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Gary Ridley Acting Chief Executive

11th July 2008

Dear Councillor,

I hereby give you Notice that a Meeting of the **HOUSING SERVICES COMMITTEE** will be held in the **COUNCIL CHAMBER, CIVIC CENTRE, CROOK** on **MONDAY 21st JULY 2008** at **6.00 P.M.**

AGENDA

Page No.

1. Apologies for absence.
2. Declarations of Interest

Members are invited to declare any personal and/or prejudicial interests in matters appearing on the agenda and the nature of their interest.

Members should use either of the following declarations:

Personal Interest – to be used where a Member will be remaining and participating in the debate and any vote:

I have a personal interest in agenda item (...) regarding the report on (...) because I am (...)

Personal and Prejudicial Interest – to be used where a Member will be withdrawing from the room for that item:

I have a personal and prejudicial interest in agenda item (...) regarding the report on (...) because I am (...)

Officers are also invited to declare any interest in any matters appearing on the agenda.

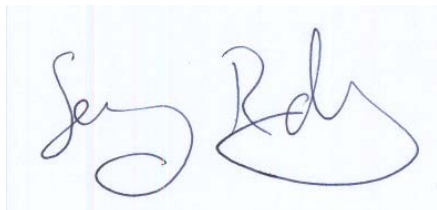
NOTE: Members are requested to complete the enclosed declarations form and, after declaring interests verbally, to hand the form in to the Committee Administrator.

3. To consider the Minutes of the last Meeting of the Committee held on 8TH May 2008 as a true record.

Copies attached

- | | | |
|----|---|-----------|
| 4. | To consider the Report of the meeting of the Housing Sub Committee held on 14 th July 2008 as a true record. | to follow |
| 5. | To consider a progress report about the housing related achievements and outcomes arising from the department's Service Plan in 2007/08. | 1 – 11 |
| 6. | To consider an update of how the department's services related to Housing performed against Performance Indicators and Service Standards in 2007/08. | 12 – 13 |
| 7. | To consider the Community Department Service Plan 2008/09. | 14 – 64 |
| 8. | To consider the development of the Care Leavers Accommodation and Support Protocol (CLASP). | 65 - 67 |
| 9. | To consider such other items of business which, by reason of special circumstances so specified, the Chairman of the meeting is of the opinion should be considered as a matter of urgency. | |

Yours faithfully



Acting Chief Executive

Members of this Committee: Councillors Bailey, Mrs Bolam, Mrs Burn, Mrs Carrick, Mrs Douthwaite, Ferguson*, Gale, Mrs Hardaker, Kay, Mairs, Murphy, Sinclair, J Shuttleworth, Stonehouse, Mrs Todd*, Ward and Zair.

*Ex-officio, non-voting capacity

Chair: Councillor Bailey

Deputy Chair: Councillor Mrs Carrick

TO: All other Members of the Council for information
Management Team

DECLARATIONS OF INTEREST FORM

NAME AND DATE OF COMMITTEE	AGENDA ITEM NUMBER	NATURE OF INTEREST AND REASONS	PRINT NAME	SIGNATURE

HOUSING SERVICES COMMITTEE

21 JULY 2008

Report of the Strategic Director of the Community
**COMMUNITY DEPARTMENT SERVICE PLAN – IMPLEMENTATION UPDATE – YEAR END
2007/08**

purpose of the report

To provide Committee with a progress report about the housing related achievements and outcomes arising from the department's Service Plan in 2007/08.

background

1. The Community Department's Service Plan was approved at Committee on 5 July 2007.
2. The Service Plan included an action plan, detailing actions to be implemented to achieve the work of the department during 2007/08.
3. The department established a new performance management framework in July 2007. Within this was a requirement to provide a six-monthly update to Committee, advising on progress made in implementing the Service Plan. This was revised to a quarterly update in October 2007.

progress update

4. The table in Annex A of this report highlights the achievements and outcomes of officers against relevant housing related actions within the Action Plan throughout 2007/08.

RECOMMENDED

1. Committee notes the progress made towards implementing the Community Department Service Plan.

Officer responsible for the report

David Milburn
Assistant Director – Policy and Resources
Ext 281

Author of the report

Alex Smith
Policy and Performance Officer
Ext 461

Service Plan Action	Achievements and Outcomes
1.14 We will consider the future of under used Council owned and land community buildings across the district.	<ul style="list-style-type: none"> • Asset management group is in the process of assessing the sustainability of all Council owned community buildings. • Sustainability of Council owned land being considered as part of Open Space Strategy.
2.1 We will develop challenging Service Standards in partnership with service users and stakeholders, which are tailored to meet local need	<ul style="list-style-type: none"> • Service standards developed in consultation with stakeholders and made available to public in Council offices and online • Performance reporting shows that 71% of indicators were on target; 10% were within 10% of the target and 19% were more than 10% off target.
2.2 We will implement the Council's Access and Customer Care Strategy and accompanying policies	<ul style="list-style-type: none"> • Corporate Customer Care Strategy approved and Access to Services working group established. • Programme of customer care and community involvement training attended by all Community staff • Opportunity Menu and Consultation Guide produced • Citizens Panel, (Future Aspects) launched with 250 members as of April 2008.
2.3 We will develop the website and a series of leaflets to guide access to services, provision of services and timeliness of services	<ul style="list-style-type: none"> • Website content updated, with service standards / service leaflets and service developments on an ongoing basis.
2.4 We will develop a customer profile	<ul style="list-style-type: none"> • Customer profiling package purchased from Mosaic.
2.5 We will establish systems to collect analyse and use information gathered by the customer profile and share the information with managers, staff and Councillors.	<ul style="list-style-type: none"> • Initial work undertaken to provide profile information for pilot services.

Service Plan Action	Achievements and Outcomes
2.6 We will strengthen and co-ordinate our benchmarking skills and membership of benchmarking clubs to monitor VFM issues	<ul style="list-style-type: none"> • Analysis of current benchmarking position completed, which revealed very limited usage across services.
2.7 We will continue to integrate services across departments to ensure effectiveness and efficiency (i.e. graffiti and Community Safety)	<ul style="list-style-type: none"> • See 1.5 for examples of joint working.
2.8 We will develop staff through regular training, mentoring and job shadowing. This will be supported with a comprehensive training plan and the PDP Process	<ul style="list-style-type: none"> • PDP process completed.
2.9 We will monitor sickness and act promptly to return staff to work	<ul style="list-style-type: none"> • Average sickness for Community Department was X days.
2.10 We will enhance partnership working by helping communities to manage assets, review participation in partnerships and sharing resources	<ul style="list-style-type: none"> • The CIT have visited all but two of the local Residents Associations. These meetings will now take place in January/February 2008.
2.11 We will develop policies and strategies for engaging with hard to reach groups in activities and ensuring they have equal access to services.	<ul style="list-style-type: none"> • Development of strategy progressing corporately on Equality Impact Assessments.

Service Plan Action	Achievements and Outcomes
2.12 We will use feedback from complaints, satisfaction surveys and findings from the Citizens Panel to develop and improve services	<ul style="list-style-type: none"> • First Citizens Panel (Future Aspects) consultation completed in March 2008, with a 55% response rate; an action plan is being developed. • 1,789 surveys were returned in 2007/08, covering Arts, CPAC, Exercise Referral and Cardiac Rehab, Fixed Leisure Facilities, Grounds Maintenance, Homelessness, Private Sector Team, Refuse, Recycling and bulky waste collections, Sports Clubs, Street Cleaning, Street Wardens, Wear Walking for Health and WOW! • Results of satisfaction surveys are reviewed at monthly Performance & Improvement Forums and necessary actions agreed. Findings have been used to review service standards for 2008/09.
2.13 We will regularly update service improvement plans to assess progress and outcomes for residents	<ul style="list-style-type: none"> • Service plan progress reports provided to Committee on a quarterly basis. • Re-categorisation action plan not developed as result of inspection report not received.
3.1 We will assist in the production of a County Durham Strategic Housing Market Assessment (HMA).	<ul style="list-style-type: none"> • Housing Needs Survey and Stock Condition Survey underway, completion dates set for July 2008. • Durham Sub-Regional Housing Strategy HMA in progress.
3.2 Update the Housing Needs Survey (HNS) following the completion of the Strategic Housing Market Assessment.	<ul style="list-style-type: none"> • Housing Need Survey tendered and awarded to ARC4.
3.3 We will bid to develop and fully implement a Landlord Accreditation and Empty Property Scheme.	<ul style="list-style-type: none"> • Landlord Accreditation Scheme fully endorsed by Housing Services Committee. Scheme officially launched in January 2008.
3.4 We will produce a master plan / Area Development Framework for the Councils priority areas.	<ul style="list-style-type: none"> • Ongoing; linked to sub-regional work and Coalfields regeneration.
3.5 We will work in partnership with the Regeneration Department on the implementation of the English Partnerships Coalfield Study	<ul style="list-style-type: none"> • Continued to contribute to the sub-regional housing group; working towards getting works underway in Wear Valley by 2009/10.

Service Plan Action	Achievements and Outcomes
3.6 We will develop an Affordable Housing Strategy in partnership with the LSP's Housing Thematic Group.	<ul style="list-style-type: none"> • Housing needs survey underway, this document will form the basis of an affordable housing strategy. Completion of the affordable housing strategy is set for November 2008. • Workshop on Affordability and Market Exclusion issues with key stakeholders and partners to be undertaken once results of the Housing Needs Survey are available.
3.7 Commission private sector housing stock condition survey	<ul style="list-style-type: none"> • Stock condition survey to be undertaken by Property Tectonics, pending approval of the method statement by Committee
3.8 Progress DHS to vulnerable households in the Private Sector.	<ul style="list-style-type: none"> • As of January 2008, the Home Improvement Agency completed 2 Housing Grants to achieve Decent Homes in the Private Sector; this function has now returned to the Private Sector Housing Team. • Funding applications submitted to charitable organisations for relevant and suitable clients.
3.9 To bring all Public Sector Properties up to DHS	<ul style="list-style-type: none"> • Housing Grants Policy revised and implemented; further revisions to be discussed as part of LGR to achieve a common policy.
3.10 To continue to contribute to the County Durham Homeless Action Partnership (HAP)	<ul style="list-style-type: none"> • 100% attendance at the County Durham Homeless Action Partnership (HAP) to develop county wide services and standards to maximise choice for homeless and potentially homeless persons • Continued membership of the steering Group for a Joint Protocol for 16-17 Year olds • Continued membership of the Support to Talk Steering Group • Continued membership of the Tees Valley Housing Stakeholders Group for Young Single Parents Scheme (Coney Avenue, Bishop Auckland)

Service Plan Action	Achievements and Outcomes
<p>3.11 Help prevent homelessness by offering housing advice and support</p>	<ul style="list-style-type: none"> • 100 less homeless applications / housing advice interviews in 2007/08; 373 compared to 473 in 2006/07 • Emergency accommodation was used at Dellside, Willington on 28 occasions, compared to 23 in 2006/07 • 9 Joint protocol assessments completed, compared to 13 in 2006/07 • Overall time taken to decide on a homeless case was 6.5 days, against a target of 9 days (performance was 10.1 days in 2006/07). • Average time taken to decide on a homeless case was 6.5 days against a target of 9 days, with 99% of cases decided within 33 working days target. • 373 homeless applications / interviews processed • 89% of cases seen within 3 working days of an initial contact • Average satisfaction score of service users was 85%.
<p>3.12 We will respond to all complaints of anti-social behaviour cases effectively</p>	<ul style="list-style-type: none"> • A 'Tackling ASB Plan' was developed with partners.
<p>3.13 We will respond appropriately to Racial Harassment and Hate Crimes.</p>	<ul style="list-style-type: none"> • Multi-agency action Plan developed as part of implementing the Council's Racial Harassment and Hate Crime Strategy • Continued implementation of the Community Safety Strategy • Continued to work in partnership with D&VH, with D&VH becoming signatories to the Respect Standard • Service standards developed, which require the removal of associated graffiti within 24 hours. See 3.27 for performance figures.

Service Plan Action	Achievements and Outcomes
3.14 We will reduce violent crime	<ul style="list-style-type: none"> • 854 offences of violent crime as of January 2008 (target YTD January 2008 was 937) • Action plan for town centres developed and due to be considered by CDRP.
3.15 We will reduce the hidden crime status of domestic abuse	<ul style="list-style-type: none"> • 6 training sessions and 14 awareness talks facilitated about recognising and dealing with signs of domestic abuse as part of ongoing work with partners. • Plans to deliver Domestic Violence training to 30 Housing staff within the Council and Dale & Valley Homes. • Domestic Violence Forum established with neighbouring authorities.
3.16 We will reduce repeat victims of domestic abuse by 10%	<ul style="list-style-type: none"> • Arrangements established with Victim Support to co-facilitate the training of 20 domestic violence support volunteers.
3.17 We will reduce theft of a vehicle and theft from a vehicle	<ul style="list-style-type: none"> • 409 vehicles crimes (theft of and from a vehicle) as of January 2008 (target YTD January 2008 was 467)
3.18 We will reduce incidences of criminal damage	<ul style="list-style-type: none"> • Action plan to be developed for 2008/09 to tackle criminal damage and Anti-Social Behaviour.
3.19 We will disrupt the supply of illicit class A drugs and get more offenders into treatment and out of crime	<ul style="list-style-type: none"> • PPO monitoring project implemented with partners.
3.20 We will reduce the number of repeat victims of racial harassment	<ul style="list-style-type: none"> • Continued to implement the Racial Harassment and Hate Crime Strategy
3.21 We will work in partnership with agencies to try to stop re-offending	<ul style="list-style-type: none"> • Development of the HARP Protocol is ongoing
3.22 We will reduce fear of crime so we are no longer the second highest in the County	<ul style="list-style-type: none"> • CDPR action plan to be rolled out in 2008/2009.

Service Plan Action	Achievements and Outcomes
3.23 We will deliver services that reduce house burglary	<ul style="list-style-type: none"> • 184 burglaries of dwellings offences as of January 2008 (target for YTD January 2008 was 133) • Action plan to be considered by CDRP.
3.24 We will implement the measures of the Respect Standard for Housing Management	<ul style="list-style-type: none"> • Dale & Valley Homes signed up to the Respect Agenda.
3.25 We will refocus the work of the Street Warden Scheme	<ul style="list-style-type: none"> • Greater Street Warden presence with the launch of weekly foot patrols, covering every street in Wear Valley, from January 2008 • All street wardens trained to deal with environmental offences and to issue Fixed Penalty Notices, e.g. fly tips, dog fouling, littering and abandoned vehicles. 66 Fixed Penalty Notices issued in 2007/08 • Recruited 6 wardens, with funding available for an extra 2 posts • Wardens trained to investigate fly-tipping: <ul style="list-style-type: none"> - Percentage of fly-tips removed within 2 working days increased from 80% in Quarter 2 to 91% in Quarter 4 - Resident satisfaction with the time taken to remove fly tips increased from 50% to 60% over the same period. - Street wardens have had in-house training and a training day with a fly tipping investigation officer from The Environment Agency, who provide extra support when large fly tips occur.
3.26 We will deliver services that contribute to a reduction in the fear of crime	<ul style="list-style-type: none"> • See 3.25

Service Plan Action	Achievements and Outcomes
<p>3.27 We will take robust enforcement action to tackle Anti Social Behaviour</p>	<ul style="list-style-type: none"> • Tenancy Enforcement Team continues to address breaches of Tenancy Agreement. • Revised performance monitoring mechanism developed. • Street Wardens attend monthly meetings with Dale & Valley Homes estate inspection staff; attended public meetings with resident groups and customer panel and contributed to clean up operations e.g. Eldon Lane in July and West Auckland in October 2007. • Percentage of non-offensive graffiti removed within 2 working days of being reported increased from 17% in Quarter 2 to 66% in Quarter 4. • Resident satisfaction with the Council's approach to reducing graffiti increased from 50% to 68% between June 2007 and March 2008. • No cases of offensive graffiti were recorded in 2007/08.
<p>3.28 We will complete the Open Space Strategy to deliver sustainable improvements in the quality of public open space.</p>	<ul style="list-style-type: none"> • Open Space Strategy currently being drafted for Committee approval in September 2008.
<p>3.29 We will continue to work with partners to deliver safer estates</p>	<ul style="list-style-type: none"> • Programme of estate inspections completed in partnership with Dale & Valley Homes • Resident satisfaction with the Council's approach to reducing litter increased from 60% to 64% between September 2007 and March 2008. • Percentage of dog fouling removed within 1 working day of being reported increased from 20% to 71% between September 2007 and March 2008. • 74% of drug-related litter, including needles was removed within 1 working day of being reported between September 2007 and March 2008.
<p>3.30 We will improve burial services in line with audits of 2002 and 2006</p>	<ul style="list-style-type: none"> • System implemented to check the quality of the deeds service

Service Plan Action	Achievements and Outcomes
3.33 We will develop a set of strategic aims and objectives for the development and management of local landscapes/neighbourhoods	<ul style="list-style-type: none"> • Action Plan developed to ensure the Neighbourhood Arrangements project reduces deprivation • Neighbourhood Arrangements launched in March 2008.
3.34 We will enhance green space provision and quality	<ul style="list-style-type: none"> • Regeneration of Glenholme Park agreed in partnership with Groundwork West Durham
4.1 We will use WVDC Communications and Consultation Strategy to develop a departmental consultation plan that employs a variety of techniques.	<ul style="list-style-type: none"> • Departmental Consultation Plan approved – first consultation via the Citizens Panel carried out in March 2008, to review standards of customer-care and waste management services • Consultation on service standards for 2008/09 undertaken, including a survey of all Allotment holders, on-site surveys at fixed leisure facilities and a focus group for residents to discuss the Street Warden Scheme. • Information collected from satisfaction surveys throughout 2007/08 used to review standards for Arts, CPAC, Exercise Referral, Homelessness, Private Sector Housing and Wear Walking for Health.
4.2 We will develop a performance management framework and plan to enable the use of complaints, surveys and information from the Citizens Panel to develop and improve services.	<ul style="list-style-type: none"> • See 2.12
4.3 We will revise a Housing Strategy to meet the needs of diverse communities.	<ul style="list-style-type: none"> • Future plans to be considered as part of work streams for LGR
4.4 We will develop longer term plans for the management/ improvement of the service	<ul style="list-style-type: none"> • Future plans to be considered as part of work streams for LGR
4.5 We will develop team “Work Plans”, that are related to the Service Plan and Personal Development Plans.	<ul style="list-style-type: none"> • Work plans monitored through monthly Performance and Improvement Forums.

Service Plan Action	Achievements and Outcomes
4.6 We will develop and implement a staff training and development policy, which is linked to work plans and PDPs.	<ul style="list-style-type: none"> • Future plans to be considered as part of work streams for LGR
4.8 We will develop a marketing strategy to promote the services provided by the department.	<ul style="list-style-type: none"> • 26 service leaflets now available in Council offices and online
4.9 We will develop risk assessments and equalities impact assessments, which will be applied to policies and strategies.	<ul style="list-style-type: none"> • Equalities and Diversity Action Plan approved in December 2007 • Equality statement is included on all documentation produced by the Department
Planning, development and implementation of Citizen's Panel	<ul style="list-style-type: none"> • Recruitment process launched in December 2007 – 250 members as of March 2008 • Panel named as 'Future Aspects: The Voice of Wear Valley' • Terms of reference approved • Consultation Schedule being implemented

HOUSING SERVICES COMMITTEE

21 JULY 2008

Report of the Strategic Director of the Community
YEAR-END PERFORMANCE REPORT – PERFORMANCE INDICATORS AND SERVICE STANDARDS – 2007/08

purpose of the report

To provide Committee with an update of how the department's services related to Housing performed against Performance Indicators and Service Standards in 2007/08.

background

1. In July 2007, Community Services Committee approved the performance management framework for the department.

The department's performance management framework requires officers to measure:

- Performance indicators; and
- Performance against the department's service standards

performance indicators

2. A summary of performance, by service is shown below.

Service	Total number of indicators	On target	%	Within 10% of target	%	More than 10% outside target	%
HIA	4	3	75%	1	25%	0	0%
Homelessness	2	1	50%	0	0%	1	50%
Private Sector Housing	7	7	100%	0	0%	0	0%
Total	13	11	85%	1	7.5%	1	7.5%

service standards

3. A summary of service standards performance, by service, is shown below.

Service	Total number of indicators	On target	%	Within 10% of target	%	More than 10% outside target	%
Homelessness	4	3	75%	0	0%	1	25%

service standards for 2008/09

4. Consultation on Service Standards was conducted between February – April 2008 and a revised set of service standards was agreed with customers and officers.

legal implications

5. There are no legal implications.

finance implications

6. There are no financial implications.

RECOMMENDED

1. Committee notes the performance achieved, highlighted in paragraphs 2 and 3.

Officer responsible for the report

David Milburn

Assistant Director – Policy and Resources

Ext 281

Author of the report

Alex Smith

Policy and Performance Officer

Ext 461



HOUSING SERVICES COMMITTEE

21 JULY 2008

Report of the Director of Housing Services
COMMUNITY DEPARTMENT – SERVICE PLAN 2008/09

purpose of the report

To seek comments from Committee regarding the Community Department Service Plan 2008/09.

background

- 1 Each year all departments are required to produce a service plan that gives a summary of the previous year and sets out actions for the coming year.
- 2 The service plan has been prepared taking into account:
 - Key corporate documents, e.g. Corporate Plan 2007/10
 - The transitional plan for LGR
 - The Department's Service Plan for 2007/08
- 3 A high-level action plan has been incorporated into the service plan.
- 4 As requested at Community Services Committee on 9 July 2008 attached is the Housing related activity on the Service Plan for 2008/09.

human resource implications

- 5 The Service Plan has been developed in consultation with Communities staff. The action plan details responsible officers for specific actions and highlights links to key corporate and external documents, which will feed into staff Performance Development Plans.

legal implications

- 6 There are no legal implications, other than those actions within the Action Plan, which are the authority's statutory duties.

community safety implications

- 7 There are no crime and disorder implications, other than those associated with specific actions in the Action Plan.

equalities implications

8 Equalities implications are detailed within the Action Plan.

financial implications

9 It is anticipated that all actions identified in the service plan will be delivered within budget or grant allocations.

it implications

10 Implementation of the Service Plan will be monitored through the recording of progress against detailed work plans. This systematic approach will involve the use of existing IT software.

RECOMMENDED

- 1 Committee considers Housing related items within the draft Community Department Service Plan 2008/09 and provides comments to the Acting Strategic Director.
- 2 Committee instructs the Acting Strategic Director to update and implement the Plan.

Officer responsible for the report

David Milburn

Acting Strategic Director for the Community

Ext 379

Author of the report

Alex Smith

Policy and Performance Officer

Ext 461

Community Department

Draft Service Plan 2008- 2009

1. INTRODUCTION
2. UNIT PROFILE
 - 2.1 Activities
 - 2.2 Staff
 - 2.3 Financial resources
 - 2.4 Equality and Diversity
3. Review of 2007/08

THEME 1: DIRECTION OF TRAVEL

1. Contribution to Council Plan / Balanced Scorecard
2. Customers and consultation
3. Service Based Action Plans

THEME 2: SERVICE PERFORMANCE

1. Best Value Performance Indicators / National Indicators
2. Local Performance Indicators

THEME 3: USE OF RESOURCES

1. Value For Money
2. Procurement
- 3a. Asset Management
- 3b. Capital Programme
- 3c. Asset Management PI's

THEME 4: RISK

1. Council plan risks
2. Departmental risks
3. Corporate risks
4. Statement of Internal Control
5. Data Quality
6. Partnership Profile
7. How this plan will be monitored

1. INTRODUCTION

As we enter the final year of Wear Valley District Council, the pace of change for the Council will increase. The transition to the new unitary authority will bring new challenges and create additional strains on Council staff and resources. Despite the pending change to a new organisation, the Council can reflect upon having achieved a rating of excellent from its March 2008 CPA inspection. For the Council to maintain that level of service for its residents, it is important that its limited resources be deployed skilfully and innovatively. The Council will need to have the capacity to meet the challenges and deliver excellent services for our residents.

The Community Department has a key role in helping the Council to meet the emerging challenges created by the new unitary authority. This service plan details actions that will improve service delivery by rigorous scrutiny of our performance and finding better ways of working. For example, joint working with partners, and by having a better understanding of what local people want. The plan also identifies the Unit's important role in meeting the Government's performance targets.

In light of the transition to the new authority, the plan may be hard to sustain but we have built on solid foundations. Through our commitment and record of improvement, we intend to maintain the high standard of support and delivery of services to our internal and external customers.

Wear Valley District Council has embraced change and recognised the benefits that have flowed from having an open and innovative response to challenges. We will adhere to this course through the difficult times ahead, because we are committed to delivering quality services to our residents.

David Milburn
Acting Strategic Director

2.0 UNIT PROFILE

Our aim

Like every part of the Council, the Community Department is working to make Wear Valley District Council:

“the best District Council in England”

Our objectives

To achieve our aim the Department will:

- Strategy & Plans – Develop prompt strategies and plans which people feel part of, believe in and value in order to tackle emerging issues for residents.
- Culture – Develop a culture of excellence, customer service and continuous improvement.
- Neighbourhoods & Sustainability – Develop services that help deliver thriving, vibrant, safe and sustainable communities and thus improve everyone’s quality of life and encourage a slowly growing and democratically balanced population.
- Active Communities – Create opportunities for local people to enjoy leisure and recreation.

Our standards

In delivering our aims we will apply the following standards:

- The principles of good customer care
- Services provided objectively without personal bias or discrimination
- Due care and competence applied at all times
- Constructive relationships fostered both internally and externally
- Confidentiality will be observed.
- Working together in joined up services

Our values

To ensure staff are capable of delivering services that work towards achieving our aim, objectives and standards the Department has adopted the seven Corporate Baselines, which are:

- Empowerment
- Communication
- Consultation
- Priorities
- Financial Management
- Corporate Governance
- Performance Management

2.1 ACTIVITIES

The services we deliver include:

- Neighbourhood Services:
 - Refuse and recycling collections
 - Cleansing (including street cleaning, fly-tipping, dog fouling and graffiti)
 - Grounds maintenance
 - Street Wardens
 - Allotments
 - Cemeteries and burials
 - Inspection and maintenance of parks and playgrounds
 - Community safety

- Leisure & Culture Services:
 - Arts development
 - Youth provision via CPACs and Positive Futures
 - Exercise referral and cardiac rehab
 - Sports club development
 - Walking for health
 - Indoor and outdoor leisure facilities
 - WOW! mobile fitness suite and legacy gyms

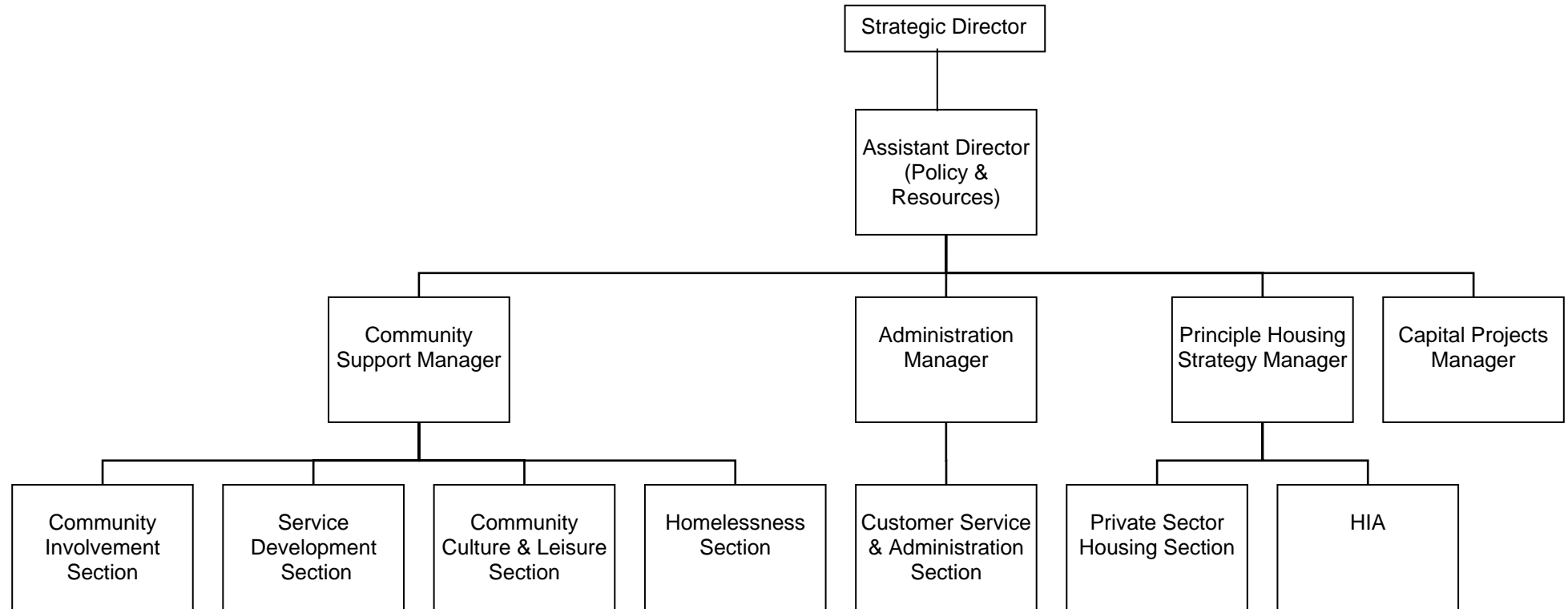
- Community Engagement:
 - Community involvement
 - Neighbourhood arrangements and Area Partnerships

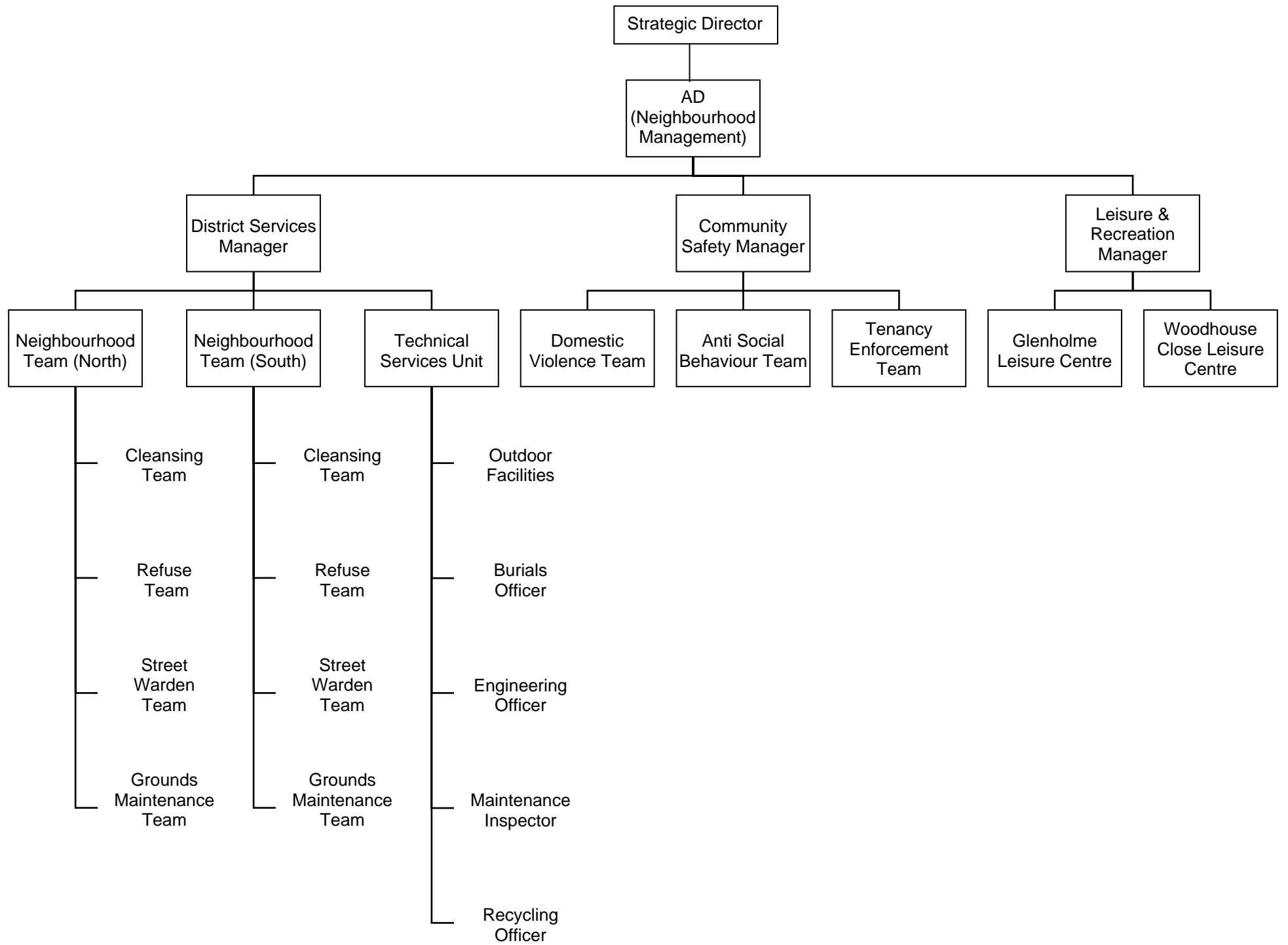
- Housing:
 - ALMO liaison
 - HIA including the management of Disabled Facility Grants
 - Homelessness
 - Private Sector Housing including landlord accreditation, disrepair complaints and Major Repair Grants

- Technical Services:
 - Technical advice on water courses, engineering matters, repairs of public open spaces, prevention of trespass, drainage and flood defence;
 - Street naming
 - Repair of public lavatories, bus shelters, closed churchyards, cemeteries and car parks;
 - Stanhope Town Hall
 - War memorials and public clocks.

2.2 STAFF

The Department is split into two sections to aid effective delivery of services:





2.3 FINANCIAL RESOURCES FOR 2008/09

The financial resources needed to deliver the Department's 2008/09 programme of work is presented below.

Cost Centre	Budget (£000s)		
	Expenditure	Income	Net Cost
GENERAL FUND			
Allotments	35	(27)	8
Arts development	120	(21)	99
Bishop Auckland Town Hall	194	-	194
Bishop's Park	25	-	25
Bus shelters / Bus Station	35	(15)	20
CCTV	44	-	44
Cemeteries	230	(115)	115
Community Centres	12	-	12
Community Development	200	-	200
Community Physical Activity Programme	192	-	192
Community Safety	287	(17)	270
Crook Civic Hall	8	-	8
Depot & Garage	180	(112)	68
Exercise on Prescription & Wear Fit	70	(24)	46
Glenholme Leisure Complex	780	(288)	492
Highways	25	(13)	12
Homelessness	96	(40)	56
Land Drainage	2	-	2
Leisure Services	189	(96)	93
Mobile Wellness Centre	158	-	158
Private Sector Housing	269	(23)	246
Public Conveniences	52	-	52
Recycling	498	(180)	318
Recreation Grounds	1,130	(28)	1,102
Refuse Collection	1,510	(25)	1,485
Special Events	30	-	30
Sports Development	52	(5)	47
Stanhope Town Hall	24	(3)	21
Street Cleansing	929	-	929
Street Lighting	15	-	15
Street Wardens	517	(222)	295
Wolsingham Town Hall	12	-	12
Woodhouse Close Leisure Complex	1,254	(455)	799
GENERAL FUND TOTAL	9,174	1,709	7,465
HOME IMPROVEMENT AGENCY (HIA)			
Housing Improvement Agency	219	(125)	94
HIA TOTAL	219	(125)	94
HOUSING REVENUE ACCOUNT (HRA)			
Contract payments	5,795	-	5,795
Debt management charges	55	-	55
Housing subsidy	3,000	-	3,000
Loan Interest payments	2,100	-	2,100
Client costs	1,142	(35)	1,107
HRA Total Expenditure	12,094	(35)	12,057
Rental Income	-	(11,555)	(11,555)
Interest on balances	-	(70)	(70)
HRA Total Income	0	(11,625)	(11,625)
HRA Deficit / (Surplus)			432

2.4 EQUALITY & DIVERSITY

Community Department Equality Statement:

- We are aware of the importance of equality of opportunity in discharging our functions and in the leadership we provide to our staff and the citizens of Wear Valley.
- We will not discriminate or disadvantage any person because of their ethnicity, religion, geographical location, special needs, language differences, learning difficulties, sexual orientation, gender, age or disability.
- We believe diversity brings strength and a shared understanding of different cultures.
- We are committed to ensuring that all local people have the opportunity to achieve their potential and have their needs met.
- We will ensure we make every effort to consult and include ethnic minorities and hard to reach groups in Wear Valley.
- We will work to eliminate racial discrimination.
- We will work to promote equal opportunities.
- We will work promote good race relations.
- We will train and develop staff to develop a better understanding and acceptance of cultural differences.
- We will work to eliminate disability related harassment.
- We will promote positive attitudes toward disabled people.
- We will encourage disabled people's participation in public life.

3. REVIEW OF 2007/08

During 2007/8 we delivered the following:

Community based leisure

- Wear Walking for Health Officer, Sports Club Development Officer, CPACs and WOW! all mainstreamed into 2008/2009 budget.
- Refurbishment of swimming and changing facilities at Woodhouse
- QUEST assessment score of 65% (2% increase on 2006/07) at Glenholme and 70% (5% increase on 2006/07) at Woodhouse Close
- 7 community fitness suites (e.g. legacy gyms) in operation
- Arts – 32 events delivered to 5530 people with average satisfaction of 87%.
- Excellence in Weight Management award received from the National Obesity Forum – 72 users in it's first year
- £70K received from Department of Health for NHS Lifecheck initiative.
- Council agreed to fund development of BA Sports Facility with £6.5m capital
- Leisure Strategy approved

Performance Management

- Service standards and 26 service leaflets developed in consultation with stakeholders and published in Council offices and online
- Results of satisfaction surveys are reviewed and findings have been used to review service standards for 2008/09

Community Involvement

- Corporate Customer Care Strategy approved and Access to Services working group established
- Opportunity Menu and Consultation Guide produced
- Citizens Panel, (Future Aspects) launched with 250 members as of April 2008
- Equalities and Diversity Action Plan approved
- Neighbourhood Arrangements launched in March 2008.

Housing

- Landlord Accreditation Scheme launched
- Overall time taken to decide on a homeless case was 6.5 days, against a target of 9 days (performance was 10.1 days in 2006/07)
- Dale & Valley Homes spent £7 million on investment programme towards decency in partnership with Dunelm Property Services.

Community Safety

- Multi-agency action plan developed as part of implementing the Council's Racial Harassment and Hate Crime Strategy

- Contributed to a reduction in incidences of violent and vehicle crimes
- Recruited 6 wardens, with funding available for an extra 2 posts

Street Cleaning

- Programme of estate inspections completed in partnership with Dale & Valley Homes

Grounds Maintenance, Parks and Open Spaces

- Additional £50K allocated for parks in 2008/09
- Regeneration of Glenholme Park agreed in partnership with Groundwork West Durham

Waste Management

- Local Waste Strategy produced including a revised recycling plan
- 3 new recycling vehicles purchased to improve capacity
- Awareness of recycling and waste minimisation raised through school assemblies, press articles, publications and promotional events with range of partners e.g. Bishop Auckland College, Parkside School, ASDA, Durham County Council, B&Q, Wear Valley Food Festival
- New banks for paper based liquid foods and drinks cartons installed

THEME 1: DIRECTION OF TRAVEL

1. CONTRIBUTION TO COUNCIL PLAN/ BALANCED SCORECARD

The following table shows the explicit link between the Council Plan tasks and the Department's work plans.

Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER / TEAM	MILESTONES (include timeframe and target)	COMMENT
P1 Balancing and increasing total population	Greater than or equal to 0.1% growth annually	Private Sector Housing Manager	2% decrease year on year from 08/09 – The proportion of home which were non-decent at the beginning of the year.	
			Bring 35 vacant dwellings back into occupation	
P2 Improved community engagement and capacity	Year on year improvement on 2006/07 baseline.	Community Involvement Manager	60% of population covered by June 2008.	Community Involvement Manager contributing to development of Community Engagement Strategy.
P4. Reduce the number of Super Output Areas (SOA)s identified as being in the top 10% for deprivation.	Reduced number of SOAs in top 10%	Private Sector Housing Manager	Reduce the number of communities identified as at risk to 2 by December 2009.	Ongoing measurement of the sustainability index.
	Year on Year % reduction from 2007 baseline.			
L4. Increased number of modern apprentices.	3 modern apprentices sponsored	Administration Manager	3 Modern Apprentices employed locally	
EN1. Improved quality of local environment.	Customer satisfaction with local environment.	District Services Manager	Conduct regular customer satisfaction surveys.	Surveys about waste management services are distributed quarterly.
			Improve levels of recycling by exceeding Government targets by 1% or better.	Monitoring through the Community Department's Performance and Improvement Forum.
EN3. An overall improvement in the housing element of the built environment.	Achievement of Decent Homes Standard by 2012.	Community Support Manager	Work with the ALMO to create an action plan to ensure that we achieve the DHS by 2012.	Work co-ordinated through ALMO liaison meetings.

Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER / TEAM	MILESTONES (include timeframe and target)	COMMENT
C1. To work with partners to reduce Crime and Anti Social Behaviour.	Delivery of the Community Safety Strategy.	Community Safety Manager	100% of milestones achieved in the Community Safety Strategy.	
		Domestic Violence Co-ordinator	Number of repeat victims of domestic violence reduced by 10% by 2008.	
C2. To work with partners to reduce fear of crime.	Percentage reduction in accordance with LAA objectives.	Community Safety Manager	Develop and implement a crime reassurance strategy that is agreed with partners.	
H1. Improved life expectancy and reducing premature mortality rates (LAA).	Contribute to PCT targets for example, 1% reduction in incidences of chronic disease e.g. cardiovascular disease.	Community Fitness Manager	Deliver minimum of 7 cardiac rehabilitation courses per year. Deliver the exercise referral scheme with 64 hours of service delivery per week.	
	1% increase in staff becoming physically active.	Senior Fitness Instructor	Additional 10 staff signed up per year.	
H2. Improved well-being of citizens.	Improvement plan in place for making Leisure Centres more attractive and accessible.	Unit Managers	Programme agreed and established.	
H3. Improve the take up of leisure and physical activity opportunities.	Improve leisure centre attendance rates by 1% by 2009.	Leisure & Recreation Manager	1% year on year improvement on leisure centre take up.	Contribute to target through WOW, WOW Legacy Project, CPAC programme, Wear Walking for Health, Sports Clubs and Positive Futures Programme.
OD2. An improving CPA score	Positive reassessment by 2009.	Policy and Performance Officer	Approve data quality strategy and action plan by October 2007.	Contribute to the cross departmental data quality working group.
OD3 Increased satisfaction with Council overall.	2% annually year on year improvement in satisfaction scores from surveys conducted with all	Service Managers	Develop, implement and act upon a uniform, regular measure of satisfaction across Council services.	Corporate overall satisfaction question included on all surveys. Findings reported to

Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER / TEAM	MILESTONES (include timeframe and target)	COMMENT
	Council stakeholders. To be reviewed annually.			Performance and Improvement Forum monthly.
OD4 Improved Value for Money.	Level 3 Value for Money score. 3.1 % Gershon efficiency savings annually.	Service Managers	Identify and deliver savings.	
OD5. Equality and Diversity.	Achieve Level 2 Local Government Equality Standard by March 2008.	Community Involvement Manager	Develop and implement an Equalities and Diversity strategy and action plan to include promoting an Equality and Diversity corporate culture by March 2008.	Contribute to Corporate Equalities and Diversity Working Group.

2. CUSTOMERS AND CONSULTATION

The table below sets out the planned consultation within the Department covered by the period 2007/8-2008/9.

Area of Consultation	Responsible Officer	Timeline	Comment on how this is used and what are the resource implications
Street Warden Service - Working hours - Issues dealt with by Wardens - How can we improve service?	Community Involvement Team Debbie Hibbitts John Bevills	May 2008	Future Aspects Survey
Community Involvement and Future Aspects	Community Involvement Team	June 2008	Future Aspects Newsletter (to include feedback from Feb/May 08 survey results, promotion of Aug survey and next newsletter)
Leisure and Culture Service - Gaps in locality of service - Sufficiency of range of activities Acceptability of cost to	Community Involvement Team Mark Farren Andrew Frankcom	August 2008	Future Aspects Survey

participate			
Community Involvement and Future Aspects	Community Involvement Team	November 2008	Future Aspects Newsletter (to include feedback from Aug 08 survey and promotion of Annual Event in Dec 08)
Service Standards/Street Wardens/Leisure and Culture services	Community Involvement Team	December 2008	Future Aspects Annual Feedback Event

3. SERVICE BASED ACTION PLANS

Service improvement can only be made by identifying specific actions and officers responsible for ensuring they are implemented. All of the activities support the Council Plan by contributing towards meeting corporate objectives or exemplifying the Council as a centre of management and organizational excellence. The detailed plans are shown below:

COMMUNITY SUPPORT

No	Objective	Actions	Indicator of Success	To be completed	Links to Corporate Plan (CP) / Transition Plan (TP)
1	We will further develop 'Future Aspects: The Citizens' Panel' in order to improve our knowledge of customer needs	Continue recruitment activity to increase membership	750 members	31 Mar 09	CP: OD3 TP: Priority 4
		Complete activities set out in consultation plan	<ul style="list-style-type: none"> • Survey = May 08 • Newsletter = Jun 08 • Survey = Aug 08 • Newsletter = Nov 08 • Annual Event = Dec 08 	Ongoing	
2	We will develop a junior panel for customers under the age of 15	Recruitment of young residents to panel	250 members	31 Mar 09	CP: OD3 TP: Priority 4
		Development of Youth Opportunity Menu, Reward Scheme and Consultation Plan	Youth Opportunity Menu, Reward Scheme and Consultation Plan developed and agreed by DMT/CMT/ Committee	31 July 08	

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
3	We will increase customer involvement in the design, delivery and monitoring of our services	Develop and undertake a publicity schedule	Schedule developed	30 June 08	CP: OD3 TP: Priority 4
		Establish at least one new residents' association.	Increase uptake across all involvement opportunities by 30%	31 Mar 09	CP: OD3 TP: Priority 4
4	We will ensure all our services have been impact assessed for equality and diversity issues	Ensure impact assessments conducted inline with corporate timetable	All timetabled assessments completed by target date	As per corporate timetable	CP: OD5 TP: Priority 5
5	We will use our knowledge of our customers to improve service delivery	Use customer profile data to improve 4 services	Services improved.	31 August 08	CP: OD3 TP: Priority 4
6	We will continue to develop neighbourhood arrangements throughout the district	Organise Area Partnership Development Conference	Conference held with 100 delegates attending	30 Jun 08	CP: P2 TP: Priority 3
		Organise three Development Workshops in each neighbourhood in order to allow the community to agree how Area Partnerships will develop	Workshops held	30 Jun 08	CP: P2 TP: Priority 3
		Organise quarterly meeting of Area Partnerships	Meetings held	31 Mar 09	
		Complete skills analysis and set training programme for Area Partnerships.	Skills analysis completed and training plan developed.	31 Mar 09	
7	We will monitor our performance and provide feedback to staff, councillors and customers	Update website with revised indicators and performance information	Website updated quarterly	Quarterly	CP: OD3 TP: Priority 4
8	We will review our Service Standards in partnership with service users and staff	Review service leaflets based on recommendations agreed by DMT	Analysis completed and reported to DMT with recommendations	April 2008	CP: OD3 TP: Priority 4
		Publicise leaflets.	Revised leaflets available to members of the public	June 2008	CP: OD3 TP: Priority 4
9	We will ensure the Community pages on the WVDC website are kept up to date	Quarterly reviews of content undertaken	Website information up to date	Quarterly	CP: OD3 TP: Priority 4
10	We will collect, analyse and take action on e-service requests, complaints and comments from	Review satisfaction surveys, standpoint surveys and comment card templates and processes.	Review completed and findings with recommendations reported to DMT	May 2008	CP: OD3 TP: Priority 4

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
	customers	Analyse information and make recommendations of future actions / improvements.	Monthly reports presented to performance forums	Monthly	
11	We will regularly update service action plans (inc. work plans, VfM action plans, etc) to assess progress and outcomes for residents	Quarterly reports to Committee detailing outcomes achieved and actions planned to remedy missed targets	Reports approved by Committee	Quarterly	CP: OD3 TP: Priority 4

COMMUNITY LEISURE

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
12	We will pursue a programme of developmental and accredited qualifications through the community sport programmes.	Develop a training plan to provide governance and coaching skills.	Training plan developed.	31 May 08	CP: H3 TP: Priority 8
		Explore funding and partnership arrangements for communities to access training.	Funding secured and delivery mechanisms in place	Ongoing	
13	We will work with B/A College to refer young people to appropriate programmes	Identification of suitable candidates	Candidates start courses at college	Sept 08	CP: H3 / C1 TP: Priority 7 / 8
14	We will maintain our existing levels of CPAC and Positive Futures provision	Produce delivery plan for 2008/2009	Delivery plan in place	31 May 08	CP: H3 / C1 TP: Priority 7 / 8
15	We will use WOW! to establish more legacy gyms and to increase fixed facility usage	Produce delivery plan for 2008/2009	Delivery plan in place	31 May 08	CP: H3 TP: Priority 8
		Service delivery	Establishment of 4 legacy gyms	31 Mar 09	
16	We will maintain existing levels of provision for cardiac rehabilitation/exercise referral and trial community based delivery of exercise referral	Develop delivery plan that maintains previous service levels at fixed facilities	Programme developed that includes: 70 hrs of exercise referral delivery per week and 8 hours of cardiac rehab delivery per week	31 May 08	CP: H3 TP: Priority 8
		Identify suitable sites for exercise referral delivery	Community based exercise referral at WOW legacy sites.	31 May 08	CP: H3 TP: Priority 8

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
17	We will seek to increase levels of Wear Walking for Health provision	Produce delivery plan for 2008/2009	Delivery plan in place	31 May 08	CP: H3 TP: Priority 8
		Explore options for increasing the number of delivery locations	Options considered and, where appropriate, expansion plan in place	Ongoing	
18	We will continue to support and promote new and existing sports clubs	Increase number of clubs operating within Wear Valley	Establish 5 new clubs	Ongoing	CP: H3 TP: Priority 8
		Support existing clubs through advice and by helping them to secure funding	Increase participation in existing clubs by 1%	Ongoing	CP: H3 TP: Priority 8
19	We will develop and implement a Community Sports Network/ Sporting Hub	Funding for project secured from Sport England	Funding secured	31 Aug 08	CP: H3 TP: Priority 8
		Appoint Adult Participation in Sport Officer	Officer employed	03 Nov 08	
20	We will deliver a programme of accredited qualifications through the arts development programme	Identify groups that wish to undertake arts award training and develop training plan.	Interested groups identified and plan developed		CP: H3 TP: Priority 8
		Oversee delivery of training	Training delivered	Ongoing	
21	We will seek to expand youth arts delivery	Develop a delivery programme that maintains existing service levels	Delivery plan in place		
		Expanded youth arts programme developed	Programme in place		
22	We will respond to priorities identified in the District's neighbourhood arrangements	Identify a range of joint working options to tackle ASB within neighbourhoods.	Options identified	30 Jun 08	CP: P2 TP: Priority 3
		Attend Area Partnerships to respond to issues identified by the community.	Suitable solutions in place and delivering results	Ongoing	CP: P2 TP: Priority 3

COMMUNITY SAFETY

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
23	We will respond to all complaints of anti-social behaviour cases effectively	Develop a cross-departmental 'Tackling Anti Social Behaviour Plan'	Plan agreed	Ongoing	CP: C1 TP: Priority 7
		Tackle anti social behaviour complaints as they arise	All complaints responded to within 2 working days	Ongoing	
24	We will reduce violent crime	Develop a Strategy to reduce violent crime in town centres	Plan agreed.	March 2008	CP: C1 TP: Priority 7
25	We will reduce the hidden crime status of domestic abuse	Deliver training and awareness raising of domestic abuse and its affects by improving existing partnerships		Ongoing	CP: C1 TP: Priority 7
		Examine and improve performance (statistics) monitoring systems	Better monitoring		
26	We will reduce repeat victims of domestic abuse by 10%	Review numbers of repeat victims and identify trends			CP: C1 TP: Priority 7
		Develop a plan to identify opportunities for service diversification			
		Contribute to a review of victim recording procedures in partnership with the police			
27	We will reduce incidences of criminal damage	Develop a delivery plan to reduce criminal damage by 5%			CP: C1 TP: Priority 7
28	We will work in partnership with agencies to try to stop re-offending	Develop a plan to prevent offending and re-offending			CP: C1 TP: Priority 7
		Contribute to the development of the HARP Protocol			
29	We will reduce fear of crime so we are no longer the second highest in the County	Develop a "Positive Reassurance Strategy" related to Local Area Agreement (LAA) objectives			CP: C1 TP: Priority 7
		Analyse findings of surveys and research undertaken by the LAA	A new fear of crime survey carried out	2008	
30	We will deliver services that reduce house burglary	Produce a burglary reduction delivery plan	Further reduction in house burglary		CP: C1 TP: Priority 7

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
31	We will implement the measures of the Respect Standard for Housing Management	Work with Dale & Valley Homes to implement the Standard		2008	CP: C1 TP: Priority 7
32	We will take robust enforcement action to tackle Anti Social Behaviour	Continued action by the Tenancy Enforcement Team to address breaches of the Tenancy Agreement in line with published policy and service standards.	<ul style="list-style-type: none"> • A reduction in turn-over for Dale & Valley Homes properties • Increasing customer satisfaction with the service • Increasing customer satisfaction with quality of life issues on WVDC / Dale & Valley Homes estates 	Ongoing	CP: C1 TP: Priority 7

HOUSING

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
33	We will assist in the production of a County Durham Strategic Housing Market Assessment (HMA).	Continue to represent the authority on the SHMA Project Group	Fully implemented Housing Market Assessment to inform such documents as the Local Development Framework	August 2008	CP: EN1 TP: Priority 9
		Provide information on housing needs and waiting lists to the consultants			
		Continue to work in partnership with the LSPs Housing Thematic Group to contribute to a SHMA			
34	Update the Housing Needs Survey (HNS).	Housing needs surveys distributed throughout the district	Housing Needs survey that better informs the level of housing need and demand throughout the district.	June 2008	CP: EN1 TP: Priority 9
		Data collected and report produced		July 2008	
		Report implemented and findings utilised		August 2008	
35	We will continue to develop and fully implemented Landlord Accreditation scheme.	Continue to promote the Landlord Accreditation Scheme throughout the district	Increase the number of accredited properties throughout the district, a target of one property a week set for 2008/09.	March 2009	CP: EN1 TP: Priority 9

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
36	We will continue to reduce the number of empty properties throughout the district	Continue to use statutory powers to reduce the number of empty properties throughout the district.	A target of one property a week brought back into use in 2008/09	March 2009	CP: EN1 TP: Priority 9
37	We will develop an Affordable Housing Strategy in partnership with the LSP's Housing Thematic Group	Housing Need Survey completed August 2008.	Affordable housing strategy based on up to date housing need data.	December 2008	CP: EN1 TP: Priority 9
		Affordable Housing Strategy completed December 2008.			
38	Commission private sector housing stock condition survey	Stock condition survey field work completion June 2008.	Private Sector Stock Condition Survey undertaken to better target resources and increase the level of decent homes within the private sector.	August 2008	CP: EN1 TP: Priority 9
		Final report and system implemented August 2008.			
39	Progress DHS to vulnerable households in the Private Sector.	Deliver a range of major repair grants to vulnerable customers throughout the district. Ongoing throughout the year.	Increase the number of vulnerable customers living in a decent home.	Ongoing	CP: EN1 TP: Priority 9
40	We will continue to contribute to the County Durham Homeless Action Partnership (HAP)	Continue to attend regular meetings of the HAP and relevant stakeholders.	Provision of county wide services and standards to maximise choice for homeless and potentially homeless persons	Ongoing	
		Continue to part fund County Homelessness Officer	Production of quarterly/annual reports by County Monitoring Officer	Ongoing	
41	We will help prevent homelessness by offering high quality housing advice and support	Update WVDC Homelessness Strategy to comply with CLG direction	Update strategy published on website	July 08	
		Contribute to production of Sub-Regional Homelessness Strategy for 2009 - 2014	Sub-regional strategy produced by HAP and signed off by Unitary Council	31 Mar 09	
		Oversee development and implementation of Homeless Prevention Panel in conjunction with D&VHs	Homeless Prevention Panel in operation and cases being reviewed	Ongoing	
		Continue to work with other Council services (e.g. domestic abuse)	Joined up services provided to residents in need	Ongoing	

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
		Oversee development of Rent Guarantee Scheme	Funding agreed and administrator selected to run the system.	30 Jun 08	
		Oversee improvement to accommodation at Dellside	Plan of works costed and developed	31 May 08	
			Planned works completed	31 Aug 08	
42	We will work with the ALMO to ensure all housing landlord functions are delivered effectively and that all housing stock is brought up to the Decent Homes Standard by 2012	Reach agreement on nature of relationship (inc. liaison procedures, matters to be reported to Committee/CMT, standard reports, etc)	Nature of relationship agree by both WVDC and DVH	31 Jul 08	CP: EN3 TP: Priority 2
		Ensure CMT/Committee are provided with quarterly updates on PIs, Business Plan and Decent Homes Plan as a minimum	Reports scrutinised on a quarterly basis and feedback provided to DVH	Ongoing	

DISTRICT SERVICES

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
43	We will continually improve recycling rates	Report to Committee regarding the collection of recyclable and compostable materials.	Report debated by Committee.	July 2008	CP: EN1 TP: Priority 9
		Implement Committee recommendations in consultation with LGR.	Recommendations implemented.	July 2008 - onwards	
		Continue to raise awareness of waste minimisation, recycling and composting	Improvements in BVPIs , improved value for money , service delivery and performance monitoring	Ongoing	
		Increase the number and variation of recycling bring facilities in the district		October 2008	

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
44	We will seek options for the delivery of the refuse and recycling services to improve VFM and performance	Report on revision of collection routes to ensure efficiency in light of Committee recommendations and consultation with LGR (See Action 43).	Options report to Committee, illustration of VFM and ultimately, improvements in BVPIs	July 2008 - onwards	CP: EN1 TP: Priority 9
45	We will work with partners to source new and improved recycling facilities	Updating the recycling bring facilities in the district with new signage and refurbished banks		Ongoing	CP: EN1 TP: Priority 9
		Contract for the disposal of recyclable materials agreed.	Contract signed.	October 2008.	CP: EN1 TP: Priority 9
46	Continue to update website information	Continue to update website information.	Ensure customers are able to access services appropriately	Ongoing	CP: OD3 TP: Priority 4
47	We will improve burial services in line with audits of 2002 and 2006	Continue to work for a Certificate in cemetery and crematorium management	Certificate in Cemetery Management from the Institute of Cemetery & Crematoria Management.(ICCM)	Ongoing	CP: EN1 TP: Priority 9
48	Undertake feasibility studies for burial / cemetery areas			Ongoing	CP: EN1 TP: Priority 9
49	Improve the knowledge of residents, partners and colleagues within the Council, about the role of Street Wardens	Display service leaflets and produce a briefing note about Wardens' responsibilities.	Improved info about what wardens do and contact details	Ongoing	CP: C1 TP: Priority 7
		Promote service standards through resident meetings and estate inspections	Improved residents satisfaction	Ongoing	
		Report performance to Community Safety Partnership meetings	Stronger working relationship between Community Safety Team and Wardens	Ongoing	
50	Raise the profile of the Street Wardens enforcement powers	Display posters in Council offices and customer outlets about FPNs	Improved resident satisfaction Increase in use of FPNs.	Ongoing	CP: C1 TP: Priority 7
		Develop a publicity action plan to co-ordinate publicity of future projects	Improved awareness across the Council, including members	Ongoing	

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
51	Contribute to educating local people about environmental issues	Run a programme of litter awareness talks for schools, in partnership with Recycling Officer	Programme delivered. Improved resident satisfaction.	Ongoing	CP: EN1 TP: Priority 9
52	Improve recognition and accessibility of the Street Wardens	Deliver surgeries across the district for residents to raise issues	Network of community contacts established		CP: C1 / OD3 TP: Priority 7 / 4
53	We will work with partners to reduce Anti Social Behaviour and reduce fear of crime	Give wardens wider powers under Clean Neighbourhoods Act	Improved use of FPNs.		CP: C1 TP: Priority 7
54	We will take robust enforcement action to tackle Anti Social Behaviour				CP: C1 TP: Priority 7

FIXED LEISURE

No	Objective	Actions	Indicator of Success	To be completed	Links to CP /TP
55	We will maximise use of Council's fixed facilities from all Wear Valley outreach programmes	Develop a Leisure Involvement Plan for outreach services in fixed facilities	Plan written	End September 2008	
56	We will contribute to the reduction of health inequalities within Wear Valley by working with external partners	Continue to work with Community Sport (Referrals and Rehab) the PCT	Attendance at meetings	Ongoing	
57	We will continue to work towards community facility re provision in Bishop Auckland	Submit Funding Bid to Football Foundation	Successful Bid for ATP in Bishop Auckland	October 2008	
		MoU signed between partners	Confirmed Partnership Arrangements	September 2008	
		Facility Design agreed	Design ready to go out to tender	September 2008	
		Tender documentation completed	Tender process commenced	September 2008	
58	We will develop and implement a Community Sports Network/ Sporting Hub	Funding for project secured from Sport England	Funding secured	31 Aug 08	
		Appoint Adult Participation in Sport Officer	Officer employed	03 Nov 08	
		Quarterly meetings of CSN taking place.	Meetings take place	Ongoing	

THEME 2: SERVICE PERFORMANCE

1. BEST VALUE PERFORMANCE INDICATORS

BVPI	Description	Link to corporate objective	Responsible officer	2007/08 Target	2007/8 Actual	On target?
126	Domestic burglaries per 1,000 households (No.)	Crime	Community Safety Manager	7	8.33	✗
127a	Violent crime per year, 1,000 population in the LA area	Crime	Community Safety Manager	16.5	16.71	✗
127b	Robberies per 1,000 population (No.)	Crime	Community Safety Manager	0.17	0.16	✓
128	Vehicle crimes per 1,000 population (No.)	Crime	Community Safety Manager	9	8.2	✓
174	The number of racial incidents recorded by the authority per 100,000 population	Crime	Community Safety Manager	0	0	✓
175	The percentage of racial incidents that resulted in further action	Crime	Community Safety Manager	100	100	✓
225	Domestic Violence - % of questions from a checklist to which a local authority can answer yes	Crime	Domestic Violence Co-ordinator	90.1	90.1	✓
64	Number of private sector dwellings that are returned into occupation or demolished during 2007/8 as a direct result of action by the local authority	Environment	Principal Housing Strategy Manager	35	36	✓
82a(i)	Percentage of the total tonnage of household waste a risings which have been recycled	Environment	District Services Manager	25	16.55	✗
82a(ii)	Total tonnage of household waste a risings which have been sent by the Authority for recycling	Environment	District Services Manager	4900	4,609	✗
82b(i)	The Percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	Environment	District Services Manager	8	5.92	✗
82b(ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	Environment	District Services Manager	2111.71	1,648	✗
82d(i)	Percentage of household waste land filled	Environment	District Services Manager	76.12	77.53	✗
82d(ii)	Tonnage of household waste land filled	Environment	District Services Manager	22845	21,597	✓
84a	Number of kilograms of household waste collected per head	Environment	District Services Manager	400	447.11	✗

BVPI	Description	Link to corporate objective	Responsible officer	2007/08 Target	2007/8 Actual	On target?
84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	Environment	District Services Manager	0	5.88	✗
86	Cost of waste collection per household	Environment	District Services Manager	50	55.39	✗
91a	Percentage of population resident in the authority's area which are served by a kerbside collection of recyclables	Environment	District Services Manager	100	100	✓
91b	Percentage of population resident in the authority's area which are served by a kerbside collection of at least two recyclables	Environment	District Services Manager	100	100	✓
184a	The proportion of LA homes which were non-decent at the beginning of the year	Environment	AD Policy and Resources	19	36.7	✗
184b	The percentage change in proportion of non-decent LA homes in the year	Environment	AD Policy and Resources	21	-21.3	✗
202	The number of people sleeping rough on a single night within the area of the local authority	Environment	Homeless Officer	0	0	✓
218a	Abandoned vehicles- investigation	Environment	Street Warden Supervisors	95	97.5	✓
218b	Abandoned vehicles - removal	Environment	Street Warden Supervisors	64	70	✓
183b	The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	Health	Homeless Officer	0	9	✗
213	Housing advice service - preventing homelessness	Population	Homeless Officer	0	5	✗

NEW NATIONAL INDICATORS FOR 2008/09

NI	Description	Link to Corporate Objective	Responsible Officer	2008/09 Target
NI158	Percentage of non-decent council homes	Environment	Community Support Manager	25.2%
NI160	Local Authority tenants' satisfaction with landlord services			80%
LOD8 (ex BV211a)	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings.			TBC
LOD9 (ex BV211b)	Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings.			3.5%
LP1 (ex BV212)	Average time taken to re-let local authority housing			19 days
LOD6 (ex BV066a)	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings.			98.90%
LOD7 (ex BV066b)	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants			2.75
NI016	Serious acquisitive crime rate			Crime
NI017	Perceptions of anti-social behaviour	TBC		
NI020	Assault with injury crime rate	TBC		
NI021	Dealing with local concerns about ASB and crime	TBC		
NI022	Perceptions of parents taking responsibility for the behaviour of their children in the area	TBC		
NI024	Satisfaction with the way the police and local council deal with ASB	TBC		
NI025	Satisfaction of different groups with the way the police and local council deal with ASB	TBC		
NI027	Understanding of local concerns about ASB and crime by the local council and police	TBC		
NI028	Serious knife crime rate	TBC		
NI029	Gun crime rate	TBC		
NI030	Re-offending rate of prolific and priority offenders	TBC		
NI032	Repeat incidents of domestic violence	TBC		
NI034	Domestic violence - murder	TBC		
NI041	Perceptions of drunk or rowdy behaviour as a problem	TBC		
NI042	Perceptions of drug use or drug dealing as a problem	TBC		
C1	Reduced number of offenders issued with ASBOs	Crime	Community Safety Manager	TBC
C2	Reduced percentage fear of crime identified SOAs with highest level of fear of crime			TBC
LC3 (ex BV126)	Domestic Burglaries per 1000 caseload			TBC

NI	Description	Link to Corporate Objective	Responsible Officer	2008/09 Target
LC4 (ex BV128)	The Number of Vehicle crimes per 1000 population			TBC
NI156	Number of households living in temporary accommodation.	Population	Homeless Officer	TBC
LH1 (ex BV213)	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice services and for whom housing advice casework intervention resolved their situation			TBC
NI191	Residual household waste per household (kg)	Environment	District Services Manager	449.44
NI192	Household waste sent for re-use, recycling and composting			20.5%
NI193	Municipal waste land filled			TBC
NI195	Improved street and environmental cleanliness (graffiti, litter, detritus and fly posting)			TBC
NI196	Improved street and environmental cleanliness - fly tipping			Grade 1
NI197	Improved local biodiversity - proportion of Local Sites where positive conservation management has been or is being implemented			TBC

2. LOCAL PERFORMANCE INDICATORS

Local Performance Indicator	Description	Link to corporate objective	Responsible officer	2007/8 Actual	2008/9 target
Arts Development	Number of users	Leisure	Cultural Services Manager	10,070	10,070
Community Involvement Team	Number of local residents registered on the Opportunity Menu	Population	Community Involvement Manager	11	120
	Number of local residents registered as a member of Future Aspects	Population		239	120
	Does the profile of Future Aspects match the population profile?	Population		YES	YES
	Percentage of responses received from Future Aspects surveys	Population		53%	50%
	Number of agreed service changes implemented	Population		0	N/A
CPAC	Number of users	Crime/Health	Cultural Services Officer (Sport)	11,138	11,249
Exercise Referral and Cardiac Rehab	Number of users	Health	Community Fitness Manager	613	613
Glenholme Leisure Centre	Number of users (throughput)	Health	Unit Manager – Leisure Centre	87,548	128,138
Grounds Maintenance	Number of additional jobs	Environment	AD Policy and Resources		TBC
HIA	Number of enquiries	Environment	HIA Manager	391	391
	Number of jobs completed	Environment		343	343
Homelessness	Number of Homeless applications / Housing Advice Interviews (excluding Joint Protocol activity)	Population	Homeless Officer	373	373
	Number of applicants in B&B	Population		6	6
	Number of times emergency accommodation used at Dellside	Population		28	24
	Average Length of time in Dellside House	Population		29	28
	Current count of estimated number of rough sleepers out on a single night.	Population		3	N/A
	Number of families with children and household with pregnant women in B&B during the quarter.	Population		1	TBC
	The number of qualifying offer on an Assured Shorthold Tenance accepted.	Population		1	TBC
	The number of new lettings of secure /introductory tenancies let during the quarter.	Population		359	480

Local Performance Indicator	Description	Link to corporate objective	Responsible officer	2007/8 Actual	2008/9 target
	The number of secure / introductory tenancies let during the quarter to a person owed a main homelessness duty.	Population		20	24
Private Sector Housing Team	Number of housing disrepair complaints	Environment	Housing Strategy Manager	102	102
	Number of formal complaints	Environment		0	2
	Number of empty properties bought back into use.	Population		36	52
	Ensure houses in multiple occupation are licensed in accordance with the 2004 Housing Act.	Population		100%	100%
	% of disrepair complaints responded to within 48 hours.	Environment		100%	95%
	Number of properties on Landlords Accreditation Scheme.	Environment		26	52
Refuse	Total tonnage collected	Environment	District Services Manager	27,460	28,000
	Tonnage of household waste landfilled (formerly BV82d(ii))	Environment	District Services Manager	21,597	22,260
Sports Club Development	Number of users (participants)	Health	Sports Club Development Officer	7,417	7491
	Number of new clubs established	Health		7	5
	Number of current clubs	Health		87	92
Street Cleaning	Number of fly tips reported	Environment	District Services Manager	2,760	2,760
	Ratio of fly tips cleared to reported	Environment		91.9%	95%
Street Wardens	Number of jobs / cases	Crime / Environment	Street Warden Supervisors	2,402	2,400
Wear Walking for Health	Number of users	Health	Wear Walking for Health Co-ordinator	224	226
Woodhouse	Number of users in the month (throughput)	Health	Unit Manager – LC	126,266	132,628
WOW	Number of registered users	Health	Senior Fitness Instructor	816	824
WOW Legacy	Number of registered users	Health	Senior Fitness Instructor	655	661

THEME 3: USE OF RESOURCES

1. VALUE FOR MONEY

The following table represents the department's contribution toward the Corporate Value for Money Framework and evaluates cost against performance and customer satisfaction (quality).

Service	Cost Driver	Cost Performance	Performance Measure	Most Recent performance (2007/08)	Target performance (2008/09)	Customer satisfaction (2007/08)	Target performance (2008/09)
Grounds Maintenance						66%	75%
Homelessness						85%	85%
Waste services			Cost per household	£55.39	£53.73	Refuse 85% Recycling 75% Bulky waste 70%	Refuse 85% Recycling 75% Bulky waste 70%
Street Cleaning						61%	75%
Leisure facilities			Cost per head	Glenholme £6.38 Woodhouse £6.14	Glenholme £5.98 Woodhouse £9.34	Glenholme 67% Woodhouse 74%	70%

2. PROCUREMENT

This section defines all the contracts applicable to the department that are to be reviewed during the coming year 2008/09.

Contract description	Supplier	Responsible Officer	Contract Start Date	Contract End Date	Extension Period	Contract Type	Review Date
Grounds maintenance	Sones Environmental Ltd	AD Policy and Resources	1 April 2002	31 March 2009	1 year	Partnering PPC 2000	LGR
Recycling contract	Foreman Recycling Ltd	AD Neighbourhood Management	1 April 2002	None	N/A	SLA	LGR

3a. ASSET MANAGEMENT

The table below gives information relating to assets used by the Department.

Asset	Value (£)	Service provided by asset	Link to corporate objective	Replacement strategy
Council Housing Stock				
Common Rooms		Community focus	Population	Ensure DDA compliant and maintain to acceptable standards
Community Facilities		Community focus	Population	Ensure DDA compliant and maintain to acceptable standards
Former Common Rooms / Community Centres		Community focus	Population	Ensure DDA compliant consider community transfer where appropriate
Depot, Queen Street and Croft Street		Repairs / storage for Council vehicles and stores for maintenance supplies.	Environment	Consider future use of depot and potential re-location
Woodhouse Close Leisure Complex		Public leisure access	Health	Ensure DDA compliant; maintain to acceptable standards and consider potential joint provision
Glenholme Leisure Complex		Public leisure access	Health	Ensure DDA compliant and maintain to acceptable standards
Peases West Athletic Facilities and Changing Rooms		Public leisure access	Health	Ensure DDA compliant and maintain to acceptable standards
Tow Law Sports Pavilion		Public leisure access	Health	Ensure DDA compliant and maintain to acceptable standards
Miscellaneous Investments				Ensure DDA compliant and maintain to acceptable standards
Escomb Amenity Hall		Community focus	Health	Ensure DDA compliant and maintain to acceptable standards
Elite Hall, Crook		Community focus	Health Lifelong Learning	Working with Groundwork West Durham, Jack Drum Arts, Crook Choral & Music Society, Crook Writers Group and others.
Town Hall, Bishop Auckland		Community focus	Population	Ensure DDA compliant and maintain to acceptable standards

Asset	Value (£)	Service provided by asset	Link to corporate objective	Replacement strategy
Old Bank Chambers		Tenancy Enforcement and Private Sector Housing Teams; cashiering function for public	Crime Population	Future to be reviewed with possible re-location
Office, 64a Proudfoot Drive, Bishop Auckland		Headquarters for Street Wardens / ASB team	Crime	Ensure DDA compliant and maintain to acceptable standards
Civic Centre, Crook		Council headquarters	All	Ensure DDA compliant and maintain to acceptable standards
Office, Units 5/6, 2 nd floor, Royal Corner		HR functions as well as let to external bodies	All	Ensure DDA compliant and maintain to acceptable standards
Town Hall, Stanhope		Council office	Population	Ensure DDA compliant and maintain to acceptable standards
Rosedale Community Centre		Office investment	Population	Ensure DDA compliant and maintain to acceptable standards
Leeholme Leisure Complex and Coundon Cricket Club		Public leisure access	Health	Owned by Charitable Trust
Public Conveniences		Community focus	Health	Ensure DDA compliant and maintain to acceptable standards
High Street Shops, Newgate Street, Bishop Auckland		Retail investment	Economy	Ensure DDA compliant and maintain to acceptable standards
Neighbourhood Shops, Proudfoot Drive, Bishop Auckland		Retail investment	Economy	Ensure DDA compliant and maintain to acceptable standards
Vacant Retail Premises, Crook		Retail investment	Economy	Ensure DDA compliant and maintain to acceptable standards
Lock-up Shops, Crook		Retail investment	Economy	Ensure DDA compliant and maintain to acceptable standards
Retail Investment, St Helens Auckland		Retail investment	Economy	Ensure DDA compliant and maintain to acceptable standards
Millfield Football Ground		Public leisure access	Health	Ensure DDA compliant and maintain to acceptable standards
Cricket Club, Crook		Public leisure access	Health	Ensure DDA compliant and maintain to acceptable standards
Willington Football Ground		Public leisure access	Health	Ensure DDA compliant and maintain to acceptable standards

Asset	Value (£)	Service provided by asset	Link to corporate objective	Replacement strategy
Land, adjacent to Wear Terrace, Bishop Auckland		Land investment	Economy	Ensure DDA compliant and maintain to acceptable standards

3b. CAPITAL PROGRAMME

Scheme Description	Value (£)	Responsible Officer	Link to Corporate Objective	Outcomes / Outputs
Demolition of Housing Stock (Estate demolitions)	100,000	Acting Strategic Director	<ul style="list-style-type: none"> Population Environment 	Remove unwanted properties and reduce vandalism and security costs.
Asbestos Surveys	30,000	Acting Strategic Director	<ul style="list-style-type: none"> Population Environment 	To identify any potential problems with asbestos containing materials within Council owned properties.
Major Repairs Allowance (MRA) (Dale & Valley Homes)	8,960,000	Acting Strategic Director	<ul style="list-style-type: none"> Population Environment 	To achieve the DHS.
Disabled Facilities Grants (Private)	234,000	Principal Housing Strategy Manager	<ul style="list-style-type: none"> Population Environment 	To enable vulnerable and disabled residents to access grants to improve properties.
Disabled Facilities Grants (Public)	173,800	Principal Housing Strategy Manager	<ul style="list-style-type: none"> Population Environment 	To improve properties for vulnerable and disabled tenants.
Renovation Grants	250,000	Principal Housing Strategy Manager	<ul style="list-style-type: none"> Environment 	To enable vulnerable and disabled residents to access grants to improve properties.
Eldon Lane Renewal Area	200,000	Principal Housing Strategy Manager	<ul style="list-style-type: none"> Environment 	Targeted improvements to deprived areas.
Twin bins Refuse and Recycling service	268,446	District Services Manager	<ul style="list-style-type: none"> Environment 	To deliver additional recycling wheeled bins to residents.
Improvements to Glenholme Leisure Complex	105,000	Unit Manager	<ul style="list-style-type: none"> Health 	To make improvements to Glenholme leisure centre.
Elite Hall Improvement Programme	500,000	Community Support Manager	<ul style="list-style-type: none"> Leisure 	
Extension and adaptations to 34 Gent Road	29,175	AD Policy and Resources	<ul style="list-style-type: none"> Environment 	
Improvements to Parks	50,000	AD Policy and Resources	<ul style="list-style-type: none"> Environment 	
Planned Tree Management	50,000	AD Policy and Resources	<ul style="list-style-type: none"> Environment 	

Scheme Description	Value (£)	Responsible Officer	Link to Corporate Objective	Outcomes / Outputs
Woodhouse Close Estate Improvements	200,000	AD Policy and Resources	<ul style="list-style-type: none"> • Environment 	
Shared leisure facilities Bishop Auckland	49,903	AD Policy and Resources	<ul style="list-style-type: none"> • Leisure 	
Sports Facility / DDA Improvements	100,000	AD Policy and Resources	<ul style="list-style-type: none"> • Leisure 	
Purchase of Refuse Vehicles	520,000	AD Policy and Resources	<ul style="list-style-type: none"> • Environment 	Replace obsolete refuse vehicles.
Purchase of Grounds Maintenance Plant	120,000	AD Policy and Resources	<ul style="list-style-type: none"> • Environment 	Replace obsolete grounds maintenance plant.
Willington CCTV	30,000	Community Safety Manager	<ul style="list-style-type: none"> • Crime 	
Wolsingham School Pool Equipment	19,000	Leisure & Recreation Manager	<ul style="list-style-type: none"> • Leisure 	

3c. ASSET MANAGEMENT PI'S

PI Reference	Description	Last year's performance (2007/08)	Target 2008/09	Target 2009/10
Running Costs per square metre	Woodhouse Close Leisure Centre	£34.59	£46.00	£46.00
Running Costs per square metre	Glenholme Leisure Centre	£49.70	£50.00	£50.00
Running Costs per square metre	Queens Street Depot	£20.35	£14.00	£14.00

THEME 4: RISK

1. COUNCIL PLAN RISKS

Risk Scores: Probability - 1 = Unlikely 2 = Possible 3 = Likely
 Impact - 1 = Negligible 2 = Moderate 3 = Significant

Ser	Council Plan Action	Risks to the Department	Risk Score			Responsible Officer	Actions to Minimise
			Prob.	Impact	Total		
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
1	Work towards and increasing population by completing a Housing Market Assessment and Housing Needs Survey that inform the need and delivery of social/affordable housing	Substandard data or poor interpretation of results lead to a failure to identify true needs	1	3	3	Principle Housing Strategy Manager	Work with partners to ensure production of high quality HMA and HNS
2	Increase the number of community groups established and engaging with the Council or participating in the Community Empowerment Network / Increase the % of people who feel they can engage and influence decisions	Council unable to manage community groups and use findings of consultation constructively and across all service areas Negative perceptions of Council	2	2	4	Community Support Manager	Ensure systems to collect, use and feedback information to customers and partners are operating effectively Continue to develop the Citizen's Panel Establish effective Area Partnerships through which a majority of such work can be coordinated
3	Increase the percentage of people who feel satisfied with Wear Valley as a place to live.	Dissatisfaction with community focused services as a result of underperformance	1	3	3	AD Neighbourhood Services	Undertake regular satisfaction research and use findings to inform service development and improvement
4	Improvement in customer satisfaction with local environment by establishing neighbourhood teams with freephone contact number and improving recycling levels	Inability of Neighbourhood Teams to meet customer expectations Lack of capacity to manage additional waste and lack of VfM	2	2	4	District Services Manager	Engage in effective dialogue with customers to develop effective services and ensure expectations are managed
			2	3	6	District Services Manager	Work with partners to develop and deliver VfM services

Ser	Council Plan Action	Risks to the Department	Risk Score			Responsible Officer	Actions to Minimise
			Prob.	Impact	Total		
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
		Lack of willingness from customers to recycle more	2	2	4	District Services Manager	Raise awareness of customers through literature and campaigns
5	Achievement of Decent Homes Standard by 2012	Capital programme does not deliver decent homes on target	2	3	6	AD Policy & Resources	Clarify relationship between WVDC and ALMO including roles of ALMO Liaison, Housing Sub-Committee, Housing Committee and the ALMO Ensure robust delivery plan is in place and effective monitoring arrangements exist to help guarantee success
6	Improvement in Community Safety Strategy targets / Reduce number of offenders issued with ASBOs / Reduction in fear of crime / Reduction in perception of ASB and increased confidence in improved respect for others	Rising crime rates and/or the fear of crime impacting on the sustainability of areas	2	3	6	Community Safety Manager	Working with organisations and local partners to reduce crime and tackle fear of crime Ensure Community Safety Strategy is being effectively implemented
7	Reduce incidence of chronic disease (e.g. cardiovascular diseases) / Reduction in people who smoke / Reduction in proportion of adults who are obese	Impact on housing, benefit provision and social care provision for residents suffering from chronic diseases Services are not diverse enough to meet individual health need	3 2	2 1	6 2	Community Fitness Manager Community Support Manager	Raise awareness of health issues Ensure services are accessible for all customers Continue to provide healthy living and leisure services
8	Reduce sickness absence in WVDC / More staff physically active / More people accessing	Absent staff cause negative impact on service delivery	2	2	4	Strategic Director	Ensure all staff receive training and understand the sickness absence procedure.

Ser	Council Plan Action	Risks to the Department	Risk Score			Responsible Officer	Actions to Minimise
			Prob.	Impact	Total		
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
	exercise					Leisure & Recreation Manager	Promote opportunities to participate in physical activity
9	Improved organisational capacity to engage with communities and develop priorities and programmes that meet identified community needs	Services are not delivered in the best interests of service users Basis for decision making is not accurate; therefore actions do not address needs	2	3	6	Community Support Manager	See 2 above
10	Improved satisfaction scores from surveys conducted with all Council stakeholders	Resources only focussed on data collection and not data use	2	2	4	Community Support Manager	Ensure systems in place to guarantee follow up to results and findings
11	Improved VfM score / Deliver Gershon efficiency savings	<ul style="list-style-type: none"> • Waste of resources • Impact on CPA rating • Providing services that do not reflect VfM for our customers • Spend does not reflect corporate / community priorities 	2	3	6	AD Policy & Resources	Establish VFM monitoring in performance management frameworks
							Channels for assessing and implementing efficiency savings are in place
							Ensure staff monitor outcomes in relation to spend, priorities and customer satisfaction
12	Achieve Level 2 Local Government Equality Standard	Services fail to meet the diverse needs of our customers	2	2	4	Strategic Director	Complete Equality Impact Assessments for all services
							Ensure staff attend all corporate equality and diversity training

2. DEPARTMENTAL PLAN RISKS

Detailed below are the ten most significant risk inherent in the Department's work plans.

Risk Scores: Probability - 1 = Unlikely 2 = Possible 3 = Likely
 Impact - 1 = Negligible 2 = Moderate 3 = Significant

Ser	Departmental Plan Action	Risks to the Department	Risk Score			Responsible Officer	Actions to Minimise
			Prob.	Impact	Total		
(a)	(b)	(c)	(d)	(e)	(f)	(i)	(h)
1	We will continue to develop neighbourhood arrangements throughout the district	Communities and/or service providers fail to engage with neighbourhood arrangements and, thus, they do not deliver change	2	2	4	Community Support Manager	Continual and effective relationship management and communication Positive engagement with LSP to promote value of neighbourhood arrangements
2	We will increase customer involvement in the design, delivery and monitoring of our services	Council unable to manage community groups and use findings of consultation constructively and across all service areas. Negative perceptions of Council	2	2	4	Community Support Manager	Ensure systems to collect, use and feedback information to customers and partners are operating effectively Continue to develop the Citizen's Panel
3	We will work with the ALMO to ensure all housing stock is brought up to the Decent Homes Standard by 2012	Capital programme does not deliver decent homes on target	2	3	6	Strategic Director	Ensure robust monitoring procedures are in place Ensure quarterly reports and provided to relevant Committees
4	We will ensure all our services have been impact assessed for equality and diversity issues	Services fail to meet the diverse needs of our customers	2	2	4	Strategic Director	Complete Equality Impact Assessments for all services Ensure staff attend all corporate equality and diversity training
5	We will reduce the fear of crime so that we are no longer the second	Rising fear of crime impacts on the	2	3	6	Community Safety Manager	Working with organisations and local partners to tackle the fear of crime

Ser	Departmental Plan Action	Risks to the Department	Risk Score			Responsible Officer	Actions to Minimise
			Prob.	Impact	Total		
(a)	(b)	(c)	(d)	(e)	(f)	(i)	(h)
	highest in the country	sustainability of areas					Ensure Community Safety Strategy is being effectively implemented
6	District Services						
7	Recycling						
8	Street Wardens						
9	Leisure centre income						
10	Bishop Auckland Community Model						

3. **CORPORATE RISKS**
There are no corporate risks.

4. STATEMENT OF INTERNAL CONTROL

Ref.	Area of Responsibility	Confirmation (Yes / No)	Evidence	Exceptions & Action Plan
1.1	<ul style="list-style-type: none"> Key controls over systems and arrangements are in place to ensure Council assets are safeguarded from error or irregularity Key controls are kept under review and action taken to address internal control weaknesses identified. 	<p>Yes</p> <p>Yes</p>	<ul style="list-style-type: none"> Financial duties are segregated Procedures are kept up to date Bank accounts are reconciled on a regular basis Asset Management plan exists and is regularly updated Budgets monitored by relevant budget holder and through Departmental Performance Forums Internal Audit periodically review services based on risk assessment Team meetings used to highlight issues and agree plans to deal with them Action plans developed to tackle issues and then monitored through Departmental Performance Forums 	
1.2	<ul style="list-style-type: none"> All resources are deployed in the achievement of Council corporate objectives <p>The use of resources is kept under review and action taken to address any instances of ineffective, inefficient and uneconomic use.</p>	<p>Yes</p> <p>Yes</p>	<ul style="list-style-type: none"> Department operates within Council's budget process which allocate funds to best tackle corporate objectives Robust service plans are developed to deliver corporate objectives and then monitored via Departmental Performance Forums Budget monitoring and performance management carried out by individual managers and through Departmental Performance Forums Benchmarking is used to assess value for money 	
1.3	<p>The departmental service plan contributes to the Council's wider business priorities and is reflective of existing policies and strategies. This can be demonstrated by:</p>			

Ref.	Area of Responsibility	Confirmation (Yes / No)	Evidence	Exceptions & Action Plan
	<ul style="list-style-type: none"> • Key performance targets and indicators • Budget setting and allocation of resources • Identifiable improvements in service, including achievement of explicit outputs and/or milestones • Action plans prepared to assist with achievement of objectives, further improvements in service delivery and performance, or to overcome service delivery and performance failures. 	<p style="text-align: center;">Yes</p> <p style="text-align: center;">Yes</p> <p style="text-align: center;">Yes</p> <p style="text-align: center;">Yes</p>	<ul style="list-style-type: none"> • Department's contribution to KPIs monitored on monthly basis via Performance Forums • Budget setting process is strategy led • Process to evaluate budget bids ensure new initiative contribute to wider strategies • Monthly monitoring of Service Plan, budgets and performance indicators at Departmental Performance Forums ensure resources directed towards required outcomes • Service Plan provides overarching action plan for the year • Departmental Performance Forums result in publications of "Actions Required" lists aimed at improving performance or dealing with issues 	
1.4	<p>With regard to business risk management:</p> <ul style="list-style-type: none"> • Business risks are identified and assessed arising from new initiatives • Action is taken to manage and review business risks that are within my department • These business risks are included in the Department's Risk Register 	<p style="text-align: center;">Yes</p> <p style="text-align: center;">Yes</p> <p style="text-align: center;">Yes</p>	<ul style="list-style-type: none"> • Departmental Risk Register produced as part of Service Plan • Risks identified in options appraisal for all new initiatives • Quarterly review of Departmental Risk Register by DMT • Quarterly update of Departmental Risk Register provided to members 	
1.5	<p>All staff have access to, are familiar with and work in accordance with the following and that action is taken where non-compliance is identified:</p> <ul style="list-style-type: none"> • The Council's Financial Regulations and Procedures • Employee Code of Conduct 	<p style="text-align: center;">Yes</p> <p style="text-align: center;">Yes</p>	<ul style="list-style-type: none"> • Covered in both Corporate Induction and Budget Holder Training • Available on Lotus Notes database • Available on Lotus Notes database 	

Ref.	Area of Responsibility	Confirmation (Yes / No)	Evidence	Exceptions & Action Plan
	<ul style="list-style-type: none"> Standing Orders Relating To Contracts General Scheme of Delegation 	<p>Yes</p> <p>Yes</p>	<ul style="list-style-type: none"> Covered in both Corporate Induction and Budget Holder Training Available on Lotus Notes database Available on Lotus Notes database and Committee reports. 	
1.6	<p>Decisions are taken and the activities of the department are done with due regard for:</p> <ul style="list-style-type: none"> The Councils' corporate objectives Value for money and service improvement Legality, financial implications HR implications, equal opportunities implications, and community safety implications Health & Safety improvement implications Asset Management implications Anti-Fraud & Corruption implications Business risk. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<ul style="list-style-type: none"> Integration of Service Plan with Council Plan Benchmarking of activities Liaison with other Council departments <ul style="list-style-type: none"> H & S standing item on Team Meeting agenda Report writing protocol ensure all such issues are considered Departmental officers ensure Anti-fraud and Corruption Strategy implemented <p>See 1.4</p>	

Accounts - Financial and Legal Implications

Ref.	Accounts - Financial and Legal Implications	Confirmed (Yes / No)	Evidence	Exceptions & Action Plan
2.1	There are no instances of non-compliance with laws or regulations that are likely to have a significant effect on the finances or operations of the Council.	Yes	<ul style="list-style-type: none"> No known instances 	
2.2	There are no pending claims, proceedings or litigation that are likely to have a significant effect on the finances or operations of the Council.	Yes	<ul style="list-style-type: none"> No ongoing litigation 	
2.3	There are no other significant transactions with related parties other than those already	Yes	<ul style="list-style-type: none"> None 	

Ref.	Accounts - Financial and Legal Implications	Confirmed (Yes / No)	Evidence	Exceptions & Action Plan
	disclosed.			
2.4	There are no instances of known error, irregularity, including fraud, which are likely to have a significant effect on the finances or operations of the Council.	Yes	<ul style="list-style-type: none"> No known instances 	

5. DATA QUALITY

Source	Responsible Officer	Data Quality Issue
Lotus Notes	Repairs Manager	Gas servicing – accuracy of performance indicators. Verified through sample checking.
Recycling data	District Services Manager	Accuracy of tonnage figures. Verified by external partners.
Sport England	Leisure & Recreation Manager	Accuracy of data provided to Sport England.
Arts Council	Cultural Development Manager	Accuracy of data provided to Arts Council.
WOW	WOW Project Manager	Accuracy of data provided to Sport England.
Street Wardens	District Services Manager	Accreditation
CPAC	Cultural Development Manager	Accuracy of data provided to Sport England.
Community Safety	Community Safety Manager	Accuracy of data provided to partners e.g. Police.
Grounds Maintenance	District Services Manager	Accuracy of data provided to Sones.
Agresso Financial System	Resources Manager	Accounts are accurate. Verified through budget monitoring, reconciliation and work of external audit.
All systems (electronic and manual)	Senior Internal Auditor, Resource Management Department	Records are accurate. Samples verified during audit process.

6. PARTNERSHIP PROFILE

The Department cannot achieve its objectives in isolation. To this end, it has developed the support of a range of partnerships with all sections of the community to achieve the best possible services for the District.

ARTS DEVELOPMENT

Partnership	Purpose	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
County Durham Strategic Arts Officer Group (CDSAOG)	To address sub regional priorities for strategic arts development work (currently young people, festivals/creative enterprise and public art).	Officer Time	<ul style="list-style-type: none"> • Health • Economy 	Reports to the County Durham Strategic Cultural Officer group and the Arts Council of England, North East.
Elements	County Durham Drama Initiative co-ordinated by Durham County Council.	Officer Time	<ul style="list-style-type: none"> • Health • Economy 	Durham County Council report to Arts Council of England and Elements meetings regarding budget.

CPAC

Name of Partnership	Purpose / Outputs	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
Durham Sport	Co-ordinate the approach to sports development across the county.	Officer Time £4000 commitment to partnership	Health	<ul style="list-style-type: none"> • Annual report • Business Plan
Positive Futures Steering Group	Multi-agency partnership to ensure the delivery of projects across Wear Valley & Teesdale.	Officer Time Income of £14,000 per year 08/09	<ul style="list-style-type: none"> • Crime • Health • Population 	<ul style="list-style-type: none"> • Annual report for Crime Concern • Annual report for County • National database reporting
Youth Improvement Programme (YIP) Steering Group	Multi-agency approach to ensure effective use of resources & non duplication of provision.	Officer Time	<ul style="list-style-type: none"> • Crime • Population 	Annual report
COSIP (Co-ordination of Social Inclusion Programmes)	Multi-agency approach to distribution of PAYP Funds, Children's Fund & co-ordination of social inclusion projects.	Officer Time	<ul style="list-style-type: none"> • Crime • Health • Population 	<ul style="list-style-type: none"> • Financial reporting / monitoring on national database • Annual Report

Name of Partnership	Purpose / Outputs	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
JAG – Joint Agency Group	Multi-agency approach to CAFF (common assessment framework) – to ensure all services and agencies , working together at universal targeted and specialist levels , improve safeguarding, promote best outcomes for children, young people and their families.	Officer Time	<ul style="list-style-type: none"> • Health • Population 	<ul style="list-style-type: none"> • Support membership and referrals as and when necessary

EXERCISE REFERRAL/CARDIAC REHABILITATION

Name of Partnership	Purpose / Outputs	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
County Durham Primary Care Trust (Partnership & Delivery Area – Durham Dales & Darlington)	To deliver health improvement initiatives and work to reduce health inequalities i.e. <ul style="list-style-type: none"> • Exercise Referral Programme • Weight Management Programme • Angina Pain Management Programme 	Officer Time	Health	<ul style="list-style-type: none"> • Exercise Referral: Quarterly reports prepared for PCT and WVDC. • Angina Programme: Evaluated on course by course basis by WVDC and Primary Care Trust.
County Durham & Darlington NHS Acute Trust	To continue to deliver Cardiac Rehabilitation Phase 3 programme.	Officer Time	Health	Evaluated on course by course basis by WVDC and NHS Acute Trust.
Teesdale District Council	To liaise with Teesdale District Council (TDC) in order to deliver parallel referral service within Teesdale. (NB. Subject to TDC funding)	Officer Time	Health	Exercise Referral: Quarterly reports prepared for PCT.

PRIVATE SECTOR HOUSING

Partnership	Purpose	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
Strategic Housing Market Assessment	To develop a Strategic Housing Market Assessment to identify housing market areas, need and demand.	Officer Time	<ul style="list-style-type: none"> • Population • Economy 	Monitoring through the SHMA workgroup and through the Durham Housing and Neighbourhood Partnership.

Partnership	Purpose	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
Durham Sub Regional Choice Based Lettings	To develop and implement a choice based lettings programme for the Durham sub region.	Officer Time	<ul style="list-style-type: none"> • Population 	Monitoring through the WVDC/D&VH working group.
Housing Thematic Group	To bring together partners and key stakeholders in developing housing initiatives throughout the district.	Officer Time	<ul style="list-style-type: none"> • Population • Environment • Health • Economy 	Monitoring through the Housing Thematic Group Workplans. Additionally monitoring addressed through the LSP lead officer group.
Countywide HIA Working Group	To bring together all key stakeholders within the HIA delivery process.	Officer Time	<ul style="list-style-type: none"> • Population • Health 	Monitoring through the group itself, with issues fed back through DMT.
LGR Housing Workstream	To take forward the LGR process to ensure a smooth transition over the coming year.	Officer Time	<ul style="list-style-type: none"> • Population • Environment • Health • Economy 	Monitored through the Durham Housing and Neighbourhood Partnership. Monitored through Corporate Management Team.
Empty Property Partnership Forum	Countywide forum to highlight and tackle issues of empty properties.	Officer Time	<ul style="list-style-type: none"> • Population • Environment • Economy 	Monitored through the group and through performance targets.
Home Improvement Agency	To deliver Disabled Facility Grants to vulnerable customers throughout Wear Valley and Teesdale areas.	Officer Time	<ul style="list-style-type: none"> • Health 	HIA Steering Group

SPORTS CLUB DEVELOPMENT

Name of Partnership	Purpose / Outputs	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
2D Voluntary & Community Support (Volunteer Centre & Council for Voluntary Services)	<p>To link and support sports volunteers and agency clubs.</p> <p>To provide specialist advice to clubs regarding legal issues, funding etc.</p>	£39,000	Health	<ul style="list-style-type: none"> • Volunteers and agencies registered and information recorded on database. • CVS interviews recorded and filed. • Council KPI monitoring • Sport England KPI's • 2D KRA's

Name of Partnership	Purpose / Outputs	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
Durham Sport Partnership	Co-ordination of service delivery/best practice sharing regarding club development (i.e. volunteering, accreditation, coach education, child protection).	Officer Time	Health	
Wear Valley & Teesdale School Sports Partnership	Provision and co-ordination of school/club links.	Officer Time	Health	Annual club questionnaire

TENANCY ENFORCEMENT

Name of Partnership	Purpose / Outputs	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
Wear & Tees Anti-Social Behaviour Panel	To discuss individuals under consideration for Acceptable Behaviour Contracts or Anti-Social Behaviour Orders.	Officer Time	Crime	Monthly panel
Wear & Tees Prolific Priority Offender Panel	To discuss PPO's and how agencies can deliver services to meet the their needs.	Officer Time	Crime	Monthly panel
Multi Agency Public Protection Arrangements (MAPPA's)	To share information on individuals deemed to pose a serious risk to public safety.	Officer Time	Crime	<ul style="list-style-type: none"> • Case conferences • Consultation on delivery of services.

Durham Constabulary	To share information relating to criminal and anti-social behaviour.	Officer Time	Crime	<ul style="list-style-type: none"> • Formally through tasking & co-ordinating meetings every 2 weeks. • Informally through daily contact with Police and PCSO's (Police Community Support Officers).
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WASTE MINIMISATION, COMPOSTING AND RECYCLING

Name of Partnership	Purpose / Outputs	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
Durham County Council Waste Management	To oversee strategic approach to countywide waste management issues.	Officer Time	Environment	<ul style="list-style-type: none"> • Group meetings • Waste Management strategy • Waste data flow

Name of Partnership	Purpose / Outputs	Allocated Resources	Support to Council Objectives	Specifying / monitoring arrangements
Waste and Resources Action Programme (WRAP)	The Recycle Now Home Composting Campaign in conjunction with the other Durham districts and the county	Officer Time	Environment	Monitor sales of compost bins

7. HOW THIS PLAN WILL BE MONITORED

The Council's Community Services Committee has approved this plan. The elements within it will be reported to Members through regular reports on implementing the Council Plan, the Best Value Performance Plan and reports on specific plans and strategies. Progress on the Service Plan as a whole will be reported to Community Services Committee every October.

HOUSING SERVICES COMMITTEE

21 JULY 2008

Report of the Strategic Director for the Community
CARE LEAVERS ACCOMMODATION & SUPPORT PROTOCOL

purpose of the report

To advise Committee of the development of the Care Leavers Accommodation And Support Protocol (CLASP) and to seek authority for the Council to sign up to the protocol as a participating partner.

background

1. Young persons who have been in the formal care of a local authority are often over represented in the numbers experiencing difficulties in respect of offending, accessing ongoing education and training, and both finding and maintaining homes of their own. These problems are believed to be partially linked to the abrupt changes that occur once the young person leaves the formal care of the local authority.

the CLASP

2. The CLASP (tabled) has been developed for young people who are designated as 'relevant care leavers' (children aged 16 and 17 who have been looked after for at least 13 weeks since the age of 14 and who must have been in care for at least one day between the ages of 16 and 17) and those who were previously relevant care leavers and who are under the age of 21. In the whole of County Durham there are believed to be in the region of 50 qualifying young people preparing to leave care at any one time.
3. The aims of the CLASP are:-
 - to ensure the effective discharge of corporate and statutory responsibilities by jointly addressing the diverse needs of young people leaving care;
 - to support care leavers to achieve independent living and become responsible and successful tenants, and;
 - to prevent care leavers from becoming homeless.
4. Under the Children (Leaving Care) Act 2000 the relevant Childrens and Young Persons Service has a number of responsibilities which include statutory responsibility for dealing with relevant children aged 16 and 17 who might become homeless before the age of 18 and to prepare and monitor formal Care and Pathway Plans which set out the aspirations for the young person up to the age of 21 (24 if in continuing education). Areas covered in these plans include:-
 - health;
 - education, employment and training;
 - identity;
 - family and social relationship;

- emotional and behavioural development;
 - self care skills and social care presentation – finance;
 - family and environmental factors – accommodation, and;
 - support.
5. To improve the chances of making realistic progress in attaining meaningful independence and progress towards identified targets, the securing and retention of appropriate accommodation is seen as a crucial component.
 6. To improve the opportunities that might be available to care leavers the Children and Young Persons Service in conjunction with the County Durham Homeless Action Partnership (comprising representatives from the seven district councils, Supporting People, Centrepont, and other relevant agencies) have, over the last two years, been developing the CLASP. The aim of this work has been to formalise arrangements for ensuring that care leavers are given every opportunity to start their post care lives with a minimum of disadvantage.
 7. The CLASP sets out what is expected from the various agencies, including the majority of social housing providers, both in respect of specialist and general accommodation. Whilst the young person remains in care and up until the age of 18 the Children and Young Peoples Service will always take the lead role. After the age of 18 this might be any of the partner agencies.
 8. As the strategic housing authority, with retained responsibilities in respect of homelessness and housing advice, Wear Valley Council has a role to play. This will be predominately through the participation of the Homelessness Section who will be expected to attend the initial meetings called and chaired by the Young Peoples Service. At these meetings the Homelessness Section will be required to provide realistic advice regarding the options and availability of accommodation that might be available prior to the young person leaving care.
 9. Under the Housing Act 1996 and the Homelessness Act 2002 the Council is required to treat any ex care leaver under the age of 21 (under certain circumstances this duty can also extend to some ex care leavers over 21) who is considered to be homeless as being in priority need. This is liable to trigger a full duty to ensure that accommodation is secured. Under the terms of the CLASP any ex-care leaver presenting with an impending housing crisis will first be assessed under the protocol. This assessment will explore the issues and attempt to find solutions which resolve the problems and remove the need for a homelessness assessment. Although there may be a need to provide emergency accommodation whilst this process is undertaken, this is no different to current responsibilities.

proposal

10. Given that the CLASP has been designed to reduce the probability of care leavers becoming homeless and that it does not impose any additional burden on the Council, it is proposed that the Council should sign up to the CLASP as a participating partner.

consultation

11. The protocol has already been formally agreed by Durham City, Easington, Chester-le Street, Derwentside, Teesdale, and Sedgfield District/Borough Councils in addition to Teesdale Housing Association, East Durham Homes and Dale and Valley Homes.

financial implication

12. Within the homelessness budget there is a provision for homelessness accommodation and, where appropriate, care leavers requiring support will be considered for accommodation in the Council's emergency homelessness unit at Dellside. There is also a provisional item to cover the introduction of rent deposit guarantee scheme for the remainder of 2008/09 and it is anticipated that young people going through the CLASP may well be able to take advantage of this scheme.

legal implications

13. Under the Housing Act 1996 and Homelessness Act 2002 there is a statutory duty to try to prevent homelessness and provide advice and assistance. The involvement of Wear Valley District Council in the CLASP will help deliver on this duty.

human resource implications

14. It is anticipated that participation in the CLASP will not have any significant human resource implications as any additional time attending panels or carrying out assessments should reduce the need for solo homelessness work with the target client group.

it implications

15. Nil.

equalities and diversity implications

16. An impact assessment on the CLASP has been completed as part of the development process. As part of this it has been identified that BME groups do not form a disproportionately high percentage of those individuals who will fall under the CLASP; however, it will help to address some of the issues faced by a group of individuals who are often some of society's most excluded.

crime and disorder implications

17. In attempting to bring a greater stability to what can be a chaotic portion of the population it is anticipated that the successful operation of the CLASP, by the timely targeting of the right services on the right individuals, will bring about a reduction in crime and antisocial behaviour within this client group.

RECOMMENDED

1. That Committee accept the report and that the Chair of Housing be authorised to sign the protocol on behalf of Wear Valley District Council.

Office responsible for the report

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