

14 NOVEMBER 2017

NEW FOREST DISTRICT COUNCIL

COMMUNITY OVERVIEW AND SCRUTINY PANEL

Minutes of a meeting of the Community Overview and Scrutiny Panel held in The Bradbury Room, Appletree Court, Lyndhurst on Tuesday, 14 November 2017

- * Cllr S P Davies (Chairman)
- * Cllr D J Russell (Vice-Chairman)

Councillors:

- * D A Britton
- * Mrs L D Cerasoli
- * S J Clarke
- * I C Coombes

Councillors:

- Ms K V Crisell
- * A H G Davis
- * N S Penman
- * M L White

*Present

In attendance:

Councillors:

W G Andrews
J E Binns, Health and Leisure Portfolio Holder
Mrs J L Cleary, Housing and Communities Portfolio Holder
A D O'Sullivan

Officers Attending:

Ms L Buis, J Burton, Miss G O'Rourke, C Read, Ms M Stephens and R Stevens

25 MINUTES

RESOLVED:

That the minutes of the meeting held on 19 September 2017 be signed by the Chairman as a correct record.

26 DECLARATIONS OF INTEREST

No declarations of interest were made by members in connection with an agenda item

27 PUBLIC PARTICIPATION

No issues were raised during the public participation period.

28 DRAFT HOUSING STRATEGY

The Housing Development & Strategy Officer updated the Panel on the progress of the draft Housing Strategy.

Since the September Panel meeting, a consultation exercise had been undertaken with key partners, including all Parish and Town Councils and neighbourhood plan areas, seeking views by 27 October 2017. Six detailed responses had been received.

The public consultation would close on 24 November 2017. At the end of the consultation period, housing managers would meet with relevant colleagues to discuss the consultation responses. These would be fed into the strategy where appropriate.

Officers would also draft a Memorandum of Understanding with the National Park Authority to strengthen partnership working on joint housing and planning issues.

It was anticipated that the Strategy would be submitted to the Cabinet for final approval early in 2018. Once approved, officers would implement an action plan, which would work in tandem with the developing homelessness strategy. Officers would set out key milestones in the action plan in order to monitor and review the progress of the Strategy.

Members requested that Officers give consideration to addressing the need to retain and attract young people to the District. Officers would take this on board in the final Strategy.

Members discussed various options to increase housing supply and were informed that, amongst other tasks, officers were currently holding discussions with Town and Parish Councils regarding potential release of land for development, as well as examining ways to assist community building projects. The Council was keen to progress and pursue all options and seek out funding to advance these, and as such would shortly be recruiting for an additional Housing Development & Strategy Officer.

RESOLVED:

That the Panel notes the progress made and receives regular updates on the progress of the Strategy as and when appropriate.

29 UNIVERSAL CREDIT UPDATE

The Housing & Community Service Manager gave a presentation updating members on the progress with Universal Credit (UC) implementation attached at Appendix 1 to the Minutes.

This complicated change to the benefits system included the merger of six working age benefits, including Housing Benefit which the Council currently administered. Universal Credit roll out for working age claimants was expected to be implemented by 2022. In the New Forest, Universal Credit had been fully implemented in Totton with 375 claims being activated. Universal Credit would start to be rolled-out for the rest of the District from May and June 2018. Universal Credit only affected working age benefits. It was anticipated that the Government would review pension aged claimants in 2022. Until this date they would continue to claim Housing Benefit.

Universal Credit had proved to be a difficult culture shift for claimants, as they not only had to claim on-line but prove, through a work journal, that they were actively seeking employment. Claimants were also now fully responsible for paying their rent and rent arrears was increasing. Already 10% of rent arrears were from Council tenants claiming UC and this was expected to continue as UC rolled out.

Most claimants had found the whole process complicated. However despite the increasing pressure on staff resources, Officers were continuing to work closely with tenants, offering advice and information about claiming, giving budgeting advice and setting up alternative payment plans where needed.

In order to assist in the implementation process, the Council would shortly be upgrading its current housing software system. One of the benefits of this new system would be the production of an automated text, reminding residents to pay their rent.

Residents in receipt of Universal Credit in the District, had, despite the complicated administration of the system, provided positive feedback to Council Officers for their support. However, the current level of support might not be able to be sustained due to reducing resources.

The Housing & Community Service Manager would continue to provide the Panel with regular updates on the implementation of Universal Credit in the District as and when appropriate.

30 HEALTH & WELLBEING PRESENTATION

The Physical Activity & Partnership Manager gave a presentation on the New Forest Health and Wellbeing Board attached at Appendix 2 to the minutes.

Health & Wellbeing Boards were statutory bodies introduced under the Health & Social Care Act 2012. The aim of the Boards was to improve integration between practitioners in local health care, social care, public health and public services, so that service users experienced more 'joined up' care.

New Forest Health & Wellbeing Board included key statutory partners such as West Hampshire Clinical Commissioning Group, Hampshire County Council and the District Council with the District Council taking the lead role on the Board. The Board was currently being reviewed, so that statutory partners who had a direct role in health provision took a more leading role, with the District Council acting as the Board's facilitator.

The Board sought to address public health priorities identified through the Hampshire Joint Strategic Needs Assessment and Health and Wellbeing Strategy. These key action plans set out how key partners would work to reduce health inequalities, develop and strengthen partnership working across statutory and voluntary sectors, to share good practice and reduce duplication.

In recognising the importance of the Board in seeking to address the health needs of the District's residents, the Panel requested that officers submit a report to the next Panel meeting setting out the agreed priorities of the Board and give practical examples of the positive project work taking place in the New Forest.

RESOLVED:

That a further report on Health and Wellbeing agenda be brought to a future Panel meeting.

31 DIBDEN GOLF CENTRE

The Chairman of the Dibden Golf Centre Task & Finish Group, Cllr B Andrews, updated the Panel on the recent activities at the Centre.

The Chairman of the Task & Finish Group had attended two monitoring meetings with Mytime Active in the last six months, where discussions had taken place on the business activities, finance and investment progress, and work plan.

At the last meeting Mytime Active confirmed that they had made good progress at the start of this financial year however, after a good April attendance had deteriorated, mostly because of poor weather, where they had to implement cost reduction techniques (such as special promotions) to increase footfall at the site. This had had some success and despite the weather challenges, overall, the first two quarters showed that the Golf Centre was just ahead of targets.

On 21 November, Cllr Andrews would attend to observe a meeting of Mytime Active's regular Users' Forum, as communication with their users had been highlighted as a concern by the Task & Finish Group.

As well as attending monitoring meetings, two "Management" meetings had been held to discuss essential matters regarding rent and investment. These meetings would continue, and updates on all matters would be given to the Panel on a bi-annual basis.

Cllr Andrews also reported that the copper from the roof of the Centre had been stolen again. This would be replaced by Mid-November, with Mytime Active picking up the cost of the replacement.

32 WORK PROGRAMME

The Panel considered their future work programme as set out in Appendix 3 to these minutes.

RESOLVED:

That the Panel's work programme set out in Appendix 3 to these minutes be agreed.

33 PORTFOLIO HOLDERS' UPDATES

The Portfolio Holder for Health & Leisure reported on the following: -

- The closing date for community grant applications had now closed and the Task & Finish Group would shortly be interviewing eligible applicants.
- Eling Tide Mill would open end of March 2018.
- Ringwood Health and Leisure Centre had seen an increase in gym membership by 200 following the refurbishment.
- Applemore learner pool would be refurbished over the Xmas period, with lessons continuing in the pain pool to minimise disturbance for customers.

The Portfolio Holder for Housing & Communities thanked housing staff for all their hard work.

CHAIRMAN

Attachments: Appendices 1 - 3



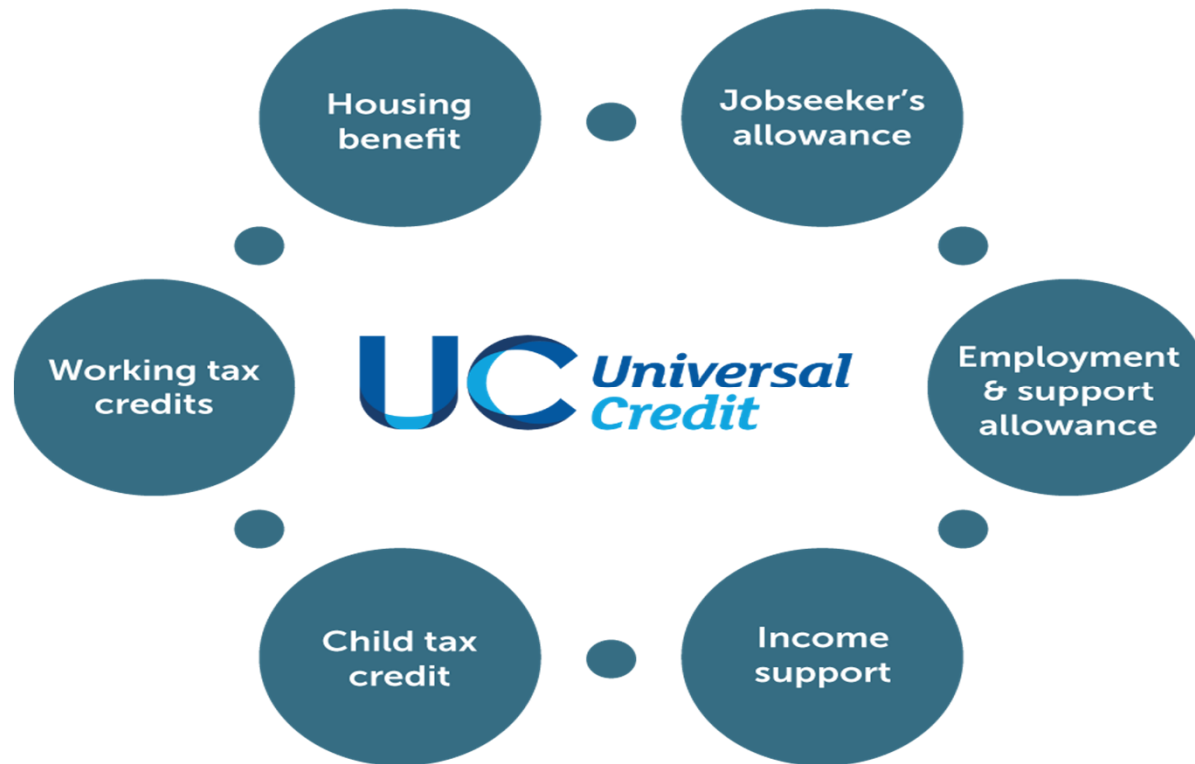
Universal Credit update for COSP



Universal Credit – merger of 6 working age benefits



610k current claimants



Incentivise work – claimant commitment, paid monthly, in arrears and direct to claimant. On-line claim. Full time – 35h pw

Live Service and Full Service



UC Live Service

- Applies to all areas of NFDC
- For single first time claimants - JSA
- Online claim BUT different system, no journal

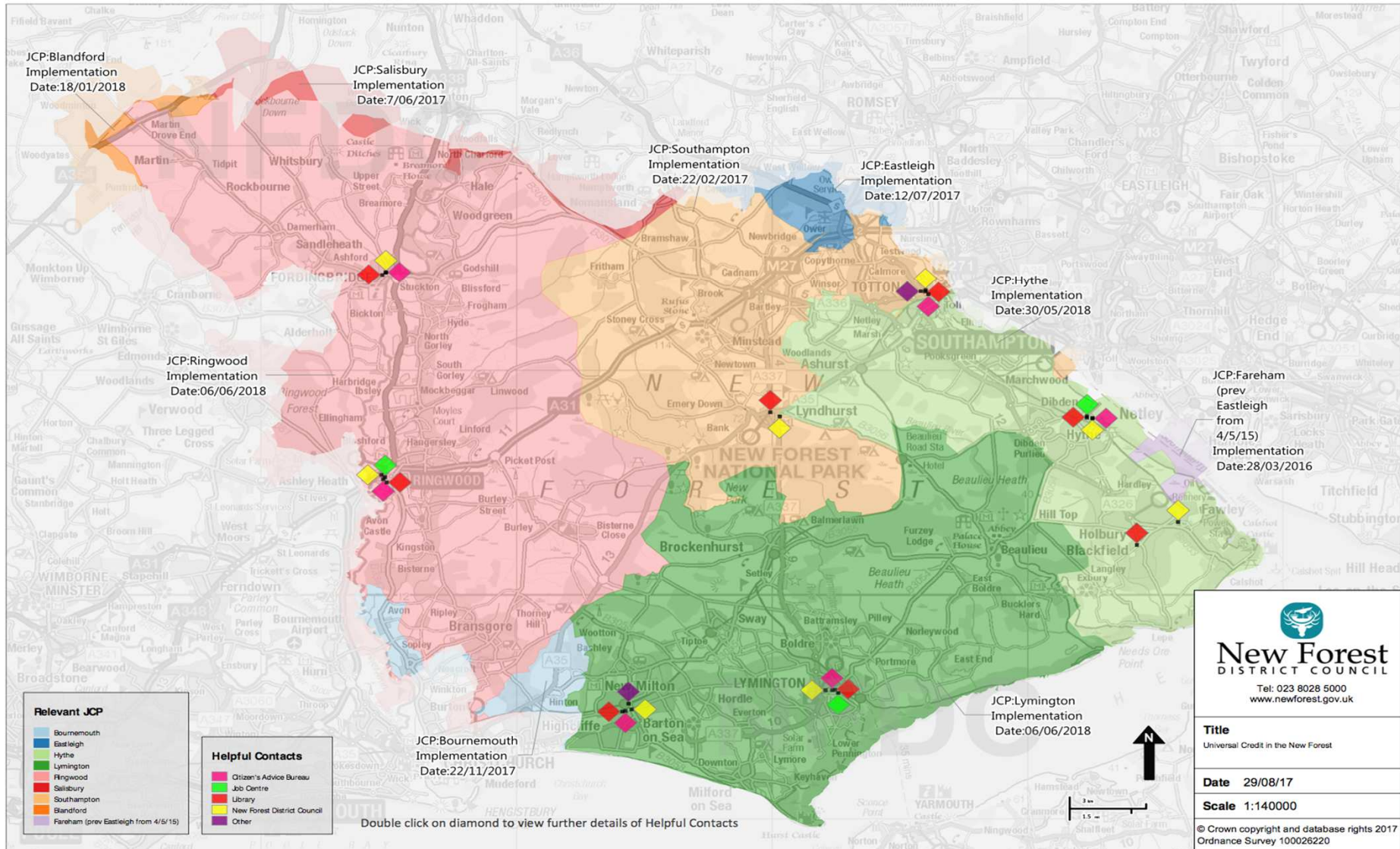
UC Full Service

- Is being introduced by Job Centre area (see map)
- All existing UC claimants (within 3 months and have to reclaim) and new claimants of the 6 benefits affected
- Online application & journal

Latest Data on UC in the New Forest



- Roll-out of full UC service commenced 22 Feb 2017 in postcode areas attached to Southampton job centre – Totton area
- 372 claims made to date all areas
- Full service roll-out for the rest of the district to start between May and June 2018
- Managed Migration of legacy benefits to start July 2019 and complete by 2022 – don't know our date?
- Pensioners to be reviewed in 2022?



What happens after I have made my claim?



- Claimants need to take documents to support their claim within 7 days. Claim will be closed if not. Re-apply and no backdate?
- Confusion on what to claim – passed between us and JCP – ESA, 3 children, PFA
- Still claim CTR – we are being proactive

Universal Credit Full Service – how it works



- The claim is maintained via the claimant’s journal, and can upload various documents , eg: CVs. Similarly the work coach or service centre will contact the claimant via the journal also.
- The online service enables claimants to use tablets & smart phones to access their account
 - access their account 24/7
 - submit changes of circumstances
 - check on the progress of their claim and payments
 - message their work coach and arrange appointments
- A text or email is sent to the claimant, advising them that a message has been left on their journal, e.g. to confirm an appointment, to ask for further information, or to request that a claimant “to do” is completed.

Impact of Universal Credit



Huge culture shift for claimants

- Claimants to take responsibility – make appointment and pay rent themselves – “I don’t pay rent”
- Claim on-line – do they have access, skills, form completion?
- Ability to maintain claim on-line
- Delays in payments – at least 6 weeks for 1st payment. Can they budget? Advance payments?
 - Nationally – rent arrears soaring – 80% of UC cl’s in arrears
 - Sothwark have 1,242 council tenants facing eviction level arrears. Some waiting 12 weeks for payment
- Fluctuating amounts – real time earnings info
- Local contact and help reduced
- Administrative problems

Impact of Universal Credit



Rent Collection and HB administration

- 4,672 working age HB claimants – caseload will reduce
- 1,502 working age council tenants getting HB - £7m pa need to start collecting
- 1.2% of our tenants have 9% of total arrears - £30k
 - 20 out of 80 tenants have an APA (nationally 34%)
 - But – missing payments/insufficient data
- Potential increase in FTA and w/o's
- Incorrect advice from DWP
- Increased administration – duplication, checking, explaining process to claimants
- Increased support - How much support should we give?
- Vulnerable?

Impact of Universal Credit



- HB Overpayments recovery
 - We have £500k of working age HB OP's
 - Transfer when migrate to UC – Recovery?
- Council Tax collection
 - CTR claims (HB we do CTR automatically)
 - Collection administration – multiple bills/instalments
- Homelessness
 - Increase contact and applications
 - Rent deposit schemes
- Foodbanks increasing

Hot topic.... criticisms of UC



- Call to delay roll-out due to Christmas – Government pressing ahead with roll-out
- Delay in payments – Government now reviewing this. Scotland pay fortnightly?
- Emergency accommodation – no UC being paid. Govt were reviewing this?
- Work coaches have over 300 cases each and cannot cope and maintain journals
- 5 weekly months impact – effects UC entitlement but no change in earnings
- Lack of support – Landlord portal being trialled
- Phone waits and cost – Government making claim number freephone

What are we doing?

- Contacting when notified
 - Ensuring claim correctly and advice about rent
 - APA's – 20 out of 88 (on going and arrears). If not met matrix wait for 8 weeks arrears
- Reviewing our software, processes and resources
- Budgeting advice
- Discretionary Housing Payments
- Partnership Working – Training, advice and info exchange
- Digital Champions project and libraries
- Get ready messages – bank, verifynow, budgets

The New Forest Health & Wellbeing Board

Health & Wellbeing Boards: A Background

- Health and Wellbeing Boards were introduced in 2013 creating a statutory requirement of each upper-tier local authority in England to form a Health & Wellbeing Board
- The aim of the Health and Wellbeing Boards is to build strong and effective partnerships, improving the delivery and provision of health and social care leading to improved health and wellbeing for local people.
- The board is also responsible for leading locally on reducing health inequalities. It looks to encourage those who are involved in the provision of any health services to work in an integrated manner.
- Each board produces a joint strategic needs assessment (JSNA) for its local authority area.
- A JSNA provides local policy-makers and commissioners with a profile of the health and wellbeing needs of the local population.
- Priority areas from the JSNA are key in the development of a joint Health and Wellbeing Strategy. The boards are responsible for producing a joint health and wellbeing strategy.
- These strategies feed in to the commissioning plans as the aim of the JSNA is to improve commissioning and reduce health inequalities by identifying current and future health trends within a local population.
- These have helped shape the County Health and Wellbeing plan.

- Clinical Commissioning Groups (CCG) became statutory organisations in 2013
- Clinical Commissioning Groups are groups of GPs that have responsibility for designing local health services in England.
- West Hampshire CCG covers Test Valley, Winchester, Eastleigh and New Forest local authority areas.
- There are 50 GP practices within the West Hants area, each being a core member of the commissioning group.
- These practices are split into six localities to keep a local focus.
- The New Forest has 17 GP practices and is split in to two geographical areas; Totton and Waterside & West New Forest
- Health and Wellbeing Boards have powers to influence commissioning decisions made by CCGs.
- CCGs and Tier 1 local authorities may delegate commissioning powers to health and wellbeing boards so that they can lead on joint commissioning.
- JSNAs and joint Health and Wellbeing Strategies, produced by the boards, are key tools that CCGs use in deciding what public health services need to be purchased.
- The boards have a role in shaping the local public health landscape, and helping CCGs to commission services in an effective and targeted manner.

Why the need for a New Forest Health & Wellbeing Board?

- The determinants that shape the JSNA may differ vastly in a county like Hampshire.
- There are JSNAs produced for each local authority in Hampshire. These can be found on hants.gov.uk
- Each tier 2 Local Authority in the Hampshire County Council area has a Health and Wellbeing Board.
- Tier 2 Local Authorities are covered by Clinical Commissioning Groups (CCGs). The New Forest district is covered by the West Hants CCG and has two localities, Totton & Waterside and West New Forest.
- The headline priorities are set by the Hampshire Health & Wellbeing Board in accordance with the JSNA priorities
- From these each local authority Health and Wellbeing Board has identified the priorities most pertinent to their locale.
- New Forest Health and Wellbeing board has set its priority areas in relation to the JSNA and the outcomes of the Public Health England health profile for the New Forest District . The health profiles can be found on phe.org.uk

The New Forest Strategic Health and Wellbeing Board's articles

The New Forest Health and Wellbeing Board has no legal duties or responsibilities. It exists to help to inform, shape and enhance outcomes for the local organisations, the community and the residents of the district.

- The Aims of the New Forest Strategic Health and Wellbeing Board are
 1. Improve health and wellbeing in the New Forest.
 2. To promote the health and wellbeing agenda across the New Forest to partners and the wider population by providing strategic leadership across all agencies in the New Forest.

The objectives of the New Forest Health & Wellbeing Board

- Identify and agree public health priorities and develop a localised evidence based action plan for the district which responds to issues identified through the Joint Strategic Needs Assessment (JSNA), Hampshire Health and Wellbeing and West Hampshire CCG priorities.
- Develop and strengthen partnership working across statutory and voluntary sectors and to share good practice, reduce duplication and ensure best value.
- Influence commissioning of services to deliver the needs of the New Forest community and co-ordinate the delivery of programmes and services that address health and wellbeing priorities.
- Co-ordinate effective and efficient use of any available resources to deliver the priorities in the health and wellbeing action plan.
- Develop and maintain joint understanding and an efficient and effective dialogue with local GPs and other clinicians via the Clinical Commissioning Group (CCG) for West Hampshire.
- Ensure that the local action plan embraces the work of other key local partnerships e.g. Community Safety Partnership (CSP), Older People Partnership (OPP), Sports and Physical Activity Alliance (SPAA), and Local Children's Partnerships (LCPs).

Why should NFDC be involved?

- Showing leadership and working on behalf of our residents to ensure we can achieve our agreed vision.
- NFDC has the opportunity to influence delivery and ensure better service outcomes for our community.
- To shape the direction of resources within the district to and working together with others to achieve more for our residents.
- Working in partnership with other agencies to ensure that there is better return on investment for the resources at our disposal.
- Assist the wellbeing of those who live and work in our district by having clear target and outcomes driven by local priorities linked to the JSNA and Public Health profiles.
- Improve outcomes for all concerned, council, our partners & our residents.

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COMMUNITY OVERVIEW & SCRUTINY PANEL WORK PROGRAMME 2018/2019

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
16 JANUARY 2018			
Safer New Forest Partnership Plan	To consider inputting into the Plan.	Report to Panel	Grainne O'Rourke/Rosemary Rutins
Leisure Services Review Task & Finish Group	To consider the progress of the Group.	Verbal update to Panel	Joanne Bailey/Colin Read
Community Grants Task & Finish Group	To consider Task & Finish Group findings	Report to Panel	Colin Read
13 MARCH 2018			
Homelessness Act	To consider the implications of the Act	Presentation to Panel	Ryan Stevens
CCTV	To receive an update on progress of CCTV	Verbal update to Panel	Rebecca Drummond
19 JUNE 2018			
Dibden Golf Centre	To receive the bi-annual update from the Chairman of the Task & Finish Group	Verbal update to Panel	Cllr B Andrews/Colin Read
Housing Allocation Policy Review	To consider the current policy and need for future changes	Report to Panel	Ryan Stevens
Health & Wellbeing Agenda	To consider health and wellbeing matters in the District	Report to Panel	Jamie Burton/Colin Read

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
18 SEPTEMBER 2018			
Leisure Services Review Task & Finish Group	To consider the progress of the Group.	Verbal update to Panel	Joanne Bailey/Colin Read
20 NOVEMBER 2018			
Dibden Golf Centre	To receive the bi-annual update from the Chairman of the Task & Finish Group	Verbal update to Panel	Cllr B Andrews/Colin Read
15 JANUARY 2019			
Community Grants Task & Finish Group	To consider Task & Finish Group findings	Report to Panel	Colin Read
Safer New Forest Partnership Plan	To consider inputting into the Plan.	Report to Panel	Grainne O'Rourke/Rosemary Rutins