936000	St Johns museum - improving customer exp- under 5s	0	0	0	0	0	0	0	0	0	0	0	0	
10937000	St.Johns - outdoor spaces - improv. cust. exp.	33	17	0	0	49	33	18	0	0	51	2	2	
10963000	LPSA 2 Local Information System	0	0	0	0	0	0	0	0	0	0	0	0	
10974000	Minor Works 2006/07	0	0	0	0	0	0	0	0	0	0	0	0	
11185000	George Eliot Hospital SARC	0	400	0	0	400	0	400	0	0	400	0	0	
		354	427	14	0	794	354	428	14	0	796	2	2	

Performance Information: Qtr 2 April - September 2012

Localities & Community Safety: All Measures							
Ref	Measure	2011/12 Year End Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Actual 30/09/2012	Comments
M13001	Incidence of serious acquisitive crimes per 1,000 population	12.8	12.79	11.09	🟢	5.57	
M13002	Incidence of serious violent crimes per 1,000 population	5.38	5.37	4.62	🟢	2.45	
M13003	Incidence of anti-social behaviour (number)	21725	21724	19956	🟢	11139	
M13004	Rate of alcohol related hospital admissions per 100,000 population	1,681	1680		🟡		Time delay with this indicator as the data is provided to us by the North West Public Health Observatory. The year end figure for 2011/12 is now available. There were 1,681 admissions per 100,000 residents in 2011/12, a 1% reduction compared to the previous year. This was the first reduction in the rate of admissions since current recording mechanisms began 10 years ago and exceeded the target to slow the rate of increase to no more than 1,779 admissions per 100,000 residents. A 2012/13 target to reduce the rate of admissions to no more than 1,680 per 100,000 residents has been agreed by the Drugs and Alcohol Management Group on 17th October.

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Localities & Community Safety: All Measures							
Ref	Measure	2011/12 Year End Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Actual 30/09/2012	Comments
M13005	Adult drug users successfully exiting treatment (%)	15	20	15			Time delay with this indicator as the data is provided to us by the National Treatment Agency. The Recovery Partnership (treatment provider) have undertaken a significant exercise to ensure the accuracy of all treatment data. All data, back to the start of the contract in December 2011, should have been accurate by the end of the summer. Interventions designed to increase successful completions and reduce re-presentations were also put in place during Q2, and it is hoped that this activity will start to be reflected in the performance data by the end of Q3.
M13006	% of targets in service contract achieved (Alcohol & Drug treatment)	33	80	80			Annual Measure - contract year for the treatment service runs from 1st Dec - 30th Nov, so full year figure should be available at time of WCC qtr 3 reporting
M13007	% Community Safety action plan interventions completed	80	80	80			Annual Measure - Community Safety Agreement and action plan approved and being implemented
M13008	% actions in Violence Against Women & Girls Action Plan achieved	75	75	75			Annual Measure - VAWG strategy in development, currently establishing mechanisms to oversee delivery of implementation plan outcomes.
M13009	First time entrants to the youth justice system	248	247	247			In the absence of actual data, all we can say is that we are hopeful of achieving the year end objective. The declared figure is not guaranteed and is subject to revision as actual data becomes available.
M13010	% actions in the Child Poverty Action Plan achieved	38	-				The Child Poverty Strategy is currently being refreshed to ensure that it is realistic and reflects the current economic context and recent initiatives. The Needs Assessment was updated in mid September and this will form the basis of the revised strategy which, once underpinned by robust actions and measures, will enable accurate forecasting from 1st April 2013 onwards
M13011	Rate of proven re-offending by young offenders	0.7	0.69	0.69			In the absence of actual data, all we can say is that we are hopeful of achieving the year end objective. The declared figure is not guaranteed and subject to revision as actual data becomes available.
M13021	Total number of households in No Rogue Trader Zones	8278				8584	
M13030	% of businesses giving positive response to satisfaction surveys					99	The figure is for April to August only - September data not yet available
M13032	Number of households and business premises no longer in significant local flood risk areas		300	?		12	The original target of 300 was based on unknown parameters. A realistic target will be determined in Q3
M13024	Number of interactions with school aged children	30973	28000	28000		12090	Considered to be on target
M13000	% of people who feel they can influence decisions in their local area	33.9		35			
M13025	% satisfaction rate relating to community forums		80	80			
M13026	% actions in locality plans achieved		80				Not reported, covered by M13027
M13027	% actions agreed at Community Forums completed or on track		70	70			
M13028	% County residents volunteering once a month		28	28			
M14000	Transfer of Public Health Function	Yes	Yes	Yes			
M14003	Successful establishment & operation of the Health & Wellbeing Board		Yes	Yes		Yes	Achieved July 2012
M14004	Establishment of Local Healthwatch Function		Yes	Yes			
M14005	% Delivery of the County Council's new & continuing duties to improve public health		100	?			Applicable from April 2013
M14006	% of WCC services committing to deliver the public health agenda through their service priorities where able to do so		100	100			
M13025	% satisfaction rate relating to community forums		80	80			
M13026	% actions in locality plans achieved		80				Not reported, covered by M13027
M13027	% actions agreed at Community Forums completed or on track		70	70			
M13028	% County residents volunteering once a month		28	28			
M14000	Transfer of Public Health Function	Yes	Yes	Yes			
M14003	Successful establishment & operation of the Health & Wellbeing Board		Yes	Yes		Yes	Achieved July 2012
M14004	Establishment of Local Healthwatch Function		Yes	Yes			
M14005	% Delivery of the County Council's new & continuing duties to improve public health		100				Applicable from April 2013
M14006	% of WCC services committing to deliver the public health agenda through their service priorities where able to do so		100	100			

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Localities and Community Safety Business Unit Risk Register

Transport and Highways - Graeme Fitton

2012/13 Revenue Budget

Service	Agreed Budget £'000	Other Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/(Under) £'000	Reason for Variation and Management Action
Transport & Highways Management	620	0	620	620	0	
Road Safety and Traffic Projects	874	128	1,002	967	(35)	
HTI & Transport Planning	1,249	(62)	1,187	1,180	(7)	
Civil Parking Enforcement	(934)	62	(872)	(610)	262	Based on an analysis of the first quarter of 12-13 it is forecast that the target surplus from CPE will not be met. Regular monitoring of the CPE budget is in place with District and Borough Councils and the performance of the cost centre will be closely monitored. It should be noted that on street parking charges in Leamington were reduced substantially on 1st June, which has led to a reduction in income.
Stratford Park & Ride	136	0	136	59	(77)	A £77k rebate of business rates has led to an underspend on this budget. If the overall budget position for Transport & Highways permits at the year end it will be proposed that this windfall be used to pay off part of the self financed prudential borrowing for the scheme.
Network Performance	(61)	0	(61)	(221)	(160)	A significant surplus of income from fines levied on public utilities is forecast
County Highways	15,110	0	15,110	15,110	0	
Countryside Access	298	0	298	298	0	
Design Services	407	0	407	407	0	
Design Services General Functions	230	0	230	230	0	
Bridge Maintenance	723	0	723	723	0	
County Fleet Maintenance	(247)	0	(247)	(247)	0	
Transport Operations	2,353	0	2,353	2,353	0	
Concessionary Travel	7,368	0	7,368	7,368	0	
Pensions costs	0	0	0	0	0	
Net Service Spending	28,126	128	28,254	28,237	(17)	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
General	898	(454)	17	461		
Road Safety Grant	0	0		0		
Speed Workshops	1,345	(608)		737		
Kenilworth Station	218	(30)		188		
County Fleet Management	231	(20)		211		
Design Services	119	(115)		4		
Bus Contract Delays	0	0		0		
Recharges to Peoples Group	279	(279)		0		
Concessionary Travel	150	(150)		0		
Total	3,240	(1,656)	17	1,601	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	3,181	3,181	3,181	3,181	3,181	3,181	3,181		
EE-TW-01	Stop all bespoke community transport other than flexi bus	84	84	84	84	84	84	84		
EE-TW-03	Stop all survey work to collect traffic data	188	188	188	188	188	188	188		
EE-TW-08	Street Light switch-off / trimming	0	0	0	500	0	500	500		
EE-TW-10 & 15	Scaling back of Countryside Access activities	175	175	175	175	175	175	175		
EE-TW-13	Stratford Park and Ride	20	20	20	40	20	20	40		
EE-TW-14	Term maintenance contract savings	0	0	0	600	0	600	600		
	Total	3,648	3,648	3,648	4,768	3,648	4,768	4,768		
	Target		3,648	3,648		4,768	4,768	4,768		
	Remaining Shortfall/(Over Achievement)		0	0		1,120	20	0		

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
Major Projects														
10144000	A429 Barford By-Pass	10,635	55	0	0	10,690	10,635	55	0	0	10,690	0	0	
10076000	Nuneaton Major Project	6,309	113	0	0	6,422	6,309	0	113	0	6,422	(113)	0	
10362000	Kenilworth Station	1,638	0	0	638	2,276	1,638	0	0	638	2,276	0	0	
10366000	Stratford-upon-Avon Local Sustainable Transport Project	674	1,068	5,167	220	7,129	674	4,453	1,428	0	6,555	3,385	(574)	The overall budget for Stratford Parkway remains the same, but £574,000 has now been allocated to the revenue cost of the scheme. This element of the budget is funded by section 106 contributions which, in this case, can be applied to either revenue or capital expenditure.
10981000	NUCKLE	670	700	1,350	0	2,720	670	600	487	1,000	2,757	(100)	37	£37,300 of developer funding has been added to the scheme, increasing the total budget available for the project. The budget has been phased into later years pending a review of the impact of the Government's plans to electrify the line.
10203000	Rugby Western Relief Road	58,069	1,342	774	310	60,495	58,069	1,342	774	310	60,495	0	(0)	
Structural Maintenance of Roads														
10389000	Highways Maintenance - LTP and Base Programme 2009/10	7,566	0	0	0	7,566	7,566	0	0	0	7,566	0	0	
10497000	Highways Maintenance - LTP and Base Programme 2010/11	8,459	0	0	0	8,459	8,459	0	0	0	8,459	0	0	
10166000	B4455 Fosse Way	46	0	0	0	46	46	0	0	0	46	0	0	
10130000	Structural Maintenance Of Roads 2005/06	15	0	0	0	15	15	0	0	0	15	0	0	
10157000	Structural Maintenance Of Roads 2006/07	1	0	0	0	1	1	0	0	0	1	0	0	
10325000	Detrunking Of Roads	16	0	0	0	16	16	0	0	0	16	0	0	
10344000	A435 At Studley	(56)	0	0	0	(56)	(56)	0	0	0	(56)	0	0	
10984000	Structural Maintenance of Carriageways North	2,328	0	0	0	2,328	2,328	0	0	0	2,328	0	0	
10985000	Structural Maintenance of Carriageways South	3,372	0	0	0	3,372	3,372	0	0	0	3,372	0	0	
10197000	Highways Maintenance Improvement and Safety 07/08- North Warwickshire Area Committee	355	65	0	0	420	355	65	0	0	420	(0)	(0)	
10196000	Highways Maintenance Improvement and Safety 07/08- Nuneaton and Bedworth Area Committee	347	53	0	0	400	347	0	0	0	347	(53)	(53)	
10199000	Highways Maintenance Improvement and Safety 07/08- Rugby Area Committee	290	103	0	0	393	290	103	0	0	393	0	0	
10188000	Highways Maintenance - Improvement and Safety 2007/08 - Warwick Area Committee	0	10	0	0	10	0	0	0	0	0	(10)	(10)	
10201000	Highways Maintenance - Improvement and Safety 2007/08 - Stratford On Avon Area Committee	10	34	0	0	44	10	18	0	0	28	(16)	(16)	
10289000	Highways Maintenance Improvement and Safety 08/09- Warwick Area Committee	354	87	0	0	441	354	28	0	0	382	(59)	(59)	
10279000	Highways Maintenance Improvement and Safety 08/09- North Warwickshire Area Committee	341	82	0	0	423	341	82	0	0	423	0	0	
10261000	Highways Maintenance Improvement and Safety 08/09- Nuneaton and Bedworth Area Committee	404	30	0	0	434	404	30	0	0	434	(0)	(0)	
10296000	Highways Maintenance - Improvement and Safety 2008/09 - Stratford On Avon Area Committee	1	34	0	0	35	1	33	0	0	34	(1)	(1)	
10297000	Highways Maintenance - Improvement and Safety 2008/09 - Rugby Area Committee	2	33	0	0	35	2	33	0	0	35	0	0	
10415000	Highways Maintenance Improvement and Safety 09/10- North Warwickshire Area Committee	349	83	0	0	432	349	83	0	0	432	0	0	
10412000	Highways Maintenance Improvement and Safety 09/10- Rugby Area Committee	273	168	0	0	440	273	79	0	0	352	(89)	(89)	
10390000	Highways Maintenance Improvement and Safety 09/10 Stratford on Avon Area Committee	308	37	0	0	346	308	33	0	0	341	(4)	(4)	
10407000	Highways Maintenance - Improvement and Safety 2009/10 - Nun and Bedworth Area Committee	5	32	0	0	37	5	32	0	0	37	0	0	
10395000	Highways Maintenance - Improvement and Safety 2009/10 - Warwick Area Committee	1	38	0	0	39	1	38	0	0	39	0	0	
Agresso Project	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		

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Code		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	Reasons for Variation and Management Action
10473000	Highways Maint/Road Safety 2010/11 Warwick Area Committee	389	14	0	0	403	389	14	0	0	403	0	0	
10465000	Highways Maint/Road Safety 2010/11 North Warwickshire Area Com	379	21	0	0	400	379	21	0	0	400	0	0	
10468000	Highways Maint/Road Safety 2010/11 Nuneaton and Bedworth Area Committee	338	62	0	0	400	338	62	0	0	400	0	0	
10471000	Highways Maint/Road Safety 2010/11 Rugby Area Committee	351	49	0	0	400	351	30	0	0	381	(19)	(19)	
10494000	Highways Maint/Road Safety 2010/11 Stratford Area Committee	437	0	0	0	437	437	0	0	0	437	0	0	
10488000	Highways Maint/Road Safety 2011/12 - 2013/14 Warwick Area Committee	273	127	0	0	400	273	127	0	0	400	0	0	
10484000	Highways Maint/Road Safety 2011/12 - 2013/14 North Warwickshire Area Committee	275	125	0	0	400	275	125	0	0	400	0	0	
10477000	Highways Maint/Road Safety 2011/12 - 2013/14 Nun and Bed Area Committee	276	124	0	0	400	276	124	0	0	400	0	0	
10467000	Highways Maint/Road Safety 2011/12 - 2013/14 Rugby Area Committee	282	118	0	0	400	282	118	0	0	400	0	0	
10486000	Highways Maint/Road Safety 2011/12 - 2013/14 Stratford Area Committee	281	119	0	0	400	281	119	0	0	400	0	0	
10460000	Hways Maint/Road Safety 2012/13 N Warks Area Com	0	400	0	0	400	0	400	0	0	400	0	0	
10461000	Hways Maint/Road Safety 2012/13 Warwick Area Com	0	400	0	0	400	0	400	0	0	400	0	0	
10470000	Hways Maint/Road Safety 2012/13 Stratford Area Com	0	400	0	0	400	0	400	0	0	400	0	0	
10478000	Hways Maint/Road Safety 2013/14 Nun & Bed Area Com	0	0	400	0	400	0	0	400	0	400	0	0	
10479000	Hways Maint/Road Safety 2013/14 Warwick Area Com	0	0	400	0	400	0	0	400	0	400	0	0	
10480000	Hways Maint/Road Safety 2012/13 Rugby Area Com	0	400	0	0	400	0	400	0	0	400	0	0	
10482000	Hways Maint/Road Safety 2013/14 N Warks Area Com	0	0	400	0	400	0	0	400	0	400	0	0	
10489000	Hways Maint/Road Safety 2012/13 Nun & Bed Area Com	0	400	0	0	400	0	400	0	0	400	0	0	
10490000	Hways Maint/Road Safety 2013/14 Stratford Area Com	0	0	400	0	400	0	0	400	0	400	0	0	
10491000	Hways Maint/Road Safety 2013/14 Rugby Area Com	0	0	400	0	400	0	0	400	0	400	0	0	
11170000	Highways Maintenance 2012/2013 North and South	0	11,861	0	0	11,861	0	12,111	0	0	12,111	250	250	It has been identified that, over the period 2007/08 to 2010/11, a number of Area Committee projects have been charged against the main Highways Maintenance budget. A virement of £250,000 is proposed to restore the Highways Maintenance budget to its rightful amount.
11016000	Highways Structural Maintenance 2011/12	0	0	0	0	0	0	0	0	0	0	0	0	
10996000	Patching Carriageways Structural - North	600	0	0	0	600	600	0	0	0	600	0	0	
10997000	Patching Carriageways Structural - South	491	0	0	0	491	491	0	0	0	491	0	0	
10994000	Patching Surface Dressing - North	232	0	0	0	232	232	0	0	0	232	0	0	
10995000	Patching Surface Dressing - South	560	0	0	0	560	560	0	0	0	560	0	0	
10988000	Surface Dressing - North	907	0	0	0	907	907	0	0	0	907	0	0	
10989000	Surface Dressing - South	1,124	0	0	0	1,124	1,124	0	0	0	1,124	0	0	
10990000	Slurry Sealing North	295	0	0	0	295	295	0	0	0	295	0	0	
10991000	Slurry Sealing South	279	0	0	0	279	279	0	0	0	279	0	0	
10992000	Micro Asphalt North	144	0	0	0	144	144	0	0	0	144	0	0	
10993000	Micro Asphalt South	230	0	0	0	230	230	0	0	0	230	0	0	
10986000	Structural Maintenance of Footways North	601	0	0	0	601	601	0	0	0	601	0	0	
10987000	Structural Maintenance of Footways South	418	0	0	0	418	418	0	0	0	418	0	0	
10998000	Road Markings Surface Dressing North	96	0	0	0	96	96	0	0	0	96	0	0	
10999000	Road Markings Surface Dressing South	217	0	0	0	217	217	0	0	0	217	0	0	
11000000	Road Markings Structural Maintenance North	3	0	0	0	3	3	0	0	0	3	0	0	
11001000	Road Markings Structural Maintenance South	0	0	0	0	0	0	0	0	0	0	0	0	
11002000	Road Markings Micro Asphalt North	17	0	0	0	17	17	0	0	0	17	0	0	
11003000	Road Markings Micro Asphalt South	10	0	0	0	10	10	0	0	0	10	0	0	
10976021	Maintenance/Renewal Vehicle Actuated Signs	0	0	0	0	0	0	0	0	0	0	0	0	
11017000	Highways Structural Maintenance 2012/13	0	0	0	0	0	0	0	0	0	0	0	0	
11018000	Highways Structural Maintenance 2013/14	0	0	12,922	0	12,922	0	0	12,922	0	12,922	0	0	
11129000	Highways Maintenance 2014/15	0	0	0	14,225	14,225	0	0	0	14,225	14,225	0	0	
11130000	Area committee delegated budgets 2014/15	0	0	0	2,000	2,000	0	0	0	2,000	2,000	0	0	

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Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
11191000	Earlwood Crossroads realignment of a junction	0	0	0	0	0	0	180	0	0	180	180	180	This project has been drawn out of the 2012/13 block allocation for Casualty Reduction for reporting purposes because its estimated cost is greater than the £100,000 limit for individual projects within a block allocation.
11099000	Upgrade Traffic Signals Blackhorse Rd		100	0	0	100	0	100	0	0	100	0	0	
Structural Maintenance of Bridges														
10421000	Portobello Bridge	353	102	1,055	0	1,510	353	102	1,055	0	1,510	0	0	
10452000	Spernal Bridge	2	0	0	0	2	2	0	0	0	2	0	0	
10236000	Stratford-Upon-Avon, D6110 Great William Street Canal	(1)	0	0	0	(1)	(1)	0	0	0	(1)	0	0	
10243000	Princes Drive Bridge Flood Span	(2)	0	0	0	(2)	(2)	0	0	0	(2)	0	0	
10316000	Polesworth River Bridge	(2)	0	0	0	(2)	(2)	0	0	0	(2)	0	0	
10977000	Minor Bridge Maintenance Schemes 2011/12	667	326	0	0	993	667	326	0	0	993	0	0	
10106000	Other Road Over Rail Bridge Safety Schemes 2004/2005	2	0	0	0	2	2	0	0	0	2	0	0	
10281000	Structural Maintenance Of Bridges 2008/09	26	0	0	0	26	26	0	0	0	26	0	0	
10413000	Structural Maintenance Of Bridges 2009/10	112	0	0	0	112	112	0	0	0	112	0	0	
10472000	Structural Maintenance Of Bridges 2010/11	30	0	0	0	30	30	0	0	0	30	0	0	
10922000	Structural Maintenance Of Bridges 2007/08	2	0	0	0	2	2	0	0	0	2	0	0	
10353000	E2289/01 Wolfhampcote Bridge Infill	3	0	0	0	3	3	0	0	0	3	0	0	
11171000	Minor Bridge Maintenance Schemes 2012/13	0	1,113	0	0	1,113	0	1,113	0	0	1,113	0	0	
11189000	Portobello Bridge south footway extension	0	0	550	0	550	0	0	550	0	550	0	0	
Integrated Transport														
10915000	Decriminalisation - Nuneaton and Bedworth	11	0	0	0	11	11	0	0	0	11	0	0	
10318000	Kenilworth Connect2	608	274	0	0	882	608	274	0	0	882	0	0	
10192000	Safety Camera Funded Schemes 2007/08	1,028	129	0	0	1,157	1,028	142	0	0	1,170	13	13	
10980000	M40 Junction 14	4	200	1,750	46	2,000	4	200	1,750	46	2,000	0	(0)	
10979000	West Midlands Transport Information System	0	35	35	0	70	0	20	35	0	55	(15)	(15)	
10370000	Stratford-Upon-Avon, Alcester Rd Cycleway	0	0	0	0	0	0	0	0	0	0	0	0	
10335000	Variable Message Signs For Car Parking In Rugby	0	2	0	0	2	0	2	0	0	2	0	0	
10385000	Warwick, Myton Rd Cycle Link (Myton & Warwick School)	0	0	0	132	132	0	0	0	132	132	0	0	
10288000	Minor Safer Routes To School 2009/10	6	0	0	0	6	6	0	0	0	6	0	0	
10123000	Improvements to the Parade in Leamington	25	54	0	0	79	25	54	0	0	79	0	0	
10359000	Griff Roundabout	0	0	0	0	0	0	0	0	0	0	0	0	
10365000	Rugby Town Centre Improvements	25	0	0	0	25	25	0	0	0	25	0	0	
10500000	Safer Routes to School 2010/11	60	0	0	0	60	60	0	0	0	60	0	0	
10515000	Nuneaton, Bracebridge Road Area One Way System	49	32	0	0	81	49	32	0	0	81	0	0	
10269000	Minor Traffic Management/Congestion 2009/10	9	0	0	0	9	9	0	0	0	9	0	0	
10302000	Minor Casualty Reduction Schemes 2008/09	11	0	0	0	11	11	0	0	0	11	0	0	
10459000	Casualty Reduction Schemes 2010/11	85	19	0	0	104	85	19	0	0	104	0	0	
10313000	Stratford Waterside/Southern Lane	46	0	0	0	46	46	0	0	0	46	0	0	
10540000	Nuneaton, Queens Road Phase 1	64	28	0	0	92	64	28	0	0	92	(0)	(0)	
10351000	Hatton, Station Car Park Extension	97	27	0	0	124	97	0	0	0	97	(27)	(27)	
10978000	Safety Engineering Schemes under £100,000	29	194	0	0	223	29	144	0	0	173	(50)	(50)	
10434000	Aylesford School - Woodloes Park Cycle Route Phase 2	0	0	49	0	49	0	0	49	0	49	0	0	
10428000	Aylesford School - Woodloes Park Cycle Route Phase 3	0	0	80	0	80	0	0	80	0	80	0	0	
10280000	Minor Signalled Crossings Schemes 2009/10	2	0	0	0	2	2	0	0	0	2	(0)	(0)	
10198000	Minor Casualty Reduction Schemes 2007/08	21	23	0	0	44	21	23	0	0	44	0	0	
10304000	Village Speed Limit Reviews 2008/09	(1)	0	0	0	(1)	(1)	0	0	0	(1)	0	0	
10129000	Village Speed Reviews 2005/2006	5	0	0	0	5	5	0	0	0	5	0	0	
10303000	Minor Casualty Reduction Schemes 2009/10	(11)	0	0	0	(11)	(11)	0	0	0	(11)	0	0	
10476000	Public & Community Transport 2010/11	1	0	0	0	1	1	0	0	0	1	0	0	
11080000	Minor Integrated Revenue Funded 2011/12	38	95	0	0	133	38	125	0	0	163	30	30	This budget has been increased by a £30,000 developer contribution to refurbish rising bollards in Nuneaton Town Centre.
11126000	Casualty Reduction Schemes 2012/13	0	350	0	0	350	0	170	0	0	170	(180)	(180)	
11127000	Casualty Reduction Schemes 2013/14	0	0	350	0	350	0	0	350	0	350	0	0	
11128000	Casualty Reduction Schemes 2014/15	0	0	0	350	350	0	0	0	350	350	0	0	
11100000	Footbridge at Stratford Town Station	0	610	598	0	1,208	0	610	598	0	1,208	0	0	
11098000	A426 Stockton to Southam Two Safety Cameras	4	40	0	0	44	4	90	0	0	94	50	50	Increase in cost funded by a transfer of budget from the allocation for Safety Engineering schemes, above.
11060000	Renewal Of Vehicle Activated Signs	0	20	0	0	20	0	20	0	0	20	0	0	
Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		

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Code		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	Reasons for Variation and Management Action
10294000	Minor Imps To Public & Community Transport 2008/09	0	7	0	0	7	0	7	0	0	7	0	0	
10219000	Avon Valley School Cycle Route From Brownsover	1	0	0	0	1	1	0	0	0	1	0	0	
10924000	Imps to foot/cycleways 2005/2006 (pava-h) improv2	0	16	0	0	16	0	16	0	0	16	0	0	
10021000	Passenger Information Projects	0	10	0	0	10	0	10	0	0	10	(0)	(0)	
11192000	Access to Stations - Warwick		0	0	0	0	0	5	78	27	110	5	110	Project approved at Cabinet 13 September 2012
11193000	Access to Stations - Leamington		0	0	0	0	0	10	70	95	175	10	175	Project approved by Cabinet 13 September 2012
Developer Funded Schemes														
10191000	Minor Developer Schemes 2006/2007	16	0	0	0	16	16	0	0	0	16	0	0	
10082000	Heathcote Offsite Junction Improvements	2,906	0	0	0	2,906	2,906	16	0	0	2,922	16	16	
10132000	Minor Developer Schemes Under £100K	1	91	0	0	92	1	91	0	0	92	0	0	
10249000	Warwick A425 Banbury Rd Turnbills Garden - right hand turn lane	(3)	0	0	0	(3)	(3)	0	0	0	(3)	0	0	
10093000	Stratford Southern Relief Road - Eastern Extension	2,276	0	0	0	2,276	2,276	0	0	0	2,276	0	0	
10431000	A428 Coventry Rd/Bilton Lane Junction- Signalisation	4	107	0	0	111	4	107	0	0	111	0	0	
10438000	Leamington, Junction Alterations at Former Potterton Works	4	397	0	0	401	4	0	397	0	401	(397)	0	
10164000	Shipston, Tilemans Lane - Traffic Calming	61	0	0	0	61	61	0	0	0	61	0	0	
10257000	South west Warwickshire Fisher Brook Flood Alleviation	1	1,150	0	0	1,151	1	1,150	0	0	1,151	0	0	
10446000	Rugby, A426 Leicester Rd	5	1,961	0	0	1,966	5	1,961	0	0	1,966	0	0	
10338000	Ryton, A423 Prologis Park Development Roundabout For Access	18	859	0	0	877	18	859	0	0	877	(0)	(0)	
10382000	Warwick Town Centre Traffic Management	381	375	0	0	756	381	375	0	0	756	0	0	
10930000	Stratford, Guild St - College House Development	286	1	0	0	287	286	1	0	0	287	0	0	
10931000	Access To Guide Dog Breeding Centre – Bishops Tachbrook	156	2	0	0	158	156	2	0	0	158	(0)	(0)	
10372000	Kingsbury, Kingsbury Mill Footway and Carriageway	68	0	0	0	68	68	0	0	0	68	0	0	
10332000	Rugby, Mill Rd (Key Property Investments No 2)	599	0	0	0	599	599	0	0	0	599	0	0	
10346000	Bedworth, Blackhorse Road/Ironbridge Way (Barratt)	353	0	0	0	353	353	0	0	0	353	0	0	
10519000	Nuneaton, B4114 New Signalised Junction Tuttle Hill (Redrow)	423	8	0	0	431	423	8	0	0	431	(0)	(0)	
10907000	Southam, Leamington Road Signalised Pedestrian Crossing (Tesco)	113	32	0	0	145	113	32	0	0	145	0	0	
10001000	Minor Developer Schemes 2009/2010	208	0	0	0	208	208	0	0	0	208	0	0	
10962000	Rugby, Oliver St - Puffin Crossing (Asda)	2	65	0	0	67	2	65	0	0	67	0	0	
10215000	Rugby, Traffic Signal Control Junction Corporation Street	(29)	0	0	0	(29)	(29)	0	0	0	(29)	0	0	
10341000	Warwick Bus Station (self-financed)	20	0	0	0	20	20	0	0	0	20	0	0	
10507000	Nuneaton, Queens Rd (Nuneaton Borough Football Club)	20	0	0	0	20	20	0	0	0	20	0	0	
11061000	Bedworth George Street Ringway Tesco S278	1,129	68	0	0	1,197	1,129	68	0	0	1,197	0	0	
11085000	Minor Developer Schemes 2011/12	3	0	0	0	3	3	250	0	0	253	250	250	2012/13 Allocation of £250,000 approved by Cabinet on 13 September 2012.
11079000	Former Cattle Market Site in Stratford	0	1,070	0	0	1,070	0	1,070	0	0	1,070	0	0	
10935000	Bishopton Lane Improvement	2	0	0	0	2	2	0	0	0	2	0	0	
10220000	Rugby, A4071 Bilton Road Works For Wimpey Housing Development	3	0	0	0	3	3	0	0	0	3	0	0	
11093000	A3400 Shipston Road - Waitrose	2	994	0	0	996	2	898	0	0	900	(96)	(96)	
11094000	Back Lane Long Lawford	0	256	0	0	256	0	256	0	0	256	0	0	
11095000	NVC Pressings - A3400 Birmingham Rd.	175	677	0	0	852	175	677	0	0	852	0	0	
10099000	A426 - Leicester Road, Rugby - Dual Puffin Crossing	2	0	0	0	2	2	0	0	0	2	0	0	
10324000	Lawford Lane Cycle Route	0	229	0	0	229	0	90	155	0	245	(139)	16	
11186000	New Roundabout - Mixed Use Development on Former M.O.D. site at Long Marston	0	815	0	0	815	0	815	0	0	815	0	0	
11187000	Access and Puffin Crossing Morrisons Supermarket Bham Road Coleshill	0	140	0	0	140	0	140	0	0	140	0	0	
11188000	Changes to Leicester Rd/Brownsover Rd roundabout	0	270	0	0	270	0	483	0	0	483	213	213	This scheme's budget has been increased to reflect the tender price received from the contractor. The additional cost is fully funded by the developer.
10092000	Nuneaton Camp Hill Tuttle Hill - New Signalised Junction	0	8	0	0	8	0	0	0	0	0	(8)	(8)	
11194000	Minor Developer Funded Schemes 2013/14		0	0	0	0	0	0	250	0	250	0	250	Project approved by Cabinet on 13 September 2012
11195000	Minor Developer Funded Schemes 2014/15		0	0	0	0	0	0	0	250	250	0	250	Project approved by Cabinet on 13 September 2012
11196000	Minor Developer Funded Schemes 2015/16		0	0	0	0	0	0	0	250	250	0	250	Project approved by Cabinet on 13 September 2012
11197000	Ford Foundry - Highway Improvement Works		0	0	0	0	0	3,730	0	0	3,730	3,730	3,730	Project approved by Council on 10 July 2012
Agresso Project	Description	Approved Budget at Quarter 1				Forecast at Quarter 2				Variation				

P Transport

Code		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	Reasons for Variation and Management Action
Community Safety, Public Transport and Other														
10273000	Street Lighting Base Programme 2008/2009	(23)	0	0	0	(23)	(23)	0	0	0	(23)	0	0	
10402000	Street Lighting Base Programme 2009/2010	(21)	0	0	0	(21)	(21)	0	0	0	(21)	0	0	
10458000	Streetlighting Base Programme 2010/11	22	0	0	0	22	22	0	0	0	22	0	0	
10976000	Street Lighting Column Replacement 2011/2012	1,086	0	0	0	1,086	1,086	0	0	0	1,086	0	0	
10982000	Street Lighting Electricity And Co2 Reduction (Self-Financed)	595	1,045	0	0	1,640	595	1,045	0	0	1,640	(0)	(0)	
10938000	E&E Vehicle Fleet - 2010/11	116	0	0	0	116	116	0	0	0	116	0	0	
11123000	Street Lighting Column Replacement 2012/2013	0	1,291	0	0	1,291	0	1,291	0	0	1,291	0	0	
11124000	Street Lighting Column Replacement 2013/2014	0	0	500	0	500	0	0	500	0	500	0	0	
11125000	Street Lighting Column Replacement 2014/2015	0	0	0	500	500	0	0	0	500	500	0	0	
		126,675	34,501	27,180	18,421	206,777	126,675	41,260	23,641	19,823	211,399	6,759	4,621	

Performance Information: Qtr 2 April - September 2012

Transport & Highways BUP							
Ref	Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Actual 30/09/2012	Progress to date
M16000	WCC cost per passenger journey on County Council supported bus services.	0.82	0.78	0.78	▲	0.72	
M16001	Transport Operations - bus service cost per head of population	3.64	-	?		3.76	Indicator only - non targeted measure
M16002	Length of Highway network where surface treatment is planned	246.85	249.9	200.88	▲	171.98	The very poor weather during the summer season prevented completion of the entire surface dressing programme. Overall 155.98 kms out of the 211.70 kms planned (73.7%) were completed. The sites that were not completed are to be included in the 2013/14 surface dressing programme. The Structural Maintenance programme is on target to be completed in its entirety.
M16003	Length of highway network where maintenance is needed	757.8	-	?		757.8	Latest available data is from April 2012. The next condition survey will be undertaken towards the end of the 2012/13 reporting year.
M16005	Transport Operations - Concessionary Transport – % take up of passes by those eligible by their age	73.05	74.8	71	●	71.05	The increase in take-up of passes is counterbalanced by the effect of removing obsolete records from the database, such as duplicate records, passholders who have moved and not advised us, deceased passholders, and passholders who no longer need their passes. This is likely to be a one-off effect as we validate the data which we inherited from the Districts, in the run up to the bulk renewals in March
M16006	Transport Operations - Special educational needs transport - cost per passenger journey	9.37	11.2	11.2	▲	10.85	
M16007	Transport Operations - Mainstream school transport, cost per passenger journey	2.12	2.05	2.05	▲	2.09	
M16008	Average bridge condition indicator	90.63	91	90.34	●	90.71	Bridge Maintenance Group usually inspects half the total bridge stock each year. In 2012/13 we have commissioned an inspection of the entire stock to update all inventory data and inform the Asset Management Plan. This should be complete in October/November 2012 and the Q3 and Q4 results are likely to be the same. There will be some changes from Q2 because of the increased data available.
M16009	Delivery of Warwickshire's annual Transport Capital Programme. (Percentage completion)	100	100	100	▲	?	On course to achieve year end objective
M16004	Number of people killed or seriously injured (KSI) on our roads	313	293	315	▲	133	Killed or seriously injured (KSI) road casualties reported to the police. Predicting future road casualties is notoriously unreliable. The year end forecast of 315 is based on the assumption that it will be the same as the number for the latest 12 month period for which actual figures are available (that is October 2011-September 2012). The column headed 'period actual 30/9/12' in the table is intended to give the figure for the first two quarters of 2012/13 for each measure. This is normally April-September 2012 but as road casualties are reported on the basis of calendar years the figure of 133 represents that for the first two quarters of the calendar year (that is January-June 2012).

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

There are no net red risks on the Transport and Highways Business Unit Risk Register

Public Health - John Linnane

2012/13 Revenue Budget

Service	Agreed Budget £'000	Proposed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Public Health	109		109	109	0	
Other Services contribution to salary costs	84		84	84	0	
Net Service Spending	193	0	193	193	0	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
Service Savings*	58	(58)		0		
Total	58	(58)	0	0	0	

Service Savings* - Adjusted for £70,000 transfer from Localities & Community Safety

2012/13 Indicative Allocation (Budgets currently held by NHS Warwickshire)

Service	Sub code	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Public health leadership	110	2,317	0	2,317	2,311	(6)	
Information & Intelligence functions	120	0	0	0	0	0	
Nutrition, Obesity and Physical activity	130	491	0	491	491	(0)	
Drug misuse	140	4,837	0	4,837	4,837	0	
Alcohol misuse	150	208	0	208	208	0	
Tobacco	160	749	0	749	749	0	
Dental public health	170	18	0	18	18	(0)	
Fluoridation	180	8	0	8	8	(0)	
Children 5-19	190	2,753	0	2,753	2,754	1	
NHS Health Check Programme	200	0	0	0	0	0	
Misc health improvement and wellbeing	210	4,034	0	4,034	3,978	(56)	
Sexual health (STI testing and treatment, contraception, abortion, prevention)	220	4,688	0	4,688	4,688	(0)	
PCT support for surveillance and control of infectious diseases	410	50	0	50	50	(0)	
Birmingham & Solihull Mental Health Trust	130/140/190	85	0	85	15	(70)	
GP Blue Badges/Fostering		15	0	15	15	0	
Net Service Spending		20,253	0	20,253	20,121	(132)	

Please note: these budgets are currently held by NHS Warwickshire and therefore these figures and forecast have been supplied by them.

Fire and Rescue - Gary Phillips

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Final Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Operational Response	11,683	4	11,687	11,608	(79)	
Prevention and Protection	1,093		1,093	1,080	(13)	
Technical Support & Transport	2,053	16	2,069	2,212	144	Overspend against transport budget - vehicle leasing. Review of vehicle expenditure to be carried out.
Water	112		112	112	0	
IT and Communications	696		696	757	61	A number of smaller overspends including an increase in the number of PC's, equipment repair and maintenance charges and an increase in the use of mobile phones
Fire Control	2,517	(508)	2,009	2,006	(4)	£508k has been transferred to reserves to fund revenue expenditure in 2013/14.
Training and Health and Safety	1,410	6	1,416	1,404	(11)	
Human Resources and Occupational Health	253		253	280	27	
Service Administrative Support	82	(7)	75	75	0	
Improvement Plan	50	6	56	55	(1)	
Fire-fighters Pension	829		829	571	(258)	This underspend is due to the low level of ill health retirements. The Service will continue to monitor this position as the year progresses.
Strategic Leadership and Operational Support	285		285	284	(1)	
Integrated Risk Management Plan (Financial Services)	218	(25)	193	193	(0)	
Planning and Performance	71		71	63	(8)	
Major Incident	0		0	135	135	Legal costs associated with the Atherstone on Stour Incident.
Capacity	0		0	512	512	Additional capacity to address issues arising from the incident at Atherstone on Stour. Funding to be requested from Corporate funds.
Net Service Spending	21,352	(508)	20,844	21,348	504	

2012/13 Reserves Position

Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer £'000	Reason for Request
General Savings	70	(70)	(115)	(115)		
Fire Earmarked (Grants)	1,800	(1,292)		508		
Pensions (Former Fire)	760		258	1,018		
Capacity	0		(512)	(512)		
AoS Incident	(433)	433	(135)	(135)		
Total	2,197	(929)	(504)	764	0	

2012/13 to 2014/15 Savings Plan

Reference	Savings Proposal Title	2012/13			2013/14			2014/15		Reason for Variation and Management Action
		Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Actual to Date £'000	Forecast Outturn £'000	Target £'000	Forecast Outturn £'000	
	Savings delivered in 2011/12	400	400	400	400	400	400	400		
FR-05	Restructure and realignment of management and support staff within Fire and Rescue	100	100	100	100	100	100	100		
	Total	500	500	500	500	500	500	500	500	
	Target	500	500	500	500	500	500	500	500	
	Remaining Shortfall/(Over Achievement)	0	0	0	0	0	0	0	0	

2012/13 to 2014/15 Capital programme

Agresso Project Code	Description	Approved Budget at Quarter 1					Forecast at Quarter 2					Variation		Reasons for Variation and Management Action
		Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Earlier Years	2012/13 £ 000's	2013/14 £ 000's	2014/15 and later £'000	Total £ 000's	Variance in Year £ 000's	Total Variance £ 000's	
10183000	Fire Safety Management Information System	3	0	0	0	3	3	0	0	0	3	0	0	
10574000	Fire Capital Grant - HQ Reorganisation	18	0	0	0	18	18	0	0	0	18	0	0	
11151000	Fire Capital Grant - Equipment for Fire Appliances	20	125	0	0	145	20	125	0	0	145	0	0	
11148000	Improvement Plan - Vehicles and Equipment	40	90	0	0	130	40	90	0	0	130	0	0	
10538000	Equip for fire appliances base prog 2010/11	0	0	0	0	0	0	0	0	0	0	0	0	
11046000	Equipment for New Fire Appliances 2011/12	283	0	0	0	283	283	0	0	0	283	0	0	
10575000	Fire Capital Grant - Improvement Plan	89	119	0	0	208	89	119	0	0	208	1	1	
11043000	Vehicle Replacement Programme 2011/12	0	235	0	0	235	0	235	0	0	235	0	0	
11154000	Warwickshire Fire Control Provision	0	1,235	801	0	2,036	0	1,235	801	0	2,036	0	0	
11153000	Equipment for new Fire Appliances	0	0	0	120	120	0	0	0	120	120	0	0	
11152000	Vehicle Replacement Programme 2014/15	0	0	0	720	720	0	0	0	720	720	0	0	
11086000	Fire Capital Grant 2011/12	360	305	0	0	665	360	303	0	0	663	(2)	(2)	
11147000	Improvement Plan - Convert Alcester to Whole Time Station	405	146	0	0	551	405	146	0	0	551	0	0	
10933000	Fire control call handling & mobilising systems	0	185	0	0	185	0	185	0	0	185	0	0	
11044000	Vehicle Replacement Programme 2012/13	0	520	0	0	520	0	520	0	0	520	0	0	
11045000	Vehicle Replacement Programme 2013/14	0	0	720	0	720	0	0	720	0	720	0	0	
11047000	Equipment for New Fire Appliances 2012/13	0	80	0	0	80	0	80	0	0	80	0	0	
11048000	Equipment for New Fire Appliances 2013/14	0	0	120	0	120	0	0	120	0	120	0	0	
11088000	Integrated Communications Control System	0	135	0	0	135	0	135	0	0	135	0	0	
11149000	Fire Capital Grant - Light building for vehicle inspection and repair	0	130	0	0	130	0	130	0	0	130	0	0	
		1,218	3,305	1,641	840	7,004	1,218	3,303	1,641	840	7,002	(2)	(2)	

Performance Information: Qtr 2 April - September 2012

F&R: All Measures									
Ref	Measure	2011/12 Actual	2012/13 Target	Year End Forecast 30/09/2012	Year End Alert	Period Target 30/09/2012	Period Actual 30/09/2012	Period Alert	Progress to date
M17050	% of HFSCs delivered to vulnerable persons	NA	75	88	🟢	75	87.92	🟢	
M17001	Total number of preventable fire related deaths	1	0	0	🟢	0	0	🟢	
M17000	Total number of preventable fire related injuries	11	14	10	🟢	10	2	🟡	
M17006	No. of accidental dwelling fires	174	174	174		71	72		The level of accidental dwelling fires is slightly over compared to the same time period last year. We have analysed the main causes of accidental fires in the home and a media campaign regarding fire safety in the home, and particularly the kitchen, is underway to raise awareness and keep people safer in their homes.
M17052	Total number of small fires	1347	1208	580	🟢	824	304	🟢	
M17053	Total number of deliberate fires	1245	1249	620	🟢	835	314	🟢	
M17054	Total number of fires in non domestic premises	97	97	97	🟢	58	58	🟢	
M17057	% achievement of 10 and 20 minute response standards	89.72	89.72	95	🟢	92.96	94.28	🟢	
M17049	Economic cost of fire (average cost of fire x total number of fires)	NA	14048950	10650000	🟢	7256979	5288213	🟢	

Risk Information: Net Red Risks extracted from the Business Unit Risk Register

Business Unit	Risk Title	Risk Owner	Net Risk Level	Comments / Further actions being taken
Fire and Rescue	Consequences of the Atherstone Fire tragedy on WFRS.	Graeme Smith (Chief Fire Officer)	12 (R)	Further risk action: To review the communications plan with regards to the reputation impacts from the limited guilt plea

Other Services - Virginia Rennie

2012/13 Revenue Budget

Service	Agreed Budget £'000	Agreed Changes £'000	Latest Budget £'000	Forecast Outturn £'000	Variation Over/ (Under) £'000	Reason for Variation and Management Action
Core Grants	(37,979)		(37,979)	(37,979)	0	
2012/13 Council Tax Freeze Grant - one off	(5,859)		(5,859)	(5,859)	0	
DSG & YPLA Grants, including school reserves	(281,723)		(281,723)	(281,723)	0	During the year, as schools convert to Academy status, both the DSG income and associated school budget will be reduced. There are currently 7 schools due to convert to Academy status in November and this will be reflected in the figures reported at Q3.
Individual Schools Budget (ISB)	237,761		237,761	237,761	0	
Capacity Building Fund	615		615	615	0	
Capital Financing	39,727		39,727	37,295	(2,432)	Whilst interest rates remain low, limiting the interest we are able to earn on our balances, this is more than offset by all of the £20 million additional borrowing planned in the M.T.F.P. not being used in 2011/12 and 2012/13.
Interest on Revenue Balances	(2,141)		(2,141)	(1,627)	514	
Strategic Management Team	1,184		1,184	1,139	(45)	
County Coroner	378		378	378	0	
Environment Agency (Flood Defence Levy)	210		210	210	0	
External Audit Fees	377		377	217	(160)	
LPSA Performance Reward Grant	93		93	93	0	
County Council Elections	110		110	0	(110)	
Members Allowances and Expenses	1,016		1,016	1,016	0	
Other Administrative Expenses & Income	394		394	394	0	
Equal Pay	(620)		(620)	0	620	Request to transfer from Reserves to offset planned phasing of pay and conditions implementation.
Reorganisation Pensions	53		53	53	0	
Subscriptions	229		229	141	(88)	
Net Service Spending	(46,175)	0	(46,175)	(47,876)	(1,701)	

S Other Services

2012/13 Reserves Position




Reserve	Opening Balance 01.04.12 £'000	Movement in year £'000	Effect of outturn £'000	Forecast closing balance £'000	Request for Use of/Transfer to Reserves £'000	Reason for Request
General Reserves	15,750	2,506	2,211	20,467		
Medium Term Contingency	0	13,315		13,315		
Service Realignment Fund	8,241	256		8,497		
Virtual Bank	0			0		
Capital Fund	159			159		
Quadrennial elections	202		110	312		
Capacity Building Fund (former Development/Modernisation Fund)	333			333		
PSA Virtual Bank underspend	93	(93)		0		
Equal Pay Back Pay Account	2,275		(620)	1,655	(620)	Request to transfer from Reserves to offset planned phasing of pay and conditions implementation.
NHS Grant	854	(854)		0		
EIG	20	(20)		0		
New Homes Bonus	364	(364)		0		
Total	28,291	14,746	1,701	44,738	(620)	

Corporate Business Plan: Performance Summary (April – September 2012)

1. Background

- 1.1. The Performance Summary is the means for us to measure our progress against delivering our Aims and Ambitions as articulated in the Corporate Business Plan (CBP) as approved by Cabinet in January 2012.
- 1.2. Within this report, you will find information on our key performance indicators as set out in the Corporate Business Plan. This report should be read in conjunction with our financial and risk monitoring information.
- 1.3. At the heart of our CBP are 7 Ambitions:
 - Community & Customers
 - Safety & Protection
 - Care & Independence
 - Environment & Housing
 - Enterprise, Transport & Tourism
 - Schools & Education
 - Organisation
- 1.4. This Appendix provides a summary of progress by each of the ambitions, thus providing Members with a robust view of the progress that the Authority has made over this financial year to date in working towards delivering the Aims and Ambitions.

- 1.5. For 2012 / 13, progress against all measures and targets is presented against the use of Red, Amber Green performance alerts as this aligns us with financial performance and risk.

Green	Target has been achieved or exceeded
Amber	Performance is behind target but within acceptable limits (10% tolerance of the target set*)
Red	Performance is significantly behind target and is below an acceptable pre-defined minimum (below the 10% tolerance*)
Direction of Travel arrows to show whether there have been any improvements, any changes or any falls in performance since April 2012 (To be reported from Mid-Year onwards).	
	Forecast Performance has improved relative to targets set
	Forecast Performance has remained relative to targets set
	Forecast performance has declined relative to targets set

****The 10% tolerance threshold is set automatically by Warwickshire Hub***

- 1.6. The performance information contained within this Appendix is based on data at the Mid-Year point (April – September 2012). Further actual period performance, where it is available, can be accessed via the Corporate Business Plan on the Warwickshire Hub.

2. Overall Performance Summary for Mid-Year (April – September) 2012/13

	Qtr. 1	Mid-Year	Direction of Travel
Red	5 (13.5%)	3 (7.3%)	↓
Amber	5 (13.5%)	12 (29.3%)	↓
Green	27 (73%)	26 (63.4%)	↓
Subtotal	37	41	
NYA	18	14	
Not collected this year	3	3	
Grand Total	58	58	

Overall, at the Mid-Year, we are able to report on 69% of performance measures (41 out of 58) within the Corporate Business Plan. Of those we are able to report, 63.4% are forecasting they will hit the targets set for 2012/13 (26 out of 41), this compares to 73% (27 out of 37) at Qtr. 1. However, it must be noted that the mid-year forecasts are based on 6 months data and should therefore represent a sounder forecast position than at Qtr. 1.



The increase in the number of measures not on target but within tolerance, reflect that at the mid-year point, we are reporting on 4 performance measures that were not available at Qtr. 1 – notably staff satisfaction results and an interim GSCE result. Further details are in section 1 and 6 of the appendix.


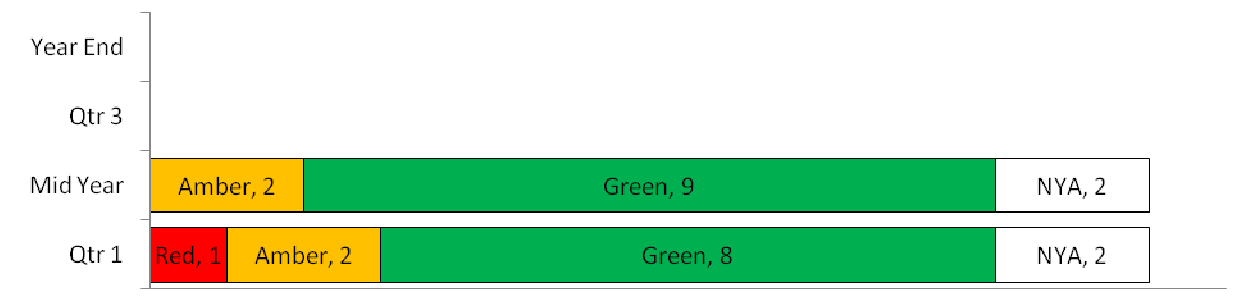
At the Mid-Year point, we are unable to report progress against 14 measures. This includes 8 measures which are collected annually and 6 measures where the data is not currently available. Progress against these measures will be reported on later in the year.

The table below presents Mid-Year Performance information by each Ambition in the Corporate Business Plan. Further details about the individual measures under the relevant ambitions are provided within this report.

	Ambition 1: Community & Customers	Ambition 2: Safety & Protection	Ambition 3: Care & Independence	Ambition 4: Enterprise, Transport & Tourism	Ambition 5: Environment & Housing	Ambition 6: Schools & Education	Ambition 7: Organisation	Total
Red	1	0	0	1	0	0	1	3
Amber	0	2	3	2	1	1	3	12
Green	1	9	6	4	1	1	4	26
SubTotal	2	11	9	7	2	2	8	41
NYA	1	2	3	1	1	3	3	14
Not collected this year	2	0	1	0	0	0	0	3
GrandTotal	5	13	13	8	3	5	11	58

3. Highlights by Ambition

1. Community & Customers				 Direction of Travel			
Outcomes:							
<ul style="list-style-type: none"> • Work with partners to enhance Community engagement so as to engage with local residents in the context of strategic localisation of council services and teams including engagement with the Police • Enable Communities to help themselves • Encourage volunteering across the County and • Improve resident satisfaction with services and their role in shaping services 							
				Data Notes			
	2011/12 Actual	Target 2012/13	Qtr. 1	Mid-Year	Qtr. 3	Qtr. 4	
% of people who feel they can influence decision in their local area	33.9% (G)		Both of these measures are bi-annual measures and are due to be collected in 2013/14				
% satisfaction with local area as a place to live.	83.6% (A)						
% Satisfaction level with the quality of services received	67.9%(G)	61.89%	This information will be reported in Qtr 4 as part of the Annual Satisfaction Survey				
Warwickshire's Contribution to Rural Broadband Development:-							
Approval of the Local Broadband Plan by BDUK	New Measures	Yes	Yes (G)	Yes (G)			
Completion of BDUK Procurement Phase by March 2013		Yes	No (R)	No (R)			
Commentary and Key Actions Taken							
Rural Broadband Development							
<p>Broadband Delivery UK (BDUK), is a unit within Department for Culture, Media and Sport, and is responsible for managing the Government's broadband funding, ensuring that the UK has the best superfast broadband network in Europe by 2015, providing superfast broadband to at least 90% of premises in the UK and providing universal access to standard broadband with a speed of at least 2Mbps.</p> <p>Each local authority and Devolved Administrations is responsible for Individual projects as set out in BDUK's delivery model. BDUK approved Warwickshire's Local Broadband Plan on the 14th March 2012. Following discussion with BDUK and successful completion of BDUK's B0 Assurance Checkpoint we have been given approval to commence pre-procurement supplier engagement. We have issued our Open Market Review to assess current and future roll-out plans by broadband providers and will be running a public consultation through November and December 2012. We are now planning to issue the Invitation To Tender in January 2013 with a view to completing procurement by late April 2013 which is a month later than originally planned. It is expected that BDUK's State Aid Umbrella notification will receive formal sign-off by the European Commission in November 2012 following the completion of the Commission's internal consultation.</p>							

2: Safety & Protection			 Direction of Travel			
Outcomes: <ul style="list-style-type: none"> Reduce further the number of people killed or seriously injured on Warwickshire's roads Proactively maintain the highways network to a safe standard, working with partners to do so Reduce abuse of children and vulnerable adults through improving the reach of co-ordinated safeguarding interventions Focus on tackling high harm causers and re-offenders 		<ul style="list-style-type: none"> Work with Police to reduce levels of violent crime, especially domestic violence Reduce the damaging effects on families and communities caused by drugs misuse Work in partnership to reduce the significant consequences of the misuse of alcohol Work with partners to reduce instances of anti-social behaviour Reduce fire related deaths and injuries as well as reducing the economic cost of fire 				
			Data Notes All data presented is based on year-end forecasts unless otherwise stated			
Measures	2011/12 Actual	Target 2012/13	Qtr. 1	Mid-Year	Qtr. 3	Qtr. 4
No. of people killed or seriously injured on our roads	313(A)	293	313 (A)	315 (A)		
Number of children who are subject of a child protection plan (rate per 10,000 population)	New measures for 2012/13	47 per 10 K	50 (A)	50 (A)		
Children who are both looked after and subject of a child protection plan			50 (G)	50 (G)		
Alcohol related admissions for under 18s (rate/100,000)	63.9	62	58.32 (G)	58.32 (G)		
Number of repeat safeguarding referrals	14.7%	13.2%	14% (R)	11% (G)		
% of people who use services who feel safe is in top quartile of comparator group	68.7%	Remain in top quartile	NYA	NYA		
Incidents of serious acquisitive crime per 1,000	12.80(A)	Reduce 2011/12 actual	12.79 (G)	11.09 (G)		
Adult drug users exiting treatment successfully	New measure for 2012/13	20%	NYA	NYA		

Measures	2011/12 Actual	Target 2012/13	Qtr. 1	Mid-Year	Qtr. 3	Qtr. 4
Incidents of all Anti-social behaviour	21725(G)	Reduce from 2011/12 baseline	18694 (G)	19956 (G)		
Incidents of serious violent crime per 1,000	5.38(G)	Reduce 2011/12 actual	4.54 (G)	4.62 (G)		
No. fire related deaths which were preventable per 100,000 population	0(G)	0	0 (G)	0(G)		
No. of fire related injuries per 100,000 population	4.00(G)	Year on Year Improvement	0.18 (G)	3.50(G)		
The economic cost of fire for Warwickshire	£13,940,394	Year on Year Improvement	£13,356,935 (G)	£10,650,000 (G)		

Commentary and Key Actions Taken

Number of people killed or seriously injured on Warwickshire's roads

Following the extended period of on-going reductions in road casualty numbers, 2011 saw the first increase in 10 years. Unfortunately, the forecast at mid-year position is that this deterioration is likely to continue into 2012 and that we will exceed our year-end target.

Reducing the instances and impact of crime

Recorded performance against our crime measures year to date are very encouraging and at Mid-Year we are forecasting that Serious Acquisitive Crime will be significantly reduced by 13% compared to the 2011/12 Actual figures; Serious Violent Crime will be reduced by 14% compared to the 2011/12 Actual. We are forecasting that the number instances of Anti-Social Behaviour will be reduced by 8% than the 2011/12 Actual. These positive results are as a result of co-ordinated partnership activity around the county. Partners discuss performance at a monthly conference call (chaired by WCC) to ensure any local increases in crime are tackled effectively at an early stage, and also share good practice around the county. A Police restructure designed to provide effective policing of the night-time economy has had a significant, positive impact on violent crime. All 4 Community Safety Partnerships in the county have detailed action plans in place to tackle their local priority crime types.

Safeguarding Children

The number of children who are the subject of a child protection plan is forecast to rise during 2012/13. This rise reflects increasing demand and service pressures.

Low or high levels of activity in relation to children who are subject to a child protection plan including those who are looked after, should be considered over a significant period of time (to ensure that the pattern is enduring) and in context alongside other safeguarding indicators

Safeguarding: Adult Social Care

The outturn result for 2011/12 for the number of repeat safeguarding referrals was 14.7%. The target set for 2012/13 is a 10% improvement year on year which is based on the year end result of 13.2%. However, this is a benchmarking year aimed at raising awareness and understanding reasons why repeat referral situations may occur.

The proportion of people who use adult social care services and feel safe was in the top quartile for 2011/12 with an outturn result of 68.7% which is above both the Shire and All England Average. In 2011/12 the top quartile value was 67.8%. The aim is to maintain our top quartile position at point of questionnaire in 2012/13

3: Care & Independence

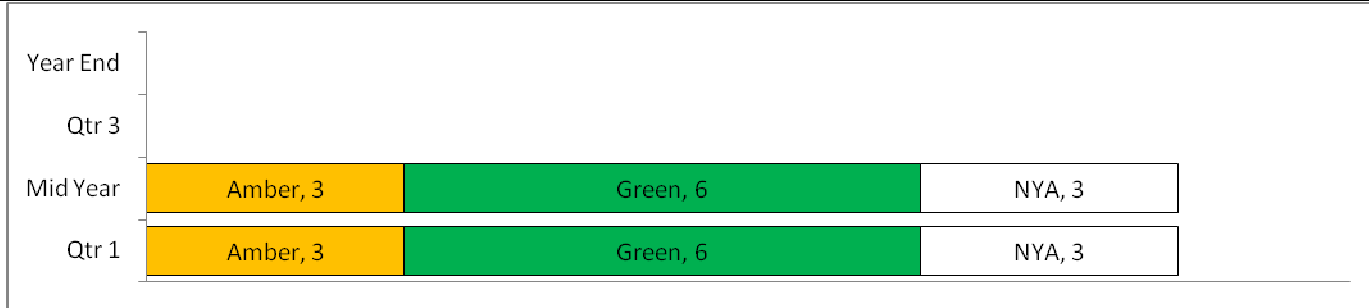


Direction of Travel

Outcomes:

- Fulfil our duty of care to older and vulnerable people
- Ensure that all those eligible are offered an adult care personal budget
- Increase the scope of re-ablement services
- Working with partners to improve number of older people living independently in their own homes

- Embrace the Public Health Service within our responsibilities to improve the health of the County's population
- The successful transfer of the Public Health Service to the Local Authority
- Embed the principles of early intervention so that children, young people, parents & carers have the support they need, when they need it.



Data Notes

All data presented is based on year-end forecasts unless otherwise stated

Measures	2011/12 Actual	Target 2012/13	Qtr. 1	Mid-Year	Qtr. 3	Qtr. 4
The proportion of those using social care who have control over their daily life	70%(G)	75%	Annual Measures: Available Qtr. 4.			
The proportion of people who use services & carers who find it easy to find information about support	77.4%(G)	79%	Annual Measures: Available Qtr. 4.			
% of older people (65+) who are still at home after 91 days following discharge from hospital	4.1%(A)	4.3%	Annual Measures: Available Qtr. 4.			
Delayed transfers of care between social care and health per 100,000 population	16.0(G)	13.0	14 (A)	14 (A)		
Admissions to residential care homes per 1,000 population	57.37(A)	56	56 (G)	53 (G)		
% of people using social care who receive self-directed support	73%(G)	100%	95% (A)	95% (A)		
% of customers not needing on-going social care 91 days after leaving reablement	New measures for 2012/13	63%	65% (G)	59 (A)		
% of reablement customers where one or more agreed outcomes are fully met		80%	75%(A)	80%(G)		
Successful establishment & operation of the Health & Wellbeing Board		Yes	Yes (G)	Yes (G)		
Establishment of Local Healthwatch Function		Yes	Yes (G)	Yes (G)		
Transfer of Public Health Function	Yes(G)	Yes	Yes (G)	Yes (G)		
% Delivery of the County Council's new & continuing duties to improve public health	New measures for	100%	Applicable March 2013			

% of WCC services committing to deliver the public health agenda through their service priorities where able to do so	2012/13	100%	100% (G)	100% (G)		
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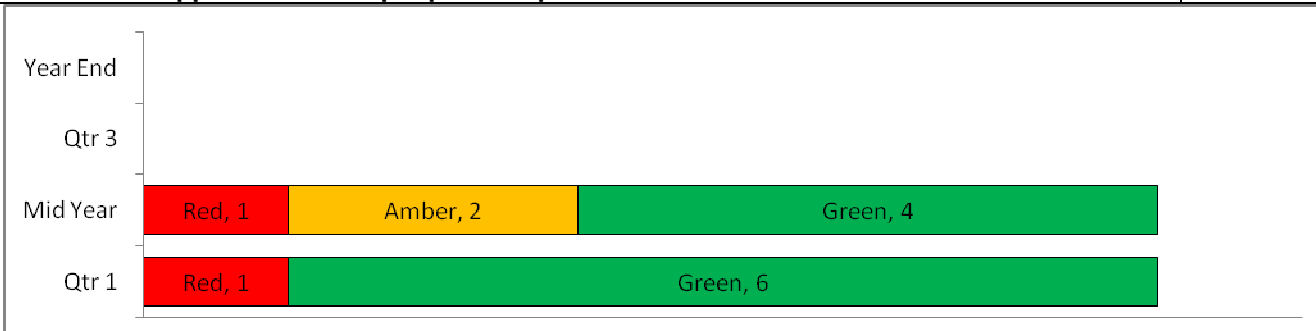
Commentary and Key Actions Taken

The majority of Adult Social Care targets are progressing as anticipated. The delayed transfers of care performance is receiving focused activity across health and social care (the target is required to include health delays), to secure further improvement. The reablement service continues to perform well and it is now anticipated that performance may appear to be 'reduced' against targets, when in actual fact the issue is that a wider range of customers is now being seen, which is more challenging for the service as their needs are more complex.

4: Enterprise, Transport & Tourism ↓ Direction of Travel

- Outcomes:**
- Support economic growth by improving Warwickshire’s reputation as a good place to do business
 - Improve transport options within Warwickshire
 - Increase opportunities for people to improve their work related skills

- Make Warwickshire a place of destination for tourists and visitors and
- Work to reduce harm on Warwickshire’s businesses caused by any future approval of High Speed 2.



Data Notes

All data presented is based on year-end forecasts unless otherwise stated

Measures	2011/12 Actual	Target 2012/13	Qtr. 1	Mid-Year	Qtr. 3	Qtr. 4
The number of individuals undertaking Apprenticeships in the sub-region (LEP)	6590(G)	5800	6370 (G)	6370 (G)		
The number of individuals undertaking Apprenticeships in Warwickshire		3200	3500 (G)	3500 (G)		
The number employed in key target growth sectors of the sub regional economy (LEP)	139,200(G)	143,000	143,000 (G)	140,410 (A)		
The number employed in key target growth sectors of the Warwickshire economy	93,688	96,000	96,000 (G)	95,395 (A)		
Businesses reporting skills shortages (LEP)	37.60%(A)	33%	33% (G)	33% (G)		
WCC cost per passenger journey on WCC supported services	£0.82(G)	£0.78	£0.78 (G)	£0.78 (G)		
Length of highway network where surface treatment was achieved (miles)	153.39miles (G)	155.3 miles	124.76 miles (R)	124.82 miles (R)		
Length of highway network where maintenance is needed	757.8km		Condition Indicator, for information only			

Commentary and Key Actions Taken

Apprenticeships
 The year-end forecasts are very positive for the number of people undertaking apprenticeships in both Warwickshire and the sub-region with both forecasts being more than 9% ahead of the declared target. This is a result of sustained promotion of apprenticeships nationally and locally.

A thriving business community in Warwickshire – data for numbers employed in key target sectors is produced by ONS through their Business Register and Employment Survey. There are significant limitations in this data particularly that it is survey based (rather than actual data) and it provides out of date

information (generally a 18-24month time lag). The latest information is provided in the mid-year column and relates to ONS' projections for 2011. This shows a slight improvement for the sub-regional LEP area as a whole (up by 1,135), and a better performance for Warwickshire (+1,707). This therefore shows that Warwickshire has seen an increase in employment in the target sectors, while Coventry has seen a small decline (down by 572). Given the continued depressed state of the national economy, this is very positive news. More up to date and robust data on business and employment numbers from a new source of data that has recently been procured by the CWLEP show a more negative picture, suggesting a sustained fall in business numbers and employment levels over the past couple of years. We will continue to monitor both these indicators moving forward.

Highway Maintenance

The very poor weather during the summer season has prevented completion of the entire surface dressing programme for 2012/13. The work is normally completed during the first half of the year when ambient conditions are normally favourable – carrying out this work later in the year is therefore not an option available to us. In summary, 96.92 miles (155.98 kms) out of the 131.54miles (211.70 kms) planned (73.7%) were completed and the sites that were not attended to are to be included in the 2013/14 surface dressing programme. The Structural Maintenance programme is not subject to the same weather constraints and the programme is on target to be completed in its entirety.

At the end of 2011/12, nearly 471 miles (758 kms) of the road network in Warwickshire was identified as being in need of maintenance work. Although this is a further deterioration on the previous year's result, it is pleasing to note that the rate of deterioration has slowed.

5: Environment & Housing

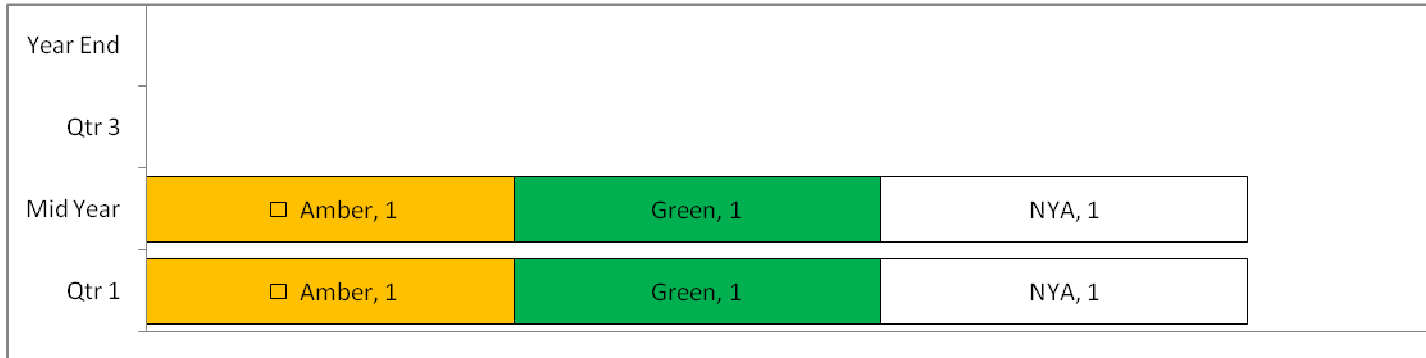


Outcomes:

- Work with Borough & District Councils to improve recycling rates, reduce the amount of waste sent to landfill and keep public spaces clean and well maintained
- Maintain our natural environment and relevant heritage for future generations
- Reduce Co2 emissions in the public sector and support the community to tackle climate change
- Support the provision of affordable homes and development of 'extra care' housing.

Data Notes

All data presented is based on year-end forecasts unless otherwise stated



Measures	2011/12 Actual	2012/13 Target	Qtr. 1	Mid-Year	Qtr. 3	Qtr. 4
Residual household waste per household is minimised	531.25(G)	589kg	494kg (A)	516.8kg (A)		
The % Co2 reductions delivered through Corporate Projects	To be confirmed	2.5%	NYA	NYA		
The number of extra care housing units available for use by customers eligible for use by customers eligible for WCC Adult Social Care	119(G)	163	163 (G)	173 (G)		

Commentary and Key Actions Taken

Household Waste

To date, we have seen a decrease in the overall tonnages of waste and this has had a negative effect on all waste related performance indicators. We are still required to deliver specified tonnages of waste to landfill to meet contractual obligations and this too impacts on the year end estimates.

The Year-end forecast represents an improvement of nearly 5% in levels of residual waste per household

Extra Care Housing: Extra care housing developments are anticipated to deliver above the planned numbers.

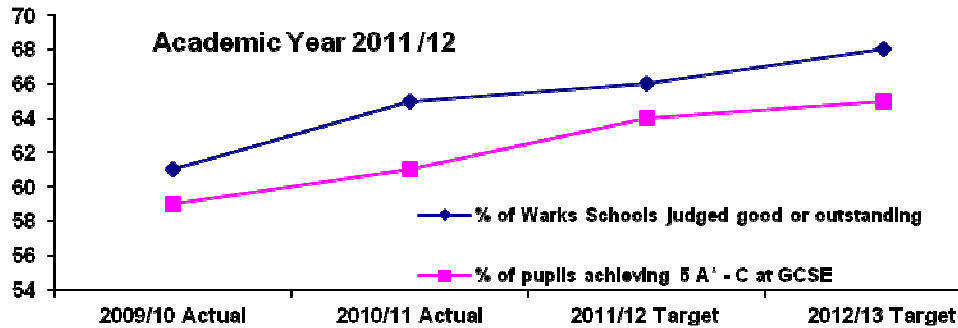
6: Schools & Education



Direction of Travel

Outcomes:

- Support schools and colleges to improve their performance and challenge poor performance and
- Raise the educational aspirations of children and young people and families



Commentary and Key Actions Taken:

Warwickshire Schools Judged Good or Outstanding

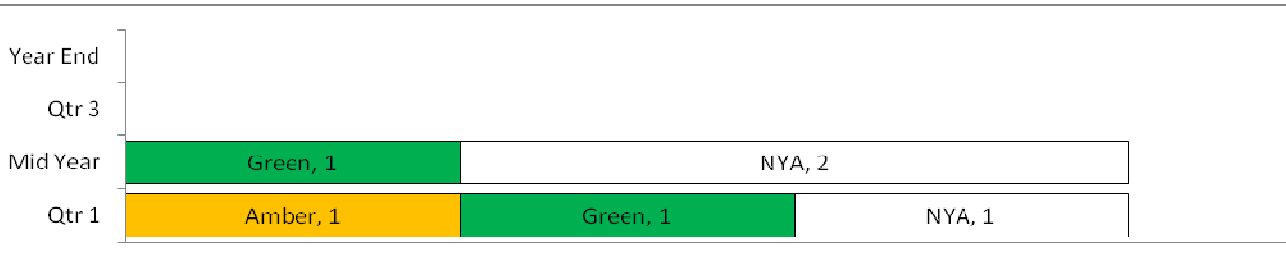
Academic Results for the year 2011- 12, will not be available until November and will be reported in Quarter 3. It is difficult to give a year end estimate against this measure as the Ofsted framework is about to change; the impact of which is difficult to address.

***% Pupils achieving 5 A*-C at GCSE:** This figure is provisional and was sourced from EPAS on 4th October 2012. The Academic Year 2011/12 result could be subject to change if any agreements (and possible subsequent remarks) are reached on the GCSE English grade debate.

Educational performance measures are based on the academic school year and therefore run from September to August and are published in the Autumn following the end of the school year.

Measures (Academic Year September 2010 – August 2011)	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual	2012/13 Target
% of Warwickshire schools judged good or outstanding by Ofsted	61%	65%(G)	66%	Available Nov 12	68%
% of pupils achieving 5 A* - C at GCSE including English and Maths or equivalent	59%	61%(A)	65%	64% (A)*	65%

Financial Year 2012/13

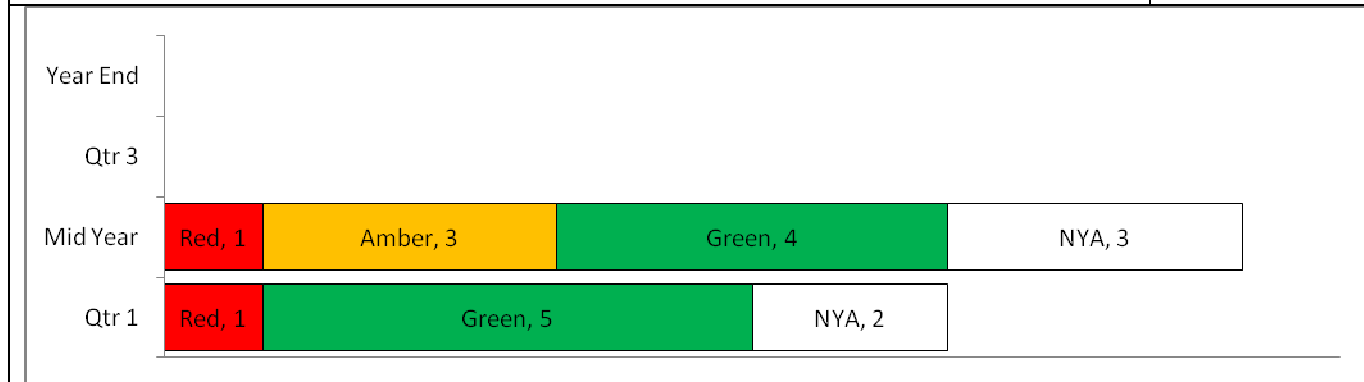


Measures (Financial Year April 2012 – March 2013)	2011/12 Actual	2012/13 Target	Qtr. 1	Mid-Year	Qtr. 3	Qtr. 4
% of 16-18 year olds who are not in education, employment or training (NEET)	5.2%(G)	5.2%	4.5% (G)	5.2% (G)		

Prevalence of breast feeding at 6 – 8 weeks from birth	46.5%(G)	46.5%	45.5% (A)	NYA		
% of children in year 6 who are obese	14%(G)	14%	NYA	NYA		

7: Organisation ↔ Direction of Travel

- Outcomes:**
- Ensure that the organisation is focused on delivering agreed outcomes by using commissioning processes to redesign and improve our service provision
 - Work with other public sector organisations to integrate services and ensure services remain sustainable and based around need
 - Ensure WCC continues to be recognised as a good employer
 - Focus and rationalise local council services through One Front Door project and property rationalisation and
 - Ensure a light touch management structure that encourages innovations and acts with pace



Data Notes

- Baseline to be determined as part of evidence base for each service review. Increase in satisfaction to be determined following completion of service design
- A mechanism for capturing data on the number of employees with flexible working agreements has been agreed and specified. The HRMS development resources to progress this have not yet been prioritised.

Measures	2011/12 Actual	2012/13 Target	Qtr. 1	Mid-Year	Qtr. 3	Qtr. 4
% Increase in satisfaction with service provision (See Note 1)		5%	NYA	NYA		
Number of Service Reviews delivering full business case to schedule	New Measures for 2012/13	9	6 (R)	6 (R)		
Complete the JSNA refresh to support commissioning decisions		Yes	Yes (G)	Yes (G)		
Ensure the development & implementation of a Health & Well-being Strategy for Warwickshire		Yes	Yes (G)	Yes (G)		
The annual governance is accepted without qualification by the Council's external auditors	Yes(G)	Yes	Yes (G)	Yes (G)		
Net variation to budget	-3.30%	+1/-1%	-0.6% (G)	NYA		
% of our retained operational property portfolio having optimum utilisation	83%(G)	90%	90% (G)	90% (G)		
% staff who are flexible workers (See note 2)		NYA	NYA	NYA		
% satisfaction that the Council is a good employer	No survey undertaken	77%	Annual Measure	73% (A)	Annual Measure	
% of staff satisfied with the training & development they receive in their current job	New measure for 2012/13	70%		66.6% (A)		
% of staff who believe the County Council is an equal opportunities employer		88%		85.1% (A)		

Commentary and Key Actions Taken

Service Transformation through strategic Commissioning


Since reviews have not yet established their Business Cases for change, we cannot yet measure the % Increase in satisfaction with service provision. However, it is believed that progress is being made. The service review timetable has also been adjusted to allow more rigours consideration of detail.

Going for Growth Performance Reporting Mid-Year (April – September) 2012/13


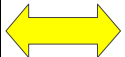
Background

In April 2012 Cabinet endorsed Going for Growth as the Council's County Council's principal 'guiding document' over the medium term; this approach was formally agreed by Council in May. As part of the agenda it was agreed that there would be a limited number of measures and targets to support Going for Growth. Each part of the organisation was asked to provide specific measures and targets which the Council could use to monitor performance against delivering the Going for Growth agenda. Six measures and associated targets were adopted by Cabinet in June this year with People Group being responsible for one and Communities responsible for five of the agreed measures.



Progress to date for each of these measures is reported below.


Measure	Target	Progress to Date	DoT
Number of individuals undertaking apprenticeships within the County: <ul style="list-style-type: none"> With WCC (as internal employees) Outside WCC (with external employers) 	<ul style="list-style-type: none"> Adult apprenticeships 45 New apprenticeships 20 2600 residents of Warwickshire starting an Apprenticeship programme in the year (note: revised target to align with Corporate Plan) 	<ul style="list-style-type: none"> WCC have already recruiting 11 apprentices and they started in September, and are working in the following areas: <ul style="list-style-type: none"> 3 ICT Service Desk 2 Forester 4 CFM 1 Business Admin Waste 1 Business Admin trading Standards The recruitment process for a further 2 Business Admin County Highways and 2 Business Admin Engineering posts will begin in September Outside WCC provisional figures suggest 3,500 new starts this year. Data will be confirmed in Oct/Nov. As part of the Going for Growth initiative to visit our key businesses, using the opportunity to promote Apprenticeships and see how WCC can support this. This has led to the development of a new section of our recruitment website on Apprenticeships, where we can provide links to and promote external (and internal) 	

Going for Growth: The County Council's Role On The Road to 2020

Measure	Target	Progress to Date	DoT
		apprenticeship opportunities. An update on the success of the website will be included in the quarter 3 update.	
Measure	Target	Progress to Date	DoT
Delivering Phase 1 of NUCKLE which will connect people with job opportunities throughout the north-south corridor including Nuneaton, Bedworth, Coventry and later Kenilworth, Leamington and Warwick	<ul style="list-style-type: none"> Design and build tender accepted March 2013 	<ul style="list-style-type: none"> The March 2013 target is no longer achievable due to the Governments electrification proposals and has been revised to August 2013. European Regional Development Funding approved November 2011 Funding approval received from the Department for Transport for £9.75m in Dec 2011. Detailed design complete for new stations (Coventry Arena and Bermuda Park). Planning Applications for Coventry Arena and Bermuda Park stations have been approved. Discussions being held with rail industry to agree the improved train service. Partners continuing to develop the scheme towards financial close. 	
Securing improvements to M40 J12 to unlock up to 2600 jobs at Jaguar Land Rover and Aston Martin	<ul style="list-style-type: none"> Announcement of Transport Pinch point Funding in early Autumn 2013 Funding secured from Highways Agency "Pinch Point" fund September 2012. If unsuccessful continue to explore alternative funding streams during 	<ul style="list-style-type: none"> Pinch Point funding continues to be explored although we were unsuccessful in securing capital from tranche 2. A bid for £3M has been submitted to the 2013-14 County Council budget round. If successful this funding will be used to invite match funding from other sources such as Regional Growth Fund, Jaguar/Land Rover and the Highways Agency pinch point fund. 	

Going for Growth: The County Council's Role On The Road to 2020

Measure	Target	Progress to Date	DoT
	2012/13.		
Measure	Target	Progress to Date	DoT
Working closely with Coventry and developers to unlock thousands of jobs at the Coventry Gateway site near Baginton	<ul style="list-style-type: none"> • Planning application submitted July 2012. • Highways work start on site April 2013. • If planning grants, construction of first buildings April 2013. 	<ul style="list-style-type: none"> • The planning application is now submitted and will go the planning committees of WDC and Cov CC in December. Regarding employment the developer proposes to set up a Ltd Company that will deal with employment/skills matters. We will be seeking that we have a say/seat on the board that will set targets on: <ol style="list-style-type: none"> Provide training and development opportunities, including apprenticeships, for the local labour force during the construction period of the development; Encourage the use of the local supply chain ie open day events for local suppliers to meet the developers. To make available any new jobs and apprenticeships arising from the construction phase and the end users to the local labour force. <p>The principle and implementation of the Unilateral undertaking will then be discussed with the developers, Roxhill.</p>	
Deliver Superfast broadband as an aid to economic growth	<ul style="list-style-type: none"> • To deliver by March 2015 speeds greater than 24Mbps to at least 90% of homes and businesses in Warwickshire, with basic broadband services of at least 2Mbps available to 100% of properties. 	<ul style="list-style-type: none"> •The project has completed the first of BDUK's assurance checkpoints (B0) and we have been given the go ahead to commence supplier engagement activity with BT and Fujitsu, the two framework suppliers. We have also have issued our Open Market Review (OMR) to all known suppliers of basic and NGA broadband services to gather information about their current and future plans for development within the region. This can be found on the project website at www.cswbroadband.org.uk/suppliers/procurement •The OMR will run for 6 weeks and the information gathered will be used to revise the State Aid intervention map which will then be issued as part of the public consultation which will be run for one calendar month. •In accordance with the guidelines issued by BDUK, the pre-procurement and procurement activities are expected to last for around 28 weeks, and we now expect to issue the ITT in January 2013 and award the contract in April 2013. 	

Measure	Target	Progress to Date	DoT
<p>No of Looked After Children aged 16-19 involved in work based activities, employment, education and training, supported by Tiffin Club activities, Virtual School and Getting Ready for Adult Life team (Care2Work plan)</p>	<p>90%</p>	<p>Warwickshire has recently been successful in gaining the From Care2Work Quality Mark Award. From Care2Work is a national project managed by Catch22's National Care Advisory Service (NCAS) which aims to improve employability outcomes for young people leaving care, by creating employability opportunities with national employers and sharing good practice between local authorities. The Quality Mark recognises those local authorities who demonstrate a commitment to improving employability and helping care leavers into the world of work.</p> <p>We have launched "Information Playing Cards" for older looked after children. These were designed with care leavers to provide info via scanned barcodes to websites re improving employability, active citizenship and support to overcome obstacles to achievement.</p> <p>The manager of the leaving care is working with Nick Gower-Johnson prioritise/promote individualised support for employability work with care leavers (18-21yrs) from the DWP Troubled Families initiative funds and we have gained approval from DWP to the inclusion of care leavers within the Programme. Work is starting in Nuneaton Bedworth district and then cascading across county so complementing our core work with new initiatives.</p>	

Cabinet

22 November 2012

Going for Growth - Approval of Projects

Recommendation

To recommend to Council that it approve the use of £3.475 million General Reserves to support the Going for Growth projects listed in paragraph 1.6 of this report.

1.0 Key Issues

- 1.1 As part of closing the 2011/12 accounts £3.5 million one-off unallocated resource was identified. Members subsequently indicated that they wish this to be directed towards projects supporting the Going for Growth agenda.
- 1.2 Services were asked to complete and submit proposal forms focussed around the aims and objectives detailed within the Going for Growth agenda. In total, 9 Going for Growth proposals, totalling £5 million, were submitted. **Appendix A** summarises the proposals. **Appendix B** includes all the detailed bid forms and is available electronically, with a paper copy placed in each of the Group rooms.
- 1.3 Initial scrutiny of the proposals has been undertaken by a panel of Heads of Service, evaluating the extent to which they believe a proposal would help to make Warwickshire:
 - A place with reduced inequality
 - A place which encourages health and wellbeing for all residents
 - A place with a vibrant economy
 - A place where our town centres compare well with their counterparts in other countries
 - A place where people chose to live and work
- 1.4 The ranking of proposals as a result of this scrutiny are shown in the final column on Appendix A.
- 1.5 Given that there are insufficient funds to support all 9 bids, the view of the Heads of Service was to suggest funding should be allocated to those bids ranked 1-5, scaling down the amount of funding provided to expand the coverage of the superfast broadband across the county to the level of resource available. This proposal is scalable, allowing the Council to provide superfast broadband to 1,423 premises for each £1 million provided.

- 1.6 The views of the Heads of Service were then considered by Corporate Board, who endorsed both the approach adopted and the resulting prioritisation of schemes. Following this, the proposals were considered at a Cabinet/Corporate Board meeting. Members did not support using the limited funding to maximise the use of local labour and community benefit and instead propose using the resource to revitalise Warwickshire's town centres and market towns. It is this proposal that is before Cabinet for approval and is summarised in the table below.

Scheme	2012/13 £000	2013/14 £000	2014/15 £000	Total £000
Supporting small businesses to create apprentice opportunities	79	79	79	237
Internal Apprenticeship Programme	377	867	0	1,244
Additional BDUK Funding to deliver beyond the Government Target	0	432	662	1,094
Revitalising Town Centres and Market Towns	400	0	0	400
Warwickshire Small Business Loan Scheme	500	0	0	500
Total	1,356	1,378	741	3,475

2.0 Timescales associated with the decision/Next steps

- 2.1 The funding for any package of Going for Growth proposals is currently held within General Reserves. Only Council is able to approve the use of General Reserves therefore, the recommendation of Cabinet as to which schemes to proceed with will be reported to Council in December for final approval.

Background Papers

1. None

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Portfolio Holder	David Wright	cllwright@warwickshire.gov.uk

Summary of Going for Growth Proposals

Ref.	Budget Pressure	2012/13	2013/14	2014/15	Total	Description	Note: Heads of Service Original Priority
		£000	£000	£000	£000		
Proposed							
CSG01	Supporting small businesses to create apprentice opportunities	79	79	79	237	The establishment of a virtual Apprenticeship Hub, which will act as the interface between employers, training providers and the National Apprenticeship Scheme. The Hub Co-ordinators main purpose will be to facilitate apprenticeships across Warwickshire, with a particular focus on small businesses and targeted work in areas of deprivation and supporting people facing disadvantage. We would envisage being able to attract a minimum of 100 new businesses a year to take on apprenticeships for the first time, enabling us to create 300 apprenticeship opportunities over the life of the project.	1
RHG01	Internal Apprenticeship Programme	377	867	0	1244	To increase the number of apprentices within Warwickshire County Council, and to provide a supportive infrastructure to ensure we maximise the benefits of these opportunities for young people in Warwickshire. The bid will enable the recruitment a dedicated resource and admin support to employ a target of 51 apprentices.	3
RHG02	Additional BDUK Funding to deliver beyond the Government Target	0	432	662	1,094	As part of setting the 2012/13 budget, the Council approved £3.497 million of funding to provide all premises in Warwickshire the universal minimum of 2Mb/s Broadband speed, and 90% of the premises superfast Broadband of over 24Mb/s. This bid commits additional funding to seek to take the Broadband coverage further still above the 90% target. For each additional £1 million that WCC is to provide, we would reach an additional 1,423 premises, adding 0.57% to the coverage. £2mil therefore represents 2,846 properties and 1.14% coverage.	5
CSG04	Revitalising Warwickshire's Town Centres and Market Towns	400	0	0	400	It is proposed that the money will be spent on a range on initiatives to support footfall, to create a better environment to encourage shoppers' dwell time and to provide increased staffing resources. The original stand-alone proposal was for £300,000 but the allocation has been increased to £400,000 to include a focus on public open spaces.	7
CSG03	Warwickshire Small Business Loans Scheme	500	0	0	500	The scheme will offer small loans up to a maximum of £50,000. £500,000 in 2013/14 to be used as a revolving fund.	4
	Sub-total	1,356	1,378	741	3,475		
Rejected							
CSG02	Maximising Local Labour and Community Benefit	100	100	100	300	To maximize the chance of local residents accessing new jobs during the construction phase of developments and secure end use jobs created by the development and to increase the use of community benefit clauses, such as those to create local jobs in the County Council's procurement.	2
RHG02	Additional BDUK Funding to deliver beyond the Government Target	0	235	671	906	This is the balance of funding compared to the £2 million original bid that could not be funded within the resources available.	5
CSG05	Greening Warwickshire's Towns	200	0	0	200	The creation of green public spaces within Warwickshire's town centres, either by enhancing existing spaces or by transforming derelict sites, waste ground and other under-used areas. The original stand-alone proposal was for £300,000	9
CSG06	Social Engagement Activities for Older People	75	0	0	75	The development and piloting of a menu of placements and activities that Warwickshire residents can commission via their personal budget/direct payments. Services would include structured volunteer placements enabling older people to engage in stimulating tasks and enjoy social contact and a menu of heritage and cultural activities around the county. It would also aim to create a rolling programme of apprenticeships to support the delivery of the programme.	6
RFG01	Life and Property Safety Sprinkler Systems	50	0	0	50	Funding to encourage our business partners (commercial premises owners, housing managers and sprinkler business industry experts) to engage in targeted 'match funding' sprinkler fitments in premises where maximum fire safety benefit can be achieved.	8
	Total	1,781	1,713	1,512	5,006		

Sustainable Communities Louise Wall

2013/14 Going for Growth

Proposal Title	Supporting local businesses to create apprentice opportunities
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Explanation of Proposal

Background

The current difficult economic climate has led to a significant increase in youth unemployment, and reduced chances for young people leaving school and college to access employment. The number of 18-24 year olds who are out of work and claiming Jobseekers Allowance has increased by 50% since the start of 2008, and now stands at over 2,200. Of even greater concern is the number of 18-24 year olds that have been out of work for more than 6 months. This has more than tripled since 2008, and now stands at around 700 people. Longer-term unemployment can reduce the chances of an individual finding work, and has a significant negative effect on aspirations and confidence of young people. An apprenticeship provides an excellent stepping stone from education to employment, with strong financial support for training available from the Government.

There is strong political support for Apprenticeships in the context of the Council's 'Going for Growth' agenda and the wish to provide opportunities to young people, thus increasing the employability and skills of young people, and reducing youth unemployment in the area.

As part of the "Going for Growth" agenda, WCC has conducted a survey of local small and medium enterprises to ascertain the reasons for them not recruiting apprentices and what support they would require. The findings were that 38% of the 123 responders didn't know how the apprenticeship scheme worked and a further 32% didn't know where to get information about the scheme, meaning that 70% of our local businesses find the current mechanisms for recruiting apprentices confusing. At the same time 44% of the responses said that they felt an apprentice would be of benefit to their company and 46% have asked for more information.

The current main source of information is the National Apprenticeship Service website. This has a generally low profile and poor recognition by the business community, and those who are aware of it do not find it a useful or accessible service. The National Apprenticeship Service focuses its support on larger businesses to enable economies of scale, and so the needs of the small business community are not being effectively met. Local training providers (i.e. Colleges) equally target the larger companies to promote apprenticeship opportunities as it is not economically viable for them to spend time contacting lots of small businesses. Businesses have also stated that they prefer an independent broker of objective information, rather than the service deliverer themselves.

The Colleges and other training providers do a lot of work with young people to get them interested in apprenticeships, and prepare them for work based learning. Colleges and training providers can suffer from a lack of suitable businesses for their cohort of potential apprentices, or finding new placements for apprentices who may be mid-way through a course but for some reason or another the initial host business cannot maintain the apprenticeship. The Hub will help generate an increased number of business interest, enabling the colleges and training providers to focus on what they do best – educate and up-skill young people.

Currently, the key business network agencies in the area do not promote or support

effectively, the take-up of apprenticeships. The Chamber of Commerce have their own revenue-generating training arm (Coventry & Warwickshire Training), which they promote to their members, and so cannot be seen as independent brokers. The Federation of Small Businesses is a lobbying body, representing the needs and issues of small business. The FSB has contributed to the development of this bid, and helped with our survey of SMEs in the area, but does not have the capacity to undertake work proactively in this area.

There is significant untapped potential for more apprenticeship opportunities within the County, if quality and accessible information and support is made available and effectively promoted to businesses.

What can WCC do to remedy this situation?

Establish a virtual Apprenticeship Hub, which will act as the interface between employers, training providers and the National Apprenticeship Service. Using tried and tested methods of contacting employers we could direct them to this hub for information, working closely with the Federation of Small Businesses and the Chamber of Commerce. The Hub would be branded “WCC Going for Growth”, and carry independent and objective information about how apprenticeship schemes operates, contacts for local training providers and the services that they provide. The Hub would bring together a range of information, and different strands of activity from various different providers/organisations (i.e. Colleges, training providers, business networks, targeted youth support services, etc.) into an accessible, single whole system.

The Hub would act as a broker between apprenticeship frameworks available for businesses in the area, and the particular needs of the business in question. We would also provide a telephone service for employers that would prefer to gain information verbally, simply don't have the time to look it up, or require advice and support. The Hub would also provide a matching service between individuals looking for apprenticeship opportunities (and people who have perhaps recently completed an apprenticeship) and businesses (who could specify in more detail what they are looking for). We believe such a Hub will raise awareness and understanding of apprenticeships, make it as easy as possible for businesses to go through the process of finding a provider and apprentice, and overcome myths and misconceptions.

With the input and support from WCC, the various business networks, and through our Warwickshire Rural Growth Network pilot, we can effectively reach and engage a greater number and broader range of small businesses, which will increase the number of apprenticeship opportunities in the County.

The Hub could also be used as a vehicle for businesses to promote and advertise their apprenticeship opportunities – something that has been requested through a number of “Going for Growth” meetings with companies. Currently, we have developed a section on our recruitment website to cover this, but a dedicated and well marketed Hub would provide much greater reach to local residents.

At the same time we would also be promoting the hub as a source of opportunities and information for colleagues working in the Work Based Learning Team & the Secondary Phase Team (to provide links with schools and colleges and increase the number of young people looking at apprenticeships as an option) and with looked after children in order to support those that are disadvantaged. As well as making it easy for businesses to take on apprentices, the Hub will make it easy for individuals to find out about apprenticeships (including video case studies, etc.), for them to find the right opportunity for them (i.e. uploading interests and academic background which can then be matched against opportunities), and to provide clear information as to what they might need to do first (i.e. perhaps some pre-apprenticeship training).

The Hub would be supported by an officer with a high level of knowledge about both local and national training schemes and experience in delivering information, advice and guidance

in order to ensure that appropriate and accurate information is provided. The Hub Co-ordinator's main purpose will be to facilitate apprenticeships across Warwickshire. However there will be a particular focus on small businesses (who we believe will be the main beneficiaries of this) and targeted work to attract businesses and create apprenticeship opportunities in areas of deprivation and supporting people facing disadvantage.

Once established, the Hub could easily be expanded to cover a wider range of elements to help businesses find suitable labour, and for individuals to register themselves and their skills sets to find suitable work and/or experience. This could provide an excellent vehicle to help individuals who will have completed Warwickshire County Council's internal apprenticeship programme and might be looking for employment elsewhere. It could also help support and promote services available from the Universities around graduate placement programmes and work experience. For example the University of Warwick runs a Graduate Assurance programme where they work with graduates from the previous year that have not been successful in finding work and try to find employers that could offer the graduates a 6-8 week work placement. During the placement the university pays the graduate. WCC's Hub would be the perfect place to highlight the scheme to local employers, increasing the opportunities of employment at minimal cost. Given that the University has found that 50% of employers that use this scheme keep the graduate on after the period of work experience this mechanism would also be a tool to help local businesses grow. Many businesses are also be interested in work experience placements from colleges and university students, and the Hub could provide an ideal matching service.

Particularly the work of the Economic Development Team and their engagement and support with businesses; the delivery of business support programmes by external bodies (i.e. the Rural Growth Network; the Coventry & Warwickshire Enterprise & Business Growth Package, etc.); business networks (including the FSB, Chamber and the Rural Growth Network); and the Work Based Learning and Secondary Phase Teams in the People Group. The Hub can also be used to help co-ordinate, shape, inform and, where appropriate, deliver funding bids to secure further activity to support youth employment initiatives in the future.

Project Outcomes

We would envisage being able to attract a minimum of 100 new businesses a year to take on apprentices for the first time, enabling us to create **300 apprenticeship opportunities** over the life of the project.

The project would raise also help residents within Warwickshire to access apprenticeship opportunities, with a particular focus on our more disadvantaged areas. The Hub would help create better linkages and understanding between businesses, training providers and individuals looking for work/apprenticeships, which has been identified by businesses through the "Going for Growth" agenda as a key issue.

Business Requirement

The recent "Going for Growth" publication highlights the County Council's commitment to "stimulate and influence the business and economic environment (with the necessary educational, skills development and community ambitions) to deliver 'growth' for Warwickshire". This fully supports this ambition and enables the Council to facilitate and support growth within our wider economy. The Hub would complement the internal apprenticeship scheme being set up by the HR Business Partners. Increasing the number of apprenticeships being undertaken both within WCC and in the wider Warwickshire economy are also key performance indicators for "Going for Growth" (and the number of apprentices in Warwickshire is also a Corporate Plan target).

The work of the Hub Co-ordinator would include specifically targeting businesses within our more disadvantaged areas to help stimulate and increase apprenticeship opportunities in these areas, therefore helping address a key objective of WCC to reduce inequalities.

The Co-ordinator would also work with the Early Intervention team to help utilise the Hub to promote apprenticeship opportunities to looked-after children and those leaving care and help secure relevant placements with businesses.

The Hub would also provide an effective service on apprenticeships that could also be utilised by the Troubled Families initiative. WCC will ensure that this Hub is co-ordinated and integrated into other activities.

Estimate of Cost

Funding is required to enable a Virtual Hub to be designed and built. It is expected that this would cost in the region of £30,000, with a small fee for ongoing maintenance of the site (c. £3,000 p.a.)

A Hub Co-ordinator is required to undertake the necessary work to attract suitable small businesses to the resource, ensure the Hub is up to date, accurate and displaying a range of opportunities, and has the ability to find a suitable learning provider. It is anticipated that such a role would cost in the region of £38,070 - £40,475 including employment costs. A small amount would also be needed to fund marketing and promotional activity: £10,000. Total costs for Year 1 = £80,475

It is envisaged that towards the end of three years the scheme should be achieving its aims and moving towards self-sufficiency. Costs would also reduce over the three years: Year 2 would be £54,000 (£3,000 site maintenance, £41,000 salary, £10,000 marketing), and Year 3 would be £55,000 (£3,000 site maintenance, £42,000 salary and £10,000 marketing). A 2.5% contingency has been built in initially, to be reviewed once the project is operational.

Exit Strategy

Once established, promoted and marketed we believe the Hub model would demonstrate its usefulness and effectiveness. The work of the Co-ordinator would reduce as the awareness and benefits of apprenticeships (and indeed other schemes) will have increased within the business community, and could be integrated within WCC. The costs to cover ongoing maintenance and upkeep of the Hub could be generated through advertisement/ sponsorship/subscriptions from training providers, colleges and universities; and potentially small fees from businesses to post their apprenticeship opportunities.

Which Going for Growth indicators will this help?

The proposal will impact on the following indicators:

- A place with reduced inequality
- A place with a vibrant economy, offering high quality jobs
- A place people choose to live and work

Benefits

The establishment of apprenticeships strongly supports the Going for Growth agenda, helping remove barriers to small local businesses, providing skills and experience to young people, helping reduce youth unemployment, and supporting growth within our business base. Without additional resources, small businesses will continue to have poor understanding of apprenticeships, and to be put off by the perceived bureaucracy and work required to take on an employee.

More broadly, the Hub will act as a talent pool within Warwickshire, enabling businesses to find the right skills and talent to help grow their business and, therefore, in the longer-run create more jobs and wealth in the County.

Sustainable Communities Business Unit

Louise Wall

2013/14 Going for Growth

Proposal Title:	Maximising Local Labour and Community Benefit
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Description

1. Access to jobs for local residents through the planning system (from private sector investment): promoting and matching jobs for local people, increase opportunities for the local supply chain, and skills training.
2. Increase the use of community benefit clauses, such as those to create local jobs, in the County Council's procurement.

Explanation of Proposal

There are two key elements to this proposal.

1. **Access to jobs for local residents via S106 agreements.**
Aim: To maximize the chance of local residents accessing new jobs during the construction phase of developments and secure end use jobs created by the development.
Action:
 - a) For major developments we will endeavor via clauses in S106 agreements to provide access to jobs for local residents
 - b) Working in partnership with developers to introduce Employment & Skills programmes linked to new major developments in the County and work with the District and Borough Councils.

The Access to Jobs and Services Co-ordinator would be charged with negotiating employment and training opportunities for local residents as part of the planning process and WCC's own procurement. Examples already in place;

1. Combine Heat and Power Plant by SITA in Coleshill a £20m investment. SITA have agreed to fund the following:
 - a. During the construction phase to offer jobs and training to local residents;
 - b. SITA will endeavour to source plant, equipment and materials locally. They will hold open days to meet local companies therefore, to increase "spend" in the local supply chain.
2. Coventry and Warwickshire Gateway site. This is a major strategic project and we are already working with Coventry City Council and Warwick District Council and the developers to secure commitments to provide jobs to the local labour market. In addition open days for local businesses are planned so they can to bid for goods and services needed during the build phases of the development.
3. Pride in Camp Hill regeneration project inserted clauses into a tender document for prospective developers required securing local labour and training for local residents.

This is a real opportunity to act as a catalyst and assist access to jobs for local residents and improve the expenditure in the local supply (therefore increasing further jobs). We need a postholder to advise and help to deliver the job opportunities and increasing expenditure for

the local supply chain across a broad range and number of projects.

Brief description of project:

To recruit an Access to Jobs and Services Co-ordinator. The purpose of the role will be to:

- Promote the use of community benefit clauses in procurement and deliver the requirements of S106 agreements that include employment and training matters.
- Support procuring managers on how to include community benefit clauses
- Support contractors to achieve community benefits
- Support in the development of the community and voluntary sector

The Social Value and S106 employment and training clauses can achieve:

- Commitments to create jobs and/or training for our residents
- Increased Use of local labour
- Increased use of local supply chains
- Improved environment
- Reduced landfill
- Reduced carbon emissions
- A reduction in LA payments of Housing and Council Tax Benefits (given that the budget for Council Tax benefit is going to be reduced this is one way in which we could address the shortfall)
- Fewer requests for free School Meals
- Decreased demand for support to homeless people
- Reduced pressure on welfare rights and debt advice services
- Fewer demands on mental health support services

The County Council as a procurement body for its goods and services would seek to include community benefit clauses in its contracts. We would encourage contractors to take into account local labour markets and create jobs for locally disadvantaged groups as well looking at ways to create a positive environmental impact by reducing landfill waste or carbon emissions.

Estimate of Cost

	2013/14	2014/15	2015/16	Total Cost
	£000	£000	£000	£000
Revenue	100	100	100	300

This would provide the additional staff resources needed (1) to negotiate with developers and to work with partners to commission employment and skills programmes and (2) to advise internal managers carrying out procurement on behalf of WCC. Posts would be subject to the JEQ process to ascertain final costs but for the purposes of this paper have been estimated at scale L/M. A budget of £100,000pa would be sufficient funding to cover additional resourcing costs that may be required.

It is recognised that Going For Growth funding is time limited. Using the funding for 3 years would provide an opportunity to pilot the process during which we would identify the social return on investment and seek to secure on-going funding via S106 agreements.

Which Going for Growth indicators will this help (please indicate)?

The proposal will impact on the following indicators:

- A place with reduced inequality
- A place with a vibrant economy, offering high quality jobs
- A place people choose to live and work

Additional information

The Public Services (Social Value) Bill has recently passed through parliament and is likely to become law in December. The Bill requires local authorities to consider:

- How what is proposed to be procured might be improve the economic, social and environmental well-being of the relevant area
- How, in conducting the process of procurement, it might act with a view to securing that improvement

Following consultation with the planning, procurement and economic development teams it was identified that at the present time across the WCC does not have the manpower to deliver these requirements.

Sustainable Communities Business Unit

Louise Wall

2013/14 Going for Growth

Proposal Title	Warwickshire Small Business Loans Scheme
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Explanation of Proposal

There is a clear gap in the market for loans to small businesses who cannot get adequate finance from the mainstream banking sector. The scheme will offer small loans up to a maximum of £50,000.

WCC would go out to tender for an existing provider to deliver the scheme on our behalf. (There are a small number of successful providers with the infrastructure already in place including Coventry and Warwickshire Reinvestment Trust which WCC helped establish in 2004/ 2005). WCC would clearly set the criteria that we would want to see included. This would cover our key outcomes, ensuring our risks were covered in terms of state aid compliance, minimum requirements around project appraisal and due diligence, and communications/engagement with WCC. The appointed provider would then take responsibility for undertaking issues such as appraisal, due diligence, ensuring compliance with EU state aid rules, re-payments, and monitoring. WCC would also ensure that the loan and interest re-payments are reinvested in the scheme and, specifically, in Warwickshire businesses.

WCC would want to capitalise on the skills of those who have the experience in delivering such schemes to set out how they think it would work best to achieve what we want to see. For example, we would look to those tendering to set out viable time-periods for repayments. We would highlight the importance of recycling, and so would look for schemes that could demonstrate this, taking account of the fact that this is also dependent on the individual businesses and size of the loan.

The detailed Business Case would need to include a risk assessment on the likelihood of bad debts (and the opportunities for successes), and how any such bad debts would be funded (e.g. from the revolving fund, by the operator, etc).

Estimate of Cost

	2013/14	2014/15	2015/16	Total Cost
	£000	£000	£000	£000
Capital	500	-	-	500

The £500,000 in 2013/14 would be used as a revolving fund. This would support at least **20 small businesses** in Warwickshire (based on an average loan of £25,000) and create or safeguard **50 jobs** (based on an average cost of £10,000 per job). It would also unlock **additional private sector investment**.

Further small businesses would be supported and jobs created or safeguarded as the funding is re-invested.

Which Going for Growth indicators will this help (please indicate)?

The proposal will impact on the following indicators:

- A place with reduced inequality
- A place with a vibrant economy, offering high quality jobs
- A place where our town centres compare well with their counterparts in other
- Counties
- A place people choose to live and work

The scheme will help small businesses access the finance they need to expand and grow.

It is also worth noting that, as part of the Warwickshire Rural Growth Network, WCC will be appointing a provider to deliver an access to finance service. Additional Going for Growth resources would allow us to **expand coverage across Warwickshire**. (Normally DEFRA funding can only be used in rural areas so ruling out Nuneaton & Bedworth, Warwick/Leamington, Rugby town, Stratford town, etc).

Sustainable Communities Business Unit

Louise Wall

2013/14 Going for Growth

Proposal Title	Revitalising Warwickshire's Town Centres and Market Towns
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Explanation of Proposal

Warwickshire's large town centres and smaller market towns have been badly hit during the economic downturn. A loss of any national high street staple is bad news for business at a national level, but has local repercussions as the town's offer is reduced, and people choose to shop elsewhere. This impacts in the remaining area, often hitting hard independent businesses and a steady decline can follow. A declining town centre is more than about individual businesses failure, which can be devastating for families; it is also about the loss of a central hub for the community. A viable and prosperous high street is a key barometer to a successful local economy, as well as promoting civic pride, benefiting the wider community in many more social as well as economic ways.

Towns that we may support:

Bedworth	Rugby
Shipston-on-Stour	Leamington Spa
Southam	Nuneaton
Warwick	Kenilworth
Henley-in-Arden	Atherstone
Polesworth	Alcester
Coleshill	Stratford-upon-Avon

Last year the Government launched its Portas Pilot project, encouraging new groups of 'town teams' to form and work towards revitalising town centres. The project was enormously popular with well over 300 towns applying, including several Warwickshire towns, big and small. Leamington Old Town was successful in the second tranche, leaving many of the other towns with an enthusiastic town team of willing volunteers comprising representation from local businesses and residents groups along with the local authorities, but with little resource to deliver change.

Many of the towns are looking to proactively support their business environments through a much better use of social media, national market days and events and activities to increase footfall. The newly formed groups are an ideal conduit to get projects up and running quickly, and for the County Council to be able to work alongside the business community, rather than leading from the front, will no doubt bring longevity to the outcomes.

Estimate of Cost

	2013/14	2014/15	2015/16	Total Cost
	£000	£000	£000	£000
Revenue and Capital	300	-	-	300

£300k to be spent across Warwickshire's larger town centres and smaller market towns. It is proposed that the money will be spent on a range on initiatives to support footfall, to create a better environment to encourage shoppers' dwell time and to provide increased staffing

resources. This could include:

- A contribution to Town Centre Manager posts
- Events and festivals
- Shop front improvement grants
- Marketing
- Social media development

By working with the existing organisations and newly formed Town Teams to deliver these projects, we will be moving to a commissioning approach; supporting town centres in the way we have done so successfully in the past but with fewer staffing resources within the County Council

Following requests from various groups across the County, the Regeneration & Special Projects Team has identified some very limited resources to help, but without Going for Growth funding, progress will be slow and limited at a time when proactive change is required now.

Which Going for Growth indicators will this help (please indicate)?

This project supports ALL of the Going for growth indicators:

A place with reduced inequality

By supporting town centres, including the smaller market towns across the whole County, all communities will be given equal opportunities to protect and support their local town centres.

A place which encourages health and wellbeing for all residents

Declining high streets and town centres can bring with it more than just empty properties. An increase in betting shops and take away food outlets often replaces previously diverse high streets, which in turn undermines health and well-being of communities.

Busy high streets are safer and less intimidating places, which in turn increases footfall creating even safer and more prosperous places. Safer towns encourage a night time economy, currently woefully under-exploited in Warwickshire. The potential for increasing economic activity well into the evening is considerable.

A place with a vibrant economy, offering high quality jobs

New businesses seeking to invest into the County need to convince their staff to follow or join them. They do this by looking carefully at the environment and services that are on offer, as well as the infrastructure for their business. Bustling town centres attract better investment into Warwickshire, creating high quality jobs.

A place where our town centres compare well with their counterparts in other Counties

Each town centre is directly competing with all those within easy reach across borders, but also with large destination shopping centres across the country. With other counties supporting town centres, we will need to be proactive just to maintaining the status quo. If we want our town centres to punch above their weight, we need to invest accordingly.

A place people choose to live and work

We all would prefer to live and work in a place with a prosperous, attractive and safe town centre, with a strong sense of community and distinctive identity. Warwickshire is lucky that it enjoys many of these characteristics, but some centres are starting to fall behind and further work is needed to help revitalise and strengthen our town centres.

Sustainable Communities Business Unit

Louise Wall

2013/14 Going for Growth

Proposal Title	Greening Warwickshire's Towns
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Explanation of Proposal

Town centres that have a high quality public realm, with the inclusion of green spaces and natural elements, create more attractive settings for investment and act as a catalyst for wider regeneration. High quality environments attract skilled and mobile workers which in turn encourage business investment.

This proposal is for the creation of green public spaces within Warwickshire's town centres, either by enhancing existing spaces or by transforming derelict sites, waste ground and other under-used areas. Suitable sites would be identified through the emerging LDFs and other studies, along with Community & Business Forums. The Regeneration and Special Projects team would work with these town centre communities to promote the economic value of greenspace and ensure they are involved in the decision making process and are fully supportive of any schemes.

The public spaces created would be high quality, vibrant and attractive places which may take the form of pocket parks, community spaces or even just small seating areas. The landscaping of these areas would aim for naturalistic style planting, e.g. trees and wildflowers which are more sustainable than high maintenance annual bedding displays, but still visually attractive. This 'greening' of our towns would contribute to their green infrastructure - a multi-functional network of green spaces and other natural assets, with one of these many benefits being to attract visitors and investment and therefore improving the local economy.

The provision of quality green space in towns represents very good value for money, with many economic benefits seen in return for a relatively small amount of investment.

Estimate of Cost

	2013/14	2014/15	2015/16	Total Cost
	£000	£000	£000	£000
Revenue and Capital	300	-	-	300

The money would be used to set up a project to work alongside town centre communities to identify suitable sites and design and implement environmental improvements, for example:

- tree and shrub planting
- creation of wildflower meadows
- installation of benches, litter bins, footpaths etc. if creating a small 'pocket park'.

Which Going for Growth indicators will this help (please indicate)?

The proposal will impact on the following indicators:

- ***A place which encourages health and wellbeing for all residents:***
Many studies have been carried out linking the benefits of the natural environment with improvements to our health and wellbeing. Pleasant, attractive and safe outdoor environments encourage people to be more active. The presence of greenery and natural elements can also help to reduce blood pressure, stress levels and promote faster healing, and they also have a positive effect on our sense of happiness and well-being. Trees also improve health by helping to clean the air and protect people from pollution, and by providing shade which can lower the risk of skin cancer.
- ***A place with a vibrant economy, offering high quality jobs:***
Increasing the amount of public green spaces in our towns will create spaces that users can connect with and enjoy spending time in. This will lead to increased footfall and amount of time and money spent in towns, which in turn will benefit local businesses. High quality environments, with trees and other natural elements, encourage businesses to invest in an area. It has also been seen elsewhere that Local Authority investment in an area in turn attracts more private sector investment. Employment sites with access to natural green space tend to have more productive employees with a greater job satisfaction.
- ***A place where our town centres compare well with their counterparts in other Counties:***
There are many examples all over the country (and abroad) where the creation or enhancement of public green spaces has been beneficial to the local economy. A recent example is, of course, the Olympic Park in London, where the landscape has been designed to be sustainable and to benefit biodiversity, but also to retain an aesthetic appeal. This has proved to be very successful and popular with visitors, demonstrating the attractiveness of parks and green spaces. We need to build on successful schemes we have previously carried out e.g. Stratford, where we have seen increased matching investment resulting from the creation of a high quality public realm / green space, and extend this to our other towns.
- ***A place people choose to live and work:***
There is no doubt that people prefer to live and work in attractive surroundings with trees and green space. Towns with such spaces enhance a local sense of place where people show pride in their surroundings, and they can also foster a community spirit. Quality environments with green spaces and trees are more attractive to investment and tourism and can therefore stimulate employment opportunities. An attractive, green environment is also more likely to encourage staff to move with a business into a new area.

Localities and Community Safety

Mark Ryder

2013/14 Going for Growth

Proposal Title:	Social Engagement Activities for Older People
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Explanation of Proposal

This proposal supports the development and piloting of a menu of placements and activities that Warwickshire residents can commission via their personal budget/direct payments. The aim is to enable people to remain independent and active, minimising costs associated with formal care.

The services would include:

- structured volunteer placements enabling older people to engage in stimulating tasks and enjoy social contact based on and in their local community
- a menu of heritage and cultural activities around the county aimed at promoting social contact, learning new skills, trying new hobbies and interests. This might include craft sessions inspired by items from our collections, family and local history sessions, reminiscence work, etc.

The service design and development phase would aim to create a rolling programme of apprenticeships to support the delivery of the programme. The national apprenticeship framework offers two potential programmes which could support the delivery of this proposal. Both are within the Health, Public Services and Care sector. The first is Health and Social Care and the second is Libraries, Archives, Records and Information Management. This proposal would evaluate which is the best approach and make recommendations for future delivery on this basis.

As part of working up the detailed business case, the detailed payment mechanisms that are possible will be evaluated and a solution recommended.

This proposal supports WCC's response to the Government White Paper "Caring for Our Future" 2012:

Culture "in all its forms... helps to provide the social fabric of communities, making them "communities" in the real sense and sustaining the individuals within them"
Culture and Health: Making the Link – London Health Commission

Estimate of Cost	2013/14	2014/15	2015/16	Total Cost
	£000	£000	£000	£000
Revenue	75	-	-	75

This proposal requests £75K start-up funding which will be allocated as follows.

- | | |
|---|------|
| • Fixed term staff contract | £40K |
| • Resources development | £10K |
| • Pilot delivery phase | £15K |
| • External evaluation and recommendations | £5K |
| • Marketing and promotion | £5K |

Which Going for Growth indicators will this help (please indicate)?

The proposal will impact on the following indicators:

- A place which encourages health and wellbeing for all residents
- A place with a vibrant economy, offering high quality jobs
- A place people choose to live and work

There is no capacity in Heritage and Culture to develop the programme without one-off funding. Funding will enable:

- liaison with colleagues in Social Care to ensure a tight focus on customer needs
- development of performance measures consistent with the Caring for Our Future White Paper which demonstrate the improvement in health, wellbeing and independence levels within the county as a result of this programme
- development and piloting of a cost effective and pragmatic delivery and charging model which is financially and operationally sustainable
- evaluation of whether the programme can be delivered in part through the Corporate Apprenticeship programme.
- the creation of a volunteer programme aimed at the over 50s which tackles social isolation
- the creation of a series of activities and learning sessions aimed at tackling social isolation and promoting independence and wellbeing
- the costs of marketing the new services to customers

Fire and Rescue Service Gary Phillips

2013/14 Going for Growth

Proposal Title	Life and property safety fire sprinkler systems.
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Explanation of Proposal

It has been established that the provision of fire sprinklers in premises housing vulnerable people, such as houses in multiple occupation, care homes, nursing homes or very sheltered accommodation would greatly enhance the safety of residents from the effects of fire.

In support of the WCC's Going for Growth agenda WFRS wishes to submit a bid for revenue funding to encourage our business partners (commercial premises owners, housing managers and sprinkler business industry experts) to engage in targeted 'match funding' sprinkler fitments in premises where maximum fire safety benefit can be achieved. It is anticipated we would target both residential premises (life safety) and commercial premises (building and firefighter safety). This will assure the safety from fire of those residents and provide a high level of business security to the management of these types of premises.

Without the introduction of legislation to encourage social care organisations, builders and developers to invest in such systems, it is difficult to encourage the installation of sprinklers in existing properties without providing a positive incentive over and above the incentive to ensure their vulnerable residents are protected from fire. The provision of partial funding to engage partners this way would enable this to happen and through effective communications would also further promote these effective active fire safety systems.

A successful bid would further reduce the risk of increasing the economic cost of fire, both from a commercial perspective and from the very large multi-agency costs associated with fire death and serious injury inquiries.

Estimate of Cost	2013/14	2014/15	2015/16	Total Cost
	£000	£000	£000	£000
Revenue	50	-	-	50

Which Going for Growth indicators will this help (please indicate)?

The proposal will impact on the following indicators:

- **A place which encourages health and wellbeing for all residents** - This funding would help to ensure that vulnerable residents are protected from fire.
- **A place with a vibrant economy, offering high quality jobs** - If a business premises is badly damaged by fire; this can potentially cause job losses for the employees who worked within those premises. A successful bid would further reduce the risk of increasing the economic cost of fire, both from a commercial perspective and from the very large multi-agency costs associated with fire death and serious injury inquiries.
- **A place people choose to live and work** - This funding would help to ensure that vulnerable residents are protected from fire.

Human Resources and Organisational Development

Sue Evans - Head of Service

2013/14 Going for Growth

Proposal Title:	Internal Apprenticeship Programme
Explanation of Proposal	
<p><u>Summary</u> The aim of the project is to increase the number of apprentices within Warwickshire County Council, and to provide a supportive infrastructure to ensure we maximise the benefits of these opportunities for young people in Warwickshire</p>	
<p><u>Background</u></p> <ul style="list-style-type: none"> • WCC has pledged its commitment, as a large scale employer, to the Apprenticeship agenda and this commitment has to be a long term one if the organisation is to reap the rewards in respect of a younger workforce for the future. However, the infrastructure to enable WCC to offer and deliver a worthwhile Apprenticeship experience has not been in place to date. • There is key political support for Apprenticeships in the context of the Council's 'Going for Growth' agenda and the wish to provide opportunities to young people, thus increasing the employability and skills of young people, and reducing youth unemployment in the area. • Both the Communities and the Resources Groups have expressed a desire to engage Apprentices from a range of services. • A significant degree of work has been, and continues to be undertaken, in order to establish the infrastructure; including the work programme, the pay framework, access to induction and internal training, establishing links with qualification/training providers, and the setting up of a mentoring facility. • In context, the recent workforce planning exercise has identified a workforce age profile that is predominately in the higher reaches, and the need to attract and develop a younger workforce if the organisation is to have an appropriately qualified and skilled workforce in the future. • Work to establish the infrastructure for an Apprenticeship programme continues within existing resources within the HR Business Partnership at present, although this is impacting on other work which needs to be prioritised. A dedicated resource is now required in order to move this project to the next level in terms of supporting the Apprenticeship programme and taking it forward. This will include providing the critical links between WCC, as the employer, the Apprentices and the qualification/training provider, and to regularly monitor progress to ensure the programme is working effectively. • A further key role for the additional dedicated resource will be to develop, to promote and extend the Apprenticeship offer in a range of settings across the whole organisation. 	
<p><u>Outcomes:</u></p> <ul style="list-style-type: none"> • Recruit a full time additional resource to manage and develop a successful apprenticeship programme, to ensure a ready supply of placements, and effective 	

processes are in place.

- Autumn 2012 – up to 11 x Apprentices are planned to be recruited to WCC. There are currently 8 planned in Communities Group: 4 x administrative roles (Waste Management, Trading Standards, 2 x County Highways); 2 x engineering roles in County Highways; 1 x Waste Management Technician and 1 Arborist in our Forestry Section. There are currently 3 planned in the Resources Group in ICT.
- In addition, the Head of Human Resources and Organisational Development would like to drive investment in our future workforce by setting a recruiting target of three apprentices per business unit over the next 12 months. These apprentices will have the opportunity to gain experience in a diverse range of services that will provide them with a broad knowledge base of Local Government and employer required skills to compete in the wider workforce and to improve the employment prospects for young people across Warwickshire. This cannot be funded from within existing service budgets and so it is proposed that these are funded corporately.
- In launching and funding a significant programme it is intended that WCC can establish an Apprenticeships “Hub” for Warwickshire and in so doing link with local employers in placing apprentices and promote the employment of young people.

Estimate of Cost				
	2013/14	2014/15	2015/16	Total Cost
	£000	£000	£000	£000
Revenue	377	867	-	1,244

- A resource dedicated to the internal Apprenticeship programme is required. A role description needs to be drafted and a JEQ completed with a view to formally evaluating the role. It is anticipated that such a role would be targeted at Scale L. Consequently, costs of such a role would be £30,851 - £32,800 plus 23.4% on-costs (£38,070 - £40,475).
- It is felt that this new initiative would require a degree of part time administrative support. It is anticipated that such a role would be targeted at Scale F. Consequently costs of such a role would be £8,415 - £9,563 plus 23.4% on-costs (£10,384 - £11,800).
- The cost of employing the additional target of 51 apprentices (as detailed above) is £316,214 in year one, based on £5,200p.a per apprentices plus on costs. In addition a further £792,934 in year 2 will be required to fund these targeted apprentices.
- Dependent upon Government funding, which is linked to the age of the Apprentice, WCC may be required to support the qualification/training costs incurred. These costs may vary dependent upon the offering.

Total budget required.

£ 80,950 – Dedicated Management Resource
 £ 23,600 – Part time Administrative Resource
 £1,139,148 - Salary cost for Business Unit Apprentices (inc on costs)
 *Plus training costs as above.

 £1,243,698

Information Assets Tonino Ciuffini

2013/14 Going for Growth

Proposal Title	Additional BDUK Funding to deliver beyond the Government Target
<p>Explanation of Proposal</p> <p>In the 2011 Budget cycle, the Council approved £3,497,000 of funding to lead a joint project with all our sub-regional council partners to support the Government BDUK Initiative to improve Broadband in the Warwickshire Area.</p> <p>The project has also since been adopted as one of our primary Going for Growth Activities, supporting the economic and social benefits that the original bid outlined.</p> <p>As part of the BDUK scheme, our funding identified last year along with funding from the Warwickshire Districts will be matched by the Government funds allocated for the BDUK project. This should then attract further matched funding from the successful supplier that we will select through a Government Framework competitive process.</p> <p>We still believe at this stage that the funding allocated in 2011 should allow us to achieve the Government target of all premises in Warwickshire receiving the universal minimum of 2Mb/s Broadband speed, and 90% of the premises receiving superfast Broadband of over 24Mb/s. However, as clearly stated at the time of the original bid we will not know the precise figure that can be achieved until the tender process has been completed and the supplier selected.</p> <p>With the creation of the Going for Growth fund, we could consider a further Warwickshire County Council option to commit additional funding to seek to take the Broadband coverage further still above the 90% target. However, if we add further money to the fund, it is unlikely to attract any further BDUK matched funding, as this has already been allocated across the country, but could still attract a similar level of additional investment from the supplier. We believe this because one of the two companies remaining on the Government framework has previously stated that they would match pound for pound any funding as part of the overall BDUK project.</p> <p>If we do add additional funding we will reach further premises and increase the superfast coverage, but it must be recognised that we are starting to tackle the more remote and expensive properties. Indeed the cost figure increases exponentially as we try to address the final few percentages.</p> <p>Our work with our advisors on the project, Ansys Mason, who have also been advising the Government suggest that for range of properties in the 90-98% coverage area, for each additional £1,000,000 that Warwickshire was to provide, we would reach an additional 1,423, premises, adding 0.57% to the coverage.</p> <p>This means that we can consider a range of options for adding additional funds to the project if we want to, and four levels are provided in the cost section to demonstrate this.</p> <p>The funding would suit the Going for Growth fund model, as like the original BDUK bid it is one off funding that would be passed to the Private Contractor and would not require on-going revenue support. At this stage we would not expect to pay for the above 90% element until the end of the project which is likely to be 2015 at the earliest.</p>	

One option also worth considering is that as we cannot be certain what level of coverage would be achieved until the tender has been completed, one option might be to consider reserving the funding for this purpose, but in the tender asking for the option, and not committing the funding to be spent until we have a firm offer that we are happy with in the tender process.

Estimate of Cost				
	2013/14	2014/15	2015/16	Total Cost
	£000	£000	£000	£000
Capital	667	1,333	-	2,000

Assuming that the current BDUK programme will deliver 90% coverage, then any expansion over 90% can be delivered in tranches depending on the resources available.

Increased		
Funding	Premises	% Coverage
£500,000	711	0.28%
£1,000,000	1,423	0.57%
£1,500,000	2,134	0.85%
£2,000,000	2,846	1.14%

This is assuming “that BT/Fujitsu would, but BDUK would not match fund”.

Which Going for Growth indicators will this help (please indicate)?

The proposal will impact on the following indicators:

- A place with reduced inequality – Yes taking the Superfast Broadband coverage further
- A place which encourages health and wellbeing for all residents – by providing access to superfast broadband and possible future tele-health facilities
- A place with a vibrant economy, offering high quality jobs – superfast broadband will attract both businesses and individuals, and for the last 10% increase likelihood of rural employment/home working
- A place people choose to live and work – again the availability of superfast broadband does influence people’s choice, and the message that Warwickshire is committing beyond the national approach is a positive one.

Cabinet

22 November 2012

Warwickshire Rural Growth Network

Recommendations

That Cabinet:

- 1) Approves the addition of the capital element of the Department for Environment, Food and Rural Affairs (DEFRA) grant to establish the Warwickshire Rural Growth Network (RGN) to the Capital Programme.
- 2) Recommends that Council allocates the revenue element of the DEFRA grant to the Communities Group for the purposes of establishing and delivering the Warwickshire RGN.
- 3) Commits to entering into a partnership agreement with LaSalle Investment Management for the provision of a Rural Technology and Innovation Centre at Stoneleigh Park as part of the Warwickshire RGN.
- 4) Authorises the Strategic Director for Communities to negotiate, and enter into, agreements to deliver the Rural Growth Network Proposals on terms and conditions acceptable to the Strategic Director for Resources.

1.0 Background

- 1.1 The Rural Growth Network (RGN) initiative is part of a package of new measures announced in the Government's Rural Economy Growth Review. The Council worked with partners to co-ordinate the submission of an application from Coventry and Warwickshire Local Enterprise Partnership (CWLEP) for Warwickshire to become a pilot area (with the Council as accountable body). In March 2012, the Government announced that the CWLEP was one of five qualifying areas set to receive grant funding.
- 1.2 The Council has now accepted a grant offer from DEFRA to establish the Warwickshire RGN (made on 8 October 2012), following submission of a delivery plan or full application on 22 June 2012. A further application to DEFRA for additional funding (from the Rural Economy Grant) to establish a grant scheme for micro-enterprises in the Warwickshire RGN area is also being progressed, following approval from the Portfolio Holder for Sustainable Communities.
- 1.3 Approval from the Portfolio Holder for Finance, Improvement and IT was given on 4 September 2012 to proceed with the procurement and calls for applications for grants for the provision of the activities (with spend up to

£3m). The Portfolio Holder for Finance, Improvement and IT also authorised the Strategic Director for Communities to enter into all relevant contracts on terms and conditions acceptable to the Strategic Director for Resources. However, since then, it has been determined that the DEFRA funding has actually taken the form of a non-ringfenced grant rather than a standard grant agreement. Therefore, Council approval is required to allocate the revenue element of the grant to the Communities Group for the purposes of establishing and delivering the RGN. Approval is also required to add the capital element of the grant to the Capital Programme.

- 1.4 In addition, the role of Stoneleigh Park and in particular LaSalle Investment Management (who have responsibility for the site under a 150 year lease) has developed from the informal partnership envisaged at the time of applying, to a situation where it is now recommended that the Council enters into a formal partnership agreement with LaSalle.

2.0 DEFRA Grant Conditions and Memorandum of Understanding

- 2.1 DEFRA envisaged that each RGN pilot, whilst different, would involve the creation of a network of enterprise hubs across a defined rural area. These hubs would provide the accommodation and infrastructure needed by rural businesses to start up and grow; act as a focal point for a range of support; have a strong focus on supporting women-led enterprises; whilst also facilitating knowledge transfer, mentoring, training and skills development.
- 2.2 Warwickshire's rural areas have good business start-up rates. Indeed, they have some of the highest rates in the country. However, these businesses tend to remain small and fail to experience growth, therefore not creating the employment opportunities nor generating the growth and prosperity the local economy needs. Warwickshire partners have decided therefore to focus the CWLEP's submission on helping rural businesses grow whilst at the same time providing support for new start-ups (with a particular focus on supporting women).
- 2.3 At this stage, DEFRA expect that the Warwickshire RGN will generate 120 new business start-ups (including 60 led by women); support 400 businesses to develop and grow; provide 5,000 square feet of new enterprise space; create or safeguard 500 jobs; and deliver a £50m increase in Gross Value Added (GVA). The Council recently published an invitation to tender for providers to deliver the bulk of the activities (subject to Cabinet and Council approvals to allocate the funding). A call for applications for grants will also be held later in the year, including for additional technology and innovation projects.
- 2.4 Under the grant conditions and the Memorandum of Understanding, DEFRA will provide the Council with funding to establish and deliver the Warwickshire RGN. The funding of £2,402,726 is made under a Grant Determination under s.31 of the Local Government Act 2003. The grant will be paid in two instalments, the first within 30 days of 9 October 2012 (the date the Council accepted the funding offer) and the second on or before the 31 March 2013.

The responsibilities of the Council as the accountable body include ensuring that all funding allocations are transparent and that the decision-making process is open to the scrutiny of local stakeholders.

- 2.5 The funding is made up of a £2,152,726 revenue grant and a £250,000 capital grant. This includes a smaller grant from the Government Office for Equalities to support women-led enterprises. Council approval is required to allocate the revenue element of the grant to the Communities Group for the purposes of establishing and delivering the Warwickshire RGN. Cabinet is also asked to add the capital element to the Capital Programme.
- 2.6 The RGN is a pilot and the exact split in expenditure between capital and revenue will not be known until conclusion of the procurement and grant application processes. We may, therefore, need to capitalise some of the revenue funding at a later date depending on the outcomes of these processes. The Capital Programme allocation will also need to be increased by the additional Rural Economy Grant funding, if this application to DEFRA is successful. Both would be done through the quarterly capital monitoring report process.

3.0 WCC-LaSalle Partnership

- 3.1 The Warwickshire RGN is focused around Stoneleigh Park as this is considered to be both a key asset for the sub-region and also a natural home for such a network. LaSalle intend to invest in a new Rural Technology and Innovation Centre (RTIC) as part of their wider development plans for Stoneleigh Park. At the time of applying, the Council envisaged that it would have an informal partnership with LaSalle and that it might take a licence, at market rate using some of the RGN grant, of an office or training room within the new RTIC. However, LaSalle has since indicated that it wishes to make its new accommodation available for use as the “Warwickshire RGN Rural Technology and Innovation Centre”. LaSalle would fund the refurbishment costs and, for the duration of the RGN funding, give the RGN exclusive use of the whole building as both operational space and premises for new and existing businesses.
- 3.2 For its part, the Council has suggested that it could use some of the RGN grant to fund a centre manager and provide basic office equipment for some or all of the building. The Council would rent, at market rent and again funded by the RGN grant, accommodation within the RTIC for the purposes of delivering the RGN. It would require providers selected to deliver the RGN services to spend time operating out of the RTIC and to promote the use of the RTIC to such eligible persons. Finally, the Council has also agreed to work with DEFRA to explore how the new Rural Economy Grant scheme can give priority to RGN businesses including those looking to move to the RTIC and other RGN enterprise centres.
- 3.3 The partnership would be an excellent example of the public and private sectors working together to deliver shared goals for the growth of the Warwickshire economy. The Council and LaSalle have agreed a non-legally

binding Memorandum of Understanding (MOU) to record their respective intentions.

4.0 Legal Implications of WCC-LaSalle Partnership

- 4.1 The MOU referred to above envisages that the content of a legally binding partnership Agreement will be agreed by 30 November 2012. Subject to negotiation of terms acceptable to the Council, it is not envisaged that the arrangement with LaSalle will expose the Council to any undue legal risks.
- 4.2 The proposed WCC-La Salle arrangement is a public/ private partnership as opposed to a contract for services and as such the EU procurement regulations would not apply. It is also considered that state aid rules would not apply to this arrangement. This is a complex area of law and there are a number of tests that have to be satisfied before state aid is found to exist. In this case, whilst it can never be absolutely guaranteed, it does not appear that all state aid tests are met

5.0 Financial Implications

- 5.1 The DEFRA grant includes provision for the Council's additional costs including development and set-up, programme management, legal and state aid advice, due diligence, contracting, contract and project management, Finance and evaluation.
- 5.2 In terms of the WCC-LaSalle Partnership, LaSalle would invest a significant sum in the refurbishment of the offices which will become the RTIC.
- 5.3 The cost of the centre manager and rent of one of the office units for two years (2013/ 2014 and 2014/ 2015) as well as the one-off cost of the basic office equipment are estimated to be in the region of £75,000 and £125,000 All these costs would be met by the DEFRA grant funding. There would be no additional call on WCC resources.

6.0 Next Steps

- 6.1 It is hoped that the first RGN activities will be operational in late January/ early February 2013 (subject to Cabinet and Council approvals to allocate the revenue funding and a satisfactory conclusion to the current procurement exercise).
- 6.2 In terms of the WCC-LaSalle Partnership, the Council and LaSalle are progressing their negotiations subject to contract (and each party bearing their own costs) with a view to agreeing a formal agreement by 30 November 2012. The agreement would only be concluded after Council approval to allocate the revenue funding. It is expected that the RGN RTIC will open by 1 July 2013.

Supporting Papers

1. Portfolio Holder for Sustainable Communities, 22 June 2012 – Report and Decision Record
2. Portfolio Holder for Finance, Improvement and IT and Portfolio Holder for Sustainable Communities, 24 August 2012 – Report and Decision Record
3. Warwickshire Rural Growth Network Invitation to Tender, 29 October 2012
<http://www.warwickshire.gov.uk/procurement>

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Cabinet

22 November 2012

Warwickshire Joint Carers' Strategy Refresh 2012-15

Recommendation

The Warwickshire joint Carers Strategy Refresh 2012-15 at appendix A of this report is approved by the Cabinet

1.0 Introduction

- 1.1 A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner, a child or friend who is ill, frail, disabled or has mental health or substance misuse problems. Young carers are children and young people up to the age of 18 whose life is affected by looking after someone with a disability or long-term illness or condition. The number of carers is likely to increase significantly and 3 in 5 of us can expect to be a carer at some point in our lives.
- 1.2 Health and social care services are dependent upon the role played by informal carers. The most recent estimate of the saving to health and social care services through the support provided by informal carers is £119 billion nationally, the equivalent of funding the whole NHS. In the current economic climate this support is more valuable than ever.
- 1.3 In the 2001 Census 53,221 people in Warwickshire identified themselves as providing unpaid care for another person, 58% of these were women. Included within these figures were over 1,220 young carers although this is considered to be an underestimate and recent national research indicates that the figure is more likely to be nearer 4,880. Nearly 9,500 of the total number of carers were providing over 50 hours of unpaid care per week although, again, recent research suggests that it is more likely to be double that figure and that carers regularly providing over 20 hours per week were more likely to experience an impact on their own health. The overall figure for carers is in line with the national average of 10%. However, there are differences across the districts that make up the county with North Warwickshire (11.4%) and Nuneaton and Bedworth (11%) indicating a higher number of carers in those areas.
- 1.4 The number of carers known to Social Care is fewer than 10,000 and this may be due to a range of factors including carers experiencing no need for services at the present time, lack of awareness of available services, current ineligibility for services and/or reluctance (on the part of the cared for or the

carer) to accept external help. Warwickshire's Carer Support Services for adult and young carers are in touch with just under 6,000 carers, some of whom are also known to Social Care Services.

- 1.5 There is mounting evidence to suggest that many of those taking on a caring role may experience poorer health and wellbeing as a direct result of that role and of those carers who have a prior health problem themselves many experience a deterioration in their condition due to their caring responsibilities. The impact on their health may range from physical injury, sleeplessness, fatigue to anxiety and stress. This applies equally to adult and young carers.
- 1.6 Carers may also find that their caring role can reduce their leisure, educational and employment opportunities and, particularly in the case of younger carers, may impose limitations which have long term consequences for their economic welfare.
- 1.7 The White Paper, "Caring for our future: Reforming care and support" outlines important new rights for carers and these are embodied in the draft Care and Support Bill which is detailed in Section 1.4 of Warwickshire's Carers Strategy Refresh. The proposals include:
 - New duty on local authorities to establish and maintain an information and advice service relating to care and support for adults and carers
 - New duty to promote diversity and quality in provision of services
 - Automatic assessment if carer has eligible needs
 - New rights to services for carers following assessment
 - No requirement to provide regular and substantial care so any carer with needs could be assessed
 - New rights to be consulted on the assessment of the cared for
 - New rights in primary legislation for carers to receive a copy of the care plan and to be consulted
- 1.8 Preparation work will be needed to review practice in the light of the new requirements although Warwickshire has already adopted policies particularly in relation to assessments which put it in a strong position to respond to the new legislation. The right to services as a result of an assessment may incur additional expenditure although the Government has indicated that additional funding will accompany the new legislation.
- 1.9 Carers, nationally and locally, have identified the kind of support and services that can make the greatest difference to their ability to provide care. This Strategy builds upon existing positive practice and proposes actions which will help to ensure that carers in Warwickshire are supported to sustain their caring role and protect their health and wellbeing.

2.0 The Strategy

2.1 This strategy reflects the four main priorities of the national Carers Strategy and picks up the key themes of the Caring For Our Future White Paper and the draft Care and Support Bill. Led by the People Group, this Strategy has been developed in partnership with NHS Warwickshire Primary Care Trust, informed by consultation with carers in Warwickshire and has drawn on the Joint Strategic Needs Assessment, the draft Joint Health & Wellbeing Strategy and current client group and condition specific strategies, including the End of Life Strategy, to provide an integrated approach to sustaining carers and a coherent basis for planning with Clinical Commissioning Groups and other partners across all sectors to embed carer awareness and support within their area of activity.

2.2 The four key priority areas of the Strategy, under which actions are grouped, are:

Priority 1 - Easy access to information and early identification of carers to promote preventative interventions

Carers have said that the right information at the right time is essential. This may be information about practical support, benefits, available services or condition specific information to help them plan their caring. Actions within this area centre on early identification of carers and improving access to information at all stages in their caring role. Among the actions to achieve this are:

- All client group and condition specific strategies will consider and incorporate carers' need for information especially relating to practical caring skills and care pathways and sources of support.
- Carer awareness training will be made available to all frontline staff within the County Council and made accessible to other stakeholders to aid effective identification and signposting to sources of support.
- Public-facing information provision within health and the County Council will consider and reflect the carers pathway.
- Early identification of those caring for people near the end of their lives
- Extending authority to health practitioners to carry out carers' assessments subject to clarifying the legal basis for this
- Promoting carer and self funder's use of the Resource Directory to purchase care direct.

Priority 2 - Timely information and services to assist adult carers to retain or return to employment and ensure that young carers are protected from inappropriate caring

Carers, whose employment is at risk, need to know at an early stage how to access information and support to retain or return to employment. Young carers need to be identified to ensure that the right level of support is offered to their families. Among the actions to achieve this are:

- Reviews of replacement care will be undertaken to explore a wide range of options to support working carers.
- Information about caring whilst working to be easily accessible
- A Whole family approach will be promoted across social care to ensure that young carers are identified and supported.

Priority 3 - Flexible personalised support which enables carers to have a family and community life

Carers and those they look after need access to a range of services including those outside of social care to enable them to maintain a family and community life. Among the actions to achieve this are:

- All client group and condition specific strategies will consider and incorporate carers' need for services which will promote family and community life.
- Commissioning intervention to stimulate the development of community services involving approaches that enable people to share their experience, knowledge and skills with others in their community.
- Preparation for the introduction of new carers' rights contained in the draft Care & Support Bill.

Priority 4 - Support to maintain carers' physical and mental health

Carers whose health may be at risk need to be identified and supported to promote their own wellbeing. Among the actions to achieve this are:

- Regular health checks for carers
- Carers assessments to focus on carer's health and wellbeing
- Future planning for carers to identify their needs when their caring role ends
- Planning for the cared for person which will focus on establishing a secure future by considering accommodation, funding, legal issues to provide peace of mind for carers.
- Training for carers in practical caring techniques

3.0 Financial Implications

- 3.1 Although current levels of service and support to carers are being delivered within available budgets, there are likely to be future financial implications when the Care and Support Bill becomes law. Additional responsibilities will then be placed upon local authorities to assess all carers and they will have a duty to meet all identified needs of carers, rather than as is currently the case, having the power to meet needs. It is unclear at this stage whether there will be additional funding available when the Bill is enacted. Further work will be required to understand these potential cost pressures.

- 3.2 Support to carers is acknowledged to be a cost effective way to deliver best care outcomes based on recognition that the average cost of support to carers per week would always be significantly outweighed by the cared for person's support package where care would otherwise be delivered by the state. Currently support is achieved by the provision of services to the cared for person such as replacement care or a creative use of the cared for person's support package to enable the care to take time away from the caring role. These services are delivered, and charged to, the cared for person.
- 3.3 A carer's assessment provides an opportunity to focus on the carer's health and wellbeing and their life outside of the caring role. This may result in a Direct Payment that will enable the carer to access support to achieve their personal outcomes such as gym membership, relaxation classes or and educational course.

4.0 Equality considerations

- 4.1 An equality impact assessment has been undertaken for the Strategy and it is highlighted that equality considerations have been incorporated into the Delivery Plan.

5.0 Adult Social Care and Health Overview and Scrutiny Committee

- 5.1 This report was considered by the Adult Social Care and Health Overview and Scrutiny Committee on 31 October 2012, and the comments made by that Committee will be shared with the Cabinet as soon as they are available.

Supporting Papers

1. Caring for our Future: reforming care and support, Dept of Health, 2012
2. JSNA, End of Life Strategy, Dementia Strategy, Learning Disability Strategy, Joint Health & Wellbeing Strategy (Draft).

Background Papers

None

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Warwickshire

Warwickshire Joint Carers' Strategy Refresh

Summary

Carers are everybody's business

2012 – 2015

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Section One

1.1 Introduction

Health and social care services are dependent upon the role played by informal carers. The most recent estimate of the saving to the NHS through the care provided by informal carers is £119 billion¹ nationally, the equivalent of funding the whole NHS. In the current economic climate this support is more valuable than ever and yet many carers find themselves without adequate support or even access to information that could make their role easier to sustain. Research² has clearly identified a link between caring and deteriorating health and the negative impact this is having on those members of our communities who are providing this care, including a significant proportion of children and young people.³ Considered in purely economic terms we are failing to invest in one of our most valuable resources. In human terms we are allowing some of our citizens, their children, and the people they care for to live unnecessarily difficult lives with long term consequences for carers' health, and economic opportunities. This strategy has been developed as a framework for a more holistic approach to supporting carers which builds on, and contributes to, key developments related to carers within other strategies and the re-organisation of health services. It provides a clear guide to the commissioning of services that will support and enable carers to continue in their caring responsibilities and participate in family and community life

1.2 Who are carers?

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner, a child or friend who is ill, frail, disabled or has mental health or substance misuse problems.⁴

Young carers are children and young people (up to the age of 18) whose life is affected by looking after someone with a disability or long-term illness. The person they care for may be a parent, a sibling, another family member or a friend. The terms 'disability' and 'long term illness' do not just mean a physical illness or disability, but also cover, for example, mental illness, learning disability, substance misuse, frailty and old age. Many young carers continue to become Young Adult Carers (aged 16-25).

¹ Carers UK, 2011

² Always on Call, Always Concerned, Princess Royal trust for Carers, 2011

³ Becker, Aldridge and Dearden, 1998

⁴ Recognised, valued and supported: Next steps for the Carers Strategy, 2010

Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation; looking after their parent, partner, child or best friend and just getting on with it. A caring role may last a few months or years but for some it may last for the rest of their lives.

1.3 Policy Framework

The National Strategy for Carers, *Carers at the heart of 21st century families and communities: A caring system on your side*. (June 2008) has five key objectives stating that carers should be:

- Respected as expert partners in care and will have access to the integrated and personalised services they need to support them in their caring role
- Able to have a life of their own alongside their caring role
- Supported so that they are not forced into financial hardship by their caring role
- Supported to stay mentally and physically well and treated with dignity; and that,
- Children and young people need to learn, develop and thrive, to enjoy positive childhoods and to achieve positive educational and social outcomes, while being protected from inappropriate levels of caring

The National Strategy sets out the government's commitment to services for all carers including those under eighteen and acknowledges the current difficulties many carers experience in accessing services from health and social care.

The National Strategy was updated by the Coalition Government in *Recognised, valued and supported: Next steps for the carers strategy (2010)* which includes more direction as to the priorities for action. The update to the carers' strategy highlights the importance of carers having control over the support and services they receive and re-states the target of everyone who is eligible for personal budgets, and wishing to take them up, having one by April 2013. This is a target that Warwickshire County Council has also adopted.

Warwickshire County Council and its partners are committed in their determination to address the gaps that exist in meeting the needs of young and adult carers. The achievement of this goal requires a strategic plan which, not only sets out the direction of travel, but defines the actions needed, the agencies responsible and includes measurable outcomes.

This Carers' Strategy Refresh builds on the previous Warwickshire Carers Strategy 2009 -2012 and takes account of developments in supporting young and adult carers and their families both nationally and locally.

The priorities are detailed in Section 2 of this document.

1.4 Legal Framework

The legal framework currently governing support for carers is poised on the threshold of significant and far reaching change. New legislation and policy directives are combining to raise the profile of carers by giving them new rights and requiring improved methods of identification with a view to providing them with support. The major changes for carers are contained in the following:

Caring for our future: Reforming care and support White paper 2012

This document contains proposals for transforming care and support in two major ways: by promoting people's wellbeing and independence through better information and earlier identification and intervention; and, giving people greater control and choice over the services they use. It refers to carers throughout and identifies the underpinning principles as:

- The health, wellbeing, independence and rights of individuals are at the heart of care and support; timely and effective interventions help to ensure a good quality of life for longer.
- People are treated with dignity and respect, and are safe from abuse and neglect; everybody must work to make this happen.
- Personalisation is achieved when a person has real choice and control over the care and support they need to achieve their goals, to live a fulfilling life, and to be connected with society.
- The skills, resources and networks in every community are harnessed and strengthened to support people to live well, and to contribute to their communities where they can and wish to.
- Carers are recognised for their contribution to society as vital partners in care, and are supported to reach their full potential and lead the lives they want.
- A caring, skilled and valued workforce delivers quality care and support in partnership with individuals, families and communities.

The Government has committed to extending flexible working rights to all employees, thereby removing any stigma that may attach to requests for changes in working patterns. Skills for Care, the organisation with responsibility for developing the skills of the care workforce is working closely with employers through the Employers for Carers Forum to encourage better workplace support for carers.

The role that local authorities play in care and support is changing. Instead of purchasing or providing care and support, authorities will increasingly be expected to take a leadership role in a local area: identifying the needs of the local population, supporting communities to keep people active, empowering people to take control through personal budgets and direct payments, providing

information and advice, and ensuring a responsive range of care and support options is available.

The Draft Care and Support Bill

The **Draft Care and Support Bill** places the promotion of individual well-being as the driving force behind care and support and aims to pull together previous social care legislation (including all the previous Carers legislation) into one unified act with a simplified approach and more consistent pathways. It also provides the legislative framework for recent policy developments such as personalisation. It is anticipated that the Bill will pass into legislation in 2013/14 and will be implemented in 2015.

The period covered by this Strategy runs parallel with the timetable for consultation and implementation of the Bill and provides an opportunity to plan with all stakeholders for the changes it may bring in business process, training of staff and sourcing and resourcing of possible new services. The Delivery Plan in Section 4 of this Strategy focuses on key areas for attention.

The elements of the draft Bill which have particular relevance to carers are as follows:

- A duty on Local Authorities to provide an information and advice service to help people understand how the care system works, what services are available locally and how they can be accessed. Local Authorities would also have a duty to ensure a diverse range of quality services to meet needs and to work with other local organisations to integrate services with the aim of promoting well-being and improving quality and outcomes.
- A duty on Local Authorities to take a proactive approach, make earlier interventions and provide services which are intended to prevent, delay or reduce people's needs for care and support. The aim will be to prevent or reduce dependency rather than responding to crisis situations.
- Carers will, for the first time, have a legal right to have a carer's assessment of their needs without having to meet the requirement that they are providing substantial and regular care. The duty on Local Authorities regarding carers will be comparable with that for the people they care for. There will be a new framework for assessing eligibility for support which will be set out in regulations.
- There will be a new duty on Local Authorities to meet carers' eligible needs and to review their care and support plan regularly to ensure that their needs continue to be met. Local authorities will be required to meet the eligible needs of carers by providing services to the cared for or to the carer. Services which might prove most helpful to carers could include help with housework or gardening, or the purchase of a laptop to help them stay in touch with family and friends, or gym membership to support the carer's own health and wellbeing. The draft Bill also

allows for the carer's needs to be met by providing support directly to the person they care for through replacement care to enable the carer to take time away from the caring role.

- Carers will have new rights to be consulted in relation to the assessment and support plan of the person they care for and to have a copy of the support plan.
- Young carers under the age of 18 who care for adults will be supported by children's services rather than adult care and support. At the age of 18 the responsibility will switch to adults services although adult services can be brought into transitions planning before the young carer's 18th birthday at the carer's request. There will also be a new duty to continue any children's services which a young carer is receiving past the age of 18, if appropriate adult care and support is not in place.
- New provisions in the draft Bill will enable parent carers to be assessed under adult law as well as children's law enabling them to access services that they may currently be unable to use.
- Deferred payment options ie repayment of care charges from the sale of the customer's home are to be routinely offered with Local Authorities likely to be able to charge interest on the deferred payment.
- There will be a single, consistent route to establishing entitlement to care and support for adults. Eligibility will be determined by a national threshold rather than by individual local authorities.
- Adult safeguarding will be strengthened by the creation of a clear framework of responsibilities and governance arrangements, including the establishment of a Safeguarding Adults Board to support a strategic and integrated multi-agency approach.

The Social Care (Local Sufficiency of Supply) and Identification of Carers Bill

This is a Private Member's Bill which has strong cross party support. It makes several key provisions which would help support the draft Care and Support Bill. If successful it would place duties on local authorities to:

- provide sufficiency of supply of social care services.
- ensure sufficiency of supply of social care services for disabled people and carers who wish to work or go into education; and,
- Require NHS and schools and further and higher education establishments to identify young carers

The duty to identify carers would be invaluable in raising the profile of carers' needs and could be a powerful tool in bringing carers into the mainstream and helping to ensure that carers really are everybody's business. The requirement to provide a sufficiency of supply recognises that carers and people with disabilities have the right to expect appropriate services to be available to support them in returning to or maintaining their employment in much the same way that local authorities have a role to play in ensuring appropriate provision of childcare to enable parents to work if they wish to.

The Power of Information – A ten year framework for transforming information for the NHS, public health and social care.

Published by the Department of Health this information strategy commits to a single integrated national website for health and care information. It will offer carers the ability to access services as well as health and care records online subject to authorisation by the person being cared for. It will be possible for carers to have access to information they need to help the person they care for through a single portal reducing the complexity of navigating web systems.

The framework calls for the offer of information prescriptions for people providing up-to-date, accurate information accessible directly online or via health professionals sourced from the NHS and patient organisations about specific conditions, treatment options, housing support, benefits, local care services, self-help and support groups.

NHS Care Objectives: Draft mandate to the NHS Commissioning Board.

The main areas of importance for carers within this mandate are to:

- Improve the quality and availability of information about NHS services, with the goal of having comprehensive, transparent, and integrated information and IT, to drive improved care and better healthcare outcomes. Alongside local authorities and the voluntary and community sector, the NHS has an important role in supporting carers both to care effectively and to look after their own health and wellbeing. To facilitate both new and experienced carers in accessing information, advice and support, including appropriate respite care.
- Improve the support that carers receive from the NHS, in particular by early identification of a greater proportion of carers, and signposting to information and sources of advice and support; and, working collaboratively with local authorities and carers' organisations to enable the provision of a range of support, including respite care.

NHS Operating Framework 2011-13

This has clearly stated objectives in relation to carers and these can also be found in more detail in Appendix 2. In brief, these objectives require Primary Care Trusts and Local Authorities to work closely together to agree funding and support for carers in their localities. Appendix Three: Expenditure on Support for Carers includes the funding for these arrangements.

Clinical Commissioning Groups (CCG's)

From April 2013 Warwickshire will have three Clinical Commissioning Groups (CCG's): Warwickshire North CCG (covering North Warwickshire and Nuneaton and Bedworth), Coventry and Rugby CCG and South Warwickshire CCG. These groups will take on NHS Warwickshire's commissioning responsibilities as part of the Government's plans for the NHS and together with the NHS Commissioning Board will be responsible for working with local partners to ensure that carers are identified and supported.

Arden/Warwickshire Clinical Commissioning Groups (CCG's) fully appreciate the role, knowledge, expertise, value and contribution of all carers in Warwickshire and will recognise carers importance by continuing to fund a range of services to support their health needs and to provide respite care. CCG's will continue to work with partner organisations to identify carers and their personalised requirements, which fit with individual needs and family preferences.

At the time of drafting this Strategy South Warwickshire CCG has already clearly stated an expectation that its providers should "ensure that the ethos of 'No Decision About Me Without Me' is demonstrable in all services, and ...that patients and their families/carers be involved in developing care plans and development of services" and that the "views of local GP practices, patients and carers" will inform commissioning priorities.

The Coventry & Rugby CCG has also committed to working with "practices and staff to develop a culture of seeking the views and experiences of our patients and their families at every step, to help us further improve the quality of our local services".

The outcome frameworks for the CCGs are still being finalised at the time of writing this Strategy but it is the intention of Warwickshire County Council to establish robust working relationships with the CCGs and this Strategy's delivery plan underpins this aim.

Details of the relevant current legal framework governing support to carers can be found in Appendix 2 of this document.

1.5 How we developed this strategy

This strategy is based on the four key priorities within the National Carers Strategy⁵ and those identified by Warwickshire's own carers. To establish local priorities we have drawn on the draft Joint Health & Wellbeing Strategy, the Joint Strategic Needs Assessment, Warwickshire County Council's Corporate Business Plan 2012/13 and the outcomes of recent consultations carried out as part of the Learning Disability Strategy and Dementia Strategy work and also conducted a survey of carers, parents caring for a child with a disability and Young Carers in Warwickshire. Workshops with carers have enabled us to achieve a deeper understanding of key issues raised in the consultation. Carers who are part of the Transformation Assembly have also been involved in reviewing and refining the content of this Strategy document.

We have striven to ensure that carers who have been historically under represented among carers accessing support services, such as parents or carers of people with Autism, carers who have an illness or disability themselves, carers from some black and minority ethnic communities, carers who are trying to balance caring with work, carers supporting someone with a terminal diagnosis and carers who are providing care for someone who lives a long distance away are also included in this Strategy.

1.6 Financial Support for the Carers' Strategy Refresh

A detailed account of the financial support for this Strategy can be found in Appendix 4 of this document. The principles upon which this financial support is based are:

- Promotion of the use of universal services
- Replacement care services which enable carers to take a break are provided as part of an adult customer's support plan and charged to the customer
- For carers who meet Fair Access to Care (FACS) eligibility criteria - support to enable them to live a life outside of their caring role will be provided via Direct Payments which are not currently subject to charging.
- Carers are "everybody's business" – carer awareness training is made freely available to frontline staff across Warwickshire County Council, Health and other partner organisations, improving identification of carers and appropriate signposting to support.
- Carers assessments are "everybody's business" – frontline members of operational social care teams for Physical Disabilities, Older People, Learning Disabilities and Mental Health are equipped to assess and support both customers and carers; within an acute setting, nurses' health assessments of patients involve and consult carers.

⁵ Recognised, valued and supported: Next steps for the Carers Strategy, 2010

- Joint planning with the Primary Care Trusts and Clinical Commissioning Groups wherever possible and appropriate.
- Subject to the recommendations relating to carers in the Draft Care and Support Bill passing into legislation further financial modelling may be required to address likely fiscal impact.

1.7 Monitoring of the Carers' Strategy Refresh

The detailed framework for monitoring and evaluating the achievement of this Strategy's priorities can be found in Appendix 5 - Making it happen and knowing when we have.

In brief, the monitoring approach incorporates statutory measures aligned to the Adult Social Care Outcomes Framework for 2012/13⁶, Warwickshire County Council's Corporate Business Plan 2012/13 and Strategic Delivery Framework, and the NHS Operating Framework requirements.

Carers within the Transformation Assembly will be involved in evaluating progress and achievement

Measures and outcomes relating to carers will be incorporated into all strategic documents and for all client groups and will be subject to the rigorous monitoring and evaluation processes adopted for assessing the achievement of individual strategies.

The key outcomes against which the success of this Strategy will be evaluated are those identified as priorities by carers themselves:

- Young Carers are able to thrive and achieve their educational goals
- Carers are able to access financial/benefits advice and information
- Carers are able to access practical information/ support for their caring role
- Carers are able to retain, or return to, employment
- Carers are able to have a family and community life
- Carers are able to take a break away from their caring role
- Carer have access to emotional support

⁶ Transparency in outcomes: a framework for quality in adult social care

1.8 Glossary of Terms

You may come across the following terms in this document:

Customer	person using social care services
Direct Payment	payment made to a customer or carer's bank account following an agreed support plan for them to use flexibly to achieve their desired outcomes
Resource Allocation System	tool for allocating funding in relation to assessed needs.
Replacement Care	support provided to enable the carer to have time away from the caring role. This may be for a period of hours or days and may also be referred to as carers breaks or respite.

Memorandum of

Understanding

A formal declaration by Adults' and Children's Social Care Services to work more closely together to ensure that young carers are better identified and supported

Section Two

2.0 Overall Vision for the Warwickshire Carers' Strategy Refresh

All carers, including those under eighteen, will be supported in their caring role to help maintain a balance between their caring responsibilities and their life outside of caring whilst supporting the person they care for to achieve their own outcomes.

This vision is founded on the following principles:

- Co-production – we will work in partnership with carers to design, commission and develop services that support them
- Partnership – we will work with other key stakeholders in health, social care and the independent and voluntary sectors
- Communities – we aim to increase the capacity of communities to develop networks of support
- Personalised Support – we will use a whole family approach in assessing for and delivering support to ensure that carers and cared for receive individualised and appropriate services that help them achieve their own outcomes. We aim to build upon what carers are able and willing to do and take into full account the appropriateness of their input and the impact of caring on them. This approach recognises that many adult carers are unable to draw on extended family support and that some customers may need services to reduce the impact of caring responsibilities
- A Life Outside Caring – services provided will support the carer to have a life outside of caring and help to sustain the caring role
- The Right Service at the Right Time – securing the right services, at the right time, in the right place, for the cared for, will reduce the need for carers to have services in their own right.
- Criteria for access to services – criteria for access to non-universal services eg social care assessments, personal support, replacement care and reablement will be readily available and clearly stated.

2.1 Framework for the Carers Strategy Refresh

The Carers' Strategy published in 2008 identified five outcomes for carers to be achieved by 2018. These are that carers should be:

- Recognised and supported as an expert care partner
- Able to enjoy a life outside caring
- Not financially disadvantaged by their caring role
- Mentally and physically well and treated with dignity ; and that,
- Children and young people will be thriving, protected from inappropriate caring roles.

The Coalition Government has refreshed this strategy, retaining these aims but identifying four priority areas which incorporate the above outcomes:

Priority 1 - Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages.

Priority 2 - Enabling those with caring responsibilities to fulfil their educational and employment potential.

Priority 3 - Personalised support both for carers and those they support, enabling them to have a family and community life.

Priority 4 - Supporting carers to remain mentally and physically well.

This Strategy details how we will work within these priorities to deliver better outcomes for carers in Warwickshire.

Priority 1

Supporting early self-identification and involvement in local care planning and individual care support planning

Information

Although 3 in 5 of us are likely to help to look after someone during our lifetime caring is not something that most people expect to happen to them. Over 84% of carers surveyed recently did not anticipate ever having to carry out this role. In addition, people with caring responsibilities often do not identify themselves as carers and may even be distressed to be addressed as such. Research⁷ has shown that people may be providing care for several years before they consider themselves to have this role and this is particularly the case where the cared for is an ill or disabled child when the carer usually prefers to describe themselves as a parent.

Information is an early requirement when someone takes on caring responsibilities. Consultation⁸ and successive national and local surveys have cited this as key to enabling and sustaining a caring role. 37% of respondents to local consultation in Warwickshire⁹ indicated that they have experienced difficulty in accessing the information they needed and for some carers, such as parents and carers of those on the Autistic Spectrum, this figure was nearer 60%.

“Once I had my son’s diagnosis we were left to source information for ourselves...I felt abandoned” Warwickshire Carer

The type of information most required by carers is information related to the illness/disability of the person they care for with practical guidance on how best to manage the care for that person, benefits/financial advice, and support for themselves in the form of a listening ear, support group or emotional support and a break. Carers in Warwickshire have expressed a preference for being able to access information at or near the point of diagnosis and for this to be offered in a variety of ways.

These local findings echo those being identified at a national level. In 2009 the Department of Health commissioned Carers Direct, a national, focused information and advice service for carers comprising an information website and a contact centre offering a telephone helpline. The aim of the combined service was to provide an easily accessible information and support service for carers which was able to signpost to local sources of support. A recent review of the service¹⁰ found that significantly fewer people had accessed it than originally expected concluding that people may not identify themselves as carers and may not know what social care has to offer or where to look for this information. It also concluded that carers are not an homogenous group and their information requirements need to be met in a variety

⁷ Carers UK, 2009

⁸ Carers Strategy Refresh Carers Questionnaire, WCC, 2012

⁹ Carers Questionnaire, WCC 2012

¹⁰ Review of Carers Direct Information and Advice, Dept of Health, 2012

of ways with a web-based approach providing only part of the picture. Part of the reasoning behind these conclusions came from findings that 60% of adults 65+ have never accessed the internet and that adults in lower socio-economic groups are less likely to access the internet.

The most popular reasons for people calling the Carers Direct Helpline related to welfare benefits for themselves, and those they care for, and social care assessments. The most frequent outcomes from calls involved being signposted to local authorities/organisations or other sources of specific information regarding benefits or assessments.

The draft Care and Support Bill published in July 2012 sees information as a priority and includes a requirement on local authorities to have robust and accessible information provision for local users of social care services.

Clearly information provision for carers using language that they will relate to is extremely important in terms of more effective targeting.. It may not be helpful to use the word "carer" at all on public - facing information but instead referring to people who help to care or support others or, where appropriate, parents. All service commissioning strategies should consider and make plans for the information requirements of carers and should consider how clear signposting to this information can be achieved post diagnosis and throughout the caring journey so that carers can help prepare themselves for their caring role.

Re-ablement

Re-ablement services are available countywide and offer people periods of intensive support following an illness or disability to enable individuals to regain independence and confidence. Carers are key partners in sustaining the re-abling process after the re-ablement package has finished and helping to prevent readmissions to hospital services. It is important that carers are fully aware of what re-ablement offers and are routinely involved as part of the re-ablement process and are offered appropriate information and signposting to carer support.

Acknowledgement and Involvement

Recognition and acknowledgement of a carer's expertise and involvement contributes significantly to the development of well co-ordinated and effective support packages. Improving carer awareness is key to ensuring that staff in health, social care and partner agencies recognise and support carers as part of their everyday work. Feedback from frontline staff attending carer awareness sessions run by Warwickshire County Council in 2009/10 emphasised the value to their personal practice of having a better understanding of the carer's role. For Young Carers, it is essential that schools and colleges work to identify young carers and promote information to assist them in self-identifying and seeking support.

The Adult Social Care Customer Assessment processes have been revised with the involvement of customers and carers and fully recognise the carer's input and

considers the impact of the caring role on the carer and the support required to sustain the caring relationship. The Carers Assessment provides an opportunity to acknowledge the carer as an individual and to reflect on their life outside the caring role.

Involving carers in designing local care provision demonstrates our recognition and acknowledgement of the carer's role and expertise. Examples of this approach include involvement of carers in all stages of the commissioning process from service reviews to tender evaluation. We have developed an extensive register of interested carers who are willing to work with us in planning and reviewing services and social care processes. Further improvements can be achieved by working more collaboratively with other stakeholders and commissioning partners to prevent duplication in consultation and to maximise available resources.

What we will do to achieve Priority 1:

Actions

- All local strategies will consider opportunities appropriate to their client group or purpose to facilitate early identification of carers and signposting to carer support services and sources of information
- Provide good quality information about caring for specific conditions/illnesses which is easily accessible within appropriate health, social care and community settings including GP practices, hospitals and children's centres.
- Provide good quality information about available services and how to access them and ensure that this is widely promoted through partner agencies including employers.
- Offer signposting and information for carers of people approaching the end of their lives through training and awareness raising of social care staff.
- Promote identification and provision of information to carers during the period that their cared for person is using reablement services
- Collaborate with commissioning partners to maximise the outcomes from consultative and engagement activities and reduce duplication
- Continue to monitor carers' involvement in individual care planning and the outcomes achieved
- Work collaboratively with schools and colleges to facilitate early identification of Young Carers and signposting to appropriate support.

Priority 2

Enabling carers to fulfill their educational and employment potential – ensuring that carers are not financially disadvantaged and that children will be thriving and protected from inappropriate caring roles.

Carers make up over 12% of the national workforce, equating to 1 in every 7 employees¹¹. The refresh of the National Carers' Strategy¹² identified that 90% of working carers are aged 30 and over and in their prime employment years. The peak age for caring is 45–64 when many employees will have gained valuable skills and experience.

For carers who are in employment, taking on a caring role often results in reduced hours, or, for some, the need to move to a closer work location or give up work completely. It may also impinge on their opportunities for career advancement if it is perceived their caring responsibilities could negatively impact on their flexibility and availability. This is particularly the case where a carer's working hours need to accommodate the person who is reliant on them for support such as a disabled child or frail elderly parent.

For many carers the financial impact of giving up work to care is significant. It can plunge families into difficult economic circumstances through choices and decisions made early on that are reactive to the intensity and emotional upheaval of the caring role, rather than as part of a planned and informed approach.

The most recent national survey of carers identified that over a quarter of all carers' ability to take up or stay in work had been affected by their caring responsibilities with nearly 40% having to leave work altogether and over a third having to reduce their hours.¹³ Directly related benefits such as Carers Allowance are not set at a level which equates to a realistic alternative to the financial rewards from employment and the Personal Social Services Survey of Adults Carers in England

¹¹ Carers UK, 2009

¹² Recognised, Respected and Valued: next steps for the carers' strategy, Dept of Health, 2010

¹³ Survey of Carers in Households 2009/10

2009/10 found that 41% of carers had experienced financial difficulties as a direct consequence of their caring role.

Providing unpaid care to older people and people with disabilities is costly. Many unpaid carers leave employment and experience costs to themselves in terms of foregone earnings. Initial findings from a new study at the London School of Economics and Political Science (LSE) now show that carers leaving employment also involves high costs to the public purse. The study shows that the public expenditure costs of carers leaving employment in England amount to around £1.3 billion a year.¹⁴ This figure is based only on the costs of Carers' Allowance and lost tax revenues on foregone incomes. The figure would be even higher if other benefits and lost national insurance contributions on foregone incomes were also taken into account.

25% of respondents to the most recent survey of carers in Warwickshire indicated that they were economically inactive due to their caring role. In some areas of Warwickshire as much as 8% of the ward population are combining full-time work and caring (Coleshill North & South, Leek Wootton, Sambourne). Additional factors, such as the rural nature of parts of the county are also significant for carers as this can affect the supply of services in their locality, the availability of transport and the availability of local work opportunities.

A national survey found that over two-thirds of carers who wished to return to work felt that the factor likely to help most in taking up paid employment was flexibility in hours¹⁵. Other significant factors were the ability to work from home and access to affordable replacement care. Carers are restricted in many cases from pursuing employment that would require overnight absences or working away from home. Awareness of the right to request flexible working was low among carers with over three-quarters not aware of this right.

Due to the wide dispersal of families there are an increasing number of carers who find themselves providing care for someone who may be living in another part of the town, region, country or even the world.¹⁶ Nearly half of carers in this situation indicated that that their work had been affected and that they felt tired, stressed and anxious due to their caring role. Nearly a quarter had changed their working pattern to care and 24% had reduced their hours or seniority to cope with their caring role. 43% cited flexible working arrangements as the single most commonly available support with around a quarter benefiting from employer-provided support networks or stress management support. A clear majority of distance carers identified information about help and services for the person they care for as a priority.

For carers to be able to make informed choices about combining work and caring and to understand the financial implications of those choices they need good quality information about their employment rights, appropriate support services and replacement care at a very early stage in their caring role. Employers would also

¹⁴ **Personal Social Services Research Unit (PSSRU)** at the LSE, 2012

¹⁵ Survey of Carers in Households 2009/10

¹⁶ Caring at a distance:bridging the gap, Carers UK, 2011

benefit from an increased awareness of the options that might be available to their employees.

Young Carers and Young Adult Carers

Carers who are under 16 and in the 16-34 age group are those most likely to have their education affected by their caring role.

Studies have found that the negative impacts of caring on young carers are largely due to a lack of adequate health and social care for disabled/ill adults although other factors include the nature of illness/disability of the care recipient, family structure, age, gender and cultural considerations. There may also be a disinclination on the part of a young carer's family to access support services due to an apprehension of what social services interventions may result.¹⁷

Young carers may routinely be involved in domestic chores, general caring (giving medication, assisting with mobility), personal care and emotional support. In some families, as well as one or more of these caring tasks, young carers will also provide child care for younger siblings.¹⁸ Young adult carers may find it difficult to fit their caring responsibilities around post 16 education, apprenticeships, or a job.

Research carried out into young carers¹⁹ of school age found that the impact was significant in all age groups with 28% of 5-15 age group experiencing educational difficulties or missing school. A consequence of a fragmented education manifests itself in the disproportionately high numbers of young carers who go on to work in the care industry due in part to being unable to achieve educational qualifications that would equip them to seek other work and partly to their caring experience having shaped their expectations of what they are able to do.²⁰

Early identification of young carers is key to the success of supportive interventions. There is significant focus within this Strategy on schools and other professionals working with young carers to ensure that staff are sufficiently skilled in recognising the signs and symptoms which could point to a child/person having a caring role. GP Practices are now required to identify carers within their practice and doctors need to be aware of the welfare of children and young people when they see patients who are cared for by children and young people.

A Whole Family Approach to supporting young carers, bringing together all key agencies including health, social care, education and the voluntary sector will maximise opportunities for securing good quality outcomes. Members of staff from

¹⁷ Survey of Carers in Households 2009/10

¹⁸ C Dearden, 2001

¹⁹ Becker, Dearden, 1998

²⁰ Becker, 2009

these services are often best placed to identify young carers and enable them and their families to access appropriate and timely support.

Warwickshire Young Carers Project has recently been successful in bidding for funding to support the “Caring to Succeed Project”, a three year programme that will champion the personal development needs of young carers aged 13 – 25. The project aims to give young carers the same chances as their peers and will include homework clubs, drop ins at local colleges and personal action plans. It will work in close partnership with other local initiatives including Warwickshire Fire and Rescue to deliver their FLARE programme, with Warwickshire Association of Youth Clubs (WAYC) to deliver Peer Mentoring and other personal development programmes, and with Warwickshire Clubs for Young People (WCYP) on personal development skills and qualifications with the aim of providing young carers with useful life skills.

The Warwickshire Joint Health & Wellbeing Strategy 2012 consultation document identifies the importance of facilitating access to employment as a means of promoting good health and wellbeing for carers and it would be helpful to see this extended to include the needs of young carers to have access to a good education during school and training years.

There must also be a true and active commitment by all agencies to work co-operatively to ensure young carers and their families know where and how they can access support and feel confident to do so.

What we will do to achieve Priority 2:

Actions

- Develop a communication strategy with key statutory and voluntary sector partners and employers to ensure that working carers are aware of their right to request flexible working and that information about combining work and caring is widely available through employers and carer support services
- Scope with partner agencies a wider range of flexible and affordable support and care replacement options that are effectively marketed to carers to enable them to take up employment and education opportunities
- Work with schools to ensure that each school has a designated staff member for young carers who will play a crucial role in improving outcomes for this group of vulnerable children during their educational years.
- Ensure that key partner agencies are aware of, and committed to whole family working practices through the adoption of agreed young carer pathways and referrals and support protocols that underpin the memorandum of understanding between adult and children’s services.
- Inclusion of Young Carers in the “Schools and Training” part of the Warwickshire Joint Health & Wellbeing Strategy

- Work with colleges, local universities, private sector and voluntary organisations to give consideration to the specific needs of young and adult carers and to provide opportunities to develop skills and access to employment.
- Equip social care teams with information to aid carers wishing to retain their employment or, where carers are wishing to re-enter the job market, to refer to Job Centre Plus.

Priority 3

Personalised support for carers and those receiving care, enabling them to have a family and community life

The national drive towards the transformation of adult social care, in particular moving towards more personalised services, has highlighted the need for carers and customers to have more choice and control over the services and support they receive.

It is important that carers as well as the customers they support have access to a personal budget when they have been assessed as having eligible needs and that carers are able to exercise choice and control in the use of their budget so that they are supported to care in the most appropriate way.

In addition carers need to be involved with the support planning of the person they care for in order that they can support their cared for person with decisions around their social care and support arrangements and to help ensure that decisions made by the customer are not having a negative impact on the carer in terms of service delivery.

Warwickshire County Council's adult and children's social care services are committed to a whole family approach. This ensures that the initial contact with families identifies all those in need of support and considers the caring roles being undertaken by adults and children when assessing for, and allocating, support services.

The Department of health report on *Carers and personalisation: improving outcomes (2010)* highlights the effectiveness of a whole family approach when conducting social care assessments. It states that although personalisation and the drive to implement self directed support assessments is important "working with carers as partners and taking a collaborative approach enables the contribution of carers to be a positive element in working towards a support plan and not a punitive method of reducing payment". This point specifically underlines the importance of not only taking account of 'social capital' as part of a customers self directed support assessment but also recognising the role and value of a carer by including them in the assessment and care planning process and ensuring that support and services are also available to them, where needed to sustain this caring relationship.

The recently revised Self Assessment Questionnaire and Support Plan for customers in Warwickshire aims to identify the needs and desired outcomes of the customer. It also considers the role undertaken by the carer and the impact of that care-giving on the carer to determine the need for breaks or replacement care which form part of the customer's support plan and contribute to the framework needed to maintain the caring role.

Where the carer is employed and wishes to retain their employment, or where a carer wishes to take up work, the assessment will help to identify the type of support required to enable this to happen. In many cases this may require the provision of replacement care and will be accompanied by appropriate referral to specialist

information about carers' rights to flexible working or to training organisations, or Job Centre Plus.

Breaks from the caring role are often reported by carers as the most important thing to them to allow them to continue caring. The benefit of carers receiving breaks is confirmed by national research, for example, by Carers UK who found that those carers who were not receiving a break from their caring role were more likely to suffer from mental health problems, 36% compared to 17% of those carers getting a break²¹. Carers who do not get breaks are far more likely to fall into ill health. Support, which allows carers to take some time off can prevent them from being pushed to breaking point²².

Defining breaks or replacement care for carers has been a complex issue due to gaps within the existing legislation causing some confusion about what constitutes a carer's service, and the difference between respite and a carer's short break and who is this provided to and for. It remains in law that the provision of replacement care in the form of respite or sitting services is a service to the cared for because it includes elements of personal care and is therefore classified as a community care service. The Draft Care and Support Bill introduces welcome clarity about replacement care and identifies it as a service to the cared for but with a clear purpose of supporting the carer.

Warwickshire County Council's interpretation of replacement care is that respite care and sitting services/breaks are services to the customer and form part of the customer's personal budgets as they are services directly delivered to them even though the purpose of the replacement care may be to support the carer. This is in line with the proposed new draft legislation. From April 2012 the charging policy in Warwickshire was changed to make all replacement care services have been subject to charges and are costed as part of the customer care package.

A Resource Allocation System (RAS) for carers has also been developed. The main aim of this is that services to carers in Warwickshire can be provided in a fair, clear and transparent manner. Although the budget allocation from a carer's RAS will be relatively small these will be used to directly support the carer's needs in their own right where they see fit. Where it works well carers report a creative use of the money and confirm that the opportunity to use funding flexibly meets their own individual needs.

To facilitate identification and provision of support to carers at the earliest opportunity it may be helpful to explore extending the power to conduct carers' assessments to colleagues within health services and this is identified as a specific action for scoping within the delivery plan.

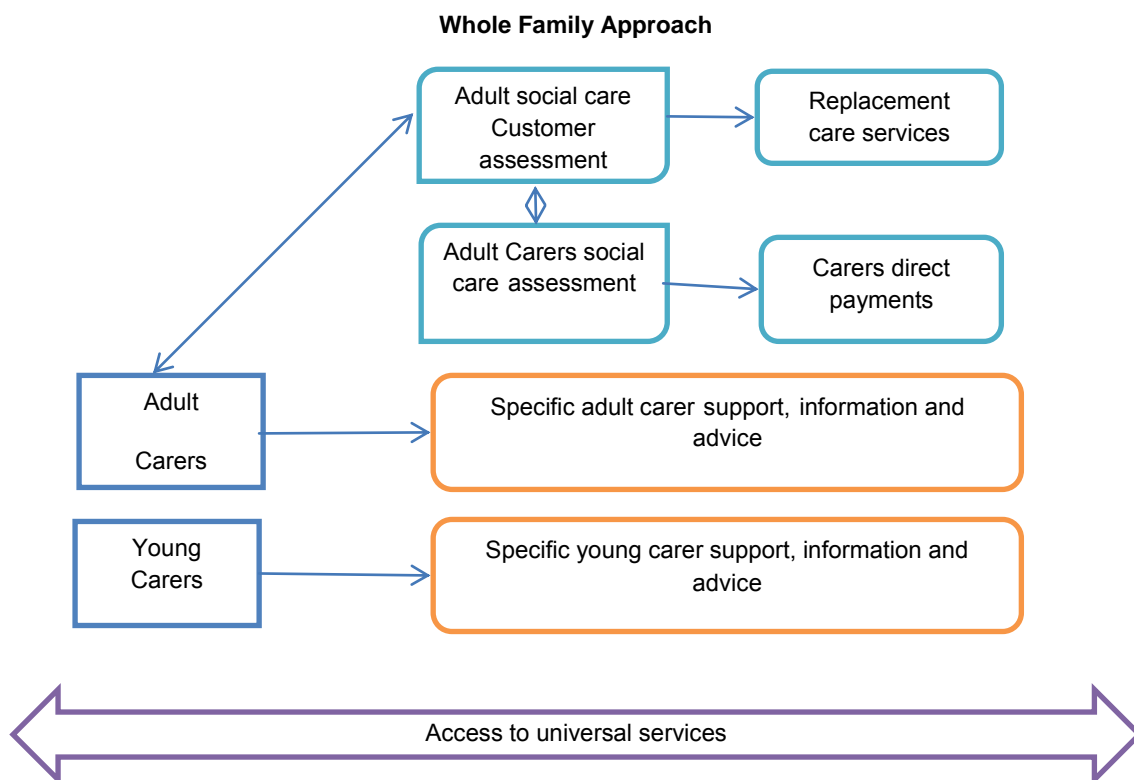
Following a carer's assessment, if the impact of caring on the carer is assessed as substantial or high, they may be provided with a personal budget which will be non-

²¹ Hearts and minds: the health effects of caring (2004) Carers UK

²² Survey of carers in Households (2010) NHS information centre

chargeable and can be used for carers to purchase support for themselves in order that they are able to continue caring or to live a life outside of caring. Examples of this include: a budget to pay for the activity – where this is clearly linked to physical/emotional wellbeing e.g. gym membership, college course, counselling; and/or a budget to purchase services that will directly support the carer to continue caring and will sustain the caring role dependant on the specific outcomes a carer has identified eg cleaning/gardening/home maintenance service, a one-off payment to purchase a specific item. Flexibility in the use of the personal budget for the carer is paramount. This ensures that carers are able to maximise the use of this fund to have a life outside of caring.

The diagram below reflects how the processes relate to each other within adult social care.



Recent consultation with carers of people with Dementia and those caring for children and adults on the Autistic Spectrum has identified a need for better joint working between health and social care agencies to facilitate accessing information, diagnosis, treatment and support . Many carers are experiencing extreme isolation and an inability to live a family and community life due to the lack of appropriate support services and respite for the person they care for. Many of these carers are experiencing the symptoms of ill-health including fatigue, depression, anxiety or disturbed sleep. These issues are considered in more detail in Priority 4 – Supporting carers to remain physically and mentally well

A frequent comment during those consultations has been

“If I can get the right services for .(the person I care for) I don’t need any support for myself”

It is crucial for the wellbeing of those carers that the people they care for get timely assessments and appropriate support services. It also makes better financial sense to invest in support services for the customer, which will help achieve a better outcome for both the customer and their carer and help to prevent the health impacts identified above.

Replacement Care

Good quality replacement care is crucial to maintaining the health and wellbeing of carers. Some carers are able to call on their family and friends to help out and for certain carers this is their only recourse because of a lack of appropriate care to meet the particular needs of the person they care for. Consultation carried out in Warwickshire for the review of respite services for people with learning disabilities, complex physical disabilities and autism indicates that there are gaps in the provision of replacement care for children and adults on the Autistic Spectrum and/or with challenging behaviour.

Carers who do not have support from family and friends are reliant on replacement care service. Earlier sections of this Strategy have identified some of the reasons for carers needing replacement care and these can include: to support their employment, to enable them to attend their own medical or dental appointments, to attend to urgent business, to take a holiday or a regular planned break or even to enable them to take time off to recover their own health following an illness. In short, carers need replacement care to enable them to exercise choice and control over their lives and to do this they need it to be flexible and responsive to their requirements.

Media exposure of the abuse of adults in residential and respite facilities has served to raise carers’ concerns about replacement care and this was evidenced within the consultation with people with learning disabilities, complex physical disabilities and autism and their carers, carried out in Warwickshire early in 2012,²³ . Carers’ top priorities for replacement care were identified as:

- Confidence and trust in the provider and staff
- Cared for person must enjoy and benefit from the service

²³ Review of respite services for people with learning disabilities, physical disabilities and autism, WCC, 2012

- Good communication between staff and cared for and between the service and carers

Carers said they judged the quality of the provision by how much the cared for person appeared to have enjoyed it, how well rested they looked, levels of personal hygiene when they returned and their willingness to use it again.

Replacement care can take many forms. Current models include residential care, home-based services (also known as “sitting services”) or activity-based sessions. Assistive technology and telecare are also increasingly being used to provide more independence for carers and the people they care for through the use of equipment and aids which enable carers to feel more confident about leaving the cared for person alone for periods of time.

The range and type of replacement care will need to develop to meet increased future demand and to ensure that the needs of carers such as those who wish to retain, or return to, employment, are met both in terms of responsiveness and affordability. This demand will be driven by the new rights for carers within the draft Care and Support Bill.

There may also be benefits to carers from creative support packages for the person they care for and the ability of the cared for person to take advantage of community support initiatives. The White Paper, “Caring for our Future: reforming care and support”, envisages the development of wider opportunities for citizens to become involved and supportive of their local communities. It is the Government’s intention to build on existing examples of good practice and roll out volunteering options such as time banks and other approaches that enable people to share their experience, knowledge and skills with others in their community.

In the light of this it is timely to review replacement care services across all client groups to ensure that we have an appropriate range of provision to meet this challenge and this Strategy’s delivery plan includes actions to take this forward.

End of Life Caring

Carers of people approaching the end of their lives have an important role in the provision of care. They should be closely involved in decision making and recognised as having their own needs. Whether the caring role is for weeks, months or years, carers need support to ensure that this period is the best it possibly can be for the person they care for and, just as importantly, for themselves.

Carers need information about the likely progress of the person’s condition and services that are available. This should include what palliative care resources can be made available to support a carer when the person they care for wishes to die at home, away from a hospice or ward setting e.g. access to a hospital style bed within the home, access to district nursing and equipment, help with bathing and other

practical caring activities. They may also need emotional support and counselling during the person's life and following bereavement and access to financial information and advice.²⁴

Warwickshire's End of Life Strategy²⁵ identified carers' priorities as:

- Clear information throughout their caring role including out of hours services
- A named worker to ensure continuity of care.
- An assessment of their own needs as early as possible to identify a clear pathway of support.
- Confidence that their needs will be incorporated into support for those of the patient.
- Access to 24 hour support which is accessible and responsive to their individual requirements.
- Training to enable them to be confident care givers particularly at this sensitive time
- Emotional support

To ensure the best possible support is offered it is important to identify carers who care for someone approaching end of life at the earliest opportunity and ensure that this information is used and shared sensitively with colleagues. Raising the awareness of social care staff to the important role they can play and providing the training and support to aid this for all staff including domiciliary care workers, social workers and their managers will be crucial in achieving better outcomes for people approaching the end of their lives and their carers.

To support adult social care workers to deliver high quality end of life care, Skills for Care has developed a number of specific qualifications and from September 2012 all the units developed as part of the new end of life qualifications will be added to the existing health and social care diplomas.

Young Carers

The 2001 Census over 1,220 were young carers. We know that this number has grown over the intervening years and will always be an underestimate of the true number of children and young people given that the census questionnaire was completed by parents, rather than children, and made no mention of conditions such as mental health, substance misuse or HIV/Aids. More recent research indicates that there are four times²⁶ more young carers than are officially recognised. This would mean there are about 4,880 young carers in Warwickshire.

Nationally it is estimated that 27% of young carers (aged 11–15) miss school or experience educational difficulties. 68% of young carers are bullied and feel isolated in schools and 13,000 of the UK's young carers care for over 50 hours a week²⁷.

²⁴ End of Life care Strategy, DH, 2008

²⁵ End of Life Care Strategy for Warwickshire, WCC & NHS Warwickshire, 2009

²⁶ BBC and University of Nottingham, 2010

²⁷ The Carers Trust, 2012

Whilst progress is being made in supporting young carers more needs to be done in order to achieve good outcomes for this vulnerable group of children/young people.

A whole family approach is instrumental to ensuring that young carers are protected from inappropriate levels of caring. Further work is needed to ensure that protocols between adult and children's social care services and local health services are developed to ensure that all the carers involved are considered within support plans and that the carers' input and needs, be they adults or children, are taken into account.

There must also be a true and active commitment, by all agencies, to work co-operatively to ensure young carers and their families know where and how they can access support and feel confident to do so.

What we will do to achieve Priority 3:

Actions

- All strategies working across Health and Social Care need to identify clear pathways for accessing services and make this information easily available to carers at an early stage in their caring role.
- All strategies working across Health and social care need to consider how services can achieve better joined up working practices.
- All strategies to review replacement care provision (including residential respite and short breaks) with the aim of widening the availability and range of affordable, appropriate and easily accessible provision through redesign and de and re-commissioning as appropriate.
- To facilitate early identification of people approaching end of life, and their carers, and to ensure timely and sensitive offers of support the introduction of an indicator on CareFirst home screen to be scoped.
- Future planning for the cared for - develop a template for use in helping carers to plan for, and feel more confident about, the future of the person they care for
- Future planning for carers - develop a template for use in helping carers to prepare and plan for when their caring role may end.
- Review the existing assessment, review and cross-referral social care processes to determine appropriateness with whole family working approach and develop new protocols as required.
- Roll out cultural and business process training for frontline staff on new customer and carer assessments.

Priority 4

Supporting carers to remain physically and mentally well

Over 80% of carers report that caring has had a significant negative impact on their physical and/or mental health²⁸ and nearly 40% have had to put off medical treatment because of their caring role. Carers have cited the lack of practical and financial support as contributing to this impact with uncertainty about the future of local services and reductions in public spending causing additional stress and anxiety. A frequent comment during the recent consultation carried out in Warwickshire²⁹ was that “Social services are only interested in crisis situations.”

The intensity of the caring role, living in the same household as the cared for person and the length of the caring role have all been found to be signifiers of poor health in carers with two thirds of carers who provide over 20 hours per week reporting adverse effects on their health. Over half of all carers reported that their health had been affected in some way with the most common effects being: fatigue, feeling stressed, having disturbed sleep and feeling irritable. Carers also reported experiencing depression and physical strain and the need to contact a GP to meet their own health needs.

Just under half of all carers indicated that caring had an impact on their leisure or social activities. This research also found that 27% of all carers reported that they had been caring for over 10 years with 1 in 8 caring in excess of 20 years.

Recent Government policy has highlighted carers as a group experiencing comparative poor health. Research on populations of carers has consistently demonstrated that caring has a pronounced adverse effect on psychological health with 40% of carers presenting significant distress and depression levels³⁰

Recent consultation within Warwickshire³¹ indicated that 44% of all carers felt they were not looking after themselves well enough with half of this number reporting that they were neglecting themselves and citing the main reasons being the need to put others first, lack of sleep, feeling anxious and no time to attend to own health concerns.

“Delaying my operation as have to look after my child, I don’t get enough sleep – when I have spare time I need to catch up with housework...” Warwickshire Carer

²⁸ In Sickness and in Health, Carers UK, 2012

²⁹ Carers Questionnaire, WCC, 2012

³⁰ Supporting Carers Action- An action guide for GPs and their Teams. Royal College of GPs and PRTC, 2011

³¹ Carers Questionnaire, WCC, 2012

Carers who provide over 20 hours of care per week and who lived with the person they cared for were more likely to experience a significant impact on their health ³².

“Because my wife and I have cared for our son for 50 years it has become the norm to put him first and we don’t really think of ourselves.” Warwickshire Carer

Carers providing more than 20 hours of care per week over prolonged periods are twice as likely to experience psychological distress over a period of two years than non-carers and the risk of distress increases proportionately in line with the amount of time devoted to caring each week. The adverse psychological effects associated with caring continue to be evident after the caring role has ceased.

The effects of caring on physical health can include back injury (reported by one fifth of carers in one survey) and high blood pressure (10%). Providing high levels of care is also associated with a 23% higher risk of stroke.

The incidence of intensive caring appears to be much more widespread than previously thought leading to many more carers being potentially at risk of ill-health. The General Household Survey 2009/10 found that 48% of carers surveyed provided care for 20 hours or more per week, 30% of carers provided care for 35 hours or more per week and 22% of carers provided care for 50 hours or more per week. This compares to 10% of carers who were providing over 50 hours of care per week as identified in the 2011 Census.

Regular health checks can help to optimise carers’ health and wellbeing by highlighting issues which can be dealt with at an earlier stage. Recent health checks carried out in Warwickshire as part of an initiative involving joint working between Guideposts Carers Support Service and some GP practices revealed that between one third and a half of all carers taking part needed a follow up appointment with their own GP to address health issues flagged up by the health check. Not all GP practices offer health checks for carers. Fewer than a quarter of carers who responded to the Carers UK survey reported that their GP had offered a health check.

The new Clinical Commissioning Groups offer opportunities for social care and health to work together to promote better health and wellbeing for carers. It is encouraging that the South Warwickshire CCG’s Commissioning Intentions includes specific mention of carers:

“These commissioning intentions have been developed by the clinical leaders in South Warwickshire. They are based on the priorities identified in the Warwickshire Joint Strategic Needs Assessment and Health and Wellbeing Strategy, national and SHA priorities, QIPP work streams and views of local GP practices, patients and carers”.

³² Survey of Carers in Households 2009/10.

Multiple and Long-term Caring Roles

Although most (83%) carers provide care for one person only the numbers of those caring for two or more are increasing with 14% caring for two people and 3% looking after 3 or more suggesting an increased intergenerational element with carers caring for a child and also an older person. Those carers who are actively caring for more than one person are among those who are most at risk of health problems, as are those who have a long term caring roles spanning decades.³³

“Because I care for my very ill husband I do not get a break from caring even when my grandson is in respite”. Warwickshire Carer

“I have never had a break from caring, so I haven’t taken a holiday or rest for over 30 years.” Warwickshire Carer

“I have not been on holiday for 8 years due to parent and now son, both of whom need 24 hour care.” Warwickshire Carer

The impact of long-term and multiple caring for people who fall below the threshold for services should not be underestimated, nor caring for those who are unable, or do not wish, to access community services which might give their carer a break. These carers are also prey to disturbed sleep, fatigue and a lack of breaks and it is timely to review our approach to supporting these carers to minimise the negative health impacts.

“I always put my daughter’s needs first, when she gets angry she slams doors, puts holes in walls within the house. I feel tired and very drained and feel like I shout all the time” Warwickshire carer

Carers have told us that practical support and the opportunity to take breaks can make a huge difference to their physical and mental health.

Two thirds of carers caring for over 20 hpw indicated that replacement care would be required if they were to take a break for a couple of days. The majority of those (91%) said that if they were to take a break they would need a relative’s support with this with only 6% using a paid worker.

Respondents to the recent Warwickshire carers questionnaire³⁴ revealed that just under half were able to take a regular break with 49% of those indicating that support enabling them to do this came from family and friends. Comments from carers indicate that they consider respite and breaks to be expensive and some carers of people with dementia or autism or other forms of challenging behaviour feel that behavioural issues prevent anyone other than family (where this exists) providing replacement care.

³³ Survey of Carers in Households 200910.

³⁴ Carers Questionnaire, WCC, 2012

42% of carers have not had a break of 2 days or more since they began caring. These carers are most likely to be over 65, living in same household, providing over 20 hours per week, with bad or fair health and on low incomes.³⁵

Emotional wellbeing

Caring for someone with a serious illness or disability has its own emotional impact and managing the practicalities of caring such as: medication, medical appointments, benefits, and social care support can be daunting and stressful. It is perhaps not surprising that in terms of emotional wellbeing only a fifth of carers who responded to the Warwickshire carers' survey felt able to describe themselves as happy and fulfilled most of the time and 70% of carers felt they were not confident about the future.

"You cannot feel happy/fulfilled constantly when you have no idea what the future holds."

"I am healthy and fit at present, but will shortly be 65 years old and am worried about the future re my son and wife who both have mental health issues".

Future Plans

Carers would welcome the opportunity to plan ahead, to consider the future of the person they care for and their own. This reflects one of the outcomes from the Learning Disability Strategy to develop future plans which will consider the longer term needs of the person they care for taking into account accommodation, legal guardianship and financial security. Carers have also identified a need to plan for their own future when they may no longer be in a caring role and may need to be prepared to re-enter employment, training or education.

Housing Related Support

Where and how carers, and the people that they care for, live can have a major impact on their health and wellbeing. Improving access and mobility within the home through the use of assistive technology or Disabled Facilities Grants or relocating to more appropriate supported accommodation such as Extra Care can be a very practical way of increasing the independence of customers and reducing pressure on carers. Access to information about housing related support options is key for all agencies working with carers and carers themselves.

Young Carers

Being a young carer can have detrimental effects on young people, including problems at school, health problems, emotional difficulties, isolation, lack of time for leisure, feeling different, pressure from keeping family problems a secret, difficulties with transition to adulthood, lack of recognition and feeling they are not being listened to.

³⁵ Survey of Carers in Households 200910

In the first study of its kind, the Children's Society and the Open University School of Health and Social Welfare found that 70% of former young carers suffered long-term psychological effects, and 40% had mental health problems.

The psychological effects included problems relating to people in a social context and difficulty making friends.

Many miss out on playtime and end up adopting a parental role, which can make it difficult for them to adjust to situations where they are expected to behave like children, such as at school.³⁶

Research indicates that relatively small numbers of young carers are currently being identified or assessed for support. The reasons for this may include blurred boundaries of responsibility between adults and children's services; a lack of awareness among many professional groups of young carers' needs and concerns; and young carers' own lack of awareness of their entitlements, and their reluctance to seek formal help.

The research consistently reports positive feedback from young carers about young carers' projects. In this setting many young carers consider their problems and experiences to be valued, understood and recognised. They prefer support that is non-intrusive and provided by individuals and organisations other than statutory services.

Researchers questioned 66 former young carers about the effects they thought their childhood experiences had had on them in later life, 28% said they suffered physical health problems, such as bad backs due to lifting relatives.

In other local authority areas school nurses already carrying out health checks for looked after children used exactly the same format for young carers. Part of this approach included asking them more about the practical tasks they undertake and their own health and hygiene. This has revealed incidents of age inappropriate caring roles such as moving and handling of their parent/or sibling and also that some young carers own needs for dental or eyesight checks or general welfare were being neglected.

³⁶ Bilsborrow, 1992; Aldridge and Becker, 1993a, Dearden and Becker, 1995, 1998); Dearden and Becker, 2000); Aldridge and Becker, 1993a); Becker, Aldridge and Dearden, 1998; , 1992; Dearden and Becker, 1995, 1998; Marsden, 1995; Dearden and Becker, 1998

What we will do to achieve Priority 4:

- Work with individual GPs and the Clinical Commissioning Groups to facilitate regular health checks for carers and access to appropriate counselling support.
- Countywide training for carers in managing care for people with specific conditions/illnesses such as Autistic Spectrum Disorder, Dementia, Mental Illness, etc. All strategies need to consider practical training for carers within their proposals for workforce development and training.
- Support for the cared for is provided to enable carers to attend support groups where no other replacement care is available
- Carers' health issues to be recognised more widely within the Joint Health and Wellbeing Strategy
- Ensure that appropriate whole family approaches are adopted to ensure that cared for people receive appropriate levels of service and that carers of all ages are able to access breaks
- Work with school nurses to provide health checks for young carers
- Future planning for the cared for to enable carers to feel confident about the future of the person they care for
- Future planning for carers to enable carers to prepare for when their caring role may end.
- Ensure that a whole family approach is used when making transition arrangements
- Carer's Assessments will offer the opportunity to focus on the carer's health and wellbeing with Direct Payments being offered to eligible carers to creatively support related outcomes eg through gym membership, fitness classes, etc.
- Provision of county-wide support offering emotional, 1 to 1, peer and group support, relaxation and coping strategies, and practical management of the caring role eg moving and handling
- Ensure that schools and colleges are aware of their role in offering appropriate interventions to young carers in collaboration with partner agencies such as Young Carers Project, Children's Services, etc.

Section Three

Appendix 1: Key demographics

In the 2001 Census 53,221 people in Warwickshire identified themselves as providing unpaid care for another person. The gender split indicated that 58% of these carers are female, which is in line with the national trend.

Of these over 1,220 were young carers. We know that this number has grown over the intervening years and will always be an underestimate of the true number of children and young people given that the census questionnaire was completed by parents, rather than children, and made no mention of conditions such as mental health, substance misuse or HIV/Aids. More recent research indicates that there are four times³⁷ more young carers than are officially recognised. This would mean there are about 4,880 young carers in Warwickshire.

The overall figure for carers is in line with the national average of 10% and slightly lower than the regional figure overall. However, there are differences across the districts that make up the county with North Warwickshire (11.4%) and Nuneaton and Bedworth (11%) indicating a higher number of carers in those areas.

The 2001 Census identified 9,444 (17.7%) carers providing over 50 hours of unpaid care per week. More recent research³⁸ suggests that this figure could be doubled and that carers regularly providing over 20 hours per week were more likely to experience an impact on their own health.

Nationally, most carers are caring for just one person, however, 17% are caring for two or more people. The group most likely to be providing care for two or more people are those aged 45-64. The survey of carers in Warwickshire carried out in 2012 found that 89% of respondents care for one person, 7% care for 2 and 5% care for 3 or more and that 84% of the respondents live with the person they care for – a category of carer most likely to experience a significant impact on their own health.

Over half of carers (55%)³⁹ have their own health problems including physical disability/impairment, sensory impairment, mental ill-health and learning disability. About 1 in 5 adults with a long-term limiting illness are also carers⁴⁰.

A comparison of carers with the general population⁴¹ found that significantly fewer carers described their health as good (62% against 76% in the general population) with only 54% of those who were caring for someone in the same household and 52% of those caring for more than 20 hours per week describing their health as good. Those aged over 65 are most likely to provide care for someone in the same

³⁷ BBC and University of Nottingham, 2010

³⁸ Survey of Carers in Households 2009/10

³⁹ Personal Social Services Survey of Adult Carers in England 2009/10

⁴⁰ Survey of Carers in Households 2009/10

⁴¹ Health Survey for England Adult trend tables, 2008

household. Two-thirds of carers reported feeling tired, over half had disturbed sleep, half had feeling of stress and over a third depressed.⁴²

Profile of Carers Accessing Social Care Services

⁴² Personal Social Services Survey of Adult Carers in England 2009/10

**Table 1. 1: Breakdown of carer numbers by intensity of caring and by district
(Census 2001)**

	No. providing unpaid care	% population providing unpaid care	No. carers providing care 50+ hrs per wk	% carers providing care 50+ hrs per wk
North Warwickshire	7,070	11.4%	1,441	20.3%
Nuneaton & Bedworth	13,212	11.0%	2,906	22%
Rugby	9,059	10.3%	1,534	16.9%
Stratford on Avon	11,532	10.3%	1,716	14.8%
Warwick	12,348	9.8%	1,847	14.9%
Warwickshire	53,221	10.2%	9,444	17.7%
West Midlands	558,421	10.6%	119,277	21.3%
England & Wales	5,217,805	10.0%	1,088,336	20.1%

Table 1.2: Breakdown of carer numbers showing distribution of carers known to Adult Social Care by district

pcl District	Number Of Carers	% Number Of Carers	Number Cared For	% Number Cared For
Unknown	1520	31.44%	1532	30.60%
North Warwickshire Borough	442	9.14%	461	9.21%
Nuneaton & Bedworth Borough	833	17.23%	877	17.52%
Rugby Borough	735	15.20%	763	15.24%
Stratford-on-Avon District	637	13.17%	658	13.14%
Warwick District	668	13.82%	715	14.28%
Total	4835	100.00%	5006	100.00%

There appears to be some degree of North-South pattern with those in the North providing less low-level caring and more high-level caring and the reverse being true in the South. There are particularly high numbers of carers in Nuneaton and Bedworth who are providing more than 50 hours of unpaid care per week and maintaining paid employment.⁴³

Those who are providing more than 50 hours of care each week are split fairly evenly across the ten year age bands 35 – 75 years, with a slight peak in the 55 to 64 age group. It should be noted that about 15% of carers are actually over the age of 75 years and hence likely to themselves be in poorer health.

Nuneaton and Bedworth have a greater number of people providing over 50 hours of care than the rest of the County, a large proportion of which are from minority communities. This picture is reflected in the figures from Adult Social Care, which indicate that there are more people in receipt of social care support in the north of the county. However, there are higher numbers of carers over 70 years of age in the districts of Warwick and Stratford.

The higher intensity of the caring role in Nuneaton and Bedworth and to some extent North Warwickshire is also illustrated in the tables showing the carer support levels reported in the customer's "My Assessment" questionnaires. See tables on pages 34-35.

The following profile emerged from the recent Warwickshire Carer Survey⁴⁴:

Just under 540 carers responded to the carers questionnaire. Approximately half of all respondents felt they had had a health assessment carried out by a nurse and the majority felt that they had had their concerns as a carer taken in to account.

A third of all respondents felt that the person they care for had received a social care assessment and again the majority felt that they had had their concerns as a carer taken into account. A third of all respondents felt they had received a carer's assessment.

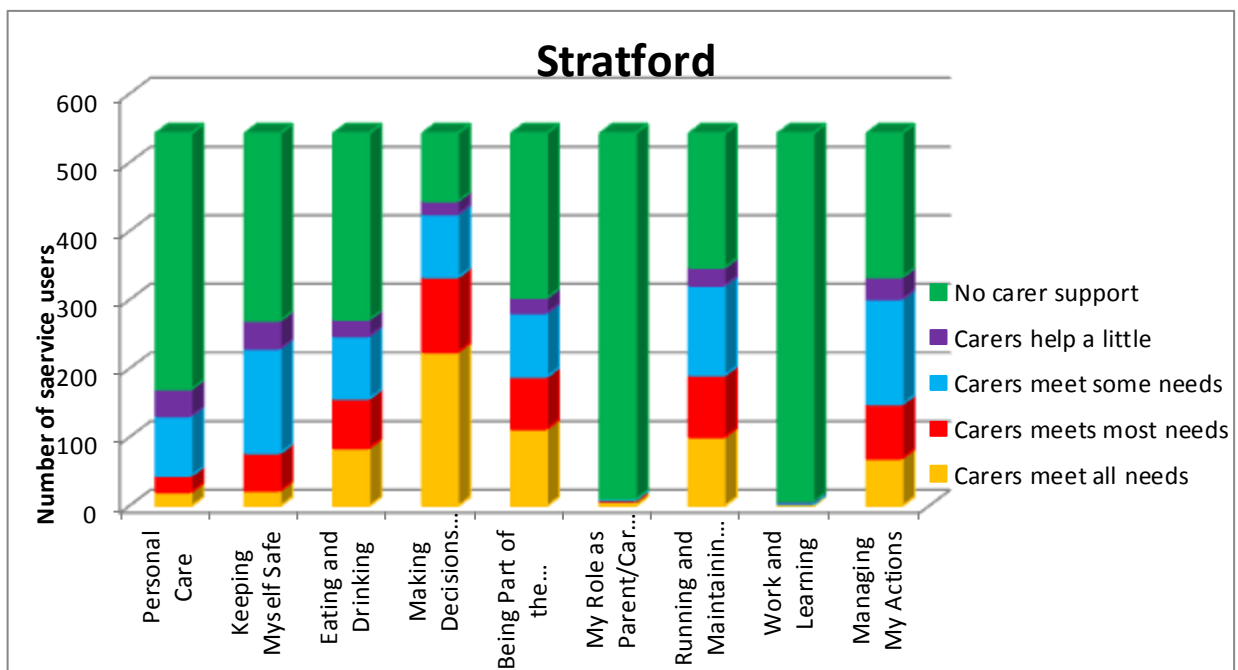
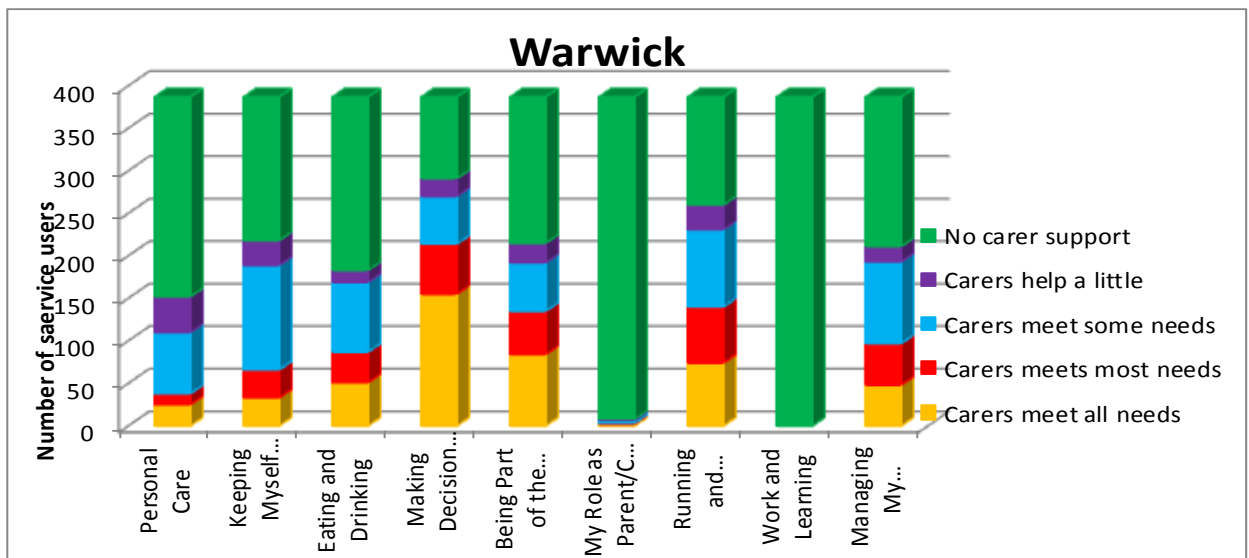
Half of the respondents overall indicated that they were able to take a regular break with 49% indicating that the support that enabled them to do this came from family and friends.

68% of carers said they were not confident about the future, with the majority of respondents citing uncertainty about the quality of care for the person they care for as being the main reason for their anxiety. Those carers who were most concerned about the future were parents/carers of people with Autistic Spectrum Disorder (73%).

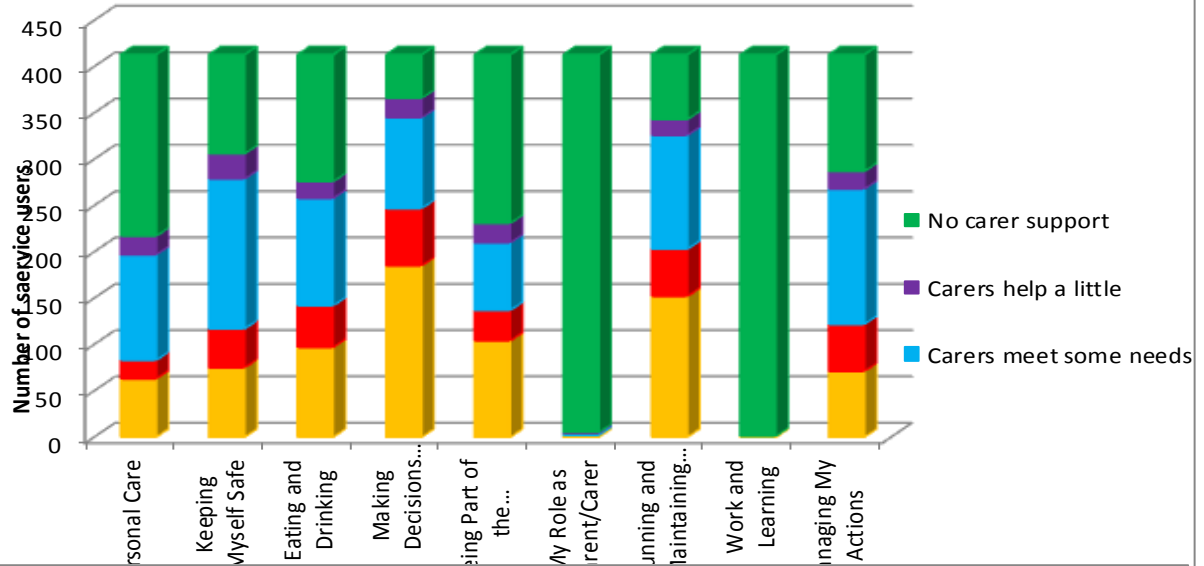
⁴³ JSNA.2011.

⁴⁴ Carers Questionnaire, WCC, 2012

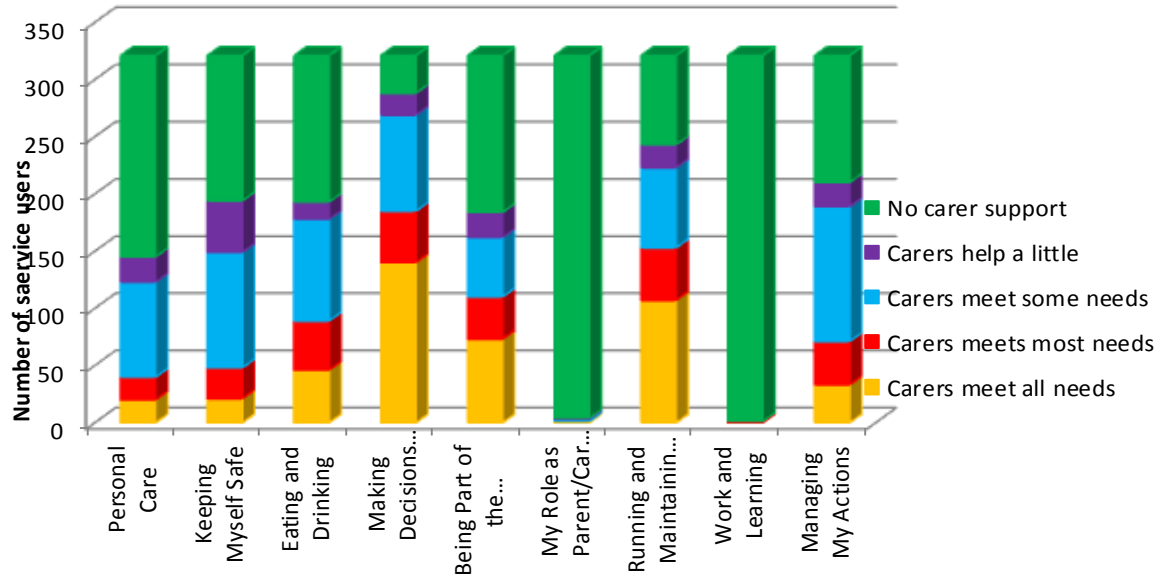
25% of respondents overall indicated that they were currently not working due to their caring role. However, this increased to 40% for carers of people with Autistic Spectrum Disorder.



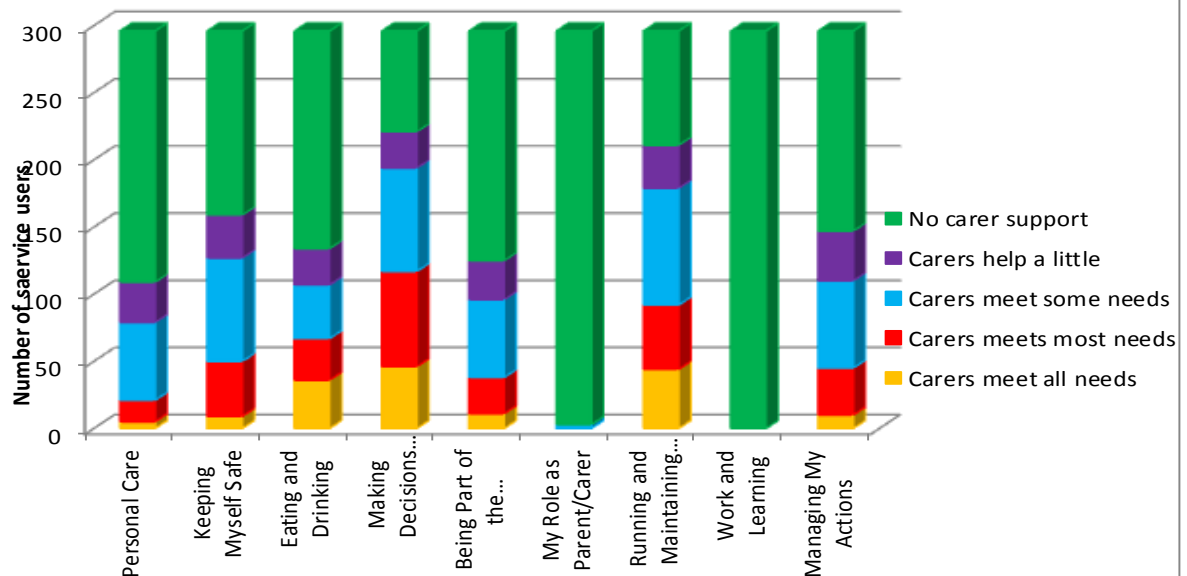
Nuneaton and Bedworth

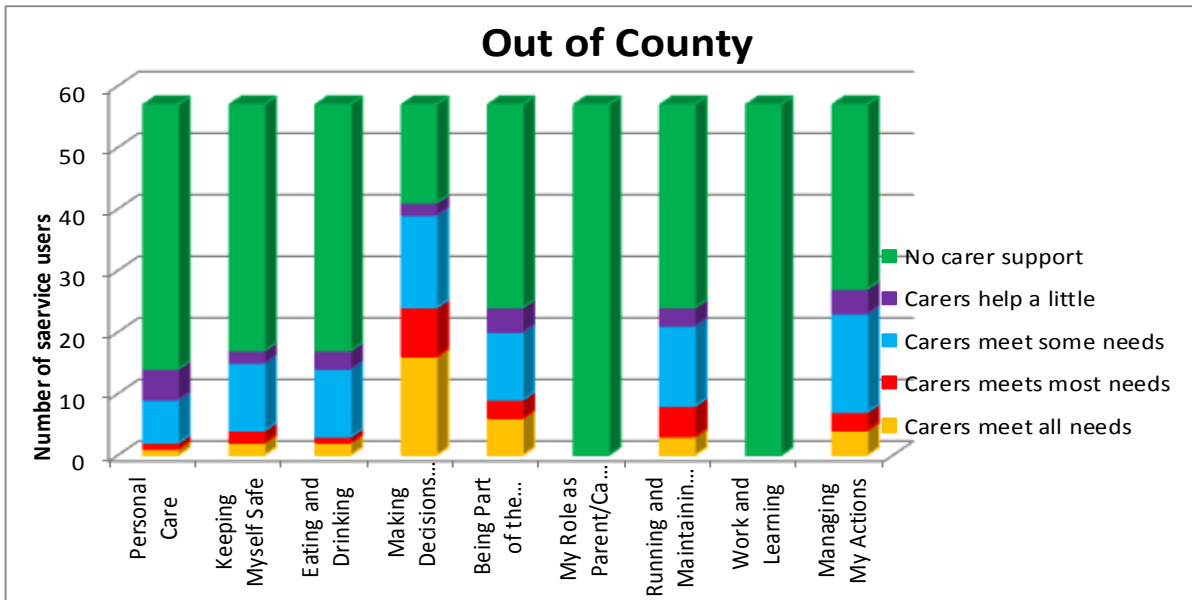


North Warwickshire

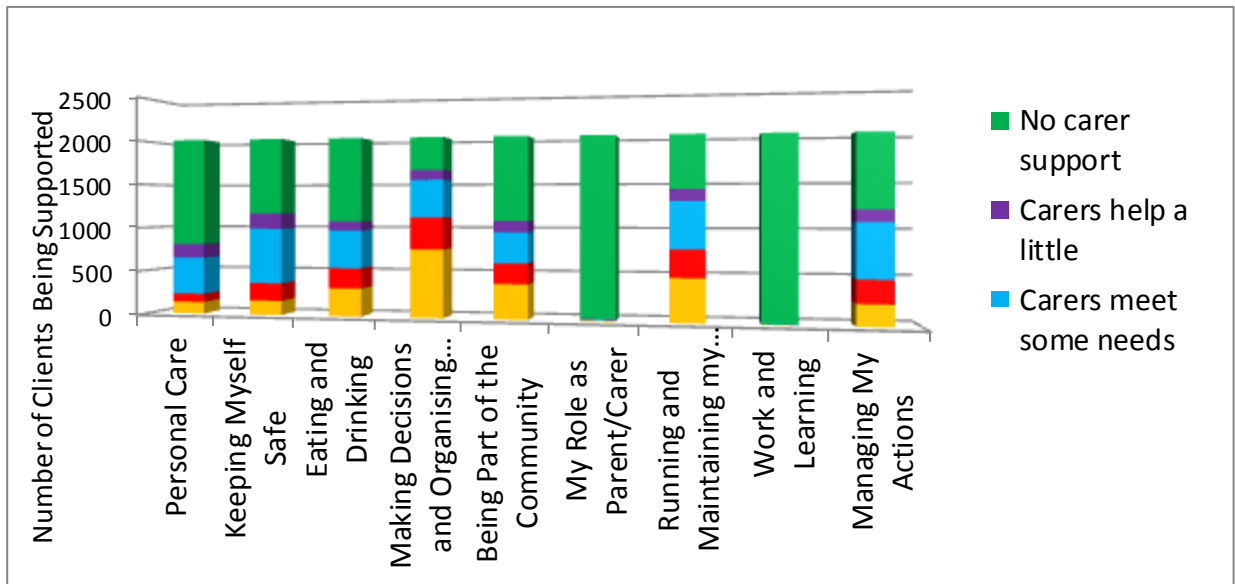


Rugby





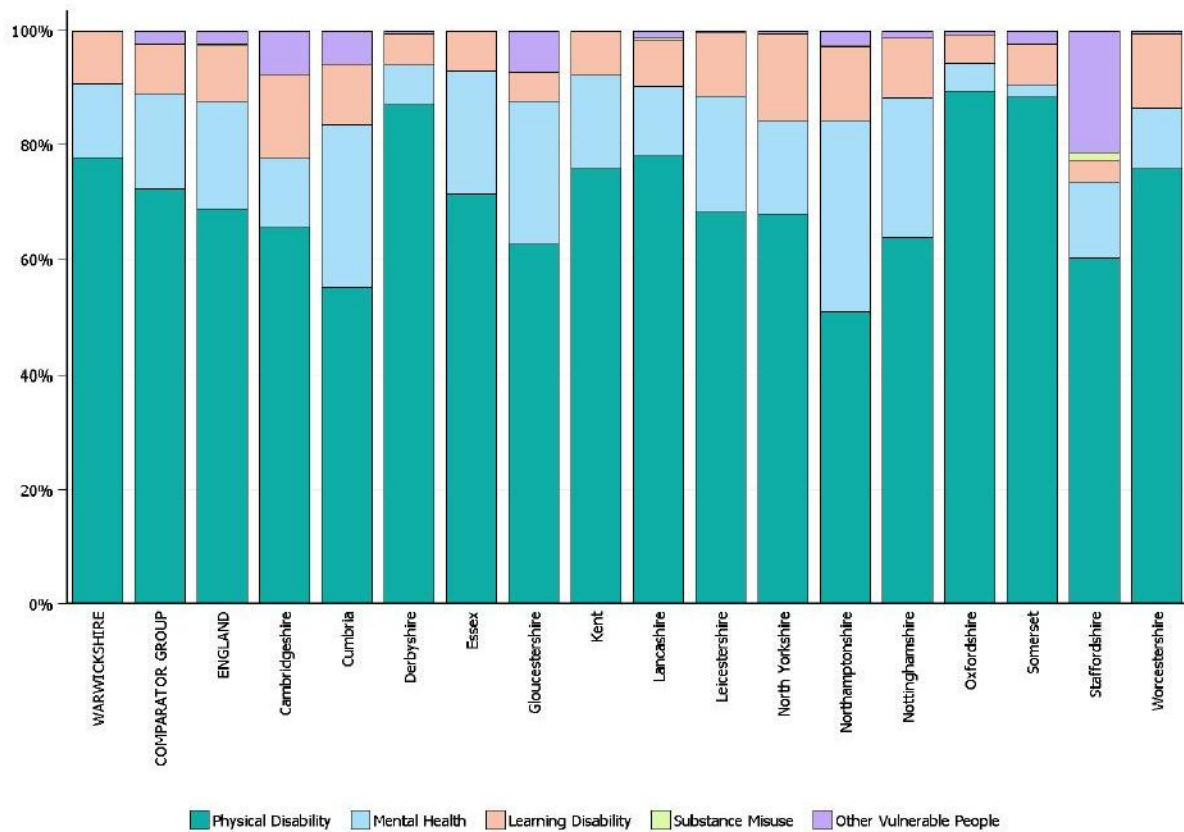
Carer Support Levels Reported in My Assessment Questionnaires (June 2010 to February 2012)



How Warwickshire compared with other local authorities in provision of carers services in 2010/11 (the last year for which figures are available)

Carers receiving services, information and/or advice

The following table shows the percentage of carers who received services, information and/or advice during the year, by primary client group of the cared for person



Ethnic Profile of Ethnic background of Carers Questionnaire respondents

Analysis of the ethnic background of those carers who responded to the survey indicates a lower representation of people in all non white categories.

Ethnic Group Profile

	Carers Strategy Questionnaire Ethnic Group profile	Warwickshire Ethnic Group profile
White: British	91.0%	88.3%
White: Irish	2.2%	1.2%
White: Other White	2.6%	2.7%
Mixed: White and Black Caribbean	0.0%	0.5%
Mixed: White and Black African	0.0%	0.1%
Mixed: White and Asian	0.2%	0.4%
Mixed: Other Mixed	0.2%	0.3%
Asian or Asian British: Indian	2.0%	2.9%
Asian or Asian British: Pakistani	0.4%	0.8%
Asian or Asian British: Bangladeshi	0.0%	0.2%
Asian or Asian British: Other Asian	0.2%	0.4%
Black or Black British: Black Caribbean	0.4%	0.5%
Black or Black British: Black African	0.4%	0.5%
Black or Black British: Other Black	0.0%	0.1%
Chinese or Other Ethnic Group: Chinese	0.0%	0.5%
Chinese or Other Ethnic Group: Other	0.2%	0.5%

Ethnic background of carers who have received social care assessments, services and/or information.

NB: Carer's Ethnicity for clients with current agreement

Carers Ethnicity	Number In Group	%	% Excluding Unkown group
Caribbean	14	0.18%	0.49%
Chinese	1	0.01%	0.03%
Gypsy/Roma	1	0.01%	0.03%
Indian	90	1.14%	3.13%
Other Asian	11	0.14%	0.38%
Other Ethnic Group	9	0.11%	0.31%

Other Mixed	2	0.03%	0.07%
Other White	30	0.38%	1.04%
Pakistani	5	0.06%	0.17%
Unknown	5049	63.69%	
White & Asian	3	0.04%	0.10%
White & Blck Carib	5	0.06%	0.17%
White British	2676	33.75%	92.95%
White Irish	32	0.40%	1.11%
TOTAL	7928	100.00%	100.00%

The above tables appear to indicate that our recording of carers within social care needs to improve if we are to have an accurate profile of carers in Warwickshire on which we can base our commissioning intentions. They would also suggest that we may need to improve targeting of certain minority ethnic communities to ensure that take up of services reflects that profile. Actions to improve recording of carer data and better targeting of information and services are included in the Delivery Plan.

Appendix 2: National & Legal Context

A summary of the current key policy and legislative framework is given later in this section. However, it feels appropriate to give priority to the two draft bills out to consultation which, if enacted, will substantially change, for the better, how carers are supported. These are:

- Draft Care and Support Bill; and,
- Draft Social Care (Local Sufficiency of Supply) and Identification of Carers Bill

The **Draft Care and Support Bill** places the promotion of individual well-being as the driving force behind care and support and aims to pull together previous social care legislation into one unified act with a simplified approach and more consistent pathways. It also provides the legislative framework for recent policy developments such as personalisation. The Bill will represent a wholesale change in the way that carers, disabled people and older people are supported by communities.

It is anticipated that the legislation will come in the fourth session of parliament i.e. 2013/14, but this will not be confirmed until the Queen's Speech in June 2013. Implementation would then be in 2015. There will be costs associated with carers' new rights which are provisionally planned for 2015.

The key elements are as follows:

- A duty on Local Authorities to provide an information and advice service to help people understand how the care system works, what services are available locally and how they can be accessed. Local Authorities would also have a duty to ensure a diverse range of quality services to meet needs and to work with

other local organisations to integrate services with the aim of promoting well-being and improving quality and outcomes.

- A duty on Local Authorities to take a proactive approach, make earlier interventions and provide services which are intended to prevent, delay or reduce people's needs for care and support. The aim will be to prevent or reduce dependency rather than responding to crisis situations.
- Assessments will focus on the needs and desired outcomes of the cared for person and their carer(s) rather than on the services to be provided. The assessment must be carried out without regard to whether the individual is eligible for services and eligibility will be determined by a national threshold rather than by individual local authorities.
- Local Authority arrangements for charging will be standardised and transparent. Deferred payment options ie repayment of care charges from the sale of the customer's home are to be routinely offered with Local Authorities likely to be able to charge interest on the deferred payment.
- There will be a single, consistent route to establishing entitlement to care and support for adults.
- The personalisation approach whereby individuals are offered an assessment of their needs followed by a care and support plan and a personal budget is defined in this legislation.
- Carers will, for the first time, have a legal right to have a carer's assessment of their needs without having to meet the requirement that they are providing substantial and regular care. The duty on Local Authorities regarding carers will be comparable with that for the people they care for. There will be a new framework for assessing eligibility for support which will be set out in regulations. There will be a new duty on Local Authorities to meet carers' eligible needs and to review their care and support plan regularly to ensure that their needs continue to be met. Carers will also have new rights to be consulted in relation to the assessment and support plan of the person they care for and to have a copy of the support plan.
- The draft Bill clearly states that local authorities would be required to meet the eligible needs of carers, either by providing services to the cared for or to the carer. Services which might prove most helpful to carers could include those which give the carer a break from their caring responsibilities such as help with housework or gardening, purchase of a laptop to help them stay in touch with family and friends, or gym membership to support the carer's own health and wellbeing. The draft Bill also allows for the carer's needs to be met by providing support directly to the person they care for through replacement care to enable the carer to take a break.

- Young carers under the age of 18 who care for adults will be supported by children's services rather than adult care and support. At the age of 18 the responsibility will switch to adults services although adult services can be brought into transitions planning before the young carer's 18th birthday at the carer's request. There will also be a new duty to continue any children's services which a young carer is receiving past the age of 18, if appropriate adult care and support is not in place.
- New provisions in the draft Bill will enable parent carers to be assessed under adult law as well as children's law enabling them to access services that they may currently be unable to use.
- Adult safeguarding will be strengthened by the creation of a clear framework of responsibilities and governance arrangements, including the establishment of a Safeguarding Adults Board to support a strategic and integrated multi-agency approach.
- Development of a new structure for overseeing the education and training of the future healthcare workforce and ensuring supply of appropriately qualified staff keeps pace with health service needs.
- Strengthening the Health Research Authority and enabling it to function more effectively, achieve a unified approval process for research and promote a proportionate approach among those involved in research. Benefits arising from this are expected to include reduction in duplication and red tape and the development of more efficient research approaches.

The **Social Care (Local Sufficiency of Supply) and Identification of Carers Bill** is a Private Member's Bill which has strong cross party support. It makes several key provisions which would help support the draft Care and Support Bill. If successful it would place a duty as follows:

On local authorities to

- provide sufficiency of supply of social care services.
- ensure sufficiency of supply of social care services for disabled people and carers who wish to work or go into education; and,

On NHS bodies to identify carers

On schools to identify young carers

On further and higher education establishments to identify young carers

The duty to identify carers would be invaluable in raising the profile of carers' needs and could be a powerful tool in bringing carers into the mainstream and helping to

ensure that carers really are everybody's business. The requirement to provide a sufficiency of supply recognises that carers and people with disabilities have the right to expect appropriate services to be available to support them in returning to or maintaining their employment in much the same way that local authorities have a role to play in ensuring appropriate provision of childcare to enable parents to work if they wish to.

Health and Social Care Act (2012)

This Act will introduce comprehensive and far-reaching changes in the way in which the NHS is organised. It will abolish the current structures for commissioning and delivering health services and replace them with new clinically-led commissioning groups in which GPs will play a leading role. Carers are not directly affected by this Act but may be indirectly affected by any resulting changes in the way in which services are delivered to the person that they care for. Carers may indirectly benefit from the emphasis within the Act for commissioning intentions to be informed by those who use them and their carers.

Putting People First

Putting People First sets out the government's plans to reform adult social care. It defines these achievements as: '... a mainstream system focused on prevention, early intervention, enablement and high quality personally tailored services'. Key to its success will be for each individual to have 'maximum choice and control over the services they receive.'

Putting People First confirms that carers as well as the individuals they care for are integral to the success of the core values of personalisation '...real change will only be achieved through the participation of users and carers at every stage.

A Vision for Adult Social Care: Capable communities and active citizens (2010)

This builds on the principles of Putting People First and sets out the key priorities that need to be achieved in order that the visions set become a reality. In particular the document focuses on councils providing "personal budgets, preferably as direct payments, to everyone eligible within the next two years". In particular, it states the need to provide more carers with a direct payment to purchase breaks from caring over the next few years. In addition, it highlights the need for society and communities to take responsibility for social care as well as the state; "communities and wider civil society must be free to run innovative local schemes and build local networks of support"

The vision for adult social care sets out key principles of social care reform including;

Prevention; individuals maintaining independence for as long as possible will contribute to this.

Personalisation: people taking control of their own care and resultant services and support, where personal budget are key to its success

Partnership: this should be between individuals, communities, voluntary and private sector, NHS and Councils

Plurality: broadening of the market in terms of service provision will enable it to react well to the diversity of individual needs

Protection: individuals being safeguarded from abuse and neglect

Productivity: local accountability driving up improvements, with agreed and published quality outcomes helping to achieve this

People: the importance of a skilled workforce that is capable of leading this change.

The re -design of carers' services needs to be viewed within the context of the vision and principles laid out above. The vision sets targets and challenges for local authorities and others to make the changes required to reform adult social care, with carers being key agents within this change who need to be supported in order to contribute as fully as possible within society and within the social care economy.

The National Strategy for Carers – *Carers at the heart of 21st century families and communities 2008.*

The National Strategy for Carers, *Carers at the heart of 21st century families and communities: A caring system on your side.*' (June 2008) has five key objectives stating that carers should be:

- Respected as expert partners in care and will have access to the integrated and personalised services they need to support them in their caring role
- Able to have a life of their own alongside their caring role
- Supported so that they are not forced into financial hardship by their caring role
- Supported to stay mentally and physically well and treated with dignity
- Children and young people need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes, while protecting them from inappropriate caring

The Strategy sets out the government's commitment to services for carers and acknowledges the current difficulties many carers experience in accessing services from health and social care.

This Strategy was updated by the Coalition Government in **Recognised, valued and supported: Next steps for the carers strategy (2010)** in which four priority areas were identified for action over the next four years. These priorities relate back to the outcomes that the Government is seeking to achieve:

- Priority 1 - "*Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages*" - relates most closely to the **first outcome**.
- Priority 2 - "*Enabling those with caring responsibilities to fulfil their educational and employment potential*" - relates most closely to the **third** and **fifth** outcomes.
- Priority 3 - "*Personalised support both for carers and those they support, enabling them to have a family and community life*" - relates most closely to the **second outcome**.
- Priority 4 - "*Supporting carers to remain mentally and physically well*" - relates directly to the **fourth outcome**.

Young Carers, parents and their families – Key principles of practice

In 2008 the Children's Society published 'Young carers, parents and families: key principles of practice'⁴⁵. These principles are intended to be used alongside legislation and guidance already in place to enable agencies to respond to the recommendations of national policy, which affects young carers and their families. Using these key Principles of Practice will help ensure the best use of resources and promote whole family working.

In 2008 the Children Society published 'These principles are intended to be used alongside legislation and guidance already in place to enable agencies to respond to the recommendations of national policy, which affects young carers and their families. Using these key Principles of Practice will help ensure the best use of resources and promote whole family working.

The six key principles are detailed below:

- Children's welfare should be promoted and safeguarded by working towards the prevention of children undertaking inappropriate care of any family member
- The key to change is the development of a whole family approach and for all agencies to work together, including children and adult services, to offer co-ordinated assessments and services to the child and the whole family
- Young carers and their families are the experts on their own lives and as such must be fully involved in the development and the delivery of services
- Young carers will have the same access to education and career choices as their peers

⁴⁵ Frank and McLarnon 2008

- It is essential to continue to raise awareness of young carers and to support and influence change effectively. Work with young carers and their families must be monitored and evaluated regularly
- Local young carer projects and other targeted services who work with young carers should be available to provide safe, quality support to those children who continue to be affected by any caring role within the family.

Currently, there are three main pieces of legislation that define statutory duties in relation to the assessment and support of carers. These are:

- The Carers Recognition & Disabled Services Act 1995
- The Carers and Disabled Children Act 2000
- The Carers (Equal Opportunities) Act 2004

Solicitor, Luke Clements summaries these in his 3rd edition of *Carers and their Rights in Relation to the Law* and underlines that local authorities have a duty to assess carers who provide or intend to provide a substantial amount of care on a regular basis and have the power to provide services to carers following an assessment. Clements states that the importance of the assessment process in gauging the impact on a carers ability to maintain 'daily routines' such as family relationships, employment, training and leisure commitments are a core requisite of any good assessment process.

The Equalities Act 2010

The Equalities Act 2010, for the first time, has recognised the role of carers and states that:

If you're looking after someone who is elderly or disabled, the law will protect you against direct discrimination or harassment because of your caring responsibilities. This is because you're counted as being 'associated' with someone who is protected by the law because of their age or disability. You're already protected from discrimination and harassment if they happen at work, but the new law will also protect you, if you are caring for a disabled person:

- *when you shop for goods*
- *when you ask for services*
- *when you get services*
- *when you use facilities like public transport.*

This is an important step in ensuring that carers' basic human rights are protected. Incorporating carers into the equalities law provides a platform for people who use services and their families to live as equal citizens.

Supporting People to Live and Die Well – a framework for social care at the end of life

Published in 2010 this report is the work of an advisory group of leaders in social care co-ordinated by the National End of Life Care Programme (NEoLCP). It maps out how social care commissioners and providers, together with those involved in training and education, can boost social care's role in end of life care for individuals and their families by:

- Offering training and support to the social care workforce – from domiciliary care workers to social workers and their managers –to recognise the skills they already have and to develop new ones
- Consider end of life care within the current changes to commissioning and delivery of social care
- Embedding end of life care within the wider education and training changes currently taking place in social work and future developments in training and skills for the wider social workforce
- Incorporating end of life care within the personalisation and re-ablement agendas where there are significant opportunities for improving the experience of people approaching the end of their lives and their carers
- Strengthening palliative care social work in specialist settings and as an educational and supportive resource in mainstream services
- Achieving greater integration across all care and support services, particularly between social and health care
- Ensuring a robust evidence base to support the ongoing development of good social care practice in end of life care.

Appendix 3: Expenditure on support for carers

The Carers Special Grant from central Government was discontinued in 2009/10. Current funding for services to support carers is provided from within the overall County Council budget and through targeted funding from Warwickshire NHS Primary Care Trust.

Previously characterised by large block contracts for carers services the Carers Budget is developing a different profile to ensure that funding is allocated to where it can be used to facilitate personalisation and greater flexibility. This means moving away from block contracts to an increasing use of commissioning frameworks which enable frontline staff, customers and carers to purchase services that are tailored to their needs and which work well with personal budgets.

The following table provides an indication of how carers were supported in 2011/12 and some of the costs associated with that support. Using the measure NI 135 which calculates support to carers as a percentage of the service delivered to customers we know that 4071 carers received a carers' service, break or advice/information in the year following a carer's assessment or review.

The following table does not include the cost of providing the assessment service or the commissioning of support services.

Jointly Funded Support for Carers in Warwickshire

Following the refresh of the National Carers Strategy the Government identified a sum of £400 million nationally to be made available from 2011-15 through the NHS specifically for the purpose of providing support and breaks for carers.

The NHS Operating Framework for 2012/13 NHS requires PCT clusters to agree policies, plans and budgets with local authorities and voluntary groups to support carers, where possible using direct payments or personal budgets, and that these plans should be in line with the Carers Strategy.

In 2011/12 NHS Warwickshire transferred funding of £637,000 through a S256 agreement to Warwickshire County Council for support for carers. This was used to provide breaks for carers through the Home Care Framework and residential respite contracts and the following table provides a summary of provision resourced using that funding. For 2012/13 NHS Warwickshire will transfer a further £500,000 through a S256 agreement to Warwickshire County Council to continue funding and supporting carers.

In addition Warwickshire Primary Care Trust contributed £191,500 funding to services within the third sector during 2011/12 specifically to support carers and provide respite breaks.

The following table identifies the funding of services providing support to carers in 2011/12

Support	2011/12 £*	No. of people receiving a service	Service Delivered
Replacement Care - Short Breaks	£2,425,700**	229	27,576 hours
- Residential Respite		567	16,194 nights
Day care	£ 192,200	212	
Homecare	£1,904,700	745	
Direct Payments:			
One-off	£ 33,900	95	
Ongoing	£1,559,300	290	
Carer Support Services (Adult and Young Carers)***	£ 535,000	4,500 Adult carers 830 Young carers	

* Figures rounded

** Includes £637,000 transferred from NHS through Section 256 agreement for support to carers

*** Includes a contribution from the NHS Warwickshire Primary Care Trust

Appendix 4: Current services supporting priorities

Current services supporting Priority 1 and identified gaps in provision

Supporting early self-identification and involvement in local care planning and individual care planning.

Service	Who provides it and how?
Information Services	
<ul style="list-style-type: none"> • Fact sheets on specific condition • Signposting to specialist information • Basic benefits advice and signposting to specialist information • Quarterly newsletter • Support groups 	Guideposts Carers Support Service
<ul style="list-style-type: none"> • Quarterly newsletter for carers of adults with Learning Disabilities 	Learning Disabilities Partnership Board
<ul style="list-style-type: none"> • Quarterly newsletter written by parents and carers caring for a child or young person with a disability 	Parent and Carer Steering Group - Integrated Disability Service
<ul style="list-style-type: none"> • Information about support for Young Carers for parents/carers, schools, Police, Social Care Services for adults and children 	Carers Support Service – Warwickshire Young Carers Project
Carer Awareness &	

Recognition	
<ul style="list-style-type: none"> This tool is targeted at frontline staff to encourage them to consider how they might be able to assist carers by informing staff about the caring role and enabling them to signpost carers appropriately. 	Carer Aware eLearning tool, Warwickshire County Council – available to WCC staff and free access on internet for other agencies
<ul style="list-style-type: none"> Cultural Training for social care assessment and reviewing staff Police, Social Care Services for adults and children 	Commissioned by Warwickshire County Council for frontline staff in social care teams and Customer Service Centre
<ul style="list-style-type: none"> Working with schools, 	Carers Support Service – Warwickshire Young Carers Project
Involvement of carers in local care planning and individual care planning	
<ul style="list-style-type: none"> Carers engaged in commissioning processes 	Warwickshire County Council - Transformation Assembly. A register of carers who work in partnership with WCC.
<ul style="list-style-type: none"> Carers involved in assessment & planning process 	Warwickshire County Council – Social Care Self Directed Support (SDS) process involves carer in the assessment of cared for and development of support plan.
<ul style="list-style-type: none"> Parent/Carers involved in decision making, commissioning and service direction 	Integrated Disability Service – Parent & Carer Steering Group, Countywide Parent and Carer Forum

Identified gaps in provision

- **Good quality information about caring for conditions/illnesses easily accessible within health, social care and community settings**
- **Good quality information about available services and how to access them.**
- **Information for carers of people approaching the end of their lives**
- **Clear links to housing related support**

Current services supporting Priority 2 and identified gaps in provision

Enabling carers to fulfill their educational and employment potential

Current Services	Who provides it and how?
<ul style="list-style-type: none"> Carers Assessment identifies carer's wish to work/pursue education and addresses this within carer's support plan. 	Social Care Services – utilising Direct Payment to fund educational course
<ul style="list-style-type: none"> Customers Assessment identifies where replacement care is required to support carer's employment/education 	Social Care Services – addresses need for replacement care within customer's support plan.
<ul style="list-style-type: none"> Replacement care 	Social Care Services – utilising Homecare Framework, other services, Personal Budgets, Direct Payments.
<ul style="list-style-type: none"> Young Carers Service 	Carers Support Service – Warwickshire Young Carers Project - liaison with schools/colleges/employers to provide support/awareness raising

Identified gaps in provision

- A wide range of affordable care replacement options to enable carers to access education and employment opportunities**

Current services supporting Priority 3 and identified gaps in provision

Personalised support for carers and those receiving care, enabling them to have a family and community life

Current Services	Who provides it and how?
<ul style="list-style-type: none"> Carers' Assessment – identifies need for support to maintain a family/community life 	Social Care Services – utilising Direct payments to provide appropriate support eg laptop to aid communication with family/friends
<ul style="list-style-type: none"> Customers' Assessment – identifies need for carer to take breaks to maintain family and community life 	Social Care Services – incorporates replacement care within customer's support plan to enable care to take a break to maintain family/community life
<ul style="list-style-type: none"> Provision of support to cared for including replacement care enabling carers to take a break from their caring role and also provision of emergency replacement care to avoid hospital admission of cared for. 	Homecare Framework – this is a structure with access to a wide range of service providers able to put care staff in to the customer's home to replace the informal carer or take the customer out, enabling the carer to take a break.
<ul style="list-style-type: none"> Residential respite 	A range of specialist providers able to offer personalised care and support in a residential setting, enabling the informal carer to take a break from the caring role.
<ul style="list-style-type: none"> Specialist palliative care inpatient day hospice and outpatient service. Also training for carers in their own home in practical caring. 	Myton Hospice - offering a whole family approach to caring support and training, emergency support, information and 1:1 support for people with a terminal diagnosis and their carers.
<ul style="list-style-type: none"> Day Hospice, Hospice at Home, Lymphoedema and Bereavement Support Services, 	Mary Ann Evans Hospice – providing emotional support and information and 1:1 support for people with a terminal diagnosis and their carers.
<ul style="list-style-type: none"> Day Hospice facility, Hospice at Home 	The Shakespeare Hospice - providing care for patients with life limiting illnesses and support for families and carers. Services include emergency support,

	information and 1:1 support
•	
• Support for schools, settings and families caring for a child/young person with autistic spectrum disorder	Autism Team includes social workers, teachers, inclusion assistants and youth worker. Integrated Disability Service

Identified gaps in provision

- **Better joined up services between health and adult and children's services, supporting children and adults with Autistic Spectrum Disorder.**
- **Future planning for cared for to enable carers to feel confident about the future of the person they care for.**
- **Future planning for carers to enable carers to prepare for when their caring role may end.**
- **Wider range of support options within the community.**

Current services supporting Priority 4 and identified gaps in provision

Supporting carers to remain physically and mentally well

Service	Who provides it and how?
<ul style="list-style-type: none"> Carers' Assessment – identifies need for support to promote health and wellbeing 	Social Care Services - utilising Direct Payments to provide appropriate support to achieve desired outcome eg gym membership, referral to counselling services, life coaching
<ul style="list-style-type: none"> Customers' Assessment – identifies – need for carer to take breaks to maintain health and wellbeing 	Social Care Services -incorporates replacement care within customer's support plan to enable carer to take up gym membership/counselling, etc
<ul style="list-style-type: none"> Carers' Support Service 	Guideposts Carers Support Service – advice and information Carers Support Service – Warwickshire Young Carers Project - advice and information
<ul style="list-style-type: none"> Training for carers: to relieve anxiety, provide practical caring skills, moving and handling, on caring for specific conditions eg dementia, autism, etc Training for young carers to help manage caring role, how to seek help, etc 	Guideposts Carers Support Service – direct provision of training eg caring with confidence and via training delivered by specialist providers. Carers Support Service – Warwickshire Young Carers Project - direct provision by Project staff
<ul style="list-style-type: none"> Emotional Support, 1 to 1 and group support Emotional Support, 1 to 1 and group support 	Guideposts Carers Support Service – provided through staff by phone, home visits and groups and peer support from other carers Carers Support Service – Warwickshire Young Carers Project - provided by Project staff by phone, face to face and within

	group setting
<ul style="list-style-type: none"> • Training for parents/carers of newly diagnosed children : Early bird and APT 	Integrated Disability Service – provided by staff on 1:1 and group basis

Identified gaps in provision

- **Regular health checks for carers**
- **Countywide training for carers in managing care for people with specific conditions/illnesses**
- **Support for cared for provided to enable carers to attend support groups where no other care is available**

Appendix 5: Making it happen & knowing when we have

Framework for monitoring and evaluating delivery against Carers Strategy Refresh priorities

Adult Social Care Outcomes Framework – (ASCOF)

There are four domains within the ASCOF, three of which carry a carer-related outcome measure:

- 1 Enhancing quality of life for people with care and support needs
Carer -related outcome measure: Carers can balance their caring roles and maintain their desired quality of life
- 2 Delaying and reducing the need for care and support:
Carer -related outcome measure: Earlier diagnosis, intervention & reablement mean that people and their carers are less dependent on intensive services
- 3 Ensuring that people have a positive experience of care and support.
Carer -related outcome measure: Carers feel that they are respected as equal partners throughout the care process
- 4 Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

NHS Operating Framework – Carers

The NHS Operating Framework 2012/13 requires that PCT clusters need to agree policies, plans and budgets with local authorities and voluntary groups to support carers, where possible using direct payments or personal budgets. For 2012/13 this means plans should be in line with the Carers Strategy and be explicitly agreed and signed off by both local authorities and PCT clusters and identify the financial contribution made to support carers by both local authorities and PCT clusters and that any transfer of funds from the NHS to local authorities is through a section 256 agreement. This information is included in Section 3 of this Strategy.

Coventry and Warwickshire Partnership Trust (CWPT) Carers Monitoring

Carers Key Performance Indicators (KPI's) are included within the performance dashboard for CWPT and are as follows:

Performance Indicator	Threshold	Method of Measurement	Frequency of reporting
Implement the carers element of the 'Equal Partners Strategy'.	Update on progress by end of Q1 with plans to fully implement with timescales.	Carers Support Report to illustrate how the Provider has implemented the strategy.	Bi-annual
Number and % of clients in receipt of services who have their main carer identified and recorded in their care plan with contact details.	100%	Data reported quarterly. Number and %, month actual and year to date.	Quarterly
Number and % of carers that have been identified who have been offered a carers assessment, where appropriate, and where accepted the assessment has been undertaken and recorded in the patients care plan.	100%	Data reported quarterly. Number and %, month actual and year to date.	Quarterly
All individuals at risk of falling and their carers will receive a brief intervention including information orally and in writing about what measures they can take to prevent further falls	95% compliance for patients identified as at risk of further falls	Quarterly progress/audit report to CQR	Quarterly

Warwickshire Corporate Business Plan 2012-13

The delivery of the Carers Strategy Refresh action plan will also contribute to the achievement of Warwickshire County Council's Corporate Business Plan in the following areas:

Warwickshire's residents have more choice & control

The proportion of those using social care who have control over their daily life

Warwickshire's residents have more choice & control

The proportion of people who use services and carers who find it easy to find information about support

Section Four

Delivery Plan

The following tables provide a summary of all the actions from each priority heading with associated outcomes and performance measure.

Priority 1 - Supporting early self-identification and involvement in local care planning and individual care support planning.

Outcome	Actions	Measures	Lead/Reporting Officer
<p>Carers are identified at an early stage in their caring role and provided with, or signposted accurately to, sources of information and support.</p>	<ul style="list-style-type: none"> Promote Carer Aware eLearning tool on intranet to frontline staff across all Directorates of County Council to raise awareness and early identification of carers and facilitate signposting to appropriate information. Promote Carer Aware eLearning tool on internet to partner organisations in all sectors. 	<p>No. of WCC staff completing Carer Aware e Learning Tool on intranet.</p> <p>No. of uses of WCC internet Carer Aware e learning Tool.</p>	<p>Learning & Development WCC</p>
<p>Carers have easy access to information and advice about benefits, services and practical support for their caring role.</p>	<p>Ensure that carers information needs are met by:</p> <ul style="list-style-type: none"> Improving information availability and utility for carers, enabling them to access information and advice relating to services and support for customers and carers. Addressing the requirements of the draft Care and Support Bill for a comprehensive information service. Integrated working across local health and social care strategies and associated web/helpline -based information services 	<p>Carers Survey</p>	<p>Carers Lead Officer</p>

	<p>and effective linking to national sources of information and support.</p> <ul style="list-style-type: none"> • Providing multi-accessible formats ie not only web-based. • Achieving integrated working across health and social care to ensure carers are accurately signposted to sources of specialist information ie specific conditions, financial advice, brokerage, end of life care, etc • Using language and terminology that promotes accessibility ie not “carer” 		
Carers are able to access practical information/ support for their caring role	All local health and social care strategies to incorporate carers’ requirements for good quality practical information about caring for conditions/illnesses and make this information available within appropriate health, social care and community settings including GP practices, hospitals and children’s centres and via web portals.	Carers Survey	Head of Strategic Commissioning
Carers looking after people who are approaching the end of their lives are identified at the earliest opportunity and given appropriate support	<ul style="list-style-type: none"> • Scoping for introduction of “indicator” on Carefirst screen to denote terminal diagnosis and alert practitioner to offer appropriate support and signposting for carer. • Training for social care staff to inform and support their interaction with carers of 	No. of End of Life carers identified.	IMT

and information at each stage of the caring role	people with a terminal diagnosis.		
Carers have a clear understanding of reablement , its benefits and their own role in supporting its objectives	Early identification of carers at hospital discharge and onset of reablement service and provision of information to carers about reablement during the period that their cared for person is using this service.	No. of carers identified and signposted/referred to support	Hospital discharge Teams Reablement Teams
Carers are engaged and have a voice	Scope greater collaboration across social care and health engagement programmes to maximise the outcomes from consultative and engagement activities and reduce duplication	No. of collaborative engagement activities	Carer & Customer First Team
Carers feel consulted and involved in individual care support planning.	Frontline staff ensure carers are involved in individual care support planning and the outcomes identified.	Monitor carers satisfaction with involvement No. staff trained in inclusive support planning	New Care First measure awaited
Young Carers are able to thrive and achieve their educational goals	Work collaboratively with schools and colleges to facilitate early identification of Young Carers and signposting to appropriate support.	No. of young carers identified by schools and colleges No. of young carers	Young Carers Project

		referred to social care/health services	
Carers are identified at an early stage and given appropriate information and support.	Carers assessments offered by health practitioners within health settings ensuring that carers receive information, support and signposting at the earliest possible stage enabling them protect their health and wellbeing.	No. of health practitioners trained to offer carer assessments No. of carers assessments carried out by health practitioners	Carers Lead Officer
Adult and young carers within families/households are identified and given appropriate support.	<ul style="list-style-type: none"> • A Whole Family Approach is applied to assessments of children and adults to identify carers and linked to work underway to implement the Memorandum of Understanding between Adult and Children's Social Care Services. • Review of practices within adult and children's teams to ensure consistency of approach in supporting carers. 	Revised protocol in place. Frontline staff in Adult and Children's Social Care Services trained in revised protocol	TBC
Carers are able to access information about local services	Promotion of the Resource Directory to carers and self funders.	Increased use of Resource Directory	TBC
Carers from Black and Minority Ethnic communities are able to access information	Carers Support Service outreach activity to BME communities and employers to promote awareness of support	Increase in BME carers taking up services	Carefirst

about available support		Increase in BME users of Carers Support Service	Guideposts Carers Support Service
Carefirst carer data profile improved	Review carer data entry requirements and recording practice to ensure profile of carers is updated to inform commissioning decision-making.	BME data for carers improved	IMT/Business Intelligence

Priority 2 - Enabling carers to fulfil their educational and employment potential – ensuring that carers are not financially disadvantaged and that children will be thriving, protected from inappropriate caring roles.



Outcome	Actions	Measures	Lead/Reporting Officer
Carers are aware of their right to request flexible working	<ul style="list-style-type: none"> Information about combining work and caring available to practitioners and carers on WCC carers web pages together with signposting to specialist information and 	No. of staff/teams trained No. of employed	Learning & Development

	advice.	carers maintaining employment?	New Care First measure awaited
Carers at risk of giving up employment identified at earliest opportunity	<ul style="list-style-type: none"> • Frontline staff in social care and Customer Service Centre Carer receive awareness training regarding employment right to request flexible working and information about combining work and caring. • Carers at risk of giving up employment prioritised for assessment. 		Carers Lead Officer
Carers are able to access a range of support options to help them maintain their education/ employment	<ul style="list-style-type: none"> • Use of Homecare Framework to source replacement care. • Use of assistive technologies and telecare/telehealth support to enable carers to maintain education/employment. 	Replacement care used to support education/employment No. of instances where assistive technology, etc used to support education/employment	New Care First measure awaited
Young carers thriving and achieving at school and protected from inappropriate levels of caring	Establish clear pathway to implement the memorandum of agreement between Adult and Children's Social Care Services to ensure that young carers are identified and supported from an early stage	Academic achievements of young carers compared with general population	Learning & Achievement/To Be Confirmed
Young Carers are able	Work with schools to ensure that each school	No. of schools with	Learning & Achievemen

to thrive and achieve their educational goals	has a designated staff member for young carers who will play a crucial role in improving outcomes for this group of vulnerable children	designated staff member for young carers	To Be Confirmed t/
Young adult carers (18-24) are supported in achieving academic and employment success	Work with colleges, local universities, private sector and voluntary organisations to give consideration to the specific needs of young carers and to provide opportunities to develop skills and access to employment.	% of young adult carers in education or employment	TBC
Carers supported into work	<ul style="list-style-type: none"> • Carers with learning disabilities supported into work • Scope expansion of service provided by WEST (Warwickshire Employment Support Team) to include support for all carers . 	No. of carers supported into work or training	Service Manager, Strategic Commissioning
Carers have access to educational courses	Promote Adult Community Learning courses to carers via social care teams and carers support services.	No. of carers accessing ACL courses	Carers Lead

Carers Strategy Refresh 2012-14

Priority 3 – Personalised support for carers and those receiving care, enabling them to have a family and community life

Outcome	Actions	Measures	Lead/Reporting Officer
Carers have access to information about clinical and social care pathways and experience seamless services in health and social care	Local strategies to identify clear information about clinical and social care pathways for and ensure access to this information for carers.	Each Strategy to include clinical & social care pathways Each Strategy to identify where and how information will be made available and how it can be integrated in to existing carer information services.	Service Redesign Officers/Clinical leads
Carers are able to access a range of appropriate and affordable replacement care.	Improve range and availability of replacement care options by: <ul style="list-style-type: none"> • Requirement for all local Strategies to consider replacement care options for carers. • Review of replacement care provision to inform commissioning intentions. • Consideration of commissioning to stimulate development of community/volunteer-based support options. 		

Carers feel supported in planning for the future care of the person they look after	Future planning for the cared for – to develop a template for use in helping carers to plan for, and feel more confident about, the future of the person they care for through consideration of financial, accommodation and legal issues which may need to be addressed to provide security for the cared for person and peace of mind for the carer.		Carers Lead Officer
Carer feel supported in planning for their own future	Future planning for carers - develop a template for use in helping carers to prepare and plan for when their caring role may end. This may need to address bereavement support, training/education and social/community support.		Carers Lead Officer
Carers are able to experience and enjoy a life outside of their caring role	Roll out cultural and business process training for frontline staff on new Customer and Carer assessments. The new Carers Assessment to focus on the carer's life outside of caring and their health and wellbeing.		Learning & Development
Carers experience seamless service transfer at transition	Apply the Whole Family Approach to transition arrangements ensuring that the transfer from Children's to Adult services provides carers with	Carers outcomes met	Transition teams

	clear information and care pathway.		

Priority 4 – Supporting carers to remain physically and mentally well



Outcome	Actions	Measures	Lead/Reporting Officer
Carers are mentally and physically well	Work with individual GPs and the Clinical Commissioning Groups to facilitate regular health checks for carers and access to appropriate counselling support.		Carer Lead Officer
Carers trained in practical management of caring role	Countywide training for carers in managing care for people with specific conditions/illnesses such as Autistic Spectrum Disorder, Dementia, Mental Illness, etc. All strategies need to consider practical training for informal carers within their proposals for workforce development and training.		Service Redesign Officers/Clinical leads

Carers are able to obtain replacement care to enable them to access support for themselves	Customer assessments include consideration of need to for replacement care to enable carer to access own support eg 1to1 or group support for carers.	Carer outcomes met	Carers Lead Officer
Young Carers health and wellbeing is protected.	Work with school nurses to provide health checks for young carers	No. of young carers attending health checks	Young Carers Project/Learning & Achievement (To Be Confirmed)
Carers of people who are at the end of their lives receive timely and appropriate support	<ul style="list-style-type: none"> • Ensure that appropriate End of Life requirements are built into contract specifications / quality requirements. • Provision of training on Gold Standard Framework and Liverpool Care Pathways for residential care / home care providers. • Training for front line Social Care Services staff on providing appropriate, timely and sensitive support to carers following a terminal diagnosis. 	<p>Contracts include End of Life requirements</p> <p>Training provided for social care and independent sector care staff.</p>	End of Life Social Care Lead/ Learning & Development/Service Redesign Officers
Carers are mentally and physically well	Carer's Assessments will offer the opportunity to focus on the carer's health and wellbeing with Direct Payments being offered creatively to support related outcomes eg through gym membership, fitness classes, etc.		Social Care Services Team Managers
Carers are mentally	Provision of county-wide support offering	Contract monitoring	Carers Support services

and physically well	emotional, 1 to 1, peer and group support, relaxation and coping strategies, and practical management of the caring role eg moving and handling.	requirements	
Young Carers are able to thrive and achieve their educational goals	Ensure that schools and colleges are aware of their role in offering appropriate interventions to young carers in collaboration with partner agencies such as Young Carers Project, Children's Services, etc.		Integrated Disability Services

Cabinet

22 November 2012

Adult Mental Health Needs Assessment

Recommendation

The Cabinet is asked to approve the 2012 Adult Health Mental Health Needs Assessment

1.0 Key issues

- 1.1 The Adult Mental Health Needs Assessment pulls together an overview of mental health, and in the light of the Department of Health document, 'No Health without Mental Health', February 2011, analyses and examines current and future mental health and well-being needs of Warwickshire's population.
- 1.2 The document will support commissioners in a greater understanding of local provision and highlight areas where further analysis will be required as they seek to ensure the needs of their local population are supported.

2.0 Proposal

- 2.1 The Adult Mental Health Needs Assessment was undertaken in 2011/12 by NHS Warwickshire and Warwickshire County Council. The emerging themes of the document have been used to shape current commissioning intentions during this period for both Clinical Commissioning Groups (CCGs) and WCC.
- 2.2 The document represents work over a 12 month period with each chapter subjected to challenge through the consultation phase.
- 2.3 The issues raised will need to be continually reviewed in the light of progress and change, and will be key questions for commissioners moving forward.
- 2.4 Members are asked to approve the Adult Mental Health Needs Assessment and to incorporate the challenging recommendations within the document to support commissioners shape the development of services.

3.0 Timescales associated with the decision/Next steps

- 3.1 The publication of the Adult Mental Health Needs Assessment, once approved, will be available as hard copy, electronic link, and on a chapter by chapter basis for easier reading, on the JSNA website.

Background Papers

None

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Warwickshire
JSNA



Adult Mental Health Needs Assessment

2012

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Executive Summary

Introduction

The National Mental Health Strategy 'No Health without Mental Health'¹ published by the Department of Health February 2011 outlines the overarching goal to mainstream mental health, and establish parity of esteem between services for people with mental and physical health problems. The vision to achieve this is broken down across six shared high-level mental health objectives. These are a comprehensive set of shared priorities and objectives that cover better mental wellbeing, better mental health care and support and better physical health for individuals with mental health problems.

- More people will have good mental health
- More people with mental health problems will recover
- More people with mental health problems will have good physical health
- More people will have a positive experience of care and support
- Fewer people will suffer avoidable harm
- Fewer people will experience stigma and discrimination

'Service Users felt that stigmatisation was a key issue for them and had an impact on their daily lives. Stigmatisation had adverse effects when people were looking for work or for those already in work. It was argued that generally people with mental health problems were treated very differently from people with physical health problems.'

Mental illness affects not only the individual with the condition, but also family, friends and the wider society. Poor mental health impacts on the ability of an individual to work and to contribute to society. Where mental illness exists, many costs fall on health and social care and on families to provide informal and unpaid care. The Marmot Review² in 2010 highlighted that unemployment can trigger distress, anxiety or depression.

Joint Strategic Needs Assessment (JSNA)

The assessment also forms part of the Joint Strategic Needs Assessment, the purpose of which is to analyse and examine the current and future health and well-being needs of the local population, to inform and guide the commissioning of health, well-being and social care services.

What isn't included in this HNA?

The majority of under-18 services have been excluded from this document. The children's and adolescent mental health services (CAMHS) needs assessment will be available in early 2012. However, to ensure there was an understanding of the transition arrangement of adolescents into adult services, 1:1s were held with this in mind.

¹ Department of Health. 2010, Healthy Lives, Healthy People: Our Strategy for Public health in England.

² Marmot Review Team. 2010, Fair Society, Healthy Lives.

Learning disability services, although connected with mental health services, have not been included in this HNA. There were a number of 1:1s that highlighted the interactions between the two services and some of the challenges facing learning disabilities, and it is recommended that a learning disability HNA be carried out within the next 12 months.

What are the big issues?

Each chapter provides its own recommendations. However, there were a number of common themes arising from the consultation that are repeated throughout the chapters. It is recommended that a steering group is set up, including providers, commissioners and service users to take forward the following recommendations:

Geographic Variation of Service Delivery

With few exceptions, services and their teams are described in terms of their geographical set up. In the majority of cases this is in terms of North Locality and South Locality, with Rugby part of one or other.

A number of 1:1s highlighted that there are differences between a variety of locality teams – waiting lists, active use of personal budgets, staffing levels, length of stay with a particular team etc. It is noted that Service Providers did highlight some evidence of action and movement to offer consistent services across both Warwickshire and Coventry.

Consideration needs to be given to the developments already made by service providers to improve the consistency across the county. There were some concerns raised that with the Clinical Commissioning Groups (CCGs) being locality based, that they may inadvertently reverse the improvements in consistent service delivery.

There are also services that continue to be offered in single localities, due mainly to historical funding. An example would be Admiral Nurses for dementia patients. They are commissioned to deliver their service to the north of the county. Any referrals out of their defined area are only able to be offered signposting advice.

Data Collection and Analysis

Throughout the chapters, improved and more relevant data would enable a better insight and understanding of the challenges faced by mental health service users in Warwickshire. As we move to 'Payment by Results' and 'Care Cluster' methodology, it is recommended that commissioners and providers alike, fully collect, utilise and understand what the data tells us about the presenting needs of mental health patients.

A sustainable approach to accessing and analysing primary care data would be useful for commissioners to gain a more realistic picture of the prevalence of mental health conditions in Warwickshire.

Transition between Levels of Care

There was an acknowledgement that thresholds for services are helpful in identifying if a client is suitable for referral to a particular service. However, there was concern that thresholds are being used to keep people out of services, without an alternate, more appropriate suggestion being offered.

For example, while there was positive feedback for the Improving Access to Psychological Therapies (IAPT) service, and for most in primary care this was seen as a clear and robust referral pathway, there were a number of cases identified where the patient was more complex than the thresholds for IAPT, but not (yet) meeting secondary care mental health thresholds.

These same concerns were raised when discussing secondary and tertiary care, the learning disability and mental health interface, and the relationships between health care and local authority concerning older people and the physical disabilities.

There were suggestions from many people involved in the consultation, that the patient's need should be the priority, and that teams should be aware of the thresholds above and below their level of care and ensure they offer positive signposting when declining a referral.

Single Point of Entry

The majority of interviewees identified a preference for a single point of entry to services. Where services have identified a single point of entry, it is often a single point of entry for each specific locality team, not county-wide.

Whilst not appropriate for every team, consideration should be given to providing this service. This would ensure that a referrer should be able to refer into mental health services and know that the most appropriate care professional will accept the referral.

Key Findings

- During the last two year period, 10% of all individual mental health outpatients accounted for over 40% of mental health outpatient attendances. Similarly, a quarter of all individual inpatients accounted for over half of all inpatient spells.
- There is a variation of outcome of Mental Health Act assessments between the north and south of the county.
- There are estimated to be nearly 7,000 people in the county living with dementia. This ranges from over 1,800 people in Stratford-on-Avon to around 700 in North Warwickshire.
- 89% of the inpatient admissions for organic mental health disorders (most commonly, dementia) came from the south of the county.
- By 2014, more than 9,500 people aged 65 and over are projected to have depression in Warwickshire.
- In 2009, there were 39 suicides in Warwickshire. The rate of suicide in the county fell between 2007 and 2009. The rate is comparable to both the England rate and West Midlands Region rate.
- Regular physical activity is associated with improved mental health and wellbeing. Across each borough and district, 'measured miles' and 'green gyms' are established or planned for the near future.
- Since Books on Prescription was launched in 2010, over 11,000 resources have been loaned to support people with common mental health problems.
- For 2010/11, Improving Access to Psychological Therapies (IAPT) services had over 7,000 referrals.

- Nearly 50% of people who complete IAPT treatment are moving to recovery.

What do we need to do?

- Commissioners need to identify a process to review progress on the findings from this Needs Assessment. It is commissioners who need to prioritise implementation and follow up of changes made.
- We need to understand why diagnosis is not recorded for the majority of individuals in the Mental Health Minimum Dataset (MHMDS) and why minority ethnic groups are underrepresented within the MHMDS compared with the population as a whole. We need to share the MHMDS information with GPs and Clinical Commissioning Groups to better understand and identify variation and develop more consistent pathways.
- Improved and continued analysis of service users to identify where access to the different mental health services is lower within vulnerable groups.
- Further investigation should be undertaken to identify the reasons why variation in community services demand exists at a District/Borough level.
- To explore the potential for service user peer support project.
- South Warwickshire commissioners should examine the dementia services in the North of the county that are not currently available to their residents, and to identify the potential benefits to patients.
- In 2011, approximately 150 Warwickshire residents may have early onset dementia. An updated care pathway is suggested to ensure age and clinically appropriate services are identified for this group of patients.
- Monitor the Key Performance Indicators of the new Addaction and Cranstoun services to ensure services are meeting the needs of the local population. The main KPI that applies to dual diagnosis is for 'Improved well-being at the 1st care plan review in each period'.
- Supporting People to work towards having housing support services that better reflect the geographical distribution of needs.
- Continue to prioritise housing as a key cross cutting issue within Warwickshire's Joint Strategic Needs Assessment (JSNA) and incorporate the use of data from each of the District and Borough Councils.
- There is a need to ensure there is a review of the variation of outcome of a MHA assessment that has been identified between the north and the south of the county.
- To assist commissioners, a more extensive analysis of bed utilisation for older people inpatients and residential facilities across the county is recommended. As part of this, an assessment of the impact of CAITT model of working on spells/individual should occur.
- The number of older people using substance misuse services should be monitored, and commissioners may wish to ensure that services are meeting the needs of this 'new' group of service user.
- To review pathways for Personality Disorder, including the Warwickshire DBT service, across Arden Cluster to ensure clarity and consistency of access to services.
- Further analysis of A&E attendance data should be undertaken by the Public Health Intelligence team (PHIT) in the next 12 months to provide improved guidance and understanding to providers and commissioners.

- Analysis of people with long term conditions accessing IAPT should be undertaken. This will enable an understanding of the patients that are accessing the service, to allow the service to adapt to the needs of the population.
- Further analysis of the users and outcomes of employment services for people with mental health conditions should be undertaken by commissioners. This will help to ensure that the objective of reablement can be achieved.

Other useful links:

[Department of Health's Mental Health Strategy 'No Health Without Mental Health'](#)

[Fair Society Healthy Lives \(the Marmot Review\)](#)

[Joint Director of Public Health Report 2010: Best Health for Older People in Warwickshire p30/31](#)

[Living Well with Dementia in Warwickshire](#)

[Royal College of Psychiatrists' Report Physical Health in Mental Health](#)

Who needs to know?

- Warwickshire County Council
- NHS Warwickshire
- Coventry and Warwickshire NHS Partnership Trust
- Acute Trusts
- Warwickshire GPs and Clinical Commissioning Groups
- Third sector organisations supporting mental health and wellbeing

Topic Area - What is a Joint Strategic Needs Assessment?

The Joint Strategic Needs Assessment (JSNA) is a process undertaken in partnership across Health and Social Care. The JSNA provides a framework to examine all the factors that impact on the health and wellbeing of the Warwickshire population including: employment, education, housing and environmental factors. This information enables us to prioritise resources and commission services that will improve outcomes for Warwickshire's community.

JSNA is the process by which the current and future health and well being needs of Warwickshire's population are identified. The JSNA is designed to provide an understanding of the need for health and social care in the short term (three to five years) and the longer term (five to ten years).

The JSNA aims to establish a shared, evidence based consensus on the key local priorities across health and social care and will be used to develop Warwickshire's Health and Well-Being Strategy.

Health Needs Assessment - Need, Demand and Supply

A Health Needs Assessment (HNA)'s objectives are to identify, quantify and qualify the levels of need, demand and supply that exist for the population under review.

Assessment of needs should take into account the needs of the individual and the wider population, over a period of time. These needs should be continually reviewed as needs of the population change over time.

Different groups – professionals, service providers, and the public will have different views on the needs of the population:

- Needs may be reported only if services are known to be available to meet them
- People may choose not to express their needs for a variety of personal reasons
- Low expectations of needs being met will be a barrier to reporting need
- Social circumstances and traditions may affect what is tolerated in smaller cultural groups

Demand is usually easier to measure – reviewing the number of referrals, attendances etc. However, this relies on the data being recorded accurately and the relevant information being collected. It is also important to note, that it is also only measuring demand on services that are available. The most appropriate service may not be available in a particular area, and so the next most appropriate service is accessed. This may lead to a belief that there is demand for a particular service, which is not truly the case.

Supply information is identified by talking to service providers, users of the service and referrers. Service Providers are able to describe the services and teams that are available and outline the personnel numbers and qualifications that deliver the service. Users often provide a spotlight on where services are perceived to be of a quality (good or bad) that is worth reporting. Referrers are able to describe the services that they know about, and the level of service that referrers and patients receive from service providers.

Topic Area - Legislation

It is imperative for health and social care to comply with Mental Health Legislation. With the Mental Capacity Act 2005³ and the Mental Health Act 2007⁴, there are formal responsibilities placed on Primary Care Trusts and Local Social Services Authorities.

The 'Needs' discussed within this chapter, will therefore not only reflect the needs of individuals, but also the needs to comply with legislation.

³ Mental Capacity Act 2005

⁴ Mental Health Act 2007

Introduction

The Mental Health Act 1983 explained

The main purpose of the Mental Health Act 1983 is to allow compulsory action to be taken, where necessary, to make sure that people with mental health issues get the care and treatment they need for their own health or safety, or for the protection of other people. It sets out the criteria that must be met before compulsory measures can be taken, along with protections and safeguards for patients.

Part 2 of the Act sets out the civil procedures under which people can be detained in hospital for assessment or treatment of their mental health. Detention under these procedures normally requires a formal application by either an Approved Mental Health Professional (AMHP) or the patient's nearest relative, as described in the Act. An application is founded on two medical recommendations made by two qualified medical practitioners, one of whom must be approved for the purpose under the Act. Different procedures apply in the case of emergencies.

In certain circumstances, people who have been detained in hospital for treatment can be discharged onto a Community Treatment Order. This means they are free to leave hospital and continue their treatment in the community, subject to the possibility of being recalled to hospital if necessary. This is also known as Supervised Community Treatment (SCT).

Part 2 also sets out the procedures for making an application for someone to be received into guardianship under the Act.

Part 3 of the Act concerns the criminal justice system. It provides powers for Crown or Magistrates' Courts to remand an accused person to hospital either for treatment or a report on their mental disorder. It also provides powers for a Court to make a hospital order, on the basis of two medical recommendations, for the detention in hospital of a person convicted of an offence who requires treatment and care. The Court may also make a guardianship order. A restriction order may be imposed at the same time as a hospital order to place restrictions on the movement and discharge of a patient for the protection of the public; all movement is then subject to the agreement of the Secretary of State for Justice.

Most patients who are detained in hospital under the Act can be given treatment for their mental health without their consent.

Most patients who are detained have the right to apply to a Tribunal for their discharge. The Tribunal is an independent, judicial body. Part 5 of the Act sets out when patients, and sometimes their nearest relatives can apply. Most detained patients can also ask the managers of the relevant hospital to discharge them. Patients' responsible clinicians must also keep the appropriateness of continued compulsory measures under review

There is also a responsibility to review this decision periodically. There is also a requirement for Primary Care Trusts and Local Authorities to collaborate and ensure there are systems in place to justify any deprivation of liberty that occurs when the Mental Capacity Act is used.

Summary of Deprivation of Liberty

There are some circumstances in which depriving a person, who lacks capacity to consent to the arrangements made for their care or treatment, of their liberty is necessary to protect them from harm, and is in their best interests. Deprivation of liberty can be authorised by supervisory bodies (primary care trusts (PCTs), local authorities as an example. To obtain authorisation to deprive someone of their liberty, managing authorities have to apply for an authorization.

Once an application has been received, the supervisory body must then follow the assessment processes before it can authorise deprivation of liberty. It should be borne in mind that a deprivation of liberty authorisation does not, in itself, give authority to treat someone.

Mental Health Act 1983 as amended by Mental Health 2007

In 2007 amendments were made to the Mental Health Act. The following are the main changes to the 1983 Act made by the 2007 Act:

Definition of mental disorder: it changes the way the 1983 Act defines mental disorder, so that a single definition applies throughout the Act, and abolishes references to categories of disorder.

Criteria for detention: it introduces a new appropriate medical treatment test which applies to all the longer-term powers of detention. As a result, it is not possible for patients to be compulsorily detained, or their detention continued, unless appropriate medical treatment and all other circumstances of the case is available to that patient. These criteria abolished the treatability test.

Professional roles: it is broadening the group of practitioners who can take on the functions currently performed by the approved social worker (ASW) and responsible medical officer (RMO). **nearest relative:** it gives to patients the right to make an application to the county court to displace their nearest relative and enables county courts to displace a nearest relative who it thinks is not suitable to act as such: the provisions for determining the nearest relative are amended to include civil partners amongst the list of relatives.

Supervised Community Treatment (SCT): it introduces SCT for patients following a period of detention in hospital. SCT will allow certain patients with a mental disorder to be discharged from detention subject to the possibility of recall to hospital if necessary. This is particularly intended to help avoid situations in which some patients leave hospital and do not continue with their treatment, with the result that their health deteriorates and they require detention again – this is sometimes referred to as the revolving door.

Electro-convulsive therapy: it introduces new safeguards for patients

Tribunal: it reduces the periods after which hospital managers must refer certain patients' cases to the Tribunal if they do not apply themselves. It introduces an order-making power to make further reductions in due course.

Independent mental health advocacy: it places a duty on the appropriate national authority to make arrangements for help to be provided by independent mental health advocates.

Age-appropriate services: it will requires hospital managers to ensure that patients aged under 18 admitted to hospital for mental disorder are accommodated in an environment that is suitable for their age (subject to their needs). This is on course to be implemented in April 2010.

Section 117 Aftercare

Section 117 states that aftercare services must be provided to patients who have been detained in hospital:

- for treatment under section 3
- under a hospital order pursuant to section 37 (with or without a restriction order)
- following transfer from prison under section 47 or 48.

However, section 117 does not apply to:

- patients detained in hospital for assessment under section 2
- patients detained in an emergency under section 4
- patients detained while already in hospital under section 5(2)
- patients who were not detained under any section (informal or voluntary patients)
- patients under guardianship or discharged from guardianship.

Aftercare should be planned with the patient, their family and carers, as well as professionals, looking at both health and social care needs. The type of aftercare required will depend on the circumstances of the individual and health. Social services are entitled to take their resources into account when assessing needs.

National Perspective

The number of detentions under the Mental Health Act in England rose to 49,717 in 2009/10 compared to 47,725 in 2008/9. This 3.5% rise is the largest rise over the past three years⁵.

⁵ Mental Health Network NHS confederation. 2011, Key Facts and Trends in Mental Health

MHA Assessments in Warwickshire

The data collected following assessments under the MHA for Warwickshire:

Outcome	North Warwickshire		North Warwickshire		South Warwickshire		South Warwickshire		Warwickshire		Warwickshire	
	Jan – Aug 2010		Jan - Aug 2011		Jan – Aug 2010		Jan – Aug 2011		Jan – Aug 2010		Jan –Aug 2011	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Remain in Police Custody	0		1		0		2		0		3	
Other Outcome	18	4	19	7	3		1		21	3	20	5
No Further Action	36	8	14	5	9	4	8	5	45	7	22	5
Crisis Accommodation	0		0		1		0		1		0	
Crisis Treatment	27	6	12	5	5	2	9	5	32	5	21	5
Admission to General Hospital	0		0		1		0		1		0	
No Admission	86	20	48	18	35	14	29	18	121	18	77	18
Informal Admission	45	10	39	15	34	14	19	12	79	12	58	13
Remains Informal	3		1		0		3		3		4	
Section 4	0		0		2		0		2		0	
Section 3	61	14	40	15	69	28	37	22	130	19	77	18
Section 2	128	30	68	26	81	32	52	32	209	31	120	28
Mental Capacity Act	2		0		0		0		2		0	
Community Treatment Order	20	5	22	8	10	4	5	3	30	4	27	6
Section 7 Guardianship	7	2	2		0		0		7		2	
	433		266		250		165		683		431	

Source: Coventry and Warwickshire Partnership Trust

% calculated only where more than 5 cases in each locality, and therefore will not add to 100

Two full years' data has not been provided for interpretation and so analysis has been undertaken on the same 8 months (Jan – Aug) in both 2010 and 2011.

- For the January-August data, in 2010 there were 298 referrals in the north of the county and 172 assessments in the south of the county. This fell in both localities in 2011 – In the north there have been 266 referrals and in the south 165 referrals – an approximate 9% drop across the county. This may be due to a number of reasons:
 - A change in the interpretation of the new legislation
 - A change in the process of undertaking the assessment
 - Patients being identified sooner by other health care professionals and teams, treatment starting earlier thereby reducing the number of reactive MHA assessments
- The four most common outcomes from the MHA assessment are the same across the county regardless of locality:
 - No admission (18% across the county)
 - Informal admission (13% for the county)
 - Section 3 (18% across the county)
 - Section 2 (28% across the county)

Across the two localities there are differences in outcomes. In the North, the use of Section 3 was the outcome in assessments in 14% and 15% of cases in 2010 and 2011 respectively. However, in the South this figure is higher at 22% and 19% of cases in the same time periods. The narrowing of the difference in 2011 is noted.

The reasons for the difference in the use of Section 3 may be similar to those listed previously – a difference in interpretation and processes or differences in the identification of patients. There may be a difference in ‘risk threshold’ that different teams and assessors have across the county.

From the 1:1s phase of the HNA, perceptions of mental health staff suggest that there are variations in requests for assessments do exist – that in the North other opportunities for supporting patients are able to be found – only 44% and 41% of assessments in 2010 and 2011 resulted in either a Section 2 or Section 3. In the South Of the county, 60% and 55% of assessments result in the same Section arrangements. The reasons less opportunities for alternative outcomes may be appropriate is that the patient is in a deeper crisis in the south when they are referred and a Section arrangement is the most appropriate solution.

With regard to staffing numbers, there are also differences in the number of AMHPs contributing to the MHA rota by district. In the North Warwickshire and Rugby team the number of AMHPs is 10.43 WTE (as at July 2011). In South Warwickshire there are 5 AMHPS in Stratford and 9 AMHPs in Warwick, forming a team of 14 WTE.

For 2011, this suggests that there are 25.5 assessments per AMHP in the North team, compared with 11.8 assessments per AMHP in the South.

This is obviously a crude comparison, as AMHPs are involved with more service delivery than just MHA assessments, but does indicate that both teams may not be working to identical systems, processes or populations. It is understood that a review of numbers on rotas is being undertaken to reduce these differences.

With regard to the ‘Least Restrictive Principle’, a number of concerns were raised by health care professionals. The AMHP, the responsible clinician and a GP should be involved in the assessment. Whereas in the past, the patient would probably be assessed

by their registered GP, this no longer happens and is most likely to be a GP on a rota for a wide geographical area.

This is felt, sometimes, to put additional pressure on the AMHP, as those who do not know the patient (clinician and GP) may be more risk averse, than the local team who may have previously had contact with the patient. Additionally, the rota GP is unlikely to be able to commit primary care colleagues to support the mental health services in keeping the patient in the community.

GPs involved in the 1:1s felt that local GPs could and would be involved but the logistics of timing the assessment versus the needs of the surgery are difficult to manage.

Independent Advocacy

In Warwickshire, the statutory responsibility for delivering independent mental health advocacy is provided by Independent Advocacy. The advocacy service provides support at meetings such as tribunals, appeals, assessments and ward rounds. They are also able to support with more practical issues such as housing and benefit enquiries.

Their caseload for one quarter in 2010/11 for Warwickshire AND Coventry shows :

- 203 clients were seen as part of the legal entitlement following a section
- 227 clients requested assistance during a hospital admission
- 323 clients requested advocacy support while they were in the community

As a snapshot, in the last quarter of 2010/11, 42 statutory referrals were made to Independent Advocacy for Warwickshire residents only:

	Male	Female	Total
Total	24	18	42
White	11	17	28
Asian British	2	1	3
Chinese/other	1		1
Not recorded			10
Total			42
18-25	7	6	13
26-40	9	8	17
41-64	8	4	12
Total			42

Source: Independent Advocacy, 2011

This data tells us that 42 people accessed Independent Advocacy in January-March 2011. However, for the same time period, a higher number, 166, were by AMHPs for a MHA assessment. Of the 166 MHA assessments, 76 were placed under either a Section 2, 3 or 4.

Whilst there may be a time delay in requiring or requesting Independent Advocacy, there is a gap between those who have a statutory right to advocacy and those accessing it. This may be explained by a number of reasons:

- Data is new referrals not new clients (for both MHA data and Advocacy data) – it may be that clients may already have received the advocacy support they require in a previous admission
- Clients may not believe they require advocacy or understand the role of Independent Advocacy
- Clients may ask at a later date in the Sectioning process to speak to Independent Advocacy

Case Study – *The client was referred by the ward and had been admitted to hospital under a section 2 of the Act. The client was visited and the detention explained etc under the statutory obligation. The client was too unwell to fully understand the sectioning, the role of the IMHA or indeed the value of any other help they could access.*

The patient was seen after approximately 2 weeks of admission and was considerably more responsive. The patient declined the right to appeal against their section but was obviously more concerned about their personal debt and how this was affecting (and would affect in the future after discharge) their life and their general mental health well-being.

The client was moved to a section 3 of the Act and the advocate arranged for CAB debtline to visit the ward to assist the client with the priority and non-priority debts. The client was supported through this first interview and then the debt issue was taken on by the CAB service.

Learning Difficulties and Mental Health – The challenge facing Health and Social Care

During the consultative process, the responsibility for members of the community who are vulnerable either from a learning difficulty (as opposed to a learning disability), and a mental health condition was raised by various interviewees.

"Whether an individual has an IQ of 70 or 80 shouldn't be the discussion point, they are still a vulnerable person and adding in a mental health condition makes them even more complex to manage, but secondary care has thresholds that the patient doesn't meet for either the learning difficulty or the mental health condition"

Although this HNA is for mental health, there were concerns raised about the services believed to be available or more often, not available for this client group.

The overall impression was that if there was not a clear diagnosis of need either from a learning disability or mental health issue, then no service was responsible for these vulnerable adults.

Usually in the HNA, there has been a reflection on the data available to identify gaps in service, areas of good practice or for improvement, but it has not been easy to achieve for this group.

One set of data surrounds the numbers of individuals with a learning disability who are receiving services as part of Section 117.

In this data there are 64 individuals with learning disability under section 117. As already mentioned, services provided under Section 117 need to continue as long as the service is needed for their mental health condition. However, there is often uncertainty as to whether a service is provided for their mental health or their learning difficulty. This may lead to disputes as to whether the care is funded by health or social care or removed if it is to support their learning difficulty.

Recommendations

- There is a need to ensure there is a reduction in the variation of outcome of a MHA that may occur purely on a geographical basis. This review should be completed within 6 months of the HNA and provide information to commissioners regarding:
 - Clear countywide pathways for referring earlier to mental health teams
 - Clear countywide pathways for ensuring the least restrictive principle is undertaken
 - Evidence, if any, should primary care professionals be using MHA, CMHTs and AMHPs differently that impacts on the frequency and outcomes of MHA assessments
 - Publication and easy access to the pathways and guidance produced for primary and secondary care professionals
- The lead Clinical Commissioning Group for Mental Health should consider what improvements can be made to the involvement of the patient's GP in the Mental Health Act assessment
- To identify additional services/promotional opportunities to support people under section. It may be possible for a piece of work to be undertaken by Independent Advocacy +/- Making Spaces to speak to users to give confidence to the PCT and LA that all those people under section who are eligible for Advocacy services are referred to Independent Advocacy, if desired.
- A guideline/policy document is agreed within the next 12 months between health and social care services that acknowledges the issues of learning difficulty/mental health clients. This should support:
 - Primary care in understanding who will provide higher expertise for these vulnerable people depending on need
 - How to identify more simply who is responsible for the funding of care, and working on Section 117 care protocols
 - Secondary care services informing LA and PCT at the earliest opportunity of a patient that will require Section 117 aftercare.

Topic Area – The Economy and Mental Health

Underlying social, economic and environmental factors that can affect a person's well-being include: employment status, education, health and the local community. It is also known that during periods of high unemployment and recession that mental health problems increase.

As growth forecasts continue to be cut, the economy remains a strong focus both nationally and locally as uncertainty into the economic recovery continues. Recent months have seen reductions in the numbers claiming unemployment benefits in Warwickshire, although numbers remain much higher than before the recession began.

Despite this relative improvement, recovery is likely to be slow, reflected in falls in earnings and income, higher inflation levels and restrained customer demand. In the coming months it will be important to understand and monitor any impact of these economic trends on the mental health and wellbeing of the Warwickshire population.

Introduction

Work is widely recognised as having a positive impact on mental health, while unemployment has a negative effect and often leads to deterioration in mental well-being⁶.

The importance of employment in ensuring mental wellbeing is by now widely recognised. People with mental health difficulties often suffer stigma and discrimination in the workplace, and those who are unemployed, in an unsatisfactory job, or at risk of unemployment, experience much poorer mental health than those in stable employment.

For many people, the reality of the recession and economic downturn has been a complex relationship of falling property prices, rising costs and in some cases, increasing personal debt. For some, this will be accompanied by unemployment, fear of job loss, reduced incomes, and changed retirement plans. For those with lower income, which is more common amongst older people, disabled people or families with young children, the effect of the any economic downturn is likely to be more direct. As people on lower incomes are forced to economise, they may find that they have less to spend on food, heating and transport. If people were already living in a poorly heated home, had poor diet, mental health problems or were socially isolated, any downturn in the economy will only make the issues more acute, with poorer mental health a likely consequence.

National Perspective

The Economic and Social Cost of Mental Illness

In 2002/03, The Sainsbury Centre for Mental Health⁷ estimated the annual cost of mental health problems in England to be £77.4 billion. More than half of the total is accounted for by the cost of impaired quality of life. If this is removed, the estimated cost of mental health problems in England and Scotland is £39.5 billion. About 35% of this sum is accounted for by the costs of health and social care and 65% by lost economic activity.

The estimated national annual cost of absenteeism due to mental ill health is £8.4 billion. The Centre has also estimated that impaired work efficiency ('presenteeism') due to mental ill health costs £15.1 billion. This means that as much as 60% of the employment related costs of mental illness are due to presenteeism. This could be because people with mental health problems lack obvious outward signs and are reluctant to have to 'prove' they are ill because of the resulting stigma.

Using the same methodology, a straightforward updating of the 2003 £77.4 billion estimate suggests that the aggregate cost of mental health problems in England increased to £105.2 billion in 2009/10. This includes £21.3 billion in health and social care costs, £30.3 billion in lost economic output and £53.6 billion in human suffering. The aggregate cost of mental health problems increased by 36% between 2002/03 and 2009/10 with a particularly large increase in the costs of health and social care (+70%).

⁶Fair Society and Healthy Lives' (The Marmot review)-Strategic Review of Health Inequalities in England post-2010

⁷The Sainsbury Centre for Mental Health. 2003, 'The Economic and Social Costs of Mental Illness'

How does mental wellbeing affect the broader economy?

People who experience mental ill health remain one of the most disadvantaged groups in the job market. The Department of Work and Pensions highlighted that;

- Only 20% of people with severe mental health problems are employed compared to 65% of people with physical disabilities, and 75% for the whole adult population.
- In the case of people with more common conditions such as depression, only about half are employed.
- 90% of people with mental health problems want to work compared to 52% of disabled people generally⁸.

The result is that there are more mentally ill people on incapacity benefits than the total number of unemployed people on benefit, and 70 million days are lost each year because of mental health problems. The combined costs of sickness absence, non-employment, effects on unpaid work and output losses to the UK is £26 billion a year, which is equivalent to £1,035 for every employee in the UK workforce (Sainsbury Centre 2007).

What causes mental health problems?

Work-related stress is not itself a mental health problem, but can cause mental illness or make it worse. Research suggests it is responsible for 40% of absences from work and can reduce performance by up to 70%.

Stress is a very individual thing – what causes overwhelming pressure for one person, another may find easy to handle. It is also notoriously difficult to predict. But even so, like many of the causes listed below, it is not entirely outside an employer's control.

All potential sources of stress, like someone simply being in the wrong job for their skills, abilities and expectations, not being clear about the scope or responsibilities of their role, or feeling torn by conflicting demands, are made worse by lack of managerial or supervisory support.

People with mental health problems may be attracted to working in areas like health and social care because they expect their condition to be more readily accepted, even though these types of job are likely to be particularly stressful.

It should be emphasised that anyone can suffer mental health problems and it should not be assumed that senior or more experienced staff are immune. Managers may face particular pressures, and feel isolated and anxious, not least because of their position of responsibility.

What's happening in Warwickshire?

The analysis for Warwickshire concentrates on unemployment and worklessness. However, it is important to recognise that, obviously not all benefit claimants will have mental health

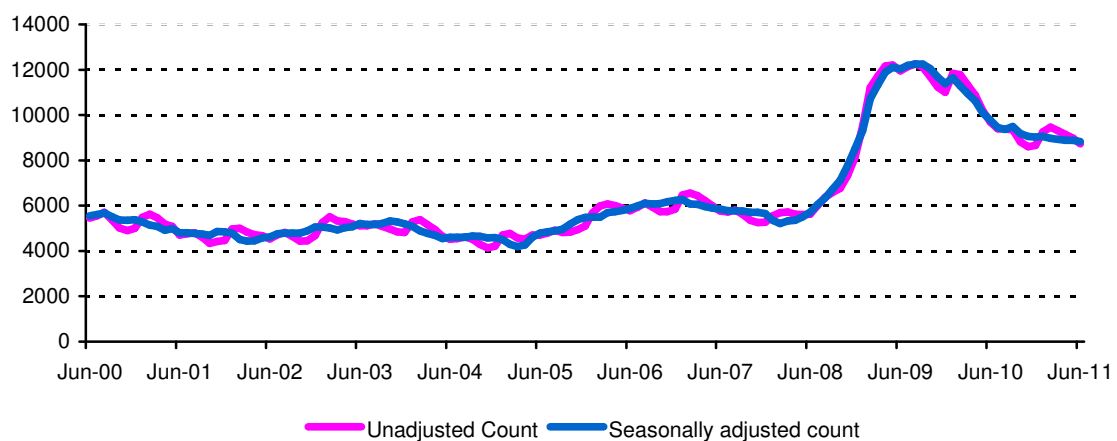
⁸ The Centre for Economic Performance's Mental Health Policy Group. 2006,

issues and that those in work can still be susceptible to mental ill-health. There is no robust data for this to be accurately analysed in Warwickshire.

Job-Seekers' Allowance (JSA) Claimant Count

Between 2000 and 2005, the JSA claimant count in Warwickshire fluctuated between 4,000 and 6,000, with levels slightly rising between 2006 and 2008. However, the claimant count began to increase rapidly in the final months of 2008 as a result of the recession and resulting economic downturn. At its peak, in August 2009, there were 12,267 JSA claimants in Warwickshire. The rate of increase in the County's claimant count in the year up to August 2009 was faster than that experienced regionally or nationally. This is likely to be a consequence of the particular structure of the Warwickshire economy; its relatively low share of employment in the public sector means the workforce is more susceptible than others to fluctuating market conditions, and there are relatively high proportions employed in the most vulnerable sectors such as manufacturing, construction and financial services. However, the claimant count had been falling until December 2010 and increased again between January and April 2011. June 2011 saw levels return to those experienced at the end of 2010.

Warwickshire Claimant Count, June 2000 – June 2011



Source: National Statistics (www.nomisweb.co.uk) © Crown Copyright, 2011 and Warwickshire County Council

In November 2010, there were 8,609 JSA claimants living in Warwickshire, the lowest number since December 2008. The claimant count rate (number of JSA claimants expressed as a proportion of the resident working age population of an area) for Warwickshire was 2.5%, much lower than the UK rate of 3.4% and the West Midlands rate of 4.4%.

At borough/district level, the proportion of residents claiming JSA benefits ranges from a low 1.4% in Stratford-on-Avon District to 4.0% in Nuneaton and Bedworth Borough. Only Nuneaton and Bedworth Borough has a claimant count proportion higher than the average for England and Wales (3.6%). Every borough and district, as well as Warwickshire, the West

Midlands and England and Wales, have seen a reduction in the claimant count proportion since June 2010.⁹

The year-on-year figures vary across the sub-region and the County, but all of Warwickshire's boroughs and districts have lower claimant rates than the same time last year (June 2010). Again, there is some variation within the County; Stratford District has seen a 17.4% fall in JSA claimants over the last year whereas Warwick District has seen a 6.4% reduction over the same period. There have been year-on-year improvements in each of the district and boroughs compared to increases seen in both the West Midlands (+1.2%) and England and Wales (+3.1%). This suggests that employment in Warwickshire may be recovering at a faster rate.

Change in the Claimant Count, June 2010 - June 2011

	June 2010		June 2011		Year-on-year % change
	Number	Rate (%)	Number	Rate (%)	
North Warwickshire	1,146	2.9	997	2.5	- 13.0%
Nuneaton and Bedworth	3,341	4.3	3,086	4.0	- 7.6%
Rugby	1,869	3.2	1,671	2.9	- 10.6%
Stratford-on-Avon	1,236	1.7	1,021	1.4	- 17.4%
Warwick	2,096	2.3	1,961	2.1	- 6.4%
Warwickshire	9,688	2.8	8,736	2.6	- 9.8%
West Midlands	158,104	4.6	160,046	4.6	+ 1.2%
South East	134,135	2.5	132,561	2.5	- 1.2%
England & Wales	1,255,308	3.5	1,293,816	3.6	+ 3.1%

Source: Claimant count, National Statistics (www.nomisweb.co.uk) © Crown Copyright 2011

Note: Rates are calculated using the resident working-age population (16-64 for males; 16-59 for females) as denominators and are consistent with those published by the Office for National Statistics

The downward trend is mirrored in those aged 18-24 claiming JSA. In June 2011 there were 2,390 claimants aged 18 to 24 in Warwickshire, this represents a fall of 155 claimants from June 2010.

⁹ The latest data (June 2011) is compared to June 2010 here to avoid seasonal variations in figures.

Claimant Count by Gender, June 2011

	Male		Female		Persons	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
North Warwickshire	655	3.3	342	1.7	997	2.5
Nuneaton and Bedworth	2,087	5.3	999	2.6	3,086	4.0
Rugby	1,122	3.8	549	1.9	1,671	2.9
Stratford-on-Avon	663	1.8	358	1.0	1,021	1.4
Warwick	1,336	2.8	625	1.4	1,961	2.1
Warwickshire	5,863	3.4	2,873	1.7	8,736	2.6
West Midlands	109,583	6.3	50,463	2.9	160,046	4.6
South East	88,391	3.3	44,170	1.6	132,561	2.5
England & Wales	867,824	4.9	425,992	2.4	1,293,816	3.6

Source: Claimant count, National Statistics (www.nomisweb.co.uk) © Crown Copyright 2011

Note: Rates are calculated using the resident working-age population (16-64 for males; 16-59 for females) as denominators and are consistent with those published by the Office for National Statistics

The JSA claimant rate among women is typically less than half that of the rate among men. The age group which makes up the largest proportion of claimants is the 18 to 24 year age group; with 27.4% of claimants from this group. It is important to recognise these demographic patterns in terms of the types of people who may have a greater likelihood to suffer future mental health problems.

The proportion of claimants receiving JSA for between six and twelve months has remained similar since June 2010. However, a much smaller proportion of those on benefits in June 2011 have been claiming for over twelve months. In June 2010, there were 1,595 people in Warwickshire who had been claiming JSA benefit for more than twelve months, this has reduced to 955 in June 2011. However, these particular cohorts need to be monitored closely as they are more likely to experience deterioration in their mental wellbeing.

Claimant Count by Duration, June 2011

	Up to 6 months		Over 6, up to 12 months		Over 12 months		Total
	Number	%	Number	%	Number	%	Number
North Warwickshire	715	71.9	175	17.6	105	10.6	995
Nuneaton and Bedworth	2,090	67.7	660	21.4	335	10.9	3,085
Rugby	1,160	69.5	310	18.6	200	12.0	1,670
Stratford-on-Avon	740	72.5	160	15.7	120	11.8	1,020
Warwick	1,395	71.4	360	18.4	200	10.2	1,955
Warwickshire	6,100	69.9	1,670	19.1	955	10.9	8,730
West Midlands	98,285	61.5	35,520	22.2	26,035	16.3	159,845
South East	89,110	67.4	25,305	19.1	17,790	13.5	132,210
England & Wales	841,170	65.2	267,680	20.7	181,895	14.1	1,290,745

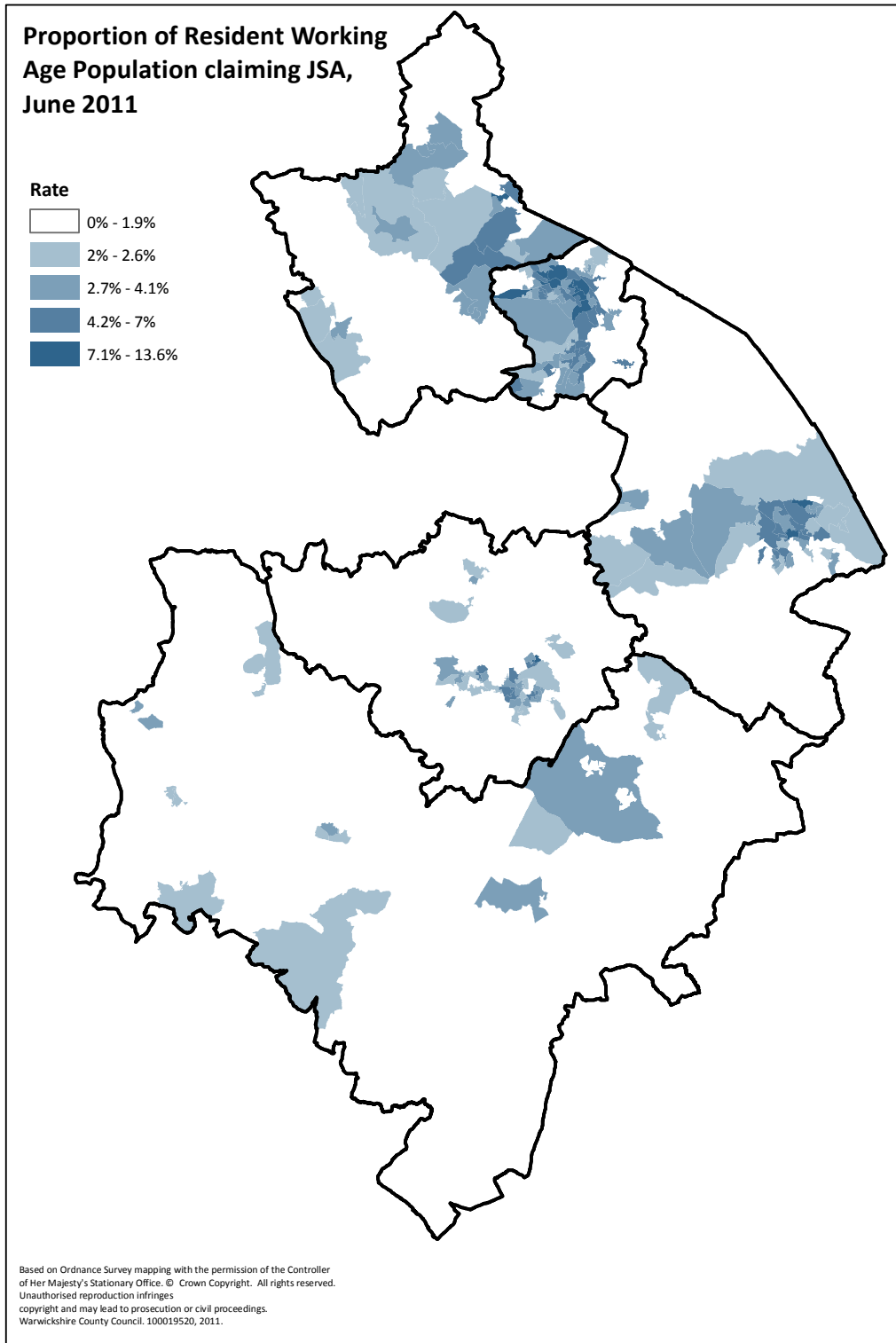
Source: Claimant count, National Statistics (www.nomisweb.co.uk) © Crown Copyright 2011 Note: Data is rounded to nearest five because of disclosure controls. Figures may not sum to previous totals due to rounding

Unemployment claimant counts are available for geographic units called lower layer Super Output Areas (SOAs). Lower layer SOAs are typically smaller than electoral wards and contain around 1,000-2,000 people. There are 333 lower layer SOAs in Warwickshire. Examining the unemployment claimant count at this level allows for the identification of pockets of unemployment that may otherwise be hidden in ward level statistics. This may also highlight those geographic areas with the types of people with greater likelihood to suffer future mental health problems as a result of being out-of-work.

Whilst Nuneaton and Bedworth Borough has the greatest number of localised small areas with high levels of claimants, pockets also exist in Warwick District, Rugby Borough and North Warwickshire Borough. In June 2011, the highest claimant rates in Warwickshire were in Abbey Town Centre (13.6%), Bar Pool North and Crescents (10.6%) and Camp Hill Village Centre (10.5%). All of which are in Nuneaton and Bedworth Borough.

Of the 10% highest claimant rates in Warwickshire at an SOA level, 23 are in Nuneaton and Bedworth Borough; six in Rugby Borough, three in Warwick District and one in North Warwickshire Borough.

Proportion of Resident Working Age Population claiming JSA, June 2011



Source: Claimant count, National Statistics (www.nomisweb.co.uk) © Crown Copyright 2011

Worklessness

Worklessness is a less familiar term than unemployment which is used to describe all those of working age who are not employed. There is no official definition for worklessness, but in practice, the term is most often used to describe people of working age who are not employed and are claiming a benefit. This indicator examines the number of people claiming benefits where lack of work is the primary factor in determining eligibility; these benefits include Jobseekers' Allowance, Employment and Support Allowance, Incapacity Benefit, and Income Support.

The proportion of working-age people claiming workless benefits provides an indication of the health and economic activity levels of residents and, consequently, the impact this has on residents' quality of life. This dataset is based on administrative counts provided by the Department for Work and Pensions and is therefore more accurate than survey-based estimates at county and borough or district level. The use of the broader worklessness definition may help to better ascertain the potential population which may have a greater likelihood to experience mental health and wellbeing issues linked to economic circumstance and unemployment.

For the first time since 2007, the proportion of residents claiming workless benefits in Warwickshire has decreased since the previous year, from 9.5% in 2009, to 8.7% in 2010. Although the rate has also decreased in England and Wales, Warwickshire continues to have a significantly lower proportion compared to the national rate of 12.0%.

At a borough and district level, there has been an improvement in worklessness since 2009 across all five districts and boroughs, with the most significant decrease in the proportion of residents claiming workless benefits in North Warwickshire Borough, which has reduced by 1.4 percentage points. Claimant rates are particularly low in Stratford-on-Avon District, where only 7.1% of the working-age population claim workless benefits. However, Nuneaton and Bedworth Borough has a workless claimant rate that exceeds the national average, where 12.6% of working-age residents claim at least one workless benefit.

In Warwickshire, worklessness has been decreasing steadily since February 2010. In November 2010, 29,870 working-age people were in receipt of at least one workless benefit, 2,780 less than for the same period in 2009. The decrease is predominantly due to a reduction in claims for Jobseekers' Allowance (JSA), where numbers have dropped by 2,360 over a one year period. Employment and Support Allowance (ESA) and Incapacity Benefit claimants comprise the largest proportion of claimants on out of work benefits, which can be shown by disaggregating the worklessness total into the following four benefit groups:

•Jobseekers (claiming of Jobseekers' Allowance):	8,410
•Incapacity Benefits and ESA (claimants of Incapacity Benefit):	16,130
•Lone Parents (claimants on Income Support with a child under 16 and no partner):	3,940
•Other claiming income-related benefit (Income Support claimants not included in one of the three groups above):	1,390

Looking at the five year period from 2005 to 2010, the number of working age Warwickshire residents claiming workless benefits has increased by 3,030 claimants, or 11.3%. This increase occurred primarily because of the sharp increase in new claimants between 2008 and 2009, particularly those claiming Jobseekers' Allowance as a result of the economic downturn. However, the gap between the five-year period from 2005 to 2010 appears to be smaller than between 2004-2009, where there was an increase of 6,150 claimants.

All Warwickshire's boroughs and districts experienced an increase in the number and proportion of claimants between 2005 and 2010, although there was large variation among the areas. Rugby Borough and Nuneaton and Bedworth Borough saw the largest increase in total numbers claiming worklessness benefits, with an additional 910 claimants in both boroughs. However, the percentage increase in Rugby was largest at 20.6%, whilst in Nuneaton and Bedworth it was just 10.2%. Conversely, in North Warwickshire there were only 60 more claimants in 2010 compared to 2005, which is a 1.7% increase.

Change over five year period in number of workless claimants, by district, 2005-2010

	November 2005		November 2010		Change	
	Number	Rate (%)	Number	Rate (%)	Number	(%)
North Warwickshire	3,500	8.7%	3,560	8.9%	60	1.7%
Nuneaton and Bedworth	8,920	11.5%	9,830	12.6%	910	10.2%
Rugby	4,420	7.7%	5,330	9.1%	910	20.6%
Stratford-on-Avon	4,140	5.8%	4,570	6.3%	430	10.4%
Warwick	5,860	6.5%	6,590	7.1%	730	12.5%
Warwickshire	26,840	8.0%	29,870	8.7%	3030	11.3%

Source: Department for Work and Pensions (www.dwp.gov.uk), © Crown Copyright 2010. Figures may not sum due to rounding

In Warwickshire, in February 2011, just over 1,500 people were claiming Employment & Support Allowance for mental or behavioural disorders.

Services in Warwickshire

Re.Work is part of the Coventry and Warwickshire Partnership Trust's mental health rehabilitation service. It offers a wood workshop and craft centre based in Rugby with the aim to work alongside mental health service users to help them develop the skills needed to get back into work or education.

People who attend might require support to develop in many different areas. They may need a little support building up their confidence, or some help with getting back into a routine. Sometimes people just need to work on their time keeping skills. By attending

groups at the workshop, people gain access to a social network and a supportive environment where they can build up their self esteem and social skills.

Of the 14 people discharged over a 12 month period between 2009 and 2010, the outcomes were:

Re.Work Outcomes 2009/10

Reason for leaving Re.Work	Number of Clients
Volunteering opportunity	5
No longer attends	5
Employment	3
Education	1

Source: Re.Work

Warwickshire Employment Service offers an employment and education service for people with severe and/or enduring mental health illness. Referrals are accepted directly from care co-ordinators and Occupational Therapists. One to one support is given on an ongoing basis to help people achieve their goals and ambitions along side a vocational profile action recovery plan.

As a snapshot, during the period April 1st to June 30th 2011, 33 people were referred to Warwickshire's Employment Service, of which over 50% were aged 36-50 years old and 15% were from Black and Minority Ethnic Groups. 24 of the 33 clients were from the South Warwickshire Districts of Warwick and Stratford-on-Avon.

Recommendations

- Commissioners should monitor any impact of these economic trends on the mental health and wellbeing of the Warwickshire population.
- Further analysis of the users and outcomes of employment services for people with mental health conditions should be undertaken by commissioners. This will help to ensure that the objective of reablement can be achieved.

Topic Area – Mental Health and Social Care

The People Group brings together the former directorates of, 'Adult, Health and Community Services', and 'Children, Young People and Families'. Its Aims and Vision are: -

- To support people, especially the most vulnerable and disadvantaged, to access throughout their lives every opportunity to enjoy, achieve and live independently.
- The People Group will provide social care, learning, and achievement and health related services for all ages.

The People Group has direct responsibility for a number of services.

Warwickshire County Council offer 'preventative services' designed to reduce the number of clients that reach crisis point and in extreme circumstances to prevent long term residential or hospital admission. These services include Day Opportunities, Home Care, Reablement, Telecare, Occupational Therapy equipment and Respite Breaks. However some clients require more specialist services such as Residential and Nursing Care.

Introduction

The National Mental Health Strategy 'No Health without Mental Health'¹⁰ published by the Department of Health February 2011 outlines the overarching goal to mainstream mental health, and establish parity of esteem between services for people with mental and physical health problems.

The vision to achieve this is broken down across six shared high-level mental health objectives. These are a comprehensive set of shared priorities and objectives that cover better mental wellbeing, better mental health care and support and better physical health for individuals with mental health problems.

- More people will have good mental health
- More people with mental health problems will recover
- More people with mental health problems will have good physical health
- More people will have a positive experience of care and support
- Fewer people will suffer avoidable harm
- Fewer people will experience stigma and discrimination

This is underpinned by 'The Vision for Adult Social Care: Capable Communities and Active Citizens'¹¹ published by the Department of Health November 2010, it outlines the Government's vision for Personalisation. This vision focuses on the Government's commitment to:

- Break down barriers between health and social care funding to incentivise preventative action
- Extend the greater rollout of personal budgets to give people and their carers more control and purchasing power
- Use direct payments to carers and better community-based provision to improve access to respite care.

In line with Personalisation, there is an emphasis on choice and control for service users and their carers, with consideration of both national and local policy, evolving changes in society, financial pressures and social and demographic challenges.

¹⁰ Department of Health. 2011, No health without mental health. A cross-government mental health outcomes strategy for people of all ages.

¹¹ Department of Health. 2010, A vision for adult social care: Capable communities and active citizens.

National Perspective

The National Mental Health Strategy 'No Health without Mental Health' and its objectives are underpinned by 'The Vision for Adult Social Care: Capable Communities and Active Citizens' published by the Department of Health November 2010.

The paper highlights the importance of communities and the changing role and relationship they will need with the state; shifting the power from central to local, state to citizen and from provider to people who use services. The paper discusses three values (freedom, fairness and responsibility) which are built on seven principles; overall providing a platform for reform and improvement for the social care system.

The Localism Bill¹² devolves greater power to councils and neighbourhoods whilst giving local communities more control over housing and planning decisions. It outlines a lasting shift in power away from central government and towards local people, including:

- New freedoms and flexibilities for local government
- New rights and powers for communities and individuals
- Reform to make the planning system more democratic and more effective
- Reform to ensure that decisions about housing are taken locally.

The Quality, Innovation, Productivity and Prevention Programme is a large scale transformation programme being undertaken by the NHS to improve the quality of care alongside efficiency savings of up to £20 billion by 2014-15. The programme is focussed on ensuring that each pound spent is done to ensure maximum quality and benefit to the client.

Think Local, Act Personal¹³ is a sector wide commitment to moving forward with personalisation and community based support which details an 'efficient, effective and integrated service delivery alongside partnership working to support individuals, their families, carers and the wider community.' Superseding Putting People First¹⁴ this document provides a framework for action, detailing how councils, their partners and social care providers need to work together to develop a personalised, community based care and support system which focuses on prevention.

Modernising Commissioning¹⁵ underpins other national policy and this document sets out the government's vision for modernisation of commissioning, focussing on two main factors for change; the power shift and the overall aim of increasing quality and efficiency.

¹² Localism Bill 2011

¹³ Think Local Act Personal. A sector-wide commitment to moving forward with personalisation and community based support. 2011

¹⁴ Putting People First. 2007

¹⁵ Modernising Commissioning: Increasing the role of charities, social enterprises, mutuals and cooperatives in public service delivery. 2010

The Adult Social Care Outcomes Framework¹⁶ applies to the year 2011/2012 and forms an important part of the Government's commitment to rebalancing the relationship with local government, and with a focus on what matters most to people. The expected outcomes are:

- Enhancing Quality of Life for People with care and support needs
- Delaying and reducing the need for care and support
- Ensuring that people have a positive experience of care and support
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

NB This is not an exhaustive list.

¹⁶ The Adult Social Care Outcomes Framework – Handbook of Definitions 2011

What's happening in Warwickshire?

The National Health Service Act¹⁷ made it possible for Health and Local Authority partners to work together delivering services more effectively. The Act enables Health and Local Authorities to pool funds for designated services, lead commissioning by agreement that one commissioning service is the responsible organisation and through integrated provision such as joining staff, resources, management structures etc.

Under Section 75 of the National Health Service Act (2006) the Coventry and Warwickshire Partnership Trust is responsible for the co-ordination of a number of activities/treatment for individuals for whom Warwickshire County Council have ultimate responsibility; these activities/treatment are delivered through the section 75 agreement which involves the establishment of a joint and integrated Community Mental Health Team. The integrated teams are listed below.

(Please visit the links for more information)

Assertive Outreach - Coventry and Warwickshire Partnership Trust have four Assertive Outreach Teams making up one service. The teams deliver a high quality of care for individuals who have experienced a psychosis and who have previously not engaged with traditional mental health services. The teams use a psycho-social model, which includes direct support with benefits, housing, social inclusion and other psychosocial and bio-psychosocial interventions. The team objective is to provide an alternative to traditional care, which is tailored to individual needs and promotes recovery.

<http://www.covwarkpt.nhs.uk/ourservices/mentalhealth/pages/assertiveoutreachservices.aspx>

Community Mental Health - Community Mental Health Teams (CMHTs) provide services to adults aged 18-65 living in their area. Many of these people have time-limited disorders and are referred back to their GP when their condition has improved.

Statistics relating to the roles within the Community Mental Health Teams is detailed below in the client demographics (referred to as the Partnership Trust).

<http://www.covwarkpt.nhs.uk/OurServices/MentalHealth/Pages/CommunityMentalHealthTeams.aspx>

Crisis/Home Treatment - Crisis Teams accept referrals from service users, carers, police, social services, GPs, or other mental health teams when someone between the ages of 16 and 65 is experiencing a crisis with their mental health. They provide multidisciplinary assessment and, if appropriate, offer home treatment as an alternative to hospital admission.

¹⁷ The National Health Service Act 2006

<http://www.covwarkpt.nhs.uk/OurServices/MentalHealth/Pages/CrisisInterventionandHomeTreatment.aspx>

Community Rehabilitation - The philosophy of rehabilitation and recovery is to empower and support individuals to recognise their potential despite experiencing severe mental health issues. The different services have assorted resources and cater for clients on varying stages of their recovery. We follow a recovery ethos that promotes social inclusion and works in partnership with users and carers.

<http://www.covwarkpt.nhs.uk/OurServices/MentalHealth/Pages/RehabilitationServices.aspx>

Early Intervention - The Early Intervention Service (EIS) offers assessment, treatment and support to young people who are experiencing a suspected first episode psychosis.

<http://www.covwarkpt.nhs.uk/OurServices/MentalHealth/Pages/EarlyIntervention.aspx>

The People Group has direct responsibility for a number of other services. The services offered to clients with mental health concerns can differ greatly dependent on the level of need. Warwickshire County Council offer 'preventative services' designed to reduce the number of clients that reach crisis point and in extreme circumstances to prevent long term residential or hospital admission. These services include Day Opportunities, Home Care, Reablement, Telecare, Occupational Therapy equipment and Respite Breaks. However some clients require more specialist services such as Residential and Nursing Care.

The information illustrated below is a breakdown of clients for both the Integrated Community Mental Health Teams (to which this applies) and Adult Social Care (People Group).

Categories of Age – Clients 2010-2011

Integrated Community Mental Health Teams														
Age Group	North Warwickshire		Nuneaton and Bedworth		Rugby		Stratford		Warwick		Out of county		All clients	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
18-24	40	8%	102	12%	46	10%	55	8%	100	10%	22	10%	365	10%
25-34	61	13%	149	17%	71	15%	87	12%	160	16%	31	14%	559	15%
35-44	93	19%	168	20%	76	16%	104	14%	204	21%	37	17%	682	18%
45-54	80	16%	131	15%	89	19%	110	15%	187	19%	36	17%	633	17%
55-64	53	11%	84	10%	48	10%	73	10%	122	12%	22	10%	402	11%
65-74	36	7%	49	6%	47	10%	80	11%	82	8%	34	16%	328	9%
75-84	46	9%	94	11%	44	9%	123	17%	76	8%	19	9%	402	11%
85+	78	16%	78	9%	52	11%	87	12%	64	6%	15	7%	374	10%
Totals	487	100%	855	100%	473	100%	719	100%	995	100%	216	100%	3745	100%

Adult Social Care														
Age Group	North Warwickshire		Nuneaton and Bedworth		Rugby		Stratford		Warwick		Out of county		All clients	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
18-24	0	0%	2	2%	2	3%	0	0%	1	1%	0	0%	5	1%
25-34	1	2%	4	4%	0	0%	3	4%	1	1%	3	6%	12	3%
35-44	6	13%	8	8%	3	5%	3	4%	8	7%	3	6%	31	7%
45-54	4	9%	7	7%	6	10%	12	16%	25	22%	7	13%	61	14%
55-64	3	7%	21	21%	5	8%	8	11%	17	15%	8	15%	62	14%
65-74	10	22%	24	24%	14	22%	13	17%	17	15%	10	19%	88	20%
75-84	8	18%	20	20%	25	40%	18	24%	21	19%	15	28%	107	24%
85+	13	29%	12	12%	8	13%	19	25%	23	20%	8	15%	83	18%
Totals	45	100%	98	100%	63	100%	76	100%	113	100%	54	100%	449	100%

The data illustrates that the clients accessing activities/treatment through the Integrated Community Mental Health Teams is dispersed across all age ranges however the highest proportion of clients accessing services offered directly by Warwickshire County Council are aged 45 and over. Seventy one per cent of clients accessing either activities or treatment through the Integrated Community Mental Health teams are of working age whilst the figures for Adult Social Care show only thirty nine per cent. This suggests that the older age categories are more likely to access the service offered by Adult Social Care.

Below this information is reflected by gender of clients (2010-2011).

Integrated Community Mental Health Teams														
Gender	North Warwickshire		Nuneaton and Bedworth		Rugby		Stratford		Warwick		Out of county		All clients	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
M	327	67%	465	54%	266	56%	400	56%	553	56%	102	47%	2113	56%
F	160	33%	390	46%	207	44%	319	44%	442	44%	114	53%	1632	44%
Totals	487	100%	855	100%	473	100%	719	100%	995	100%	216	100%	3745	100%

Adult Social Care														
Gender	North Warwickshire		Nuneaton and Bedworth		Rugby		Stratford		Warwick		Out of county		All clients	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
M	26	58%	63	64%	42	67%	43	57%	71	63%	28	52%	273	61%
F	19	42%	35	36%	21	33%	33	43%	42	37%	26	48%	176	39%
Totals	45	100%	98	100%	63	100%	76	100%	113	100%	54	100%	449	100%

The gender split illustrated above is slightly higher than the England general population split of 51% female and 49% male.

Ethnicity Statistics - 2010-2011.

Integrated Community Mental Health Teams								Adult Social Care							
Ethnicity	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients	Ethnicity	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
White British	457	786	403	640	825	196	3307	White British	41	90	53	74	96	46	400
African		2	3		4		9	African					1		1
Caribbean	1	3	7		6	1	18	Caribbean		1	3		1	1	6
Chinese			1	1	6		8	Chinese				1			1
Indian		19	6	3	40	1	69	Indian		1	2		6	1	10
Other		3	6	2	6	0	17	Other							
Other Asian	1	5	2	1	10	1	20	Other Asian					2		2
Other Black		1	3		1		5	Other Black							
Other Mixed			3		3	1	7	Other Mixed							
Other White	6	7	9	19	29	5	75	Other White	1	1	2	1	1	4	10
Pakistani		3	4			1	8	Pakistani							
White & Asian	1		1		2		4	White & Asian							
White & Black African			1		1		2	White & Black African							
White & Black Carib		2	6	2	5	2	17	White & Black Carib			1				1
White Irish		2	3	3	8	3	19	White Irish					2		2
Not Recorded	19	22	7	45	38	5	136	Not Recorded	3	3	1		1	1	9
Not Stated	2		8	3	11		24	Not Stated		2	1		3	1	7
Totals	487	855	473	719	995	216	3745	Totals	45	98	63	76	113	54	449
Totals (Recorded)	466	833	458	671	946	211	3585	Totals (Recorded)	42	93	61	76	109	52	433

The tables above illustrate that the largest client group accessing both the Integrated Community Mental Health Teams and Adult Social Care are White British.

Research and statistics nationally indicate that there is a higher than average percentage of people from minority communities that are diagnosed with Mental Health needs yet this is not reflected in the numbers of people accessing services. This highlights that more work needs to be done to raise awareness of services available to all communities across Warwickshire.

The referral figures outlined above can be broken down to illustrate the type of referral; this is shown below for the Adult Social Care figures.

New Assessments (Adult Social Care – Older People Mental Health)

New Assessments can be defined as:

- A completely new client being assessed for the first time OR
- If a client returns to services after a break in provision. No services, activities/treatment is being delivered at the point of the new assessment.

Reassessments (Adult Social Care – Older People Mental Health)

Reassessments can be defined as:

- A client undergoing an assessment, where they are already receiving a current service or being monitored without a current service OR
- The client's needs or circumstances have changed prompting a reassessment.

Reviews and Monitoring (Adult Social Care – Older People Mental Health)

Reviews can be defined as:

- A pre-arranged annual visit with the client to review services/package in place. The Local Authority has a statutory requirement to ensure all clients are reviewed annually regardless of whether the client's circumstances have changed.

Monitoring can be defined as:

- A lighter review of services that can occur at any time. An example would be calling a client after a new service has been in place for six months. A high proportion of these consist of a telephone call.

Assessments, Reassessments and Reviews – 2009/10

Number of Assessments completed Year to Date by type				
Team Responsible for Assessment	New Assessments	Reassessments	Full Reviews	Monitoring
Older People Mental Health Total	84	239	413	488
<i>North Warwickshire - Older People Mental Health</i>	17	38	102	104
<i>Nuneaton & Bedworth - Older People Mental Health</i>	33	73	118	158
<i>Rugby - Older People Mental Health</i>	27	50	41	73
<i>Stratford - Older People Mental Health</i>	1	43	107	106
<i>Warwick - Older People Mental Health</i>	6	35	45	47

New Assessments by Outcome			
Team Responsible for Assessment	New Assessments Leading to Service	New Assessments not leading to new service	Client refused new services
Older People Mental Health Total	56	13	15
<i>North Warwickshire - Older People Mental Health</i>	12	1	4
<i>Nuneaton & Bedworth - Older People Mental Health</i>	20	7	6
<i>Rugby - Older People Mental Health</i>	19	4	4
<i>Stratford - Older People Mental Health</i>	1	0	0
<i>Warwick - Older People Mental Health</i>	4	1	1

Assessments, Reassessments and Reviews - 2010/11

Number of Assessments completed Year to Date by type

Team Responsible for Assessment	New Assessments	Reassessments	Full Reviews	Monitoring
Older People Mental Health Total	104	238	367	494
<i>North Warwickshire - Older People Mental Health</i>	18	42	85	111
<i>Nuneaton & Bedworth - Older People Mental Health</i>	40	71	129	158
<i>Rugby - Older People Mental Health</i>	30	67	60	101
<i>Stratford - Older People Mental Health</i>	5	24	80	70
<i>Warwick - Older People Mental Health</i>	11	34	13	54

New Assessments by Outcome

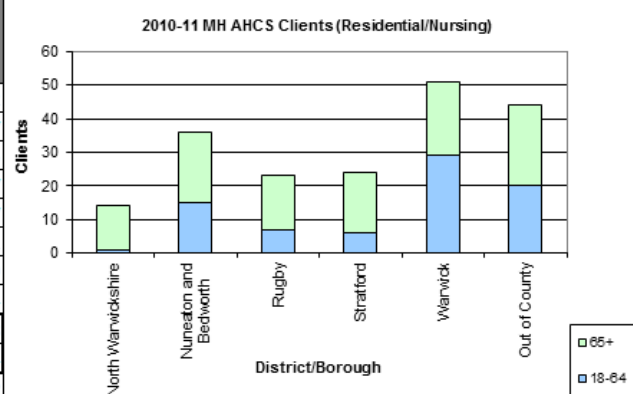
Team Responsible for Assessment	New Assessments Leading to Service	New Assessments not leading to new service	Client refused new services
Older People Mental Health Total	72	22	10
<i>North Warwickshire - Older People Mental Health</i>	14	2	2
<i>Nuneaton & Bedworth - Older People Mental Health</i>	30	7	3
<i>Rugby - Older People Mental Health</i>	19	7	4
<i>Stratford - Older People Mental Health</i>	4	1	0
<i>Warwick - Older People Mental Health</i>	5	5	1

The data for both new assessments and reassessments for both time periods are relatively consistent. The number of new assessments not leading to a new service has however increased; this could be a reflection of a change within Warwickshire's eligibility criteria (Fair Access to Care).

Residential/Nursing Care

2010-11

Age Group	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
18-24		1	1				2
25-34		1	1	1	1	3	7
35-44	1	4	4		4	2	15
45-54		3	1	3	13	7	27
55-64		6		2	11	8	27
65-74	2	8	2	3	8	8	31
75-84	4	6	10	6	4	9	39
85+	7	7	4	9	10	7	44
18-64	1	15	7	6	29	20	78
65+	13	21	16	18	22	24	114
Totals	14	36	23	24	51	44	192



The table and graph illustrate that for the period 2010/2011 one hundred and ninety two individuals were in either a residential or nursing placement. If this data is compared to the data from 2009/2010 it is evident that there has been an increase of 4.9%.

Both sets of data show that the Warwick area has the highest number of clients for both time periods.

In 2009/2010 22% of the clients are recorded as 'Out of County,' rising to 23% in 2010/2011. This data could suggest that there are not sufficient specialist places within Warwickshire to meet the need or that alternative services are unavailable to support individuals to remain as independent as possible.

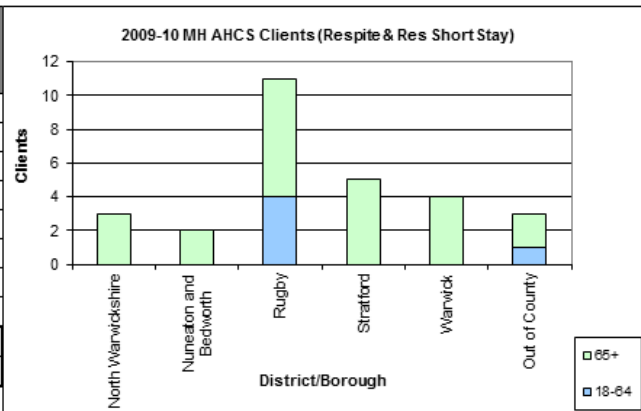
Respite/Residential Short Stay

As illustrated in the data below the number of clients receiving either respite or residential short stay services packages has declined from 28 in 2009/2010 to 25 in 2010/2011, with Rugby area issuing the highest.

This decline could be due to a shift in delivery with a number of clients arranging their own respite breaks through Personal Budgets (Direct Payments). In 2010/2011 there were 172 payments made to carers for this service.

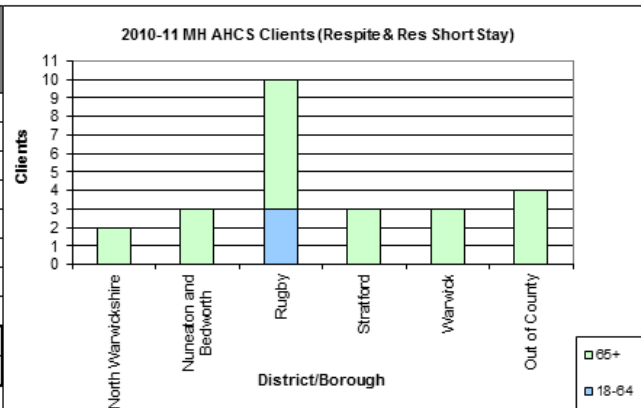
2009-10

Age Group	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
18-24							
25-34							
35-44			2				2
45-54			1				1
55-64			1			1	2
65-74		1	1	1			3
75-84		1	5	1	2	2	11
85+	3		1	3	2		9
18-64			4			1	5
65+	3	2	7	5	4	2	23
Totals	3	2	11	5	4	3	28



2010-11

Age Group	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
18-24							
25-34							
35-44			2				2
45-54			1				1
55-64							
65-74	1	1	5			1	8
75-84	1	1	2	1	1	2	8
85+		1		2	2	1	6
18-64			3				3
65+	2	3	7	3	3	4	22
Totals	2	3	10	3	3	4	25

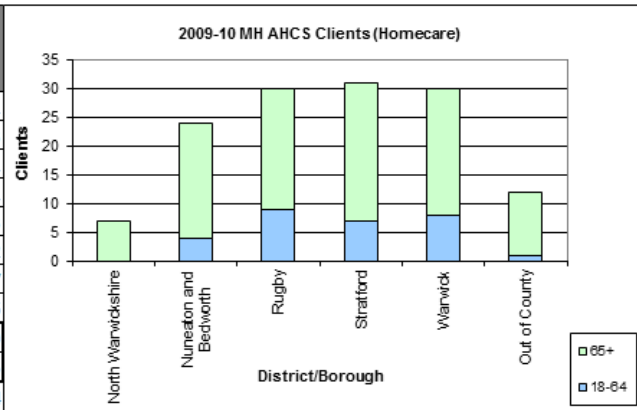


Homecare

Homecare packages have declined from 134 in 2009/2010 to 126 in 2010/2011. Both sets of data highlight that the majority of clients are aged sixty five and over, with the number of clients aged between sixteen and sixty four remaining the same. This correlates with the data of clients accessing either a residential or nursing placement which increased by 4.9% in 2010/2011.

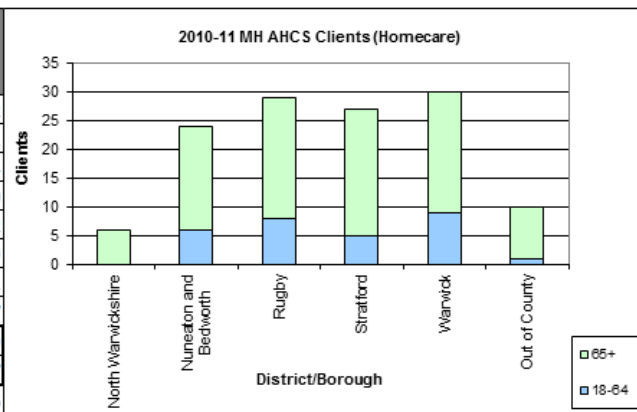
2009-10

Age Group	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
18-24		1					1
25-34				1	1	1	3
35-44			1				1
45-54			4	3	4		11
55-64		3	4	3	3		13
65-74	2	8	7	8	5	2	32
75-84	2	6	12	9	12	6	47
85+	3	6	2	7	5	3	26
18-64		4	9	7	8	1	29
65+	7	20	21	24	22	11	105
Totals	7	24	30	31	30	12	134



2010-11

Age Group	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
18-24		1				1	2
25-34				1			1
35-44			1		2	1	4
45-54			3	2	5		10
55-64		5	4	2	1		12
65-74	3	6	5	8	6	1	29
75-84	1	8	12	7	8	5	41
85+	2	4	4	7	7	3	27
18-64		6	8	5	9	1	29
65+	6	18	21	22	21	9	97
Totals	6	24	29	27	30	10	126

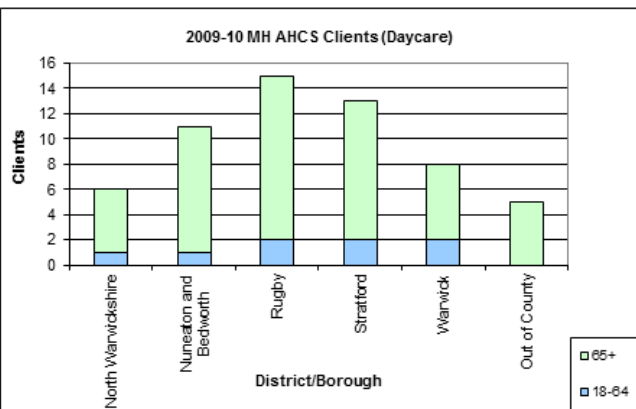


Day-care

The number of clients in receipt of a traditional day-care package has declined by 13.8% from 2009/2010 and 2010/2011. This is as a consequence of Warwickshire moving away from traditional day care to day opportunities, encouraging individuals to consider alternative ways of meeting their outcomes to traditional services. In the first half of the year for 2011/2012 the figure has only reached 34 which would indicate a further decline.

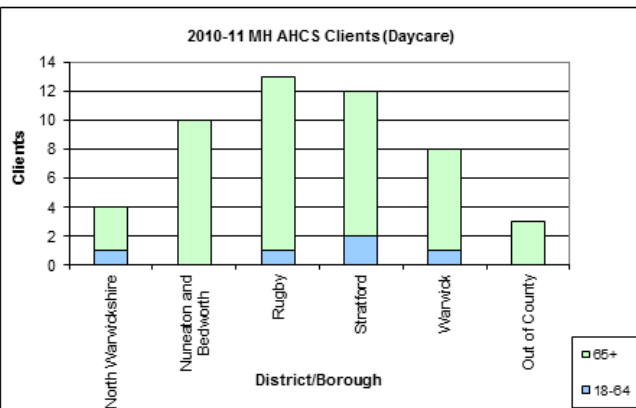
2009-10

Age Group	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
18-24							
25-34							
35-44			1				1
45-54	1		1	1	2		5
55-64		1		1			2
65-74	1	2	3	1		1	8
75-84		6	9	4	2	2	23
85+	4	2	1	6	4	2	19
18-64	1	1	2	2	2		8
65+	5	10	13	11	6	5	50
Totals	6	11	15	13	8	5	58



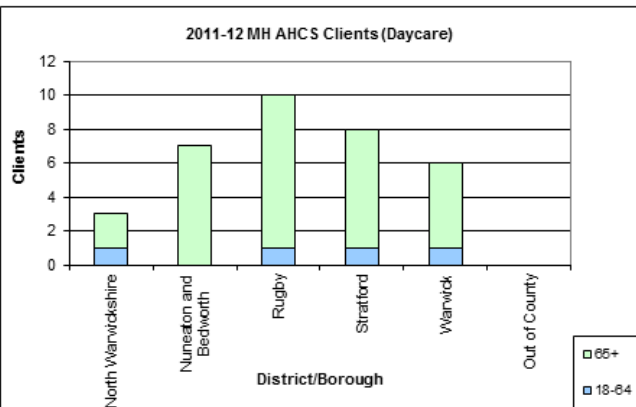
2010-11

Age Group	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
18-24							
25-34							
35-44			1				1
45-54	1			1	1		3
55-64				1			1
65-74	2	2	4	1			9
75-84		4	7	4	2	2	19
85+	1	4	1	5	5	1	17
18-64	1		1	2	1		5
65+	3	10	12	10	7	3	45
Totals	4	10	13	12	8	3	50



2011-12

Age Group	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
18-24							
25-34							
35-44			1				1
45-54	1				1		2
55-64				1			1
65-74	1	2	2				5
75-84		4	5	2	1		12
85+	1	1	2	5	4		13
18-64	1		1	1	1		4
65+	2	7	9	7	5		30
Totals	3	7	10	8	6		34



Rugby and Stratford have remained the areas with the highest referrals to this type of service. With the majority of clients aged sixty five and over.

Assistive Technology

Assistive technology is defined by the Audit Commission as 'any item, piece of equipment, product or system that is used to increase, maintain or improve the functional capabilities and independence of people with cognitive, physical or communication difficulties.' It can help individuals maintain independence, increase safety and confidence and support carers alongside traditional healthcare, social care and housing initiatives.

The number of clients accessing equipment has remained quite low with 28 in 2009/2010 and 24 in 2010/2011. This could be due to lack of awareness within Social Care and Support Teams or needs of clients not suitable for this service.

Telecare is a key element of both national and local strategies and cuts across health, social care and housing. The national vision in Lifetime Homes, Lifetime Neighbourhoods and the local vision for the transformation of housing support services in Warwickshire both see Telecare and assistive technology as an integral part in the range of housing options as part of a wider and more joined up approach to meeting housing need in order to support people to live independently.

Numbers of Telecare are low however this is a relatively new service with uptake gradually increasing across all client groups. In 2009/2010 there were 9 clients accessing this service rising to 13 in 2010/2011.

Nottingham Rehab Supplies (NRS) have been awarded the contract for delivery and installation for equipment and have begun work in one district (Nuneaton and Bedworth). A wider catalogue of equipment is now available under NRS with many of these pieces of equipment suitable for people with Mental Health needs. It is expected that the numbers accessing assistive technology will increase significantly as a result of this

Personal Budgets

Personal budgets are an indicative amount of money that can combine several funding sources that can be used by an individual to purchase services, from the public, private or voluntary sector. One way of receiving this is by taking a direct payment. This is a cash amount paid to the individual so they can acquire their own services rather than the council sourcing them on their behalf.

There are two types of direct payments these are known as one offs and on-going.

One-off Direct Payments are paid to clients as a lump sum, usually for the purpose of meeting an individual short-term need but is also often used to meet long-term needs (i.e. the purchase of a home computer to enhance social inclusion).

In 2010/2011 Warwickshire made 376 one-off direct payments (breakdown below). These were issued to clients and their carers. The breakdown illustrates that the primary use for carers was to access respite services and for clients leisure and relaxation activities.

These services accounted for £77,118 for carers and £44,727 for clients and supports the move away from traditional day care to a more universal offer within local communities.

Direct Payment Type	Payments for Carers	Payments for Clients
Accommodation	1	0
Education	6	12
Financial Pressures	1	0
Home Improvement	5	10
Leisure / Relaxation Activities	25	73
Leisure / Relaxation Equipment	6	32
Respite	172	2
Transport / Travel	17	11
Treatments	3	0
Total	236	140

On-going Direct payments differ in that a regular monthly payment is made for a long-term need - examples include paying for a regular cleaner/home help, and on-going subscriptions for internet access.

In 2009/2010 there were 99 individuals in receipt of an on-going direct payment falling slightly to 74 in 2010/2011. The analysis below shows that the majority were used to access either a 1:1 service with an agency or through recruitment of a personal assistant.

The majority of clients for both time periods fell within the age category 18-64 which could indicate a shift from Local Authority provision to individual choice and control of services.

Direct Payment Type	Payments for Clients
1:1 Agency	20
Cleaning	2
Day Care	1
Home Care	1
Leisure / Relaxation Activities	10
Leisure / Relaxation Equipment	4
Personal Assistant	22
Transport / Travel	3
Total	63

2009-10

Age Group	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
18-24	1	1	1		2		5
25-34	3	3		7	8		21
35-44	5	2	1	7	8	1	24
45-54	3	9	3	2	9	2	28
55-64	2	6		2	2		12
65-74		1				1	2
75-84			2		1		3
85+	1			1	2		4
18-64	14	21	5	18	29	3	90
65+	1	1	2	1	3	1	9
Totals	15	22	7	19	32	4	99

2010-11

Age Group	North Warwickshire	Nuneaton and Bedworth	Rugby	Stratford	Warwick	Out of county	All clients
18-24	1	1			2		4
25-34	1	5		2	1		9
35-44	6	7	1	3	2		19
45-54	2	5	2	3	7	1	20
55-64	2	5		2	3		12
65-74		1	1			1	3
75-84		1	2				3
85+				1	2	1	4
18-64	12	23	3	10	15	1	64
65+		2	3	1	2	2	10
Totals	12	25	6	11	17	3	74

Dementia

Warwickshire undertook a market analysis prior to the development of the Dementia Strategy 'Living Well with Dementia' (2011-2014)¹⁸ to assist in building a picture of existing local services as well as a wider picture of the market and an assessment of current gaps in services availability.

Raising Awareness and Understanding

Wellbeing Exchanges are currently provided to meet the needs of general mental health adults and older adults with functional conditions but none for Organic (Dementia). These are jointly funded through the Local Authority and NHS Warwickshire. There are seven bases across the County (5 x Mental Health Services and 2 x Local Authority) at a value of £60,000 per service.

Services report that they have provided signposting to both Age Concern and Alzheimer's society services and some drop in services for functional mental health do attract working age /early onset dementia users who do not want to access older age services.

Early Diagnosis and Support

General Practice

Practices in Warwickshire currently record some 2000 patients with a diagnosis of Dementia against the national prevalence and research indicators.

GP Consortia	Recorded Incidence	Expected Prevalence	Percentage	Difference
Warwick	522	1492	35%	970
Leamington	420	1440	29%	1020
Rugby	219	580	38%	361
North Warwickshire	726	2218	33%	1492
Stratford	207	414	50%	207
Nuneaton	286	1073	27%	787

There are currently around 7,200 people with dementia living in Warwickshire which suggests registration is not representative of need. This is a key issue for individuals as Quality Outcome Framework registers require individuals to be registered and for their care to be reviewed every 15 months. For those individuals diagnosed early this ensures speedy

¹⁸ Warwickshire County Council. Joint Commissioning Dementia Strategy, Living Well with Dementia. 2011

referral to Memory Assessment Services (MAS) and pharmaceutical and therapeutic interventions that will help them live active lives for longer. NHS Warwickshire has asked 15 low recording GP practices to specifically improve their Dementia QOF registration over the next year.

Memory Assessment Clinics

NHS Warwickshire currently commission Memory Assessment Services (MAS) through Coventry and Warwickshire Partnership Trust. There are currently three memory assessment clinics, each with their own consultants, in; Rugby, North Warwickshire and South Warwickshire.

Warwickshire County Council currently spends approximately £90,000 on commissioned information services. Primarily commissioned through the Alzheimer's society, the service provides information and advice to people with dementia and their carers.

Part of this expenditure is used to develop a dementia specific website that links several other sites including; NHS Choices, Guideposts, Alzheimer's, and Sterling University. The site development is part of the dementia demonstrator site bid award and is supported by a range of organisations including; the Phoenix group, a post diagnostic support group in the North of the County. Adult Health and Community Services as part of the dementia demonstrator site work have commissioned the Phoenix group to research the type, format, source, accessibility and usefulness of advice and information available to newly diagnosed dementia users and carers.

In addition to the service provided by the Alzheimer's Society a number of other providers supply information and advice for both users of services and their carers/families. All of the material used by these providers is currently accessible through the WCC Dementia website. This is to ensure ease of access and a central gateway to services for both professionals and the public.

Advocacy

Warwickshire currently commissions its Advocacy services jointly with NHS Warwickshire from a single voluntary sector provider.

In July 2010 NHS Warwickshire commissioned Independent Advocacy, the joint provider, to produce a report and recommendations in respect of the needs of people with dementia. The report indicated that some 197 contacts were made by service users for support ranging from; benefit advice, housing related support legal issues, debt, finances, and appeals. Recommendations have been made to NHS Warwickshire in respect of converting part of the current service to a Dementia specific resource. There is also further work to scope future advocacy services for social care underway to ensure better commissioning of this form of support.

Dementia Advisor

Warwickshire was successful in securing 1 of 22 national Dementia Advisor Demonstrator sites in the North of the County. A Dementia advisor has been appointed. The service currently is linking with the Admiral Nurse Service in the North of the County to ensure that

carers are also fully supported and issues such as Advance Directives are discussed. Admiral Nurses provide support to carers of people with dementia. The purpose of this role is to provide information and support to newly diagnosed patients and to signpost the journey ahead and the services and support that will be available to people with dementia and their carers. Intervention at this stage when people are first diagnosed is seen as key to enabling people with dementia and their carers to come to terms with the disease and enable them to cope better throughout their journey with dementia. A key benefit of this role is the relationship with the memory assessment service and links to people at the point of diagnosis.

Peer Support & Dementia Cafés

Peer support is key to living well with dementia. Peer support services have developed to give people with dementia an understanding of how other people with dementia perceive and cope with their own illness and the problems they may encounter every day.

The dementia cafes are designed to complement formal care and information services and are part of a wider range of psychosocial treatment, care and support, which is critical for an illness with limited medical treatment options.

Current Spend on Low-level dementia services

Service	Location	Annual contract value	Funding Source	Evaluation
Alzheimer's Society Advice and Information	Rugby, South, North	£42,000	AHCS (inc one-off grants)	Low-level services review
Alzheimer's Society Café	South, Warwick	£10,777	AHCS (one-off grant)	Low-Level services review
Peer Support/ Phoenix	North/ N+B	£10,000	CWPT	Under review
Joes Cafe	North/ N+B	£2,000	CWPT	-
Dementia website	Countywide	£2,000	Dementia Demonstrator (DoH)	On-going review as part of Demonstrator site
Dementia Advisors Project	North	£103,750	Dementia Demonstrator Site (DoH)	Full review being carried out by consultancy
Gross Spend		£159,750		

Domiciliary Care

Specialist domiciliary care for people with dementia is a necessary component of support to enable people with dementia to be supported to live in their own homes. Not all people with dementia necessarily require specialist dementia domiciliary care as their needs follow a continuum and many people's needs are appropriately met through standard domiciliary care where staff are appropriately trained in dementia awareness.

There are currently three models of domiciliary care that caters for people with dementia. These include:

- A countywide generic model of maintenance through a block contract with providers, valued at £304,333 per week with call off
- A specialist dementia spot purchase contract provided by Guideposts valued at £8988 per week, this covers 35 people per week totalling 432.32hrs.
- An in house specialist model operating in the North of the County and Stratford only, the value of this contract is £400,000 working with some 17 clients in total in 2009/10 clients with dementia.

Non-Specialist domiciliary care

In addition to the specialist dementia domiciliary care provided a number of people living with dementia have a predominant need of personal care that can be met with non-specialist domiciliary care. In November 2010 119 people identified with Dementia were receiving non-specialist domiciliary care totalling 1000 hours per week (8.4 hours per person per week on average).

Voluntary sector day services

Warwickshire County Council also commissions the voluntary sector to provide day services:

Organisation Name	District	Value of Contract	Users/ wk	Cost per unit	Contract Type
Alzheimer's Society	Stratford/Warwick	£115,351	61	36.3	Block
Age UK	North	£122,361	60	35	Block
Rugby Mind	Rugby	£52,275(+25K PCT)	75	20.6	Block
TOTALS		289,987	317		

Independent day care

As at 2009/10 and through block and/or spot arrangements the following day care was provided specifically for people with dementia:

Name	Area	Annual Value	Sessions per wk	Spot or Block contract
Gildawood Court	Nuneaton & Bedworth	60,921	30	Block (voids)
Pinnacle Care	Rugby	137,473	105	Block (voids)
Bentley House	North W	37,606	13	Spot
Chasewood Lodge	Nuneaton & Bedworth	8,271	3	Spot
Total Spend		244,721	151	

Day care block contracts with independent providers are currently underused with a large number of voids. It is vital that this is addressed given the financial pressures

Carers Services

Warwickshire's strategic intentions with regard to services to support carers embody the core principles of the "Vision for Adult Social Care: Capable Communities & Active Citizens" for services to be more personalised, more preventive, more outcome focused.

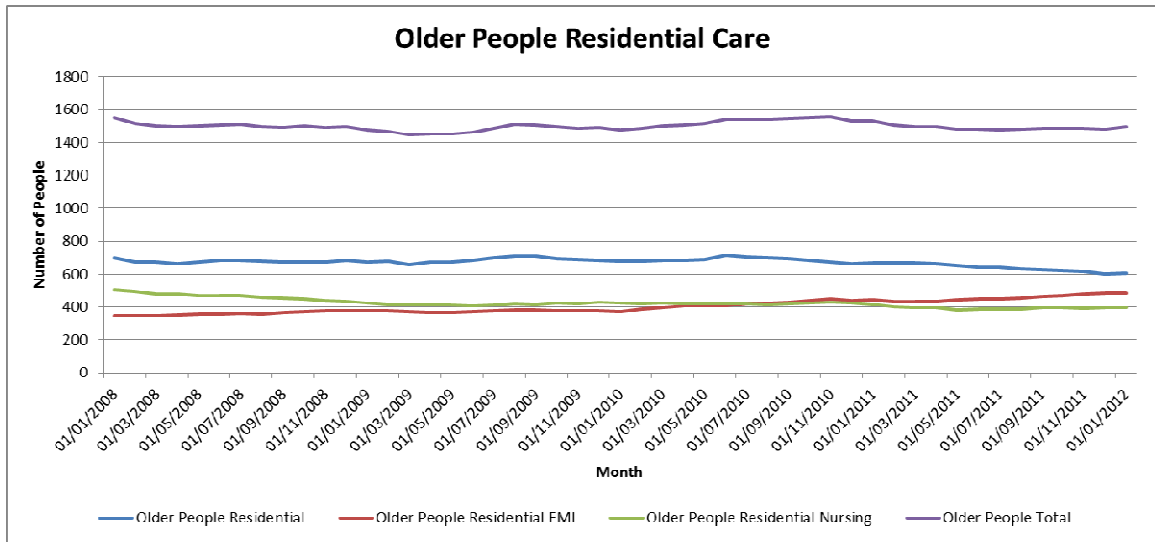
Currently, generic information, advice and support services are being provided by Guideposts Trust in the north of the county and the Carers Support service in the south. These services offer support to carers of people with dementia. Rethink also provides a countywide information and support service targeting carers of people with mental ill health.

Residential Care

National research provides evidence that:

- A quarter of all hospital beds are occupied by patients with dementia, half of unplanned admissions for patients over the age of 80 years will suffer from dementia.
- People with dementia have a delayed discharge from hospital and almost one third of people admitted from their own home are subsequently admitted to residential or nursing homes.
- Dementia patients have increased risk of falls, incontinence, institutionalisation and mortality.
- Longer hospital stays for dementia patients result in an increased risk of admission to care, worse health and use of antipsychotics.
- 20% of Re-admissions are for people with dementia
- One weeks reduction in hospital stays for Dementia sufferers with TIA, UTI or hip replacement surgery is estimated to save over £80 million per annum.

The split between ordinary (or 'higher dependency') residential care and specialist dementia care has shifted considerably over the last few years. A recent independent survey highlighted that in the proportion of dementia care in the residential care market had risen from 9% to 52% over the last 10 years. The graph below shows that the number of older people in standard residential care has been falling in the past 18 months but this has been matched by an increase in the numbers of older people in residential EMI.



Topic Area – Housing and Mental Health

Good housing is often a major positive contributory factor in good mental health. On the other hand, poor housing can be a major cause of mental illness or one of the factors that affects recovery.

Introduction

One of the best ways to stay mentally healthy is to minimise stressful situations. If people are satisfied with their housing they will have a base from which to plan out their lives. Feeling secure, comfortable and being able to socialise at home supports wellbeing¹⁹.

Good housing is often a major positive contributory factor in good mental health. On the other hand, bad housing can be a major cause of mental illness or one of the factors that affects recovery.

Often poor housing or homelessness is linked in with other forms of social exclusion, such as poverty. For some people, housing issues are inextricably linked with complex and chaotic life experiences. Mental health problems, drug and alcohol dependencies and institutional experiences are linked with difficulties in achieving good housing²⁰.

The Marmot Review²¹ (2010) refers to a Shelter study from 2006 that suggested that children in bad housing are more likely to have mental health problems, reflecting the direct impact of housing and the associated material deprivation.

The Department of Health²² in 2010 identified that health, social care and their voluntary sector partners should jointly focus on more 'upstream' interventions, so that more individuals can be supported into less chaotic lifestyles or supported to prevent the fall into homelessness etc.

National Perspective

There are a number of issues associated with housing and mental health:

- Good housing is often a major positive contributory factor in good mental health
- Mental health problems are linked with difficulties in achieving good housing

The links between poor mental health and inadequate housing or homelessness are complex. It is often difficult to work out which comes first and how they inter-relate with each other. However, it is recognised that:

- People with mental health problems are under-represented within owner occupied accommodation which is seen as the most socially valued and secure housing in contemporary society.

¹⁹ Housing Mental Health: Yorkshire and Humberside: <http://housingmentalhealth.co.uk/starting-out>

²⁰ Joseph Rowntree Foundation. 2011, Tackling Homelessness and Exclusion: Understanding complex lives

²¹ The Marmot Review. 2010, Fair Society Healthy Lives

²² Department of Health. 2010, High Quality of Care for All

- Compared with the general population those with mental health problems are twice as likely to be unhappy with their housing and four times as likely to say that poor housing contributes to their health problems.
- Mental ill health is one of the most cited reasons behind tenancy breakdown.
- Housing problems are often cited as one of the factors lying behind an individual's admission to in-patient psychiatric care.

The Government's (2011)²³ 'Vision to end rough sleeping: No Second Night Out nationwide' commits to preventing homelessness, and the document recognises that simply providing homes to the most vulnerable does not fully support the individual and that the complex underlying needs of people needs to be addressed.

The Supporting People programme began on 1 April 2003, bringing together seven housing-related funding streams from across central government. It is now administered via top-tier authorities who have complete discretion over where to direct their funds to best meet local needs.

Nationally, Supporting People services help around one million people at any one time, including approximately 37,300 people with mental health problems.

What's happening in Warwickshire?

Warwickshire's housing needs for its current and future populations have been identified as a priority for the JSNA. District and Borough Councils will be central to this piece of work as will the third sector. For example, with a growing and ageing population and the associated increase in people with dementia, this will need to be taken into account to meet the future needs of the population. The focus of this chapter has been the provision of Supporting People housing related support services which are the responsibility of Warwickshire County Council.

The principal purpose of Supporting People is to support service users to achieve and / or maintain the ability to live independently and in so doing to assist in reducing homelessness, hospitalisation and institutionalisation.

There are some housing related support services that provide support exclusively for people experiencing mental illness. However many people experiencing mental illness will access other housing related support services aimed at other categories of need, for example, people who are homeless.

²³ HM Government. 2011, Vision to End Rough sleeping: No Second Night Out

Floating Support Services and Accommodation Based Supported Housing

The two main models of housing related support in Warwickshire are floating support services and accommodation based supported housing. The emphasis in both cases is to support the individual to achieve true independence.

Floating Support involves the provision of housing related support in the service user's own home. Therefore if the service user moves home within the same area as that catered for by their floating support service, then the support can follow them to their new home.

'If not enough emphasis is placed on 'moving on', individuals can become quite dependent on support, which doesn't fit well with the idea of short term services .

Accommodation based services provide support for people as part of a support and accommodation package.

The range of support provided in both accommodation based and floating support can include:

- Help in setting up and maintaining a home;
- Developing domestic and / or life skills;
- Developing social skills and/or behaviour management
- Advice, advocacy and liaison with outside organisations
- Help in managing finances and benefit claims
- Emotional support, counselling and advice
- Help in gaining access to other services
- Help in establishing personal safety and security
- Supervision and monitoring of health and well-being
- Peer support and befriending
- Help in maintaining the safety and security of the dwelling

'Support to move on and access more suitable long term accommodation, and support to access employment are important to establish self reliance. .

Current Supporting People Services

Following a Strategic Review of service provision a new set of services for people experiencing mental illness were commissioned in the county. These commenced operation in June 2011. New service users must be aged 16 or over and have a diagnosis of mental illness and must also be eligible to receive a secondary care service for mental illness. People experiencing mental illness who do not fit the above criteria may however be eligible to access other housing related support services not dealing exclusively with this client group.

Floating Support

The new floating support service provides support to between 115 and 125 people throughout the county at any given time. To ensure that the service reflects relative geographical needs around the county, the service is required to aim to provide support to individuals in different areas as shown in the table below.

Target geographical distribution of service users supported by new floating support service.

Local Authority Area	Target Distribution (%)
North Warwickshire	9%
Nuneaton and Bedworth	19%
Rugby	15%
Stratford	26%
Warwick	31%
TOTAL	79

Source: Warwickshire County Council - Supporting People

The above distribution is based on the area of residence of people aged 16 and over who received a secondary care service for mental illness at any time from April 2008 to March 2009.

These percentages will not be achieved immediately as the new service inherited all service users receiving support from the previous support providers when those providers' contracts ended. The geographical distribution of service users at that point did not reflect the above percentage distribution.

Accommodation based Support

The distribution of accommodation based support is as follows:

Distribution of Accommodation based Support as at 14.7.2011

Local Authority Area	Number of Units of Accommodation	Percentage
North Warwickshire	-	-
Nuneaton and Bedworth	17	21.5%
Rugby	6	7.6%
Stratford	21	25.6%
Warwick	35	44.3%
TOTAL	79	

Source: Warwickshire County Council - Supporting People

There is some variation in the current geographic distribution of accommodation based support when compared with the target distribution of service users.

Age of New Service Users Commencing Support at Specialist Housing Related Support

Services, April 2009-March 2011

Age Group	North Warwickshire		Nuneaton & Bedworth		Rugby		Stratford-on-Avon		Warwick		Other		Warwickshire	
	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11
16-20	0	0	0	0	0	0	4	2	0	0	-	0	4	2
21-25	0	0	2	0	0	1	7	4	4	4	-	0	13	9
26-30	0	0	2	0	0	0	5	9	9	2	-	0	16	11
31-35	0	1	2	4	2	3	4	5	4	5	-	0	12	18
36-40	0	1	1	2	1	5	8	5	7	5	-	0	17	18
41-45	1	0	0	0	5	3	5	11	5	4	-	0	16	18
46-50	0	0	1	0	0	2	3	7	4	6	-	3	8	18
51-55	0	0	1	2	1	0	4	4	3	5	-	0	9	11
56-60	0	0	1	2	0	3	4	1	2	0	-	0	7	6
61-65	0	0	1	0	0	2	1	5	3	0	-	0	5	7
66+	0	0	1	0	0	0	0	2	2	0	-	0	3	2
Not known	0	0	0	0	0	0	0	1	0	0	-	0	0	1
Total	1	2	12	10	9	19	45	56	43	31	-	3	110	121

Source: Warwickshire County Council, Supporting People New Client Data

Ethnicity of New Service Users Commencing Support at Specialist Housing Related Support Services, April 2009-March 2011

Ethnic Group	North Warwickshire		Nuneaton & Bedworth		Rugby		Stratford-on-Avon		Warwick		Other		Warwickshire	
	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11
Asian/Asian British: Pakistani	0	0	1	0	0	0	0	0	1	1	-	0	2	1
Asian/Asian British: Indian	0	0	0	0	1	0	0	1	0	2	-	0	1	3
Asian/Asian British: Other	0	0	0	0	0	0	0	0	0	0	-	0	0	0
Black/Black British: Caribbean	0	0	0	0	0	1	0	0	0	0	-	0	0	1
Black/Black British: Other	0	0	0	0	0	0	0	1	0	1	-	0	0	2
Gypsy/Romany/Irish Traveller	0	0	0	0	0	0	0	0	0	0	-	0	0	0
Mixed: White & Black African	0	0	0	0	0	0	0	0	1	0	-	0	1	0
Mixed: White & Black Caribbean	0	0	0	0	2	0	0	1	1	0	-	0	3	1
Refused	0	0	0	0	0	0	0	1	0	1	-	0	0	2
White: British	1	2	11	10	6	18	45	51	39	26	-	3	102	110
White: Irish	0	0	0	0	0	0	0	1	1	0	-	0	1	1
White: Other	0	0	0	0	0	0	0	0	0	0	-	0	0	0
Total	1	2	12	10	9	19	45	56	43	31	-	3	110	121

Source: Warwickshire County Council, Supporting People New Client Data

Approximately 93% of new service users in 2009/10 and 91% in 2010/10 were White British. This compares with just over 88% of the total population according to the Office for National Statistics (ONS) mid-2009 population estimates by broad ethnic group. This means that Black and Minority Ethnic Groups (BME) are slightly underrepresented in the new service users profile when compared to the population as a whole. Commissioners need to assure themselves that this is a true reflection of the need of the population and that there is not unmet need in the BME communities.

It is important to note for the data above that:

- The data collected from service providers has not always been complete.
- The numbers of service users per district will be a reflection of where services were available at the time, i.e. Supply affecting demand. The distribution of service provision at the time did not exactly reflect the geographical distribution of needs and hence the figures should not be used to compare needs in the different parts of the county.
- Supporting People are now working towards having services that better reflect the geographical distribution of needs.
- Some services were 'short term' with up to 2 years of support being provided for each service user whereas others provided support for longer. Obviously a 'short term' service will tend to have more new service users than 'long term' services. Now all services are short term with an emphasis on recovery and empowering people to live truly independent lives when they cease to receive support.
- The contracts for many of the services that existed at the time required the services to support people aged 18 or over and imposed an upper age limit. This will obviously have affected the age profiles. Now all services are contracted to admit people of any age from 16 upwards, subject to certain specified eligibility criteria.
- Until June 2011 some services were only required to assist, for example, people with 'mental health problems' and therefore it is difficult to assess the level of mental health need of each individual.

The specifications for the new services we have commissioned state that the minimum requirement is that people eligible for the service will be aged 16 or over and will have a diagnosis of mental illness and will be eligible to receive a secondary care service for mental illness.

Summary of Service Users – Non Specialist Housing Related Support Services

Age of New Service Users Experiencing Mental Illness at Non Specialist Housing Related Support Services, April 2009- March 2011.

Age Group	North Warwickshire		Nuneaton & Bedworth		Rugby		Stratford-on-Avon		Warwick		Other		Warwickshire	
	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11
16-20	0	2	10	5	1	5	5	4	4	14	2	3	22	33
21-25	1	0	12	6	3	2	5	4	3	11	0	3	24	26
26-30	1	0	3	6	1	0	5	1	1	7	0	1	11	15
31-35	2	1	3	4	3	3	0	10	7	6	3	0	18	24
36-40	1	0	9	6	3	3	7	7	3	2	0	0	23	18
41-45	0	1	3	4	2	4	4	2	12	6	2	1	23	18
46-50	0	1	3	1	2	6	4	3	3	6	0	0	12	17
51-55	0	0	6	5	0	1	1	3	1	5	1	0	9	14
56-60	1	1	0	3	1	1	1	0	1	2	0	0	4	7
61-65	0	0	1	1	1	0	0	1	1	0	0	0	3	2
66+	0	0	0	0	0	0	1	0	0	2	0	0	1	2
Not known	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Total	6	6	50	41	17	25	34	35	36	61	8	8	151	176

Source: Warwickshire County Council, Supporting People- New Client Data

The general age profile of new service users in non-specialist services across Warwickshire is younger than that for specialist services. For example, 34% of service users in non-specialist areas were aged between 16 and 25 compared with only 9% in specialist areas.

**Ethnicity of New service Users Experiencing Mental Illness at Non Specialist Housing
Related Support Services, April 2009 – March 2010**

Ethnic Group	North Warwickshire		Nuneaton & Bedworth		Rugby		Stratford-on-Avon		Warwick		Other		Warwickshire	
	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11
Asian/Asian British: Pakistani	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Asian/Asian British: Indian	0	0	0	1	0	0	0	0	0	1	0	0	0	2
Asian/Asian British: Other	0	0	2	0	0	0	0	0	0	0	0	0	2	0
Black/Black British: Caribbean	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Black/Black British: Other	0	0	0	0	2	0	0	1	0	0	0	0	2	1
Gypsy/Romany/Irish Traveller	1	0	0	2	1	0	1	1	0	1	0	0	3	4
Mixed: White & Black African	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Mixed: White & Black Caribbean	0	0	1	1	0	0	0	0	2	6	0	0	3	7
Refused	0	0	0	1	0	0	0	0	0	0	0	0	0	1
White: British	5	5	0	35	13	24	30	33	33	50	8	8	89	155
White: Irish	0	0	1	1	1	1	2	0	0	1	0	0	4	3
White: Other	0	1	1	0	0	0	1	0	1	1	0	0	3	2
Total	6	6	45	41	17	25	34	35	36	61	8	8	146	176

Source: Warwickshire County Council - Supporting People- New Client Data

The above figures relate to new service users commencing support in Supporting People services targeted at other categories of need. The New Client data has been interrogated to find any indication of possible mental illness.

Once again, it is important to note that:

- The identification of someone suffering mental illness may often be based upon a conversation between the new service user and their Support Worker and accuracy cannot be guaranteed.

- It is not possible to identify if those accounted for represent all new service users experiencing mental illness or just a proportion of them.
- The numbers of service users per district will be a reflection of where services were available at the time which will not necessarily reflect the distribution of mental health needs, i.e. supply affecting demand.
- Not all services admit people aged under-18 and some will have an upper age limit.

There are indications of a number of other possible gaps in service provision as follows:

- people suffering from the early stages of dementia.
- people with a dual diagnosis or complex needs.
- people with eating disorders
- people with Personality Disorders
- Emergency supported accommodation

In addition, people on the autistic spectrum, including Aspergers Syndrome, do not exactly fit into the criteria for accessing services for people experiencing mental illness or services for people with a learning disability though they may access services for other client groups such as people who are homeless.

Recommendations

- More work to establish the level of unmet housing support needs in the vulnerable groups identified as not accessing housing services, and the new ways of supporting people in accessing long term housing solutions.
- Supporting People to work towards having services that better reflect the geographical distribution of needs.
- Consideration should be given to undertaking an audit of the homeless population, to better identify their health and social care needs.
- An audit of individuals known to have mental health problems that do not access floating support, to understand how well the service is promoted.
- Stronger working links are needed between hospital discharge teams, housing services and providers to establish appropriate care, support and accommodation on discharge.
- Continue to prioritise housing as a key cross cutting issue within Warwickshire's Joint Strategic Needs Assessment (JSNA) and incorporate the use of data from each of the District and Borough Councils.

Topic Area - Common Mental Health Disorders and Services Available in Primary Care

Common mental health disorders, such as depression, generalised anxiety disorder, obsessive-compulsive disorder (OCD), post-traumatic stress disorder (PTSD) and social anxiety disorder, may affect up to 15% of the population at any one time.

There is an association between mental health issues and a higher prevalence of lifestyle risk taking behaviours, such as smoking, alcohol or drugs misuse, risky sexual behaviours and obesity.

Our most deprived communities have the poorest rates of mental well-being.

All of these common mental health conditions can be associated with long-term disability. However, many individuals do not seek treatment and common mental health conditions often go unrecognised (NICE, 2011)²⁴.

²⁴ National Institute of Clinical Excellence. 2011, National Clinical Guideline Number 123 Common Mental Health Disorders: Identification and Pathways to Care

Introduction

In 2011, the cross-government mental health strategy²⁵ was published. The Government acknowledged the need to give equal weight to both physical and mental health.

The Strategy highlighted that mental health is core to our quality of life. Mental distress affects not only the individual with the condition, but also family, friends and wider society. Poor mental health impacts on the ability of an individual to work and to contribute to society. Where mental illness exists, many costs fall on health and social care, and on families to provide informal and unpaid care.

Positive mental well-being is known to reduce population mortality. Populations with good mental well-being and psychological resilience have improved overall health, recover more rapidly, are admitted to hospital less frequently and have higher levels of employment and productivity²⁶.

Underlying social, economic and environmental factors that can affect a person's well-being include employment status, education, health and the local community. With such a wide variety of issues impacting on well-being, it is an area where all sectors of the community can contribute to its improvement.

"People experiencing difficulties in the early stages should be given basic information about their mental health problems, medication and side effects. The information should be clear, simple and jargon-free. Any information given should be in small chunks and provided over a period of time."

For common mental health disorders it is estimated that:

- at least one in four people will experience a mental health problem at some point in their life
- one in six adults has a mental health problem at any one time
- almost half of all adults will experience at least one episode of depression during their lifetime
- Up to 90% of people with a mental health problem will be treated entirely in primary care

National Perspective

The National Mental Health Strategy 'No Health without Mental Health'²⁷ published by the Department of Health February 2011 outlines the overarching goal to mainstream mental

²⁵ HM Government. 2011, No Health without Mental Health: A Cross Governmental Health Outcomes Strategy for People of all Ages

²⁶ World Health Organisation. 2009, Improving Health Systems for mental health

²⁷ HM Government. 2011, No Health without Mental Health: A Cross Governmental Health Outcomes Strategy for People of all Age

health, and establish parity of esteem between services for people with mental and physical health problems. The vision to achieve this is broken down across six shared high-level mental health objectives. These are a comprehensive set of shared priorities and objectives that cover better mental wellbeing, better mental health care and support and better physical health for individuals with mental health problems.

- More people will have good mental health
- More people with mental health problems will recover
- More people with mental health problems will have good physical health
- More people will have a positive experience of care and support
- Fewer people will suffer avoidable harm
- Fewer people will experience stigma and discrimination

Across Great Britain, the reported prevalence of anxiety and depression has increased from 1993 and 2000, with a slight reduction seen in the 2007 survey:

Mental Health Disorder	1993	2000	2007
Mixed anxiety and depression	7.8%	9.2%	9.0%
Generalised anxiety disorder	4.6%	4.7%	4.4%
Depressive episode	2.3%	2.8%	2.3%

Source: ONS: Psychiatric morbidity among adults living in private households in Great Britain (2007)

This may be due to a number of factors including improved diagnosis, reduced stigma, and increased awareness by the general population.

Nearly a third of GP appointments involve mental health problems, yet at least 25% of people with symptoms such as depression or anxiety do not report it to a GP.

There is a growing recognition that intervening early with psychological therapy, helps people experiencing these common mental health disorders to recover their mental wellbeing. In October 2007, a new national initiative called IAPT – Improving Access to Psychological Therapies – was announced with the aim of improving counselling and psychological support in primary care. The aims of IAPT include quick access to services when they are needed, the provision of differing levels of treatment to meet individual needs as required; along with the provision of an evidence based alternative or addition to medication.

What is happening in Warwickshire?

The Warwickshire County Council People Group Mission Statement is:

‘To support people, especially the most vulnerable and disadvantaged, to access throughout their lives, every opportunity, to enjoy, achieve and live independently.’

This mission statement is achieved by ensuring that the population of Warwickshire have:

- Accessible and responsive services
- Help where it is most needed – early intervention, safeguarding, maximising independence and reablement
- Supporting communities to help themselves.

Warwickshire has used the North East Public Health Observatory's (NEPHO)²⁸ 2008 data to plan for Improved Access to Psychological Therapy (IAPT) services. The data is an estimation of the numbers likely to be diagnosed with each condition at any point in time, and to assist in interpretation, comparative PCTs are also included:

Common Mental Health Conditions - Rates per 1,000 population aged 16-74 years

PCT	Any neurotic disorder	All Phobias	Depressive Episode	Generalised Anxiety Disorder	Mixed Anxiety Depression	Obsessive Compulsive Disorder	Panic Disorder
Warwickshire	121.4	12.2	14.5	30.3	72.5	7.3	1.3
Worcestershire	122.4	12.3	14.7	30.8	72.9	7.4	1.3
South Staffordshire	119.2	12.0	14.2	29.9	71.0	7.2	1.3
Leicestershire County and Rutland	124.3	12.2	20.4	34.5	64.6	6.8	4.2

Source: <http://www.nepho.org.uk/mho>

In 2008, when this analysis was undertaken, it was found that Warwickshire sat in the lowest ten PCTs for rates/1000 population. The PCTs that were found to have the highest rates are in inner city areas – Manchester, Liverpool, and Knowsley for example.

Converting these rates into estimated number of cases showed:

²⁸ North East Public Health Observatory. <http://www.nepho.org.uk/mho>

Common Mental Health Conditions – Number of Estimated Cases

PCT	Any neurotic disorder	All Phobias	Depressive Episode	Generalised Anxiety Disorder	Mixed Anxiety Depression	Obsessive Compulsive Disorder	Panic Disorder
Warwickshire	46,138	4,634	5,506	11,533	27,552	2,786	490
Worcestershire	49,190	4,933	5,891	12,378	29,286	2,962	526
South Staffordshire	52,916	5,330	6,324	13,273	31,516	3,197	564
Leicestershire County and Rutland	60,912	5,981	9,983	16,901	31,658	3,349	2,082

Source: <http://www.nepho.org.uk/mho>

The data is also available by district/borough:

Common Mental Health Conditions – Number of Estimated Cases

PCT	Any neurotic disorder	All Phobias	Depressive Episode	Generalised Anxiety Disorder	Mixed Anxiety Depression	Obsessive Compulsive Disorder	Panic Disorder
Warwickshire	46,138	4,634	5,506	11,533	27,552	2,786	490
North Warwickshire	526	528	633	1,332	3,123	317	56
Nuneaton and Bedworth	12,394	1,248	1,479	3,087	7,409	750	131
Rugby	7,364	742	879	1,855	4,395	442	78
Stratford on Avon	9,058	898	1,089	2,322	5,367	540	97
Warwick	12,066	1,219	1,427	2,937	7,259	737	129

Source: <http://www.nepho.org.uk/mho>

Therefore, with estimated need as above, it should be expected that Nuneaton and Bedworth and Warwick district should have the highest number of people accessing services that are suitable for common mental health conditions: Books on Prescription (BOP), IAPT, and Wellbeing Services, but data further in the chapter will show variations to this.

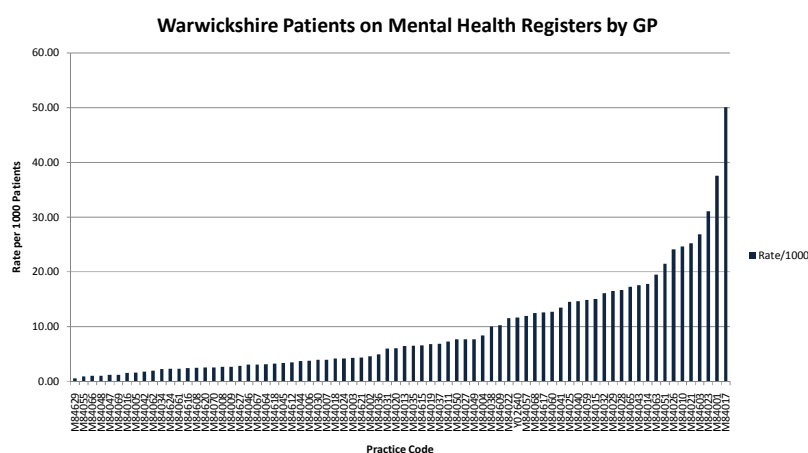
The data and information that follows within this chapter is helpful in providing general information about who is currently accessing services. However, it is acknowledged that there is further work to be undertaken to understand whether the services offered in

Warwickshire are suitable for all communities that need them or do we have some gaps. Vulnerable groups that may not be accessing primary care services include:

- Minority ethnic communities,
- Men (who have the highest rates of suicide)
- Travellers
- Homeless
- Maternal mental health
- Offenders
- Older people in residential or care homes or hospital with depression
- War Veterans
- Unemployed
- People with learning disabilities

GP Services

There are a number of tools available to estimate the demand that mental ill-health places on general practice. GP Quality and Outcomes Framework (QOF) Registers, onward referrals to mental health services and prescribing data. However, all of these have limitations, and affect the robustness of the conclusions from reviewing the data.



Source: The NHS Information Centre for Health and Social Care: Quality Outcomes Framework

It can be seen from the data that there is wide variation between practices on the rate/1000 patients that are on the Mental Health Register – from 0.52/1000 patients to 50.9/1000 patients.

There are a number of reasons for this, and it is not simply that there is more mental ill-health in one practice than another:

- differences in recording
- different cultural groups attend GPs for different levels of mental health need

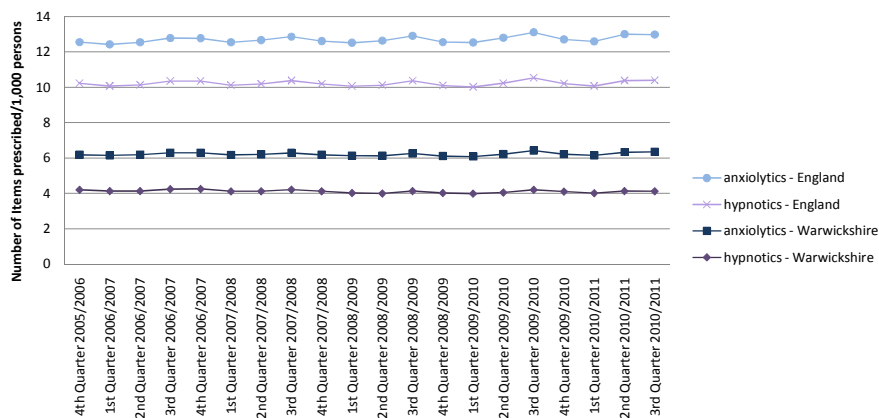
- different socio-economic areas – as seen earlier – inner city areas have more estimated need

Prescribing

The use of medication and prescribing is also (crudely) available to identify differences between practices across the country and allow monitoring of prescribing practice:

Hypnotics and Anxiolytics (Used to treat insomnia, anxiety and stress)

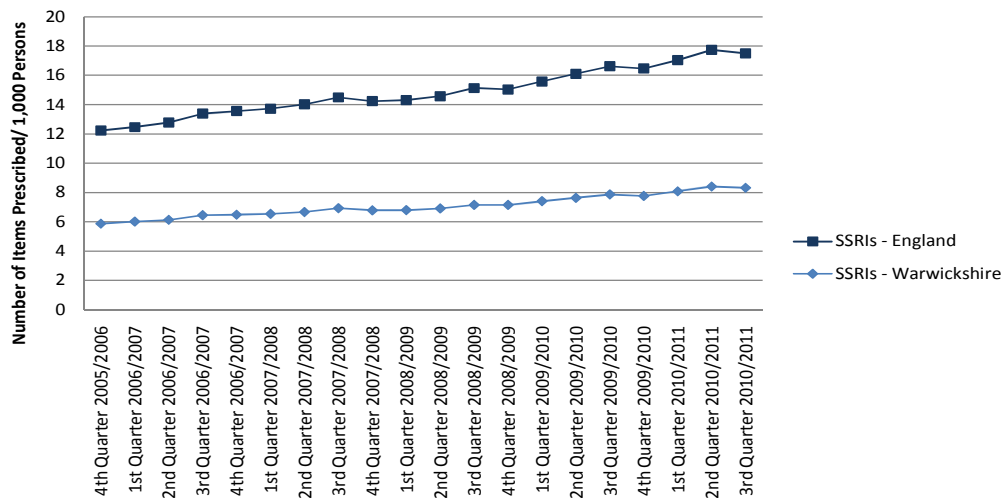
Trend in Prescribing of Hypnotic and Anxiolytics, 2005/6-2010/11



Source: ePACT, NHS Warwickshire

Selective Serotonin Re-uptake Inhibitors (SSRIs) (Used to treat depression),

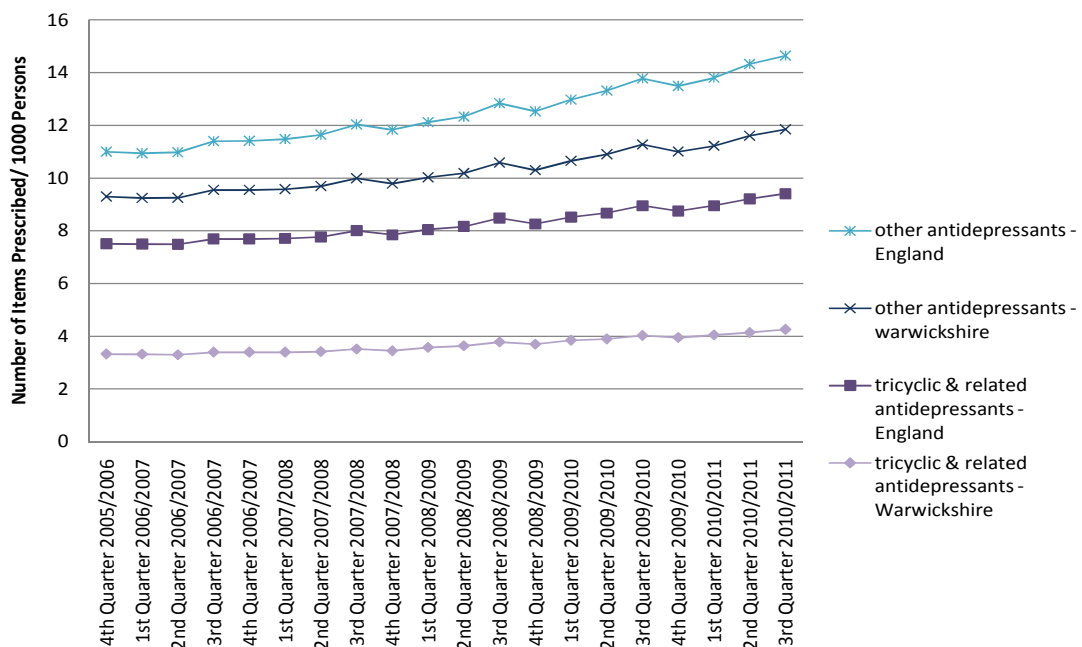
2005/6-2010/11



Source: ePACT, NHS Warwickshire

Tricyclic & related antidepressants and other antidepressants (Used to treat depression)

Trend in Prescribing Tricyclic and Related Antidepressant Drugs and Other Antidepressant Drugs, 2005/6- 2010/11



Source: ePACT, NHS Warwickshire

The caution with dealing with ASTROP data is that it:

- only gives the count of the number of prescriptions made

- not possible to know how many prescriptions were actually collected and used by patients

In all cases, the available data on per capita basis suggests that prescribing of drugs to treat common mental health conditions is lower in Warwickshire than for England.

Community Based Services

It is acknowledged that people with low level mental health needs present not only to GPs, but also to a variety of front-line workers, be they other health related primary care staff, public sector staff working in Council and local authority services, and/ or to a variety of voluntary sector and community based organisations. These agencies therefore play a vital role in the identification and onward signposting of people to appropriate services.

Services for People with Common Mental Health Needs

Once a person has been identified as requiring additional support for their mental health, there are a number of services available within Warwickshire to support individuals, aid recovery and build resilience. These services have all been established since 2009, and are therefore new additions to the mental health services portfolio for Warwickshire. They have brought the potential for increased support and evidence based treatment for common mental health issues, based on a stepped care model for mental health. This model aims to ensure that a person can access the least intrusive form of treatment to achieve a positive outcome for their ongoing mental well-being. Plans are in place to ensure that the full benefits of these newer services are realised as the services mature over the next period.

The Service Users from Making Space feedback that:

"Support provided in the early stages should be from other service users. A staged approach would be helpful. This could include one to one support in Stage 1 from service users who were dedicated volunteers, possibly based in GP surgeries. Stage 2 could involve group support in drop-in centres run by service users. Stage 3 would then involve more engagement from medical professionals"

Books on Prescription

Books on Prescription (BOP) was launched in 2010 and is provided by Warwickshire County Council Libraries and Information Service. It was developed in partnership with public health at NHS Warwickshire, as part of strategic plans to improve the support for people with common mental health problems. The local IAPT Service, and Well-being Services provided by specialist community and voluntary sector organisations have also been integral in the design and delivery of the new BOP Service.

"Books on Prescription is a very useful resource to complement talking therapies and the use of antidepressant medication. Having peer reviewed self-help books in local libraries is an asset to the general community, and the books can be used by patients working with the IAPT practitioners"

BOP provides access to self-help books (and audio CDs), for anyone to borrow at Warwickshire libraries covering a whole range of issues including: low mood, anxiety, stress, anger management, sleep issues, bereavement and self-esteem. The resources can also be prescribed by GPs and other health care professionals, and are in line with recommended national NICE guidelines as a first step for the treatments of mild to moderate symptoms of low mood and anxiety. Copies of the BOP resources are on display in 17 libraries across Warwickshire for people to browse and borrow, although the books can be requested from any of the libraries, mobile libraries or Home Library Service. People accessing the scheme using a prescription from a healthcare worker have certain benefits attached to their use of the scheme: if they are not members of the library their prescription form acts as identification so that they can be issued with a library card immediately, and there are no fines for late returns.

"The Black Dog should be mandatory reading for every school / college / university male student, and a few staff too. As a Man, I really did my best to hide my depression until it was all too late and I had a breakdown. The black Dog books have been at my side, and now my own black Dog is a mere Puppy"

BOP Loans January 2010 to Sept 2011

Quarterly loans	Jan- Mar 2010	Apr – Jun 2010	Jul- Sep 2010	Oct – Dec 2010	Jan – Mar 2011	Apr – Jun 2011	Jul – Sep 2011	Total
North Warwickshire								
Atherstone	47	67	55	48	49	73	138	477
Baddesley	1			3				4
Coleshill	17	34	34	66	68	80	111	410
Dordon	9	19	10	16	15	14	10	93
Kingsbury				7	9	6	19	41
Polesworth	1	4	7	6	34	46	51	149
Water Orton					1	2	7	10
Nuneaton & Bedworth								
Nuneaton	81	111	186	136	237	293	267	1,311
Bedworth	3	28	53	50	67	59	182	442
Bulkington		5	5	4	28	26	10	78
Camp Hill	12	31	7	0	16	7	14	87
Hartshill			1	2		1		4
Keresley					1	1	2	4
Stockingford		2	1		4	8	7	22
Rugby								
Rugby	74	108	268	337	430	345	356	1,918
Dunchurch			1	7	5	7	4	24
Wolston			1					1
Stratford-on-Avon								
Stratford	23	44	96	73	142	204	137	719
Alcester	63	65	82	59	59	78	75	481
Bidford	2		3	2			2	9

Harbury					5	2	2	9
Henley				4	4	2	3	13
Studley	5	6	5	8	35	18	29	106
Shipston	22	33	50	40	49	64	60	318
Southam	4	5		16	89	59	102	275
Wellesbourne	1	1		3	12	15	6	38
Warwick								
Leamington	120	138	110	327	358	410	446	1,909
Kenilworth	7	1	7	19	52	103	140	329
Lillington	30	47	74	46	71	64	45	377
Warwick	68	114	147	190	280	245	359	1,403
Whitnash		2	2	5	9	17	8	43
Mobiles / Home Library Service								
Mobiles		2	1	12	7	2	5	29
Total	590	867	1,206	1,486	2,136	2,251	2,597	11,133
Shaded = 17 libraries with BOP on display;								
Unshaded = libraries where the books needed to be obtained on request as no collection.								

The table above identifies that over 11,000 resources have been loaned since the scheme was introduced with good access across the County. The vast majority of resources borrowed were by self-referral and access to the libraries.

The scheme was launched to GPs and some other health care workers for them to prescribe the books from September 2010 onwards. By September 2011 a total of 419 prescriptions had been issued as outlined below:

Healthcare worker BOP Prescriptions

BOP Prescriber	Number – From Launch to September 2011
GP	236
IAPT Practitioner	147
Occupational Therapist	18
Community Mental Health Team	4
Wellbeing Centre	5
Health Visitor	1
Occupational Health	4
Other	4

Compared to the levels of self-selection, the prescribing rates are much lower. However, there could be a number of reasons for this:

- Anecdotal evidence from Library staff suggests that healthcare workers may be signposting people to the libraries to browse and borrow from the collection themselves, rather than formally “prescribing” a particular resource;
- Anecdotal evidence also suggests that people may be choosing not to present their “prescription” but self-selecting the resource(s) themselves when they get to the library;
- Scheme leads recognise that more needs to be done to fully engage GPs and other healthcare workers in the benefits of the Scheme, and to utilise it appropriately as a first level intervention for people with common mental health needs, and as part of well-being plans for people recovering from more complex needs.
- Local Well-being Services each have a complete set of the books on display for people to browse through and this may be limiting their prescriptions as people use the resources in the Centres.

It is also important to acknowledge that compared to prescribing rates from another local authority the prescribing rates were in-line with, if not exceeding their initial trajectories.

Wellbeing Resource Services

Within Warwickshire, there is Wellbeing Resource Service in each borough and district provided by specialist mental health community and voluntary sector organisations including: Mind, Rethink and Friendship. Each service has also identified whether there is a requirement for outreach into the more rural areas of the district and adapted their availability accordingly.

These Well-being services are commissioned as a network of support across the County by both NHS Warwickshire and Warwickshire County Council. Each service provides a drop-in centre for the public to receive information and support related to mental health and wellbeing. People who use the service can self-refer, and do not need to have had contact with primary care or more specialist mental health services. These Well-being Services have undergone significant transformation from traditional models of day centres to a more early intervention / preventative model, and a development group exists to support this transformation process.

The support that each Wellbeing Service offers include:

- Information and signposting to other appropriate services (e.g. housing, Citizens Advice, leisure services, volunteering, education and training opportunities)
- One to one support to assist in recovery or re-enablement
- Guided self help
- Books on Prescription
- Computerised Cognitive Behaviour Therapy

Additional wellbeing sessions are delivered, depending on need or demand from service users including relaxation, benefits advice, exercise and creative activities. Each service also provides a café to encourage group and peer support. The services are also aiming to offer more outreach work within local community settings to promote awareness of how to look after your mental well-being, and how and when to recognise when you may need some additional support with mental health needs. Examples of this work include: Coventry and Warwickshire MIND displayed their Information Bus outside Rugby Library and Friendship attended the health markets in Nuneaton & Bedworth.

Providers of Health and Wellbeing Services and Resource Cafes

District/Borough	Provider
North Warwickshire	Friendship
Nuneaton and Bedworth	Friendship
Rugby	Coventry and Warwickshire Mind
Warwick	Rethink
Stratford	Springfield Mind

Well-being Services Use April 2011 - June 2011

Locality	Total Number of Service Users	Number of New Users	Total Number of Service Visits
North Warwickshire: Outreach Service	16	2	236
Nuneaton & Bedworth Centres	54	19	1,070 – 679 Nuneaton 391 Bedworth
Rugby	67	42	375
Warwick		21	219
Stratford		14	984

Well-being Services Use; July 2011 to Sept 2011

Locality	Total Number of Service Users	Number of New Users	Total Number of Service Visits
North Warwickshire: Outreach Service	18	1	257
Nuneaton & Bedworth Centres	29	62	1,179 779 Nuneaton 400 Bedworth
Rugby	40	13	301
Warwick		4	332
Stratford		21	1,086

Service providers have provided data for the first 6 months of 2011/12 including age, gender and ethnicity profiles. The data collection tool has yet to be standardised and therefore it is not possible to provide the data in table form, but early analysis shows:

- Over 65 yrs population are under-utilising these services and with the high prevalence rates of depression in this group they are a key target group for promoting the services to or outreaching into the communities direct.
- Ethnicity data – limited demand in the north of the county in the period is reported. Rugby recording does show greater variation and access by multiple ethnic groups.

- There are differences between the gender of service users at the different centres. In North Warwickshire and Stratford more females attend the centres. In Leamington, this is completely reversed and there is a much higher proportion of males that attend the service, and more males also attended Bedworth too. In Rugby, there is a more equal split between male and female attendees at that Centre.

The data from BOP and Wellbeing Services suggests that the vast majority of people do SEEK advice and support without contact with primary or secondary care services. This again, fits with the feedback from the User and Carer Engagement Group that people when they become aware of mental health concerns have a preference for support from non health care Professionals.

Case Study on Wellbeing Centre Service User K

K attended day services about 6 years ago after his son was knocked over and died in a road traffic accident and K went into serious depression.

K was a fairly quiet person at first but seemed to come out of his shell when he was drawing and painting in fact he was extremely good at art and craft in general and appeared to like helping others develop their skills in art.

The art group had an exhibition and which went extremely well selling over £1200 over the weekend with K selling quite a few of his drawings and paintings and with the money going to the social enterprise group fund.

K had now gained confidence and wanted to be a volunteer in the resource café and completed an NVQ level 2 and all other in house training such as food hygiene, manual handling and fire training etc.

Now with his confidence high K took his volunteering very seriously and wore trouser and shirts instead of his usual shell suit tops and t-shirts. K in my opinion was a changed man with a positive outlook and life and wanted to help others as he knew how mental illness affects your life.

K was now discussing with staff about returning to work and went to the job centre to find more information with regard to his benefits and such. K applied and got a post as a support worker in a residential home for people with learning difficulties in Bedworth which he enjoyed but due to shift patterns it caused personal problems at home.

However, during the consultation exercise it was revealed that amongst primary care and secondary care, that there was limited knowledge about the new role of the Health and Wellbeing Services and Resource Cafes, and that this needs to be addressed.

"What's a Wellbeing Centre?"

Each locality has one, and the one to one's highlighted the tiny number of users that attend the cafes that have been referred by health care professionals for additional support.

At the User and Carer Engagement Group, it was clear from discussions and the surveys that had been carried out with Making Space, that when users attended the GP to discuss a mental health issue, that they did not necessarily want a secondary care referral, but they did want to talk to someone who did not need to be a health care professional. Service users have also highlighted that they would like the opportunity to talk to others who have experienced similar issues to themselves, rather than to a professional and the development of a Peer Support Volunteer Scheme is one that is currently being explored.

Improving Access to Psychological Therapies Service (IAPT)

The Improving Access to Psychological Therapies (IAPT) national programme is designed to support the NHS in delivering:

- Evidence-based psychological therapies, as approved by the National Institute for Health and Clinical Excellence (NICE), for people with depression and anxiety disorders
- Access to services and treatments by people experiencing depression and anxiety disorders from all communities within the local population
- Increased health and well-being, with at least 50 per cent of those completing treatment moving to recovery and most experiencing a meaningful improvement in their condition
- Patient choice and high levels of satisfaction from people using services and their carers
- Timely access, with people waiting no longer than locally agreed waiting times standards
- Improved employment, benefit, and social inclusion status including help for people to retain employment, return to work, improve their vocational situation, and participate in the activities of daily living.

IAPT performance is monitored regionally and nationally via agreed Key Performance Indicators that all services must report on, and two of these are now contained in the NHS Operating Framework (Proportion of people entering treatment against the level of need in the general population, and the proportion of people entering treatment against the level of referral). The service model and quality standards are set nationally and the scope of IAPT is set to continue to expand over the next four years.

The IAPT Service in Warwickshire is delivered jointly by Coventry and Warwickshire Partnership Trust and Coventry and Warwickshire MIND, and is funded by NHS Warwickshire. Clients are supported to develop their skills to self-manage their condition, and to enhance their psychological resilience. The service provides assessment and access to two levels of intervention. Lower intensity treatments include: computer based Cognitive Behavioural Therapy, stress control courses, low mood groups, telephone and face to face

therapy. Higher Intensity Workers provide access to more intensive therapy, including up to 20 sessions of Cognitive Behavioural Therapy.

The data for 2010/11 for IAPT shows:

Key Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
The number of people who have been referred for psychological therapies	1,701	1,787	1,658	1,867	7,013
The number of active referrals who have waited more than 28 days from referral to assessment	864		1,563	1,308	
The number of people who have entered psychological therapies	1,012	960	1,026	980	3,978
The number of people who are moving to 'recovery'	179	265	247	282	973
The number of people moving off sick pay and benefits	35	63	65	54	217

The data for 2011 /2012 for IAPT shows:

Key Performance Indicator	Quarter 1	Quarter 2	Total
The number of people who have been referred for psychological therapies	2,036	1,953	3,989
The number of active referrals who have waited more than 28 days from referral to assessment	1,479	678	2,157
The number of people who have entered psychological therapies	1,061	1076	2,137
The number of people who are moving to 'recovery'	288	313	601
Recovery Rate	48.2	48.8	
The number of people moving off sick pay and benefits	41	80	121

'IAPT has brought some people into the service that wouldn't have come to other mental health services'.

Throughout the one to ones, there has generally been positive feedback:

'I was initially sceptical, but now impressed by the culture of IAPT as they are focused on the health needs of the individual'.

This suggests that now health care professionals have confidence in the service, they are more readily referring to the service. However, the tendency to refer to a third party, such as IAPT services, may not always be necessary. It may be appropriate for health care professionals including GPs, to consider watchful waiting and the BOP service prior to referral to IAPT.

During 2011/2012, The IAPT Service will continue to prioritise increasing access to its provision by people from particularly vulnerable groups who have traditionally had low access to such services. In Warwickshire the following four groups have been particularly highlighted for focused interventions:

- People with long term physical conditions who have associated anxiety and / or depression;
- Older people building on the successful peer support project with Age Concern Warwickshire in North Warwickshire;
- Young adults aged 18-25 who are particularly at risk in the current economic climate;
- Carers of people with mental health and physical health needs.

Brief Interventions: Up-skilling Frontline workers for Early Identification and Signposting

As noted previously, frontline workers across all sectors often identify people experiencing mental distress. The public health department are developing a model of Brief Advice and Intervention to up-skill frontline workers to signpost and refer people to appropriate services. Mental Health needs will be included in this work which is under development.

Recommendations

- A central system to ensure signposting to the earliest and most appropriate service for the individual, and increased cross-referrals between lower level services to step people up and down as appropriate.
- To review the number of low level IAPT referrals that could have been referred to BOP / Well-being Services initially.
- To explore potential for service user peer support project.
- Further analysis of service users to identify where access to services is lower within vulnerable groups.
- To pilot on line early intervention service as means to reach people who are known to not access existing services.
- To review the mental well-being strategy and agree priorities for meeting the needs of particularly vulnerable groups.
- To improve the quality of some of the service data so that we get a more robust picture of service gaps.

Topic Area - Physical Health and Mental Health

Within this chapter, there are two aspects to this topic.

Firstly, it is known that patients with long term health conditions are more likely to have mental health conditions, too. There is a need to provide patients with chronic diseases with supportive mechanisms and resources to enable them to build resilience to reduce mental health problems.

Secondly, that people with known mental health problems are more likely to experience major illness, develop them younger and to have lower life expectancy compared to the general population²⁹.

The promotion of both physical and mental health to the whole population is therefore a priority for Warwickshire.

²⁹ Disability Rights Commission 2006, Disability Briefing March 2006

Introduction

The Royal College of Psychiatrists³⁰ highlight that people with mental disorders have a higher risk of poor physical health and premature mortality than the general population. The Health Inequalities National Support Team³¹ also report that that poor mental health is associated with increased health-risk behaviours (including alcohol and tobacco consumption).

The quality of life for an individual with a long term condition will often be dependent on how empowered are to manage the challenges of their condition. Better mental health and less depression are identified as benefits of self management.

National Perspective

Mental Health Impacts on Physical Health

The Royal College of Psychiatrists³² highlight that people with mental disorders have a higher risk of poor physical health and premature mortality than the general population. The Health Inequalities National Support Team³³ also report that that poor mental health is associated with increased health-risk behaviours (including alcohol and tobacco consumption).

Mental illness further exacerbates inequality and is associated with increased mortality and illness, as well as poorer economic, social and health outcomes:

- Life expectancy for people with schizophrenia is an average of 25 years shorter compared with the general population, with more deaths being due to treatable cardiovascular, respiratory and infectious diseases.
- A diagnosis of depression in those over 65 years of age increased mortality by 70%
- Increased psychological distress is associated with an 11% increased risk of stroke
- Depressed patients were three times more likely to be non-compliant with treatment
- High rates of physical co-morbidity have been found in long-stay psychiatric patients.
- People with serious mental illness are less likely to exercise

Guidance to GP suggests that GPs should set up specific clinics for people with mental disorders. The Royal College of Psychiatrists' guidance highlights the need for regular and appropriate physical health checks for patients with psychiatric disorders. It highlights that physical healthcare includes dentistry, chiropody, physiotherapy and other allied health care professionals such as dietitians and speech and language therapists.

The National Institute for Health and Clinical Excellence³⁴ highlights that their guidance on

³⁰ The Royal College of Psychiatrists. 2009, Physical Health in Mental Health. Final Report of a Scoping Group

³¹ Health Inequalities National Support Team. 2011, Improving the Physical Health and Wellbeing of People with Mental Health Problems: Reducing the Gaps in Premature Mortality and Healthy Life Expectancy

³² The Royal College of Psychiatrists. 2009, Physical Health in Mental Health. Final Report of a Scoping Group

³³ Health Inequalities National Support Team. 2011, Improving the Physical Health and Wellbeing of People with Mental Health Problems: Reducing the Gaps in Premature Mortality and Healthy Life Expectancy

³⁴ National Institute for Health and Clinical Excellence. 2009, Depression in Adults with a Chronic Physical Health Problem

physical health applies to users of mental health services too. This includes ensuring that opportunities are provided for:

- Health promotion – supporting patients to attend screening programmes – breast, cervical, colorectal screening should occur
- Mental Health Care Coordinators should liaise with patients' GPs every year to confirm that an annual physical health assessment has been conducted.
- CPA reviews should include a review of physical health needs and an agreed care plan to address identified needs
- Community patients should have access to appropriate community groups that support and encourage good physical health e.g. walking groups, weight management and healthy living groups

Smoking and Mental Health

According to the most recent adult psychiatry morbidity survey³⁵ whilst the smoking rate is 21% of the general population, it increases to 32% for those with a depressive or anxiety disorder, 40% for those with probable psychosis, 46% for those with alcohol dependence and 57% for those attempting suicide in the last year. Even higher rates of smoking occur within psychiatric inpatient settings, where up to 70% are smokers.

Smoking is responsible for the largest proportion of the excess mortality of people with mental disorder. Smokers with mental health issues often require combination and more intensive pharmacological and non-pharmacological interventions.

Physical Health Impacts on Mental Health

The Royal College of General Practitioners³⁶ identifies that there are currently 15.4 million people in England with a long term condition (a long term condition – one that cannot be currently cured, but can be managed with the use of medication and/or other therapies). Due to the ageing population, it is estimated that the number of people with at least one long term condition will rise by 3 million to 18 million.

People with long term conditions account for 70% of the total health and social care spend in England, more than 50% of all general practice appointments, 65% of all outpatient appointments and over 70% of all inpatient bed days³⁷.

Welch et al (2009)³⁸ summarise multiple studies and show that depressed patients had significantly higher costs than non-depressed patients across 11 chronic conditions.

³⁵ The NHS information Centre for Health and Social Care. 2007, Adult Psychiatric Morbidity in England: Results of a household survey

³⁶ Royal College of General Practitioners. 2011, Care Planning: Improving the Lives of People with Long Term Conditions

³⁷ Department of Health. 2011, No Health Without Mental Health

³⁸ Welch et al 2009

The Health Inequalities National Support Team³⁹ summarised the evidence around physical illness and mental health:

- People with diabetes have 2-3 times increased risk of depression, people with COPD also have increased rates of depression and anxiety
- Up to 70% of all new cases of depression in older adults are caused by poor physical health
- Physical illness and two or more adverse life events increases risk of mental illness by six times compared to without physical illness
- There is a 20% rate of new onset of depression or anxiety in the year after diagnosis of cancer and first hospitalisation with a heart attack

The importance of holistic care is even more important due to the increasing numbers of people with multiple long term conditions, including mental health illnesses.

Green Spaces

The Marmot Review⁴⁰ refers to evidence that well designed green and open spaces can benefit communities – increasing social contact and social integration, particularly in underprivileged neighbourhoods. People are more likely to be physically active if they live in neighbourhoods with many destinations and where they have a number of reasons for walking including walking to work, for recreation and for other tasks. Prevalence rates for diseases such as diabetes, cancer and depression are lower where there is more green space, and mental health may be particularly affected by the amount local green space.

What is happening in Warwickshire?

Accident & Emergency (A&E) Attendances – Physical Health and Mental Health

There is little robust data available that allows an analysis of the numbers of people diagnosed with both physical and mental health conditions. To attempt to understand the common issues, it has been possible to review the A&E admissions for Warwickshire residents in a two year period.

The following analysis includes all admissions to Acute Care Providers, where the patient has a recorded diagnosis that falls within the ICD10 category starting with 'F', this being Mental and Behavioural Disorders. The data covers the two year period between April 2009 and March 2011.

During the period, 2009/2010-2010/2011, there were a total of 21,850 A&E admissions by 13,320 individual Warwickshire residents where a mental health diagnosis was recorded as a supplementary diagnosis.

³⁹ Health Inequalities National Support Team. 2011, Improving the Physical Health and Wellbeing of People with Mental Health Problems: Reducing the Gaps in Premature Mortality and Healthy Life Expectancy

⁴⁰ The Marmot Review. 2010, Fair Society Healthy Lives

Total Number of A&E Admissions with a recorded Mental Health Diagnosis by Year of Admittance, 2009/10 – 2010/11

	2009/10	2010/11	Total Spells	Percentage Change 2009/10 to 2010/11 (%)
Total Admissions	6,215	15,635	21,850	151.6

Source: Evolve, NHS Warwickshire Intelligence

Total Number of Individuals Admitted to A&E with a recorded Mental Health Diagnosis by Year of Admittance, 2009/10 – 2010/11

	2009/10	2010/11	Total Spells	Percentage Change 2009/10 to 2010/11 (%)
Total Individuals	3,989	9,331	13,320	133.9

Source: Evolve, NHS Warwickshire Intelligence

Between 2009/10 and 2010/11, total A&E admissions with a recorded mental health diagnosis and the total number of unique individuals attending A&E both increased at a similar rate, more than doubling between 2009/10 and 2010/11. This increase may be explained by the development of the 'payment by results' process which may have contributed to the more detailed diagnosis of associated mental health conditions.

58% of individuals admitted to A&E with a recorded mental health diagnosis were female and 42% were males. Between 2009/10 and 2010/11, the number of male and female admissions increased by similar proportions.

Total Number of Individuals Admitted to A&E with a recorded Mental Health Diagnosis by Gender and Year of Admittance, 2009/10 – 2010/11

Gender	Year of Admission		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Female	2,352	5,391	7,743	129.2
Male	1,637	3,940	5,577	140.7
Total	3,989	9,331	13,320	133.9

Source: Evolve, NHS Warwickshire Intelligence

There is little variation at District and Borough level in terms of the crude rate per 1,000 population for individuals attending A&E with a recorded mental health diagnosis. Using total individuals for the two year period, crude rates were highest in Warwick District and lowest in North Warwickshire Borough. This is the same pattern as that exhibited in the inpatient and outpatient data.

Total Number of Individuals Admitted to A&E with a recorded Mental Health Diagnosis by District/Borough of Residence, 2009/10 – 2010/11

	Year of Admission		Total	Percentage Change 2009/10 to 2010/11 (%)	Crude Rate per 1,000 Resident Population
	2009/10	2010/11			
North Warwickshire Borough	351	455	806	29.6	13.0
Nuneaton & Bedworth Borough	737	1,076	1,813	46.0	14.8
Rugby Borough	609	712	1,321	16.9	14.0
Stratford-on-Avon District	696	1,029	1,725	47.8	14.5
Warwick District	883	1,203	2,086	36.2	15.0
Warwickshire	3,276	4,475	7,751	36.6	14.5
Null*	713	4,856	5,569	581.1	-
Total	3,989	9,331	13,320	133.9	-

Source: Evolve, NHS Warwickshire Intelligence

Further work can be done to analyse the data by mental health condition or by physical health condition. This has not been fully undertaken within this needs assessment due to the significant numbers of 'null' values and unspecified conditions that exist in the current dataset. However, early analysis highlights:

- 81 diabetes patients were seen in A&E with a recorded underlying mental health condition
- 97 Chronic Obstructive Pulmonary Disease (COPD) patients were seen in A&E with a recorded underlying mental health condition
- 660 patients with orthopaedic fractures were seen in A&E with a recorded underlying mental health condition
- 320 patients with cancer were seen in A&E with a recorded underlying mental health condition,

With the most common underlying mental health conditions recorded by A&E being:

- Depression
- Dementia
- Anxiety

Mental Health and Physical Wellbeing

Regular physical activity is associated with improved mental health and wellbeing and lower rates of depression and anxiety across all age groups.

NICE concluded that the evidence supports physical activity as an effective treatment for sub-threshold depressive symptoms and mild to moderate depression. NICE also found that group physical activity has particular benefits for mental health.

Warwickshire and Physical Activity

For Warwickshire, the Quality of Life Indicators identify that just over a quarter of respondents reported achieving the recommended levels of exercise. There is some variation between boroughs and districts with the lowest levels being reported in Nuneaton and Bedworth at 25.3% and highest in Stratford-on-Avon with 29.2%.

Proportion of respondents who exercise five times per week by borough and district:

District/Borough	Proportion doing five x thirty minutes of exercise per week
North Warwickshire	26.1%
Nuneaton & Bedworth	25.3%
Rugby	26.2%
Stratford-on-Avon	29.2%
Warwick	26.0%
Warwickshire	26.5%

Source: Warwickshire Observatory: Warwickshire County Council

Under 25s achieve the highest levels of exercise with a third achieving recommended levels of exercise per week.

Proportion of respondents who exercise five times per week by age:

	Proportion doing five x thirty minutes of exercise per week
Under 25	33.0%
25-34	24.6%
35-44	23.7%
45-54	26.8%
55-64	31.2%
65+	26.7%

Source: Warwickshire Observatory: Warwickshire County Council

Green Therapy

Mind ⁴¹ highlights that outdoor activities are a natural, free and accessible treatment that boosts mental wellbeing – either horticultural and allotment programmes or simple walks in the park. In Warwickshire, 'Measured Miles' have been developed across the county:

- Within Nuneaton and Bedworth, 4 way-marked measured miles routes have been commissioned with the aim to train volunteer walk leaders to run 4-5 led walks per week for each locality:
 - Riversley Park
 - Middlemarch
 - George Eliot Hospital
 - Bedworth Miners Park
- North Warwickshire has a measured mile in place in Hurley
- Warwick District have two measured miles:
 - Victoria Park, Leamington
 - St Nicholas Park, Warwick
- Stratford-on-Avon is planning a measured mile around the recreation ground in Stratford
- Rugby have plans to develop a measured mile in Caldecott Park

Additionally, Green Gyms are also being planned:

- Stratford-on-Avon – have two green gyms in the district and are planning one more
- Nuneaton and Bedworth are planning to have three green gyms in the borough.

The joint benefits of physical health and mental health can be seen in the following case study:

A client started with the Brunswick Gets Physical programme October 2010, who had low self esteem and highly significant confidence issues. The client attended numerous classes with one to one emotional support provided to prompt further development in confidence. He/she has implemented in group activities well and taken a huge step in participating in a gym on a solo basis. Other positive changes noted are the clients drop of excessive weight , their blood sugar is in a healthy & manageable level (previously at double figures and now stabilised at 6.4) and has become instrumental to the promotion of physical activity to other members in our community.

⁴¹ Mind. 2007, Ecotherapy: The green agenda for mental health'

Warwickshire and Talking Therapies

The IAPT services are detailed separately in this needs assessment. However, a development of the service in 2011/12 is to increase access to the service for people with long term conditions.

Recommendations

- Further analysis of A&E attendance data should be undertaken by the Public Health Intelligence team (PHIT) in the next 12 months to provide improved guidance and understanding to providers and commissioners.
- Commissioners should liaise with the Public Health Information Team to gain an understanding of the current physical conditions that patients present with at A&E and the associated mental health conditions.
- All mental health service patients should have their smoking status routinely recorded. Staff who provide mental health services should conduct a brief intervention (Every Contact Counts) and refer to stop smoking services.
- A number of staff who care for mental health in-patients should be trained to provide intensive stop smoking support for clients.
- Promotion of measured miles and green gyms to the public, primary care professionals, hospital staff and voluntary sector organizations to ensure those with either physical health or mental health issues are supported in optimizing their physical activity.
- A review of the measured miles and their users should be undertaken to understand which groups of the community are using them and more importantly if there are particular population groups that are not accessing the facilities.
- Analysis of the uptake of the 2011/12 figures for long term conditions accessing IAPT should be undertaken. This will enable an understanding of the patients that are accessing the service, those not accessing, as well as reviewing the age and locality that individuals with long term conditions are from to allow the service to adapt to the needs of the population.

Topic Area - Secondary Care Mental Health Services Data Analysis

For the analysis of secondary care mental health services, there are a number of datasets that have been analysed

1. Mental Health Minimum Data Set
2. Coventry and Warwickshire Partnership Trust Contract Inpatient Datasets
3. Coventry and Warwickshire Partnership Trust Contract Community Datasets

No one dataset provides the full picture, and due to changing definitions as well as missing data, there can be minor discrepancies when comparing the different dataset numbers. Therefore, careful judgement has been undertaken to ensure that the most appropriate dataset is used for each analysis of demand on secondary care mental health services.

Following the general analysis of the datasets, priority areas are analysed as separate chapters of the mental health needs assessment.

Mental Health Minimum Data Set

Introduction

The Mental Health Minimum Data Set (MHMDS) is the only dataset that covers specialist mental health services provided in the community, as well hospital and outpatient care. It covers services for adults of working age and people over the age of 65. The MHMDS has been compulsory for NHS providers since April 2003 and some information was published for 2003-2004 and 2004-2005.

The MHMDS is derived from routine records of patient care - details of admissions, attendances and appointments recorded in provider organisation's patient administration systems

The data covered in this report spans the period April 2010 to March 2011

MHMDS facilitates the collection of person focused clinical data and the sharing of such data to underpin the delivery of mental health care. It is structured around the clinical process and includes an outcome assessment (HoNOS). It records the key role played by partner agencies, particularly social services.

The MHMDS describes Mental Health Care Spells. These comprise all interventions made for a patient by a specialist mental health care team from initial referral to final discharge. For some individuals the spell will comprise a short outpatient episode; for others it may extend over many years and include hospital, community, outpatient and day care episodes.

Information is collected relating to various stages in the patients journey including activity such as inpatients, outpatients, community care, and NHS day care episodes; mental health reviews and assessments including Care Programme Approach (CPA) and Health of Nation Outcome Scales (HoNOS); contacts with mental health professionals such as care coordinator, psychiatric nurses and consultants and also any diagnosis and treatments.

The main reason for the inclusion of this analysis is that it contains useful information on diagnoses of mental health conditions. It should be noted due to differences in the way data is recorded; total numbers will not be the same as those used elsewhere in the needs assessment. We also only have one year's worth of data so the following analysis is purely a snapshot of the most up to date information.

Analysis

During the period, 2009/2010, there were a total of 30,360 mental health care spells by Warwickshire residents recorded on the MHMDS. This includes individuals with multiple attendances. For comparison, there were 12,408 unique individuals who attended during the same time period. This indicates that on average, each individual had 2.4 attendances during the one-year period.

Of the 12,408 total individuals in Warwickshire who had a mental health care spell during 2010/11, 59% did not have their most recent diagnosis recorded within the MHMDS. Where the information was recorded, the most common diagnoses were mood disorders which

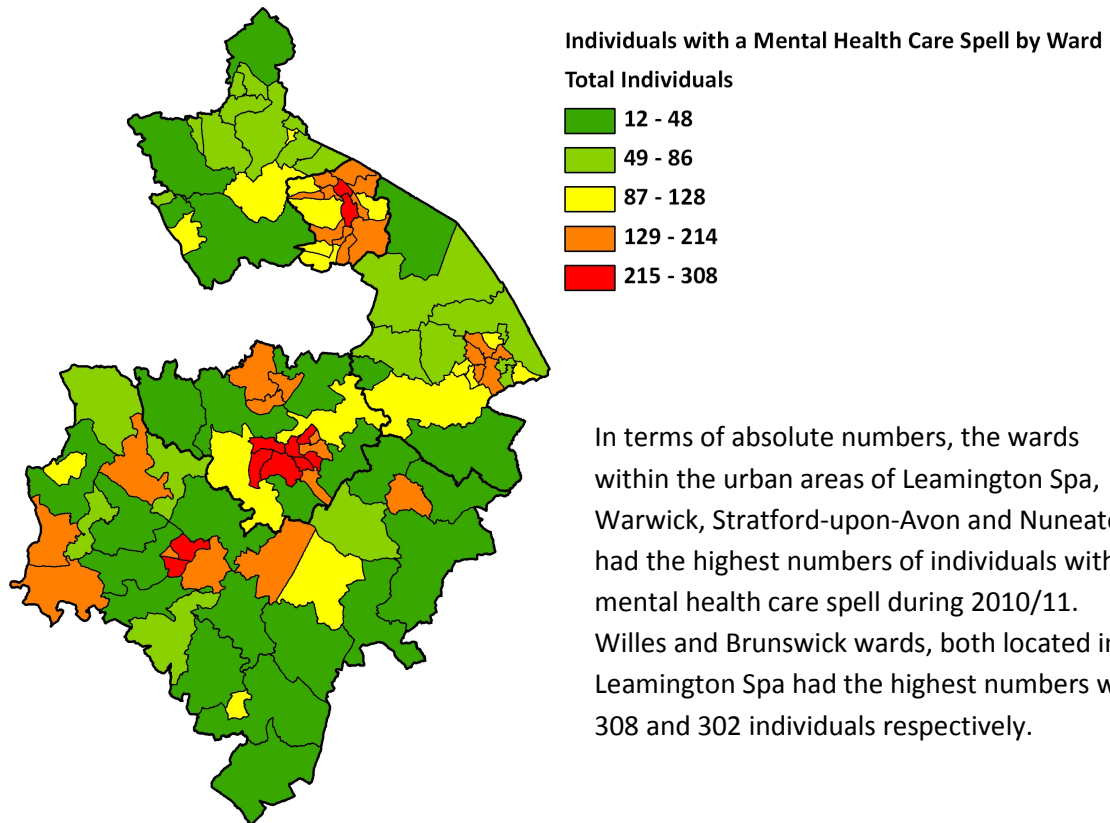
includes depressive episodes and bipolar affective disorder. These were closely followed by organic mental disorders which includes dementia. These diagnoses combined comprise over 50% of the total recorded.

Total Individuals with a Mental Health Care Spell by Most Recent Broad Diagnosis (ICD-10 Blocks), 2010/11

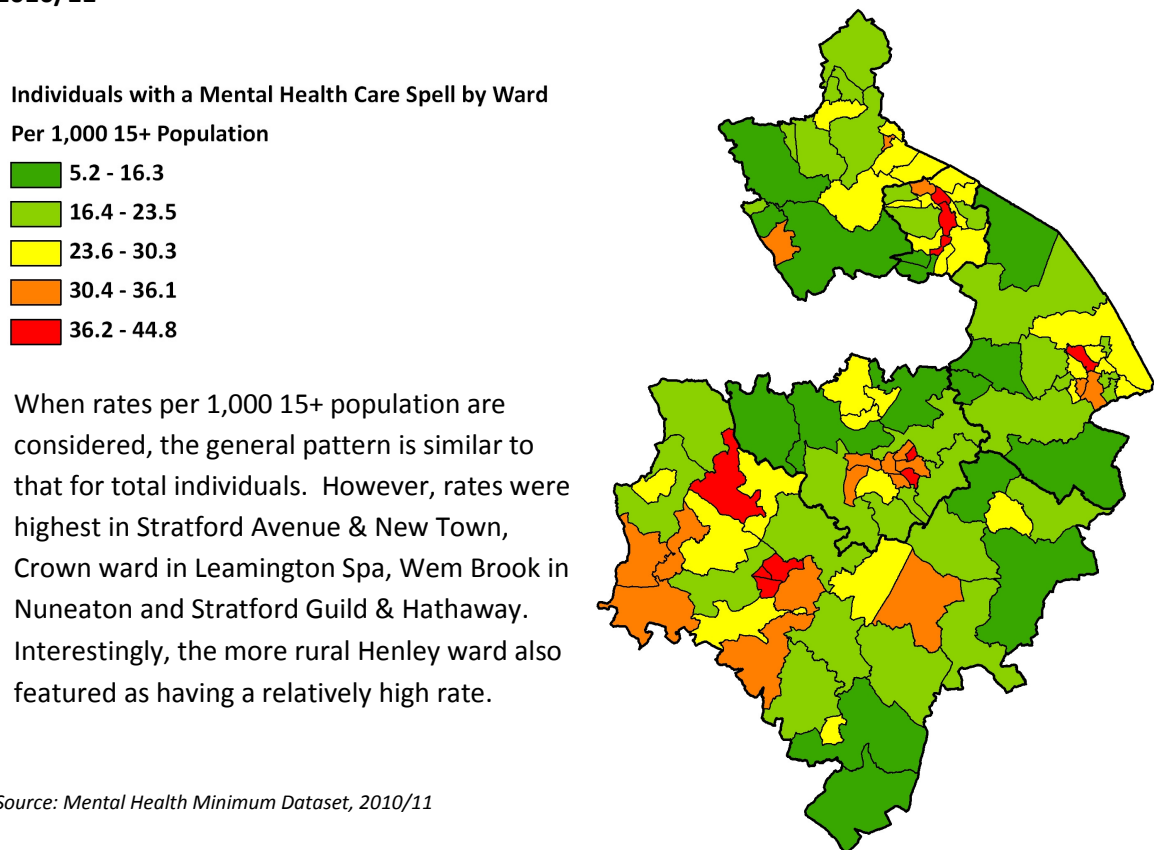
Most Recent Diagnosis Recorded	Total Individuals
No diagnosis recorded	7,330
Mood (affective) disorders (e.g. depression, bipolar affective disorder)	1,435
Organic, including symptomatic, mental disorders (e.g. dementia)	1,241
Neurotic, stress-related & somatoform disorders (e.g. anxiety disorders)	844
Schizophrenia, Schizotypal & delusional disorders	692
Mental & behavioural disorders due to psychoactive substance use (e.g. alcohol)	358
Disorders of adult personality & behaviour (e.g. personality disorders)	163
Factors influencing health status & contact with health services	124
Behavioural syndromes associated with physiological disturbances & physical factors (e.g. eating disorders)	79
Symptoms & signs involving cognition, perception, emotional state & behaviour	45
Other	32
Unspecified mental disorder	26
Behavioural & emotional disorders with onset usually occurring in childhood and adolescence	22
Disorders of psychological development	17
Total	12,408

Source: Mental Health Minimum Dataset, 2010/11

Total Individuals with a Mental Health Care Spell by Ward, 2010/11



Total Individuals with a Mental Health Care Spell by Ward, Rate per 1,000 15+ Population, 2010/11



Source: Mental Health Minimum Dataset, 2010/11

Total Individuals with a Mental Health Care Spell by Ethnicity, 2010/11

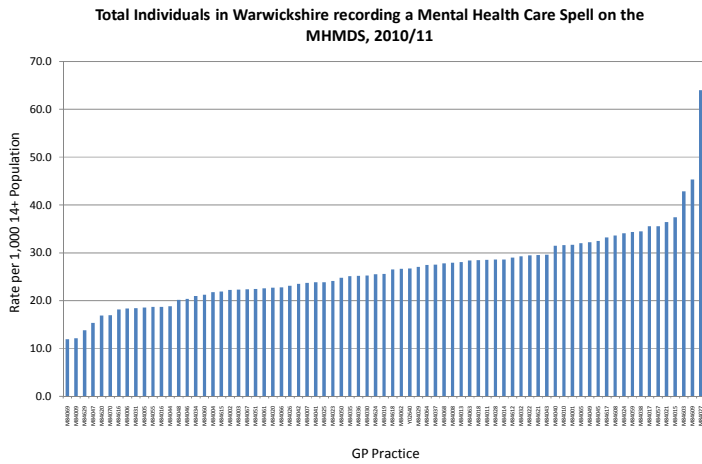
Ethnic Group	Total Individuals	% of Total (excluding those not stated)	% of the Total Population (ONS Population Estimates by Ethnic Group Mid-2009)
White - British	9,616	93.0%	88.3%
White - Irish	66	0.6%	1.2%
Any Other White Background	243	2.4%	2.7%
Mixed - White & Black Caribbean	22	0.2%	0.5%
Mixed - White & Black African	4	0.0%	0.1%
Mixed - White & Asian	12	0.1%	0.4%
Mixed - Any Other Mixed Background	18	0.2%	0.3%
Asian - Indian	172	1.7%	2.9%
Asian - Pakistani	19	0.2%	0.8%
Asian - Bangladeshi	0	0.0%	0.2%
Any other Asian Background	52	0.5%	0.4%
Black - Caribbean	37	0.4%	0.5%
Black - African	20	0.2%	0.5%
Any other Black Background	7	0.1%	0.1%
Chinese	8	0.1%	0.5%
Any other ethnic group	41	0.4%	0.5%
Not stated	2,071	-	-
Total	12,408		

Source: Mental Health Minimum Dataset, 2010/11

When the data is broken down by ethnicity, there is a large proportion of the data (17%) where the information has not been recorded or where an individual has chosen not to state their ethnic group. However, when those records have been excluded and the proportion of individuals with a mental health care spell by ethnic group is compared with the breakdown

across the total population, those groups other than the White-British category tend to be underrepresented within the data.

The graph below shows the crude rate per 1,000 aged 14+ GP registered population for patients recording a mental health care spell for each of the 76 GP Practices in Warwickshire during 2010/11. Although the majority of practices experience similar rates around the 20-30 per 1,000 14+ population mark, there are a few prominent outliers both with high and low rates. More work needs to be undertaken to fully understand these discrepancies.



Source: Mental Health Minimum Dataset, 2010/11

Recommendations

- We need to understand why diagnosis is not recorded for the majority of individuals in the Mental Health Minimum Dataset.
- We need to better understand why minority ethnic groups are underrepresented within the MHMDS compared with the population as a whole.
- We need to share the MHMDS information with GPs and Clinical Commissioning Groups to better understand and identify the causes of this variation as a means of developing more consistent pathways.

Mental Health Inpatient Data Analysis

Introduction

The following is an analysis of two complete years (2009/2010-2010/2011) worth of Mental Health inpatient data extracted from the Coventry and Warwickshire Partnership Trust Contract Datasets. An inpatient is defined as a patient who is admitted with the expectation that they will remain in hospital for at least one night. If the patient does not stay overnight after all, they are still classed as an inpatient.

Analysis

A quarter of all individual inpatients accounted for over half of all spells

During the period, 2009/2010-2010/2011, there were a total of 2,645 inpatient spells. This includes individuals who will have been admitted multiple times. For comparison, there were 1,733 unique individuals who were admitted during the same time period. 25.7% of this total (445 patients) were admitted more than once during the two year period but they accounted for 51.3% of the total inpatient spells (1,357 spells).

Total Number of Inpatient Spells by Year of Admittance, 2009/10 – 2010/11

Year of Admittance	2009/10	2010/11	Grand Total	Percentage Change 2009/10 to 2010/11 (%)
Total Spells	1,403	1,242	2,645	-13.0

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Total Individual Inpatient Admissions by Year, 2009/10 – 2010/11

Year of Admittance	2009/10	2010/11	Grand Total	Percentage Change 2009/10 to 2010/11 (%)
Total Individual Admissions	1,035	698	1,733	-48.3

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Between 2009/10 and 2010/11, while both the total number of inpatient spells and total individual inpatient admissions decreased, the rate of decrease was much sharper for

individual inpatient admissions with a fall of nearly 50% between the 2 years. This was also reflected in the District and Borough data although the pattern was not uniform. The decrease in Individual Inpatient Admissions between 2009/10 and 2010/11 varied from 27% in Stratford-on-Avon to 100% in North Warwickshire. However, it should be borne in mind that these changes only reflect a short one year trend. More work is required to fully understand why there were such dramatic falls in inpatient admissions over this time period and there is a need for improved data collection for future monitoring.

It is worth noting that Mental Health services have been redesigned over the last 18 months and the number of inpatient beds was reduced in early 2010/11, by closing a unit based in Rugby. The net result of this was a reduction of 15 beds. This helps to explain the large reduction in admissions, particularly in the North of the County. The rationale behind these changes went alongside the continued implementation of the crisis resolution services, whose remit is to act as a 'gate keeper' to inpatient admissions, as well as managing crises in the community and preventing unnecessary admissions. The Assertive Outreach service should have already been managing the 'repeat' service users, so this group of patients historically would have been admitted on a regular basis. However, they have been set up for a number of years now.

One of the outcomes of this change was to obviously reduce admissions, however, anecdotally, feedback from the Partnership Trust indicated that there were the same number of admissions, but they were for shorter time periods, as there was a change in attitudes towards risk management, as services were in place to better manage this.

There is also some variation at District and Borough level in terms of the crude rate per 1,000 population for individual inpatient admissions. Using total admissions for 2009/10 and 2010/11, crude rates were highest in Warwick District and lowest in North Warwickshire Borough. Warwick District also experienced the largest proportion of individual inpatient admissions with 29% of the County total.

Total Individual Inpatient Admissions by District/Borough of Residence, 2009/10 – 2010/11

	Year of Admittance		Total	Percentage Change 2009/10 to 2010/11 (%)	Crude Rate per 1,000 Resident Population
	2009/10	2010/11			
North Warwickshire Borough	104	52	156	-100.0	2.5
Nuneaton & Bedworth Borough	224	134	358	-67.2	2.9
Rugby Borough	175	120	295	-45.8	3.1
Stratford-on-Avon District	186	146	332	-27.4	2.8
Warwick District	275	183	458	-50.3	3.3
Warwickshire	964	635	1,599	-51.8	3.0
Null*	71	63	134	-12.7	-
Total	1,035	698	1,733	-48.3	-

*No address data provided.

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

54% of the total individual inpatient admissions were for males, with 46% for females. Between 2009/10 and 2010/11, the number of female admissions fell by a larger percentage than the number of male admissions.

Total Individual Inpatient Admissions by Gender

Gender	Year of Admittance		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Female	486	314	800	-54.8
Male	549	384	933	-43.0
Total	1,035	698	1,733	-48.3

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

There is widespread variation in the total individual inpatient admissions by Clinical Commissioning Group (CCG) primarily due to the large differences in the numbers of patients which they serve. Admissions were highest for South Warwickshire CCG and lowest for Nuneaton and Bedworth CCG. However, South Warwickshire CCG has a GP registered population of approximately 270,000 compared with only 40,000 for Nuneaton & Bedworth CCG. When crude rates per 1,000 GP registered population for individual inpatient admissions are considered, there is actually very little variation between the CCGs.

Total Individual Inpatient Admissions by Clinical Commissioning Group

Clinical Commissioning Group	Year of Admittance		Total	Percentage Change 2009/10 to 2010/11 (%)	Crude Rate per 1,000 GP Registered Population
	2009/10	2010/11			
North Warwickshire	279	172	451	-62.2	3.2
Nuneaton and Bedworth	80	38	118	-110.5	3.0
Rugby	185	124	309	-49.2	3.1
South Warwickshire	484	355	839	-36.3	3.1
NULL	7	7	14	0.0	-
Total	1,035	696	1,731	-48.3	-

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

The table below details the individual mental health inpatient admissions by service area. The largest number and proportion of admissions between 2009/10 and 2010/11 were for the adult's service area. 45% of all admissions were accounted for by this particular service area. As expected, there were large falls in the number of admissions across each of the different service areas during the two years.

Total Individual Inpatient Admissions by Service Area

Service Area	Year of Admittance		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Adults	446	342	788	-30.4
Learning Disabilities	18	7	25	-157.1
Older People	322	188	510	-71.3
Substance Misuse	249	161	410	-54.7
Total	1,035	698	1,733	-48.3

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

In terms of service description, acute services received the highest number of individual inpatient admissions over the period 2009/10 to 2010/11, accounting for nearly 40% of all individual inpatient admissions over the 2 year time period. Other areas experiencing high numbers of mental health inpatient admissions included mixed services, organic services and those for alcohol. These four areas accounted for over 80% of all admissions.

Total Individual Inpatient Admissions by Service Description

Service Description	Year of Admittance		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Acute	373	304	677	-22.7
Alcohol Admissions	190	113	303	-68.1
Drug Admissions	44	40	84	-10.0
Eating Disorders Admissions	15	8	23	-87.5
Functional	64	29	93	-120.7
Learning Disability Inpatients (Old)	11	5	16	-120.0
Learning Disability Inpatients (Other)	4	2	6	-100.0
Learning Disability Inpatients (Respite)	3	-	3	-
Mix	154	94	248	-63.8
Organic	104	65	169	-60.0
Psychiatric Intensive Care Unit (PICU)	67	32	99	-109.4
Rehabilitation	6	6	12	0.0
Total	1,035	698	1,733	-48.3

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

At a District and Borough level, there is considerable variation in terms of the number of individual inpatient admissions for each of the more detailed service descriptions. Some of this variation can most likely be explained by the physical location of where some specialist inpatient services are provided across the County.

Warwick District has the highest total inpatient admissions and the highest (or joint highest) numbers of admissions across six of the 12 services across the County.

Total Individual Inpatient Admissions by Service Description & District/Borough of Residence

Service Description	North Warwickshire Borough	Nuneaton & Bedworth Borough	Rugby Borough	Stratford-on-Avon District	Warwick District	Null*	Total
Acute	70	146	126	102	179	54	677
Alcohol Admissions	18	74	52	57	90	12	303
Drug Admissions	5	14	18	19	25	3	84
Eating Disorders Admissions		2	4	9	8		23
Functional		1	6	37	44	5	93
Learning Disability Inpatients (Old)		1	2	4	5	4	16
Learning Disability Inpatients (Other)			5			1	6
Learning Disability Inpatients (Respite)			2		1		3
Mix	51	80	61	7	11	38	248
Organic	4	5	9	78	63	10	169
Psychiatric Intensive Care Unit (PICU)	8	31	9	16	28	7	99
Rehabilitation		4	1	3	4		12
Total	156	358	295	332	458	134	1,733

*No address data provided.

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Over half of all individual inpatient admissions were for patients aged between 25 and 54. Only 6% were for those aged up to 24. More than one in five were aged 75 or over.

Higher numbers of younger patients tended to be admitted for alcohol, drugs, eating disorders and to psychiatric intensive care compared than older patients. In contrast, higher numbers of older patients were admitted for functional, mixed and organic services (which is not surprising as these cater for conditions such as dementia).

Total Individual Inpatient Admissions by Service Description & Age

Age Group	Service Description												
	Acute	Alcohol Admissions	Drug Admissions	Eating Disorders Admissions	Functional	Learning Disability Inpatients (Old)	Learning Disability Inpatients (Other)	Learning Disability Inpatients (Respite)	Mix	Organic	Psychiatric Intensive Care Unit (PICU)	Rehabilitation	Total
Up to 24	67	7	6	8	0	2	6	3	1	0	12	2	114
25-34	136	65	36	6	0	2	0	0	1	0	24	2	272
35-44	161	100	31	4	0	4	0	0	3	0	24	2	329
45-54	169	74	9	3	0	6	0	0	0	0	24	4	289
55-64	113	43	1	1	0	2	0	0	10	2	10	1	183
65-74	27	11	1	1	38	0	0	0	73	27	5	1	184
75-84	2	3	0	0	33	0	0	0	86	87	0	0	211
85+	1	0	0	0	22	0	0	0	74	53	0	0	150
All Ages	677	303	84	23	93	16	6	3	248	169	99	12	1,733

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Recommendations

- More work is required to fully understand why there were such dramatic falls in inpatient admissions and there is a need for improved data collection for future monitoring.
- We need to share inpatient data and information with GPs and Clinical Commissioning Groups to better understand and identify the causes of this variation as a means of developing more consistent pathways.
- With the introduction of Payment by Results, commissioners and providers should ensure that data collection is relevant so that care pathways can be better identified.

Mental Health Community Services Data Analysis

Introduction

The following is an analysis of two complete years (2009/2010-2010/2011) worth of Mental Health Community Services data extracted from the Coventry and Warwickshire Partnership Trust Contract Datasets. This essentially includes all non-inpatient activity for adults and older people. Outpatient activity is a subset of this data is explicitly analysed in a subsequent section. An outpatient is defined as someone who attends a hospital or clinic for treatment but does not use an overnight hospital bed for recovery purposes.

For the purposes of this analysis, we have chosen to omit data on learning disabilities and substance misuse as this information is more accurately and comprehensively captured elsewhere. As an indicator of milder mental health needs, we have also provided some brief analysis on number of patients who have accessed mental health day care services at the end of this chapter.

Analysis

During the period, 2009/2010-2010/2011, there were a total of 373,394 mental health community services attendances by Warwickshire residents. This includes individuals with multiple attendances. For comparison, there were 24,375 unique individuals who attended an adult and older people community service during the same time period. This indicates that on average, each individual had 15 attendances during the two-year period.

A fifth of all individuals accounted for nearly 85% of all mental health community services attendances

There were 5,295 individuals who recorded more than ten attendances during the two year period. Excluding the null values for where there was no NHS number recorded, these patients (21.7% of the total unique individual service users) accounted for 84.7% of the total attendances.

Total Number of Community Service Attendances by Year of Admittance, 2009/10 – 2010/11

	2009/10	2010/11	Total	Percentage Change 2009/10 to 2010/11 (%)
Total Attendances	159,759	213,635	373,394	33.7%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Total Individual Users of Community Services by Year, 2009/10 – 2010/11

	2009/10	2010/11	Total	Percentage Change 2009/10 to 2010/11 (%)
Total Individuals	10,395	13,980	24,375	34.5%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Between 2009/10 and 2010/11, total community services attendances and numbers of unique individuals both increased at a very similar rate.

There is some minor variation at District and Borough level in terms of the crude rate per 1,000 population for individual users of community services. Using total individuals for the two year period, crude rates were highest in Warwick District and lowest in North Warwickshire Borough. This is the same pattern as that exhibited in the inpatient data.

Total Individual Users of Community Services by District/Borough of Residence, 2009/10 – 2010/11

	Year of Attendance		Total	Percentage Change 2009/10 to 2010/11 (%)	Crude Rate per 1,000 Resident Population
	2009/10	2010/11			
North Warwickshire Borough	947	1194	2,141	26.1%	34.6
Nuneaton & Bedworth Borough	2,141	2542	4,683	18.7%	38.3
Rugby Borough	1,592	1847	3,439	16.0%	36.5
Stratford-on-Avon District	2,201	2627	4,828	19.4%	40.6
Warwick District	2,713	2991	5,704	10.2%	41.1
Warwickshire	9,594	11,201	20,795	16.8%	38.8
Null*	663	2596	3,259	291.6%	-
Total	10,257	13,797	24,054	34.5%	-

*No address data provided.

Due to the way in which the data has been analysed, total numbers of individual users differs slightly from those in the initial table.

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

In 37% of all individual cases, gender was not recorded in the data. However, where gender was recorded, 58% of community service users were female and 42% were males. Between 2009/10 and 2010/11, the number of male and female admissions increased by similar proportions. However, the number of cases where gender was not recorded more than doubled.

Total Individual Users of Community Services by Gender

Gender	Year of Attendance		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Female	4,311	4,550	8,861	5.5%
Male	3,089	3,319	6,408	7.4%
Not Known	2,857	5,928	8,785	107.5%
Total	10,257	13,797	24,054	34.5%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

During the period 2009/10-2010/11, the average number of attendances per individual was highest in Warwick District at over 19 spells. In contrast, in North Warwickshire, the average was 13 spells per individual.

Average Number of Attendances per Individual by District/Borough of Residence, 2009/10-2010/11

	Total Individuals	Total Attendances	Average Attendances per Individual
North Warwickshire Borough	2,141	27,133	12.7
Nuneaton & Bedworth Borough	4,683	74,266	15.9
Rugby Borough	3,439	52,281	15.2
Stratford-on-Avon District	4,828	84,087	17.4
Warwick District	5,704	109,295	19.2
Warwickshire	20,795	373,394	18.0
Null*	3,259	26,332	8.1
Total	24,054	448,734	18.7

*No address data provided.

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

There is widespread variation in the total individual users of mental health community services by Clinical Commissioning Group (CCG) primarily due to the large differences in the numbers of patients which they serve. Numbers of individual service users were by far highest for South Warwickshire CCG and lowest for Nuneaton and Bedworth CCG. However, South Warwickshire CCG has a GP registered population approximately 7 times as large as that for Nuneaton & Bedworth CCG. When crude rates per 1,000 GP registered population for individual service users are considered, they are actually very similar across the CCGs.

Total Individual Users of Community Services by Clinical Commissioning Group

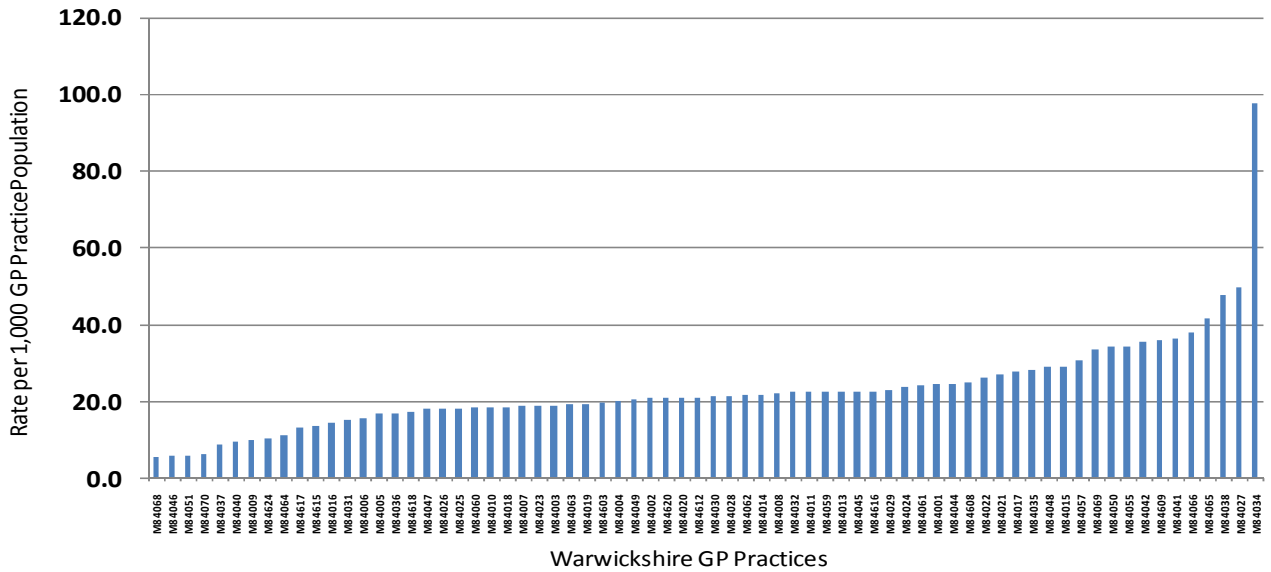
Clinical Commissioning Group	Year of Attendance		Total	Percentage Change 2009/10 to 2010/11 (%)	Crude Rate per 1,000 GP Registered Population (Aged 14+)
	2009/10	2010/11			
North Warwickshire	2,500	3,104	5,604	24.2%	40.1
Nuneaton & Bedworth	671	768	1,439	14.5%	37.9
Rugby	1,630	1,850	3,480	13.5%	36.0
South Warwickshire	4,697	5,784	10,481	23.1%	39.9
Other	9	5	14	-44.4%	-
Null*	750	2,286	3,036	204.8%	-
Total	10,257	13,797	24,054	34.5%	-

*No address data provided.

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

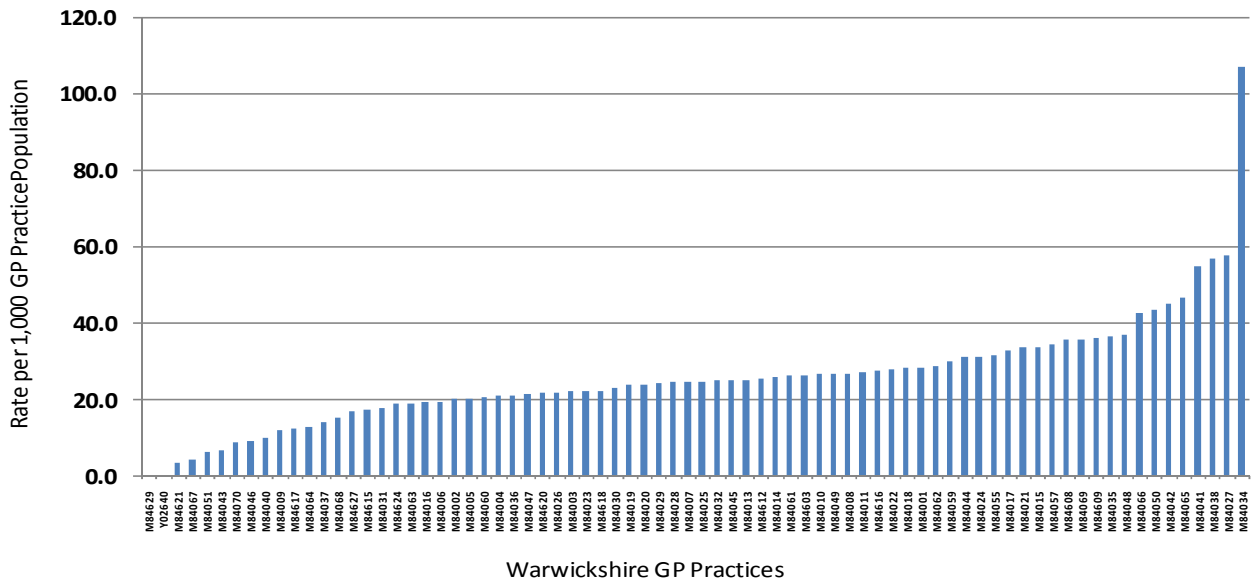
The graphs below show the crude rates per 1,000 GP registered population for individual community mental health service users for each of the 76 GP Practices in Warwickshire for each of the last two years. Crude rates have generally fallen between 2009/10 and 2010/11 across the GP practices. Although the majority of practices experience similar rates, there are a few outliers both with high and low rates. More work needs to be undertaken to fully understand these discrepancies.

Crude rate per 1,000 GP Practice Population (Aged 14+) - Individual Users of Community Mental Health Services - 2009/10



Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Crude rate per 1,000 GP Practice Population (Aged 14+) - Individual Users of Community Mental Health Services - 2010/11



Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

The table below details individual users of community mental health services by PAM service description. The largest number of individual users for both 2009/10 and 2010/11 were for the Adults Community Mental Health Teams. A third of all individuals were accounted for by this particular service area. As expected, there were increases in the number of individual service users across the majority of the different service areas during the two years. However, the Improving Access to Psychological Therapies (IAPT) service experienced a particularly dramatic increase following its transition from development to full roll-out. The

number of individuals using IAPT increased by 2,775 or nearly 1,500% albeit from a low starting point in 2009/10 when the service first began.

In terms of some of the services which have experienced large increases or falls in service users, it is important to understand whether there are real differences in services delivered or whether there is a coding issue. There is a need to review and ensure consistent coding practice across services.

Total Individual Users of Community Services by PAM Service Description

Service Description	Year of Attendance		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Adults Assertive Outreach	188	210	398	11.7%
Adults Community Mental Health Teams	4,053	3,891	7,944	-4.0%
Adults Crisis Resolution	778	1,034	1,812	32.9%
Adults Early Intervention	89	98	187	10.1%
Adults Follow Up Outpatients Mental Health	1,287	1,199	2,486	-6.8%
Adults New Outpatient Mental Health	343	4	347	-98.8%
Adults New Outpatients Psychotherapy	1	346	347	34500.0%
Adults Outpatients Other	5	21	26	320.0%
Improving Access to Psychological Therapies (IAPT)	190	2,965	3,155	1460.5%
Older Adults Community Mental Health Teams	2,290	2,629	4,919	14.8%
Older Adults Early Onset Dementia	2	10	12	400.0%
Older Adults Follow Up Outpatients	802	1,151	1,953	43.5%
Older Adults New Outpatients	229	239	468	4.4%
Total	10,257	13,797	24,054	34.5%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Further related analysis, data and narrative is available in the following chapters:

- Dual diagnosis
- Psychosis
- Physical Health and Mental Health
- Older People

Mental Health Outpatient Data Analysis

Introduction

The following is an analysis of two complete years (2009/2010-2010/2011) worth of Mental Health outpatient data extracted from the Coventry and Warwickshire Partnership Trust Contract Datasets. An outpatient is defined as someone who attends a hospital or clinic for treatment but does not use an overnight hospital bed for recovery purposes.

Analysis

During the period, 2009/2010-2010/2011, there were a total of 48,495 mental health outpatient attendances. These figures include individuals with multiple attendances. For comparison, there were 13,446 unique individuals who attended an outpatient appointment during the 2 year period. This indicates that on average, each individual had 3.6 outpatient attendances during the two-year period.

10% of all individual outpatients accounted for over 40% of all outpatient attendances

There were 1,394 individuals who recorded more than ten outpatient attendances during the two year period. Excluding the null values for where there was no NHS number recorded, these patients (10.4% of the total unique individual outpatients) accounted for 43.3% of the total outpatient attendances.

Total Number of Outpatient Attendances by Year of Admittance, 2009/10 – 2010/11

	2009/10	2010/11	Total	Percentage Change 2009/10 to 2010/11 (%)
Total Attendances	18,544	29,951	48,495	61.5%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Total Individual Outpatients by Year, 2009/10 – 2010/11

	2009/10	2010/11	Total	Percentage Change 2009/10 to 2010/11 (%)
Total Individual Admissions	6,159	7,287	13,446	18.3%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Between 2009/10 and 2010/11, total outpatient attendances increased at a faster rate than the total number of individuals.

Mental Health Day Care Services (Adults & Older People) Data Analysis

As an indicator of milder mental health needs, we have also looked at the number of patients who have accessed mental health day care services.

During the period, 2009/2010-2010/2011, there were a total of 28,891 mental health day care spells by Warwickshire residents. This includes individuals who accessed services multiple times. For comparison, there were 2,189 unique individual users during the same time period.

Total Number of Day Care Spells by Year of Admittance, 2009/10 – 2010/11

	2009/10	2010/11	Total	Percentage Change 2009/10 to 2010/11 (%)
Total Day Care Spells	15,225	13,666	28,891	-10.2%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Total Individual Day Care Users by Year, 2009/10 – 2010/11

	2009/10	2010/11	Total	Percentage Change 2009/10 to 2010/11 (%)
Total Day Care Users	1,027	1,162	2,189	13.1%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Recommendations

- For community data, we need to understand why gender is not always recorded and why numbers of 'not known' codings have increased at such a dramatic rate.
- Further investigation should be undertaken to identify the reasons why variation in community services demand exists at a District/Borough level. Is it to do with caseload mix, demand capacity or different ways of working?
- Community Mental Health data needs to be shared with GPs and Clinical Commissioning Groups to support the identification of the causes of variation and to develop more consistent pathways.
- We need to fully analyse the impact of the IAPT service and review next year's data to understand if it is actually reducing demand for Coventry & Warwickshire Partnership Trust services or if it is simply delaying people going into secondary services. It is recommended that further work is undertaken to find out how many and what proportion of IAPT service users eventually require secondary care.
- We need to better understand the way in which data is coded to a particular community mental health service to more accurately ascertain whether there is a significant, 'real' change in demand or provision.

Topic Area - Mental Health and Older People

Many older people in the UK are healthy, happy and contribute to society. However, although the UK population is living longer and is in better health than ever, there is increasing evidence that the proportion of older people who are lonely, depressed or less satisfied with their lives is increasing.

Three areas that impact most on the mental wellbeing of the older population are:

- Social exclusion and isolation
- Life events – retirement and bereavement
- Poverty and deprivation

Note: There are separate chapters for Dementia and Social Care.

Introduction

Many older people in the UK are healthy, happy and contribute to society. However, although the UK population is living longer and is in better health than ever, there is increasing evidence that the proportion of older people who are lonely, depressed or less satisfied with their lives is increasing.

The older population who are from lower socio-economic classes are increasingly affected by lower income and poor housing and environments. For those older people living alone, social isolation impacts on their mental health and wellbeing. Older carers are also at risk of reduced wellbeing due to their caring commitments and social isolation.

The data on mental health issues in older people is limited by the known fact that many mental health problems in older people are undiagnosed and untreated. This may be due to insensitive screening tools, insufficient proactive screening in primary care or lack of awareness of services and support available to the older population.

The mental health and wellbeing in older people was highlighted as a key health and social care priority when in 2008 the National Institute for Health and Clinical Excellence (NICE)⁴², developed guidance for those with a role in promoting older people's wellbeing.

By promoting mental health and wellbeing in later life, the whole of society will benefit by maintaining older people's social and economic contributions, minimise the costs of care and improve quality of care.

National Perspective

By 2020, it is expected that one in five people will be aged 65 and over. This poses challenges for health and social care services in providing appropriate services for this age group.

Similarly, the number of people aged 75 and over and 85 and over will also increase over time. For example, the over 85s are estimated to increase from 1.2 million in 2006 to nearly 3million in 2031.

However, whilst people will be living longer, not all the years lived will be in good health. Chronic diseases and long term conditions will affect this age group, and there is increasing evidence (as seen in the physical health/mental health chapter), that living with these conditions increases the probability of depression and other mental health problems.

The Social Care Institute for Excellence (SCIE)⁴³ reports on Department of Health data that suggests:

⁴² NICE.2008, *Guidance for Occupational therapy and physical activity interventions to promote the mental wellbeing of older people in primary care and residential care*

⁴³ Social Care Institute for Excellence. 2006, *Adults Services: SCIE Guide 03 – Assessing the Mental health Needs of Older People*

40% of older people seeing their GP

50% of older people in general hospitals

60% of care home residents have a mental health issue. The impact of these figures are important to consider as older people with mental health problems are more likely to end up in institutional care, recover less well from physical problems and illness and are more vulnerable to abuse.

Depression

Depression in older people, as with the general population, is the most common mental health problem⁴⁴. Lee (2006)⁴⁵ estimates that up to a quarter of older people have their quality of life affected by depression. However, experiencing isolation, loneliness or loss will also cause many more to experience psychological or emotional distress.

Nationally, there are estimated to be over 2.4 million older people with depression impairing their quality of life. Once again though, it is expected that this is an under-estimation due to the low levels of those with depression actually discussing their ill health with their GP – for older people it is suggested that less than a third discuss their depression symptoms with their GP⁴⁶.

Allen (2008)⁴⁷ suggests that commissioners of older people services should expect to see an increase in the numbers of older people with poor emotional wellbeing for several reasons:

- The increase in the numbers of older people, as well as in the 'older' old population
- An increase in the number of older people caring for relatives and at higher risk of depression
- Mental health problems may be more prevalent over the life course

A 2004 Help the Aged Report⁴⁸ is reflected on in the SCIE report – which suggests that suicide is a significant risk for older people who are depressed. Older men aged 75 and over have the highest incidence of suicide.

⁴⁴ National Institute of Mental Health England. 2005.

⁴⁵ Lee. M. 2006, Promoting Mental health and Well-being in Later Life: First Report from the UK Inquiry into Mental Health and Well-Being in Later Life London: Mental Health Foundation and Age Concern.

⁴⁶ Chew-Graham. C and Burroughs. H. 2004, Depression in the Elderly

⁴⁷ Allen. J. 2008, Older People and Wellbeing: Institute for Public Policy Research

⁴⁸ Age Concern. 2004, Depression.....It's More Common Than you Think

Social Exclusion and Mental Health

Allen's review of Office of National Statistics Data shows that for pensioners (men over 65 and women over 60), between 1996 and 2005, their average income rose faster than younger people's. The proportion of pensioners in the bottom fifth of income distribution in 2004/5 had fallen to 25%.

However, more recent figures show a worsening trend for relative pensioner poverty and between 2005 and 2007, there was an increase of 300,000 pensioners living in relative poverty.

Poverty has a clear relationship with poor emotional wellbeing, as does inequality. Within the over 65 age group itself, the gains in income have not been evenly distributed⁴⁹ :

- Older pensioners have less income than younger pensioners
- Female pensioners have lower incomes than men, on average.
- Minority ethnic groups are less likely to receive occupational or private pensions. They are also less likely to receive the state retirement pension.

Pickett and Wilkinson (2007)⁵⁰ have identified that stress associated with living in an unequal society are associated with poverty - including making ends meet and social exclusion - and these are no different in older people.

Social and community participation, and a close, confiding relationship improve mental wellbeing and can also reduce the impact of depression. Within the UK however, estimates suggest that one million older people are socially isolated, and this number is projected to rise to 2.2 million over the next fifteen years.

Dunnell (2008)⁵¹ identifies that a quarter of men over 75 years live alone. For women over 75 years this increases so that nearly a third are living alone.

Older People as Carers

People aged 50 and over, are more likely to be providing informal care than any other age group. It has been reported that those individuals who provide more than 20 hours of care per week have increasing symptoms of depression. With an increasing older population, the impact on carers' wellbeing will also continue to rise.

⁴⁹ Office for National Statistics. 2006b, The Pensioners Income Series 2004/5:

⁵⁰ Pickett. K and Wilkinson. R .2007, Child Wellbeing and Income Inequality in Rich Societies: Ecological Cross Sectional Study

⁵¹ Dunnell. K. 2008, Diversity and Differing Experiences in the UK: National Statistician's Annual Article on Society London

Older People and Substance Misuse

In 2011, the Royal College of Psychiatrists produced a report⁵² from its Older Persons' Substance Misuse Working Group. During the 1:1s this topic was also raised as an increasing concern for service providers within Warwickshire.

From Office of National Statistics data (2009), the number of deaths in the UK linked to alcohol more than doubled between 1992 and 2008, with the highest death rates found in men aged 55-74. Among women, those aged 55-74 had the highest alcohol-related deaths.

Deaths related to drug poisoning among people aged over 40 years have also increased since 2004. Within the report, it is also suggested that these figures may be an under representation due to variations as to whether drug or alcohol's contribution to a death are actually recorded on the death certificate.

Morbidity is also affected by substance misuse. The SCIE report identifies that:

- alcohol consumption has been identified as one of the three most common reasons for falls in older people
- alcohol can react adversely with prescribed medication
- excessive drinking puts older people at risk of coronary heart disease, stroke and quality of life for older people
- heavy drinking can lead to self-neglect, poor nutrition, poor hydration and hypothermia

Mental Wellbeing and Older People

The 2008 NICE guidance identified priorities including:

- Recommending that professionals who provide support and care services for older people in the community or residential settings should apply the principles and methods of occupations therapy. This includes regular group or individual sessions to encourage older people to identify and carry out daily routines and activities to maintain or improve wellbeing
- Increase older people's knowledge and awareness of where to get reliable information on healthcare, nutrition, personal care, staying active, benefits, home and community safety and transport schemes
- Tailored exercise and physical activity programmes in the community focusing on moderate intensity exercise and strength and resistance training
- Encouraging older people how to exercise safely on a daily basis
- Offer a range of walking schemes to suit different abilities
- Promote regular participation and information on the benefits of walking

⁵² Older Persons' Substance Misuse Working Group of the Royal College of Psychiatrists. 2011, College Report CR165: Our Invisible Addicts

What is happening in Warwickshire?

Older People Population Estimates in Warwickshire

Population Mid-2010 Estimates	Older People Numbers	Older People Percentage of the Total Population
North Warwickshire	11,300	18.3%
Nuneaton and Bedworth	20,900	17.1%
Rugby	16,800	17.8%
Stratford-on-Avon	25,700	21.6%
Warwick	23,400	16.9%
Warwickshire	98,000	18.3%

Source: Office of National Statistics 2011

Figures may not add due to rounding and all figures are rounded to the nearest 100

The population of Warwickshire is projected to reach a total of 634,900 – an increase of 101,700 or 19.1% on the 2008 ONS mid-year estimate. This increase over the 25 year period is higher than the projected regional and national population growth rates of 14% and 18% respectively.

Across Warwickshire as a whole, the highest rates of projected population growth are in the groups aged 65 and over. The rate of growth increases with age, with the oldest age group (those aged over 85 and over) projected to almost treble in size from 12,000 to 35,000 by 2033. This trend is reflected across all the districts and boroughs.

'We know the number of older people are growing, we need to get the planning of services right now, so that we can mobilise and offer the right care in the right setting in the right location.'

Depression

The POPPI (Projecting Older People Population Information) website provides data on those aged 65+ years that are predicted to have depression:

Depression in People Aged 65 and Over in Warwickshire

Mental Health Problem	2012	2013	2014
Males aged 65-69 predicted to have depression	951	980	986
Males aged 70-74 predicted to have depression	787	821	869
Males aged 75-79 predicted to have depression	525	549	566
Males aged 80-84 predicted to have depression	611	631	640
Males aged 85 and over predicted to have depression	240	255	270
Females aged 65-69 predicted to have depression	1,864	1,918	1,940
Females aged 70-74 predicted to have depression	1,178	1,235	1,302
Females aged 75-79 predicted to have depression	1,102	1,145	1,177
Females aged 80-84 predicted to have depression	754	764	773
Females aged 85 and over predicted to have depression	999	1,021	1,043
Total People aged 65 and over to have depression	9,011	9,319	9,557

Source: POPPI

Severe Depression in People Aged 65 and Over in Warwickshire

Mental Health Problems	2012	2013	2014
People aged 65-69 predicted to have severe depression	835	863	870
People aged 70-74 predicted to have severe depression	381	398	419
People aged 75-79 predicted to have severe depression	672	700	721
People aged 80-84 predicted to have severe depression	435	441	447
People aged 85 and over predicted to have severe depression	534	550	573
Total People aged 65 and over to have severe depression	2,857	2,952	3,031

Source: POPPI

The datasets from the Coventry and Warwickshire Partnership NHS Trust have allowed the following analysis:

Outpatient Services

Total Individual Users of Community Services by PAM Service Description

Service Description	Year of Attendance		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Older Adults Community Mental Health Teams	2,290	2,629	4,919	14.8%
Older Adults Follow Up Outpatients	802	1,151	1,953	43.5%
Older Adults New Outpatients	229	239	468	4.4%
Total	3,321	4,029	7,340	21.3%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

There has been an increase in the total individual users of community services in all categories of older people services.

Total Spells of Community Services by PAM Service Description

Service Description	Year of Attendance		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Older Adults Community Mental Health Teams	25,636	26,172	51,808	2.1%
Older Adults Follow Up Outpatients	2,937	6,095	9,032	207.5%
Older Adults New Outpatients	957	1,656	2,613	57.8%
Total	29,539	33,942	63,481	14.9%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

The number of spells has increased by 14.9% within the Older Adults Outpatient Services. In 2009/10 there was an average of 8.9 outpatient spells per individual, but in 2010/11, and this has reduced slightly to 8.4 outpatient spells per individual.

Inpatient Services

A review of the inpatient data was undertaken which excluded:

- Under 55s
- Organic category (i.e. Dementia)

Which would then allow an understanding of the general older adults admissions. It was found that over the two years 2009/10 and 2010/11 there were 637 individuals admitted to Coventry and Warwickshire Partnership NHS Trust inpatient beds.

These 637 individuals represent 36% of the total inpatient admissions to the Partnership Trust.

With regard to substance misuse within older people, when reviewing the 55+year old admissions, it was seen that there 63 inpatient admissions to the Partnership Trust with substance misuse identified. This equates to 15% of the total recorded substance misuse inpatient admissions.

As of July 2011, there are 101 inpatient beds across Coventry and Warwickshire for inpatient care. There are 25 beds for functional mental illness in South Warwickshire and 12 beds for functional mental illness serving North Warwickshire and Rugby.

From the one to one consultations, it was suggested that there are insufficient residential and nursing home beds in the South of the county which leads to delayed discharge. A delayed discharge for mental health patients can make recovery more problematical.

'Hospital stays don't help with dependence, infection, and carers'.

Rugby and Community Assessment and Intensive Treatment Team

To support older people at home, the development of a Crisis Intervention and Home Treatment Team (CAITT) has been piloted and developed in Rugby, as a new way of working.

Predominantly the team assesses and support patients during the diagnosis of dementia, and aims to do this within the patient's home. The service is not starting to provide crisis and assertive outreach in older people

The service follows a model of care where there is a beginning, a middle and an end to the treatment to enable the patients to be discharged from the service, generally after 5-6 weeks of input.

'The CAITT model in Rugby would be a good service redesign across the county.'

With only two year's reviewed for outpatients, it is difficult to draw firm conclusions, but the new way of working by CAITT may be contributing to the reduction in the number of outpatient spells per older person.

Older People's Mental Health (OPMH) Teams

There are 5 multidisciplinary CPMH Teams within Warwickshire:

- Manor Court for Nuneaton, Bedworth and North Warwickshire
- The Oaks, St Michaels Hospital, Warwick
- Loxley Unit, Stratford upon Avon
- The Railings, Rugby
- CAITT Team, Rugby

The teams provide health and social care to older people with mental health needs and their carers and whose needs are complex and fall within the scope of the service. The Team provides assessments and interventions to:

- People over the age of 65 with mental health problems
- Service users previously known to working age CMHT who have now graduated into older adults psychiatry due to their presenting needs
- People under the age of 65 who have a diagnosis of early onset dementia

As discussed in the Legislation chapter, there are Approved Mental Health Practitioners (AMHPs) who carry out the assessments under the Mental Health Act. Within these numbers, there are 5 social workers from within OPMH teams and during 2010/11 undertook a total of 51 new assessments leading to service delivery.

In the 1:1s, it was raised that while working as a multidisciplinary team and attempting to share skills and caseload, this is made difficult by health and social care using different recording systems and

'one recording system across health and social care would be ideal'.

Perhaps one of the biggest issues raised during the consultation regarded workforce planning. Whilst the number of older people is growing, the workforce to support them in health and social care isn't. Older People's Mental Health is not being chosen by care professionals. Additionally, older people with mental health problems are also requiring nursing staff to support their physical health too.

This is being prioritised in a number of ways:

- A review into recruitment into retention
- Recruiting RGN nurses with mental health nursing skills to help support the physical and mental health needs of inpatients
- Reviewing case-mix – nursing staff may not be the only professionals that can provide the support and skills on the wards – allied health professionals may be a solution
- Assistive technology

Voluntary Sector

The voluntary sector provides a wide range of services for older people – to assist with physical needs as well as mental health and well-being. Other chapters raise the need for a central source of information to be identified to ensure the maximum awareness and access for all Warwickshire's older people.

Warwickshire Strategy

In 2008, Warwickshire's 'Older People Mental Health and Wellbeing - A Strategy for Warwickshire 2008-2011' was published, highlighting the importance that the local authority and NHS had for this issue.

The strategy's vision 'is of an inclusive society where the needs of older people with all types of mental health problems and the needs of their carers are understood, taken seriously, given their fair share of attention and resources and are met in a way that enables them to lead meaningful and productive lives'.

Warwickshire County Council's Citizen Panel identified the top three priorities for older people as:

- To support more people to live at home by providing more low level social care
- The provision of increased support to carers to help them continue their caring role
- The development of a greater range of alternatives to care homes where personal care is available 24 hours a day.

The Warwickshire Strategy identifies that there is a commitment to support people in settings of their own choosing, enable access to community resources including housing,

education, work and friendship – that they think is critical to their own recovery. The vast majority of people have real prospects of recovery if they are supported by appropriate services.

Recommendations

- To assist commissioners, a more extensive analysis of bed utilisation for older people inpatients and residential facilities across the County is suggested.
- An assessment of the impact of CAITT model of working on spells/individual should be made available to commissioners.
- The number of older people using substance misuse services should be monitored, and commissioners may wish to ensure that services are meeting the needs of this 'new' group of service user.
- A central source of information should be developed to maximise the awareness of voluntary and public sector services available to older people.
- A review of workforce planning for older people's mental health should be supported by commissioners, care providers, educational providers and the voluntary sector.

Topic Area - Dementia

Dementia is one of the most severe and challenging disorders we face (Banerjee, 2009)⁵³. With the numbers of people with the disease increasing as the older population increases, the costs to health, social care and volunteers will dramatically rise.

There is evidence that investing in a more personalised approach and earlier care for people with dementia, will enable people to remain independent and engaged in their communities for longer.

It has been recognised that much of the resources invested in dementia services are focused on those in the later stages of the condition and that the provision of better quality dementia care represented an opportunity for releasing significant investment (National Audit Office, 2007)⁵⁴.

Note: There are separate chapters for Mental Health and Older People, and Social Care.

⁵³ Banerjee S. 2009, The Use of Antipsychotic Medication for People with Dementia: Time for Action

⁵⁴ National Audit Office. 2007, Improving Services and Support for People with Dementia

Introduction

NICE (2006)⁵⁵ has described dementia as 'a disorder that affects how the brain works. Symptoms of dementia vary from person to person, but can include:

- Loss of memory
- Difficulty thinking through and understanding
- Problems with language (reading and writing)
- Confusion and agitation
- Hallucinations and delusions
- Difficulty controlling movements of the body

There are many different types of dementia with the most common being:

- Alzheimer's disease
- Vascular dementia
- Dementia with Lewy bodies
- Frontotemporal dementia

National Perspective

A number of key documents have been produced that highlight the need to raise the profile and priority of dementia in the planning of both health and social care services -- NICE (2006)³, Alzheimer's Society (2007)⁵⁶, Banerjee Report (2009)¹, Department of Health (2009)⁵⁷, The King's Fund (2008)⁵⁸ and the National Audit Office (2007)².

The Alzheimer's Society 2007⁴ Dementia UK report has been reviewed in 2010 and it is reported that there are now 750,000 people in the UK with dementia. Projections suggest that this will rise to 940,000 by 2021 and over 1.7 million by 2051⁵⁹.

The national costs of dementia have been estimated by the Kings Fund⁶ in 2008 as £15 billion, and £20 billion in 2010 by the Alzheimer's Society. These figures are expected to rise with the increase in prevalence of dementia.

⁵⁵ NICE. 2006, Dementia: The National Institute for Health and clinical Excellence and Social Care Institute for Excellence Guideline on supporting people with dementia and their carers

⁵⁶ Alzheimer's Society. 2007, Dementia UK : A report to the Alzheimer's Society in the prevalence and economic cost of dementia in the UK

⁵⁷ Department of Health. 2009, Living Well with Dementia: A national dementia strategy

⁵⁸ The King's Fund. 2008, Paying the price: the cost of mental health care in England to 2026

⁵⁹ Alzheimer's Society. 2010, Dementia UK: Update

What is happening in Warwickshire?

As a priority area for Warwickshire County Council and the Primary Care Trust, a 'Living Well with Dementia in Warwickshire' Joint Strategy is already being progressed. The strategy identifies that it anticipates a gradual transformation of services, and a collaboration by all agencies to work to improve the experiences and outcomes of people with dementia and their families.

The main data source for dementia numbers is from the Alzheimers Society Report⁴. The data suggests that for 2011, estimated dementia numbers in Warwickshire are:

Estimated numbers of people with dementia in Warwickshire

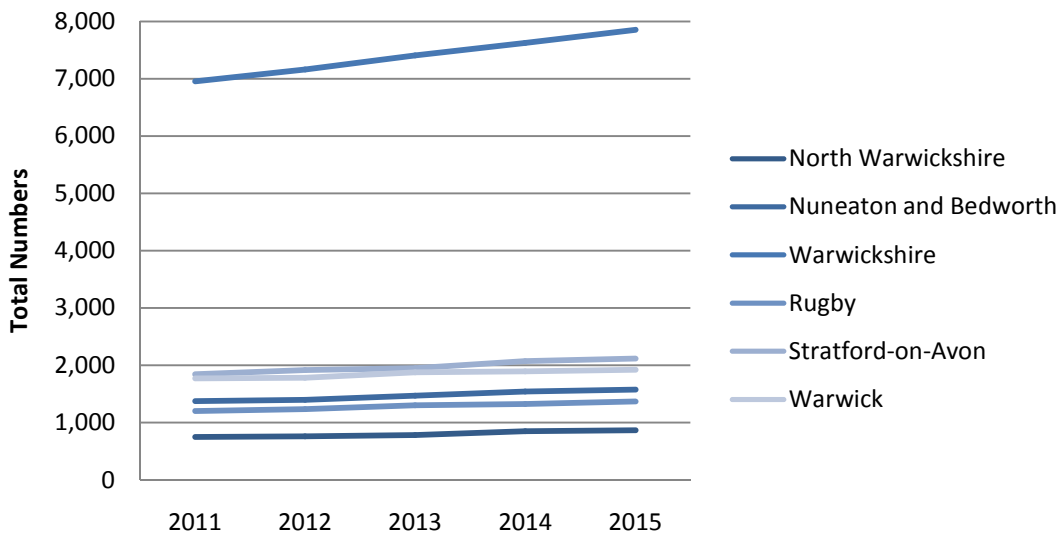
	Males aged 65-79 years	Males over 80 years	Females aged 65-79 years	Females over 80 years	Total Numbers for District
North Warwickshire	123	149	131	345	748
Nuneaton and Bedworth	221	278	243	632	1374
Rugby	177	252	179	592	1199
Stratford on Avon	269	381	288	902	1839
Warwick	231	415	268	853	1766
Warwickshire	1018	1519	1109	3311	6956

Source: London School of Economics and the Institute of Psychiatry at King's College, London for the Alzheimer's Society, 2007.

The prevalence rates have been applied to ONS population projections of the 65 and over population to give estimated numbers of people predicted to have dementia.

Using the same assumptions, additional projections have been made for future years.

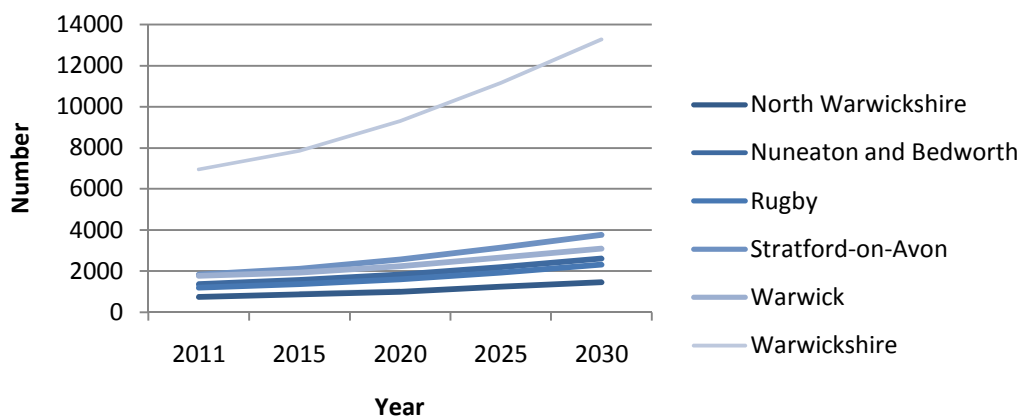
People Aged 65 and over Projected to have Dementia (to 2015)



Source: POPPI

In 2015, it is projected that for these age groups there will be 7853 people with dementia in Warwickshire and in 2020, this figure rises to 9304 people with dementia in Warwickshire. The 2020 figures indicates a 33% rise in prevalence of people with dementia.

People aged 65 and over Projected to have Dementia (to 2030)



Source: POPPI

From the data, it can be seen that Warwick and Stratford-on-Avon districts have the highest number of people with dementia aged 65 years and over. For all districts and age categories, there are higher numbers of cases of people with dementia.

Inpatient data shows that over the 2009/10 and 2010/11 two year period, there were 202 inpatient admissions Coventry and Warwickshire Partnership NHS Trust with 'Organic Disorders' and it has not been possible to identify dementia explicitly. The average age of the 202 individuals is 80.5 years

Total Inpatients admitted with Organic Mental Health Disorders by District and Borough

	North Warwickshire	Nuneaton & Bedworth	Rugby	Stratford-on-Avon	Warwick	NULL	Total
Total Inpatients admitted with Organic Mental Health Disorders	4	6	10	100	65	17	202

Source: Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

As can be seen from the data, 89% of the inpatient admissions for organic mental health disorders came from the south of the county (Stratford-on-Avon and Warwick Districts). Whilst this may be expected due to the higher prevalence in the South, it is known that additional services such as the Admiral Nurses are available in the North, CAITT services in Rugby and Age UK Peer Support programmes in North Warwickshire, and it is not clear what impact these services are having on reducing admissions.

Early Onset Dementia

Whilst the majority of dementia occurs in the age groups above, early onset dementia cases occur in those people aged under 65 years. Using the same data source, it is suggested that in 2011 the following numbers of people with early onset dementia were predicted in Warwickshire.

Estimates of People with Early Onset Dementia in Warwickshire

	Males under 64 years predicted to have early onset dementia	Females under 64 years predicted to have early onset dementia
North Warwickshire	11	8
Nuneaton and Bedworth	20	14
Rugby	15	10
Stratford-on-Avon	22	15
Warwick	21	14
Warwickshire	89	60

Source: Dementia UK

The data suggests that within Warwickshire there is predicted to be approximately 150 people with early onset dementia. Of note, for each district, it is projected that more males will have early onset dementia. This may have a larger impact on the family unit – with men being more likely to be in work than women (75% versus 65%)⁶⁰.

However, the dataset information shows limited recording of early onset dementia users:

Total Individual Users of Community Services by PAM Service Description

Service Description	Year of Attendance		Total
	2009/10	2010/11	
Older Adults Early Onset Dementia	2	10	12

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Total Individual Spells of Community Services by PAM Service Description

Service Description	Year of Attendance		Total
	2009/10	2010/11	
Older Adults Early Onset Dementia	9	19	28

It is unclear at this stage whether the very small numbers recorded in the dataset are due to:

⁶⁰ Poverty.org.uk

- Numbers referred to the Partnership Trust being actually this low, or are Early Onset Dementia patients recorded in a number of other services
- A lack of identification of Early Onset Dementia by individuals, carers and primary care resulting in no referrals to the Partnership Trust
- A perception that there are no services available for Early Onset Dementia patients and so no referrals made

There were concerns raised during the consultation phase of the Needs Assessment regarding the services available for Early Onset Dementia. The clinical care is able to be met by the Older People's clinicians and practitioners, but there are issues regarding the suitability of younger dementia patients being treated on care of the elderly wards which for some was seen as 'inappropriate'.

Services in Warwickshire

Throughout the 1:1 consultations, it was apparent that many services are being delivered on a locality basis, and a perception that not all services were available to all people with dementia in Warwickshire.

Concerns were raised in the 1:1s that rural areas may not be as well resourced with support, and domiciliary care may be limited due to travelling costs. With the introduction of personalised budgets, one organisation admitted that:

"There are limitations to service provision in a rural village, and we would have to decline the patient if financially non-viable"

CAITT

As described in the Older People chapter, the Coventry and Warwickshire Partnership Trust has developed a new way of working, initially in Rugby, to assist and enable older people (including those with dementia) to remain living in their normal environment.

The following list is not exhaustive of all the voluntary sector activities in the community, but were the ones that were most frequently recalled by other health and social care staff, and highlights the geographical variation that exists in dementia services in Warwickshire.

Admiral Nurses (Dementia UK)

The Admiral Nurses provide a service in Nuneaton and Bedworth. Admiral Nurses are specialist mental health nurses specialising in dementia. Admiral Nurses work with family carers and people with dementia, in the community and other settings. When the Admiral Nurses are contacted about a family in other parts of the county, they assist with signposting to other services, in particular the Admiral Nursing DIRECT national telephone helpline, provided by experienced Admiral Nurses and supported by the charity Dementia UK. It offers practical advice and emotional support to people affected by dementia.

Guideposts

Guideposts Trust exists to provide direct services in the community for people with or recovering from mental health issues, for people with Alzheimer's and other forms of dementia and is based in Rugby.

Guideposts Information Service

Having been in Rugby for 3 years, now provide Warwickshire wide service including a website, helpline and drop in service designed for families and informal carers of dementia patients.

Guideposts Help at Home

Part of Guideposts, this service provides domiciliary service for dementia patients for patients in Rugby, Leamington, Warwick and Kenilworth. Keeping patients out of hospital is important as capacity can be lost if admitted due to disorientation, and lack of control of the facilities.

Carer Support Service – Guideposts have provided a carer support service in North Warwickshire and now providing support for all carers (dementia and non dementia patients) for the whole of Warwickshire.

Alzheimer's Society Cafes

These provides information, emotional support, social support, informal consultations, encourages peer support and the opportunity to meet with professionals in a social setting. They are held in Rugby, Leamington, Warwick, Shipston and Atherstone.

Alzheimer's Society Community Support Stratford District

This service is for people who are in the early stages of dementia and want to and are able to continue with their usual social activities. A Leisure and wellbeing worker visits the home and provides encouragement and companionship to the person with dementia.

Alzheimer's Society Leamington Spa

The Carer Information and Support Programme provides support and up to date, relevant and evidence based information in a group environment.

The initial contact with the patient or family living with dementia was seen as important by many, but the most difficult to achieve at the earliest opportunity. There appears to be a number of reasons why a delay in seeking help occurs:

- A delay by the patient or carer seeing the GP regarding memory loss symptoms
- A reluctance by carers to individually seek help
- Lack of awareness in primary care of support services available locally

Recommendations

- South Warwickshire commissioners should examine the dementia services in the North of the county that are not currently available to their residents, and to identify the potential benefits to patients.
- The Needs Assessment is able to provide data (approx 149 patients in 2011) of the Warwickshire population that may have early onset dementia. An updated care pathway is suggested to ensure age and clinically appropriate services are identified for this group of patients.
- To identify a method of communicating local services regularly to GPs and primary care staff to ensure up to date and current information is able to be provided to dementia patients and their carers at the earliest opportunity.
- Commissioners should monitor the impact of personalised budgets and to have confidence that geographical isolation is not also reducing the services available and offered to service users.

Topic Area - Dual Diagnosis

Dual Diagnosis is a challenging problem for both mental health and substance misuse services. People with mental health problems, who also suffer from substance misuse are at an increased risk of suicide, as well as experience financial and housing problems and are less likely to engage with treatment interventions.⁶¹

⁶¹ Dual Diagnosis - Good Practice Guidance, Dept of Health (2002);

Introduction

Dual Diagnosis is a challenging problem for both mental health and substance misuse services. People with mental health problems, who also suffer from substance misuse are at an increased risk of suicide, as well as experience financial and housing problems and are less likely to engage with treatment interventions.⁶²

The National Institute for Health and Clinical Excellence (NICE) in its March 2011 clinical guidance refers to dual diagnosis as, “people with psychosis who use drugs and/or drink in a way that is harmful.”⁶³

In NHS Warwickshire, the following local definition has recently been agreed upon: Dual diagnosis is “the co-existence of mental illness with substance misuse which has an adverse effect on an individual’s biological, psychological and social well-being.”⁶⁴

National Perspective

A new National Drugs Strategy (NDS)⁶⁵ was launched by the Government in December 2010, “Reducing demand, restricting supply, building recovery: supporting people to live a drug free life”. It has three main themes: Reducing demand for drugs, Restricting Supply of drugs, and building recovery in communities. The Strategy presents a new approach to drug treatment by placing the focus on recovery and outcomes rather than on harm reduction and maintenance. For the first time, the Strategy also covers severe alcohol dependency and advocates an integrated approach to treatment provision.

Alcohol is considered harmful when it leads to physical or mental health problems such as alcohol related injury, inflammation of the liver or pancreas, or depression. Alcohol can also exacerbate pre-existing mental health problems, relationship problems, problems at work, college or school, or violence.

There are obvious difficulties in estimating the numbers living with a dual diagnosis - NICE reports that in the UK, it is thought that the number of people with a potential dual diagnosis is high and possibly rising with community mental health teams typically reporting that 8-15% of their clients have dual diagnosis problems although higher rates may be found in inner cities.⁶⁶ However the findings from the 2010 British Crime Survey suggest that about half of patients in drug and alcohol services have a mental health problem, most commonly depression or personality disorder.⁶⁷

The National Treatment Agency (NTA) for substance misuse reports figures for 2009/2010 which were published on 07th October 2010, show there are approx. 320,000 problem drug users in England who are dependent on heroin or crack cocaine, out of which 206,889 adults

⁶² Department of Health. 2002, Dual Diagnosis - Good Practice Guidance,

⁶³ National Institute of Health and Clinical Excellence. 2011, Clinical Guidance 120

⁶⁴ Rethink and Turning Point, 2004, Dual Diagnosis Good Practice Handbook

⁶⁵ Home Office. 2010, Reducing Demand, Restricting supply, Building Recovery: Supporting People to Live a Drug-Free Life

⁶⁶ Department of Health. 2002, Dual Diagnosis - Good Practice Guidance

⁶⁷ Royal College of Psychiatrists. 2002, Dual Diagnosis Information Manual. Extensive information for practioners working in the field

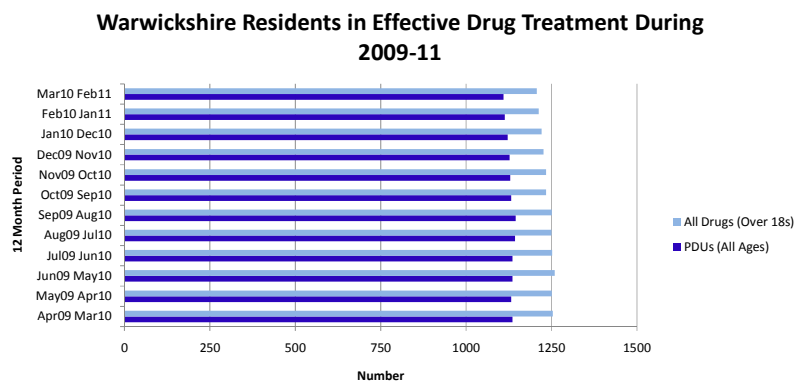
are in contact with treatment services out of which 23,680 adults successfully completed treatment free of dependency.

Early drug and alcohol use is related to a host of educational, health or social problems. A third of the adult treatment (drug or alcohol) population have parental responsibility for a child⁶⁸.

What’s Happening in Warwickshire

The National Drug Treatment Monitoring System (NDTMS) records information about people receiving treatment for drug misuse in England (i.e. structured community-based services, or residential and inpatient services). Drug treatment data is collected in order to help determine if local drug treatment systems meet the aims and aspirations set out for them by service users, local communities and government.

The data in the table below has been taken from the NDMTS shows 1,127 Problem Drug Users in effective treatment in Warwickshire in 2010/2011 which represent 0.2% of the Warwickshire population (based on mid-2009 population estimates).



Source: National Drug Treatment Monitoring System (NDTMS)
 A “PDU” (Problem Drug User) is defined as a client presenting with opiates and / or crack cocaine as their main, second or third drug recorded at any episode during their latest treatment journey.

Episodes where alcohol is cited as the primary substance are excluded from all drug reporting so is not included in PDU figures irrespective of having opiates and/or crack cocaine as their second/third drug.

There were 1,109 PDUs in effective treatment in Warwickshire from Mar 2010 till Feb 2011. The majority of drug users in treatment are male, heroin users aged 20 – 35. Crack is used as a secondary drug by a quarter of heroin users. Cannabis, heroin and cocaine are the main presenting drugs of Tier 2 service users.

⁶⁸ National Treatment Agency Media Release (2009) Moves to provide greater protection to children living with drug addicts

Clients “In effective treatment” are all individuals in contact with Tier 3 or 4 services, during the period in question, who are recorded as having begun a drug treatment intervention and who fulfil either of the following criteria:

- They were retained in treatment for 12 or more weeks from their triage date
- They were subject to a planned discharge following a planned exit from their treatment within 12 weeks of their triage date.

In 2009/10, current treatment providers received 1,440 referrals and provided tier 3 treatments for 931 alcohol users in Warwickshire. Tier 4 (specialist inpatient treatment) services at Woodleigh Beeches were accessed by 118 alcohol service users and 46 drug service users that year. 11 drug and alcohol service users commenced a residential rehabilitation placement.⁶⁹

Woodleigh Beeches Activity April 2010- March 2011

Woodleigh Beeches Alcohol Activity	Inpatient Admissions	Outpatient Attendances New	Outpatient Attendances Follow-up
Apr-10	18	10	57
May-10	10	17	59
Jun-10	13	28	77
Jul-10	15	10	36
Aug-10	20	12	57
Sep-10	15	15	55
Oct-10	22	13	64
Nov-10	10	4	35
Dec-10	8	13	42
Jan-11	13	17	41
Feb-11	6	10	66
Mar-11	19	10	61
Total	169	159	650

Source: Warwickshire Substance Misuse Service – Drug and Alcohol Action Team (WDAAT) - Warwickshire County Council 2010-2011

⁶⁹ Specification for Lot 2: Adult Community Tier 2 / 3 and Criminal Justice Substance Misuse Services and Adult Tier 4 Inpatient Substance Misuse Services for Coventry and Warwickshire, 2011

In 2010/2011, the Inpatient services at Woodleigh Beeches reported a total of 169 admissions for alcohol related activity with 159 new outpatient attendances and 650 outpatient follow-ups representing a total of 978 tier 3 treatments for alcohol users in Warwickshire which is a 5% increase from the year before.

The data presented in the table below has been provided by the Warwickshire Drug and Alcohol Action Team and shows the distribution of substance misuse service users in different parts of Warwickshire as per contact with the local teams.

Warwickshire Substance Misuse Service Users in Warwickshire, Numbers

2010-2011	Q1	Q2	Q3	Q4
No of clients in treatment on last day of qtr via Tier 3 and Tier 4 Services	929 (30/06/2010)	927 (30/09/2010)	882 (31/12/2010)	844 (31/03/2011)
Criminal Justice Drugs Team	56	49	0	0
Leamington CDT	224	228	245	220
Nuneaton CDT	292	292	295	287
Rugby	173	173	185	178
Stratford CDT	159	165	156	158
Co-morbidity Team	4	4	1	1
Woodleigh Beeches In-Patients	2	3	0	0
Rapid Prescribing	19	13	0	0
No of PDUs in treatment on last day of qtr	903 =97.02%	905 =97.21%	868=98.41%	832=98.58%
Criminal Justice Drugs Team	50	43	0	0
Leamington CDT	221	226	242	220
Nuneaton CDT	289	289	292	285
Rugby CDT	166	167	178	172
Stratford CDT	155	160	155	154
Co-morbidity Team	1	1	1	0
Woodleigh Beeches In-Patients	2	3	0	0
Rapid Prescribing	19	13	0	0
No of clients in treatment YTD	1059	1180	1296	1437
New Episodes in Quarter	121	116	141	59

Source: Warwickshire Substance Misuse Service – Drug and Alcohol Action Team (WDAAT) - Warwickshire County Council 2010-2011

National Drug Treatment Monitoring System in its annual report showed that the ratio of Male to Female patients is approx 3:1 with considerable differences in the age breakdown across West Midlands.

NDTMS: Clients gender & age-group for West Midlands: 2009/10

	Gender	18 - 24	25 - 29	30 - 34	35 - 39	40+	Totals
West Midlands	Female	1,214	1,576	1,173	802	944	5,709
	Male	2,405	4,157	4,220	3,090	3,388	17,260
National Total	Female	9,002	11,989	11,827	9,562	13,158	55,538
	Male	18,069	28,496	33,137	30,157	41,492	151,351

Source: <http://www.nta.nhs.uk/uploads/ndtmsannualreport2009-10finalversion.pdf>

The above NDTMS report also provides an ethnic distribution of users of the service, which showed that majority of the patients accessing the service in West Midlands were White accounting for 83% of all service users (according to mid-2009 population estimates 92.2% residents in Warwickshire are white), followed by 7% Asians (according to mid-2009 population estimates 4.26% residents in Warwickshire are Asians), and other mixed race users.

Substance Misuse Services in Warwickshire

As part of the new contract, substance misuse services starting 1st Dec 2011 (inclusive of Dual Diagnosis services) are expected to cost approx. £15.3 million across Coventry and Warwickshire for the first two year, of which £3.8 million per year will be for Warwickshire.

The Dual Diagnosis Service in Warwickshire aims to provide an integrated response to people with serious mental health problems and problematic substance misuse (dual diagnosis) to ensure that they receive appropriate diagnosis, treatment and care for their often complex needs.

The objectives of the service are to⁷⁰:

- Engage service users who fall within the local definition of dual diagnosis, and work jointly with users in screening and assessing their needs, according to the various levels of presenting need and risk.
- Maintain the achievement of personal harm reducing goals through treatment and support, and adopt an integrated care pathway approach to ensure that the system of treatment and care is coordinated and seamless.
- Facilitate positive change and promote stabilisation, thereby improving health and social functioning and reducing drug related harm to the individual and the community.
- Promote collaborative multi-agency working to provide a comprehensive care package for the identified client group.

⁷⁰ Warwickshire Drug and Alcohol Action Team - Specification for Lot 2: Adult Community Tier 2 / 3 and Criminal Justice Substance Misuse Services and Adult Tier 4 Inpatient Substance Misuse Services for Coventry and Warwickshire, 2011

- Provide a targeted and comprehensive care package to support the provision of community-based treatments and re-integration of adults, in the community, with co-morbid needs.
- Provide a range of evidence-based, social and psychological interventions taking into account user choice and service compatibility.
- Enable access to a range of services which are able to address the needs of the client group thereby preventing relapse, promoting recovery and improving the quality of life for the individuals and their carers.

Who is Eligible in Warwickshire to receive Dual Diagnosis Service?

Service users must be resident within Warwickshire and not be solely dependent on prescribed, or over the counter medicines.

Who takes priority⁷¹?

The following groups have priority in having access to the service:

- BME Communities (Black and Minority Ethnic)
- Crack users
- Homeless
- Refugees and asylum seekers
- Parents

Patients whose needs fall outside dual diagnosis or whose needs are better met by another support service or treatment tier are excluded.

⁷¹ Warwickshire Drug and Alcohol Action Team (WDAAT)

Recommendations

- Monitor the KPIs of the new Addaction and Cranstoun services to ensure services are meeting the needs of the local population. The main KPI that applies to dual diagnosis is for 'Improved well-being at the 1st care plan review in each period'.
- Establish, review and enhance local pathways as the new contract develops.
- To use the Quality in Alcohol and Drug Services (QuADS) audit to inform commissioners.

Topic Area – Personality Disorder

Some personalities develop traits that make it difficult for people to live with themselves or others. Unlike personality changes that result from an injury to the brain or a traumatic event, these characteristics will have been noticeable from childhood or early teens and may influence the ability to:

- make or keep relationships
- get on with people at work
- get on with friends and family
- keep out of trouble
- control feelings or behaviour

Many people with personality disorder are able to negotiate the tasks of daily living without too much distress or difficulty, but there are others who, because of the severity of their condition, suffer a great deal of distress, and can place a heavy burden on family, friends and those who provide care for them.

Personality Disorder has been included in this Health Needs Assessment as within mental health nationally there are concerns that clinicians and practitioners are reluctant to work with people with personality disorder because they believe that they have neither the skills, training or resources to provide an adequate service, and because many believe there is nothing that mental health services can offer.

There is a requirement to understand the needs of those with Personality Disorder, the pathways of care available to them, and to identify who is responsible for the coordination of care for those individuals requiring clinical support.

Introduction

The Royal College of Psychiatrists outlines three categories which the different types of personality disorder fall into:

- Cluster A: 'Suspicious'
- Cluster B: 'Emotional and impulsive'
- Cluster C: 'Anxious'

The World Health Organisation lists ten “conditions and behaviour patterns of clinical significance”⁷² which are classed as Personality Disorders.

Personality disorders usually appear in late childhood or adolescence and tend to manifest into adulthood, thus making appropriate diagnosis possible after the age of 16 or 17. The condition must not be attributable to gross brain damage or disease or to another psychiatric disorder and according to the World Health Organisation must meet several criteria. These include:

- Disharmonious attitudes relating to areas of functioning such as impulse control, and ways of perceiving and thinking
- A longitudinal pattern of abnormal behaviour appearing in childhood and manifesting into adulthood
- The behaviour pattern is pervasive and maladaptive to a broad range of personal and social situations
- The disorder is usually associated with significant problems in occupational and social performance
- The disorder leads to considerable personal distress but this may only become apparent late in its course

National Perspective

According to the Royal College of Psychiatrists⁷³, about 40-70% of people on a psychiatric ward will have a personality disorder.

Data from the Office for National Statistics⁷⁴ estimates that there is a 4.4% prevalence of personality disorders in the age 16-74 population in England, Wales and Scotland. The highest prevalence (5.8%) is seen in the 55-74 year age group.

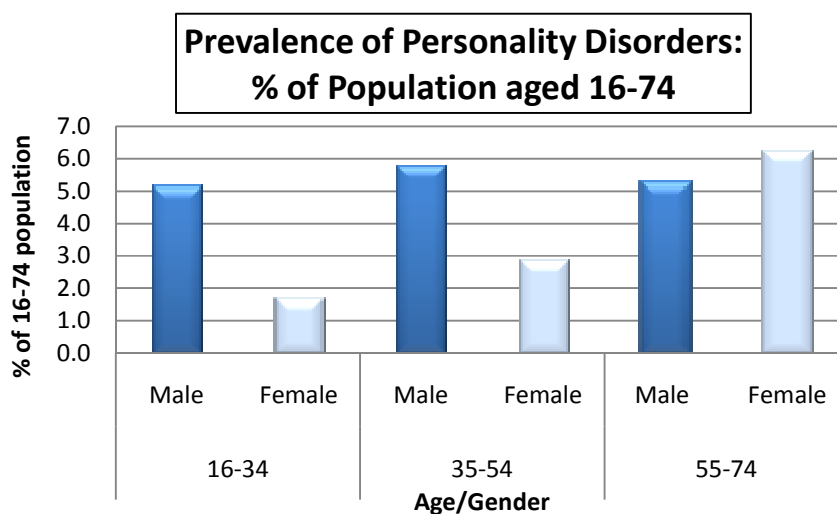
There is a gender disparity in the prevalence of personality disorders (see figure 1), with prevalence in men estimated at 5.4% and prevalence in women at 3.4%. For men the highest prevalence of personality disorders is in the 35-54 year age group (5.8%), although there is relatively little variation across the age bands. There is more variation across the age bands

⁷² World Health Organisation, <http://apps.who.int/classifications/apps/icd/icd10online/>

⁷³ Royal College of Psychiatrists, <http://www.rcpsych.ac.uk/mentalhealthinfoforall/problems/personalitydisorders/pd.aspx>

⁷⁴ Office for National Statistics, http://www.lho.org.uk/LHO_Topics/Health_Topics/Diseases/MentalHealthPrevalence.aspx

for women, with the prevalence ranging from 1.7% in ages 16-34 to 2.9% in ages 35-54, peaking at 6.3% in ages 55-74.



Source: Office of National Statistics

Obsessive-compulsive is the most common personality disorder, with a national prevalence across the ages and genders of 1.9%. Dependent and Schizotypal types were the least prevalent, each with a rate of 0.1%.

What is happening in Warwickshire?

If Warwickshire was in line with the ONS estimates for personality disorders, the 4.4% prevalence would equate to approximately 17,300 cases of personality disorder. Assuming the ONS figures are relative to Warwickshire, approximately 10,600 men and approximately 6,700 women are estimated to have a personality disorder.

From the Warwickshire Intelligence Evolve Database, it has been possible to review the caseload of Personality Disorder. As with all the chapters in this mental health needs assessment, it is important to note that any analysis from databases relies on accurate coding and for a diagnosis to be included for every patient. In the case of Personality Disorder, it is known that not all patients are coded to the specific ICD-10 codes, namely F60 and F61.

Evolve shows that since 2005 to June 2011, there have been 281 inpatient admissions for specific personality disorders in Warwickshire. 94% of these admissions were non elective and 20% were emergency readmissions.

The majority of these were for emotionally unstable type (75%), with dependent type as the second most common (4%), followed by dissocial type and paranoid type (3% each). A large proportion of admittances were for unspecified personality disorders (14%).

79% of all admissions since 2005 have been females, with the 40-44 year old age group the most common age of admission. In males, the highest prevalence of admissions occurs in the 35-39 year age group.

Clients living in Nuneaton and Bedworth Borough accounted for the highest proportion of admissions (28%), followed by Rugby Borough and Warwick District Residents (22% each). North Warwickshire Borough and Stratford-on-Avon District account for the lowest proportion of admissions (14% each).

Warwickshire Dialectical Behaviour Therapy (DBT) Service is for people open to secondary mental health services in Warwickshire with a primary diagnosis of personality disorder or who:

- experience emotions as being unpredictable and/or out of control a lot of the time.
- engaged in self harming acts, suicidal thoughts and suicide attempts
- periods of despair, depression, anxiety, anger and a sense of being empty
- difficulties with all relationships
- feelings and behaviour that make their life and those around you feel unbearable?
- feel like their are living in torment most of the time

DBT is an intensive therapy programme that requires strong commitment from both the recipients and the providers of the service. The service provide individual and group therapy which lasts for a minimum of one year and focuses on two main areas; stopping dangerous behaviours, e.g., self-harming acts, suicidal thoughts and in some cases suicide attempts and developing the skills to cope more effectively with the difficulties in life.

"I've been finished DBT one-to-one for 6 months now. I'm enjoying life to the full...I've not been in hospital for over 2 years and I never self harm, have any (suicidal) thoughts and today still use all of the valuable experience I gained from this excellent service".

However, there is feedback from the 1:1s, by both referrers and commissioners that the care pathways for patients suspected of Personality Disorder is neither clear nor consistent. It was suggested during the consultation that a clear treatment package is required, with transparency so that the client and the professionals they are in contact with are clear about the support being offered, from whatever service is deemed most appropriate. Additional comments from the 1:1s are outlined below:

"Coventry has the 'Olive Tree' for patients with Personality Disorder, but Warwickshire doesn't have such a service. It means that community mental health teams are managing risky patients without much support."

"It can be difficult to know how to handle Personality Disorder (and self harm patients). Its not therapeutically beneficial for inpatient stay, but its hard to deal with as an outpatient if not safe"

Recommendation

- To review pathways for Personality Disorder, including the Warwickshire DBT service, across Arden Cluster to ensure clarity and consistency of access to services.

Topic Area – Psychosis

Psychosis is a word used to describe symptoms or experiences that happen together. Each person will have different symptoms, but the common feature is that they are not experiencing reality like most people (Partnerships in Care).

Psychosis is a debilitating illness that has implications for the individual, their relatives and friends. It can affect education and employment, relationships, physical and mental wellbeing.

Introduction

The National Institute for Health and Clinical Excellence (NICE)⁷⁵ uses the term psychosis to 'describe a group of severe mental health disorders characterised by the presence of delusions and hallucinations that disrupt a person's perception, thoughts, emotions and behaviour. The main forms of psychosis are schizophrenia, bipolar disorder or other affective psychosis'.

Some people have a single episode and make a full recovery, for others, it is a longer process. A person with psychosis may:

- Hear, smell, feel or see things that others do not (hallucinations)
- Have strange thoughts or beliefs making the person feel they are being controlled, harassed or persecuted (delusions)
- Have muddled or blocked thinking (thought disorder)
- At times be unusually withdrawn or excited
- Not realise that there is anything wrong with themselves (lack of insight)

There is no specific single test for psychosis as the symptoms are common to a number of disorders. The diagnosis is made by talking to the person and their close contacts to get an understanding of the person's history and background.

The Care Quality Commission⁷⁶ reports that the mean onset of psychotic symptoms is 22, with the vast majority of first episodes occurring between the ages of 14 and 35.

Early treatment is crucial because the first years of psychosis carry the highest risk of serious, physical and social harm. One in ten people with psychosis commit suicide with two thirds of these deaths occurring within the first five years of illness. Rethink (2009)⁷⁷, reports on the research that has found there is a link between a long period of untreated psychosis and a poorer outcome and it is thought that the first 3 years of psychosis is a critical period where long-term symptoms may emerge and repeated relapses may occur.

NICE (2011)⁷⁸, report that approximately 40% of people with psychosis misuse substances at some point in their lives. This figure is at least double that of the general population. It is also known that patients with psychosis who misuse substances are at higher risk of relapse and hospitalisation.

If treatment is given early in the course of the illness and services are in place ensure long-term compliance to treatment, the prospect for recovery is improved.

75 National Institute for Health and Clinical Excellence. 2011, Psychosis with coexisting substance misuse. Clinical Guideline 120

76 Care Quality Commission: <http://www.cqc.org.uk/>

77 Rethink. 2011. Factsheet: Early Intervention

78 National Institute for Clinical Excellence. 2011, Psychosis with Coexisting Substance Misuse: Assessment and Management in Young People

National Perspective

The 2007 Adult Psychiatric Morbidity Survey⁷⁹ provides estimates of prevalence of mental illness in the population and identified that for psychotic disorders:

	% Population	% Males	% Females
Psychotic Disorder	0.4	0.3	0.5

Source: Adult Psychiatric Morbidity Survey 2007

The Care Quality Commission suggests that a fully operation Early Intervention Service typically serves 450 people for a population of 1 million, with 150 new cases per year.

'No Health without Mental Health' consolidates the government's approach to mental health. Key priorities in the strategy include early intervention across all age groups supporting people who experience mental ill health to recover meaningful lives.

There is an increasing body of evidence that shows this approach leads to a better course of illness, fewer symptoms at eight years onwards and a halving of their suicide rate⁸⁰.

The long term impact of Early Intervention is dependent on what happens to readmission rates after discharge from the Early Intervention team.

What's happening in Warwickshire?

If Warwickshire was in line with the 2007 Adult Psychiatric Morbidity Survey estimates for psychotic disorder, the 0.4% prevalence would equate to approximately 2,140 cases. Assuming the 2007 figures are relative to Warwickshire, approximately 790 men and approximately 1,350 women are estimated to have a psychotic disorder.

Psychiatric Intensive Care Unit

As stated in the secondary care mental health care data, identifying the diagnosis of in-patients within the services is difficult. Psychiatric Intensive Care Unit (PICU) utilisation has been reviewed, but it is acknowledged that not all PICU patients will be admitted with psychosis.

⁷⁹ The NHS Information Centre for Health and Social Care. 2007, Adult Psychiatric Morbidity in England: Results of a Household Survey

⁸⁰ NHS Confederation Mental Health Network, 2011, Early Intervention in Psychosis Services

Total Individual Inpatient Admissions to Psychiatric Intensive Care Unit:

Service Description	Year of Admittance		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Psychiatric Intensive Care Unit (PICU)	67	32	99	-109.4

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

From the Mental Health Minimum Data Set (MHMDS), slightly different numbers of PICU patients are recorded for the same time period. However, by examining their recorded 114 cases, it can be seen that there is a significant difference between genders. 31 female admissions occurred compared to 83 male admissions over the two year period, a 1:3 ratio.

Looking at the same 114 cases from the MHMDS, it was seen that only 51 individuals were under the age of 35 (the upper age for the Early Intervention Service). The average age of the total cases was actually 38.4 years, with the oldest being 66 years.

A benefit of the Early Intervention Service may be that it reduces the number of admissions for the under 35s, but that older cases may not receive the same level of support. This benefit of Early Intervention should be continually monitored.

Early Intervention in Warwickshire

"The aim is to get in early and to prevent vicious circle of inpatient and relapse"

Within the Community Mental Health Services dataset, the numbers of individuals seen by the Early Intervention Team was:

Total Individual Users of Early Intervention Service:

Service Description	Year of Attendance		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Adults Early Intervention	89	98	187	10.1%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

Total Individual Spells of Early Intervention Service Access:

Service Description	Year of Attendance		Total	Percentage Change 2009/10 to 2010/11 (%)
	2009/10	2010/11		
Adults Early Intervention	7424	9342	16,766	25.8%

Source: Coventry and Warwickshire Partnership Trust Contract Datasets via NHS Intelligence

There were an average of 83.4 spells per individual user in 2009/10, and this increased to an average of 95.3 spells per individual user in 2010/11. The additional support provided by Early Intervention services may be one of the reasons why there was a reduced number of individuals admitted to PICU.

Services in Warwickshire

Two Early Intervention Teams cover Warwickshire – one in the South and one in the North (including Rugby). The teams have an overarching Operational Policy and the criteria for referral to Early Intervention are:

- 14-35 years old
- First episode of psychosis of at least a duration of 7 days and have experienced psychotic symptoms (delusions, hallucinations, thought disorder) or exhibited bizarre behaviours.

"Give tools at a young age to manage own mental health".

The support offered is usually for a period of 3 years and provides the following:

- A reduction in the time that young people with psychosis remain undiagnosed and untreated
- Address issues of access to education and training, with the aim of improving social inclusion
- Engagement with service users and their families/carers with interventions to promote recovery
- Ensure care is transferred seamlessly and effectively at the end of the period of intervention

During the 1:1s there was concern that whilst efforts were made to transfer care seamlessly to other community mental health teams, the transfer could often be problematic. One of the issues raised was the change in the level of support received from the Early Intervention team by clients aged in their 30s who are transferred to Community Mental Health teams. This can be difficult for clients to understand.

"There can be an issue that the patient will end up with CMHT without the same support as they used to have with Early Intervention."

Recommendations

- To monitor the number of Early Intervention Services patients that are admitted as an inpatient more accurately.
- To explore the relationship between Early Intervention and PICU to understand the potential cost benefits.

Topic Area - Suicide

Suicide is a devastating event. The consequences of which are felt by family, friends and the community. It is estimated that for every person who commits suicide up to 26 other people will be affected and six of these will experience intense grief reactions. Some of these will themselves be at risk of suicide.

In Warwickshire in 2009 there were 39 suicides (source: ONS Public Health Mortality Files) of whom 13 were known prior to their deaths by mental health services.

86% of people who commit suicide have had contact with a primary care physician in 12 months prior to death and 66% had contact in their last month

Introduction

Suicide is a devastating event. The consequences of which are felt by family, friends and the community.

A number of national initiatives have been developed to reduce suicide rates. Guidance for the improvement of inpatient mental health care has led to a decrease in the numbers of inpatient suicides by 30%, recommendations for improving media coverage of suicides and legislation on the content of websites promoting suicide hope to bring about a reduction in suicide, especially in adolescents and young adults. Recent reforms to the Coroners service are designed to make the process easier for those bereaved by suicide and aid information sharing so that lessons can be learnt. National campaigns such as Age Concern's 'Down, but not out' and Reach out and C.A.L.M aim to promote mental health and well being, reduce stigma and improve management of vulnerable or high risk groups.

The recent government white paper 'No Health Without Mental Health'⁸¹ sets out a new approach to mental health in Britain. Key themes include: preventing as well as treating mental health problems, focusing on promotion of mental health and wellbeing, tackling stigma of mental health illness, early intervention, personalized care, multi agency commissioning, innovation, value for money and strengthening transition between children, adolescent services and adult services.

Suicide prevention is one of the seven standards for improving mental health care in the Department of Health National Service Framework for Mental Health (1999)⁸². The national strategy is clear that suicide prevention is not the sole responsibility of any one sector, or of health services alone and advocates a broad strategic approach that both targets high risk groups in addition to interventions that improve the well being of the general population and facilitate access to specialist services. This requires co-ordination and collaboration between all public services, the voluntary and private sectors, academic institutions and the concerned individual.

National Perspective

A National Confidential Inquiry⁸³ found that 26% of suicides, in England, during 1997-2008 were identified as patient suicide, i.e. the person had been in contact with mental health services in the 12 months prior to death. 13% of suicides were inpatients at the time of death. The most common methods of suicide by patients were hanging, self-poisoning (overdose) and jumping/multiple injuries (mainly jumping from a height or being struck by a train).

⁸¹ HM Government (2011) No Health Without Mental Health: Across Governmental Mental Health Outcomes Strategy for People of all Ages.

⁸² Department of Health (1999) National Service Framework for Mental Health. London.

⁸³ Suicide and Homicide by People with Mental Illness (2011)

Suicide rates across England are falling and are currently at their lowest rate on record, however over 5,000 people still commit suicide in the UK every year (ICD-10 codes X60-X84 classified as intentional self-harm). On average, a person dies every two hours as a result of suicide accounting for 1% of all deaths in England. It is the leading cause of death in men under 35 and is the main cause of premature death in people with mental illness.

The causes of suicide are complex and multi-factorial. People at higher risk of suicide include young men, those with a mental health illness, those living in poverty, the unemployed, those who misuse drugs and alcohol, those that self-harm, Indian, East African and South Asian women, Irish immigrants and those in contact with the justice system. Life events such as divorce, bereavement and financial problems can be a trigger for those that are vulnerable.

Suicide in the context of serious physical illness has become an increasingly important focus of public attention in recent years as growing numbers of UK citizens with chronic or terminal conditions travel to Dignitas in Switzerland to receive assistance with suicide. Bazalgette et al, 2011⁴ conclude from their survey of PCTs that approximately 10% of suicides, that take place in England, are by a person who is chronically or terminally ill. However, the same survey also suggests that coroners choose not to include relevant health information and thus the number of assisted suicide cases is likely to be higher than records indicate.

A study by the Royal College of Psychiatry⁸⁴ found that people bereaved by suicide are between 80% and 300% more likely to commit suicide themselves than the general population.

The Samaritans recognise the public health scale of damage caused by suicides and are committed to taking the lead to reduce numbers. In 2010, Samaritans dialogue contacts, in England, accounted for over 2.7 million contacts, 85.2% of whom made contact via telephone. Over 500,000 callers (20.3% of dialogue contacts) expressed suicidal feelings at the time of the call. This equates to one such call every 57 seconds during 2010.

In the case of email contacts to The Samaritans, in 2010, the proportion expressing suicidal feelings was significantly higher at 42.9% (80,000 emails) at the time of sending and higher still where contact was made via text message 52.2% (87,000 texts).

SANE is a leading mental health charity that recognises the need to improve quality of life in order to reduce suicides. Their staff provide confidential emotional support for anyone affected by mental illness.

In 1999, the Government produced the White Paper 'Saving Lives: Our Healthier Nation'⁸⁵. It set a target of reducing suicide by 20% by 2010. The National Suicide Prevention Strategy

⁸⁴ Bazalgette L, Bradley W and Ousbey J. 2011. The Truth About Suicide. Demos, London

⁸⁵ Department of Health, 1999, Saving Lives: Our Healthier Nation. London, Stationery Office.

(NSPS)⁸⁶ was developed in 2002 to deliver this target and aimed to reduce suicide from a baseline of 9.2 deaths per 100,000 population in 1995/97 to 7.3 by 2010.

Self-Harm

Self-harm (often referred to as deliberate self-harm) is intentional self poisoning or injury, irrespective of the apparent purpose of the act.

Levels of self-harm are one indicator of the mental health and well being of young people in our society in general. Self-harm represents one of the most common reasons for hospital presentation of adolescents.

A past history of self-harm is a key risk factor for future self-harm or suicide. Around 40% of suicides have a history of self-harm and at least 1% of people who self-harm take their own lives within a year. Rates of self-harm have been increasing since the mid 1980s. In contrast to suicide, rates are highest in young girls and women - the highest incidence is in 15-19 year olds. In men the highest rates are in 20-29 year olds. The rates are much lower amongst those aged over 50 years. Though the calls are not evidence of actual self-harm incidents, the number of children speaking to ChildLine⁸⁷ counsellors about self-harming has grown steadily over recent years. In 2005, more than 5,200 children told ChildLine that they were self-harming and around half of them said they had been cutting themselves. This is a 3% increase on the previous year. Girls were 16 times more likely than boys to call about self-harm.

Many patients who attempt suicide will re-attempt, particularly shortly after discharge from a psychiatric hospital. 50% of those who commit suicide have made at least one previous attempt.

What is happening in Warwickshire?

In Warwickshire, the rate for 1995/97 was 6.33 suicides per 100,000 which was below the average for the West Midlands. The Warwickshire rate fell in the 2007-2009 period to 5.76 per 100,000 – exactly the same rate as for England and almost identical to the West Midlands rate of 5.75 suicides per 100,000 (Source: NCHOD).

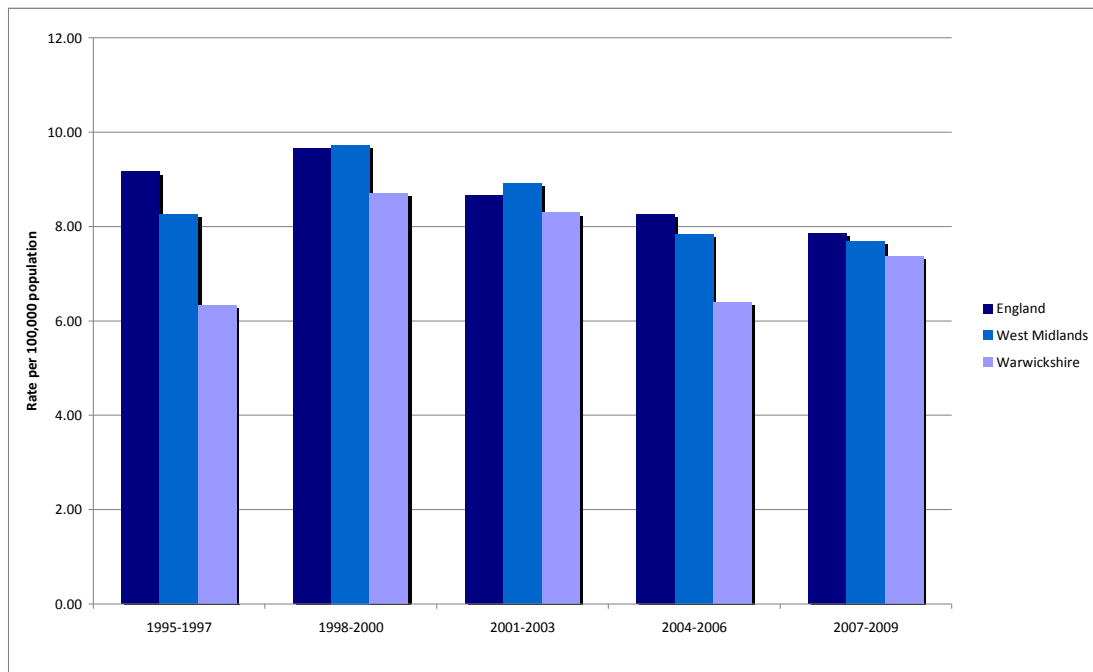
Between 2009/10 and 2010/11, there were 979 Warwickshire individuals who attended A&E with a recorded mental health diagnosis who were also coded with poisoning as the primary reason for their attendance. This equates to 7% of all those individuals with a mental and physical condition who attended A&E. We are unable to ascertain the proportion of

⁸⁶ Department of Health, 2002, National Suicide Prevention Strategy for England. London.

⁸⁷ ChildLine Annual Review 2005 at www.childline.org.uk

poisonings which were intentional or unintentional. This may be a useful piece of work to be undertaken in the future.

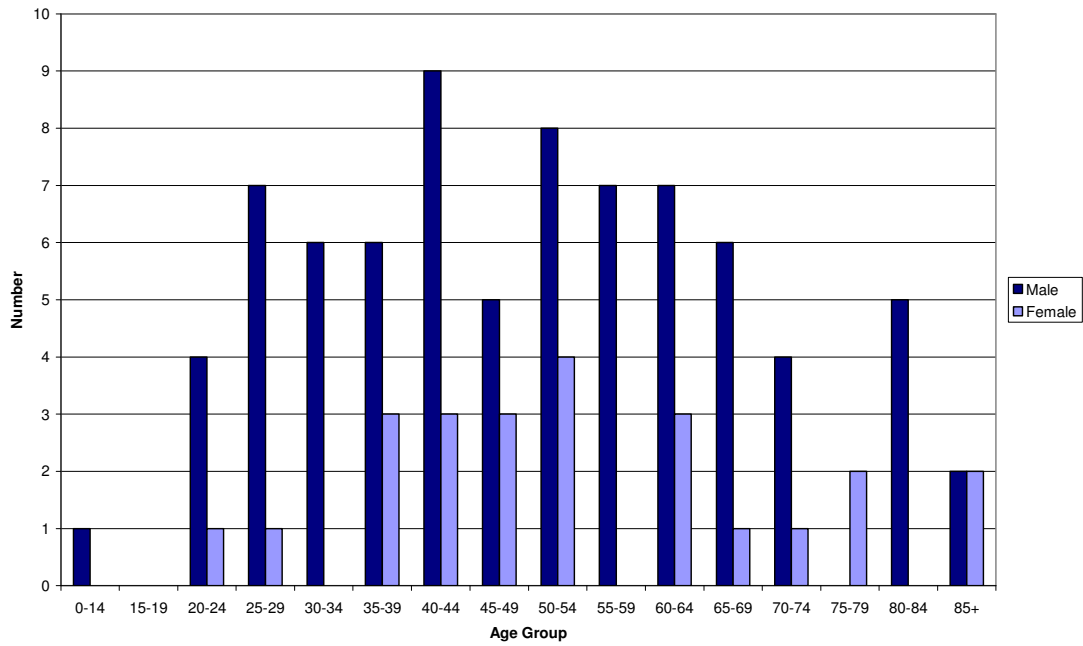
Directly standardised rate of suicides for all persons. 3 year pooled data from 1995-2009



Source: NCHOD

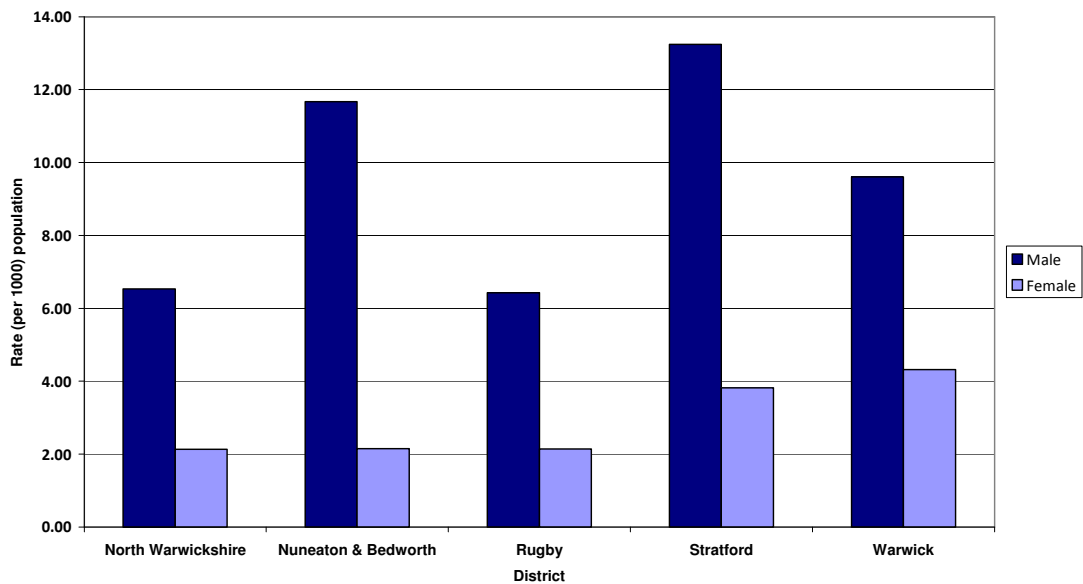
Analysis of suicides that occurred in Warwickshire between 2007/9 (Source: ONS Public Health Mortality Files) found that 76% were males (of whom 51% were under 50 years of age). 10% of all the suicides were in those aged over 80. 63% died by strangulation/hanging and 21% by poisoning/overdose.

Warwickshire suicides by age group and sex 2007-2009



Source: ONS Public Health Mortality Files

Warwickshire Suicides Rate Per 1,000 Population



Source: ONS Public Health Mortality Files

The Warwickshire NHS Suicide Prevention Strategy⁸⁸ takes a broad strategic approach to the prevention of suicide and is designed to encompass a multidisciplinary approach to the prevention of suicide and links in closely with Warwickshire’s Mental Health and Well Being strategy.

The goals and objectives of this strategy are in line with those of the National Suicide Prevention Strategy⁸⁹.

Goals	Objective
1. Reduce suicides in high risk groups	1: Reduce the number of suicides by people who are currently or have recently been in contact with Mental Health Services 2: Reduce the number of suicides in the year following self –harm 3: Reduce the number of suicides by young men
2. Promote the mental health and wellbeing of the wider population	1: Promote the mental health of socially excluded and deprived groups 2: Promote mental health among people from black and ethnic minority groups 3: Promote the mental health of people who misuse drugs and/or alcohol. 4: Promote the mental health of victims and survivors of abuse 5: Promote mental health in those who are victims of child sexual abuse and domestic violence 6: Promote mental health among children and young people (ages under 18 years) 7: Promote mental health among women during and after pregnancy 8: Promote mental health among older people
3: Reduce the availability and lethality of suicide methods	1: Identify local hotspots 2: Continue to audit methods to ensure interventions are tailored appropriately.
4: Improve the reporting of suicidal	

⁸⁸ NHS Warwickshire suicide prevention Strategy 2009-12

⁸⁹ Department of Health, 2002, National Suicide Prevention Strategy for England. London.

behaviour in the media	
5: Promote research into suicide and suicide prevention	
6: To improve monitoring of progress towards the Saving Lives: Our Healthier Nation targets for reducing suicide.	

Services in Warwickshire

Safeline is a Warwickshire based charity who provide individual counselling to relieve suffering amongst people experiencing the after effects of the trauma of rape and sexual abuse. During 2009-10 the charity received 9,400 attempted calls to their helpline of which 1,164 were answered. Over 3,100 counselling sessions were provided to a total of 193 clients across Warwickshire and Coventry.

Mental Health Matters is a telephone helpline in Coventry and Warwickshire available to anyone experiencing mental distress can call for help at any time of day, 365 days a year from the confidential service. The service is provided by national charity Mental Health Matters, managed by Coventry and Warwickshire Partnership NHS Trust.

Recommendations from the West Midlands Regional Development Centre

A report produced in 2009 by the West Midlands Regional Development Centre set out a number of recommendations for local approaches to suicide prevention and mental health well being across the West Midlands.

The recommendations were:

- The formation of sub-regional suicide prevention groups. These groups would; work collaboratively on suicide audit, work on identifying and eliminating hotspots, and work across boundaries with media, public transport operators and mental health trusts.
- Mental health commissioners work with public health to improve intelligence regarding the mental health needs of the local population.
- Localities should consider the changing economic situation of the mental health and wellbeing of the local population in order to target services effectively.
- Localities should use number of years of life lost (Y'LL) and disability adjusted life years (DALYs) for mental health and suicide locally to inform policies.
- Suicide prevention plans should not purely focus on those who take their own life, but should provide support for those who are affected by someone who takes their life. This could be done through work place mental health and community based mental well being programs.
- Localities can commission WMPHO to provide data support (such as rates and analysis) to mental health commissioners across the region. WMPHO could also provide further support regarding suicide audit, Y'LLs, DALY's and hot spot analysis.
- Review commissioners access to PCT suicide data and if this is variable consider developing regional network for analysis of suicide data.
- Consider systems of coding DSH (coding is different in A&E) and look at possibility of auditing this locally.
- Target groups for training should include those working with children and young people in distress (CAMHS), staff who come into contact with young people who self harm, front line staff working with older people with depression and dementia, and primary care staff dealing with people with depression. Support should also be offered to those in professions known to be at high risk of suicide and support for those who come in to contact with victims of suicide such as the police and transport officials.

Cabinet

22 November 2012

Bus Subsidy Task and Finish Group Final Report

Recommendation

That Cabinet consider the Communities Overview and Scrutiny Committee's report on evening bus subsidy and (a) support the first and second recommendations in its budget proposals for 2013/14 and (b) agree the third recommendation for an officer review of the new network 12 months after implementation.

1.0 Key Issues

- 1.1 Warwickshire County Council (WCC) reduced the Transport Operations budget by 45% as part of the 2011/12 budget. Following such a significant budget reduction, the level of financially supported services in the County was substantially affected.
- 1.2 Due to concerns from Councillors and representations from members of the public about changes to local bus services, the Communities Overview and Scrutiny Committee proposed that a Task and Finish Group was set up with a brief to scrutinise the impact of the service changes on users and propose solutions that could be considered as part of the budget setting for 2013/14.
- 1.3 Following the completion of the review, the Task and Finish Group identified three recommendations which aim to maintain the current level of bus services across the County and reinstate some evening subsidy to provide new rural and inter-urban bus routes on Friday and Saturday evenings.

2.0 Timescales associated with the decision and next steps

- 2.1 The report was considered by the Communities Overview and Scrutiny Committee on 14 November 2012.

CLLR JOHN WHITEHOUSE
Chair of Communities Overview and Scrutiny Committee

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BUS SERVICES TASK AND FINISH GROUP FINAL REPORT

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1.0 Introduction

1.1 Executive Summary

- 1.1.1 Warwickshire County Council (WCC) reduced the Transport Operations budget by 45% as part of the 2011/12 budget; set at a meeting of Full Council on 15 February 2011¹. The budget reduction was phased in over five months, from May to September 2011. Following such a significant budget reduction, the level of financially supported services in the County was substantially affected.
- 1.1.2 Due to concerns from Councillors and representations from members of the public about changes to local bus services, the Communities Overview and Scrutiny Committee proposed that a Task and Finish Group was set up with a brief to scrutinise the impact of the service changes on users and propose solutions that could be considered as part of the budget setting for 2013/14.
- 1.1.3 Following the completion of the review, the Task and Finish Group identified three recommendations which aim to maintain the current level of bus services across the County and reinstate some evening subsidy to provide new rural and inter-urban bus routes on Friday and Saturday evenings.

1.2 Members and Contributors

- 1.2.1 The members of the Task and Finish Group were Councillors Martyn Ashford (Chair of the Task and Finish Group), Penny Bould, Richard Chattaway, David Johnston, Kate Rolfe, Chris Saint, and Ray Sweet.
- 1.2.2 During the course of the review, the Task and Finish Group met with Officers of WCC's Passenger Transport department and the Localities and Partnerships team. Members were supported by Officers from Democratic Services.

1.3 Evidence Used

- 1.3.1 In order to achieve an understanding of the review topic, the Task and Finish Group considered both primary and secondary evidence from a range of sources. This included:
 - a. WCC Passenger Transport Service Level Criteria
 - b. The Community Impact of Bus Service Reductions (2012) Dan Green
 - c. Communities OSC Minutes - 12 April 2012
 - d. Bus Services after the Spending Review (2011) House of Commons Transport Committee
 - e. Buses: Grants and Subsidies (2012) Louise Butcher

1.4 Dates and Timescales

The Task and Finish Group was commissioned following the Communities Overview and Scrutiny Committee (OSC) meeting held on 12 April 2012. The

¹ The full 2011/12 budget can be viewed here: www.warwickshire.gov.uk/previousbudgets

recommendations will be presented to Communities OSC on 14 November 2012 and referred to Cabinet on 22 November 2012.

2.0 Overview

2.2 Rationale

2.2.1 The purpose of the Task and Finish Group was to give Councillors the opportunity to scrutinise the impact of the service changes on users and propose solutions that could be considered as part of the budget setting for 2013/14.

2.3 Objectives

2.3.1 The objectives of the review were:

- To gain an understanding of community impacts arising from the service reductions made, and the steps already taken by officers to ameliorate these.
- To identify and cost improvements to services that would address community disadvantage, to provide an informed input into the 2013/14 budget setting process.

2.3.2 The Scrutiny Review Outline is attached as **Appendix A**.

2.1 Background

2.1.1 On 15 February 2011, Full Council took the decision to reduce Warwickshire County Council's passenger transport revenue support budget from £2.9 million to £1.6 million, a reduction of £1.3 million or 45%. The original proposal was to remove £1.65 million however £350,000 was subsequently put back into the budget so that several routes, including all Sunday bus services, could be retained. This decision included a blanket removal of all financial support for evening bus services.

2.1.2 Following the budget being agreed, the withdrawal of funding was effective from 1 April 2011. This meant that service revisions had to be implemented rapidly, with reductions being phased in between 31 May and 5 September 2011.

2.1.3 The revenue support budget is used to provide financial subsidy for services which operators do not consider to be commercially viable but are considered as being socially necessary.

2.1.4 Following the announcement of the bus service reductions in 2011, WCC received many letters, emails, and petitions stating their opposition to the proposals. Officers were contacted by every Warwickshire MP and almost all County Councillors; over 100 Parish and Town Councils have contacted officers by telephone, e-mail and letter; and thousands of telephone calls, emails and letters have been received from members of the public.

2.1.5 Since the reductions, Officers have undertaken a process of continual iteration to improve the situation for affected individuals and communities, to the extent that their

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current budget allows. The County Council has also worked very closely with bus operators throughout the process and in some cases operators have continued to run reduced services on a commercial basis.

3.0 History of the Review

3.0.1 During the review the Task and Finish Group focussed on the following two areas, in order to identify solutions that addressed members' concerns.

3.1 Community Impacts and Actions Taken

3.1.1 The community impact of bus service reductions was considered at a meeting of the Communities Overview and Scrutiny Committee held on 12 April 2012. At the meeting, a number of local members and members of the public wrote in or spoke to the Committee about concerns regarding services in their communities. Following the meeting, Officers were able to address the majority of concerns, excluding any issues related to the removal of evening services.

3.1.2 The Task and Finish Group requested an update to the comparison between bus services prior to April 2011 and the current network. The most recent version of this document is attached as **Appendix B**.

3.1.3 Despite significant budget reductions, every community in Warwickshire is still serviced with public transport in some form during the day. However, services reductions have meant a lack of choice of both services and amenities. Day time work routes have been retained but shopping routes to multiple towns have been cut down to one major area per community.

3.1.4 The removal of the subsidy for evening services was highlighted by both Councillors and Officers as a major issue. The removal of the evening bus subsidy has created an inequality of transport provision across the County, with rural areas being particularly affected. Many of the people affected by bus service cuts in rural areas work in the night time economy, such as shift workers, bar staff, and hospital staff.

3.1.5 A limited number of key routes, which were operating on a commercial basis on Mondays to Saturday evening prior to the decision to remove the evening bus subsidy, continue to be provided. These are listed in the table below:

12	Travel W Midlands	Leamington – Kenilworth – University – Coventry
16	Travel W Midlands	Coventry – Keresley
20	Travel W Midlands	Coventry – Bedworth
U1	Stagecoach	Sydenham – Leamington – University
48	Stagecoach	Coventry – Bedworth – Nuneaton
55-57	Stagecoach	Coventry – Bedworth – Nuneaton
90	Travel W Midlands	Coleshill – Water Orton – Birmingham

3.1.6 In response to contract terminations, Stagecoach took the decision to register replacement services on a commercial basis, on Friday and Saturday nights only. This decision was based on the fact that 80% of weekly passenger journeys are made on Friday and Saturday evenings. These routes were initially operated on a six month trial basis, but all continue to be operated.

The routes continuing to operate on Friday and Saturday evenings are:

G1	Stagecoach	Warwick – Leamington – Whitnash – Kineton
4	Stagecoach	Admirals Estate – Rugby – Brownsover

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18A	Stagecoach	Stratford – Wellesbourne – Warwick – Leamington
64	Stagecoach	Leamington – Southam – Rugby
67A	Stagecoach	Leamington – Lillington – Cubbington

3.1.7 The following evening services were completely withdrawn:

1	Stagecoach	Rugby – Southfields
3	Stagecoach	Rugby – Hillmorton
5B	Stagecoach	Nuneaton – Camp Hill
17A	Stagecoach	Nuneaton – Grove Farm – Arleys
X20	Johnsons	Stratford – Henley – Shirley - Birmingham
23	Johnsons	Stratford – Lower Quinton - Shipston
29	Johnsons	Stratford – Alcester – Bidford - Evesham
86	Stagecoach	Rugby – Long Lawford – Wolston - Coventry
118/9	Arriva	Tamworth – Kingsbury – Wood End – Hurley
765	Arriva	Nuneaton – Atherstone – Polesworth - Tamworth

3.1.8 Based on surveys of evening journeys, around 40,000 passenger journeys per year were made on Fridays and Saturday evenings on the services which were withdrawn.

3.1.9 The decision to remove all evening bus subsidy has prevented WCC from being able to provide the level of service mandated by its own service level criteria and take action to reduce transport inequality. Members recognised that reinstating the subsidy for evening bus services to 2010/11 budget levels² would be unrealistic, but removing the entire subsidy has damaged the ability of the Council to provide subsidised transport where it is most needed.

3.2 Proposal for New Evening Services

3.2.1 Given the information provided to members, it was clear that the area where the Task and Finish Group could have the most impact was the reintroduction of evening services. Evening services would help to support the night-time economy and local business, give residents access to a greater choice of amenities, and reduce transport inequality across Warwickshire.

3.2.2 Investment in public transport would support Warwickshire County Council's ambition to improve accessibility and transport options within the County. Effective public transport is also a key economic driver and would support the Council's Going for Growth agenda.

3.2.3 The Task and Finish Group asked Officers to present proposals for a new set of evening bus services on Friday and Saturday evenings. The proposal detailed in **Appendix C** is for an innovative new set of evening services that would greatly enhance the existing network. The routes are focussed on rural and interurban services and incorporate both the communities that showed the greatest footfall from the previous evening network and new settlements.

3.3.4 The new subsidy would provide four additional vehicles on Friday and Saturday nights that would directly serve 19 communities. A draft timetable of the new routes

² The cost of reinstating pre-April 2011 evening services Monday to Saturday would be £245,000 per year.

and a map with the existing commercial services highlighted in blue and the new routes highlighted in red, is attached at **Appendix C**.

- 3.3.5 If the new routes were successful then there is potential for them to be handed over to the operator to run on a commercial basis.
- 3.3.6 The Task and Finish Group recommend that officers review the new network twelve months after it is implemented and update the Communities Overview and Scrutiny Committee on its performance and effectiveness.

4.0 Recommendations

R1. No Further Reductions to the Passenger Transport Support Budget

Warwickshire already has one of the lowest levels of passenger transport subsidy in the Region³ and members believe that if it was to be reduced further there would be damaging impacts on both communities and the local economy.

Recommendation 1

The Task and Finish Group recommend that no further reductions are made to the passenger transport support budget.

R2. New Friday and Saturday Evening Services

The decision to remove all evening bus subsidies has created an inequality in evening bus service provision across the County. The proposals detailed in **Appendix C** would mitigate this and provide people with greater access to services and amenities.

Recommendation 2

The Task and Finish Group recommend that the proposal detailed in Appendix C for funding for a new set of Friday and Saturday evening bus services is adopted as part of Warwickshire County Council's 2013/14 budget.

R3. Reviewing the Network

To ensure the network is achieving its aims and providing best value for money there should be a review twelve months after implementation.

Recommendation 3

The Task and Finish group recommend that officers review the new network twelve months after it is implemented and update Communities Overview and Scrutiny Committee on how the service is performing.

³ Based on a comparison of bus subsidy spend per capita Warwickshire ranks joint bottom with Northamptonshire. Worcestershire, ranked top in the Region, spends over three times the amount that Warwickshire does on subsidised bus services. Information based on the population estimates at 2011 and 2011/12 Local Authority budget figures.

5.0 Financial and Legal Implications

The implications of the recommendations:

Finance

Finance officers approved the figures provided in Appendix C on 29/10/2012.

Risk

There is a risk that if evening bus subsidy was reintroduced, even in a limited capacity, operators currently running evening services on a commercial basis would withdraw those services and try to apply for funding from WCC.

Legal Comments

1. The report does seem at points to treat absence of provision as proof of need and also to assess need as if the population were homogenous. What specific evidence is there to indicate that evening services in the areas proposed will have maximum beneficial impact for the money?

Task and Finish Group comment: The report shows that before the cut to evening services around 40,000 Friday/Saturday passenger journeys were made per year. The routes chosen for the proposal incorporate the communities that showed the greatest footfall from the previous evening network as well as new settlements.

2. Has there been any analysis of whether targeting new subsidies on evening services will have differential impacts on, for example, the young and the elderly, the employed and the unemployed, the disabled and the able-bodied, the religious and non-believers, etc.

Task and Finish Group comment: Transport operations officers have advised that this proposal would help to reduce transport inequality in Warwickshire. The decision to remove all evening bus subsidy prevented WCC from being able to provide the level of service mandated by its own service level criteria so this proposal would be a clear improvement over the current situation.

Scrutiny Review Outline

Review Topic (Name of review)	Bus Services Task and Finish Group
Task and Finish Group Members	Councillors Martyn Ashford (Chair), Penny Bould, Richard Chattaway, David Johnston, Kate Rolfe, Chris Saint, and Ray Sweet
Key Officers / Departments	Kevin McGovern and Andy Stokes, Transport Operations Team
Lead Scrutiny Officer	Dave Abbott (daveabbott@warwickshire.gov.uk)
Relevant Portfolio Holder(s)	Peter Butlin, Portfolio Holder for Transport and Highways
Relevant Corporate Ambitions	Ambition 4 – Improve accessibility and transport options within Warwickshire
Type of Review	In depth review following debate at Communities OSC on 12 April 2012
Timescales	Reporting to Communities OSC on 14 November 2012.
Rationale (Key issues and/or reason for doing the review)	The purpose of the Task and Finish Group was to give Councillors the opportunity to scrutinise the impact of the service changes on users and propose solutions that could be considered as part of the budget setting for 2013/14.
Objectives of Review (Specify exactly what the review should achieve)	<ul style="list-style-type: none"> To gain an understanding of community impacts arising from the service reductions made, and the steps already taken by officers to ameliorate these. To identify and cost improvements to services that would address community disadvantage, to provide an informed input into the 2013/14 budget setting process.
Scope of the Topic (What is specifically to be included/excluded)	<p><u>Include</u> The following is included in the scope of the review:</p> <ul style="list-style-type: none"> All public bus services operating in Warwickshire in receipt of WCC subsidy. <p><u>Excluded</u> The following falls outside the scope of the review:</p> <ul style="list-style-type: none"> Home-to-school transport services operated on behalf of WCC.
How will the public be involved? (Community Forums, consultation, community groups / clubs, etc)	Community Forums District, Borough, Town, and Parish Councillors – case work Community Groups (Advocacy groups for young people, older people etc.) Communications / press
How will our partners be involved? (Relevant stakeholders, District / Borough reps)	Consultation / information gathering sessions

<p>How will the scrutiny achieve value for money for the Council / Council Taxpayers?</p>	<p>Where investment is needed, the review will try to identify innovative solutions to maximise value for money.</p>
<p>What primary / new evidence is needed for the scrutiny? (What information needs to be identified / is not already available?)</p>	<ul style="list-style-type: none"> • Identifying areas of significant transport inequality / lack of access • Information relating to the identification and costing of improvements to services
<p>What secondary / existing information will be needed? (i.e. background information, performance indicators, complaints, existing reports, legislation, central government information and reports)</p>	<ul style="list-style-type: none"> • Transport operations / network operators data • Correspondence with the transport operations team • National and regional research
<p>Indicators of Success – (What factors would tell you what a good review should look like? What are the potential outcomes of the review e.g. service improvements, policy change, etc?)</p>	<ul style="list-style-type: none"> • The review identifies areas of greatest need, where changes to the network or further investment could have the greatest impact. • The review proposes realistic actions to achieve those changes. • The review has a meaningful impact on the budget setting process.



Public Transport Revenue Support - Comparison of Bus Services - April 2011 and September 2012

Place Served	Bus Services prior to 1 April 2011	Key Bus Service Changes as at September 2012
Admington	Mon to Sat once a day off peak service to Stratford.	No change.
Admirals Estate	Frequent daily service to Rugby. Evening and Sunday service. Once a week urban Flexibus.	Monday - Thursday evening service withdrawn. Urban Flexibus withdrawn.
Alcester	Mon to Sat hourly service to Stratford, Redditch and Evesham. Evening and Sunday services. Saturday service to Worcester. Once a week Flexibus to Redditch	Evening service withdrawn.
Alderminster	Mon to Sat hourly service to Stratford and Shipston. Two hourly service to Banbury. Evening and Sunday service.	Evening service withdrawn.
Allen End	Weekly Flexibus service to Tamworth.	No change.
Alvecote	Weekly Flexibus service to Tamworth.	Monday - Friday once a day demand responsive service to Tamworth.
Alveston	Mon to Sat twice hourly service to Stratford, Leamington and Coventry. Evening and Sunday Service. Mon to Fri Flexibus to Stratford. Mon to Sat service to Banbury.	Monday to Thursday evening service withdrawn.
Ansley	Mon to sat hourly service to Nuneaton and Birmingham International. Evening service. Two hourly service to Coventry. Weekly Flexibus to Bedworth	Service to Birmingham International withdrawn. Evening service withdrawn. Weekly flexibus to Atherstone instead of Bedworth
Ansley Common	Mon to Sat hourly service to Nuneaton.	No change.

Ansty	Mon to Sat hourly service to Nuneaton and Coventry, two hourly via Bulkington. Weekly Flexibus to Bedworth.	Reduced to two hourly service to Nuneaton and Coventry. No change to Flexibus.
Ardens Grafton	Twice weekly Flexibus to Stratford.	No change.
Armscote	Mon to Sat two hourly service to Stratford and Shipston. Shipston Link.	Reduced to twice a day service to Stratford and once a day to Shipston. Shipston Link unchanged.
Ash Green	Mon to Sat frequent service to Nuneaton and Coventry. Additional hourly service from Bede Village to Nuneaton. Evening and Sunday service. Twice weekly Flexibus to Nuneaton.	Monday to Friday flexibus to Nuneaton. Service from Bede Village to Nuneaton reduced to every two hours.
Ashlawn Estate	Mon to Sat two buses per hour to Rugby. Hourly service to Northampton and Daventry.	No change
Ashorne	Mon to Sat one peak journey and one shopping journey to Leamington.	No change
Ashow	Weekly Flexibus to Leamington.	No change.
Aspley Heath	Mon to Sat Flexibus service to Redditch. Three days a week Flexibus to Solihull.	No change.
Astley	Weekly flexibus to Bedworth. Twice weekly flexibus to Nuneaton	Flexibus to Bedworth withdrawn
Aston Cantlow	Mon to Sat two hourly service to Stratford and once a week Flexibus to Redditch.	No change
Atherstone	Mon to Sat frequent service to Nuneaton and Coventry. Hourly service to Tamworth, Lichfield and Birmingham International. Two hourly service to Ashby. Evening and Sunday service.	Hourly service to Birmingham International withdrawn. Evening service withdrawn. New Monday - Saturday Atherstone town service introduced.
Attleborough	Mon to Sat frequent service to Nuneaton. Half hourly service to Coventry. Evening and Sunday service.	No Change.

Austrey	Mon to Sat half hourly service to Tamworth. Mon to Fri service to Atherstone. Weekly flexibus to Tamworth. Sunday service.	Monday to Saturday service reduced to hourly. Service to Atherstone reduced to weekly. Flexibus to Tamworth withdrawn.
Avon Dassett	Mon to Sat peak service to Leamington and twice weekly off peak service to Banbury.	Banbury service reduced to once a week.
Baddesley Clinton	Mon to Sat Flexibus service to Leamington and Solihull.	Reduced to twice a week Flexibus to Solihull and twice a week Flexibus to Leamington.
Baddesley Ensor	Mon to Sat half hourly service to Atherstone. Hourly service to Nuneaton, Tamworth, Lichfield and Birmingham international. Evening and Sunday services. Weekly flexibus to Hinckley.	Monday to Saturday reduced to hourly service to Atherstone. Direct services to Nuneaton, Tamworth, Lichfield and Birmingham International withdrawn. Evening services withdrawn. Flexibus withdrawn.
Baginton	Mon to Sat two hourly service to Coventry and Kenilworth.	No change.
Barford	Mon to Sat hourly service to Stratford, Leamington and Coventry. Evening & Sunday service.	Monday - Thursday evening service withdrawn.
Barnacle	Weekly Flexibus to Bedworth.	No change.
Barton on the Heath	Twice weekly service to Banbury and weekly service to Moreton in Marsh.	Reduced to once a week service to Banbury. Weekly service to Moreton in Marsh withdrawn.
Baxterley	Mon to Sat hourly service to Atherstone and Birmingham International. Weekly Flexibus to Hinckley.	Reduced to four return journeys a day to Atherstone. Service to Birmingham International withdrawn. Flexibus withdrawn.
Bearley	Mon to Sat two hourly service to Stratford. Hourly service to Stratford and Birmingham. Evening and Sunday service. Weekly service to Henley.	Henley service withdrawn.
Beausale	Weekly Flexibus to Leamington and twice weekly Flexibus service to Solihull.	Reduced to twice weekly Flexibus to Leamington.
Bedworth	Mon to Sat frequent services to Coventry and Nuneaton. Hourly service to Walsgrave Hospital. Twice weekly Flexibus to Nuneaton. Evening and Sunday services. Town services.	Improved Monday to Friday Flexibus to Nuneaton.

Bentley	Weekly Flexibus to Atherstone.	No change.
Bermuda Park	Mon to Sat hourly service to Nuneaton.	Two Hourly service to Nuneaton
Bermuda Village	Mon to Sat hourly service to Nuneaton.	No change.
Bidford	Mon to Sat half hourly service to Evesham and Stratford. Hourly service to Redditch. Evening and Sunday service. Twice weekly Flexibus to Stratford.	Evening service withdrawn.
Bilton	Mon to Sat frequent service to Rugby. Evening and Sunday service. Daily Flexibus to Leamington. Weekly urban Flexibus.	Monday to Thursday evening service withdrawn. All Flexibuses withdrawn.
Binley Woods	Mon to Sat frequent service to Coventry. Half hourly service to Rugby. Evening and Sunday service. Weekly Flexibus to Rugby and Coventry supermarkets.	Flexibus to Rugby withdrawn.
Binton	Twice weekly Flexibus to Stratford	No change.
Birchley Heath	Mon to Sat hourly service to Nuneaton. Weekly Flexibus to Bedworth.	New daily service to Atherstone.
Birchmoor	Mon to Sat hourly service to Tamworth. Sunday service.	No change.
Birdingbury	Mon to Sat two hourly service to Rugby and Coventry. Weekly Flexibus to Rugby. Mon - Fri Dial a Ride service to Southam.	No change.
Bishops Itchington	Mon to Sat hourly services to Leamington and Southam. Two hourly services to Banbury and Daventry. Mon to Sat once a day service to Coventry. Evening and Sunday service. Mon to Fri Flexibus service to Stratford. Once a week Flexibus to Leamington.	Monday to Thursday evening service withdrawn. Service to Coventry withdrawn. Flexibuses withdrawn.
Bishops Tachbrook	Mon to Sat hourly service to Leamington, Coventry and Stratford. Evening service.	Monday to Thursday evening service withdrawn. New Sunday service.

Bodymoor Heath	Weekly Flexibus to Tamworth.	No change.
Bourton on Dunsmore	Mon to Sat two hourly service to Rugby and Coventry.	No change.
Brailes	Mon to Sat two hourly service to Banbury, Shipston and Stratford. Shipston link to Shipston and Banbury.	No change.
Bramcote Camp	Mon to Sat two hourly service to Nuneaton and Coventry. Weekly Flexibus to Rugby	No change.
Brandon	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly Flexibus to Rugby and Coventry supermarkets.	Evening service withdrawn. Flexibuses withdrawn. All
Bretford	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly Flexibus to Rugby and Coventry supermarkets.	Evening service withdrawn to Coventry supermarkets withdrawn. Flexibus
Bridgetown	Mon to Sat half hourly service to Stratford.	No change.
Brinklow	Mon to Sat half hourly service to Coventry and Rugby. Sunday service. Weekly Flexibus to Rugby, Coventry supermarkets, Leicester and Nuneaton.	Flexibuses to Coventry supermarkets, Leicester and Nuneaton withdrawn.
Broadwell	Mon to Fri once a day service to Rugby. Mon to Fri Dial a Ride service to Southam.	Service to Rugby reduced to twice a week.
Broom	Twice weekly Flexibus to Stratford. Saturday service to Worcester.	No change.
Brownsover	Mon to Sat frequent service to Rugby. Evening and Sunday service. Weekly urban Flexibus.	Monday to Thursday evening service withdrawn. Flexibus withdrawn.
Bubbenhall	Mon to Sat two hourly service to Coventry and Kenilworth. Mon to Sat Flexibus to Leamington.	Flexibus reduced to once a week.

Bulkington	Mon to Sat half hourly service to Coventry and Nuneaton. Two hourly service to Coventry via Walsgrave. Evening and Sunday service. Weekly Flexibus to Bedworth and Nuneaton.	No change in service levels.
Bull Ring	Mon to Sat frequent service to Nuneaton. Evening and Sunday service. Mon to Sat urban Flexibus.	Evening service withdrawn.
Burmington	Mon to Sat two hourly service to Stratford. Sunday service. Shipston Link.	New Shipston link service to Chipping Norton.
Burton Green	Mon to Sat hourly service to Coventry. Two hourly service to Kenilworth and Cannon Park.	Service to Cannon Park upgraded to hourly. Service to Kenilworth reduced to twice a week.
Burton Hastings	Mon to Sat once a day service to Nuneaton.	Reduced to once a week flexibus.
Bury Road	Mon to Sat urban Flexibus.	Service frequency reduced.
Butlers Marston	Mon to Sat two hourly service to Banbury and Stratford. Weekly service to Moreton in Marsh.	Weekly service to Moreton in Marsh withdrawn.
Camp Hill	Mon to Sat frequent service to Nuneaton. Evening and Sunday service. Mon to Sat urban Flexibus.	Evening service withdrawn. Urban flexibus withdrawn.
Chapel End	Mon to Sat frequent service to Nuneaton, Atherstone and Coventry. Hourly service to Birmingham International. Evening and Sunday service. Mon to Sat urban Flexibus.	Service to Birmingham International withdrawn. Late evening service withdrawn. Urban flexibus withdrawn.
Chapel Green	Twice weekly Flexibus to Nuneaton.	No change
Charlecote	Mon to Sat hourly service to Stratford, Leamington and Coventry. Evening and Sunday service.	Monday to Thursday evening service withdrawn.
Chase Meadow	Mon to Sat frequent service to Warwick, Leamington, Kenilworth and Coventry.	No change.
Cherington	Mon to Sat two hourly services to Shipston and Stratford. Weekly Shipston Link to Banbury and Shipston. Saturday service to Banbury.	Service to Stratford reduced to two journeys on schooldays only. Shipston Link service to Shipston now twice weekly. New weekly Shipston link service to Chipping Norton. Saturday service to Banbury withdrawn

Church Lawford	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly Flexibus to Rugby.	Evening service withdrawn. change.	No
Churchover	Flexibus to Rugby three days a week.	Reduced to Flexibus to Rugby twice a week.	
Claverdon	Mon to Sat once a day service to Stratford. Weekly Flexibus to Leamington, Twice weekly Flexibus to Solihull.	Monday to Saturday flexibus, giving two days to Stratford, two days to Leamington and two days to Solihull.	
Clifford Chambers	Mon to Sat hourly service to Stratford and Cotswolds.	No change.	
Clifton	Mon to Sat two buses per hour to Rugby. Hourly service to Leicester.	No change.	
Coalpit Fields	Mon to Sat hourly off peak service to Bedworth.	No change.	
Coleshill	Mon to Sat half hourly service to Birmingham. Frequent service to Birmingham International. Hourly services to Nuneaton, Sutton Coldfield, Tamworth and Atherstone. Weekly flexibus to Solihull. Weekly flexibus to Atherstone Twice weekly flexibus to Tamworth and Nuneaton. Evening and Sunday service.	Services to Birmingham International reduced to half hourly. Hourly service to Nuneaton and Atherstone withdrawn. Service to Sutton Coldfield reduced to two hourly. Flexibus to Tamworth reduced to once a week.	
Collycroft	Mon to Sat hourly service to Bedworth, Nuneaton and Walsgrave Hospital.	No change.	
Copston Magna	Weekly Flexibus to Rugby.	No change.	
Corley and Corley Moor	Mon to Sat two hourly service to Coventry. Twice weekly Flexibus to Nuneaton.	No change	
Coughton	Mon to Sat hourly services to Stratford, Redditch and Evesham. Sunday service.	No change	
Cubbington	Mon to Sat half hourly service to Leamington. Evening and Sunday service. Mon to Sat Flexibus service to Leamington.	Monday to Thursday evening service withdrawn.	

Curdworth	Mon to Sat hourly services to Birmingham, Tamworth, Sutton Coldfield, Coleshill and Birmingham International. Weekly Flexibus to Tamworth, Solihull and Atherstone.	Services to Sutton Coldfield and Coleshill reduced to two hourly. Direct service to Birmingham International withdrawn. Flexibuses to Tamworth & Atherstone withdrawn.
Dalton Road, Bedworth	Mon to Sat hourly off peak service to Bedworth.	No change.
Dencer Drive	Mon to Sat hourly off peak service to Kenilworth.	Reduced to two hourly service to Kenilworth. New two hourly direct service to Coventry.
Devitts Green	Mon to Sat hourly service to Nuneaton and Birmingham International. Two hourly service to Coventry.	Service to Nuneaton and Birmingham International withdrawn.
Dordon	Mon to Sat hourly service to Nuneaton, Tamworth and Lichfield. Evening and Sunday services. Weekly Flexibus to Atherstone and Tamworth.	Evening services withdrawn. Flexibus to Tamworth withdrawn.
Dunchurch	Mon to Sat hourly services to Leamington, Rugby and Daventry. Two hourly service to Coventry. Twice weekly Flexibus to Rugby. Evening and Sunday service.	Monday to Thursday evening services withdrawn.
Dunnington	Twice weekly Flexibus to Stratford. Saturday service to Worcester.	No change.
Earlswood	Mon to Fri hourly service to Solihull. Mon to Sat Flexibus service to Redditch. Three days a week Flexibus service to Solihull.	Hourly service to Solihull withdrawn.
Easenhall	Mon to Sat two hourly service to Rugby and Coventry.	No change.
Eathorpe	Mon to Sat Flexibus service to Leamington.	Reduced to weekly Flexibus to Leamington.
Edgehill	Mon to Sat once a day service to Banbury and Stratford.	No change.
Ettington	Mon to Sat two hourly service to Banbury and Stratford. Shipston Link. Weekly service to Moreton in Marsh	Service to Moreton in Marsh withdrawn.
Exhall	Twice weekly Flexibus to Stratford.	No change.

Farnborough	Mon to Sat once a day services to Banbury and peak service to Leamington.	No change
Fenny Compton	Mon to Sat once a day service to Banbury with additional journeys Thur and Sat. Peak service to Leamington. Mon - Fri Dial a Ride service to Southam.	Additional journey to Banbury withdrawn on Saturdays.
Fillongley	Mon to Sat two hourly service to Coventry. Twice weekly Flexibus to Nuneaton.	No change
Five Ways	Weekly Flexibus to Leamington. Twice weekly Flexibus to Solihull.	Reduced to twice weekly Flexibus to Leamington.
Flecknoe	Weekly Flexibus to Rugby.	New Monday to Saturday dial a ride to Daventry
Forbes Estate	Mon to Sat frequent service to Warwick, Leamington, Kenilworth and Coventry. Hourly service to Stratford. Evening and Sunday service. Weekly urban Flexibus.	Monday to Thursday evening service withdrawn. Urban Flexibus withdrawn.
Forshaw Heath	Mon to Sat Flexibus to Redditch.	No change.
Frankton	Mon to Sat two hourly service to Rugby and Coventry.	No change.
Furnace End	Mon to Sat hourly service to Nuneaton, Coleshill and Birmingham International. Weekly Flexibus to Atherstone	Service to Nuneaton and Birmingham International withdrawn. New two hourly service to Coleshill and Sutton Coldfield.
Galley Common	Mon to Sat hourly service to Nuneaton and Birmingham International. Evening service. Mon to Sat urban Flexibus.	Hourly service to Birmingham International withdrawn. Evening service withdrawn. Flexibus withdrawn.
Gaydon	Mon to Sat two hourly service to Leamington. Once a day service to Banbury. Evening service. Weekly flexibus to Leamington and Banbury.	Monday to Thursday evening service withdrawn. Flexibus to Leamington withdrawn.
Gilson	Once a week Flexibus to Solihull.	No change.

Grandborough	Mon to Fri once a day service to Rugby. Weekly Flexibus to Rugby.	Three times a week to Rugby. Mon - Sat dial a ride service to Daventry.	New
Great Alne	Mon to Sat hourly services to Stratford, Redditch and Alcester. Evening service. Weekly Flexibus to Redditch.	Evening service withdrawn.	
Great Wolford	Weekly service to Moreton in Marsh, twice weekly service to Banbury and Shipston Link.	Services to Moreton in Marsh and Banbury withdrawn.	
Grendon	Mon to Sat two buses per hour to Atherstone. Hourly service to Nuneaton, Tamworth and Lichfield and Birmingham International. Evening and Sunday services. Weekly Flexibus to Hinckley and Atherstone.	Service to Birmingham International withdrawn. Evening services withdrawn. Flexibus to Hinckley withdrawn.	
Grove End	Once a week Flexibus.	No change.	
Grove Farm	Mon to Sat frequent service. Evening and Sunday service. Weekly urban Flexibus.	Evening service withdrawn.	
Gun Hill	Mon to Sat half hourly service to Nuneaton. Hourly service to Birmingham International. Evening service. Two hourly service to Coventry.	Service to Birmingham International withdrawn. Evening service withdrawn.	
Halford	Mon to Sat two hourly service to Stratford and Shipston. Once a week service to Moreton in Marsh. Link.	Once a Shipston Reduced level of service to Shipston and Stratford. Service to Moreton in Marsh withdrawn.	
Hampton Lucy	Mon to Sat once a day journey to Stratford	Mon - Fri flexibus to Stratford.	
Hampton Magna	Mon to Sat daytime half hourly service to Warwick, Leamington, Kenilworth and Coventry. Evening service.	Monday to Thursday evening service withdrawn.	
Hampton on the Hill	Mon to Sat daytime half hourly service to Warwick, Leamington, Kenilworth and Coventry. Evening service.	Monday to Thursday evening service withdrawn.	
Harborough Magna	Mon to Sat half hourly service to Coventry and Rugby. Sunday service. Weekly Flexibus to Leicester and Nuneaton.	Flexibus to Leicester withdrawn.	

Harbury	Mon to Sat hourly services to Leamington and Southam. Two hourly services to Banbury and Daventry. Mon to Sat once a day service to Coventry. Evening & Sunday service. Mon to Fri Flexibus service to Stratford and once a week Flexibus to Leamington.	Monday to Thursday evening service withdrawn. Service to Coventry withdrawn. Flexibuses withdrawn.
Hartshill	Mon to Sat frequent service to Nuneaton and Coventry. Hourly service to Tamworth and Lichfield. Evening and Sunday service. Weekly urban Flexibus.	Late evening service withdrawn. Urban flexibus withdrawn.
Haseley Knob	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington.	Twice weekly Flexibus to Solihull withdrawn. Flexibus to Leamington increased to twice weekly.
Haselor	Twice weekly Flexibus to Stratford.	No change.
Hatton	Mon to Sat Flexibus services to Leamington and Solihull.	Monday to Saturday flexibus, giving two days to Stratford, two days to Leamington and two days to Solihull.
Hatton Park	Mon to Sat hourly service to Warwick and Leamington. Evening service.	Monday to Thursday evening service withdrawn.
Henley in Arden	Mon to Sat hourly service to Stratford and Birmingham. Evening and Sunday service. Daily Flexibus to Redditch.	No change
Hill	Weekly Flexibus to Rugby. Monday to Friday dial a ride to Southam.	Rugby service improved to twice weekly.
Hill Wootton	Weekly Flexibus to Leamington	No change.
Hillmorton	Mon to Sat frequent service to Rugby. Hourly service to Northampton and Daventry. Evening and Sunday service. Mon to Sat Urban Flexibus.	Evening service withdrawn.
Hillside Estate	Mon to Sat hourly service to Rugby	New hourly service to Daventry.
Honiley	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington.	Flexibus to Solihull withdrawn. Twice weekly flexibus to Leamington.
Honington	Weekly service to Shipston. Shipston Link.	Reduced to Shipston Link only.

Horeston Grange	Mon to Sat hourly off peak service to Nuneaton.	No change
Hunningham	Mon to Sat Flexibus service to Leamington	Reduced to weekly Flexibus to Leamington.
Hurley	Mon to Sat hourly service to Atherstone and Birmingham International. Two hourly service to Tamworth. Evening and Sunday service. Once a week Flexibus to Hinckley.	Evening service withdrawn. Direct service to Birmingham International withdrawn. Service level to Atherstone reduced. Hourly service to Coleshill and Tamworth. Hinckley Flexibus withdrawn. New weekly flexibus to Atherstone.
Idlicote	Weekly service to Shipston. Shipston Link.	Reduced to Shipston Link only.
Ilmington	Mon to Sat two hourly service to Stratford and Shipston. Shipston Link.	Reduced level of service to Stratford and Shipston. No change to Shipston Link.
Iron Cross	Mon to Sat half hourly service to Evesham and Stratford. Evening and Sunday service.	Evening service withdrawn.
Justins Avenue	Mon to Sat half hourly service to Stratford.	New evening service.
Kenilworth	Mon to Sat frequent service to Coventry and Leamington. Hourly service to Stratford. Two hourly service to Coventry via NAC. Regular town services. Evening and Sunday services. Once a week Flexibus to Leamington.	Flexibus withdrawn.
Keresley	Mon to Sat frequent service to Coventry. Half hourly service to Bedworth and Nuneaton. Evening and Sunday service. Twice weekly Flexibus to Bedworth and Nuneaton.	Flexibus withdrawn.
Kineton	Mon to Sat two hourly service to Stratford, Banbury and Leamington. Evening service. Weekly service to Moreton in Marsh.	Monday to Thursday evening service withdrawn. Service to Moreton in Marsh withdrawn.
Kings Coughton	Mon to Sat hourly service to Redditch, Evesham and Stratford. Sunday service. Weekly Flexibus to Redditch.	No change.
Kings Newnham	Weekly Flexibus to Rugby.	No change.

Kingsbury	Mon to Sat half hourly service to Tamworth. Hourly service to Birmingham, Birmingham International and Atherstone. Evening and Sunday service. Weekly Flexibus to Solihull.	Direct service to Birmingham International withdrawn. Replaced by service to Coleshill only. Service level to Atherstone reduced. New weekly flexibus to Atherstone. Evening service withdrawn.
Kites Hardwick	Mon to Sat hourly service to Rugby and Leamington. Evening and Sunday service. Once a week Flexibus to Rugby.	Monday to Thursday evening service withdrawn.
Knightcote	Twice weekly service to Banbury.	Reduced to weekly service to Banbury.
Ladbroke	Mon to Sat two hourly service to Banbury, Southam and Leamington. Mon to Fri Dial a Ride service to Southam.	No change.
Langley	Twice weekly Flexibus to Solihull	Improved to twice a week Flexibus to Stratford and twice a week flexibus to Solihull.
Lapworth	Mon to Sat Flexibuses to Leamington and Solihull	Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.
Lawford Heath	Mon to Sat daily service to Rugby.	No change.
Lea Marston	Mon to Sat hourly service to Birmingham International, Coleshill and Nuneaton. Weekly Flexibus to Solihull and Tamworth.	Reduced to weekly Flexibuses to Solihull and Tamworth.
Leamington	Mon to Sat network of inter-urban and town services. Evening and Sunday services. Urban Flexibuses.	Limited Monday to Thursday evening services.
Leamington Hastings	Weekly Flexibus to Rugby. Mon to Fri Dial a Ride to Southam.	Improved to twice weekly flexibus to Rugby.
Leek Wootton	Mon to Sat hourly service to Stratford, Warwick and Coventry. Weekly Flexibus to Leamington.	Flexibus withdrawn.
Lighthorne	Mon to Sat one peak journey and one shopping journey to Leamington. Weekly Flexibus to Banbury.	No change.

Lighthorne Heath	Mon to Sat two hourly service to Leamington. Mon to Fri service to Banbury. Evening service. Weekly Flexibus to Leamington and Banbury.	Monday to Thursday evening service withdrawn. Flexibus to Leamington withdrawn.
Lillington	Mon to Sat frequent service to Leamington. Evening and Sunday service. Mon to Sat urban Flexibus	Monday to Thursday evening service withdrawn.
Little Alne	Weekly Flexibus to Redditch	No change.
Little Compton	Twice a week service to Banbury, once a week to Moreton in Marsh and Chipping Norton.	Service to Banbury reduced to once a week.
Little Lawford	Once a week Flexibus to Rugby.	No change.
Little Packington	Once a week Flexibus to Solihull.	No change.
Little Wolford	Weekly service to Banbury and Moreton in Marsh. Shipston Link.	Shipston Link only.
Long Compton	Mon to Sat two hourly service to Stratford. Sunday service. Shipston Link services to Shipston and Banbury.	Additional Shipston Link service to Chipping Norton.
Long Itchington	Mon to Sat hourly service to Leamington. Mon to Sat once a day service to Coventry. Twice weekly service to Banbury. Evening service. Mon to Fri Flexibus to Stratford.	Monday to Thursday evening service withdrawn. Banbury service reduced to weekly. Service to Coventry withdrawn. Flexibus withdrawn.
Long Lawford	Mon to Sat frequent service to Rugby. Half hourly service to Coventry. Evening and Sunday service. Once a week urban Flexibus.	Evening service withdrawn. Flexibus withdrawn.
Long Marston	Mon to Sat two hourly service to Stratford.	No change.
Lower Quinton	Mon to Sat hourly service to Stratford and Cotswolds. Evening service.	Evening service withdrawn.
Lower Shuckburgh	Mon to Sat two hourly service to Leamington, Southam and Daventry. Weekly Flexibus to Rugby.	No change.

Lowsonford	Twice weekly Flexibus to Solihull. Flexibus to Leamington.	Weekly	Flexibus to Leamington withdrawn.
Loxley	Mon to Sat one peak journey and one journey to Stratford.	shopping	No change.
Luddington	Mon to Sat two hourly service to Stratford.		No change.
Mancetter	Mon to Sat frequent service to Nuneaton and Coventry. Hourly service to Tamworth and Lichfield. Evening and Sunday service.		Late evening service withdrawn.
Mappleborough Green	Weekly Flexibus to Redditch		No change.
Marton	Mon to Sat two hourly service to Rugby and Coventry. Weekly Flexibus to Rugby. Mon to Fri dial a ride service to Southam.		Flexibus upgraded to twice weekly.
Maxstoke	Twice weekly Flexibus to Nuneaton. Flexibus to Atherstone.	Weekly	No change.
Middleton	Twice weekly Flexibus to Tamworth.		Reduced to weekly Flexibus to Tamworth.
Monks Kirby	Mon to Sat two hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.		Flexibuses to Rugby and Leicester withdrawn.
Moreton Morrell	Mon to Sat one peak journey and one shopping journey to Leamington. Mon to Fri Flexibus to Stratford. Once a week Flexibus to Banbury.		Flexibus to Stratford withdrawn.
Napton on the Hill	Mon to Sat two hourly service to Leamington, Southam and Daventry. Twice weekly service to Banbury. Weekly Flexibus to Rugby.		Service to Banbury reduced to weekly.
Nether Whitacre	Weekly Flexibus service to Solihull and Atherstone.		Additional Two hourly service to Coleshill and Sutton Coldfield.

Newbold on Avon	Mon to Sat frequent services to Rugby. Half hourly service to Coventry. Sunday service. Twice weekly Flexibuses to Rugby. Weekly Flexibuses to Leicester and Nuneaton.	Flexibuses to Leicester and Rugby withdrawn. New weekly flexibus to Hinckley.
Newbold on Stour	Mon to Sat hourly service to Stratford and Shipston. Two hourly service to Banbury. Evening and Sunday service.	Evening service withdrawn.
Newbold Pacey	Mon to Sat hourly service to Leamington, Coventry and Stratford.	No change.
Newton Regis	Mon to Sat two buses per hour to Tamworth. Hourly service to Polesworth. Sunday service. Mon to Fri twice daily service to Atherstone. Weekly Flexibus to Tamworth.	Service to Tamworth reduced to hourly. Atherstone service withdrawn.
No Mans Heath	Mon to Fri twice daily service to Atherstone. Weekly Flexibus to Tamworth.	Service to Atherstone withdrawn.
Northend	Mon to Sat once a day service to Banbury with additional journeys on Thurs and Sat. Peak service to Leamington.	Additional Saturday journey to Banbury withdrawn.
Norton Lindsey	Mon to Sat two return journeys to Stratford. Twice weekly Flexibus to Solihull.	Reduced to twice weekly Flexibus to Stratford and twice weekly to Solihull.
Nuneaton	Mon to Sat network of inter-urban and town services. Evening and Sunday services. Urban Flexibuses.	Severely reduced evening services.
Offchurch	Weekly Flexibus to Banbury	New weekly Flexibus to Leamington
Old Arley	Mon to Sat half hourly service to Nuneaton. Hourly service to Birmingham International. Evening service. Two hourly service to Coventry.	Service to Birmingham International withdrawn. Evening service withdrawn.
Old Milverton	Weekly Flexibus to Leamington.	No change.
Oxhill	Mon to Sat two hourly service to Banbury and Stratford. Saturday service to Shipston. Shipston Link.	Saturday service to Shipston withdrawn.
Packington	Twice weekly Flexibus to Nuneaton.	No change.

Pailton	Mon to Sat hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.	Flexibuses to Rugby and Leicester withdrawn.
Piccadilly	Mon to Sat hourly service to Atherstone and Birmingham International. Two hourly service to Tamworth. Evening and Sunday service. Once a week Flexibus to Hinckley.	Evening service withdrawn. Direct service to Birmingham International withdrawn. Replaced by hourly service to Coleshill and Tamworth. Reduced service to Atherstone New weekly Flexibus to Atherstone. Flexibus to Hinckley withdrawn.
Pillerton Hersey	Mon to Sat two hourly service to Banbury and Stratford. Weekly service to Moreton in Marsh.	Weekly service to Moreton in Marsh withdrawn.
Pillerton Priors	Mon to Sat two hourly service to Banbury and Stratford. Weekly service to Moreton in Marsh.	Weekly service to Moreton in Marsh withdrawn.
Pinley Green	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington. Weekly service to Stratford.	Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.
Polesworth	Mon to Sat half hourly service to Tamworth. Hourly service to Atherstone, Nuneaton and Lichfield. Evening and Sunday service. Weekly Flexibuses to Atherstone and Tamworth.	Evening service withdrawn. Flexibuses withdrawn.
Preston on Stour	Mon to Sat once a day service to Stratford.	No change.
Princethorpe	Mon to Sat two hourly service to Rugby and Coventry. Mon to Sat once a day service to Leamington. Weekly Flexibus to Rugby.	Flexibus to Leamington reduced to weekly. Flexibus to Rugby upgraded to twice weekly.
Priors Hardwick	Weekly Flexibus to Rugby. Mon - Fri Dial a Ride service to Southam.	No change. New Mon - Sat dial a ride to Daventry
Priors Marston	Weekly Flexibus to Rugby. Mon - Fri Dial a Ride service to Southam.	No change. New Mon - Sat dial a ride to Daventry
Radford Semele	Mon to Sat half hourly service to Southam and Leamington. Hourly service to Rugby. Evening and Sunday service. Weekly Flexibus to Leamington and Banbury.	Monday to Thursday evening service withdrawn.

Radway	Mon to Sat once a day service to Banbury and Stratford.		No change.
Ratley	Mon to Sat once a day service to Banbury and Stratford.		No change.
Reading Court	Mon to Fri urban Flexibus service.		No change.
Ridge Lane	Mon to Sat hourly service to Nuneaton. Flexibus to Atherstone.	Weekly	Flexibus withdrawn. Daily service to Atherstone
Rokeby Estate	Mon to Sat hourly service to Rugby.		New hourly service to Daventry.
Rowington	Mon to Sat daily Flexibus service to Leamington and Solihull.		Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.
Rugby	Mon to Sat network of inter-urban and town services. and Sunday services. Urban Flexibuses.	Evening	Severely reduced evening services.
Ryton on Dunsmore	Mon to Sat two hourly service to Coventry and Rugby. a day service to Leamington.	Once	Leamington service reduced to once a week.
Saffron Meadow	Mon to Fri urban Flexibus.		No change
Salford Priors	Mon to Sat half hourly service to Evesham and Stratford. Evening and Sunday service.		Evening service withdrawn.
Sambourne	Weekly service to Redditch.		No change.
Sawbridge	Weekly Flexibus to Rugby.		New Mon - Sat dial a ride to Daventry
Seckington	Mon to Fri twice daily service to Atherstone. Flexibus to Tamworth.	Weekly	Service to Atherstone withdrawn.
Shawbury	Twice weekly Flexibus to Nuneaton. to Atherstone.	Weekly Flexibus	No change.

Sherbourne	Mon to Sat hourly service to Stratford, Warwick, Leamington and Coventry. Evening and Sunday service.	Monday to Thursday evening service withdrawn.
Shilton	Mon to Sat hourly service to Nuneaton and Coventry. Weekly Flexibus to Bedworth.	Reduced to two hourly service to Nuneaton and Coventry.
Shipston	Mon to Sat hourly service to Stratford. Two hourly service to Banbury. Twice weekly service to Moreton in Marsh. Evening and Sunday services. Shipston Link.	Evening services withdrawn. daily service to Moreton in Marsh. New
Shotteswell	Twice weekly service to Banbury.	Reduced to weekly Flexibus to Banbury.
Shrewley Common	Mon to Sat daily Flexibus service to Leamington and Solihull. Weekly service to Stratford.	Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.
Shustoke	Mon to Sat hourly service to Birmingham International, Coleshill and Nuneaton. Twice weekly Flexibus to Nuneaton. Weekly Flexibus to Atherstone.	Service to Birmingham International withdrawn. Replaced by two hourly service to Coleshill and Sutton Coldfield.
Shuttington	Mon to Sat two buses per hour to Tamworth. Hourly service to Polesworth. Sunday service. Mon to Fri twice daily service to Atherstone. Weekly Flexibus to Tamworth.	Tamworth service reduced to hourly. Flexibus withdrawn. Atherstone service withdrawn.
Snitterfield	Mon to Sat two hourly service to Stratford. Twice weekly Flexibus to Solihull.	No change to frequency but longer journey times to Stratford.
South Farm	Mon to Sat frequent service to Leamington. Evening and Sunday service.	Monday to Thursday evening service reduced.
Southam	Mon to Sat half hourly service to Leamington. Hourly service to Rugby. Two hourly service to Daventry and Banbury. Additional journeys to Banbury on Thur and Sat. Once a day service to Coventry. Evening and Sunday service. Mon to Fri once a day Flexibus to Stratford.	Additional Saturday journey to Banbury withdrawn. Service to Coventry withdrawn. Monday to Thursday evening service withdrawn. Flexibus withdrawn.
Stockingford	Mon to Sat frequent service to Nuneaton. Evening and Sunday service. Urban Flexibus.	Evening service withdrawn. Urban flexibus reduced to weekly.

Stockton	Mon to Sat hourly service to Rugby and Leamington. Evening and Sunday service. Twice weekly service to Banbury.	Monday to Thursday evening service withdrawn. Service to Banbury reduced to weekly.
Stoneleigh	Mon to Sat two hourly service to Kenilworth and Coventry.	Slight reduction in frequency. New weekly flexibus to Leamington.
Stourton	Mon to Sat two hourly services to Shipston and Stratford. Weekly Shipston Link to Banbury and Shipston. Saturday service to Banbury.	Service to Stratford reduced to two journeys on schooldays only. Shipston Link service to Shipston now twice weekly. New weekly Shipston link service to Chipping Norton. Saturday service to Banbury withdrawn
Stratford	Mon to Sat network of inter-urban and town services. Evening and Sunday services. Urban Flexibuses.	All Monday to Thursday evening services withdrawn, some evening services totally withdrawn.
Street Ashton Crossroads	Mon to Sat hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.	Flexibus to Leicester withdrawn.
Stretton on Dunsmore	Mon to Sat two hourly service to Coventry and Rugby. Once a day service to Leamington.	Leamington service reduced to weekly.
Stretton on Fosse	Twice a week service to Banbury and Moreton in Marsh. Shipston Link.	New daily service to Moreton In Marsh.
Stretton under Fosse	Mon to Sat hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.	Flexibuses to Leicester and Nuneaton withdrawn.
Stud Farm	Mon to Sat frequent service to Leamington. Evening and Sunday service. Mon to Sat urban Flexibus.	Monday to Thursday evening service withdrawn.
Studley	Mon to Sat frequent service to Redditch. Hourly service to Stratford and Evesham. Sunday service. Redditch. Weekly Flexibus to	No change.
Sydenham	Mon to Sat frequent service to Leamington. Half hourly service to Coventry. Evening and Sunday service. Twice weekly urban Flexibus.	Urban Flexibus services withdrawn.

Tanworth in Arden	Mon to Sat Flexibus service to Redditch. a week Flexibus to Solihull.	3 times	No change.
Temple Grafton	Twice weekly Flexibus to Stratford		No change.
Temple Herdewyke	Mon to Sat twice a day service to Leamington, once a day service to Banbury. Once a week Flexibus service to Banbury.		No change.
Thurlaston	Mon to Sat two hourly service to Rugby and Coventry.		No change.
Tiddington	Mon to Sat half hourly service to Stratford, Leamington and Coventry. Evening and Sunday service. Mon to Fri urban Flexibus.		Monday to Thursday evening service withdrawn.
Town Thorns	Mon to Sat two hourly service to Rugby and Coventry		No change.
Tredington	Mon to Sat hourly service to Stratford and Shipston. hourly service to Banbury. Evening and Sunday service.	Two	Evening service withdrawn.
Trinity Mead	Mon to Sat half hourly service to Stratford.		No change.
Tysoe	Mon to Sat two hourly service to Banbury and Stratford. Saturday service to Shipston. Shipston Link.		Saturday service to Shipston withdrawn.
Ufton	Mon to Sat half hourly service to Leamington and Southam. Hourly service to Rugby.		No change.
Upper Quinton	Mon to Sat two hourly service to Stratford and Cotswolds.		No change.
Wappenbury	Mon to Sat Flexibus service to Leamington		Reduced to weekly Flexibus.
Warmington	Twice weekly service to Banbury.		Reduced to once a week Flexibus to Banbury.
Warton	Mon to Sat half hourly service to Tamworth. service to Atherstone. Tamworth. Sunday service.	Mon to Fri Weekly flexibus to	Mon to Sat service reduced to hourly. Service to Atherstone reduced to weekly.

Warwick	Mon to Sat frequent services to Coventry, Kenilworth and Leamington. Two buses per hour to Stratford. Evening and Sunday services. Mon to Sat urban Flexibus.	Monday to Thursday evening services reduced or withdrawn. Urban Flexibus withdrawn.
Warwick Gates	Mon to Sat half hourly to Leamington.	No change.
Wasperton	Mon to Sat hourly service to Stratford, Leamington and Coventry. Evening and Sunday services.	Monday to Thursday evening service withdrawn.
Water Orton	Mon to Sat half hourly service to Birmingham, hourly service to Sutton Coldfield and Birmingham International. Evening and Sunday services. Flexibus services to Tamworth and Solihull. Weekly	Direct service to Birmingham International withdrawn. Reduced to two hourly service to Sutton Coldfield. Flexibus to Tamworth withdrawn.
Weddington	Mon to Sat half hourly service to Nuneaton. Two hourly service to Atherstone and Ashby.	No change.
Welford on Avon	Mon to Sat two hourly service to Stratford. Twice weekly Flexibus to Stratford.	No change
Wellesbourne	Mon to Sat half hourly service to Stratford, Leamington and Coventry. Evening and Sunday service. Mon to Sat once a day service to Banbury. Mon to Fri Flexibus to Stratford. Weekly service to Moreton in Marsh.	Monday to Thursday evening service withdrawn. Service to Moreton in Marsh withdrawn.
West Green Drive	Mon to Sat half hourly service to Stratford.	No change.
Weston under Wetherley	Mon to Sat Flexibus to Leamington.	Flexibus to Leamington improved to twice daily.
Whatcote	Weekly service to Shipston. Shipston Link.	Reduced to Shipston Link only.
Whichford	Mon to Sat two hourly services to Shipston and Stratford. Weekly Shipston Link to Banbury and Shipston. Saturday service to Banbury.	Service to Stratford reduced to two journeys on schooldays only. Shipston Link service to Shipston now twice weekly. New weekly Shipston link service to Chipping Norton. Saturday service to Banbury withdrawn

Whitacre Heath	Mon to Sat hourly service to Birmingham International, Coleshill and Nuneaton. Weekly Flexibus to Solihull, Tamworth, Atherstone and Nuneaton.	Service to Birmingham International withdrawn. Replaced by two hourly service to Coleshill and Sutton Coldfield.
Whitestone	Mon to Sat frequent service to Nuneaton. Half hourly service to Coventry. Evening and Sunday service. Weekly Flexibus to Nuneaton.	No change
Whitnash	Mon to Sat frequent service to Leamington. Evening and Sunday service.	Monday to Thursday evening service reduced.
Wibtoft Turn	Weekly Flexibus to Rugby.	No change.
Willey	Weekly Flexibus to Rugby.	No change.
Willoughby	Mon to Sat hourly service to Rugby and Daventry. Weekly Flexibus to Rugby.	Flexibus to Rugby upgraded to twice weekly. New Mon - Sat dial a ride service to Daventry
Wilmcote	Mon to Sat two hourly service to Stratford. Evening service . Once a week Flexibus to Redditch.	Evening service withdrawn.
Wimpstone	Mon to Sat once a day service to Stratford.	No change.
Wishaw	Weekly Flexibus to Tamworth.	No change.
Withybrook	Weekly Flexibuses to Nuneaton, Rugby and Leicester.	Weekly flexibuses to Bedworth, Hinckley and Rugby.
Wixford	Mon to Sat hourly service to Redditch and Evesham. Evening and Sunday service. Saturday service to Worcester.	Evening service withdrawn.
Wolston	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly flexibus to Rugby.	Evening service withdrawn. Flexibus withdrawn.
Wolverton	Mon to Sat two return journeys to Stratford. Twice weekly Flexibus to Solihull.	Reduced to twice weekly flexibus to Stratford and twice weely flexibus to Solihull

Wolvey	Mon to Sat hourly service to Coventry (two hourly via Bulkington) and Nuneaton. Weekly Flexibus to Nuneaton and Bedworth.	Reduced to two hourly service to Coventry and Nuneaton. Weekly flexibuses to Nuneaton, Bedworth, Rugby and Hinckley
Wood End	Mon to Sat hourly service to Atherstone and Birmingham International. Two hourly service to Tamworth. Evening and Sunday service. Once a week Flexibus to Hinckley.	Evening service withdrawn. Direct service to Birmingham International withdrawn. Replaced by hourly service to Coleshill and Tamworth. Reduced level of service to Atherstone. New weekly Flexibus to Atherstone. Flexibus to Hinckley withdrawn.
Woodlands	Mon to Sat frequent service to Rugby. Evening service. Mon to Sat urban Flexibus.	Evening service withdrawn.
Woodloes Park	Mon to Sat frequent service to Warwick and Leamington. Hourly service to Kenilworth and Coventry. Evening and Sunday service. Weekly Flexibus to Leamington.	Monday to Thursday evening service reduced. Flexibus withdrawn.
Wootton Wawen	Mon to Sat hourly service to Stratford and Birmingham. Evening and Sunday service. Mon to Sat Flexibus service to Redditch.	No change.
Wroxall	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington.	Reduced to twice weekly Flexibus to Solihull and twice weekly Flexibus to Leamington.

New Friday and Saturday Evening Bus Service Proposal

The new provision would utilise four new buses to service the following communities. These communities have been identified using the public transport service criteria. Overleaf is a map showing the proposed subsidised routes highlighted in red and the existing commercial routes highlighted in blue.

Settlement	Population	Bus Route
Atherstone	10338	765
Polesworth/Dordon	9667	765
Alcester	6898	25
Bulkington	6303	56
Studley	6257	25
Shipston-on-Stour	4456	23
Bidford-on-Avon	3978	25
Kingsbury	3710	118/119
Hartshill	3611	765
Grendon/Baddesley Ensor	3251	765
Long Lawford	2685	86
Binley Woods	2607	86
Wolston	2357	86
New Arley	1987	17
Ryton on Dunsmore	1672	86
Wood End	1633	118/119
Quinton	1503	23
Warton	1447	785
Welford-on-Avon	1319	23

Estimated Cost

Four additional evening vehicles would be required as follows:

Cost for one vehicle per evening = £130

Total cost for four vehicles per evening = £520

£520 x 104 days = **£54,080 per annum initial cost**

Subsidised services would bring in revenue which WCC would be able to keep and reinvest in to other areas.

Revenue estimate at £40 per evening per vehicle = £160 per evening

£160 x 104 days = **16,640 per annum revenue estimate**

Total funding required
£54,080 - £16,640 = £37,440 per annum

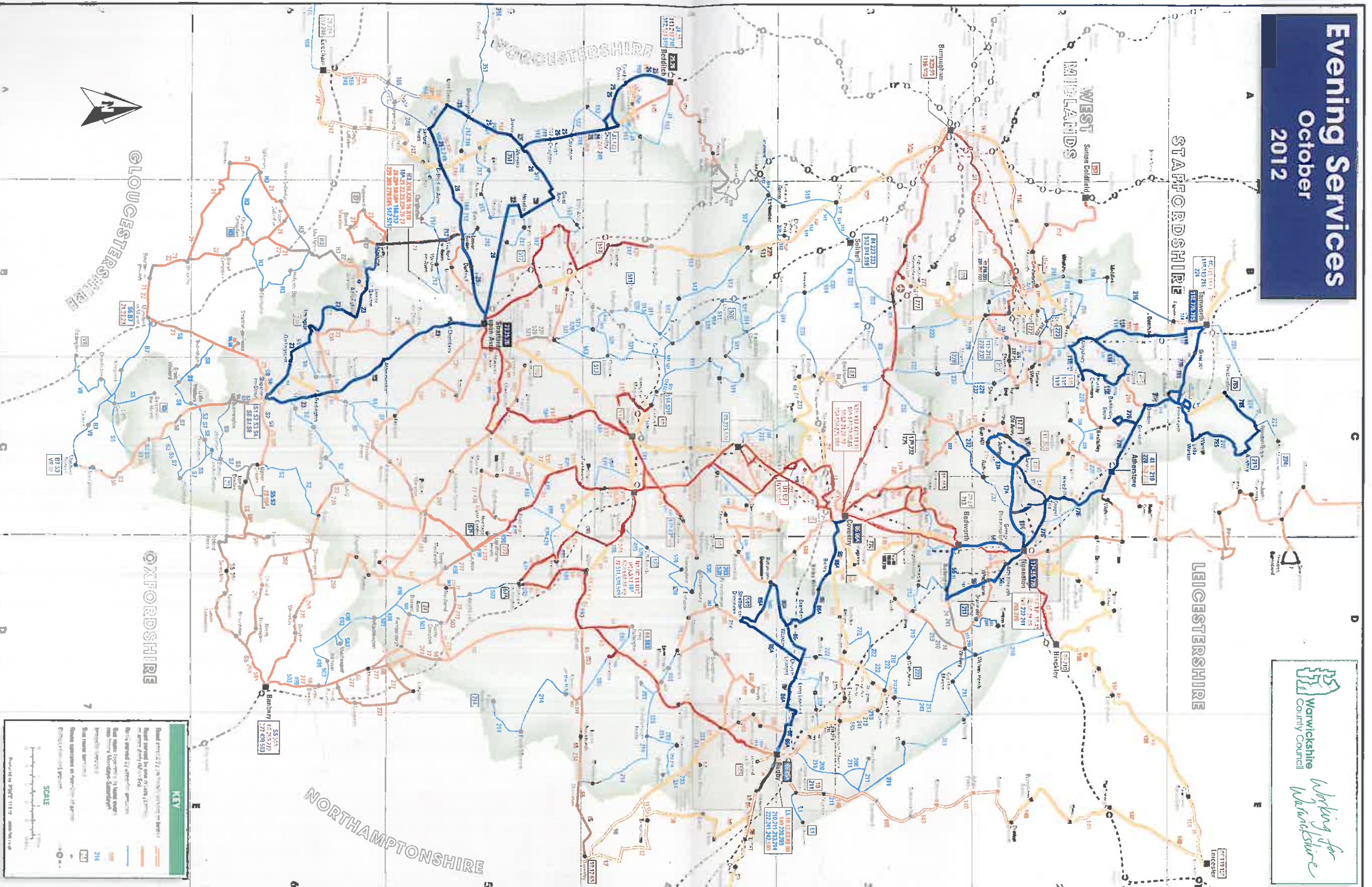
Evening Services

October 2012



Warwickshire
County Council

*Working for
Warwickshire*



GLoucestershire

OXfordshire

NORTHamptonshire

STAFFordshire

LEICestershire

WEST MIDLANDS



KEY

Red lines 7.30 - 9.00 (weekdays only)

Orange lines 7.30 - 9.00 (weekends)

Blue lines 7.30 - 9.00 (weekdays)

Yellow lines 7.30 - 9.00 (weekends)

Black lines 7.30 - 9.00 (weekdays)

Grey lines 7.30 - 9.00 (weekends)

Green lines 7.30 - 9.00 (weekdays)

Light blue lines 7.30 - 9.00 (weekends)

Dark blue lines 7.30 - 9.00 (weekdays)

Light green lines 7.30 - 9.00 (weekends)

Dark green lines 7.30 - 9.00 (weekdays)

Light purple lines 7.30 - 9.00 (weekends)

Dark purple lines 7.30 - 9.00 (weekdays)

Light pink lines 7.30 - 9.00 (weekends)

Dark pink lines 7.30 - 9.00 (weekdays)

Light yellow lines 7.30 - 9.00 (weekends)

Scale: 1:100,000

Produced by PWT 11/12

Scrutiny Action Plan

Recommendation	PfH Comments	Cabinet Comments	Target Date for Action	Lead Officer	OSC Update	Progress Notes
R1 The Task and Finish Group recommend that no further reductions are made to the passenger transport support budget.	Comments of the PfH from the informal meeting.	accepted, rejected, reasons why.	To be set by senior officer during informal meeting.	To be assigned by senior officer during informal meeting.	6 months from implementation.	The Lead Officer to include progress updates on the implementation of the recommendation.
R2 The Task and Finish Group recommend that the proposal detailed in Appendix C for funding for a new set of Friday and Saturday evening bus services is adopted as part of Warwickshire County Council's 2013/14 budget.						
R3 The Task and Finish group recommend that officers review the new network six months after it is implemented and update Communities Overview and Scrutiny Committee on how the service is performing.						

Cabinet

22 November 2012

Concessionary Travel - Discretionary Elements from April 2013

Recommendations

- 1) That the discretionary weekday travel times of 9.00am to 9.30am and 11.00pm to midnight are retained.
- 2) That the scheme is agreed for a period of five years, from April 2013 until March 2018, and that a further review of the discretionary elements is carried out during summer 2017.
- 3) That a review of the discretionary elements is carried out sooner in the event of changes to the statutory scheme by central government.

1.0 Background

- 1.1 The County Council took over delivery of the Concessionary Travel scheme in April 2011. The statutory scheme provides free off peak travel and funding is received from the government to pay for this. Off peak travel is defined as 9.30am to 11.00pm on weekdays and all day at weekends and on public holidays.
- 1.2 The current scheme was agreed by Cabinet in November 2010 and took effect from 1 April 2011. It consists of the national scheme plus the following local discretionary enhancements:-
 - (i) free travel between 9.00am and 9.30am on weekdays, and
 - (ii) free travel between 11.00pm and midnight on weekdays.The overall effect is that passengers can travel between 9.00am and the midnight on weekdays and all day at weekends and on public holidays.
- 1.3 The scheme was agreed until 31 March 2013 which is when the passes issued by District and Borough Councils all expire. Times of usage had been printed on the reverse of the passes issued by District and Borough Councils. Passes issued by WCC do not have these details printed but instead refer to current terms and conditions. This enables the scheme to be changed in future without the need to reissue passes.
- 2.4 Discretionary elements need not apply across equally across all types of concessionary travel pass. It would be open to WCC to provide different discretionary enhancements for age related passholders, or to provide

different discretionary enhancements according to the type of qualifying disability.

2.0 Review of the discretionary elements

- 2.1 A questionnaire was circulated during June and July 2012. Paper copies were sent to around 5500 pass holders - a five per cent sample selected from the age related and disability related passes in each District/Borough. In addition, around 1500 questionnaires were available through the Warwickshire Direct outlets and the questionnaire was also available online through the Consultation Hub on the Warwickshire Direct website. In total, 3,604 responses were received.
- 2.2 The questionnaire included three sections:-
Section A About your bus pass
Section B About the service you receive from us
Section C About the bus services
The full report on the questionnaire results is included in **Appendix A**.
- 2.3 Although the main purpose of the questionnaire was to provide information for the review of the scheme, sections B and C were included to provide some feedback from customers on the service they receive from WCC and the bus companies in respect of their bus pass. The results to those sections have been passed on to the relevant officers.

3.0 Usage of the bus pass during discretionary times

Table 1: Current discretionary hours in the morning

% of respondents	no. of respondents	Between 9.00am and 9.30am on weekdays
44.9%	1543	use their bus pass to attend medical appointments
62.3%	2142	use their bus pass to go shopping
41.3%	1419	use their bus pass for social reasons
28.8%	991	use their bus pass to access council services
3.7%	247	use their bus pass for work commitments

- 3.1 Overall, 1,341 respondents use the bus regularly (2 - 4 times per week) or daily between 9.00am and 9.30am.
- 3.2 The results also indicate that those who have an age related pass use it slightly less regularly than those who have a disability related pass. This is true for all different types of journey.

Table 2: If pass use was unavailable between 9.00am and 9.30am on weekdays.

% of respondents	
30.6%	attending medical appointments would use a later bus
60.0%	would use a later bus to go shopping
48.5%	would use a later bus using the bus pass for social reasons
51.2%	would use a later bus to access council services
54.8%	would no longer travel to work if they couldn't use their bus pass

- 3.3 According to respondents, 55.9% of those journeys made between 9.00am and 9.30am would be delayed until after 9.30am if the 9.00am start time were removed.
- 3.4 For most types of travel, a minority of people would be prepared to pay the fare. For medical appointments, 19.1% would be prepared to pay.

Table 3: Current discretionary hours in the evening

% of respondents	no. of respondents	Between 11.00pm and midnight on weekdays
17.8%	584	use their bus pass for social reasons
1.2%	26	use their bus pass for work commitments
3.6%	58	use their bus pass for "other" reasons

- 3.5 Overall, 232 respondents use the bus regularly (2 - 4 times per week) or daily between 11.00pm and midnight.
- 3.6 As before, it appears that those who have a concessionary pass due to disability use their pass slightly more frequently.

Table 4: If Pass use was unavailable between 11.00pm and midnight

% of respondents	
11.6%	of 'social' travellers would use an earlier bus
4.2%	of 'work' travellers would use an earlier bus
4.6%	of 'other' travellers would use an earlier bus.
49.4%	of 'social' travellers would no longer travel
69.2%	of 'work' travellers would no longer travel

4.0 Potential changes to the scheme

- 4.1 In addition to asking about people's use of the bus pass the following question was also asked:-

If the scheme within Warwickshire were changed, how would you want to see it altered?

Please provide as much detail as possible. Changes could include taking away or changing the current 9.00am start time as well as adding extra elements. However, please bear in mind that any extra elements would need to be funded from somewhere. You can attach a separate sheet if you need more space.

Over half the respondents chose to answer this question. There were over 1770 responses to this question, with a wide variety of comments.

Table 5: Comments grouped by subject.

<i>No of respondents</i>	<i>Comment groups</i>
951	said they were happy with the scheme as it is, or said that the 9.00 start time should be retained
171	made comments about the bus services
165	expressed a desire to see rail travel included within the Warwickshire scheme
158	wanted to see longer hours such as an earlier start time or all day travel
78	would either like to see the national scheme only (without the extra hours) or said that they would adapt to the national scheme if the hours were changed.
50	wanted to see passes which enable carers or companions to travel free of charge

- 4.2 There were 202 responses which have been categorised as ‘other’ and which are outside the scope of this review. These include comments about eligibility for the scheme and the scope of the national scheme, as well as offers to pay for a bus pass, or to pay a nominal fare. Some responses included more than one comment.

Keep the 9.00am start time

- 4.3 The most common grouping of comments was related to supporting retention of the current extended hours, particularly the 9.00am start. This was over 25% of all respondents and represents around half the people who commented. This includes a number of people who suggested keeping the 9.00 start but doing away with late night travel.

Provide longer hours of free travel

- 4.4 The most commonly stated reason for people wanting an earlier start time was attending medical appointments.

Remove the discretionary times

- 4.5 This was a combination of people who said that we should revert to the statutory scheme only, and people who said that they would adapt if the start time was changed.

- 4.6 The options relating to changes in start and finish times are explored in more detail in paragraphs 5.1 to 5.11 below.

Include rail travel within the Warwickshire scheme

- 4.7 The comments about rail travel were expected, as neighbouring authorities currently include this in their scheme. Centro covers Coventry, Solihull and Birmingham and their scheme allows free travel on rail services. However, Centro receives a greater level of funding in its role as Passenger Transport Executive covering the West Midlands urban authorities. Inclusion of rail travel would significantly increase the costs of the scheme as well as being extremely complicated to negotiate and monitor with several different train operating companies involved.
- 4.8 Due to the cost and complexity of introducing rail travel this option has not been explored further.

Passes which enable carers or companions to travel with a passholder

- 4.9 Companion passes are concessionary bus passes which allow a companion to travel free of charge with a disabled person who cannot travel without a carer or companion. WCC does not provide companion passes as part of the Warwickshire scheme.
- 4.10 However, this is a discretion that was offered by Nuneaton and Bedworth Borough Council and Warwick District Council prior to WCC taking over the scheme. Both these authorities were asked whether they wished to continue funding the discretion, but neither did. According to DfT figures for 2011-12, 55 out of 89 Travel Concession Authorities (TCAs) provide companion passes. Four out of the seven surrounding TCAs offer companion passes.
- 4.11 Cabinet decided in November 2010 that WCC would not offer companion passes, although it would honour any existing companion passes until their expiry date. This affects around 450 companion passes issued by Warwick District Council (WDC) which will expire on 31 March 2013. As things currently stand these will be replaced with standard concessionary bus passes at that time. Consequently, the questionnaire responses include a number of comments which relate to the loss of companion passes - a decision which was taken in 2010, but where holders of the remaining soon-to-expire companion passes have only recently become aware of that decision.
- 4.12 This option is explored in more detail in paragraphs 5.12 to 5.20 below.

5.0 Options and Proposal

Changes to the start and finish times for travel

- 5.1 The greatest number of responses to the question about changing the scheme relate to keeping the current 9.00 start time. This equates to over half the comments, and 26% of all respondents.

- 5.2 Around 5% of those who responded to the questionnaire suggested that future changes to the scheme could include longer hours of travel. This included suggestions for all day travel and requests for an earlier start, such as 8.45 to allow easier travel to medical appointments. There is currently no additional funding which would allow the hours of travel to be extended.
- 5.3 As the statutory scheme stands at the moment, there is a discrepancy on Friday evenings where a passholder could use their pass up to 11pm but could not use it between 11pm and midnight. After midnight, they could use their pass again as it would be Saturday, when all day travel is permitted. The Warwickshire scheme addresses the discrepancy and allows travel throughout the evening service on Fridays.
- 5.4 In 2009 the percentage of journeys made between 11pm and midnight was estimated at 0.09% of all concessionary journeys. Total reimbursement for 2012-13 is estimated to cost £6.5million, which would mean that an estimated £5,850 could be attributed to services between 11pm and midnight using the 2009 figures. Since the removal of the subsidised evening bus network in 2011 there are exceptionally few bus services which operate after 11pm and so the number of concessionary journeys undertaken between 11pm and midnight is very small. If this discretion was removed any savings would be negligible.
- 5.5 It is estimated that 2.71% of concessionary journeys are undertaken between 9.00am and 9.30am. This would mean that an estimated £176,150 could be attributed to pre-9.30am travel.
- 5.6 Results from the questionnaire indicate that 55.9% of the cost would be incurred in any event where journeys would simply be delayed by half an hour. This would leave £77,682 as the potential cost of pre-9.30am travel.
- 5.7 Another very significant consideration is that there are a number of rural areas served by a bus between 9.00am and 9.30am where the next bus does not arrive until after 11.00am (i.e. with a frequency of less than every two hours). It is likely that an exception would need to be made for these services so that residents were still able to use their bus passes. Although the financial impact of this is not likely to be large, it does complicate the scheme and can be confusing both for customers and for bus drivers, as well as having a disproportional impact on rural areas. Bus operators on these routes would need to be monitored so as to ensure that they were not wrongly refusing travel. The cost of funding and administering these exceptions is unknown.
- 5.8 Payments are also made to bus operators where peaks in passenger numbers can be attributed to Concessionary Travel and where additional buses and/or staff are required as a result. By moving the start time to 9.30am, there could be an additional peak caused by concessionary passengers, which would result in additional payments. These payments are evaluated on an annual basis and are difficult to predict, but it is possible that the change of peak from 9.00 to 9.30 could increase the costs payable to operators thus negating any potential cost savings.

- 5.9 Around 40% of all bus journeys in Warwickshire are Concessionary Travel journeys, so any changes to the hours of operation will inevitably have a significant impact on bus services.
- 5.10 Taking all this into consideration, it is suggested that at this point in time the potential savings from changing the 9.00am start time and midnight finish time do not justify the benefits which would be lost.
- 5.11 It is therefore proposed that the current discretionary start and finish times are retained. The proposed Scheme is included in Appendix D

Passes for carers and companions

- 5.12 There were fifty responses where companion passes were mentioned in the section where comments were invited on changes to the scheme. It is not clear how many of these are pass holders who live outside Warwick District, and how many are existing WDC companion pass holders. Most state that they cannot travel without a companion or carer. Many state that the inability to travel with a carer, or increased cost will mean that they are unable to use public transport.
- 5.13 38 out of 50 pass holders who responded had a carer fill in the questionnaire on their behalf.
- 5.14 It is clear that a companion pass is a significant benefit to those who have one, but it should be borne in mind that the majority of pass holders within Warwickshire have never had a companion pass available to them. If the introduction of companion passes was considered as part of the Warwickshire scheme, there are a number of factors to be considered:-
- (i) What type and level of disability would qualify someone for a companion pass, and how would this be assessed?
 - (ii) What would the age cut-off be? Younger children would be expected to travel with a responsible adult regardless of disability, so would not normally qualify for a companion pass.
 - (iii) What would the financial impact be on the scheme countywide?
 - (iv) What would be the additional costs incurred in assessing applicants?
 - (v) Would a charge be made for the companion element of the pass?
- 5.15 The introduction of companion passes, or any other benefit which solely affected disability pass holders, would be likely to increase demand for disability passes - both amongst those who do not yet hold one and amongst those age-related pass holders who would seek the additional benefits associated with a disability pass. The results from the questionnaire indicate that 11% of respondents qualified because of age and disability, whereas only 7% qualified on disability alone. Based on this, it is likely that the demand for any extra benefits associated with disability related passes would increase.
- 5.16 It is worth noting that benefits such as the mobility component of Disability Living Allowance (DLA) and the forthcoming Personal Independence Payment (PIP) do include a person's inability to travel unaided as part of the qualifying

criteria for the benefit, and so these benefits do include an element of financial support for companion travel. However, not every passholder will choose to claim or be able to claim DLA or PIP. In particular, DLA and PIP cannot be claimed by those over the age of 65.

- 5.17 If companion passes for disabled pass holders were considered for introduction, further work would be needed to assess the extent of the scheme in terms of eligibility, and the likely cost. Based on WDC figures from 2010, the cost of companion passes being introduced countywide in 2013-14 would be around £202k per year in reimbursement costs and could cost considerably more if demand increased, as suggested above.
- 5.18 Additional costs would be incurred in assessing applicants.
- 5.19 If funding were made available, it would not be possible to simply reissue passes to existing companion passholders as this would mean that passholders outside Warwick District would be disadvantaged. Implementation would need to be in three stages
- (i) Determine the qualifying criteria for a companion pass. This would not necessarily be the same as the criteria previously used by Nuneaton and Bedworth Borough Council and Warwick District Council.
 - (ii) Publicise the companion pass to existing and future passholders.
 - (iii) Assess any applicants against the criteria of the scheme.
- At present, there is no system in place for assessing applicants for disability related passes, although this is planned for the future.
- 5.20 It is not proposed that the decision on companion passes be reconsidered at this time.

6.0 Finance

- 6.1 The current budget covers the cost of reimbursing the bus operators for
- The national scheme
 - discretionary travel between 9.00am -9.30am travel
 - discretionary travel between 11.00pm and midnight
- 6.2 There are therefore no additional costs if these discretions are retained.
- 6.3 If the discretionary 9.00am - 9.30am travel time was removed, the maximum savings would be £77,682, but it is estimated that real savings would be only around half this due to the need to make exceptions for areas served by infrequent services.
- 6.4 The cost of travel between 11.00pm and midnight is negligible.
- 6.5 The current scheme does not include the issue of companion passes. However, around £42,000 is estimated to be spent annually on

reimbursement for honouring the remaining companion passes issued by WDC which expire in March 2013.

- 6.6 The reimbursement cost of companion passes is estimated to be at least £202,000. The cost of countywide companion passes is not included in the current budget and so an additional £160,000 would need to be found to support this.

7.0 Equalities

- 7.1 An Equality Impact Assessment (EqIA) Analysis on this policy was undertaken on 21 June 2012 and reviewed on 10 October 2012, once the results from the Scheme Review Questionnaire were known.
- 7.2 The recommendations in this report would not result in any significant detrimental impact for the passholders. However, those passholders with companion passes issued by WDC will experience an impact when their current passes expire in March 2013. Although they will receive new WCC passes, these will not include travel for carers and companions. This report does not recommend that the decision taken in 2010 be reconsidered but paragraphs 4.9-4.12 and 5.12-5.20 draw attention to its likely impacts and to the costs and other circumstances affecting the issue.
- 7.3 The EqIA will be reviewed again following the Cabinet decision, and again on 21 June 2015.

8.0 Timescales associated with the decision and next steps

- 8.1 WCC is legally required to publish the scheme and this must be done by 1 December as notice of any changes to the scheme must be given to bus operators. Provided the scheme is published by 1 December, it will take effect from 1 April 2013.
- 8.2 Due to the cost and logistics of engaging with customers when reviewing the scheme, it is recommended that the scheme have a period of stability before any further reviews.
- 8.3 Although a report to Communities O&S in September recommended a period of three years for the scheme, it is suggested the discretionary elements of the scheme be reviewed after five years. This will also enable accurate electronic ticketing information to be collected about pass usage over a number of years, to inform future reviews.
- 8.3 It may be necessary to review the scheme earlier if central government make significant changes to the statutory scheme which impact on Warwickshire's discretionary elements.

8.4 Funding for the discretionary elements of the scheme will be subject to the medium term financial plan.

Appendices

Appendix A – the questionnaire

Appendix B – results from the questionnaire

Appendix C – letters and emails received separately from the questionnaire

Appendix D – Warwickshire County Council Concessionary Travel Scheme
1 April 2013 - 31 March 2016 (proposed)

Background papers

None

Supporting documents

1. [Cabinet 18 November 2010](#)

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Concessionary Travel Scheme Review 2012



Working for Warwickshire

Introduction

Warwickshire County Council took over the Concessionary Travel service from the District and Borough Councils in April 2011. The service provides free bus passes for older and disabled people who qualify because of their age or disability.

Now that we have been operating the service for just over a year, we are undertaking a review to find out how our customers use their bus passes and help us to decide whether we should consider changing the current discretionary elements of the scheme.

The national scheme – your basic entitlement

The national scheme provides free off-peak bus travel across England for eligible residents, it is funded by central government.

An eligible resident is a resident of England who qualifies because of age or a specified disability. The eligibility criteria are set by central government and we have no powers to change these.

Off peak means from 9.30am until 11.00pm on weekdays and all day at weekends and on public holidays.

Discretionary elements – Warwickshire residents only

In Warwickshire, we additionally allow free travel for passholders

- between 9.00am and 9.30am on weekdays
- between 11.00pm and midnight on weekdays.

This additional travel time is funded by Warwickshire County Council (WCC)

It is open to WCC to provide greater, lesser or different discretionary elements. A public consultation carried out in 2010 led to a 9.00am start time being retained across the County as it offered the greatest benefit to the greatest number of residents.

Although some areas of the country offer different discretionary enhancements, such as rail travel, companion passes or all day travel, many authorities provide nothing other than the basic entitlement. In Warwickshire, the 9.00am start time has been funded but there has not been sufficient funding available to allow for any additional enhancements.

We would be grateful if you would complete the following questions to help us understand how you use your bus pass. Responses are anonymous, but if you would like us to respond to any comments you have made, please complete Q23.

Q1	Please provide your postcode. This helps us understand your answers better, particularly around customer service and local bus services.

Q2	What is your reason for filling in this questionnaire? <i>Please tick one box</i>
<input type="checkbox"/> I am a bus passholder <input type="checkbox"/> *I am a carer filling this in on behalf of a bus passholder <input type="checkbox"/> I will qualify for a bus pass within the next 12 months <input type="checkbox"/> **Other	
**Other (please specify)	

***If you are filling this form as a carer for the bus passholder please answer all questions on their behalf.**

Section A – About your bus pass

Q3	How do you qualify for your concessionary bus pass? <i>Please tick one box</i>						
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 33%;">Your age</td> <td style="text-align: center; width: 33%;">Your disability</td> <td style="text-align: center; width: 33%;">Age & disability</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>		Your age	Your disability	Age & disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your age	Your disability	Age & disability					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

Q4	When does the pass expire? <i>Please tick one box</i>												
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 16.6%;">2013</td> <td style="text-align: center; width: 16.6%;">2014</td> <td style="text-align: center; width: 16.6%;">2015</td> <td style="text-align: center; width: 16.6%;">2016</td> <td style="text-align: center; width: 16.6%;">2017</td> <td style="text-align: center; width: 16.6%;">I don't have a pass</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>		2013	2014	2015	2016	2017	I don't have a pass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2013	2014	2015	2016	2017	I don't have a pass								
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								

Q5	If you needed to request a replacement pass or apply for a new one how would you prefer to access this service? <i>Please tick one box only</i>						
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><input type="checkbox"/> Online through the WCC website</td> <td style="width: 50%;"><input type="checkbox"/> E-mailing WCC</td> </tr> <tr> <td><input type="checkbox"/> By telephoning WCC offices</td> <td><input type="checkbox"/> by post to WCC</td> </tr> <tr> <td><input type="checkbox"/> By visiting a local One Stop Shop, council office or library.</td> <td><input type="checkbox"/> *Other</td> </tr> </table>		<input type="checkbox"/> Online through the WCC website	<input type="checkbox"/> E-mailing WCC	<input type="checkbox"/> By telephoning WCC offices	<input type="checkbox"/> by post to WCC	<input type="checkbox"/> By visiting a local One Stop Shop, council office or library.	<input type="checkbox"/> *Other
<input type="checkbox"/> Online through the WCC website	<input type="checkbox"/> E-mailing WCC						
<input type="checkbox"/> By telephoning WCC offices	<input type="checkbox"/> by post to WCC						
<input type="checkbox"/> By visiting a local One Stop Shop, council office or library.	<input type="checkbox"/> *Other						
*If you have ticked Other (please specify)							

In Warwickshire we have an additional discretion which allows free off-peak travel across England between 9.00am - 9.30am and 11.00pm-midnight on weekdays.

Q6 How often do you use the bus pass between 9.00am and 9.30am on weekdays? <i>Please tick one box from each row</i>				
	Daily	Regularly (2-4 times a week)	Less frequently (Less than twice a week)	Not at all (move to Q8)
Medical appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to council services e.g. Town Hall / library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*If you have ticked Other please specify				

Q7 If you were unable to use the bus pass between 9.00am and 9.30am, what would you do? <i>Please tick the one box on each row which most commonly applies</i>				
	Would pay the bus fare	Would catch a bus after 9.30am	Would use another means of travel	Would not travel
Medical appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to council services e.g. Town Hall / library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*If you have ticked Other please specify				

Q8 How often do you use the bus pass between 11.00pm and midnight on weekdays, for these specific activities? Please tick one box from each row				
	Daily	Regularly (2-4 times a week)	Less frequently (Less than twice a week)	Not at all (move to Q10)
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*If you have ticked Other please specify				

Q9 If you were unable to use the bus pass between 11.00pm and midnight, what would you do?				
<i>Please tick the one box on each row which most commonly applies</i>				
	Would pay the bus fare	Would travel before 11.00pm	Would use another means of travel	Would not travel
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*If you have ticked Other please specify				

Q10 If the scheme within Warwickshire were changed, how would you want to see it altered?	
<i>Please provide as much detail as possible. Changes could include taking away or changing the current 9.00am start time as well as adding extra elements. However, please bear in mind that any extra elements would need to be funded from somewhere. You can attach a separate sheet if you need more space.</i>	

Section B – About the service you receive from us

Q11 Have you visited a Warwickshire Direct One Stop Shop or library about your bus pass during the last 12 months?	
<i>Please tick the location(s) you have visited about your bus pass</i>	
<input type="checkbox"/>	Atherstone – at the Council House
<input type="checkbox"/>	Bedworth – at the Area Housing Office next to Civic Hall
<input type="checkbox"/>	Coleshill - at the library
<input type="checkbox"/>	Kenilworth - at the library
<input type="checkbox"/>	Leamington - at Riverside House
<input type="checkbox"/>	Lillington - at the library
<input type="checkbox"/>	Nuneaton - at the Town Hall
<input type="checkbox"/>	Rugby - at the Town Hall
<input type="checkbox"/>	Shipston - at the library
<input type="checkbox"/>	Southam - at the library
<input type="checkbox"/>	Stockingford - at the Early Years Centre & Library
<input type="checkbox"/>	Stratford - at Elizabeth House
<input type="checkbox"/>	Warwick - at Shire Hall
<input type="checkbox"/>	Whitnash - at the library
<input type="checkbox"/>	I have not visited any Warwickshire Direct outlets <i>(please move to Q13)</i>

Q12	How satisfied were you with the service you received during the visit?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q13	Have you telephoned us about your bus pass during the last 12 months? <i>Please tick one box only</i>	
	Yes <input type="checkbox"/>	No (Please move to Q15) <input type="checkbox"/>

Q14	How satisfied were you with service you received over the telephone?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q15	Have you visited the Concessionary Travel bus pass page on our Warwickshire Direct website within the last 12 months? <i>Please tick one box only</i>	
	Yes <input type="checkbox"/>	No (please move to Q17) <input type="checkbox"/>

Q16	How satisfied were you with the Concessionary Travel information on the website?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q17	Are there any comments you would like to make about the service you have received for Concessionary Travel? <i>Please provide as much detail as possible. You can attach a separate sheet if you need more space.</i>				
	My comment below relates to (please tick as appropriate)	Personal visit <input type="checkbox"/>	Telephone call <input type="checkbox"/>	Website <input type="checkbox"/>	Email <input type="checkbox"/>

Section C – About the bus services.

Q18	Overall, how satisfied are you with the punctuality of the buses you use?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q19	In general terms how satisfied are you with bus cleanliness?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q20	How satisfied are you overall with the attitude of bus drivers?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q21	As a bus pass holder where do you usually obtain your bus timetable information? Please tick any that apply					
	Internet <input type="checkbox"/>	Leaflets <input type="checkbox"/>	Bus Stops <input type="checkbox"/>	Phone bus company or WCC <input type="checkbox"/>	Word of mouth <input type="checkbox"/>	*Other <input type="checkbox"/>
*If you have ticked Other please specify						

Q22	Are there any comments you would like to make about the bus services you use? Please provide details of specific buses including the bus route number.					

Q23	If you would like us to directly respond to the comments you have made, please provide your contact details below. Please tick one or more boxes if you would like us to respond to you.	
<input type="checkbox"/>	Section A - Your bus pass	
<input type="checkbox"/>	Section B - Customer service	
<input type="checkbox"/>	Section C - Bus services	
	Name	
	Address	
	Postcode	
	E-mail address	

Thank you for taking the time to complete this questionnaire

**This engagement exercise ends on July 31st 2012. Once we have analysed all of the responses, a summary of the findings will be published on our website at :
<http://www.warwickshire.gov.uk/concessionarytravel>**

The results will enable us to decide whether to carry on with the scheme as it exists or whether to consider changes to the scheme in the future.

Completed Questionnaires should be returned to:
 Concessionary Travel Review
 WCC Communities Group, FREEPOST LG111, P.O. Box 43, Warwick CV34 4BR

Warwickshire County Council is committed to promoting and achieving equality and fairness for all our customers, so it would be helpful if you could answer a few more questions which will help us ensure that we are reaching out to all sections of the community. The information requested below helps us monitor and understand who we deliver services to and will be used to improve our services to you and other customers. It is confidential and not attributed back to you. Thank you for your contribution

Q24	Are you male or female? <i>Please tick one box</i>	
	Male <input type="checkbox"/>	Female <input type="checkbox"/>

Q25	How old are you? <i>Please tick one box</i>					
	Under 18 <input type="checkbox"/>	18 – 29 <input type="checkbox"/>	30 – 44 <input type="checkbox"/>	45 – 59 <input type="checkbox"/>	60 – 74 <input type="checkbox"/>	75 + <input type="checkbox"/>

Q26	Do you have a long standing illness or disability? (long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)? <i>Please tick one box</i>	
	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Q27	What is your religion, even if you are not currently practicing? <i>Please tick one box only</i>					
	<input type="checkbox"/> None	<input type="checkbox"/> Sikh	<input type="checkbox"/> Muslim			
	<input type="checkbox"/> Christian	<input type="checkbox"/> Hindu	<input type="checkbox"/> Prefer not to say			
	<input type="checkbox"/> Buddhist	<input type="checkbox"/> Jewish	<input type="checkbox"/> Other			

Q28	How would you describe your ethnic origin? <i>Please tick one box only</i>	
	<input type="checkbox"/> White - British	<input type="checkbox"/> Black or Black British - Caribbean
	<input type="checkbox"/> White - Irish	<input type="checkbox"/> Black or Black British - African
	<input type="checkbox"/> White- Any other background	<input type="checkbox"/> Black or Black British – Any other background
	<input type="checkbox"/> Mixed – White & Black Caribbean	<input type="checkbox"/> Other Ethnic Group
	<input type="checkbox"/> Mixed – White Asian	<input type="checkbox"/> Other Ethnic Group - Chinese
	<input type="checkbox"/> Mixed – any other mixed background	<input type="checkbox"/> Other Ethnic Group – Gypsy or Traveller
	<input type="checkbox"/> Asian or Asian British - Indian	<input type="checkbox"/> Any other Ethnic group
	<input type="checkbox"/> Asian or Asian British – Pakistani	<input type="checkbox"/> Prefer not to say
	<input type="checkbox"/> Asian or Asian British - Bangladeshi	
	<input type="checkbox"/> Asian or Asian British – Any other background	

Q29	Do you consider yourself to be ... ? <i>Please tick one box only</i>	
	<input type="checkbox"/> Heterosexual or straight	<input type="checkbox"/> Other
	<input type="checkbox"/> Gay or lesbian	<input type="checkbox"/> Prefer not to say
	<input type="checkbox"/> Bisexual	

Appendix B

Warwickshire County Council Concessionary Travel Scheme Review

Introduction

Warwickshire County Council (WCC) took over the Concessionary Travel service from the District and Borough Councils in April 2011. The service provides free bus passes for residents who qualify because of their age or a disability. When the scheme was set up it was agreed that a review would be carried out during the summer of 2012.

To evaluate the scheme, a questionnaire was distributed to a random sample of 5,540 passholders. Questionnaires were also made available at One Stop Shops in the county and they were also targeted at individuals who had contacted the service in the past. The questionnaire was also available to complete online, via a link from the Concessionary Travel webpages.

In total, 3,604 completed responses were received to the consultation; 3,318 paper copies and 286 electronic submissions. The high number of responses generated indicates the interest and importance that passholders place on Concessionary Travel.

Most respondents to the questionnaire (94%) were bus passholders themselves, 5% were carers responding on behalf of a passholder, and less than 1% will qualify for a bus pass within the next 12 months. A full profile of respondents is provided in Appendix A of this report.

Results

Section A – Your bus pass

Of the 3,604 respondents to the consultation, just over 3,000 provided a recognised postcode; the postcodes have enabled analysis at a borough and district level. Figure 1 shows the distribution of respondents across Warwickshire, and how they qualify for their bus pass. Across the county, 82% of respondents qualify for their concessionary bus pass due to their age, 7% qualify due to a disability, and the remaining 11% because of their age and disability.

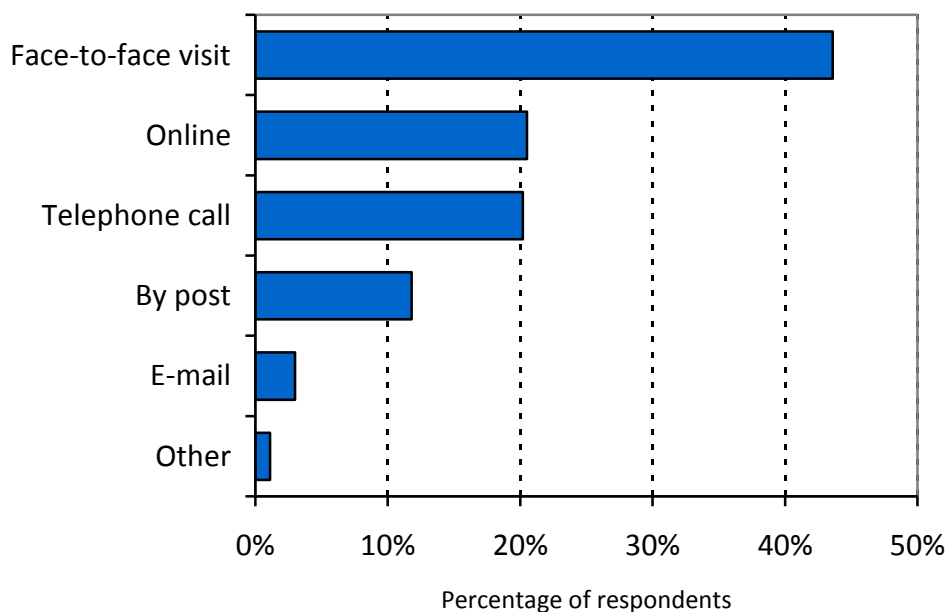
Figure 1: Distribution of responses across Warwickshire, and how they qualify for their concessionary pass

	Total no. of responses	Qualify due to age	Qualify due to a disability	Qualify due to age and disability
North Warwickshire	289	87.7%	3.5%	8.8%
Nuneaton & Bedworth	674	84.5%	3.8%	11.7%
Rugby	511	87.8%	2.4%	11.7%
Stratford	690	87.5%	3.0%	9.5%
Warwick	879	74.5%	13.9%	11.3%
<i>Unknown</i>	561	75.9%	11.6%	12.5%
Warwickshire	3604	82.1%	7.1%	10.8%

For the vast majority of respondents, 93%, their concessionary bus pass will expire in 2013. For approximately 1% of respondents, they have a pass that will expire in 2014 or 2015, 3% have a pass that will expire in 2016 and 2% of passes will expire in 2017.

Passholders were asked what method they would prefer to use if they required a replacement pass or needed to apply for a new pass; Figure 2 shows the results. More than two out of five passholders (43%) would prefer to apply for a pass in person, either at a One Stop Shop, council office or library. One in five would prefer to go online to the WCC website (21%), whilst a similar proportion (20%) would prefer to telephone the county council.

Figure 2: Preferred method of contacting WCC to apply for a new or replacement pass



These results appear quite different compared to a similar consultation conducted with passholders in 2010. Two years ago, a telephone call was the preferred method of contacting WCC (41%), followed by a face-to-face visit (27%) and online (17%).

Passholders were asked how often they use their concessionary bus pass between 9am and 9:30am, for a variety of different journeys. Figure 3 shows the results, analysed by how the respondent qualifies for their pass. Overall, 6% of respondents use their concessionary bus pass for shopping on a daily basis, whilst a further 27% use their pass regularly for shopping and 30% use it, but less frequently. In total, 17% of respondents use their pass daily or regularly for social activities, and 9% use it for medical appointments at least twice a week.

The results indicate that respondents who have their pass due to their age use their pass slightly less regularly than those who have a pass due to a disability. This is true for all different types of journey.

Figure 3: Use of pass between 9am and 9:30am, and how they qualify for their concessionary pass

		Daily	Regularly (2 -4 times a week)	Less frequently (less than twice a week)	Not at all
All respondents	Medical appointments	2.1%	6.5%	36.3%	55.1%
	Shopping	6.3%	26.5%	29.5%	37.7%
	Social	3.4%	13.6%	24.3%	58.7%
	Accessing council services	1.7%	5.4%	21.7%	71.2%
	Work	0.9%	1.1%	2.7%	95.3%
	Other	1.0%	1.8%	4.4%	92.8%
Due to age	Medical appointments	1.6%	5.7%	35.1%	57.6%
	Shopping	5.3%	26.6%	30.7%	37.4%
	Social	2.5%	13.4%	24.9%	59.2%
	Accessing council services	1.4%	5.0%	22.2%	71.4%
	Work	0.4%	0.8%	2.7%	96.1%
	Other	0.7%	1.6%	4.5%	93.2%
Due to disability	Medical appointments	5.3%	10.2%	39.2%	45.3%
	Shopping	10.2%	25.7%	23.7%	40.4%
	Social	8.2%	20.8%	25.3%	45.7%
	Accessing council services	3.7%	9.8%	21.6%	64.9%
	Work	7.4%	4.9%	5.3%	82.4%
	Other	3.3%	2.9%	5.3%	88.5%
Due to age and disability	Medical appointments	3.9%	10.1%	43.5%	42.5%
	Shopping	11.2%	24.7%	24.2%	39.9%
	Social	6.2%	11.0%	19.7%	63.1%
	Accessing council services	3.1%	5.9%	19.7%	71.3%
	Work	0.3%	0.3%	1.1%	98.3%
	Other	2.3%	2.8%	3.1%	91.8%

Passholders were also asked what they would do if they were unable to use their pass between 9am and 9:30am. Again the results have been analysed by how the respondent qualifies for their pass; the results are shown in Figure 4.

Figure 4 shows that respondents' course of action depends on the nature of the journey they are making. For example, if attending a medical appointment, 40% would use another means of transport. If the journey was for shopping, social or accessing council services, respondents would catch a later bus, and if the journey was for work or an 'other' journey, 55% of respondents stated that they would not travel. This pattern of use is replicated regardless of how the respondent qualifies for their concessionary pass.

Figure 4: What would happen if respondents were unable to use their pass between 9am and 9:30am, and how they qualify for their concessionary pass

		Pay the bus fare	Catch a bus after 9:30	Use another means of transport	Would not travel
All respondents	Medical appointments	19.1%	30.6%	40.1%	10.2%
	Shopping	5.0%	60.0%	21.4%	13.6%
	Social	5.6%	48.5%	26.7%	19.1%
	Accessing council services	3.4%	51.2%	22.1%	23.3%
	Work	8.2%	11.0%	26.1%	54.8%
	Other	8.3%	18.6%	25.4%	47.6%
Due to age	Medical appointments	18.8%	30.6%	41.3%	9.2%
	Shopping	4.3%	61.2%	21.8%	12.7%
	Social	5.3%	49.4%	27.9%	17.4%
	Accessing council services	3.1%	53.0%	22.8%	21.1%
	Work	7.5%	10.5%	27.8%	54.1%
	Other	8.3%	18.8%	25.8%	47.2%
Due to disability	Medical appointments	24.9%	25.4%	28.3%	21.5%
	Shopping	10.7%	47.0%	16.7%	25.6%
	Social	9.9%	44.4%	19.1%	26.5%
	Accessing council services	7.4%	40.0%	18.5%	34.1%
	Work	16.5%	16.5%	25.7%	41.3%
	Other	10.7%	19.6%	26.8%	42.9%
Due to age and disability	Medical appointments	18.0%	32.0%	39.1%	10.9%
	Shopping	7.7%	56.8%	21.6%	13.9%
	Social	6.1%	44.4%	19.9%	29.6%
	Accessing council services	4.3%	46.0%	17.7%	32.1%
	Work	3.8%	9.5%	10.5%	76.2%
	Other	7.5%	16.4%	20.9%	55.2%

Respondents were also asked if and how they used their concessionary pass between 11pm and midnight; Figure 5 shows the results. Far fewer respondents use their pass during this time period, only 6% use it regularly for social activities and less than 1% use it to travel to and / or from work. As before, it appears that respondents who have a concessionary pass due to a disability, or their age and disability, use their pass slightly more frequently.

Figure 5: Use of pass between 11pm and midnight, and how they qualify for their concessionary pass

		Daily	Regularly (2 -4 times a week)	Less frequently (less than twice a week)	Not at all
All respondents	Social	1.0%	5.0%	11.8%	82.2%
	Work	0.2%	0.2%	0.8%	98.8%
	Other	0.6%	0.9%	2.1%	96.4%
Due to age	Social	0.7%	4.2%	12.3%	82.8%
	Work	0.1%	0.2%	0.8%	98.9%
	Other	0.4%	0.9%	2.0%	96.7%
Due to disability	Social	3.0%	8.0%	8.4%	80.6%
	Work	1.3%	0.8%	1.3%	96.6%
	Other	1.7%	2.1%	2.5%	93.7%
Due to age and disability	Social	2.3%	7.9%	9.4%	80.4%
	Work	0.6%	0.0%	0.6%	98.8%
	Other	1.4%	0.3%	1.7%	96.6%

If respondents were unable to use their concessionary pass between 11pm and midnight, most would not travel during these hours, especially for work or other activities. Figure 6 shows that respondents who have a pass due to a disability are more likely not to travel at all during these hours if they couldn't use their pass.

Figure 6: What would happen if respondents were unable to use their pass between 11pm and midnight, and how they qualify for their concessionary pass

		Pay the bus fare	Travel before 11pm	Use another means of transport	Would not travel
All respondents	Social	5.1%	11.6%	33.9%	49.4%
	Work	2.1%	4.2%	24.5%	69.2%
	Other	2.0%	4.6%	24.2%	69.2%
Due to age	Social	5.2%	11.0%	36.6%	47.3%
	Work	1.9%	3.9%	27.0%	67.2%
	Other	1.8%	4.8%	26.5%	66.9%
Due to disability	Social	7.7%	14.3%	20.2%	57.7%
	Work	5.7%	9.4%	14.2%	70.8%
	Other	3.9%	6.5%	13.0%	76.6%
Due to age and disability	Social	3.1%	13.9%	23.9%	59.2%
	Work	0.8%	2.5%	13.2%	83.5%
	Other	2.2%	2.2%	18.9%	76.7%

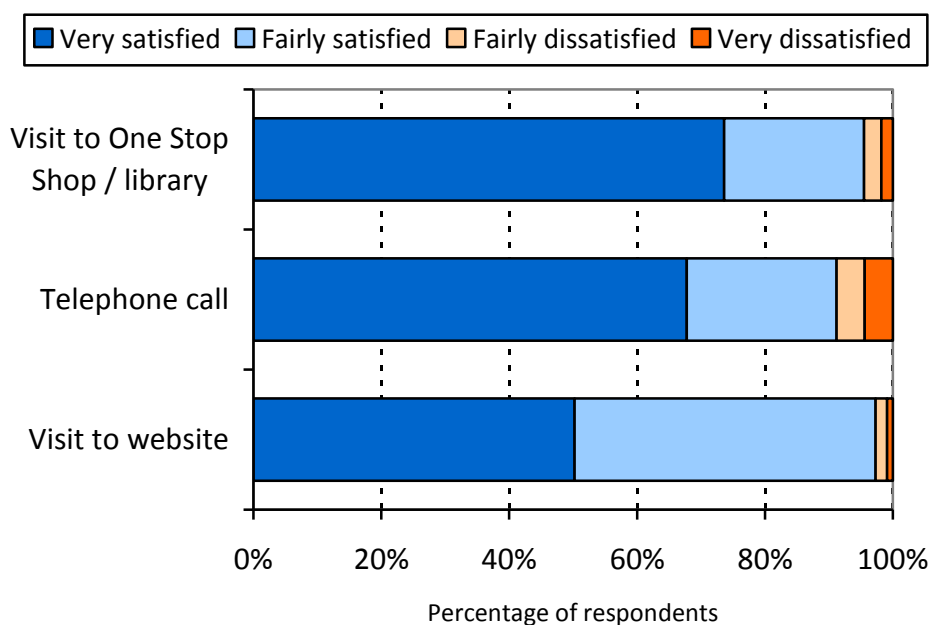
Open-ended responses from Jo

Section B – Customer Service

Respondents were asked if they had visited a One Stop Shop or library about their bus pass in the last 12 months, or if they had telephoned the county council or visited the concessionary travel pages on the WCC website in the last year. The results show that 819 respondents had made a visit, 161 had telephoned and 231 had visited the webpages.

Users of each of these methods were asked how satisfied they were with the service received; Figure 7 shows the results. All three methods received very high levels of satisfaction; with over 90% of respondents being 'very satisfied' or 'fairly satisfied' with each of the three contact types.

Figure 7: Satisfaction with contact with the county council

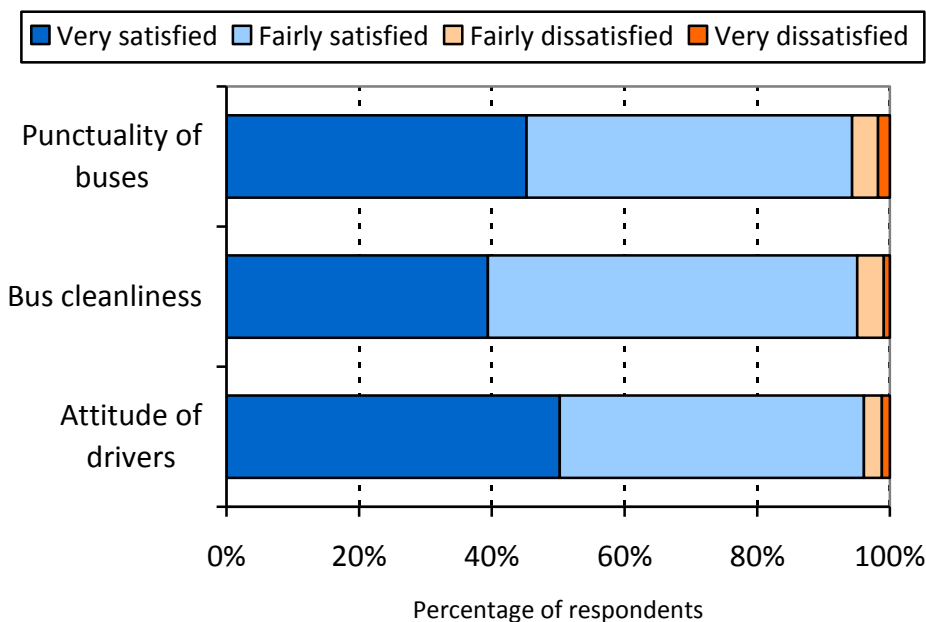


Open-ended responses from Jo / Ron

Section C – Bus Services

The final section of the survey asked respondents some more general questions about the bus services they use. Firstly they were asked how satisfied they were with the punctuality and cleanliness of buses, and also about the attitude of the drivers on services they use. Figure 8 shows that again levels of satisfaction are very high with each of the three measures, approximately 95% of respondents reported that they were either 'very satisfied' or 'fairly satisfied' with each of the measures.

Figure 8: Satisfaction with bus services



Respondents were also asked where they normally obtain bus timetable information. The results indicate that most respondents either get this information at a bus stop (50%) or through leaflets (48%). Approximately one in six respondents (17%) gets information from a website and one in eight (13%) via word of mouth.

Open-ended responses from Jo / Ron

Appendix A – Profile of respondents

Number and percentage of respondents in each category

Gender (3,053 respondents, 85% of all respondents)

Male	1,333	43.7%
Female	1,720	56.3%

Age (3,062 respondents, 85% of all respondents)

Under 18	4	0.1%
18 – 29	38	1.2%
30 – 44	64	2.1%
45 – 59	103	3.4%
60 – 74	1,870	61.1%
75 and over	983	32.1%

Long-term illness or disability (2,911 respondents, 81% of all respondents)

Yes	1,241	42.6%
No	1,670	57.4%

Ethnic origin (3,020 respondents, 84% of all respondents)

White	2,852	94.4%
Mixed	9	0.3%
Asian / Asian British	60	2.0%
Black / Black British	32	1.1%
Other Ethnic group	7	0.2%
Prefer not to say	60	2.0%

Religion (2,984 respondents, 83% of all respondents)

None	255	8.5%
Christian	2,459	82.4%
Buddhist	8	0.3%
Sikh	38	1.3%
Hindu	35	1.2%
Jewish	4	0.1%
Muslim	8	0.3%
Prefer not to say	125	4.2%
Other	52	1.7%

Sexual orientation (2,728 respondents, 76% of all respondents)

Heterosexual or straight	2,406	88.2%
Gay or lesbian	3	0.1%
Bisexual	9	0.3%
Other	28	1.0%
Prefer not to say	282	10.3%

Role	Comment
Individual (Miss B)	Has a son with a +1 (companion) bus pass. It is unfair that she would have to pay because he cannot go out on his own because he needs someone with him all the time.
Individual (Mr C)	Disagrees with the decision to withdraw the +1 pass. Believes it will push more people into seeking help from social service, which will cancel the cuts made by withdrawing +1 passes. Referred to various pieces of legislation relating to transport. Is aware that +1 provision is discretionary but notes that other councils still provide it. Refers to the Equality Act 2000 and says that he feels WCC would be in breach of it if the +1 pass is removed. Will not hesitate to bring the matter before the EHRC (Equalities and Human Rights Commission). Respectfully asks that WCC reconsider the decision to withdraw the +1 pass. Feels that the money spent on the consultation would be better spent on helping fund the +1 concession.
Individual (Mr F)	Expressed dismay that the +1 pass will not be renewed after March. He is registered blind and relies on a sighted companion to access local bus services. Removing the companion pass is tantamount to removing his pass as well. Society has a duty to maintain the means of independence for disabled people. Urges the authority to reconsider.
Individual (Mrs A H)	Has a son with multiple disabilities and would not be able to pay for his carer to travel with him.
Individual (Mrs S H)	Unable to use the bus on weekdays during termtime as it runs at 8.30am, and no buses at all in school holidays. Can only use it on Saturdays. Believes there should be greater bus provision for the elderly.
Individual (Mrs J)	Commented that bus pass would be used if there were any buses. Comments on specific bus routes and requests bus service through Mappleborough Green.
Individual (Mr K)	Mentioned patterns of usage between 9.00am and 6.00pm within Warwickshire as well as use in London and Birmingham. Would find it inconvenient to be without the pass.
Individual (Miss S)	Expressed disappointment that the +1 (companion) concession is being discontinued. Needs a carer in order to travel as bus drivers won't assist getting a wheelchair onto the bus, other than putting down a ramp. Will no longer have the option to go out during the day without +1 support. Suggested that a charge, possibly £15, was made to issue a +1 pass to help recoup some of the cost.

	<p>People who need support should not be penalised on a daily basis.</p> <p>Commented that this consultation had been sent out after a decision had been made about the +1 passes.</p>
Individual (Mrs S)	<p>Queried whether the buses could be rescheduled so as to leave later if the start time is changed.</p>
Individual (Mr W)	<p>Has an adult son with severe learning difficulties and a +1 bus pass.</p> <p>The day centre his son attends is under threat of closure, and his son is being encouraged to attend 'community based activities' such as college. His son will not be able to travel by bus as his daytime carer will not be able to afford the fares, and will therefore have difficulty attending his college course.</p>
Dan Byles MP	<p>Advised that a report be commissioned on the effects of any changes to the scheme on social exclusion in his constituency. Also urged that the current free elements of the scheme are retained.</p>
Napton on the Hill Parish Council	<p>Expressed concern about the effect of a 9.30am start time on rural residents with an infrequent bus service (9.25am then 11.25am).</p> <p>Would accept a 9.15am start time, and believed the effects of the late night extension would be less likely to impact on the community.</p> <p>Believes extra consideration should be given to disabled residents.</p>
Senior People's Forum of Warwick District & Older People in Action	<p>Received a number of queries about the scheme, and circulated questionnaires to members, but did not submit any comments as an organisation</p>
Whitnash Town Council	<p>Queried how the questionnaire was being circulated as many residents were not aware, and expressed concern that this might be a mainly web based survey.</p> <p>Expressed concern that one stop shops were being reviewed, and that this might result in District Council staff being judged, and asked whether the District Council was aware of this.</p> <p>Supported keeping the Concessionary Travel Scheme.</p>

THE WARWICKSHIRE COUNTY CONCESSIONARY TRAVEL SCHEME
SCHEME DEFINITION

With effect from 1 April 2013

Definitions

1. In this Scheme Definition and in the associated Arrangements for Reimbursement:
 - i) “1985 Act” means the Transport Act 1985;
 - ii) “2000 Act” means the Transport Act 2000;
 - iii) “2007 Act” means the Concessionary Bus Travel Act 2007;
 - iv) “Travel Concession Authority” means Warwickshire County Council and is also the “Administering Authority” as defined in the 1985 Act in matters relating to the context of the 1985 Act;
 - v) “Eligible Person” means any person who has a statutory entitlement to concessionary travel in accordance with relevant legislation and any guidance issued by the Secretary of State for Transport;
 - vi) “Entitled Person” means any person who is not an Eligible Person for whom an Travel Concession Authority has discretionary powers under the 1985 Act or other relevant legislation to provide concessionary travel;
 - vii) “Participating Operator” shall be construed as a transport operator providing Included Services in accordance with the terms set out in this Scheme Description;
 - viii) “Arrangements for Reimbursement” means the most recently published Arrangements for Reimbursement associated with the scheme;
 - ix) “Passenger Journey” means the act of a person moving from one location to another;
 - x) “Principal Area” shall be construed in accordance with section 93 (2) of the 1985 Act as the area comprising the Administrative Area of the County of Warwickshire;
 - xi) “Eligible Services” shall be construed in accordance with section 146 of the Transport Act 2000 as modified by the Travel Concessions (Eligible Services) Order 2002 (SI2002No 1016), the Travel Concessions (Eligible Services) (Amendment) Order 2009 and/or any replacement and/or additional order that is or becomes relevant;
 - xii) “Public Passenger Transport Service” shall be construed in accordance with section 63 (10)(a) of the 1985 Act;

- xiii) “Included Services” means those Public Passenger Transport Services (or specified journeys on those services) that are not also Eligible Services on which concessionary travel can be undertaken under the terms of the Scheme;
- xiv) “Excluded Services” means those Public Passenger Transport Services and/or specified journeys on those services and/or at specified times on which concessionary travel cannot be undertaken under the terms of the Scheme;
- v) “Regulations” means the Travel Concessions Schemes Regulations 1986, the Mandatory Travel Concession (England) Regulations 2011 and any subsequent modifications and/or additions thereto, together with any other relevant regulations;
- vi) “Scheme” means the Warwickshire Concessionary Travel Scheme as described herein and/or in the separate document entitled “Arrangements for Reimbursement”;
- vii) “Concession Period” means the 12 calendar months starting on 1 April in any year;
- viii) “Statutory Minimum Travel Concession” means the entitlement to travel without the payment of a fare for Passenger Journeys made by an Eligible Person on Eligible Services not starting before 0930 hours or after 2300 hours on normal weekdays and at any time on Saturdays, Sundays and/or Public Holidays;
- ix) “National Pass” means a pass conforming to the correct specification and which entitles its holder to the Statutory Minimum Travel Concession;
- x) “Discretionary Entitlement” means any additional entitlement to travel without payment of a fare over and above the Statutory Minimum Travel Concession provided to a person to whom a National Pass is issued by one of the Travel Concession Authorities party to the Scheme to make Passenger Journeys before 0930 hours and/or after 2300 hours on normal weekdays and/or on Included Services. Such journeys at the discretion of the Travel Concession Authority concerned may be limited to those starting in the Travel Concession Authority’s area, the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority concerned;
- xi) “Companion Entitlement” means the discretionary entitlement provided by a Travel Concession Authority party to the Scheme to the holder of a National Pass issued by the Travel Concession Authority to enable that person to be accompanied by a Companion who can also travel without payment of a fare when accompanying the holder of the National Pass in respect of journeys which at the discretion of the Travel Concession Authority concerned may be limited to those starting in the Travel Concession Authority’s area, the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority concerned;

- xii) “Alternative Discretion” means any concession offered by the Travel Concession Authority to an entitled ENCTS pass holder who chooses to waive their rights to an ENCTS pass in exchange for an alternative concession such as tokens, vouchers, etc. The administration of such alternative concessions will not form part of these Arrangements for Reimbursement and are listed in accompanying schedules for information only.
- xiii) “Issue Charge” means any payment required by a Travel Concession Authority from an Eligible Person or Entitled Person in return for providing a Discretionary Entitlement and/or a Companion Entitlement to that person excluding any charge to recover the cost of providing a photograph and/or the cost of providing a replacement National Pass at a time other than the normal date of renewal.

Responsibilities of the Travel Concession Authority

- 2. The Scheme is established and administered under the provisions laid down in the relevant parts of the 1985 Act. Notwithstanding this the Scheme shall also be administered to fulfil the requirements of and in accordance with the 2000 Act, the 2007 Act and EC Regulation 1370/2007.
- 3. The Travel Concession Authority shall manage and operate the Scheme in accordance with the requirements of the Acts and/or other relevant legislation.
- 4. The Travel Concession Authority will reimburse Participating Operators of Included Services for Passenger Journeys made as a result of the proper use of National Passes together with any Passenger Journeys made under any Discretionary and/or Companion Entitlement upon confirmation from those operators that the Passenger Journeys have been made and in accordance with the Arrangements for Reimbursement.

Issue of National Passes

- 5. The Travel Concession Authority will issue National Passes to Eligible Persons whose sole or principal residence is within their area. At their entire discretion the Travel Concession Authority may choose to provide Discretionary and/or Companion Entitlement in addition to the Statutory Minimum Travel Concession provided by the National Pass to Eligible Persons whose sole or principal residence is within their area. This will normally take the form of an endorsement to the National Pass.
- 6. It is the responsibility of Eligible Persons and Entitled Persons to apply for their National Pass and applicants are responsible for any costs incurred in making their application including the cost of providing any photograph that may be required to be shown on the pass for security purposes and in obtaining and/or presenting the necessary proof of their eligibility and/or entitlement.
- 7. An Issue Charge for a National Pass that includes Discretionary and/or Companion Entitlement may be made by the Travel Concession Authority to an Eligible Person resident in its area if that Travel Concession Authority has

offered the Eligible Person the option of a National Pass which entitles the Eligible Person to the Statutory Minimum Travel Concession and for which no Issue Charge is made.

8. An Travel Concession Authority may also offer the option of other types of concessions (e.g. Travel Tokens, vouchers, Railcards, etc) to an Eligible Person if that Travel Concession Authority has offered the Eligible Person the option of a National Pass which entitles the Eligible Person to the Statutory Minimum Travel Concession for which no Issue Charge is made and where the Eligible Person has declined that offer.
9. Arrangements in respect of other types of concession are administered separately by the Travel Concession Authority but are considered to be part of the County Concessionary Scheme.
10. With the exception of travel concessions made available directly by Participating Operators on a commercial basis no person in receipt of a National Pass shall be entitled to receive any other travel concession during any Concession Period otherwise than at the entire discretion of the Travel Concession Authority in whose area they reside.
11. In cases where a National Pass is stolen, lost, badly damaged or destroyed, the Travel Concession Authority may at its individual discretion provide a replacement National Pass during the currency of one that has already been issued but reserve the right to make a charge to cover the cost of so doing.

Scope of Concessionary Travel

12. The Statutory Minimum Travel Concession is available to all holders of a National Pass in accordance with the provisions laid down in the 2007 Act which in summary enables Passenger Journeys to be made:
 - i) On Eligible Services;
 - ii) Between places in England;
 - iii) Between 0930 hours and 2300 hours on normal weekdays and at any time at weekends or on public holidays
13. The Scheme enables a Discretionary Entitlement to be provided in addition to the benefits of the Statutory Minimum Travel Concession for holders of National Passes issued by the Travel Concession Authority at the entire discretion of the Travel Concession Authority. Subject to the scope determined by the Travel Concession Authority, Discretionary Entitlement can enable Passenger Journeys to be made:
 - a) On Eligible Services before 0930 hours and after 2300 hours on normal weekdays subject to any time limitations outside of these hours determined by the Travel Concession Authority providing the Discretionary Entitlement and starting in the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority;
 - b) On Eligible services where there is no journey within 60 minutes after 09.30, the Travel Concession Authority may at its entire discretion, require

a participating operator to allow concessionary travel on the journey prior to 09.30.

- c) On any other Public Passenger Transport Service or a journey(s) on a particular Public Passenger Transport Service for which arrangements regarding participation have been agreed between the Travel Concession Authority and the operator of that service;
14. Details of any Discretionary and/or Companion Entitlement and/or Alternative Discretion provided by the Travel Concession Authority are set out in the latest version of the accompanying Schedule of Discretionary Entitlements which may be amended from time to time without being deemed to be an alteration to the Scheme.
15. Notwithstanding 13 above and subject to prior consultation with the Participating Operator(s) providing services that may be affected, the Travel Concession Authority reserves the right to exclude specified services (and/or specified journeys on specified services) from the Scheme where they have good reason to believe that overloading may occur before 0930 hours and/or after 2300 hours on Normal Weekdays. Participating Operators may also request the Travel Concession Authority to agree to exclusions on similar grounds, such agreement not unreasonably being withheld. Details of any and all exclusions and any changes thereto shall be published from time to time by the Travel Concession Authority.
16. Those eligible because of a disability that requires them to be accompanied by a dog (eg a guide dog or hearing dog) shall not be charged a fare in respect of that dog.

Miscellaneous

17. The Statutory Minimum Travel Concession will only be permitted upon the production of a valid National Pass in the form and subject to the terms and conditions specified from time to time by the Government.
18. Discretionary and/or Companion Entitlement will only be permitted upon the production of a valid National Pass so endorsed and in the form and subject to the terms and conditions specified from time to time by the Travel Concession Authority.
19. The 1985 Act encourages voluntary participation, backed where necessary by a process of compulsion and the Scheme continues to be founded on this principle. However, Participating operators running Eligible Services must observe the requirements of the 2000 Act and the 2007 Act to enable all holders of valid National Passes to travel free on all Eligible Services within England and be aware of the penalties arising from the 2000 Act in respect of a failure so to do.
20. Operators participating in the Scheme shall be reimbursed on the basis specified in the separately published Arrangements for Reimbursement, and shall recognise and accept valid National Passes in the form and subject to the terms and conditions specified by the Government and/or Travel Concession

Authority and allow the rightful holders of such National Passes to travel free of charge only upon production of a valid National Pass when they commence their Passenger Journey.

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SCHEDULE OF CONCESSIONARY ENTITLEMENTS – SUBJECT TO AMENDMENT

(a) Times of Travel

TIMES OF TRAVEL FOR JOURNEYS STARTING IN

PASSES BEARING THESE LOGOS 	WARWICKSHIRE
	09.00 - 24.00 WEEKDAYS ALL DAY SAT/SUN/B.HOL
ALL OTHER VISITORS' PASSES	09.30 - 23.00 WEEKDAYS ALL DAY SAT/SUN/B.HOL

(b) Companion Concessions

NONE

(c) Alternative Discretions

NONE

Cabinet

22 November 2012

Tender for a Taxi Transport Contract

Recommendations

- 1) That Cabinet approves proceeding with a tender for the provision of a taxi transport contract.
- 2) That Cabinet authorises the Strategic Director of Communities to enter into a contract for the provision of taxi transport and all subsequent call-off contracts, there under, on terms and conditions acceptable to the Strategic Director of Resources.

1.0 Background

- 1.1 The County Council currently spends circa £5.54 million a year on taxi provision (including mainstream and SEN home to school transport) transporting over 1300 children on more than 400 routes throughout Warwickshire, covering in-county and out-of-county requirements. This spend is on an on-going basis throughout the year with overall control of the budget held by People Group
- 1.2 In November 2008 Cabinet approved a taxi transport framework contract. This contract effectively produced an approved list of operators and allowed applications for individual tender rounds to be greatly simplified for both operators and the County Council, whilst ensuring correct approvals and authorities to proceed are in place.
- 1.3 The framework contract includes the provision for Warwickshire County Council to operate electronic auctions and/or electronic requests for quotes as a mechanism for obtaining prices. Since the framework contract has been in operation total savings from it are in excess of £800,000. This contract expires at the end of March 2013.

2.0 Options and Proposal

- 2.1 The most likely options are to deliver the transport in-house or to buy the service in from taxi operators throughout the county. The structure of the industry is such that large scale contracts with a single provider or a small number of providers are not feasible. Given the fluctuating costs of providing taxi services (e.g. fuel costs) a contract or framework which attempted to fix prices over a substantial period of time is not likely to be workable unless

prices were set at levels higher than can be achieved through a framework which regularly tests the market through individual tender rounds.

- 2.2 These options have been continually reviewed in recent years. The option to deliver in-house would be too expensive and impractical as no fleet of vehicles exists. The most efficient and cost-effective means of providing these services is through competitive tendering using external suppliers, most of which are small businesses based within Warwickshire.
- 2.3 The level of spend on taxi transport requires us to tender the provision in accordance with contract standing orders and EU procurement legislation. In order to maximise the efficiency of the contracting process, the proposal is to enter into a contract for a period of up to four years with provision for the County Council to conduct electronic auctions and/or electronic requests for quotes as a mechanism for obtaining prices under the contract.
- 2.4 As the County Council is participating in the sub-regional work stream the contract will be procured in a manner that will allow Coventry City Council, Solihull MBC and other Public Bodies to access the contract, therefore enabling procurement on a collaborative basis.

Background papers

None

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Cabinet

22 November 2012

Mobile Library Service Reconfiguration

Recommendations

It is recommended that Cabinet:

- 1) Approve the strategy for reconfiguring the Mobile Library Service (MLS) as outlined in Section 2 of this report.
- 2) Authorise the Strategic Director for Resources to reconfigure the Mobile library Service following appropriate consultation on the proposals.

1.0 Purpose of the Report

- 1.1 This report outlines the current service and updates members on progress made over the past year (Section 1), and presents proposals for reconfiguring the MLS when the current fleet of vehicles is due for renewal (Section 2). The objective is to deliver positive change and customer benefits within a reduced budget framework, achieving required savings of £95,000 as part of Warwickshire County Council's medium-term financial plan.

2.0 Section 1: Current Mobile Library Service

- 2.1 Warwickshire's mobile libraries provide a much-valued service to people in outlying areas and deprived neighbourhoods, particularly older customers and those without transport. Currently 73% of the mobile library stops in Warwickshire are rural and 27% urban. Around one quarter of all stops are at sheltered housing for older people. The MLS is our main offer to rural communities.
- 2.2 The current review builds on the outcomes of a previous MLS review undertaken in 2006/7. Stops, routes and schedules were revised to ensure maximum benefit from the resources available. At the same time Warwickshire Library & Information Service (WLIS) recognised that the mobile service could not - and should not try to - be all things to all people. Target audiences should be clearly identified, including those who would be around to use the service when the mobile library calls - retired people, parents, and carers with children under school-age and unemployed job-seekers.
- 2.3 In 2011, following extensive public consultation, Cabinet approved a set of measures designed to achieve savings across WLIS of more than £2 million. These included a £95,000 reduction in the MLS budget by 2014, and reducing the mobile fleet from five vehicles to three. Cabinet instructed WLIS officers to undertake a

review of the service to maximise available resources and reach more people. Cabinet also approved the closure and/or transfer to community management of 16 of the county's 34 static libraries from April 2012. Mobile libraries were required to make additional stops at places losing their library.

2.4 Current mobile library fleet

2.5 The present fleet of five 7.5 tonne vehicles was commissioned in 2005 to provide improved disabled access, better fuel economy (a 50% improvement on the previous 14 tonne mobiles), increased manoeuvrability and easier parking, a compact but user-friendly layout with sufficient room for stock, and onboard computers. The mobiles offer public access to the internet, via 3G telephone technology, and allow drivers to access WCC systems. The lease on these vehicles expires in October 2013.

2.6 Mobile Stops

2.7 Between them the five vehicles currently make 453 stops on a three-weekly cycle, covering locations from Newton Regis in the north of the county to Long Compton in the south. Geographically, 36% of all stops are in Stratford District, 17% in Warwick District, 18% in Rugby Borough, 11% in North Warwickshire Borough, 7% in Nuneaton & Bedworth Borough and 10% in Solihull.

2.8 Stop times are determined by the number of people regularly using the service. The average number of regular customers at each stop varies from four to 20. Take-up is continually monitored to ensure stops remain relevant to customer needs and local demand.

2.9 Stock is refreshed every three weeks, during off-road days, at the Mobile Depot, and includes fiction, non-fiction, large print and talking books, together with books for the under-5's and a selection of jigsaws.

2.10 Extra stops

2.11 As well as their regular routes, in 2011/12 the mobiles provided temporary weekly cover for interim library closures, during transfer to community management, at Henley and Kineton, Harbury, Hartshill and Keresley, where customers commented favourably on the range and quality of stock on board. The mobile service now also provides a permanent weekly service to Kingsbury, Binley Woods, and Bedworth Heath where there were no successful community library takeover bids. This is going well with an average of 10-20 people at each stop, although numbers are higher at Kingsbury Primary School and lower at Bedworth Heath.

2.12 Customers

2.13 There are currently 3,650 registered MLS customers, the majority of whom are over retirement age. Mobile libraries are used by an increasing number of parents and carers of pre-school children who are at home when the mobiles call. Visits are also made to a growing number of children's centres and nurseries in Warwickshire.

2.14 Customer feedback

- 2.15 Consultation roadshow events held on the mobile libraries in 2011 again attracted praise for the staff and service - and deep concern at the prospect of cuts, notably from older customers who don't drive and/or would struggle to carry heavy books any distance, and nurseries who highlighted the positive influence on children of being able to choose books. Other concerns voiced were about the mobile library being a social focus and, in some cases, one of the few remaining services in their community - and the need for more mobiles, not fewer, if static libraries were to close.
- 2.16 The latest National Library Survey undertaken during September 2012 showed an overall satisfaction level of 94.4%. The survey also highlighted that using the Mobile Library Service helps customers with health and wellbeing, meeting people and enabling their independence. At the same time the opportunity was taken to ask customers about whether they would use additional services provided in partnership with other agencies – 32% would use mobiles to access other Council Services, 25% for health promotions and health checks, and 45% for contacts with other community and voluntary services.

2.17 Shared Services

- 2.18 Since April 2011, WLIS has also been successfully providing a mobile library service to Solihull under a two-year renewable service level agreement (SLA). The commitment takes up an average of six days a month and will generate a net income of £25,000 for each of the two years. The majority of the Solihull routes are close to existing Warwickshire routes, hence there is minimal impact on Warwickshire customers. Issues to Solihull customers have been steadily rising since Warwickshire took over their routes, and extra stops have now been requested. Negotiations are currently taking place about renewing the contract.

2.19 Improved performance

- 2.20 Over the past year routes have been further rationalised and stops with only one or two regular customers removed from the schedules. New stops have been added to serve 48 nurseries and children's centres following a promotional campaign.

	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12
VISITS	50,325	44,619	38,421	39,511	37,047	39,325
LOANS	250,449	216,598	227,804	232,033	219,279	221,807

- 2.21 The relative performance of mobiles has been affected by the closure or transfer to community management of 16 static libraries in April 2012. However, the number of mobile visits and loans has increased, significantly at Kingsbury and Binley Woods where it has not been possible to establish a community library. Mobile stops have been introduced to replace the former branch libraries. As a result, the previous

downward trend for mobile visits and loans has been reversed, as shown in the table above.

- 2.22 The cost per visit compared to static libraries has also improved. For 2010/11 the average cost per mobile visit was £8.60. One year later the figure was £6.23, compared with £2.77 per visit for the whole library service. However, the cost base has improved due to a combination of factors, such as the reduction in under-performing stops and other ongoing efficiencies.
- 2.23 In 2010/11 mobiles accounted for 1.8% of all visits to libraries and 8.8% of total WLIS loans during the financial year. The figures for 2011/12 were 1.9% and 9.4% respectively.
- 2.24 It should be noted that that it is not a true comparison between last year and the previous one due to the major changes to community libraries and associated branch closures and it will be necessary to continue to monitor which way the trend goes.
- 2.25 The following proposals for reconfiguring the service would not only reduce costs but also set the scene for further performance improvements.
- 2.26 See Appendix A – Mobile Library Summary Sheets, this appendix reflects the costs and performance associated with each vehicle.

2.27 Legal Obligations

- 2.28 Cabinet is reminded that under Section 7 of the Public Libraries and Museums Act 1964 the Council is under a duty to provide a comprehensive and efficient library service, the provision of a mobile library service is part of the provision which the Council makes towards fulfilling that statutory duty. In addition, the Council must under the Equality Act 2010, have due regard to the need to:
- a) Eliminate discrimination, harassment and victimization, etc
 - b) Advance equality of opportunity and
 - c) Foster good relations.
- 2.29 The particular protected characteristics dealt with by the Act are, age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

3.0 Section 2: Reconfiguring the Mobile Library Service

3.1 Methodology

- 3.2 The current mobile library fleet of five leased vehicles is due for replacement in October 2013, presenting an opportunity to reconfigure the service. A long lead-in time is required when programming the design, tendering, build and commissioning of mobile libraries. A scoping exercise therefore commenced in 2011. Staff attended the 2011 National Mobile Meet and a workshop in 2012 delivered by the Mobile

Manager from Kirklees Libraries, and have been networking and benchmarking with other library authorities that have recently undertaken service reviews.

- 3.3 Customer insight data will continue to be used to more effectively target services within both specific customer groups and deprived communities. We are also considering the potential to operate mobile services on evenings and weekends to ensure that existing vehicles are working at their potential capacity.
- 3.4 The Strategy is based on operating the fleet with a reduction of two vehicles to ensure that the required savings, as part of the Library Services medium term financial plan, is achieved whilst maximizing the capacity of the remaining three vehicles.
- 3.5 The Library Service will follow the Council's change management protocols regarding any changes to the Service and ensure full consultation takes place with both staff and recognized Trade Unions.

3.6 Context

- 3.7 Mobile libraries are the only way some customers can access library services. These include people living in rural areas and disadvantaged urban communities, and residents of accommodation for older people. The service on offer should therefore form an effective link into the appropriate range of services provided by the authority and other agencies.

3.8 Bigger picture

- 3.9 Mobiles reach people and places that other local services do not. The mobiles, therefore, play a key role in achieving the vision for our library service and in the WLIS contribution to other local priorities - by actively supporting:

Knowledge information, advice and signposting

Language and learning skills according to the National Literacy Trust children who use libraries are twice as likely to be above-average readers

Lifelong learning from hobbies to work-related skills

Employment special services for job-seekers and resources to help employers develop their businesses

Culture and heritage working closely with museums and arts services to stimulate interest in past and present

Health and wellbeing through programmes like Bookstart and Books on Prescription

Social inclusion spaces where all sorts of people and ages can comfortably come together

Community and a sense of place a venue and focus for local events and activities

The independence and wellbeing of older people who are heavy library users

E-government free internet access and helpful staff in every library, including mobiles

- 3.10 The Society of Chief Librarian's summary of the 'Value of the Public Service' is attached as Appendix B, providing more information on the wider role and contributions of the Library Service.

4.0 Desired outcomes from a Mobile Library Service

- A free core mobile library service for those able to access the vehicle, meeting the needs of individuals at all stages of their lives.
- A network of stops which reflect local needs and can respond effectively to changes in demand.
- A mobile library and home delivery service which supports vulnerable people and groups, aiming to 'close the gap' by working with other partners as part of the personalisation and choice agenda.
- Delivering high quality information that is not easily available because of barriers to access through, for example, age, infirmity and/or rural location.
- Promoting the benefits of books, reading and information as a means to foster literate communities who can help themselves.
- Supporting improved health and emotional wellbeing and increased life chances through the promotion of the benefits of reading and learning, and access to information.
- Forming part of a wider network of services contributing to the delivery of wider social and community benefits. These include providing a 'One Front Door' through which people can access a range of council, community and partner agency provision.
- Facilitating access to informal learning through the provision of books and information, and by working with partners and signposting learners to their services.
- Creating further opportunities for volunteering to develop the Home Library Delivery Service in partnership with Age UK and to establish mobile library champions within communities.

5.0 Achieving these outcomes

5.1 The proposed reconfiguration strategy supports the wider Library Transformation Programme (2010 - 2014) and corporate priorities, and proposes a library service that encompasses revised delivery mechanisms:

- Reconfigured network of stops to include more areas of deprivation (narrowing the gap)
- Working with Early Years to target children's centres and nurseries in deprived areas
- Services targeted to support vulnerable and older people
- Continued engagement with communities and volunteers to inform the service offer
- Development of library champions in communities
- Development of partnerships with other agencies
- Development of One Stop Shop referral service
- Promotion of the new Mobile Library Service offer
- Revised operating times to include evenings where appropriate
- Synchronised stops with other community events to maximize impact
- Attends promotional events e.g. supermarkets/carnivals and fetes to raise awareness of the Service

5.2 WLIS work programmes are ongoing and progress is outlined in this report.

6.0 Reconfiguring the network of library stops

6.1 The Service is currently reviewing all stops and their duration, and checking routes to ensure mobile libraries spend minimal time travelling and maximum time with the public. Account is being taken of the information that has been gathered and analysed in order to reinforce our criteria. The Service is liaising with Parish Councils about best locations and reaching the target audience.

6.2 The Service also plans to assess stops using a combination of factors including mosaic, book loans, geographical spread, census information, indices of deprivation. These give a snapshot of the village/urban area, and whether the stop is in the correct place or reaching the target audience. Ways of mitigating against the loss of mobile stops in some communities will also be considered. This could include replacing lost mobile stops with book collections in village halls or pubs etc. – using our vans to change stock at appropriate intervals

7.0 Targeting services

7.1 The service needs to move forward and has recently put new initiatives in place to more effectively target specific customer groups including:

7.2 Working with Early Years

7.3 One of these initiatives is extending the MLS to more children's centres and nurseries, focusing on areas of deprivation and offering the children the experience of visiting a mobile library and choosing their own books. Feedback from both parents and workers shows how valuable this service is in enhancing children's learning and development – See Appendix C Case Studies.

7.4 The ongoing programme therefore includes further close working with Early Years colleagues to target children's centres and nurseries in deprived wards, supporting nursery workers with books for study, and a link with Bookstart. This initiative links to the County Council priority for supporting young families.

7.5 Services to support vulnerable and older people

7.6 The existing traditional mobile services still plays an important role in supporting other County Council priorities especially helping to keep older people active and independent. The majority of existing mobile library customers are over 65 and, where stops meet the agreed criteria (attached as Appendix D), the mobile library service will continue to deliver to these customers.

7.7 Mobiles also provide a home library delivery service to rural parts of Warwickshire, taking a selection of books to elderly and disabled users living in isolated communities in their own homes. This service is operated in partnership with Age UK and is staffed by a team of more than 50 volunteers who both deliver and select the books for the customers. The book stock and vehicle is provided by WLIS. A

similar home library delivery service is operated by library staff in some urban areas of the county.

- 7.8 Mobile library drivers visit sheltered housing complexes where customers are able to make personal selections from vehicle stock. In addition drivers leave book collections in the lounge or quiet room for customers who miss the mobile visit. The drivers also provide home library visits to individual customers who, due to mobility issues or illness, are unable to access the mobile library.
- 7.9 Exchange collections are provided to nursing and care homes in the county. Books are selected by staff and volunteers based on the reading requirements of individual residents. These are delivered by WLIS staff and exchanged on an eight-weekly basis.
- 7.10 There is potential to build on this work and incorporate Mosaic analysis to identify target customers and communities that are not receiving the service and adjust stops and service delivery accordingly.

8.0 Engagement with communities and volunteers

- 8.1 Further consultation roadshows will be held if proposals to reduce the existing fleet are confirmed, to explore the best ways to achieve the changes to avoid hardship and mitigate the effects for the existing customer base.
- 8.2 Mobiles provided library services, on a temporary basis, to communities taking over the running of their local library - during alterations for example. Mobiles now visit communities where there was no successful takeover bid and the local library closed. There may be opportunities to support additional communities in the future.
- 8.3 The MLS has considerable experience working with volunteers via the home delivery service and has a clear framework for the recruitment, training and recognition of volunteers. Volunteers have already helped us to extend the home library service and additional opportunities for volunteering will be created by further expansion.
- 8.4 There are opportunities to work with the Area Teams and use Community Fora to improve ways to engage and involve communities. The Service could set up Community Champions who know the members of their communities well and recognise their needs. These champions could advise of the range of services they need locally and help us refine our service delivery and perhaps assist with the delivery of items to those that find it difficult to reach us. This will be done in liaison with appropriate partners.

9.0 Library Link – Mobile Library Champion

- 9.1 The service recognises that some potential customers are at work or not around when the mobile library calls. However, they could perhaps use the mobile service via a 'Library Link' volunteer. The Library Links could be the same people as the Community Champions or may be different. Library Link volunteers would be mobile library users willing to both champion the service and to collect requested

books on behalf of customers who have reserved them online using the WLIS virtual library service.

- 9.2 Library Link volunteers could also help with promoting the mobile service - for example, by giving any new person moving into the village a mobile library timetable and details of the service.
- 9.3 The ongoing work programme includes plans to recruit Library Link volunteers, publicity to encourage volunteering and take-up of the service, and monitoring of both take-up and customer satisfaction.

10.0 Partnership working

- 10.1 The mobile service has worked successfully with a wide range of partners, including Warwickshire Police, Trading Standards and Beeline Community Transport in North Warwickshire – See Appendix C Case Studies. The service has recently extended its offer to work with health and social care partners, including Preventative Health Care teams who are able to carry out health checks on our vehicles, the Warwickshire Affordable Warmth Group who are planning to deliver energy advice sessions on the mobiles, and with Crossroads Care to extend the areas where they offer services.
- 10.2 Organisations have also been invited to send a representative out on a mobile library where they are able to talk to customers/local residents, and to brief the driver and leave publicity materials for on-going promotion. Those who have so far taken up the offer have found this to be an ideal and cost-effective way of reaching rural communities or residents of sheltered housing complexes.
- 10.3 The Service also has a significant partnership project with Age UK to deliver the Housebound Library Service.

11.0 One Stop Shop referral service

- 11.1 Another new proposed development on the more traditional smaller vehicles will be a One Stop Shop referral service, similar to that offered by Bob the Bus in North Warwickshire. Drivers will receive training to be able to offer a service similar to that offered in some libraries.
- 11.2 A manual will be produced with useful phone numbers, and signposting information to help the drivers deliver One Stop Shop-type advice to mobile library customers. A dedicated mobile phone line will be available for users to contact the relevant agencies themselves if they prefer.
- 11.3 If the driver is not able to help the customer he or she will have the option to pass the enquiry on to mobile library depot staff who will 'own' the enquiry and endeavour to help.
- 11.4 The ongoing work programme for this project includes:
- Training for mobile drivers and depot staff

- Publicity to encourage take-up of the service
- Linking with the corporate One Front Door programme
- Plans to monitor take-up and customer satisfaction
- Assessing the need for a vehicle with a dedicated confidential area

12.0 Promoting mobile library services

12.1 Increasing footfall at all stops, particularly to the target audiences, is a key priority. Attracting more customers would also reduce the average cost per visit. A series of publicity campaigns are planned to improve take-up of mobile library services, including:

- Letters to parish councils and other relevant local organisations
- Leaflet drops to targeted areas
- 'Use it or lose it' articles in local magazines and newsletters
- Drivers promotion
- Library Link volunteers promotion (dependent on recruitment)

13 Reconfigured fleet

13.1 Decommissioning two mobile libraries will require the remaining three to work harder - covering more miles, over a longer working day and week. The Service will therefore continue to rationalise stops, in accordance with the agreed criteria, and if/as appropriate offer current mobile customers a housebound reader service instead.

13.2 It is estimated that in the region of 60 – 80 mobile stops will be affected by combining stops which are in close proximity and ceasing underused stops. With more effective route planning this will help to lessen the impact on affected communities.

13.3 It would be no longer possible to deliver a service to mobile stops where regular use has fallen below the minimum criteria of four customers.

13.4 A public consultation exercise and Equality Impact Assessment, which included the mobile service, was conducted as part of the Facing the Challenge Library Transformation reported to Cabinet in July 2011. The analysis is detailed in Appendix E which is attached for information.

13.5 Impact on customers

13.6 From analysis travelling distances to other mobile stops or static libraries would impact on rural users, people on low income, and those with a disability or mobility issue – further exacerbated by the reduction in rural bus services in Warwickshire. Some, but not all, could be eligible for the housebound/home delivery service.

13.7 In terms of equality, the changes would have a disproportionate impact on females who make up the greater percentage of mobile library users.

13.8 As part of the review process, library customers, Members and local organisations potentially affected by the changes, will be consulted and informed regularly regarding all the proposed changes.

13.9 Financial Implications

13.10 The mobile library service budget is approximately £250,000 with each vehicle costing approximately £50,000 to run. (See appendix E for individual costs). The redesigned service will achieve the required savings of £95,000 as part of Warwickshire County Council’s medium-term financial plan. The revised operating budget will be approximately £155,000. This required savings target of £95,000 is broken down as below:

	Driver Salary	Leasing Cost	Maintenance	Fuel	License	Insurance	ICT Connectivity	PC Sustainability	Mobile Phone	Cleaning	Equipment	Total
Mobile 1	23880	14000	3140	3150	230	710	600	1600	100	200	300	47910
Mobile 2	23880	14000	3140	3150	230	710	600	1600	100	200	300	47910
Total	47760	28000	6280	6300	460	1420	1200	3200	200	400	600	95820

14.0 Reconfigured stops and timetables

14.1 Library services form part of a wider network of services, including those of council and partner agencies, which bring about sustainable and active communities. The aim is for the library mobiles to become mobile ‘One Stop Shops’ providing an access-point to other services. In order to achieve this, the Service is revisiting the pattern of three-weekly visits and also looking at the timing of the stops.

14.2 The biggest challenge in attracting new mobile customers is that working and young people cannot attend stops operated before 4.00pm. The Service therefore envisages that the One Stop Shop vehicles will work through a full day - morning, afternoon and evening.

15.0 Conclusion

15.1 By pursuing the above initiatives, it is envisaged that the Service will evolve from being simply a traditional mobile library service, to one offering One Stop Shop council services, health information to outlying communities, specific customer groups and target areas.

16.0 Supporting Documents

Report to Cabinet 17 March 2011: Warwickshire Library & Information Service - Facing the Challenge

Report to Cabinet 14 July 2011: Warwickshire Library & Information Service - Facing the Challenge

Report to Cabinet 10 October 2011: Warwickshire Library & Information Service - Facing the Challenge

	Name	Contact Information
Report Author	Ayub Khan	01926 412657
Head of Service	Kushal Birla	01926 412013
Strategic Director	David Carter	01926 412564
Portfolio Holder	Cllr Colin Hayfield	

APPENDIX Cxxxv: LIBRARY INFORMATION SUMMARY SHEET - ALCESTER MOBILE LIBRARY
WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11

Alcester Mobile Library

Mobile

Location	Current opening hours	Performance																
Mobile Library Base Alcester	<p align="center">15.5 per week</p> <p align="center">806.0 per annum</p> <p>Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request. Sunday</p>	<table border="1"> <thead> <tr> <th></th> <th>Annually</th> <th>Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td align="right">6,061</td> <td align="right">7.52</td> </tr> <tr> <td>Enquiries</td> <td align="right">1,163</td> <td align="right">1.44</td> </tr> <tr> <td>Loan Issues</td> <td align="center" colspan="2">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td align="center">N/A</td> <td align="center">N/A</td> </tr> </tbody> </table>		Annually	Per Hour*	Visits	6,061	7.52	Enquiries	1,163	1.44	Loan Issues	Not Available		Computer Sessions	N/A	N/A	
	Annually	Per Hour*																
Visits	6,061	7.52																
Enquiries	1,163	1.44																
Loan Issues	Not Available																	
Computer Sessions	N/A	N/A																
Premises	WCC Owned	Nearest Library																

Customer Information					Library Survey Data	
Age Profile (Years)	*Registered Borrowers		*Who Borrowing Items (Last 12 Months)		Question Asked	%
	No.	%	No.	%		
	0-4	199	4%	106		
5-15	556	10%	155	5%	Actually Borrowed Books	100.0%
16-64	3,107	59%	2,257	67%	Come To Use Computer	2.3%
65+	1,445	27%	834	25%	Actually Used Computer	2.3%
Total:	5,307	100%	3,352	100%	Come To Find Something Out	20.7%
					Did You Succeed? (Yes)	43.9%
					Did You Succeed? (In Part)	0.0%
					Would Use Evening Mobile Service	1.1%
					Would Use Weekend Mobile Service	1.1%
					Would Use After School Mobile Service	1.1%
					Would Not Use A Mobile Service At All	1.1%

* Customer information data is for whole Mobile Library Service
Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget

Expenditure Type	£	Comments
Employee	31,576	Management support costs are held separately within Library Headquarters Budget
Property		
Transport	14,302	
Supplies & Services	2,290	
Income		
Net Budget:	48,168	

APPENDIX Cxxxvi: LIBRARY INFORMATION SUMMARY SHEET - ATHERSTONE MOBILE LIBRARY
WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11

Atherstone Mobile Library		Mobile																																																										
Location	Current opening hours	Performance																																																										
Mobile Library Base Atherstone	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">14.1 per week</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">732.2 per annum</div> <p>Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request Sunday</p>	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Annually</th> <th style="text-align: center;">Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td style="text-align: center;">4,987</td> <td style="text-align: center;">6.81</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: center;">325</td> <td style="text-align: center;">0.44</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>		Annually	Per Hour*	Visits	4,987	6.81	Enquiries	325	0.44	Loan Issues	Not Available		Computer Sessions	N/A	N/A																																											
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Computer Sessions	N/A	N/A																																																										
Premises		Nearest Library																																																										
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APPENDIX Cxxxvii: LIBRARY INFORMATION SUMMARY SHEET - BEDWORTH MOBILE LIBRARY
WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11

Bedworth Mobile Library		Mobile																																																										
Location	Current opening hours	Performance																																																										
Mobile Library Base Bedworth	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">14.1 per week</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">731.1 per annum</div> <p>Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request Sunday</p>	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Annually</th> <th style="text-align: center;">Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td style="text-align: center;">5,729</td> <td style="text-align: center;">7.84</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: center;">1,484</td> <td style="text-align: center;">2.03</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>		Annually	Per Hour*	Visits	5,729	7.84	Enquiries	1,484	2.03	Loan Issues	Not Available		Computer Sessions	N/A	N/A																																											
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APPENDIX Cxxxviii: LIBRARY INFORMATION SUMMARY SHEET - KENILWORTH MOBILE LIBRARY
WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11

Kenilworth Mobile Library		Mobile																																		
Location	Current opening hours																																			
Mobile Library Base Kenilworth	<div style="border: 1px solid black; padding: 2px; display: inline-block;">16.7</div> per week <div style="border: 1px solid black; padding: 2px; display: inline-block;">867.9</div> per annum Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request. Sunday																																			
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APPENDIX Cxxxix: LIBRARY INFORMATION SUMMARY SHEET - SOUTHAM MOBILE LIBRARY
WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11

Southam Mobile Library		Mobile																																		
Location	Current opening hours																																			
Mobile Library Base Southam	<div style="border: 1px solid black; padding: 2px; display: inline-block;">14.3</div> per week <div style="border: 1px solid black; padding: 2px; display: inline-block;">741.0</div> per annum Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request. Sunday																																			
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The Society of Chief Librarian's summary of the 'Value of the Public Service'



Value of the Public Library Service

Libraries in Use

- 40% of the population uses their local library.
- There are more than 4500 library service points in the UK.
- Compared to other cultural facilities, libraries are used by a high percentage of people from deprived areas (39.8%).
- The modern library service is crucial in helping people be more self-sufficient.
- 40 new or refurbished public libraries will open in 2012.
- Five libraries had more than one million visitors in 2010/2011 - Norfolk and Norwich, Birmingham Central, Croydon Central, Newcastle-CITY Library and Huddersfield.¹

Libraries Offer Value for Money

- Libraries cost just 5p per person/per day to run, on average.
- Cost is 35p per week/per person: less than a bag of crisps or a pint of milk.

Libraries are Inclusive

- Libraries are free to use.
- Libraries are a unique public space, open to all.
- Libraries provide accessible reading and information for everyone.
- Libraries provide space for gathering, studying and learning.

Library Staff are Knowledge Experts

- Library staff provides a free professional service to customers, helping them to choose reading material, assist in research and study, learn how to use the internet and make the most of the resource their library offers.
- Library staff is trained to help customers pinpoint the information and resources they need to accomplish their goals.
- Library staff understands how to recognise reliable sources of information and guide customers in their search.

¹ (CIPFA, October 2011)

Libraries Help Children Learn

- Children who use the library are twice as likely to be above average readers.²
- Nationally children's issues are going up year on year.
- 76% of 5 to 10 year olds use their library.
- Over a third (38%) of young people who use the library believe it will help them to do better at school.³
- Bookstart has helped over 90% of parents to get their babies and toddlers started on the reading path.

Libraries are a "One-Stop Shop" Window to Councils

- 40% of the population uses their local library, providing a unique opportunity for Councils to connect with their local communities.
- Customer satisfaction in public libraries is consistently 91% or higher.
- Libraries are a recognized international brand and a trusted venue for information.

Libraries, Jobs and the Economy

- Library staff assists people to find employment by helping with CV writing, job searches, and researching how to acquire new skills.
- Libraries offer skills and development training for people both in and out of work.
- Job Clubs: Many libraries run job clubs that help people set up email accounts, search and apply for jobs online and more.

Libraries Boost Business

- Libraries and library staff offer entrepreneurs a wealth of resources on how to start, grow and make a business profitable. Many libraries have business centres and tailored professional advice.
- Libraries have helped people start thousands of new businesses in the UK.

Libraries Help Digitally Excluded People

- Public Libraries helped 1.5 million customers who had never used the internet (or never used it confidently) to go online in the past year--more than any other group or organisation in the UK.
- Use of public libraries' online resources is going up, with library web visits up by 79% since 2008.

Libraries Improve Adult Literacy

- 7 million people in the UK lack basic literacy skills.
- Libraries contribute to the increase of numbers of literate adults in the UK through reading groups, mentoring programmes and promoting partnerships with literacy organisations.

² National Literacy Trust research, http://www.literacytrust.org.uk/news/2984_children_who_use_the_library_are_twice_as_likely_to_be_above_average_readers, February 2011

³ National Literacy Trust research, http://www.literacytrust.org.uk/news/2984_children_who_use_the_library_are_twice_as_likely_to_be_above_average_readers, February 2011

Libraries offer a vast range of informal and formal learning opportunities.

Libraries Help the Elderly

- More older people are visiting libraries. 43% of adults aged 65-74 visited the library in 2010/11 compared to 39% in 2009/10. 37% of people over 75 visited the library compared to 33% in 09/10.
- Libraries help older people connect in their communities and learn through regular reading groups, online learning sessions and social groups.
- The number of people aged 60 or over in the UK is predicted to rise by more than 50 percent in the next 25 years. Libraries are a safe, free and friendly place for older people.
- Libraries encourage older people to live independently.

Libraries Promote Reading

- There are 98,243 million books in the public library service. Of these, 74,157 million are available to borrow. (*CIFFA, October 2011*)
- Public libraries lent 300.2 million books in 20010/2011. (*CIFFA, October 2011*)
- Libraries have 11.9 million active borrowers (and bring books to a further 111,000 housebound readers). (*CIFFA, October 2010*)
- Libraries offer a free, friendly atmosphere to enjoy reading.
- There are at least 10,000 library linked reading groups.

Libraries Improve Health

- Libraries offer an extensive range of health and well being services.
- Reading is a proven stress buster, reducing stress by as much as 67%⁴.
- Reading helps prevent the onset of dementia by 35%⁵.
- Social activities available in libraries combat isolation and loneliness.
- Library staff helps customers find medical information that is reliable and relevant, a much safer way of seeking health information than simply searching the internet.

Libraries are a Comprehensive and Efficient Service

SCL believes that a comprehensive and efficient library service for the twenty-first century should:

- Be designed to meet the needs of local communities and wherever possible involve those communities in their planning and delivery.
- Be a professionally delivered service.
- Be a key delivery mechanism for local solutions to the problems faced by disadvantaged communities, in partnership with other providers.
- Not overlook the importance of the traditional elements of the service: quality book stock, current and historical information sources; expert staff to support customers; and safe and neutral community space.
- Be led nationally and locally.

⁴ Mindlab Research commissioned by Galaxy, 2009 reported in www.telegraph.co.uk/health/healthnews/5070874/Reading-can-help-reduce-stress, March 2009

⁵ *Leisure Activities and the Risk of Dementia in the Elderly*, New England Journal of Medicine 2003, 348:2508-2516

- Do all this efficiently by ensuring that the best possible services are available at a cost that is acceptable to local taxpayers.

Case Studies

Early Years

Little Stars, Mancetter

The Mobile has been visiting for several years now. The children love going out to visit the library and choosing their own books. It gives them a sense of independence; they go in a small group and they then sit and use the books in the nursery afterwards. It's also good for them to be interacting with the Mobile Driver, who is so helpful, kind and brilliant with the children. The Mobile library really adds to the variety of resources we have, and the Driver can bring books linked to our themes. The library [Atherstone Library] is only a pram push away, but we can't always manage to get there, given the distance and using triple pushchairs. Reading is the foundation of the curriculum, and is so important for communication and language. The Driver has also helped five of our staff with their Early Years Foundation Course, checking reading lists and bringing recommended reading books. The Mobile is brilliant and we have a really good partnership.

Hurley Nursery

Our visits are roughly every three weeks and this is a good length of time for changing our books. The Driver allows the children plenty of time to choose books and have a look around the bus. He provides an excellent service and is perfect for the role, always cheerful and patient with our children who now feel comfortable with him. He makes the library visit fun. The main benefit for our children is that unfortunately today, there are not many children who get the opportunity to visit a library and choose their own books. Parents often do not have the time or inclination. Books are an expensive but vital resource, in order to cover every theme or topic we would have to spend an enormous amount of money. By using the bus we have a never ending supply of new ideas. Thank you for helping to provide us with such an excellent service, we would miss our library bus visiting and I cannot think of any improvements that you could make.

Peter Pan Day Nursery, Bramcote

The Mobile has come now for about four months now, and it's really working well. We bring the children in three groups; it's something special for them to come out for. The children really look forward to the library coming and choosing a book to take home and share with mummy, daddy, nan, granddad, or even big brother or sister. Also it's a great way of getting them to appreciate books and what they can get from them. Even our younger children love coming out of nursery to choose a book. The range of books is good, with different ones every time the Mobile visits, and requested books brought next time. The nursery staff also take the opportunity to select books for themes we are working on. The children love books and reading, and the Mobile visiting us is brill! It would be good to have story sacks on board as well.

Partnership working

Affordable Warmth Campaign, a partnership between Public Health and Borough and District Councils in Warwickshire

Act on Energy recently went out on the Alcester Mobile to deliver energy advice sessions to older people in remote parts of the county, and are planning to go out on 15 more routes across the county before the end of December. It went really well; we talked to people who came on the Mobile and gave out lots of information and cards. Although we were told this was one of the 'quieter' routes, we saw a good number of people and, for us, what was really important we were hitting our target group. Most of the Mobile Library customers we saw were older people and they would not otherwise have had access to energy advice sessions. We will also be able to brief the Drivers on all the Mobile routes and leave a poster / leaflets so that they can help in promoting 'Affordable Warmth' across all of the Mobile routes in Warwickshire.

Beeline Community Transport, North Warwickshire

Beeline is consulting with people about transportation issues in North Warwickshire, and the Mobile Library Service has proved an invaluable way of reaching people in really isolated parts of the borough. As well as going out on the Mobile to talk to people in places like Piccadilly, Austrey and Wood End, the Mobile Library Driver has also encouraged people to fill in surveys for us, and provided local information and contact details for organisations we wish to link up with. Both partners have been able to promote services for each other.

Stratford and Shipston/Stour Community Forums

Staff in the Stratford-on-Avon Area Office of Warwickshire County Council have been out on various mobiles routes in the South of the county to promote the Community Forums. The visits provided the following benefits:

An opportunity to access members of the community, and to talk to local residents about issues of concern to them and how Community Forums can help resolve these. On each occasion the mobile library has been of great help in reaching those residents who may have not have previously been aware of the forums, talking to c30-50 people who may well 'spread the word' to their neighbours. Helping resolve problems as they arise, for example, a resident of Stratford upon Avon with an issue with scaffolding outside her flat, owned and maintained by a housing association, which was resolved on that day as a result of the contact. Promotion of the Forums by taking advantage of any opportunities that arose, for example, by doing leaflet drops in surrounding properties during "low use" stops, tapping into groups meeting community venues, arranging for leaflets to be taken home by pupils at the local school and playgroups.

I believe the mobile library provides a lifeline for some people, living often in rural villages, where there are no (or very few) permanent or regular service providers.

Criteria for Mobile Library Stops

Length of Stop

The length of stop will be determined by the number of people using the service. The minimum length of stop will be 15 minutes to allow sufficient time for use of the on board public access internet/email facilities.

Average No of Users	Minimum Stop Time
4 – 6 Users	15 minutes
7 – 10 Users	25 minutes
11– 15 Users	30 minutes
Over 15 users	45 minutes + (up to a maximum of one hour)

A minimum stop time of 15 minutes will apply where a stop is the only one in a village.

Extra time will be allocated at sheltered housing stops for delivery to housebound readers. This will be calculated based on the needs of those users.

Distance between stops

No mobile stops within 1.5 miles of a static library

Mobile stops will not normally be within 0.5 miles of each other – (this equates to about 10 minutes walk)

These criteria exclude sheltered and neighbourhood stops in deprived communities.

Exceptions will be made where there are distinct communities where natural barriers exist (busy roads, steep hills etc), where there is limited pedestrian access and in areas identified as having high scores in the index of Multiple Deprivation.

Monitoring and evaluation

These criteria will be evaluated after six months and annually thereafter.

Average visitor numbers for each stop will be reviewed quarterly and stop times adjusted accordingly.

Procedure for withdrawal of stops:

Where there is no use of the service for 3 consecutive visits or where the average customer count falls below the minimum required the Mobile and Community Services Manager will be alerted and steps will be taken to promote the stop locally.

If this is unsuccessful the service will be withdrawn and the Home Delivery Service will be offered to those individuals who meet the criteria.

Applications for new stops

Applications for new stops will be considered only where they indicate the potential to be used regularly by an average of at least four people. The Home Delivery Service may be offered as an alternative if the customer meets the criteria.

Priority will be given to those places deemed to be in areas of greater social deprivation based on the Government figures in force at the time of application.

Where timetables allow, new stops will come into operation within nine weeks after agreement to provide the service has been reached. This will allow sufficient time for the planning and publication of a new timetable and for other users to be informed of any changes.

Community Analysis on the Public Consultation

Library: Alcester Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 33 Meeting – N/A
	Number of survey responses received % online % paper	81 12 – 14.8% 69 – 85.2%
	Number (and %) responding on this library only	30 – 37.0%
	Number responding on other Libraries (multiple responses)	51 – 63.0%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> • Library Customer – 73 – 96.1% • Friend or relative of a library customer – 1 – 1.3% • Work in a library location – 0 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 1 – 1.3% • Responding on behalf of an organisation – 1 – 1.3%
	Number of comments made from survey (impact)	32
	Number of letters/emails received	N/A
Formal response by organisations	None	
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> • Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable - disabled
	Themes from letters/emails	N/A
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> • Unable to use - Due to distance (28%) • Impact on vulnerable - Elderly/infirm (25%) • Restrict my use - Distance/Travel to another library (16%) • Restrict my use – Other (16%) • Educational Impact - Access to information/ reference/borrow books (13%) • Personal Impact - Denied access to hobby/ pleasure (13%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 34 – 47.2% Some – 23 – 31.9% No – 9 – 12.5%

Section	Information Required	Information
		Don't Know – 6 – 8.3% (No reply – 9)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 35 – 48.6% Neither – 11 – 15.3% Strongly Disagree & Disagree – 26 – 36.1% (No reply – 9)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 28 – 43.1% Neither – 8 – 12.3% Strongly Disagree & Disagree – 29 – 44.6% (No reply – 16)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 15 – 24.6% Neither – 9 – 14.8% Strongly Disagree & Disagree – 37 – 60.7% (No reply – 20)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 22 – 36.7% Neither – 17 – 28.3% Strongly Disagree & Disagree – 21 – 35.0% (No reply – 21)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 13 – 25.0% Neither – 16 – 30.8% Strongly Disagree & Disagree – 23 – 44.2% (No reply – 29)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 9 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 2 Contact details left – 2
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 8 Contact details left – 6
	Q11a – Number of hours	2 – 4 hours – 8 5 – 8 hours – 2 9 – 16 hours – 1 16 or more – 0 Any day – 1 Weekends – 1 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 19 Contact details left – 6
	Q13 – Number interested for mobile library	Yes – 7 Contact details left – 5
	Q13a – Number of hours for mobile	2 – 4 hours – 6 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends – 0 Evenings – 0

Section	Information Required	Information
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 2 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 2 A mobile Library – 13 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 3
	Left Any Contact Details	18
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 69 – 98.6% Representing a public service provider – 0 Representing a private business – 0 Representing a voluntary group/organisation – 1 – 1.4%
	Equality data from survey – Gender (count & %)	Male – 12 – 16.9% Female – 59 – 83.1%
	Equality data from survey – Age (count & %)	Under 17 years – 0 17 – 24 years – 0 25 – 44 years – 6 – 8.1% 45 – 64 years – 8 – 10.8% 65 – 74 years – 24 – 32.4% 75+ years – 36 – 48.6%
	Equality data from survey – Disability (count & %)	Yes – 28 – 44.4% No – 35 – 55.6%
	Equality data from survey – Ethnic Group (count & %)	White – All – 74 – 100%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 7 – 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 9 – 100% Gay or lesbian – Bisexual – Other – Prefer not to say –

Community Analysis on the Public Consultation

Library: Atherstone Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 14 Meeting –
	Number of survey responses received	78
	% online	7 9.0%
	% paper	71 91.0%
	Number (and %) responding on this library only	51 94.7%
	Number responding on other Libraries (multiple responses)	27 34.6%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> • Library Customer – 72 94.7% • Friend or relative of a library customer – 2 2.6 % • Work in a library location – 0 0.0% • Work voluntarily in library location – 0 0.0% • Represent partner/ potential partner – 0 0.0% • Represent/own a local business – 0 0.0% • Represent a community group – 1 1.3% • Responding on behalf of an organisation – 1 1.3%
Number of comments made from survey (impact)	24	
Number of letters/emails received	0 impact letters	
Formal response by organisations	None	
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> • Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable - disabled
	Themes from letters/emails	<ul style="list-style-type: none"> • No letters received
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> • Impact on vulnerable - Elderly/infirm (50%) • Personal Impact - Denied access to hobby/ pleasure (25%) • Unable to use – Other (21%) • Impact on vulnerable – Disabled (21%) • Personal Impact – Other (17%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 40 - 58.0% Some – 13 - 18.8% No – 11 - 15.9% Don't Know – 5 - 7.2% (No reply – 9)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 31 - 44.3% Neither – 11 - 15.7%

Section	Information Required	Information
		Strongly Disagree & Disagree – 28 - 40.0% (No reply – 8)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 26 - 41.9% Neither – 2 - 3.2% Strongly Disagree & Disagree – 34 - 54.8% (No reply – 16)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 9 - 15.0% Neither – 5 - 8.3% Strongly Disagree & Disagree – 46 - 76.7% (No reply – 18)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 18 - 32.1% Neither – 18 - 32.1% Strongly Disagree & Disagree – 20 - 35.7% (No reply – 22)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 8 - 14.0% Neither – 16 - 28.1% Strongly Disagree & Disagree – 33 - 57.9% (No reply – 21)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	Area demographics (Locality profiles – NB will cover more than 1 library), library catchment profiles.	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 8 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 2 Contact details left – 0
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 4 Contact details left – 3
	Q11a – Number of hours	2 – 4 hours – 3 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 1 Any day – 2 Weekends – 1 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 13 Contact details left – 7
	Q13 – Number interested for mobile library	Yes – 5 Contact details left – 4
	Q13a – Number of hours for mobile	2 – 4 hours – 4 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends 0– Evenings – 0
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0 Rugby – 0

Section	Information Required	Information
		Stratford –0 Warwick – 0 Any district - 0
Financial Support	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 12 Alternative Library/building – 2 Maintaining current opening hours – 1 Contact details left – 3
	Left Any Contact Details	19
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 65 97.0% Representing a public service provider – 0 0.0% Representing a private business – 0 0.0% Representing a voluntary group/organisation – 2 3.0%
	Equality data from survey – Gender (count & %)	Male – 13 18.8% Female – 56 81.2%
	Equality data from survey – Age (count & %)	Under 17 years – 0 0.0% 17 – 24 years – 0 0.0% 25 – 44 years – 8 11.0% 45 – 64 years – 9 12.3% 65 – 74 years – 18 24.7% 75+ years – 38 52.1%
	Equality data from survey – Disability (count & %)	Yes – 40 61.5% No – 25 38.5%
	Equality data from survey – Ethnic Group (count & %)	White – All – 73 100.0% Mixed – All – 0 0.0% Asian – All- 0 0.0% Black – All – 0 0.0% Other –All – 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 1 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 1 100.0% Gay or lesbian – 0 0.0% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 0 0.0%

Community Analysis on the Public Consultation

Library: Bedworth Mobile

Section	Information Required	Information										
Level of local interest	Number of petitions received	1 – 182 signatures										
	Level of attendance at public meetings/road shows	Roadshow – 46 Meeting – N/A										
	Number of survey responses received	50										
	% online	3 6.0%										
	% paper	47 94.0%										
	Number (and %) responding on this library only	32 64.0%										
	Number responding on other Libraries (multiple responses)	18 36.0%										
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> • Library Customer – 44 93.6% • Friend or relative of a library customer – 1 2.1% • Work in a library location – 1 2.1% • Work voluntarily in library location – 0 0.0% • Represent partner/ potential partner – 0 0.0% • Represent/own a local business – 0 0.0% • Represent a community group – 1 2.1% • Responding on behalf of an organisation – 0.0% 										
Number of comments made from survey (impact)	13											
Number of letters/emails received	None											
Formal response by organisations	None											
Impact on Customer	Themes from Public Meetings	N/A										
	Themes from Road Shows	<ul style="list-style-type: none"> • Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable – disabled • Impact on vulnerable - children 										
	Themes from letters/emails	<ul style="list-style-type: none"> • No impact letters received 										
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> • Personal Impact - Denied access to hobby/pleasure (31%) • Unable to use - Due to lack of public transport (15%) • Impact on Community – Other (15%) • Impact on vulnerable - Elderly/infirm (15%) 										
	Q5 – % will not affect/significant impact (Count & %)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Significant – 29</td> <td style="width: 50%; text-align: right;">64.4%</td> </tr> <tr> <td>Some – 9</td> <td style="text-align: right;">20.0%</td> </tr> <tr> <td>No – 2</td> <td style="text-align: right;">4.4%</td> </tr> <tr> <td>Don't Know – 5</td> <td style="text-align: right;">11.1%</td> </tr> <tr> <td>(No reply – 5)</td> <td></td> </tr> </table>	Significant – 29	64.4%	Some – 9	20.0%	No – 2	4.4%	Don't Know – 5	11.1%	(No reply – 5)	
	Significant – 29	64.4%										
Some – 9	20.0%											
No – 2	4.4%											
Don't Know – 5	11.1%											
(No reply – 5)												

Section	Information Required	Information
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 23 48.9% Neither – 6 12.8 % Strongly Disagree & Disagree – 18 38.3% (No reply – 3)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 11 26.8% Neither – 7 17.1% Strongly Disagree & Disagree – 23 56.1% (No reply – 9)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 3 7.9% Neither – 3 7.9% Strongly Disagree & Disagree – 32 84.2% (No reply – 12)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 12 31.6% Neither – 13 34.2% Strongly Disagree & Disagree – 13 34.2% (No reply – 12)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 6 18.2% Neither – 7 21.2% Strongly Disagree & Disagree – 20 60.6% (No reply – 12)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People’s network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 7 Businesses – 1 Local Organisations – 0 Charitable Organisations – 1 Other Public Organisations – (1)
	Q8 – Number of organisations offering space to house library	Yes - 2 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 3 Contact details left – 3
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 7 Contact details left – 4
	Q11a – Number of hours	2 – 4 hours – 5 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 1 Weekends - 0 Evenings – 0
	Q12 – Number interested in supporting activities	Yes - 8 Contact details left – 4
	Q13 – Number interested for mobile library	Yes – 7 Contact details left – 3
	Q13a – Number of hours for mobile	2 – 4 hours – 6 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends - 0 Evenings – 1
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0

Section	Information Required	Information
		Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 0 A mobile Library – 10 Alternative Library/building – 1 Maintaining current opening hours – 0 Contact details left – 5
	Left Any Contact Details	19
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 45 95.7% Representing a public service provider –2 4.3% Representing a private business – 0 0.0% Representing a voluntary group/organisation – 0 0.0%
	Equality data from survey – Gender (count & %)	Male – 9 20.0% Female – 36 80.0%
	Equality data from survey – Age (count & %)	Under 17 years – 0 0.0% 17 – 24 years – 1 2.2% 25 – 44 years – 3 6.5% 45 – 64 years – 13 28.3% 65 – 74 years – 13 28.3% 75+ years – 16 34.8%
	Equality data from survey – Disability (count & %)	Yes – 18 40.0% No - 27 60.0%
	Equality data from survey – Ethnic Group (count & %)	White – All – 43 100% Mixed – All – 0 0.0% Asian – All – 0 0.0% Black – All – 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 1 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 1 100% Gay or lesbian – 0 0.0% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 0 0.0%

Community Analysis on the Public Consultation

Library: Kenilworth Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 28 Meeting –
	Number of survey responses received % online % paper	71 9 – 12.7% 62 – 87.3%
	Number (and %) responding on this library only	33 – 46.5%
	Number responding on other Libraries (multiple responses)	38 – 53.5%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> • Library Customer – 64 – 92.8% • Friend or relative of a library customer – 1 – 1.4% • Work in a library location – 3 – 4.3% • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 0 • Responding on behalf of an organisation – 1 – 1.4%
	Number of comments made from survey (impact)	37
	Number of letters/emails received	None
Formal response by organisations	None	
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> • Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable – disabled
	Themes from letters/emails	<ul style="list-style-type: none"> • No impact letters received
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> • Impact on vulnerable - Elderly/infirm (26%) • Restrict my use – Other (27%) • Personal Impact - Denied access to hobby/ pleasure (16%) • Impact on vulnerable – Disabled (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 29 – 43.9% Some – 23 – 34.8% No – 6 – 9.1% Don't Know – 8 – 12.1% (No reply – 5)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 39 – 60.0% Neither – 7 – 10.8% Strongly Disagree & Disagree – 19 – 29.2%

Section	Information Required	Information
		(No reply – 6)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 32 – 56.1% Neither – 7 – 12.3% Strongly Disagree & Disagree – 18 – 31.6% (No reply – 14)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 16 – 28.6% Neither – 15 – 26.8% Strongly Disagree & Disagree – 25 – 44.6% (No reply – 15)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 12 – 24.0% Neither – 1 – 2.0% Strongly Disagree & Disagree – 24 – 48.0% (No reply – 21)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 7 – 15.9% Neither – 10 – 22.7% Strongly Disagree & Disagree – 27 – 61.4% (No reply – 27)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 14 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 6 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 1 Contact details left – 1
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 4 Contact details left – 2
	Q11a – Number of hours	2 – 4 hours – 4 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends – 0 Evenings – 0
	Q12 – Number interested in supporting activities	Yes - 20 Contact details left – 6
	Q13 – Number interested for mobile library	Yes – 4 Contact details left – 4
	Q13a – Number of hours for mobile	2 – 4 hours – 4 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends – 0 Evenings – 0
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0

Section	Information Required	Information
		Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 7 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 0
	Left Any Contact Details	11
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 65 – 98.5% Representing a public service provider – 0 Representing a private business – 0 Representing a voluntary group/organisation – 1 – 1.5%
	Equality data from survey – Gender (count & %)	Male – 12 – 18.2% Female – 54 – 81.8%
	Equality data from survey – Age (count & %)	Under 17 years – 0 17 – 24 years – 0 25 – 44 years – 6 – 9.1% 45 – 64 years – 23 – 34.8% 65 – 74 years – 18 – 27.3% 75+ years – 19 – 28.8%
	Equality data from survey – Disability (count & %)	Yes – 35 – 54.7% No – 29 – 45.3%
	Equality data from survey – Ethnic Group (count & %)	White – All – 64 – 100.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 3 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 4 – 66.7% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 2 – 33.3%

Community Analysis on the Public Consultation

Library: Southam Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 35 Meeting – N/A
	Number of survey responses received % online % paper	111 20 – 18.0% 91 – 82.0%
	Number (and %) responding on this library only	48 – 43.2%
	Number responding on other Libraries (multiple responses)	63 – 56.8%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> • Library Customer – 100 • Friend or relative of a library customer – 1 • Work in a library location – 1 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 2 • Responding on behalf of an organisation – 3
	Number of comments made from survey (impact)	54
	Number of letters/emails received	0
Formal response by organisations	Shotswell Parish Council	
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> • Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable – disabled
	Themes from letters/emails	<ul style="list-style-type: none"> • 1 impact letters received (Cleopatra mobile) The correspondent mentioned: <ul style="list-style-type: none"> • Restrict my use - Distance/Travel to another library • Impact on Community - Loss of meeting place/community focus • Impact on Community - Rural isolation/village cut off
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> • Impact on vulnerable - Elderly/infirm (26%) • Restrict my use – Other (22%) • Personal Impact - Denied access to hobby/ pleasure (13%) • Restrict my use - Distance/Travel to another library (11%)

Section	Information Required	Information
		<ul style="list-style-type: none"> Impact on vulnerable – Disabled (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 33 – 32.7% Some – 44 – 43.6% No – 14 – 13.9% Don't Know – 10 – 9.9% (No reply – 10)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 63 – 66.3% Neither – 16 – 16.8% Strongly Disagree & Disagree – 16.8% (No reply – 16)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 52 – 56.5% Neither – 17 – 18.5% Strongly Disagree & Disagree – 23 – 25.0% (No reply – 19)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 34 – 43.6% Neither – 11 – 14.1% Strongly Disagree & Disagree – 33 – 42.3% (No reply – 33)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 38 – 46.3% Neither – 25 Strongly Disagree & Disagree – 19 – 23.2% (No reply – 29)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 13 – 19.1% Neither – 25 – 36.8% Strongly Disagree & Disagree – 30 – 44.1% (No reply – 43)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 16 Businesses – 0 Local Organisations – 2 Charitable Organisations – 0 Other Public Organisations – (1)
	Q8 – Number of organisations offering space to house library	Yes - 0 Contact details left – 0
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 7 Contact details left – 2
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 14 Contact details left – 12
	Q11a – Number of hours	2 – 4 hours – 9 5 – 8 hours – 5 9 – 16 hours – 0 16 or more – 0 Any day – 3 Weekends – 3 Evenings – 3
	Q12 – Number interested in supporting activities	Yes - 30 Contact details left – 10
	Q13 – Number interested for mobile library	Yes – 16 Contact details left – 13
	Q13a – Number of hours for mobile	2 – 4 hours – 10 5 – 8 hours – 4 9 – 16 hours – 1 16 or more – 0 Any day – 5

Section	Information Required	Information
		Weekends – 3 Evenings – 4
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 2 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 2 A mobile Library – 20 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 8
	Left Any Contact Details	30
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 92 – 95.8% Representing a public service provider – 1 – 1.0% Representing a private business – 0 – 0.0% Representing a voluntary group/organisation – 3 – 3.1%
	Equality data from survey – Gender (count & %)	Male – 27 – 27.8% Female – 70 – 72.2%
	Equality data from survey – Age (count & %)	Under 17 years – 1 – 1.0% 17 – 24 years – 0 – 0.0% 25 – 44 years – 12 – 11.8% 45 – 64 years – 20 – 19.6% 65 – 74 years – 33 – 32.4% 75+ years – 36 – 35.3%
	Equality data from survey – Disability (count & %)	Yes – 25 – 28.1%
	Equality data from survey – Ethnic Group (count & %)	White – All – 91 – 100.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 6 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 8 – 100.0% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 0

Cabinet

22 November 2012

People Group, Learning and Achievement Capital Programme

2012-2013

Additional proposals

Recommendations

Cabinet is recommended to:

- 1) Approve the additions to Learning and Achievement capital programme set out in Appendix A and detailed in section 2.
- 2) Recommend to Council that a grant of £3,139,949 received from DfE for the provision of additional school places is allocated for this purpose

1.0 Key issues

- 1.1 This paper recommends proposals for inclusion in the Learning and Achievement Capital Programme. This paper does not include any proposals for schools which have acquired or are seeking to acquire Academy status
- 1.2 At its meeting of 24 May Cabinet approved a programme of works to a value of £15,235,000. That report also identified that a further paper would be brought setting out proposals for additional projects to utilise the balance of unallocated resources.
- 1.3 This report makes recommendations to allocate resources to address deficits in school accommodation; replace a number of temporary classrooms and address an urgent health and safety issue at a Primary School.
- 1.4 Proposals have been prioritised having regard to the following criteria: - urgent health and safety issues; Basic Need (too few school places); deficits in accommodation (inability or impediments to delivering an aspect or aspects of the curriculum); disabled access; backlog of repair; raising levels of attainment.
- 1.5 Section 4 of this report identifies future pressure on the provision of school places and places for children and young people with additional educational needs.
- 1.6 Background to some of the issues raised in this report is provided in appendix B.

2.0 Available Resources

- 2.1 After the Cabinet report of 24 May was approved the schools capital programme had £6.133 million of resources yet to be allocated to specific projects. Since this time additional net resources of £3.710 million have been identified, bringing the total of currently available resources to £9.843 million. The proposed allocations of £5.595 million outlined in Section 3 of the report reduce the unallocated resources to £4.248 million.
- 2.2 In June 2012 the authority received notice of a further allocation of Basic Need funding of £3,139,949. This is a non-ring fenced grant given for the purposes of additional school places but available to the Council for other uses. This report seeks a recommendation from Cabinet to Council that the sum of £3,139,949 be allocated to People Group to help meet the cost of future education needs set out in Section 4 below. This will increase the total available and unallocated resources to £7.388 million.
- 2.3 Details of currently available capital funding and proposed expenditure are set out in **Appendix A**.
- 2.4 In addition to these resources it is expected the authority will receive further capital grants towards meeting the authority's education needs. However, it is not expected that any future allocations will be announced in advance of the Local government Finance Settlement in mid-December.

3.0 Proposals

- 3.1 This section outlines the specific proposals for which approval is sought across the three areas of:
- Basic need and sufficiency
 - Health and safety, and
 - Backlogs of repairs

3.2 Basic Need and Sufficiency

3.3 Expansion of Coten End Primary School Warwick

There is a need to further expand provision in Warwick Town to meet an increased demand for primary school places. It is forecast that a further one form of entry will be required by September 2014. People Group intends to undertake a consultation exercise on a proposal to expand Coten End Primary School. This will be the subject of a further report.

It is proposed to allocate £2.8 million for this purpose.

3.4 Barford, St Peters CE (Voluntary Aided) Primary School

Barford St Peters has a planned admission number of 20 which indicates a capacity of 140 pupils in years R – 6; the school also provides a pre-school setting. The school currently mixes across all age groups and key stages and teaches Nursery and reception age children in the same space.

The current building does not have capacity to accommodate 140 pupils; there are currently only 4 classrooms, a fifth is required. It is therefore proposed to extend the school to provide a further classroom.

The cost of this proposal (based on tenders received by Diocesan Board of Education) is £230,000

3.5 Budbrooke Primary School, Warwick

Budbrooke is a 315 place (1 ½ Forms of entry) Primary School and currently operates with 10 classroom spaces. A school of 315 pupils requires 11 classroom spaces to allow it to organise with 30 or fewer pupils in each space. It is therefore proposed to extend the building to provide an additional classroom, available from September 2013. As part of these works it will be necessary to extend the existing corridor access and cloaks areas and to provide an additional classbase.

The estimated cost of this work is £350,000

3.6 The Ferncumbe Primary School, Hatton

The Ferncumbe has a planned admission number of 17 which indicates a capacity of 119 pupils. At May 2012 there were 128 pupils on roll with 4 of the 7 years groups oversubscribed. Forecasts are that the school will admit around 20 pupils per year.

The school currently has 4 classrooms but will require 5 to accommodate the predicted growth in pupil numbers. It is therefore proposed to provide an additional classroom, available from September 2013.

The estimated cost of this proposal is £250,000.

3.7 Kingsbury Secondary School

Until recently Kingsbury School made use of a local community hall to supplement its on-site PE provision and to ensure that during examination periods when the school halls were being used, the school could still deliver a varied PE curriculum. Following the Youth Service Review, the lease on the community hall was surrendered and the space is no longer available to the school. There are now insufficient large spaces to deliver the PE curriculum, particularly during examination periods.

The school has approached the authority for support with a proposal to erect a modular, pre-fabricated, gymnasium space which it proposes to locate next to the (on site) community swimming pool to extend the offer to pupils, other local schools and the wider community.

The additional space will enhance opportunities for sport and recreation in the area and will ensure that the school can continue to provide a more varied PE offer and continue to do so during examination periods when the school halls and gymnasium are being otherwise used.

The estimated cost of the schools proposal is £350,000; the school has raised £100,000 and is seeking £250,000 of support from the authority.

It is therefore proposed to allocate £250,000 to support this scheme.

3.8 Wembrook Primary School, Additional Hall

Wembrook is a three form entry primary school with capacity for 630 pupils. The authority has recently provided an additional classroom at the school to allow the school to organise with groups of no more than 30 pupils.

The school has a single hall space which is not large enough to safely accommodate a whole school assembly. The hall provides PE space for 21 class groups as well as supporting a range of other activities. Dining also takes place in the hall which is carried out in three sittings and means that, with setting up and clearing away each day, the hall is not available for other activities immediately before and after lunch.

The Fire Officer recently advised that numbers of persons using the hall at any one time should be reduced; the impacts of a lower capacity would be to increase the number of sittings required to manage lunch break and further reduce the availability of the hall for other activity.

It is proposed to provide a second PE / hall space, linked to the existing hall to provide additional capacity at lunch time and allow the school to timetable PE and other uses more easily.

It is proposed to allocate £425,000 to provide an additional studio hall.

3.9 Quinton Primary School, Quinton

Quinton primary has capacity for 115 pupils and currently has 96 pupils on roll.

The school has admitted over 20 pupils into the Reception class in each of the last 2 years and is forecast to continue to do so. Based on the current cohort there is an immediate need to expand the school by at least one classroom for September 2013; based on forecasts of pupil numbers, capacity of the school will need to increase to one-form of entry by September 2014.

It is likely that, beyond the currently proposed expansion, the school will need to be expanded again as a result of proposed housing development in the area. This will be the subject of further reports.

The proposal is that the school be expanded from a half-form of entry to one-form of entry which, subject to an agreed design, is likely to require the provision of three additional classrooms. To meet the current at least one additional space should be available from September 2013.

The estimated cost of this proposal is £1.25 million.

3.10 Urgent Health and Safety

3.11 St Giles Primary School, Bedworth

St Giles School has a single car width access road and inadequate parking for the numbers of staff working at the school. Vehicles park on the grass verges and landscaped areas.

The school is served by a single pedestrian access immediately adjacent the vehicle gates. Vehicles using the access road cannot pass each other but must either reverse along the length of the road or mount the footpath. There is no adequate separation between pedestrians and vehicles. The situation outside the school gate is equally difficult with cars queuing and turning across the pedestrian access; the school has taken advice from the local police and has issued advice to parents and carers. Staff cannot park on the adjacent roads without causing an obstruction or nuisance.

It is proposed to relocate and expand parking to create a turning and passing area and to provide pedestrian guardrails between the existing footpath and road.

The cost of this work is estimated at £40,000.

3.12 Backlog of repair

3.13 Various Schools, temporary classroom replacements

At its meeting of 24 May Cabinet agreed to establish a programme of temporary classroom replacements. It was proposed that the programme would cost in the order of £3million and that an initial phase to the value of £1.5 million be carried out and that a further report would identify how the balance of £1.5million would be allocated.

The following sets out proposals to be funded from the balance of £1.5 million approved in the May report.

The following schools each have a single temporary building being used as a classroom. It is proposed to provide a new permanent class base at each school at an estimated total cost of £1million. Notionally each proposal will cost in the order of £250,000 subject to agreeing a satisfactory scheme at each school.

- Tysoe CE Primary School
- Water Orton Primary School
- Telford Infant School
- Telford Junior School

These schools were selected by identifying all schools with temporary accommodation, identifying the use of that temporary accommodation, prioritising those that provide classroom space as opposed to support space and by reference to the backlog of repair set out in the Asset Management Plan.

3.14 Exhall Cedars Infant School temporary classroom replacement

This proposal will be funded from the balance of £1.5 million for temporary classrooms approved in the report to Cabinet of 24 May.

It is proposed to replace a temporary building at Exhall Cedars Infant School used and managed by the school for a pre-school setting.

The building has no running water, no permanent drainage system, no WC provision and is located at the top of a steep embankment accessed via steps. The building is not fit for purpose as a pre-school setting. The pre-school helps the authority meet its statutory duty to provide sufficient early years provision.

The building's location on the site means that parents, guardians and others need to enter the school grounds, cross the playground and wait at the rear of the school when delivering or collecting children from pre-school. Whilst the school has adequate safeguarding policies in place to manage the risks, the situation is far from ideal.

It is proposed to provide a new building with adequate facilities, located near the front of the site to limit access onto the main school site.

It is proposed to allocate £250,000 to this proposal.

4.0 Future pressures

- 4.1 People Group has identified that a number of areas of the county are likely to require an expansion of the number of school places in the next 12 - 24 months. The Basic Need pressures include only additional demand arising from population (birth rate) increase and do not include the effect of future housing developments. These pressures are set out in table 4.4 below.
- 4.2 In addition, there is an increase in the number of pupils presenting with Additional Educational Needs, that is, pupils who may be on the Autistic Spectrum and / or may have emotional behavioural or social difficulties. The increase in demand is being met with an increase in the number of out-of-county placements. To ensure that there are sufficient places available locally to meet local needs, better provision for young people and reduced transport costs, People Group is considering meeting these needs through the establishment of a new school.
- 4.3 An initial appraisal has indicated that the cost of a new school is likely to be in the order of £7,500,000. The allocation of any corporate resources towards the cost of such a school will form part of the 2013/2014 budget deliberations. The anticipated cost of this proposal is included in the table to 4.4 below.
- 4.4 The table below sets out the notional investment levels required to meet the needs identified in paragraphs 4.1 -4.3 above.

This will be the subject of future reports to cabinet:-

Location	Phase	Likely need	Value £m
Stratford district	Secondary	One form of entry	2.50

Rugby	Secondary	One form of entry	2.50
Rugby	Primary	One form of entry	2.80
Shipston on Stour	Secondary	One form of entry	2.50
Kenilworth	Primary	Half form of entry	1.00
		BASIC NEED	£11.3 million
New Additional Needs School	Special	60 places	7.50
		TOTAL	£18.8 million

4.5 The impact of major new housing developments is likely to increase the number of places required at each location and scale of investment. It is anticipated that additional demand arising from housing development will be met from Developer Contributions and / or Community Infrastructure Levy and is outside the scope of the values in the above table.

4.6 Officers are working to prepare a forward plan for investment in school places that will indicate the approximate value and timing of investment required. This will be the subject of a future report and will inform future programme setting.

5.0 Revenue implications

5.1 Revenue implications of these proposals will be managed within the Schools budget setting.

There are no revenue implications for WCC.

6.0 Risk

6.1 There are no identified risks to the proposals in this report.

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Portfolio Holder Customers, Access and Physical Assets	Colin Hayfield	01926 410410
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				APPENDIX A
FUNDING				
REF	Source/ location	Proposal	Expenditure	Resources
-				
-	Balance from 24 May report			£6,133,000
-	Adjustments in Q1 Monitoring Report			-£40,000
-	Adjustment for new school at Arley funded entirely from Capital Receipt for NLS			£3,750,000
	Currently available resource			£9,843,000
2.2	Basic need allocation 2012/13			£3,139,949
	Total resource			£12,982,949
EXPENDITURE PROPOSALS				
3.2.1	Warwick Town	Additional 1FE	£2,800,000	
3.2.2	Barford St Peters	Additional classroom	£230,000	
3.2.3	Budbrooke Primary School	Additional classroom	£350,000	
3.2.4	The Ferncumbe School	Additional classroom	£250,000	
3.2.5	The Kingsbury School	Additional Hall	£250,000	
3.2.6	Wembrook School	Additional School Hall	£425,000	
3.2.7	Quinton Primary School	School expansion	£1,250,000	
3.3.1	St Giles	Health and Safety	£40,000	
	New expenditure proposals		£5,595,000	
New schemes from previously approved sums				
3.4.1	Temporary Classrooms	Replacement	£0	
3.4.2	Exhall Cedars	Pre-school	£0	
	Total proposed expenditure		£5,595,000	
SUMMARY				
	Total resource			£12,982,949
	Total proposed expenditure			-£5,595,000
	Unallocated balance			£7,387,949
Future pressures				
4.4		Basic Need	£11,300,000	
4.4		New BESD School	£7,500,000	
	Currently identified pressures		£18,800,000	
	Unallocated balance		-£7,387,949	
	Unfunded future pressures*		£11,412,051	
* Subject to 2013/14 DfE funding settlement				

B1 Basic Need and Sufficiency

Basic Need is defined by the Department for Education as “the excess of forecast demand for pupil places over the existing schools capacity to provide them”. The general test would be whether schools in an area can accommodate the number of pupils who currently, or are forecast to, require places. The Authority has a statutory duty to ensure that there are sufficient places available for pupils who may require one and to ensure that there is a diversity of provision.

Basic Need arises from an increase in demand from population growth, either through increases in the birth rate or from inward migration.

Each year, the government collects data on school place planning from the authority and allocates a sum of money, (the Basic Need allocation) to meet the net additional demand.

The Department for Education is revising its method for allocating Basic Need and now gathers pupil data on an area basis. This will allow areas where there is significant pressure on school places to be more easily identified and for resources to be targeted more effectively.

In recent years, Warwickshire County Council has spent more than it's Basic Need Allocation to provide new school places.

Sufficiency is a constituent part of assessing a schools capacity and looks at the number and range of room types within the building to identify deficits or surpluses. Deficits in certain types of space may reduce the schools ability to organise, give access to, or deliver elements of the curriculum.

B2 The Impact of Housing Development and Developer Contributions:

The likely impact of new housing development on the need for school places is calculated based on information published by the Office of National Statistics and on analyses of completed developments around the county.

There is no automatic right to receive contributions from developments and no right to use them for any other purpose than that for which they were given.

Where it can be demonstrated that a development is likely to result in an increase in demand for school places, a request is made to the developer for contributions to help meet the cost of new school places. The payments usually take the form of an initial payment, followed by interim payments triggered by completion of a number of units. Developer contributions are collected and held centrally by Resources group and applied to named schools for the purposes set out in the legal agreements.

Where following development, the forecast demand does not materialise or is lower than predicted; contributions paid by the developer are adjusted and any balance owing is returned.

Some up-front expenditure by the authority, from its own resources, is usually required. For example, where a development of 1,000 new homes produces a requirement for a new primary school, the developer will make an initial payment followed by a series of interim contributions based on the number of homes that have been completed; each phase of completions will trigger a payment. As the new homes are occupied there will be an increase in demand for school places; to meet the increased demand, the new school (or part of it) will need to be available from the early stages of the development.

This requires the authority to fund the provision of the new school up-front and recover its expenditure gradually from interim payments made by the developer. For example, the authority might allocate say £3million from its Capital Programme to build a new primary school but only finally recover that sum from the developer over a period of say 6- 8 years.

There is therefore a medium to long-term impact on the availability of funding in the capital programme as a result of the council's need to pay first and recover later.

Officers are exploring other methods of payment that would obviate the need for the authority to forward-fund new schools which arise as a result of development.

The introduction of the Community Infrastructure Levy (CIL) under which contributions from all developments are pooled may help reduce the need for forward funding still further. However, CIL charges will be collected and distributed by the District and Borough Councils on whom the County will rely for adequate and timely funding. The details of how this arrangement will work are yet to be agreed.

B3 Future Pressure - New Additional Needs School

People Group has identified a number of areas of the county that will require the provision of additional school places. Forecasts are based on data from existing school rolls and on birth rate data provided by the PCT.

Forecasts have identified areas of the county or specific locations where the increased demand will be felt; it will now be necessary to carry out an options study to identify how that demand can be met, at which school(s), at what cost and in what time period.

The scale of the demand is likely to require that all currently unallocated resources in the Schools Capital Programme will be required to offset the cost. There will also be a significant impact on future allocations from DfE and there may also be a call on corporate resources and future capital receipts.

This matter will be the subject of a future report to Cabinet.

There are an increasing number of pupils presenting with Behavioural, Emotional and Social Difficulties (BESD) many of whose needs are met through out-of-county placements.

People group has identified a need for a new special school to meet the increased demand for places, to ensure that there is quality provision for pupils with additional educational needs and to reduce the cost to the Service of purchasing a potentially increasing number of out-of-county placements from other providers.

Under recent amendments to the Education Act 2011 there is a presumption that all newly established schools will be Academies. Where an authority identifies the need for a new school they are required to provide a site and to the capital funding required to build it. On completion the new school would acquire Academy status and the land and buildings would be transferred to the Academy.

An initial feasibility study has established the likely cost of a new school, its size and preferred location. A number of potential sites and various options are currently being considered. Subject to the identification of sufficient resources the outcome of this feasibility study will inform a future report to Cabinet.

It is likely that the development of a new school will cost in the order of £7,500,000 which represents more than half of current capital allocations to the schools programme.

A single project of this size would dramatically reduce the Authority's ability to meet other pressures across its schools portfolio (see para 4 above).

In order to reduce the impact on other areas of the programme and preserve the authority's ability to meet other demands, the means of funding a new special school is likely to rely on a combination of different sources of funding and could include contributions from:

- Schools Capital Programme
- Corporate resources
- Earmarked capital receipts

People Group recently submitted a bid to Council for corporate resources for this purpose which will be considered as part of setting the 2013/14 budget.

The allocation of earmarked capital receipts is examined below.

B4 Disposals and Capital Receipts:

The county council has, over a number of years, rationalised its schools portfolio through reorganisation and rationalisation. This has resulted in a number of surplus school sites, some of which are pending disposal.

Members will be aware that there are restrictions on the disposal of school playing fields and land for educational purposes. Disposal of such land

requires the consent of the Secretary of State to whom a formal application must be made.

At the time of seeking consent, applicants must identify how any capital receipt arising will be used. It is not sufficient to make a general statement that receipts will be reinvested in education and it is only permissible in exceptional circumstances to use the receipt for any purpose other than the provision of sport or education.

The applicant must name a specific proposal for which the receipt is earmarked; that purpose would usually be indoor and outdoor sport or education purposes. If the County Council wanted to use the receipts from the disposal of former school sites for any other purpose it would need to state that purpose in its application.

So, in every event, for a disposal application to be made, the county council must first take a decision regarding the intended use of the receipt and, in its application for consent, name a specific purpose to which the proceeds of sale will be applied.

People Group has identified future pressures on the provision of school places and increased numbers of children presenting with additional educational needs. These issues will be the subject of future reports.

Cabinet
22nd November 2012
Trading Standards Service Enforcement Policy
and Civil Law Advice Policy

Recommendation

It is recommended that Cabinet endorse the reviewed and revised Enforcement Policy and Civil Law Advice Policy

1.0 Introduction

- 1.1 The Enforcement Policy is reviewed annually or when there is significant change in the legislative landscape, to ensure that it accurately reflects a robust and fair decision making policy in relation to regulatory non-compliance and to ensure that it is in line with national, regional and local priorities.
- 1.2 The Civil Law Advice Policy is reviewed annually or when there is significant change in the consumer landscape, to ensure it accurately describes the process in place for dealing with customer demand.

2.0 Changes to the Enforcement Policy

- 2.1 It is simplified to improve its relevance and to make it easier to apply
- 2.2 It incorporates the updated Code for Crown Prosecutors, February 2010
- 2.3 Statutory Notices, Penalty Charge Notices and Forfeitures have been added to the list of enforcement options now available to ensure compliance

2.4 It includes an updated reference to requirements in relation to businesses which have registered a Primary Authority Partnership with a local authority outside Warwickshire under the Regulatory Enforcement and Sanctions Act 2008

2.5 The principles of the Enforcement Policy remain unchanged and are as follows:

2.6 The Enforcement Policy continues to be based on the five principles of good regulation: consistency, accountability, proportionality, transparency, targeting.

2.7 Decisions on what level of enforcement action is appropriate continue to be based on the below although each case is considered on its own merits.

2.8 The presence of any of the following factors is likely increase the severity of enforcement action taken:

- Deliberate, pre-meditated or fraudulent acts for gain, including those calculated to provide a commercial advantage
- Negligence or carelessness that caused, or has the potential to cause, significant and/or widespread detriment to others
- Persistent breaches, particularly where previous advice or enforcement actions have been disregarded
- Breaches that caused, or have the potential to cause, physical harm or suffering to people, animals or the environment
- Practices targeted at, or significantly affecting, vulnerable individuals/ groups such as children, the disabled or elderly
- Offences that are likely to be repeated

2.9 The following factors may reduce the severity of enforcement action taken:

- The offence was the result of a genuine mistake or misunderstanding, or occurred due to factors outside the trader's control

- Previous advice has been sought and acted upon (including advice given by others)
- Prompt action is taken to ensure compliance with the law in future
- Prompt action is taken to remedy any problems experienced by consumers, for example by carrying out remedial work or offering compensation

2.10 When considering sanctions or penalties available for non-compliance our aims are:

- to change the behaviour of the offender
- to eliminate any financial gain or benefit from non-compliance
- to be responsive and consider what is appropriate for the particular offender and regulatory issue, which can include punishment and the public stigma that should be associated with a criminal conviction
- to be proportionate to the nature of the offence and the harm caused
- to restore the harm caused by regulatory non-compliance, where appropriate
- to deter future non-compliance.

3.0 Changes to the Civil Law Advice Policy

3.1 The Civil Law Advice Policy has been renamed. 'Civil Law Advice' replaces the previous title of 'Consumer Advice'. This is to reflect the fact that sometimes businesses act as consumers.

3.2 The Civil Law Advice Policy has been simplified to improve its relevance and to make it easier to apply

3.3 The principles of the Civil Law Advice Policy remain unchanged and are as follows:

3.4 The Trading Standards Service provides an advice service on civil law issues to anyone based in Warwickshire. Assistance can be in the form of advice, guidance, support and/or signposting to other sources of help.

3.5 'First stage advice' is verbal advice explaining the caller's legal rights and providing practical guidance as to how they can go about resolving a civil law issue for themselves

3.6 'Second Stage Advice and Assistance' is verbal advice, negotiation, letter writing, drafting documents for the small claims Court, or any other assistance reasonably necessary to help resolve a civil law issue

3.7 Requests for civil advice or assistance received by telephone or email will be directed to the Citizens Advice (CA) national consumer helpline 08454 04 05 06. CA deal with requests from consumers and businesses. CA operate a Trading Standards referral process where there may be criminal breaches or other matters of concern.

3.8 Requests for civil advice received by letter or from anyone calling in to the office in person will be allocated to an officer within the Trading Standards Service for first stage advice

3.9 The Trading Standards Service will provide second stage advice and assistance to consumers or businesses who are most vulnerable at the time they contact us for help

3.10 There may be circumstances when the Trading Standards Service may not be able to advise or assist, for instance when there are insufficient resources available to provide the level of support required or where the relevant law falls outside the scope of Trading Standards.

4.0 Proposal

- 4.1 Endorse the reviewed and amended Enforcement Policy and Civil Law Advice Policy

5.0 Timescales associated with the decision/Next steps

- 5.1 No timescale restrictions. If endorsed, publish Enforcement Policy and Civil Law Advice Policy.

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Enforcement Policy

1. Introduction

This document provides guidance as to what businesses and other regulated entities can expect from Warwickshire County Council's Trading Standards Service.

The Legislative and Regulatory Reform Act 2006 requires regulators to have regard to the Principles of Good Regulation, namely that our regulatory functions should be carried out in a way that is transparent, accountable, proportionate, consistent and targeted to situations which need action. We fully support these principles.

The primary function of the Trading Standards Service is to create a fair and safe trading environment; both in order to encourage the economic progress of legitimate businesses and to protect consumers.

We believe that prevention is better than cure and that our role involves actively working with business to advise on and assist with compliance. We will nevertheless take firm action against negligent, persistent or deliberate non-compliance.

We use an intelligence-led approach to target our limited resources to the areas that most require our attention. Enforcement actions are prioritised in accordance with the criteria listed in section 4.

This Policy has been prepared having regard to:

Regulators' Compliance Code: Statutory Code for Regulators (Dec 2007)

Enforcement Concordat (Mar 1998)

Code for Crown Prosecutors (Feb 2010)

Regulatory Enforcement & Sanctions Act 2008

Human Rights Act 1998

2. General Principles

The Trading Standards Service provides general information, advice and guidance to make it easier for businesses to understand and meet their regulatory obligations. We will carefully consider the impact of any regulatory intervention to ensure that our action is proportionate.

Before formal enforcement action is taken we will provide an opportunity to discuss the circumstances of the case and take these into account when deciding on the best approach. However this will not apply where immediate action is required to prevent or respond to a serious breach or where to do so is likely to defeat the purpose of the proposed enforcement action. Where the Trading Standards Service is conducting an investigation into possible criminal offences, any discussion of the case may need to be by way of formal interview in accordance with the Police and Criminal Evidence Act 1984.

We will take into account the views of any victim, injured party or relevant person to establish the nature and extent of any harm or loss, and its significance, in making the decision to take formal action. This may include the actual harm or loss or the impact on the well being of the individual or potential or actual harm to the environment.

In considering enforcement action against businesses based outside Warwickshire that have registered a Primary Authority Partnership with another local authority we will, in accordance with the requirements of the Regulatory Enforcement & Sanctions Act 2008, notify the Primary Authority of the action we propose to take.

The criteria applied in enforcement decisions will be fair, independent and objective. They will not be influenced by issues such as ethnicity or national origin, gender, religious beliefs, political views or the sexual orientation of the offender, victim or any witness. Such decisions will not be affected by improper or undue pressure from any source.

Officers taking enforcement decisions will use this Policy as a guide, but every case must be decided on its own facts.

3. Overview of the Enforcement Actions Available

When considering sanctions or penalties available for non-compliance our aim(s) are:

- to change the behaviour of the offender
- to eliminate any financial gain or benefit from non-compliance
- to be responsive and consider what is appropriate for the particular offender and regulatory issue, which can include punishment and the public stigma that should be associated with a criminal conviction
- to be proportionate to the nature of the offence and the harm caused
- to restore the harm caused by regulatory non-compliance, where appropriate
- to deter future non-compliance.

A variety of enforcement options are available to help us secure compliance, from advice through to proceedings in Court. Examples of the main types of action that may be considered are summarised below.

Informal action and advice

Advice and assistance may be provided, either as a one-off or over a period of time, in order to bring businesses to compliance. Our advice will distinguish between legal requirements and things that we simply recommend as best practice.

Refusal, review or revocation of licences

Licences are often granted by the local authority subject to certain conditions. For example petrol filling stations are licensed to store petroleum provided appropriate safety measures are put in place; off-licence shops are licensed to sell alcohol subject to proper controls to prevent sales to underage children. Where the conditions have not been complied with we may take action to review whether the terms of the licence should be changed, or in serious cases, whether the licence should be refused or revoked.

Injunctive actions & other civil actions

We can take action under the Enterprise Act 2002 against traders whose breaches of the law harm the collective interests of consumers.

Action can range from Undertakings through to Court Orders requiring the trader to stop breaking the law. Failure to comply with a Court Order will lead to further legal proceedings being brought for Contempt of Court, which can lead to a fine or imprisonment. It is our policy to publicise Undertakings and Court Orders to help us ensure that their terms are being complied with.

Anti Social Behaviour Orders and Criminal Anti Social Behaviour Orders prohibit certain types of conduct which may not necessarily amount to criminal conduct. For example a rogue trader may be ordered not to cold-call at consumers' homes. Breach of this type of prohibition is a criminal offence, which can result in a fine or imprisonment.

Statutory Notices

This service may serve under certain legislation, statutory notices; these will require the receiver to undertake specific actions. A notice could be served after a non-compliance has been identified that requires immediate action to rectify it. For example, require a farmer that has moved animals whilst under a legal standstill restriction to comply with the restriction; or require a business to recall a dangerous product they have distributed.

Fixed penalty notices & penalty charge notices

These are notices that apply a fixed penalty for specific offences, such as selling alcohol to a child. If an offender refuses to accept or pay this type of penalty we will consider other enforcement options.

Prosecution

Prosecution may have serious consequences for a business or individual; a criminal record, adverse publicity, an adverse effect on a business's trading position and in some cases even loss of liberty.

In deciding whether or not to prosecute we apply the two-stage test laid down in the Code for Crown Prosecutors:

- i. Is there enough evidence against the defendant? We must consider that the evidence is reliable and that it can be used in Court.
- ii. Is it in the public interest for us to bring the case to Court? We consider a number of factors to help us conclude whether or not the serious consequences of prosecution are in the public interest – these are listed in the next section.

Simple caution

In some circumstances a Simple Caution may be offered as an alternative to prosecution. There must be sufficient evidence to prove the alleged offence and we must be satisfied that it is in the public interest to proceed with the case. The issue of a Simple Caution is subject to the offender's admission of the offence. Where there is no admission of the offence the option to prosecute remains.

A simple caution is an admission of guilt, and will be stored on the Office of Fair Trading's Central Register of Convictions (CRC). It may influence how that person/business is dealt with, should they come to the attention of the Trading Standards Service again. It may also be cited in court in any subsequent proceedings.

Forfeiture

This procedure allows us to ask the Court to allow us to dispose of goods seized as evidence during the course of an investigation. For example, we may request forfeiture of counterfeit goods to prevent them re-entering the market place.

Proceeds of Crime

Following a criminal conviction we may apply for an order under the Proceeds of Crime Act 2002. This allows the benefits of an offender's wrongdoing to be confiscated in cases where it can be shown that the offender has profited from his/her crime.

4. Deciding what Level of Action is Appropriate

Each case will be considered on its own merits.

The presence of any of the following factors is likely increase the severity of enforcement action taken:

- Deliberate, pre-meditated or fraudulent acts for gain, including those calculated to provide a commercial advantage
- Negligence or carelessness that caused, or has the potential to cause, significant and/or widespread detriment to others
- Persistent breaches, particularly where previous advice or enforcement actions have been disregarded
- Breaches that caused, or have the potential to cause, physical harm or suffering to people, animals or the environment
- Practices targeted at, or significantly affecting, vulnerable individuals/ groups such as children, the disabled or elderly
- Offences that are likely to be repeated

The following factors may reduce the severity of enforcement action taken:

- The offence was the result of a genuine mistake or misunderstanding, or occurred due to factors outside the trader's control
- Previous advice has been sought and acted upon (including advice given by others)
- Prompt action is taken to ensure compliance with the law in future
- Prompt action is taken to remedy any problems experienced by consumers, for example by carrying out remedial work or offering compensation

5. How to Comment or Complain

We welcome comments, compliments and complaints about our services as they are seen as an opportunity to develop and improve the way we work.

If you would like to make a comment, compliment or complaint, please contact us using one of the following methods:

Tel: 01926 414040

Fax: 01926 414014

Email: tradingstandards@warwickshire.gov.uk

Or write to us at:

Trading Standards Service
Old Budbrooke Road
Warwick
CV25 7DP

An Equality Impact Assessment was undertaken on this Enforcement Policy on 30 October 2012 and a review will take place in October 2013.

Civil Law Advice Policy

Scope

The Trading Standards Service provides an advice service on civil law issues to those based in Warwickshire. Assistance can be in the form of advice, guidance, support and/or signposting to other sources of help.

Definitions

“First Stage Advice”	Verbal advice explaining the caller’s legal rights and providing practical guidance as to how they can go about resolving a civil law issue for themselves
“Second Stage Advice & Assistance”	Verbal advice, negotiation, help with letter writing and help with drafting documents

Policy

1. First Stage Advice

Requests for advice and assistance are received by telephone, email, letter or personal visit.

Requests for civil advice or assistance received by telephone or email will be directed to the Citizens Advice consumer helpline, *08454 04 05 06*, or to the Citizens Advice website, *www.adviceguide.gov.uk*. Citizens Advice will provide first stage advice to both consumers and businesses on civil law issues.

Requests for civil advice received by letter or from anyone calling in to the office in person will be allocated to an officer within the Trading Standards Service for first stage advice.

2. Second Stage Advice & Assistance

The Trading Standards Service will provide second stage advice and assistance to consumers who are most vulnerable at the time they contact us for help.

The assessment of the consumer’s vulnerability will be based on the following factors:

- the consumer’s ability to understand advice given and to take necessary remedial action themselves
- the use of oppressive or otherwise unacceptable trading practices likely to result in severe harm or detriment to consumers
- the impact of the harm or detriment in fact caused, taking into account the consumer’s own personal circumstances

- previous history indicating that a detrimental outcome is likely from the trader concerned

Issues relevant to the consumer's ability to help themselves may include:

- age, gender, race or illness
- economic deprivation or social exclusion
- disability, whether physical or mental, including mobility
- lack of basic skills such as numeracy, literacy or fluency in English language

Elements that may be relevant to the severity of harm or detriment include:

- value of the transaction & financial status of the consumer
- effects on the consumer's private/family life
- emotional effects such as fear, anxiety or social stigma

Considerations that may be relevant to previous trading history include:

- history of non-compliance
- aggressive behaviour
- persistent nuisance, harassment or victimisation
- otherwise inappropriate conduct towards consumers or Trading Standards Officers

3. Limitations

There may be circumstances under which the Trading Standards Service may not be able to advise or assist. In such cases we will signpost the caller to another agency.

Examples include:

- When there are insufficient resources available to provide the level of support required
- In areas of law which fall outside the scope or professional expertise of the Trading Standards Service, including:
 - claims above the financial limit of a small claim in the County Court
 - claims that do not relate to monetary losses, such as claims for personal injury, mental distress, loss of enjoyment
 - complex claims, such as professional negligence
- Where a solicitor or other agency is better placed to advise the caller about the same matter or signposting to another agency would be more appropriate.

An Equality Impact Assessment has been undertaken on this Civil Law Advice Policy.