

**SCRUTINY COMMITTEE**  
**Tuesday, 28 November 2017 at 7.30 pm**  
**Council Chamber, Civic Centre**

1. Apologies for Absence and Substitutions
2. Declarations of Interest  

To receive Councillors' declarations of interest (if any) in relation to any matters on the agenda.
3. Minutes (Pages 3 - 5)  

To approve the minutes of the meeting held on 10 October 2017.
4. Matters arising
5. Written questions from members of the public  

To receive any questions from members of the public in accordance with Council Procedure Rule 10.
6. Written questions from Councillors  

To receive any questions from Councillors in accordance with Council Procedure Rule 11.
7. Responses of the Cabinet to Reports of the Scrutiny Committee  

To consider responses (if any) of the Cabinet to reports and recommendations from the Committee.
8. Review of Sheltered Housing (Phase 2) - Final Report (Pages 6 - 63)
9. Review of Universal Credit in Harlow - Scoping Report (Pages 64 - 65)
10. Work Plan (Page 66)  

To review the Committee's work plan for the current year.
11. References from Other Committees  

None.

12. Matters of Urgent Business

Such other business which, in the opinion of the Chair, should be received as a matter of urgency by reason of special circumstances to be specified in the minutes.

**MINUTES OF THE SCRUTINY COMMITTEE  
HELD ON**

10 October 2017

7.30 - 8.45 pm

**PRESENT**

**Committee Members**

Councillor Bob Davis (Chair)  
Councillor David Carter (Vice-Chair)  
Councillor Simon Carter  
Councillor Joel Charles  
Councillor Maggie Hulcoop  
Councillor Mark Ingall  
Councillor Stefan Mullard  
Councillor Lanie Shears

**Also Present**

Matt Cornish, Chief Inspector – Essex Police  
Councillor Tony Edwards  
Adam Pipe, Casualty Reduction Manager – Essex Police

**Officers**

Simon Freeman, Head of Finance  
Adam Rees, Governance Support Officer

22. **APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

Apologies for absence were received from Councillor Nick Churchill.

23. **DECLARATIONS OF INTEREST**

None.

24. **MINUTES**

**RESOLVED** that the minutes of the meeting held on 5 September 2017 are agreed as a correct record and signed by the Chair.

25. **MATTERS ARISING**

None.

26. **WRITTEN QUESTIONS FROM MEMBERS OF THE PUBLIC**

None.

27. **WRITTEN QUESTIONS FROM COUNCILLORS**

None.

28. **RESPONSES OF THE CABINET TO REPORTS OF THE SCRUTINY COMMITTEE**

None.

29. **REVIEW OF ROAD SAFETY AND IMPROVING THE SAFETY OF YOUNG DRIVERS - QUESTION AND ANSWER SESSION WITH ESSEX POLICE**

The Chair welcomed both Matt Cornish, Chief Inspector – Essex Police, and Adam Pipe, Casualty Reduction Manager – Essex Police to the meeting and invited them to speak about road traffic policing in Harlow and throughout the whole of Essex. They began by speaking about some of the challenges which were faced by the Police.

Adam Pipe said that the road network allowed for the transit of criminal activity from one area to another and that often fairly routine traffic offences such as not wearing a seatbelt were committed by people also looking to carry out non-traffic related criminal activity.

Road policing was intelligence led and this included the use of social media to understand where car meet-ups were due to take place. The Police had also adapted how it dealt with speed enforcement and other dangerous road activity by training communities to use speed guns and by using dash cam and CCTV footage to aid with prosecutions. He also highlighted the increasing issue of drink and drug related driving incidents, and the role of the Road Safety Partnership in helping enforce traffic laws.

In Harlow the number of traffic incidents was relatively low and had decreased from 2016. There were some safety issues surrounding young drivers but this was part of a national issue.

Matt Cornish drew attention to the work being done towards obtaining a Public Space Protection Order for the town centre which would give enforcement powers.

In responding to questions by the Committee, Adam Pipe outlined the work being done surrounding drink and drug driving, as well as the safety of elderly pedestrians and drivers. He explained that traffic calming measures were long term solutions and work was being done in relation to large developments in other parts of Essex to ensure they were incorporated in initial design works. Community intelligence was important and any information should be reported in the first instance through Crimestoppers. Bikeability was a continuous programme aimed at Year 6 pupils which helped children be safe whilst cycling on the road. Crucial Crew also provided more general road safety information for young people.

The Committee thanked Matt Cornish and Adam Pipe for attending.

30. **WORK PLAN**

The Committee received a report summarising its work plan for 2017/18.

In response to a question by Councillor Simon Carter, Simon Freeman, Head of Finance explained that the Review of the Church Langley Fund was intended to be conducted alongside the Review of Landscaping Services Provided by HTS. A scoping report would be brought to the meeting in March.

Councillor Ingall spoke about concerns which had been raised about the introduction of Universal Credit and possible adverse effects surrounding rent arrears and homelessness.

*Councillor Simon Carter declared a non-pecuniary interest as Chair of Streets 2 Homes.*

The Committee agreed that it wanted to look at the implementation of the Universal Credit scheme and how it's impacting on claimants in Harlow. A scoping report would be considered at the meeting in November.

**RESOLVED** that:

- A** The work plan be noted.
- B** A scoping report for the Review of the Church Langley Fund be considered by the Committee at the meeting on 13 March 2018.
- C** A review looking at the implementation of the Universal Credit scheme and how it's impacting on claimants in Harlow be added to the Work Plan with a scoping report to be considered by the Committee at the meeting on 28 November 2017.

31. **REFERENCES FROM OTHER COMMITTEES**

None.

32. **MATTERS OF URGENT BUSINESS**

None.

CHAIR OF THE COMMITTEE

**REPORT TO:** SCRUTINY COMMITTEE

**DATE:** 28 NOVEMBER 2017

**TITLE:** REVIEW OF SHELTERED HOUSING (PHASE 2) – FINAL REPORT

**LEAD OFFICER:** ANDREW MURRAY, HEAD OF HOUSING  
(01279) 446676

**CONTRIBUTING OFFICER:** VIV HALES, SUPPORTED HOUSING  
MANAGER (01279) 446317

**RECOMMENDED that:**

- A** The Scrutiny Committee recommends to Cabinet the adoption of the proposals detailed in paragraphs 15 to 31 of the report.

**BACKGROUND**

1. The Terms of Reference for this review were approved by the Committee in September 2015 and were to consider and make recommendations on how the Council's objectives for housing related support (HRS) (Supported Housing) should be pursued within the reducing resources available to the Council. The scope of the review is outlined in Appendix A.
2. The Committee agreed for the review to be undertaken in phases, with Phase 1 making recommendations helping to deal with the reductions in funding for the Telecare and Support Services by Essex County Council (ECC). Phase 2 of the review was to include a longer term service appraisal.

**THE SUPPORTED HOUSING SERVICE**

3. The Council's Supported Housing Service consists of 16 sheltered housing schemes, one independent living (extra care) scheme for the frail elderly, and a community support function for 1,067 service users living independently within the local community.
4. ECC formally acted as the responsible organisation and commissioned HRS services from the Council on a contractual basis. HRS commissioned services that were funded by ECC and formed part of the Government's Health and Social Care agenda that promoted older persons wellbeing and independence. Legislation does not stipulate specific services to fulfil this requirement, however, the Council's role as a landlord is to both maintain the fabric of the building, and deliver appropriate HRS services as part of the management of its tenancies.
5. Following the funding cessation of the HRS services by ECC, previous recommendations by the Committee, approved by Cabinet included:

- a) The outsourcing of the out-of-hours response service;
- b) A two year phasing in of charges to service users of telecare and community support services;
- c) The implementation of an Intensive Housing Management charge which is eligible for housing benefit and covers the cost of the housing management and health and safety proportion of the Supported Housing Officer (SHO) role;
- d) The introduction of charges for use of sheltered scheme communal facilities by outside agencies; and
- e) The charging for telecare and community support services.

## **CONCLUSIONS**

- 6. The importance of appropriate HRS as part of older people's health and wellbeing remains an imperative in promoting independence, avoiding hospital admission.
- 7. Whilst Harlow has the lowest proportion of residents aged over 65 compared to Essex as a whole, there is an expected increase of 21 percent between 2015 and 2025 which will represent 17 percent of the total population of Harlow, equating to 2,800 more people expecting HRS services. This ageing population will put greater demand on HRS provided by the Council at a time of budget constraints, as well on the wider social care services. The consultation with users has also confirmed that the service is deemed to remain vital to health and wellbeing. The Joint Strategic Needs Assessment (JSNA) for Harlow is outlined in Appendix C.
- 8. The review has concluded that the Council's supported housing service delivers good performance, demonstrating examples of innovation, with excellent prospects for continuous improvement. Annual accreditation is provided externally by the Telecare Services Authority (TSA) which helps to provide validation on the management of associated processes and outcomes.
- 9. Generally the schemes are popular in terms of requests for housing, with no significant hard to let issues. The review has considered each scheme individually to assess its viability for the future. Analysis has confirmed there is no further requirement for any change of use, being appropriate for future need. Condition surveys have also advised that the sheltered housing stock is of a good standard, meeting modern requirements. Details of the stock condition survey are outlined in the service review report (attached as Appendix A.)
- 10. Significantly, however, it has affirmed the need for the Council to continue to enable the delivery of HRS services recognizing the role it performs locally as part of the delivery of its Corporate Plan priorities.

11. The review has also reaffirmed the need to charge for HRS services, benchmarking where appropriate, in order to demonstrate value for money. Councillors have asked where affordability has been identified and that Officers work with affected individuals on how any financial burdens can be mitigated. This maybe through benefit entitlement, families making a financial contribution, or national support organizations.
12. Recognition has identified the need for an appropriately funded renewed regional/national social care strategy, working in effective partnerships with all support providers targeting resources meeting local needs. Local evidence suggests an on-going need to provide additional resources to priority activities, such as independent living schemes such as Sumners Farm Close.
13. Consultation with service users has highlighted that service delivery should be needs led, requiring change to accommodate the reduced level of resources available. Support being directed to those most needing it, identified through evidence based risk assessments and support planning processes.

## **PROPOSALS**

14. The outcomes from the review are detailed in appendices A to E. The recommendations are proposed as an attempt to provide an effective framework for reducing resources both within the Council's General Fund (GF), and Housing Revenue Account. Balancing priorities against reduced resources with the wider priorities of the local council landlord service.

### **Financial Plan (5 years)**

15. It is recommended to add to the current HRS services charges, seek additional income opportunities, as well as making best use of older persons designated stock. A financial plan is outlined in Appendix A.
16. Officers have been working with service users of HRS, consulting widely with them and their families to ensure awareness has been raised of the funding gaps, signposting benefit entitlement, as well as possible financial support from other agencies. This is in an attempt to maximize income.
17. Consulted families often decided to pay for HRS services to ensure peace of mind. In addition, on occasion, organisations offered funding support supporting vulnerable people who may have had a connection to them in the past such as the British Legion. This included funding for emergency alarm services for ex-service personnel with financial need.
18. A number of additional service charges were considered. In order to maintain the principles of un-pooling service charges introduced in 2007, it is proposed for the charges for the cleaning of communal areas at Sumners Farm Close and communal window cleaning in all sheltered housing/de-commissioned schemes only be un-pooled from April 2018. It is anticipated this will have a neutral effect on the HRA, as well as and service users, as their rent will be

reduced accordingly.

19. It is also proposed to increase the number of telecare support users, installing alarms in previous 're-designated' schemes as well as general needs properties. In the longer term it is expected that the financial gain to the Council will be £50,166 per annum.

### **Intensive housing support**

20. It is also proposed to continue with the focus for the service to be on a needs led rather than a wants led service, historically been delivered. This continues the recommendation of previous Scrutiny committees. Specific on-going changes, if recommended will involve routine visits being reduced from three to two per week based on identified risk and support plans. Tenants, however, will continue to have access to the 24 hour emergency alarm monitoring service if required.
21. Importantly, it is also intended to carry out new pre-tenancy assessment visits for prospective tenants to ensure the appropriateness of the allocation and support requirements identified through the evidence based risk assessment and support planning process.
22. Review of the current staffing structure and future support requirements of HRS service users has realised efficiency savings with a suggested removal of two vacant posts. In addition, the current role of the Sheltered Housing Officer (SHO), which has been in place since 2009, will need to change to a more generic housing Support and Telecare Officer role and take on additional wider housing management responsibilities which include tenancy sign up, pre-tenancy assessments, and contractual landlord 21 day visits. This will fully align HRS to wider housing support arrangements and provide further efficiency savings totalling £53,418 per annum. A proposed staff structure is outlined in Appendix E.

### **Meeting Housing Need**

23. Current properties, that are available to allocate for older people, include specialist housing for HRS services (e.g. sheltered housing), general needs housing (e.g. older persons bungalows), as well as adapted properties for tenants with mobility needs. It is proposed to align these property types, ensuring all identified properties which are suitable for older people/people with mobility needs also have installed housing related support (e.g. dispersed alarm system with linked smoke detector). This will enable the more appropriate tackling of the meeting of housing need, by integrating all older persons' properties through the published Allocations Policy.
24. In addition, it is proposed to align the current allocations 'age profile', in order to enhance the requirement for older persons who require appropriate property and support to 55 years of age. This is in recognition for the growing support needs of this age group. It is also proposed, for flexibility to be given to younger age groups with identified mobility needs (e.g. forty year old

applicants with support issues). Telecare alarm equipment will also be installed in each of the re-designated older person's properties as they become void, and to charge for its use.

25. In response to the identification of extra care housing requirements going forward, it is proposed to extend the number of extra frail units at Sumners Farm Close by a further six units. This will be provided by using the current vacant farm house located in the grounds of the Sumners Farm Close which in the past has been used as office space.
26. The proposal is to convert the farm house into six, one bedroomed disabled adapted flats, which will Link to the main Sumners Farm Close scheme and provide much needed extra care accommodation for older people. Currently there are 14 people on the waiting list.
27. These proposals will provide an additional rental income of £26,195 per annum. If the refurbishment proposals are recommended, it will be included in the housing capital programme estimates for 2018/19, to be approved by Cabinet, with an expected capital cost of £500,000. It will also be requested for a contribution from the retained capital housing receipts. The cost to the capital programme is £350,000, with £150,000 being funded from pooled capital receipts. The retention of centralised pooled capital receipts is appropriate where there is a plan in place to replace affordable housing.

### **Increasing current service charges**

28. The introduction of HRS service charges has been approved by the Council, in response to the ceasing of funding from ECC, since 2016. Following a benchmarking exercise with other service providers in Essex, it is proposed that the cost of the telecare alarm service charge be increased by 10 percent. The outcome of the benchmarking exercise is detailed on page 21 of Appendix A.

Service Provision	Existing Charge	Proposed Charge 2018/19
Monitoring Only	£1.70	£1.87
Monitoring and Response	£3.89	£4.28

### **Use of Assisted Technology**

29. Members of the Scrutiny Committee have continued to stress the role and importance of assisted technology as part of a holistic HRS support framework. Assisted Technology provides a range of alarm systems and peripherals to enable people to remain independent with a range of support mechanisms. Examples include, smoke detectors, flood detectors, CO2 detectors, bogus callers/door open alerts, and 'fall' detectors.
30. It is proposed to increase the number of these systems working with ECC, and to charge the service user for their use.

31. The aggregate value of the proposed new five year financial plan with efficiency gains and increased income opportunities totals £575,184. The plan is outlined within the service review report in Appendix A. If recommended, it will be provided as part of the 2018/19 revenue estimates approval process.

## **NEXT STEPS**

32. Officers will consult with service users and staff to inform them of the outcomes of the review, and recommendations made by Committee. The review implementation plan is outlined in Appendix B, and this will provide a service planning performance framework going forward. Officers will also take the opportunity to strengthen the annual planning linkages, realising further synergies within the wider housing services portfolio, as well as developing an effective marketing strategy in order to raise awareness of the value of HRS services, and their availability.
33. Recently, the Government has announced a new funding proposal for what they have categorised as Supported Housing. The approach, it appears, focuses on a number of supported housing activities which include homelessness, extra care housing, as well as the 'rent' for sheltered housing. No detail has been provided, however, it proposes to implement the proposals from April 2020. The Government have described the funding approach as 'a type of social rent that recognises the vital role that these homes play in supporting older and vulnerable people'. The Council expects for a consultation document to be provided, and an opportunity to give feedback analysing any implications.

## **IMPLICATIONS**

### **Place(includes Sustainability)**

As contained within the report.

Author: **Graeme Bloomer, Head of Place**

### **Finance (Includes ICT)**

The Financial implications are set out in the report and appendices. Any recommendations made to Cabinet by the Committee will be incorporated in to the budget setting process for 2018/19 and reported to the Cabinet in January 2018.

Author: **Simon Freeman, Head of Finance**

### **Housing**

HRS services are considered discretionary activities and need to be prioritised and aligned to other landlord statutory responsibilities.

Author: **Andrew Murray, Head of Housing**

### **Community Wellbeing (includes Equalities and Social Inclusion)**

The importance of appropriate housing related supported, as part of older people's health and wellbeing remains an imperative in promoting independence, avoiding hospital admission helps to address issues improving the quality of life and wellbeing of Harlow residents.

Author: **Jane Greer, Head of Community Wellbeing**

### **Governance (includes HR)**

The provision of housing related support is a discretionary services, however when undertaking any review of that could affect people who may have protected characteristics under the Equality Act 2010 the Council should be mindful of any impact there may be on those persons. In making any decision the Council needs to have due regard to the Equality Duty under s146 of the Equalities Act in any decision it makes, having had due regard to any consultation results obtained.

The Council will also need to ensure that any requirements regarding data sharing are correctly identified, and the provisions of the General Data Protection Regulation are implemented in any contracts entered into regarding technology or processing activities.

The Council will also need to ensure that any changes to staff are properly considered under employment statutes, regulations and guidance.

Author: **Amanda Julian, Legal Services Manager**

### **Appendices**

- Appendix A – Supported Housing Review Report
- Appendix B – Implementation Plan
- Appendix C – A Profile of People Living in Harlow
- Appendix D – Tenant/Staff Consultation
- Appendix E – Proposed Staff Structure

### **Background Papers**

None.

### **Glossary of terms/abbreviations used**

- ECC - Essex County Council
- SHO - Supported Housing Officer
- HRS - Housing Related Support
- TSA - Telecare Services Authority
- HRA – Housing Revenue Account

**APPENDIX A**

**SUPPORTED HOUSING  
REVIEW REPORT**

**SEPTEMBER 2017**

## INTRODUCTION

The Supported Housing review is primarily concerned with challenging the efficiency and effectiveness of the service, and its future role in context of an emerging sub regional/regional housing structure and funding regime.

The service has been examined in some detail recognising the changing environment, taking regard of the Government's key policy priority to support people to remain at home rather than in a care home or hospital setting for as long as possible, which is reflected in the "shifting the balance of care" national policy.

The review links to the Corporate Plan specifically:

**More and better housing** - tackling the housing need of Harlow residents: both in quantity, affordability, range and quality.

- Tackling the growing need for supported housing.
- Helping to improve the choices for those in housing need.
- Improving health and wellbeing by improving housing conditions.

The Housing Related Support (HRS) (formerly Supporting People) programme was introduced in 2003, with a new centralised and pooled system for the funding of the support elements of supported housing services, sheltered housing services and community alarm facilities. As part of that implementation, the service costs previously associated with the service that were previously pooled across the Housing Revenue Account were separated and included in the external funding received under contract from Essex County Council (ECC).

HRS funding has been reduced over a number of years, with community alarm funding ceasing completely from April 2016 and sheltered funding from April 2017.

Particular themes considered include effectiveness of strategic/policy leadership, customer and neighbourhood engagement, partnership working and meeting housing need. The context of the Service has also been assessed in relation to its contribution to wider regional social, economic and environmental strategies.

The review concludes that the Council's supported housing service is an improving service, demonstrating good examples of innovation, interventions with excellent prospects for continuous improvement. The review feedback, which formed part of the "challenge" process, gives an assessment highlighting "high levels of achievement, innovation, and competencies and a comprehensive strategic approach to housing with an ambition for further improvement".

Significantly, the review has re-affirmed the need for a comprehensive approach to older persons services including the direct delivery of housing related support, whilst effective strategic leadership role in enabling productive partnership working at a local and sub regional level. The review also concludes with the need to link closely with Primary Care Trust and Social Services ensuring a holistic approach to the provision of care and support.

## **HOW DID WE REVIEW THE SERVICE**

The review is largely concerned with challenging the efficiency and effectiveness of the service.

Officers have examined the existing service model in some detail, recognising the changing environment, and taking regard of the Government's drive for more effective partnership working to deliver national, regional and local housing priorities.

Particular themes considered included the effectiveness of policy, management and organisation, customer contact, and partnership working. In particular how current and future needs could be met.

The review of the service was undertaken to ensure that the service is financially sustainable, is fit for purpose, and can demonstrate value for money. The scope of the review was:-

- a) How well the service meets current and future service user needs.
- b) To identify demand for the service.
- c) To evaluate stock condition, ensure schemes are fit for purpose and identify any under or over provision of sheltered housing.
- d) To analyse work practices, customer satisfaction, and partnership working.

The "demographic" analysis sought to assess current market need and identify the future needs of Older People living in Harlow.

The consultation focussed on key stakeholders including: staff, customers and members of the Essex Communications Group consisting of Registered Social Landlords and Local Authorities.

Performance management was reviewed to ensure there was a robust framework to measure the service and link effectively to the corporate plan and housing service plan.

The financial review looked at how the service was financed, what was being charged out to customers from the council and how efficiencies could be achieved.

## **WHAT ARE THE REVIEW CONCLUSIONS**

The review concludes that Harlow's supported housing service is an improving service, demonstrating good examples of innovation, interventions with excellent prospects for continuous improvement.

Significantly, the review has re-affirmed the need for a comprehensive holistic older persons' strategy involved in direct delivery of housing related support, the creation of sustainable partnership opportunities with the need to re-direct resources to higher priority activities such as extra care housing, improved allocation processes and increased use of assistive technology to support independent living.

The review also concludes with the need to link closely with health and social care agencies ensuring a holistic approach to the provision of care and support.

The recommendations are proposed in an attempt to provide a more effective framework for integrated strategic planning and resource allocation. The improvement plan will provide a framework for the service to develop, raise its profile, mapping the contributions directly to the achievement of corporate plan priorities. Officers have taken the opportunity to strengthen the annual planning linkages, and relevant support processes realising synergies from the wider housing portfolio:-

- a) Identifying what customers want, their priorities, and how access can be improved.
- b) Examining and evaluating current performance and ability to meet housing need.
- c) Challenging whether the service should be involved in direct delivery of services, as well as strategy/policy development.
- d) Examining the effectiveness of partnership working and relationship management.
- e) Identifying new approaches and strategies to meet housing need.

## **HOW DID WE CONSULT**

Consultation was carried out with a number of key stakeholders including supported housing tenants, staff and members of the Essex Communications Group consisting of Registered Social Landlords and Local Authorities.

Meetings were held with tenants in all 17 sheltered housing schemes including Sumners Farm Close with 40% of tenants attending (204 out of a total of 512) where the following was discussed

- Has your move into sheltered housing met your expectations and is it meeting your support need.
- How important is it to you to receive a regular visit from the Supported Housing Officer.
- How important is it to have use of communal areas and did this influence your decision to move into sheltered housing.
- Does the service provide value for money?
- Overall how happy are you with the service provided.

## **WHAT DID THE CONSULTATION TELL US**

Various Local Authorities and Registered Social Landlords are carrying out service reviews following the removal of HRS funding from Essex County Council, the common themes being to reduce costs and focus services on customer need.

Feedback from the tenant consultation states that the majority of tenants are happy with the service currently provided and do not want to see any major changes, however they recognise that the service should be needs led and focus on the vulnerable tenants that do not receive support from other service providers.

It became apparent during the consultation that there is a need to ensure that prospective tenants understand the service available to them and ensure that it meets their need prior to any offer of accommodation

The staff survey highlighted the importance of regular contact with tenants, pre tenancy assessments and supporting service users in the community with appropriate assistive technology. Health and Safety, and maintenance of alarm equipment were also highlighted as important.

Staff feel they are provided with the training and development opportunities required to enable them to fulfil their role, however interaction with outside agencies is always welcomed

Details of both the tenant and staff consultation is attached in Appendix D

## STOCK CONDITION

When considering the options for sheltered housing, it is noted that sheltered housing properties that were deemed as unfit for purpose were decommissioned in 2009. The stock consists primarily of one-bedroomed properties, there are no bedsits, shared facilities or hard to let properties, and all properties meet the governments decent homes standard.

The tables below detail the works completed to both properties in sheltered housing and re-designated schemes

**Table 1**

Works Completed in last 5 years	Amount	Total Cost £
Additional WC	8	4,000
Bathrooms	159	397,500
Central Heating Boilers	57	91,200
Central Heating Carcass	94	235,000
Electrics CCU	281	112,400
Electrics Wiring	60	120,000
Front Door	433	281,450
Kitchen	211	844,000
Patio Doors	38	19,000
Rear Side Door	74	48,100
Windows 01	366	81,300
Windows 02	1	300

The table below highlights the work that was due to be completed in the last 5 years but wasn't, due to either no access to properties or refusal by the tenant, this work will be completed once the properties become void

**Table 2**

Number of Elements	Amount	Total Cost £
Additional WC	3	1,500
Bathrooms	35	87,500
Central Heating Boilers	5	8,000
Central Heating Carcass	24	60,000
Electrics CCU	30	12,000
Electrics Wiring	13	26,000
Front Door	2	1,300
Kitchen	46	184,000
Patio Doors	1	500
Smoke Detectors	4	600
		<b>381,400</b>

The table below gives an overview and cost for works to be completed in the next 5 years

**Table 3**

Works Due in Next 5 years	Amount	Total Cost £
Additional WC	2	1,000
Bathrooms	84	210,000
Central Heating Boilers	45	72,000
Central Heating Carcass	28	70,000
Front Door	50	32,500
Kitchen	52	208,000
Patio Doors	15	7,500
Rear Side Door	36	23,400
Windows	54	16,200
		<b>640,600</b>

In addition to the detail above between 2017/18 and 2021/22 the council will be spending £645,835 on external works and £355,000 on 8 lift refurbishments.

The Council will also be carrying out the installation of heat meters and communal heating boiler upgrades at 4 de-commissioned and 10 sheltered housing schemes in order to comply with the new Heat Network (Metering & Billing) Regulations 2014 which forms part of a wider European Energy Directive looking at enabling tenants to reduce their heating costs. Tenants will be charged for their actual usage rather than a proportion of the charge for the whole scheme.

### **COMMUNAL STOCK CONDITION SURVEY**

A stock condition survey has been commissioned for the communal areas of the sheltered housing and re-designated schemes, which was asked to identify:-

- a) Whether the communal areas are fit for purpose and compliant with equalities and access legislation (Equality Act 2010).
- b) Level access into communal areas.

- c) Security arrangements.
- d) Storage for scooters.
- e) Proximity to local community facilities.
- f) Suitability of emergency alarm/fire systems.

The table below is based on a desk top analysis and assumes that modernisation and renewal is required at all facilities in advance of the actual survey, it produces an actual investment requirement of £175,504, split across a 5 Year Investment Programme 2018-2023.

Year 1 2018-19 Schemes x4	Year 2 2019-20 Schemes x3	Year 3 2020-21 Schemes x3	Year 4 2021-22 Schemes x3	Year 5 2022-23 Schemes x3
£45,751.00	£32,438.25	£32,438.25	£32,438.25	£32,438.25

The actual survey will commence in November 2017 and will detail the works required and confirm the budget requirements

## DEMOGRAPHICS

The demographic analysis undertaken in 2008 by Savills UK Ltd and ORS does not show significant changes, the following data was extracted from the Essex County Council Joint Strategic Needs Assessment (JSNA) March 2016 (Appendix C)

- Harlow is the fourth smallest district in Essex in terms of total population, accounting for 6% of the total population in Essex. It has the lowest proportion of over 65s compared to the county as a whole.
- The number of over 65's is expected to increase from 13,200 in 2015 to 16,000 by 2025 and represents 17% of the total population in the district.
- 980 people aged over 65 are thought to have dementia, with the number expected to rise by 42% to 1390 by 2030.
- 80% of older people feel that they should be able to live independently whilst receiving support in their own home.
- Older people will continue to want to move into supported housing, however it will be later in life and they will have greater support needs.
- There is a growing demand for extra care housing, this being the ECC preferred option to residential care.

The increasing numbers of people with dementia will have an impact on health services including training of staff, support for unpaid carers and the available housing stock as more places in supported and sheltered housing and care homes will be needed

## **COMMUNITY SUPPORT SERVICE**

The Community Support Service commenced in 2006 as a joint 12 month pilot with ECC offering elderly/vulnerable people living in the local community a regular weekly visit from a Supported Housing Officer, offering support and promoting independent living.

There was never a significant demand for the service and since the deletion of ECC HRS funding for the service in April 2016 the number have decreased from 63 service users in 2013 to eight in July 2017. Service users do not see this service as providing good value for money. It is therefore proposed to discontinue the service and focus support provision to specific need.

## **THE CARELINE SERVICE (ASSISTIVE TECHNOLOGY)**

Assistive technology is defined as “any product or service that maintains or improves the ability of individuals with disabilities or impairments to communicate and live independent fulfilling and productive lives”. It can provide solutions for people with physical impairments as well as monitoring risk and promoting safety, particular for people with dementia.

There needs to be greater use of assistive technology for the provision of long term support planning to enabling older people to continue to live independently whether in sheltered or general needs housing.

All HRS funding (formerly Supporting People) was removed from April 2016 with charges for service users being phased in over a two year period, this resulted in 196 alarm units being returned by the service users of which 19% was directly attributed to cost.

Although HRS funding has been removed, ECC continues to use the assistive technology approach to providing low level support to service users and from July 2016 introduced a portal for the prescribing of assistive technology where they re-burse the cost of the telecare equipment and the first 12 weeks monitoring charge, thereafter this charge is paid by the service user

In addition the Careline service is a platinum member of the Telecare Services Association and for the 9<sup>th</sup> year has successfully been audited against their code of practice, ensuring the delivery of a high performing service. In order to achieve accreditation to the industry standard the service has had to implement a wide range of working practices which ensures best practice in service provision.

There is a need to develop an effective marketing strategy to raise awareness of the service, which could potentially increase annual income. The table below is based on 1076 alarm units

It is intended to aim for a 3% increase in the number of alarm units installed in 2018/19 and 1% per year thereafter.

Percentage Increase in alarm units installed	Increase in Number of Alarms	Annual increase in income £
1%	11	2,225
3%	33	6,675
5%	54	10,923
10%	108	21,846

The call handling service has been successfully outsourced since 2009, procurement being secured through the Northern Housing Consortium with Tunstall Response being the successful service provider. The current contract is due for re-procurement on 30 June 2020.

## **SHELTERED HOUSING**

When considering the options for the Sheltered Housing Schemes the review looked at all the evidence that was gathered concerning the provision of older people's service in the next 10 to 20 years and whether or not the service is fit for purpose and offers value for money, outlined in Table 2 below:

<b>Action</b>	<b>Advantages</b>	<b>Disadvantages</b>
Transfer all the service to a Registered Social Landlord	<ul style="list-style-type: none"> <li>• RSL can raise money to make the necessary improvements to the schemes and develop schemes to extra care</li> </ul>	<ul style="list-style-type: none"> <li>• Would require a yes vote from tenants as part of a ballot</li> <li>• The current financial climate does not make it financially viable for an RSL to take on the stock</li> </ul>
Transfer the management of the stock to a partner	<ul style="list-style-type: none"> <li>• Does not require a ballot</li> <li>• Potential savings to be made on the management costs</li> </ul>	<ul style="list-style-type: none"> <li>• Will need to carry out a test of opinion</li> <li>• There are still schemes that are not fit for purpose</li> <li>• Does not address cost of running schemes</li> <li>• Current financial climate means that other potential providers are not looking to business expansion.</li> </ul>
Change the use of part of the schemes and keep management in-house	<ul style="list-style-type: none"> <li>• Offers a service that is fit for purpose</li> <li>• Service is able to react to future changes</li> <li>• More able to meet the future needs of customers</li> <li>• Service offers better value for money</li> <li>• Improved service to the customer</li> </ul>	<ul style="list-style-type: none"> <li>• Need to change the policy on decommissioning to be able to achieve savings</li> <li>• Still schemes that will not be fit for purpose in 5 to 10 years' time unless there is an injection of funding</li> </ul>

## **ALLOCATIONS**

Properties are currently allocated via the Choice Based Lettings process. Prospective tenants who are eligible to join the housing register can also be prioritised by medical need, however medical need does not necessarily equate to support need and it is important that support need is determined in order to ensure properties are allocated appropriately.

There are 898 older people on the waiting list of which:

- 475 are aged 65 or over and eligible for sheltered housing
- 423 are aged 55 or over and eligible for over 55's properties or housing in the re-designated sheltered housing schemes.

The average wait for a sheltered housing property is currently 17 months. It is intended to introduce a pre-tenancy home assessment for all tenants over the age of 65 in order to identify support need and ensure appropriate housing to meet need.

## RE-DESIGNATED GENERAL NEEDS PROPERTIES

As part of the 2008 supported housing review eight sheltered housing schemes consisting of 151 properties were de-commissioned as being not fit for purpose, this was for a variety of reasons, e.g. no level access, no lifts.

The allocations policy states “One bedroom properties in the following former sheltered housing schemes will be offered to people aged 60 or over”:

<b>Scheme</b>	<b>Type of Property</b>	<b>Number of Properties</b>	<b>Properties with alarm equipment installed</b>
Black Lion Court	Houses/Bungalows	15	7
Desormeaux Bungalows	Bungalows	22	8
Green Hills	Bungalows	16	2
Halling Hill/ Commonfields	Bungalows	17	4
Latton House	Flats	22	10
Netteswellbury Farm	Houses/Bungalows	23	0
Partridge Court	Flats	24	4
Risdens	Bungalow	24	5
Tysea Close	Bungalow	5	1
		<b>168</b>	<b>41</b>

It is recommended that all properties specifically identified to house older people over the age of 60, should have emergency alarm (assistive technology) installed as an integral part of the tenancy

This could be offered to all existing tenants, but would become part of the tenancy once the property becomes void. There are currently 41 de-commissioned properties that have alarm systems installed.

The cost to purchase a dispersed alarm unit and linked smoke detector is currently £140 and has an average life span of 10 years. Once the remaining 127 properties have alarm systems installed the annual income will increase by £25,690.

## GENERAL NEEDS OVER 55'S HOUSING

The allocations policy states “One bedroom bungalows within the general stock, and one bedroom flats within The Wayre main house, will be offered to people aged 55 or over, or to people whom the Council’s Senior Officer or Occupational Therapist recognise as having a specific medical need for this type of accommodation”.

Properties	Number of Properties	Properties with alarm equipment installed
Arderne Bungalows	4	1
Bentons	2	0
Bishopsfield	2	0
Blackmores	4	0
Carters Mead	1	1
Cock Green	8	2
Freshwaters	6	2
Gilden Close	4	1
Halling Hill	8	2
Jerounds	16	3
Kingsdon Hall Lane	4	0
Little Brays	2	0
Manor Road	3	0
Old Road	7	0
Pennymead	4	2
Pittmans Field	8	2
Potters Field	6	0
Pitt Field	6	0
Red Lion Lane	7	2
The Hoo	11	2
The Hornbeams	9	0
The Oxleys	8	1
Tunmeade	4	0
Willowfield	11	3
	<b>145</b>	<b>24</b>

It is recommended that all properties specifically identified to house older people over the age of 55, should have emergency alarm (assistive technology) installed as an integral part of the tenancy.

This could be offered to all existing tenants, but would become part of the tenancy once the property becomes void. There are currently 24 over 55's general needs properties that have alarm systems installed.

Once the remaining 121 properties have alarm systems installed the annual income will increase by £24,476.

#### Allocation of de-commissioned and over 55 general needs housing

The allocations policy is due to be updated and recommendations made to members in February 2018, in order to ensure consistency of allocation it is recommended that all de-commissioned and over 55's housing be classified with an age restriction of over 55's general needs housing and/or with an appropriate mobility requirement to match the individual attributes of the property.

## **SUMNERS FARM CLOSE (INDEPENDENT LIVING)**

Extra Care (independent living) provides additional support and access to facilities for frail older people who have more complex support needs to enable them to retain their independence. In addition to the communal facilities available in sheltered housing e.g. communal lounge and laundry facilities, there will be midday meal and 24 hour care provision. There are 42 extra care flats in Harlow at Sumners Farm Close.

Feedback from tenants and stakeholders suggests that Independent Living Schemes (Extra Care) are highly valued and a real alternative to residential care, giving tenants the opportunity to maintain their independence.

Locally there is a general lack of understanding about what Independent Living is, and how to distinguish it from 'housing' and 'residential care'. It is intended to develop a new welcome pack to better inform tenants and hold open days to raise greater awareness which would benefit relatives, tenants, staff, as well as those in the wider community such as GP's and community health services, to achieve improved understanding, help set realistic expectations, and promote the benefits of the service.

### Allocations

Allocation of a property at Sumners Farm Close lies outside of the Choice Based Lettings Policy, criteria for allocation is an applicant with a high medical need and in receipt of a minimum of 6 hours assessed care need per week. A waiting list is held by the Council.

Properties are allocated by way of an allocations panel consisting of officers from Harlow Council, Essex County Council and the on-site care provider. The primary consideration being the person on the waiting list with the highest need at the point of offer or subject to safeguarding concerns

### Core Service

The current on site care provision is procured and funded by ECC, however ECC intend to tender the service from 1 April 2018 with the charge for the 24/7 provision being passed onto the tenants, who would then have the option of procuring their planned care from their choice of care provider.

The 24/7 charge is known as a "peace of mind" charge often referred to as the core service, this is the provision of emergency 24/7 care and support which must be based on-site to ensure that emergencies can be responded to in a timely manner.

### Meal Service

The lunch time meals service is highly valued by tenants and their families. As part of the review, it is intended to explore the options for the future delivery of the service providing value for money and flexibility of delivery. Options for future delivery include:

- Continue to provide the service in house.
- Outsourcing.

- Include within the scope of the on-site care provider.

### **Sumners Farm House**

The property is a grade 2 listed two storey Georgian house, which until recently was used as office accommodation for Harlow Council’s Housing Service.

A feasibility study is being undertaken to convert the farm house to six one bedroomed disabled friendly properties, which will link to the existing independent living scheme and increase rental income by £26,195 per annum.

The cost of the conversion would be approximately £500,000. Funding could come from the 2018/19 capital programme with 30% of the funding through right to buy receipts. Rental income from the additional properties will commence in 2019/20.

### **OUT OF HOURS RESPONSE SERVICE**

The out of hours mobile response service is a non-statutory service delivered outside of normal working hours including bank holidays and weekends and assists service users to remain and live independently in their own homes.

There were a number of difficulties delivering the service including lone working, service cover and staff working over the permitted working time directive hours. It was therefore decided to procure the service externally, which was carried out in September 2015.

Procurement of a full overnight service was unsuccessful and after discussions with several potential service providers the decision was made to re-tender the service from 5pm to 12 midnight Monday to Friday and 8.30am-12midnight weekends and bank holidays.

The service has been successfully outsourced since May 2016 to Manorcourt Homecare on a 2 year contract, to be retendered in March 2018

The cost of providing the out of hour’s service is currently £50k per annum and the number of calls received detailed below, the average number of calls per week responded to being 3-4.

### **Call for August 216 to July 2017**

Number of out of hours call received	282
Number of out of hours calls responded to	180

### **FINANCE AND CHARGING**

#### **Service Charges**

It is recommended that in order to maintain the principles of unpooling of service charges introduced in 2007, the cleaning of communal areas at Sumners Farm Close and communal window cleaning in all sheltered housing and de-commissioned

schemes will be un-pooled from April 2018, this will form part of the Housing Revenue Account (HRA) estimates report. This will have no effect on the HRA.

It is recommended that the following potential services charges should not be charged at this time.

- Television Signal Relay.
- Furniture for communal areas, with a planned replacement programme on a cyclical basis.
- Fuel costs in communal areas.

### Dispersed Alarms

The cost of dispersed alarms is split into 2 elements:

- a) monitoring is £1.70.
- b) monitoring and response £3.89.

The table below highlights the charges of neighbouring authorities for comparable services:

Organisation	Monitoring Charge £	Monitoring and Response Charge £
Basildon DC	3.98	3.98
Brentwood DC	2.50	n/a
Epping DC	2.15	n/a
Colchester	3.79	5.95
Tendering	n/a	4.57

An increase in dispersed alarm charges of 5%, 10% and 15% of 10% would amount to an annual increase in funding of £10,797 for 5%, £21,594 for 10% or £32,393 for 15% the table below gives the options for the price increases

Service Provision	Current Usage & Charges 2017/2018 £			5% uplift £	Increased Income £	10% uplift £	Increased income £	15% uplift £	Increased income £
Monitor – council tenants	15	1.70	1,326.00	1.79	66.30	1.87	132.60	1.96	198.90
Monitor & response Council tenants	451	3.89	91,228.28	4.08	4,561.41	4.28	9,122.83	4.47	13,684.24
Monitor – private	0	1.70	0.00	1.79	0.00	1.87	0.00	1.96	0.00
Monitor & response private	610	3.89	123,390.80	4.08	6,169.54	4.28	12,339.08	4.47	18,508.62
	1076		215,945.08		10,797.25		21,594.51		32,391.76

### Sheltered Housing

All HRS funding from Essex County Council for sheltered housing was removed from April 2017 and it was agreed by Cabinet in January 2017 that the charges would be phased in to tenants over a three year period to enable the recovery of costs. The table below highlights the proposed charges

Scheme	Charges 2017/18 £	Charges 2018/19 £	Charges 2019/2020 £
Sheltered Housing	4.10	7.17	10.14

Increased income for 2018/19 £74,712 and for 2019/20 £72,277 based on 468 properties.

### **Summary**

The table below provides a summary of the proposed efficiency savings and details the lessening contribution to the Housing Revenue Account (HRA) and General Fund (GF).

**SUMMARY OF ACCUMULATIVE YEAR ON YEAR EFFICIENCIES AND SAVINGS**

	Year 1 - 2018/2019			Year 2 - 2019/2020			Year 3 - 2020/2021			Year 4 - 2021/2022			Year 5 - 2022/2023		
<b>Recommendation</b>	Efficiencies /Increased Income	GF	HRA	Efficiencies /Increased Income	GF	HRA	Efficiencies /Increased Income	GF	HRA	Efficiencies /Increased Income	GF	HRA	Efficiencies /Increased Income	GF	HRA
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£
<b>Efficiencies:-</b>															
<b>Management and Organisation</b>															
Delete vacant post Sen Supported Housing Off	35,000	15,400	19,600	70,000	30,800	39,200	105,000	46,200	58,800	140,000	61,600	78,400	175,000	77,000	98,000
Delete vacant post PT Supported Housing Off	18,418	3,131	15,287	36,836	6,262	30,574	55,254	9,393	45,861	73,672	12,524	61,148	92,090	15,655	61,148
<b>Additional Service Income:-</b>															
<b>Re-designated general needs properties</b>															
Remaining 127 properties (annual income based upon relet estimates- this continues past year 4) – (£25,690)	1,500	0	1,500	3,000	0	3,000	4,500	0	4,500	6,000	0	6,000	7,500	0	7,500
<b>General Needs Over 55's Housing</b>															
Remaining 121 properties (annual income based upon relet estimates - this continues past year 4) – (£24,476)	1,500	0	1,500	3,000	0	3,000	4,500	0	4,500	6,000	0	6,000	7,500	0	7,500
<b>Summers Farm House (Independent living)</b>															
Summers Farm House rental income – (£26,195)	0	0	0	26,195	0	26,195	52,390	0	52,390	78,585	0	78,585	104,780	0	78,585
<b>Increased Service Take Up:-</b>															
<b>The Careline Service (assistive technology)</b>															
increase in alarm units installed (3% year 1 and 1% per year for next 3 years) – (£13,350)	6,675	3,805	2,870	8,900	5,073	3,827	11,125	6,341	4,784	13,350	7,610	5,741	13,350	7,610	5,741
<b>Finance and Charging:-</b>															
Dispersed Alarms - increase charges for monitoring (10%) – (£133)	133	0	133	266	0	266	399	0	399	532	0	532	665	0	532
Dispersed Alarms - increase charges for monitoring and response (10%) – (£21,462)	21,462	12,339	9,123	42,924	24,678	18,246	64,386	37,017	27,369	85,848	49,356	36,492	107,310	61,703	45,607
<b>Sheltered Housing</b>															
Increase in HRS charges – (£146,989)	74,712	0	74,712	146,989	0	146,989	146,989	0	146,989	146,989	0	146,989	146,989	0	146,989
Less income included in the Business Plan	(-)40,000	0	(-)40,000	(-)80,000	0	(-)80,000	(-)80,000	0	(-)80,000	(-)80,000	0	(-)80,000	(-)80,000	0	(-)80,000
<b>Totals</b>	119,400	34,675	84,725	285,110	66,813	191,297	365,543	98,951	265,592	470,976	131,090	339,887	575,184	161,968	413,216

## **MANAGEMENT AND ORGANISATION**

Prior to the Sheltered Housing Review in 2009 the structure was split into Sheltered Housing and Careline with a staffing structure consisting of 24.5 full time employees (FTE). The remodelling of Sumners Farm Close to extra care reduced the structure by three FTE. The outsourcing of the call handling service and introduction of a generic job description for Supported Housing Officers in 2010 has reduced the structure to 18.5 FTE with the revised structure providing improved flexibility of service delivery focusing staff resources where they were most needed.

The proposed staffing structure is highlighted in Appendix E

The job description and job title will be amended to reflect the changes to the Supported Housing Officer role as part of this review which may result in re-evaluation. It is intended to delete vacant posts which include one part time (22.5hrs) Supported Housing Officer post realising a saving of £18,418, and one of the Senior Supported Housing Officer posts. The remaining senior post will be responsible for the management of the full team's day to day workload. This will realise an efficiency saving of £35,000.

It is envisaged that in line with the Housing Hub Supported Housing will sit with the people element of the Hub, and that in the long term the strategic direction of the service will be undertaken by the Senior Housing Manager.

### Administration

The Housing Related Support Admin Officer role was made redundant in March 2017 as a result of the removal of the older persons support funding from ECC. There were some residual tasks that remained when the role was deleted which included the setting up and managing of tenants accounts on Orchard, which are currently being carried out by the Supported Housing Admin Officer. In addition there is an Admin Support role that primarily supports the telecare and data entry functions.

It is intended to re-structure these roles with one having primary responsibility for the finance functions, and the other a more general admin role. Both roles will be subject to job evaluation which may result in a re-structure when the Councils organisational change procedure will be followed.

In order to streamline debt collection processes and maximise income, the monitoring of income and collection of arrears for housing related support services will be undertaken by the Supported Housing Team Leader.

### Service Provision

It is intended to reduce the number of routine tenant support visits to two per week, concentrating on meeting identified needs through the risk and support planning process, however tenants with acute specific support needs will continue to be able to access five day a week visits for a limited period of time.

To ensure the appropriate allocation of properties, pre-tenancy home visits will be undertaken to prospective tenants by Supported Housing Officers (SHO), SHO's will also carry out accompanied viewings, tenancy sign-ups and 21 day visits.

The promotion and development of the telecare service will continue, jointly working with ECC who currently funds the equipment and the first 12 weeks monitoring charges.

**IMPLEMENTATION PLAN**

**APPENDIX B**

Date	Action	Responsible Officer	Comments
28 Nov 2017	Scrutiny Committee – Review Report	AM/VH	
	Recommendations from Scrutiny to be referred to cabinet		
Dec 2017	Update staff on the review outcome and next steps	VH	
Dec 2017 - Jan 2018	Visit Sheltered Schemes to update tenants on the review outcomes	VH	
January/February 2018	Review, update and re-evaluate job descriptions and employee profiles for: <ul style="list-style-type: none"> <li>• Admin Officer</li> <li>• Admin Support Officer</li> <li>• Team Leader</li> <li>• Supported Housing Officer</li> </ul>	VH/SE/DE	
January/February 2018	Updating of procedures in preparation for TSA annual audit	VH/SE	
January 2018	Inform Housing Benefit of potential additional service charges: <ul style="list-style-type: none"> <li>• Communal cleaning at SFC</li> <li>• Communal window cleaning</li> </ul>	VH	Charges to be un-pooled according to the principles set in 2007 Following council approval of charges
February 2018	Write to all clients informing them of the	VH	

	implementation of charges: <ul style="list-style-type: none"> <li>• Dispersed Alarms</li> <li>• Sumners Farm Close (Monitoring)</li> <li>• Sheltered Housing (year 2)</li> </ul>		
February 2018	Write to tenants re the un-pooling of service charges: <ul style="list-style-type: none"> <li>• Communal cleaning at SFC</li> <li>• Communal window cleaning</li> </ul>		
February 2018	External Audit for Telecare Services Association Accreditation: <ul style="list-style-type: none"> <li>• Telecare referral</li> <li>• Service user profiling</li> <li>• Telecare plan</li> <li>• Service tailoring</li> <li>• Installation of alarm equipment</li> <li>• Annual re-evaluation</li> </ul>	VH/SE/DE	
February 2018	Update of Allocations Policy to include standardising de-commissioned and over 55's general needs properties	LW	
March 2018	Recruitment to: <ul style="list-style-type: none"> <li>• Team Leader</li> <li>• Vacant Supported Housing Officer posts</li> </ul>	VH/SE	
April/May 2018	Staff training: <ul style="list-style-type: none"> <li>• Tenancy sign-ups</li> <li>• Carrying out pre-tenancy support assessment</li> </ul>	VH/DE Hsg Team Leader	

September 2018	Review of meal provision at Sumners Farm Close	VH/SH Team Leader	Options: <ul style="list-style-type: none"> <li>• Continue to provide the service in house</li> <li>• Outsourcing</li> <li>• Include within the scope of the on-site care provider</li> </ul>
December 2017	Review performance indicators		Ensuring appropriateness and providing valuable service delivery data
February 2019	Write to sheltered housing tenants to inform them of year 3 support charge increases		
2018/19	Refurbish the farmhouse and open the internal walkway at Sumners Farm Close to add an additional 6 units to the existing scheme, increasing the total to 48	VH/WM	

**Appendix C**  
**Essex Local Authority Portraits**  
**A product of the Essex Joint Strategic Needs**  
**Assessment (JSNA)**



# A profile of people living in Harlow

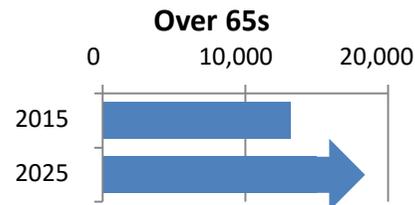
March 2016  
Organisational Intelligence

Harlow is one of a number of ‘new towns’ built in the 1950’s to provide social housing to people living in London. Covering an area of 12 square miles, the town was designed by the architect Lord Gibberd and built on a theme of neighbourhoods around the town centre. Each of the original seven neighbourhoods has necessary amenities – shops, schools, church, health centre and district council neighbourhood offices. The aim across the town was to have large areas of green open spaces - most of which have been preserved.

## An overview of Harlow including key issues impacting the population, health and wellbeing, and demand on services

### People and place

- An **ageing population** is increasing demand on services.



- Several **deprived areas** with poor health and unemployment.
- Very high population density.
- Very high rate of **crime** and fewer residents feel safe.
- Lower than average waste **recycling** levels.



### Lifestyles

- Reducing **smoking, drinking** and child/adult **obesity**, plus increasing the level of physical activity, are all areas for improvement.
- Interventions need to reach high risk groups to reduce the number of preventable health conditions and service demand.
- Hospital admissions due to **alcohol** related conditions are worse than the England average.
- Increase in number of adults in **substance misuse** treatment.

### Physical and mental health

- Third highest rate of **diabetes** in the county.
- Higher rate of hospital admissions due to **hip fractures** than England.
- Both prevention and treatment are important to improving health outcomes.
- Poor **wellbeing** amongst adults but a lower than average percentage with **mental health** problems.
- Increasing number of people with **dementia**. Unpaid carers require support to achieve their role.



### Housing

- High proportion of **social tenants**, with fewer than average number of residents owning their own homes.
- Large rise in **house prices**.
- Very high proportions on the **housing waiting list** and in **temporary accommodation**.
- High rate of **homeless** households.
- Ageing population will impact on the availability of health services, housing and care homes.

36



### Children and Young people

- Very high rate of **teenage pregnancy** is linked to a range of poor outcomes in later life.
- Higher than average **Chlamydia** testing but also higher percentages testing positive.
- High levels of **child poverty**.
- High rate of **children in care**.
- High level of eligibility for free early education entitlement (two year olds) but low **take up** rates.

### Education

- Low percentage of children who are **ready for school**.
- The proportion who achieve a **good level of development** at age 5 is close to the average but there is a **gap** for those eligible for free school meals.
- Lower than average proportion achieve five or more **GCSEs** at grades A\*-C.
- High proportion attend a **good or outstanding school**.
- Lowest **persistent secondary absenteeism** in Essex.
- Far fewer pupils than average aspire to go to **university**.



### Employment

- Higher than average number of adults with **no qualifications**.
- Average adult unemployment but higher proportion of **young people** Not in Education Employment or Training.
- Lower level of **employment** amongst adults.
- Higher than average ratio of **jobs** per population and increasing number of jobs.
- Most businesses have 9 or fewer employees.



### Transport

- Shortest average **travel time** by public transport or walking to reach key services in Essex.
- Below average percentage of residents in Essex who are satisfied with local **bus service** and local transport information.
- Access to a car is essential for people out of work and not able to use public transport or walk to an employment centre. 14% may miss out on **work opportunities** unless they have access to a car.

## Greater demand on health and social care due to an ageing population and schools and services supporting 5-15 year olds

This section links to the following Essex County Council Outcomes



Children get the best start



Good health & wellbeing



Learning



Safer communities



Economic growth



Sustainable environment

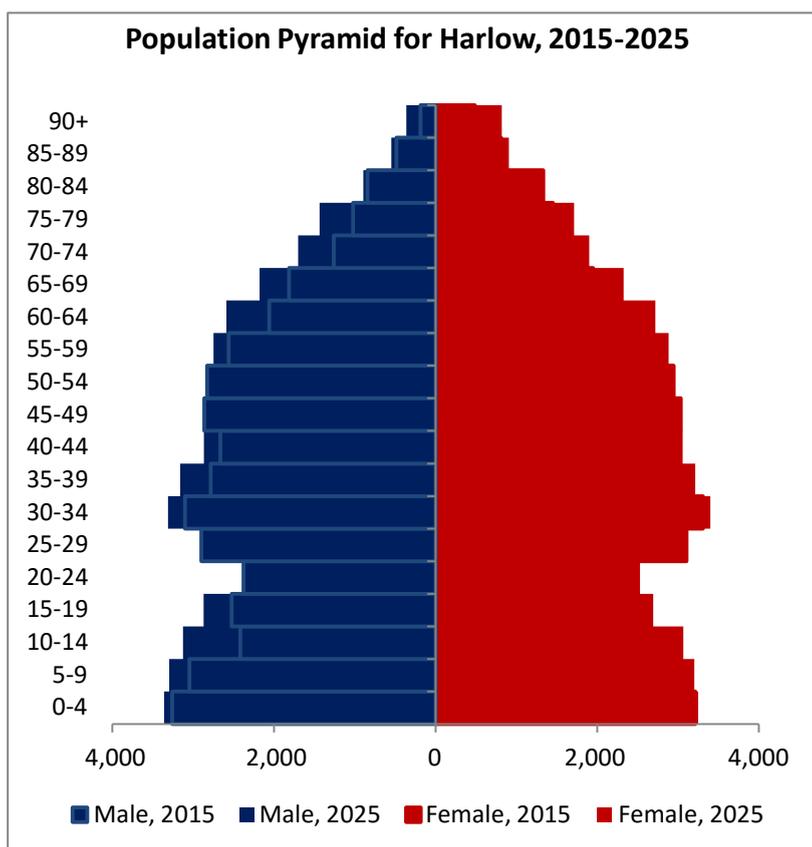


Independence



Harlow is the fourth smallest district in Essex in terms of total population numbers, accounting for 6% of the total population in Essex. It has a lower proportion of over 65s compared to the county as a whole although an 21% increase is expected between 2015 and 2025 equating to 2,800 more people. This ageing population will put greater demand on health, social care services and housing needs.

The working population is essential for economic growth, requiring adequate housing, access to jobs and businesses, and the Harlow proportion is forecast to decrease by 3% by 2024.

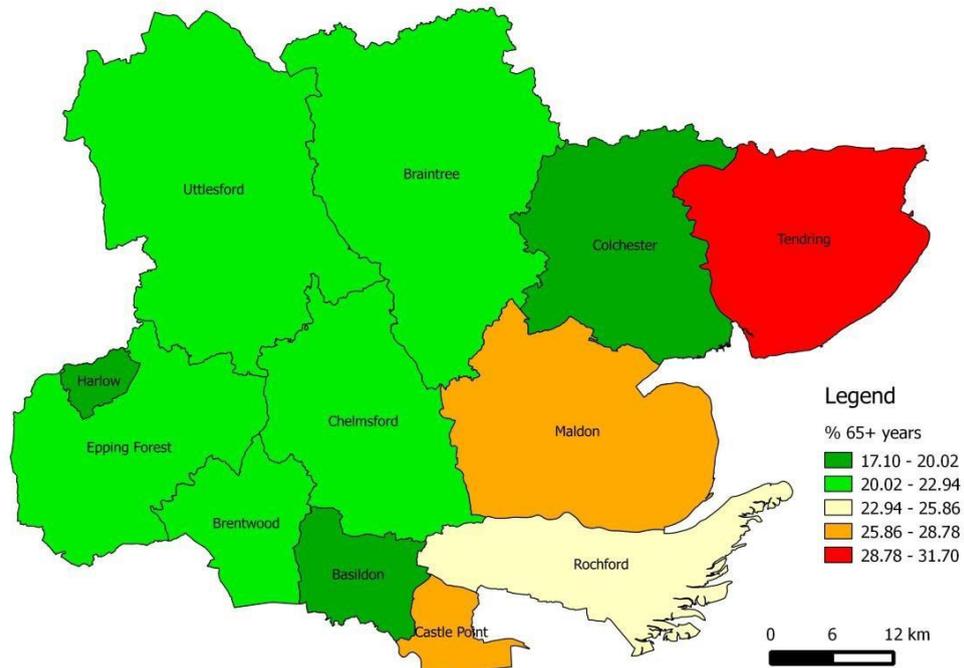


Between 2015 and 2025:

- The total population will increase from 84,600 to 91,800: an increase of 8% or 7,100 more people.
- Over 65s will increase from 13,200 to 16,000: an increase of 21% (2,800) and will represent 17% of the total population in the district.
- The proportion of the working age population will fall slightly from 58% to 55%.
- There will be 2,900 more under 19s.
- 14,400 new babies will be born over the period.

Source: ONS, 2012 sub-national populations

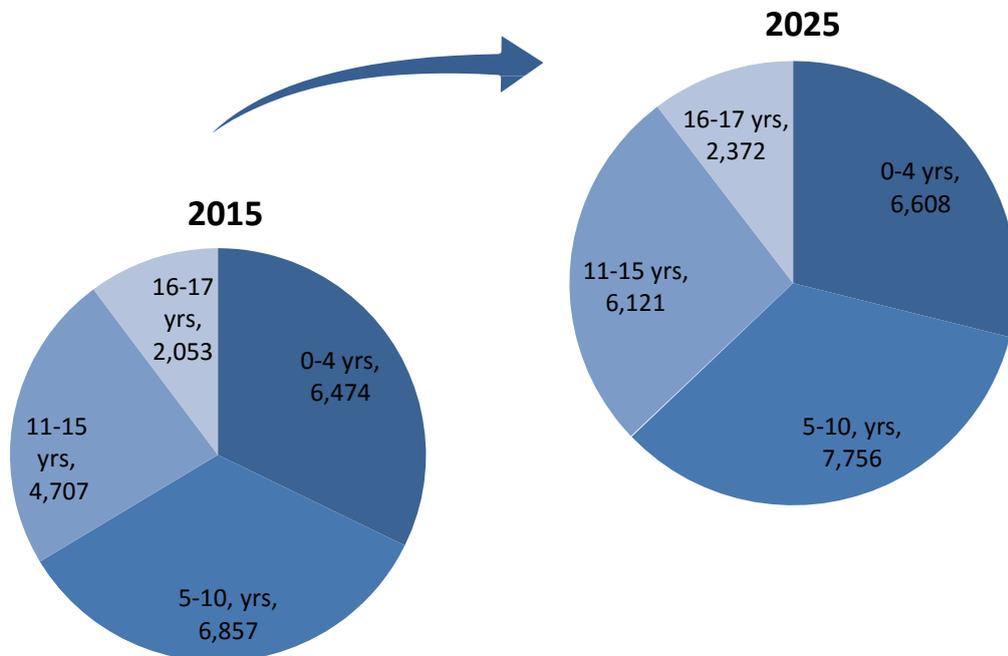
**Percentage of older people (65+ years) by district (2024)**



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Source: Office for National Statistics 2012-based sub-nation population projections

10th June 2015

Between 2015 and 2025, the 5-10 year old and 11-15 year old age groups will be the biggest growing age groups for children: an increase of 899 and 1,415 respectively. School places and services will need to be available to support these changes.



## Harlow has a number of areas of relative deprivation

This section links to the following Essex County Council Outcomes



Children get the best start



Good health & wellbeing



Learning



Safer communities



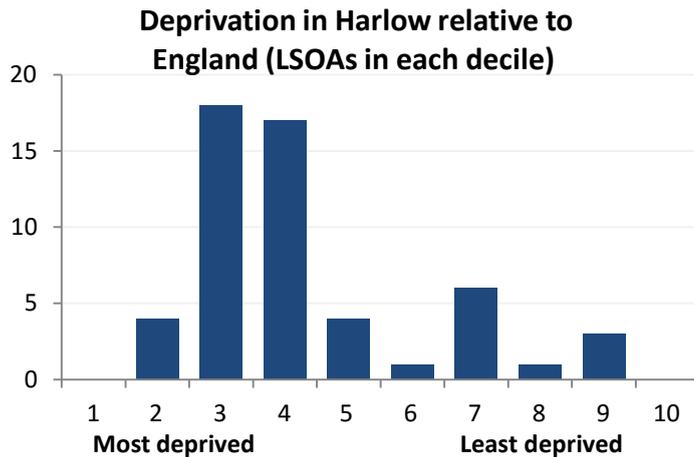
Economic growth



Sustainable environment



Independence



Source: DCLG, Indices of Multiple Deprivation (IMD) 2

The Indices of Multiple Deprivation are made up of a number of different domains including: income; employment; health and disability; education, skills and training and housing and services which impact the overall deprivation. The difference in deprivation between areas is a major determinant of health inequality: if deprivation inequalities decrease then health inequalities are likely to decrease also.

There are 54 LSOAs in Harlow, with none of them being amongst the most deprived 10% (or the most affluent 10%) in England.

The distribution would suggest that there are a few affluent areas of Harlow but many that are relatively deprived. Harlow is ranked 101 out of 326 local authorities in England on overall deprivation (where 1 is the highest level of deprivation).

MOSAIC is a tool for identifying the characteristics of households within an area. There are 66 different household types in MOSAIC and some or all of them can be present in an area. The top three most prevalent household types in Harlow, representing 21% of households are:

<b>“M56 Solid Economy”</b> 9.5% of households	<b>“K47 Offspring Overspill”</b> 5.6% of households	<b>“K46 Self Supporters”</b> 5.4% of households
<ul style="list-style-type: none"> <li>Families with children, aged 18-25</li> <li>Renting from social landlord</li> <li>Household income less than £15k</li> <li>Lower wage service roles</li> <li>Relatively stable finances but small bills may be a struggle</li> </ul>	<ul style="list-style-type: none"> <li>Pre-retirement families with adult children, aged 56-60</li> <li>Own three bed semis and terraces</li> <li>Individual incomes not high, with household incomes of £30-39k</li> <li>Better off if children are contributing but bills can be a struggle</li> </ul>	<ul style="list-style-type: none"> <li>Singles living alone, aged 46-65</li> <li>Own two or three bedroom small homes, often terraces</li> <li>Still working</li> <li>Income typically of £20-29k</li> </ul>

Staple Tye, Toddbrook and Mark Hall wards are areas with high deprivation and health inequalities. The household profiles in these areas are quite different and therefore the approach needed to reduce inequalities is also likely to be different.

Staple Tye ward	Toddbrook ward	Mark Hall ward
<ul style="list-style-type: none"> <li>• 11% of households are M56 'Solid Economy' who tend to be families with children, renting their homes with incomes under £15k.</li> <li>• 7% are M55 'Families with Needs' who are cohabiting couples or singles with children, renting with household incomes under £15k.</li> <li>• 6% are N61 'Estate Veterans' (see right for definition).</li> <li>• 6% are M54 'Childcare Squeeze' who are couples likely to have pre-school children, own low value homes and have incomes of £30-39k.</li> </ul>	<ul style="list-style-type: none"> <li>• 9% of households are M56 'Solid Economy' (see left for definition).</li> <li>• 7% are J41 'Central Pulse' who are singletons aged under 35 who rent flats, with incomes of £20-29k.</li> <li>• 6% are K47 'Offspring Overspill' who are pre-retirement families with adult children and incomes of £30-39k.</li> <li>• 6% are K46 'Self Supporters' who live alone, are aged 46-65 and own 2/3 bedroom small homes with incomes of £20-29k.</li> <li>• 6% are N61 'Estate Veterans' (see right for description).</li> </ul>	<ul style="list-style-type: none"> <li>• 13% of households are M56 'Solid Economy' (see left for description).</li> <li>• 9% are O63 'Streetwise Singles' who are singles and sharers aged under 30 in low cost social flats with incomes of less than £15k.</li> <li>• 7% are N61 Estate Veterans' who are 76-80, often living alone, on low incomes and long term social renters.</li> <li>• 7% are K47 'Offspring Overspill' (see left for description).</li> <li>• 6% are J45 'Bus-Route Renters' who tend to be 25-40, living alone and renting lower value flats.</li> </ul>

### Reducing smoking, drinking and adult obesity are areas for improvement

This section links to the following Essex County Council Outcomes



Children get the best start



Good health & wellbeing



Learning



Safer communities



Economic growth



Sustainable environment



Independence

Smoking, drinking alcohol and obesity can cause preventable health conditions. At 23.8% Harlow has the third highest smoking prevalence in the county, and it is also higher than the national average of 18%. Prevalence is higher in people in routine and manual jobs (36.4%).

Alcohol related admissions to hospital were significantly higher than the national rate of 645 per 100,000 population in 2013/14. There were 193 arrests for drug possession in Harlow in the year to September 2015, down 13.1% from a year earlier and accounting for 7.8% of all arrests in Essex. 372 adults and 55 young people were receiving treatment for drug abuse, plus 226 adults and six young people were receiving treatment for alcohol abuse in the district in 2014/15. This is a

- 23.8% of adults are smokers, higher than the national average.
- 552 people (731 per 100,000) were admitted to hospital with alcohol related conditions, worse than the national average.
- 156 adults (and 31 young people) were in treatment for drug/alcohol misuse, up 12% from a year earlier.

10% decrease since 2013/14 in the number of adults being treated but the number is the fourth highest in the county.



**Citizen Insight** Source: Residents Survey 2015

11% of Harlow residents stated that they smoke, similar to the Essex average (10%). Obesity in adults in Harlow is worse than the national figures, although levels of physical activity are higher than average.

The proportion of adults who are overweight or obese (66.1%) is in the mid range of districts but is slightly higher than the national average (64.6%). At 36.2% Harlow has the highest proportion of children aged 10-11 in the county (the Essex average is 30.7%) and the figure is also higher than the national average of 33.3% in 2014/15.

Compared to the county average Harlow has a lower rate of physical activity levels in terms of organised sport participation (31.7% compared to 35.4% of adults) and as part of a club membership (19.6% against 22.9%). Residents should do more to improve their levels of physical activity in order to benefit their health, to achieve a lower risk of cardiovascular disease, stroke and coronary heart disease and this may mean creating more opportunities for people to do so.

- 66.1% of adults and 36.2% of 10-11 year old children are overweight or obese. This is higher than the national figure for adults and children.
- 14.6% of adults in Harlow are doing enough physical activity to benefit their health, the third lowest in the county and lower than the national average of 17.6%.



**Citizen Insight** Source: Residents Survey 2015

- 35% said that in the last week they did 30 minutes of moderate physical activity on five days or more, lower than the county average of 39%.
- Harlow residents (38%) are most likely to cite lack of time as the main reason for not taking more exercise (slightly lower than the Essex average of 43%). They are more likely than all Essex residents to say that it is too expensive (32% compared to 23%).

**Poor health and increasing numbers of people with dementia, diabetes and admissions due to hip fractures will put demand on health services**

This section links to the following Essex County Council Outcomes



Children get the best start



Good health & wellbeing



Learning



Safer communities



Economic growth



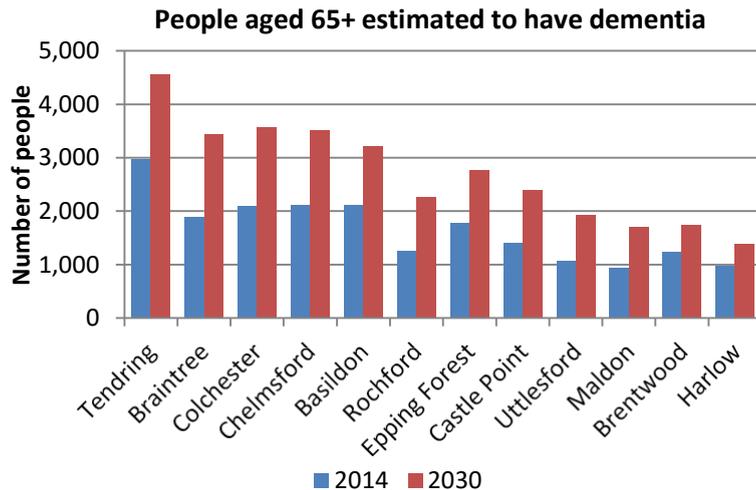
Sustainable environment



Independence



Increasing numbers of people with dementia will have an impact on health services including training of staff, support for unpaid carers, and the available housing stock as more places in supported and sheltered housing and care homes will be needed.



980 people aged over 65 are thought to have dementia and this number is expected to rise by 42% to 1,390 by 2030, the second lowest percentage increase in the county.

Harlow had the highest rate of people who died prematurely from cardiovascular diseases (CVD) in the county, higher than the national average of 75.7. It has the second highest rate of preventable deaths from CVD, which is close to the national average of 49.2. There has been a general improvement of these rates which is consistent with the national picture, and likely due to improvements in treatment and lifestyle. Prevention and treatment are important to improve things further.

- 81.1 per 100,000 people (147) died prematurely from cardiovascular disease (2012-2014), the highest rate in the county. 48.5 per 100,000 (86) were preventable deaths from CVD.

- 618 per 100,000 (95) residents aged 65+ were admitted to hospital with hip fractures in 2014/15.
- Harlow has the third highest rate of diabetes in Essex at 6.7% (4,871) of the GP registered population, and the rate has risen over the last four years.

The prevalence of hospital admissions due to hip fractures in the over 65s in 2014/15 was worse than the previous year and was worse than the England average of 571 per 100,000 population, but was however in the mid-range of figures in the county. Hip fractures can cause a loss of independence and are likely to result in an increased need for social care and care home places.

There was an increase in the number of recorded cases of diabetes in 2014/15, compared with the previous period, and the rate has been increasing over the last four years (as has the national figure). This may be due to higher levels of diabetes or improved detection by GPs. The rate is slightly above the national average.



**Citizen Insight** Source: Residents Survey 2015

63% of Harlow residents rate their general health as good, the lowest percentage in Essex and below the county average of 70%.

658 adults in Harlow were receiving social care support in 2014/15. 90% had personal budgets while 21% had Direct Payments, very close to the figures for the whole of Essex.

74% of adults who had accessed reablement services during the year left as self-carers, i.e. being able to live independently, just above the county average of 71%. (Reablement is a short-term service to help people with their daily living activities in order to regain or increase their independence following an illness, injury, disability or when people need some support in re-building confidence).

- 658 adults in Harlow were receiving social care support in 2014/15.
- 90% of them had personal budgets, similar to the county average of 91%.

### Lower than average life satisfaction, higher than average level of bullying and adult mental health prevalence in West Essex CCG is lower than England figures

This section links to the following Essex County Council Outcomes

						
Children get the best start	Good health & wellbeing	Learning	Safer communities	Economic growth	Sustainable environment	Independence
✓	✓	✓	✓	✓		✓

National research highlights that good emotional and mental health is fundamental to the quality of life and productivity of individuals, families, communities and nations. It is associated with improved learning; increased participation in community life; reduced risk-taking behaviour and improved health outcomes. Poor child emotional well-being and mental health can have a lasting effect into adulthood. Research has shown that early intervention, preventative strategies and resilience building are effective to improve emotional wellbeing and mental health and are most effective when they take a holistic, family centred approach.



#### Citizen Insight

According to the 2015 Pupil Health and Wellbeing (SHEU) survey:

- Primary pupils in Harlow scored their overall wellbeing as 14.2 out of 20, close to the county average while secondary pupils scored their overall wellbeing as 12.5 out of 20, also similar to the Essex figure.
- 25.2% of secondary school pupils in Harlow say they have sometimes felt afraid to go to school because of bullying, above the Essex average of 20.5%.

67% of residents rated their life satisfaction at 7 or more out of 10, fewer than the 72% in the whole of Essex and the second lowest in the county (Residents Survey 2015)

People with a serious mental illness have mortality rates 2-3 times higher than the total population that is largely due to undiagnosed or untreated physical illness as there had been a focus on the mental illness.

The proportion of people with a mental health problem in the West Essex CCG (0.69%) area is lower than the national figure. This indicator shows the prevalence of schizophrenia, bipolar affective disorder and other psychoses. This figure is much lower than the 4.2% of those completing a GP survey who report they have a long term mental health problem, which may be due to an under recording of diagnosis or the increased likelihood of people with mental or physical health problems completing GP surveys.

A large proportion of older people diagnosed with mental health problems are often related to dementia. During 2014/15 the Older Age Mental Health team conducted 10 assessments for people entering the service and 18 reviews on residents in Harlow. This represented 2% of all assessments and 1% of all reviews conducted in Essex: the third smallest number of assessments and smallest number of reviews in the county.

In the NHS West Essex CCG area, which covers Epping, Harlow and Uttlesford:

- 0.69% have a mental health problem lower than the England figure (0.86%, QOF prevalence)
- 4.2% of people completing a GP survey report a long term mental health problem, lower than the England figure (5.1%)

### Harlow has high rates of children in care, with a Child Protection Plan and children in poverty, and a very high rate of teenage pregnancy

This section links to the following Essex County Council Outcomes

						
Children get the best start	Good health & wellbeing	Learning	Safer communities	Economic growth	Sustainable environment	Independence
✓	✓	✓		✓		

The wellbeing of children and young people can be affected by many factors. Children and young people in care are among the most socially excluded children in England and there tend to be significant health and social inequalities for these children compared with all children. Harlow has the second highest rate of children in care in the county (47.8 per 10,000 population), although only a third of children originating from Harlow are placed there. Twice as many children originating from outside the district are placed in Harlow (mainly Unaccompanied Asylum Seeking Children).

The rate of children with a Child Protection Plan is 24.4, the second highest in the county and above the Essex average of 16.9, while its rate of children receiving other social care support at 215.0 is significantly higher than the county average of 152.5.

- At the end of December 2015 there were 96 children in care originating from the Harlow district.
- 49 children with a Harlow postcode had a Child Protection Plan in place.
- 432 children received other social care support.

During 2015, Harlow had 111 families commenced on a Family solutions episode, representing 10% of all episodes in Essex. Family Solutions is an early intervention project.

The rate of hospital admissions caused by injury to children aged 0-14 (either unintentional or deliberate) was 76.4 per 10,000 in 2013/14, below the Essex average of 92.3 and the second lowest district in Essex

- During 2015, Harlow had 111 families commenced on a Family Solutions episode.
- 127 children were admitted to hospital due to injury in 2013/14, a lower rate than the Essex average.

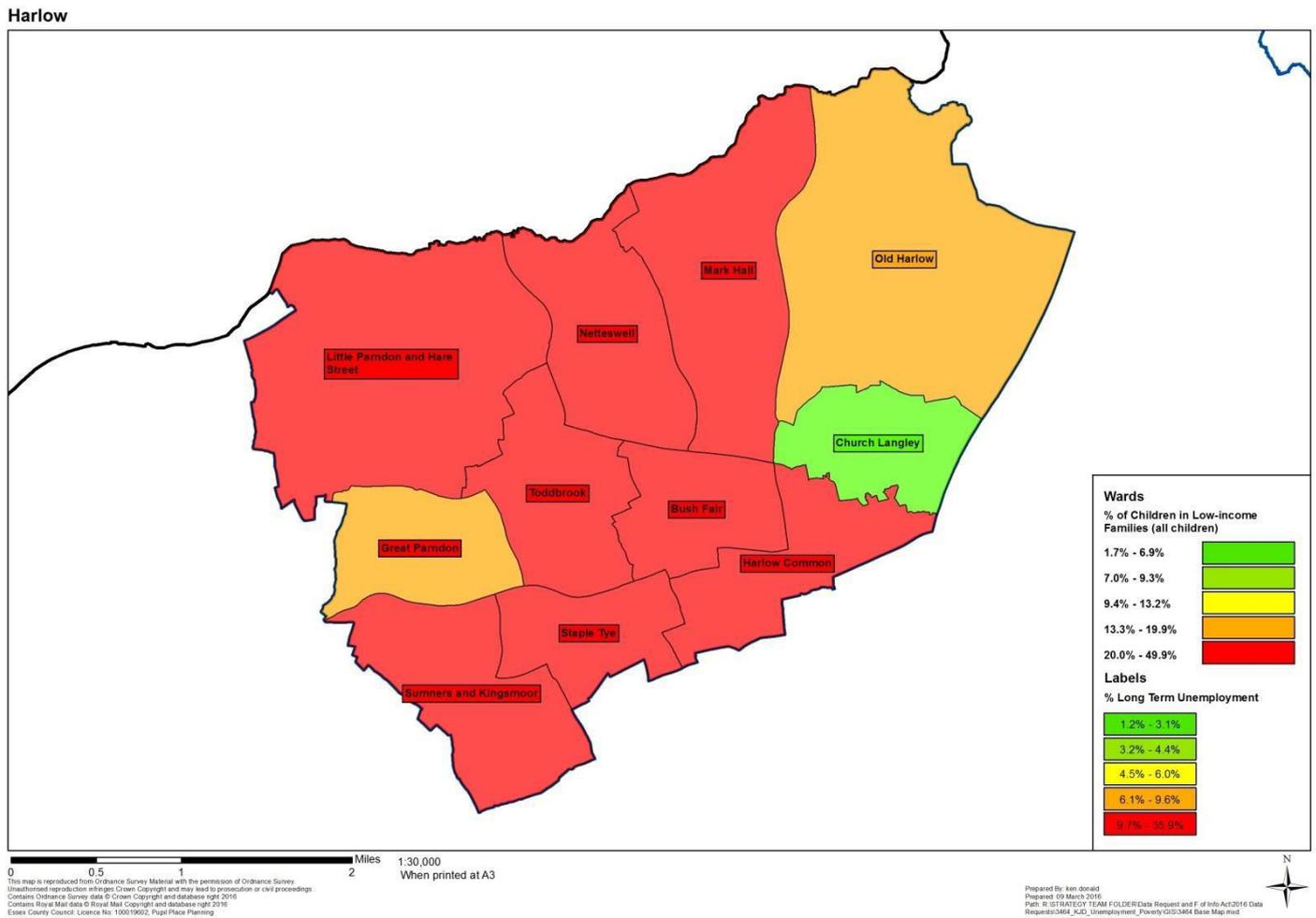
38.3% of two year olds were eligible for Free Early Education Entitlement and the take up rate was 58.3% in autumn term 2015.

Inequalities that develop in childhood tend to also disadvantage people as they become adults, for example poor health and social exclusion of care leavers and poor health, and financial outcomes for children who experience poverty. Early support can help to mitigate these problems later in life. Free Early Education Entitlement (FEEE) is a priority nationally for early years and Harlow, while having the second highest proportion of families who are eligible, had the second lowest take-up rate in the county.

Low earnings and long-term worklessness are key factors impacting child poverty. Parental qualifications, family structure and size also have an impact on available income. Child poverty can lead to poor health outcomes including child-mortality and illness such as child mental health and low birth weight. Targeting initiatives at areas of high long-term unemployment may improve income and potentially reduce the risk of child poverty.

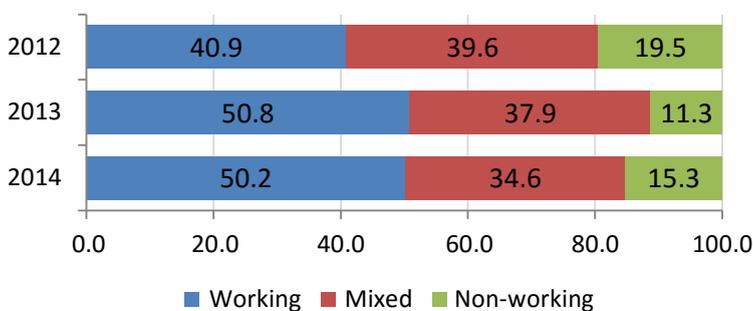
The map below shows the percentage of children in low income families compared to long-term unemployment (those claiming Job Seekers Allowance for more than 12 months). The bandings are based on the data across all wards in Essex and the map shows that Harlow has eight areas of significant child poverty when compared to the rest of the county plus two other wards that show above average child poverty or long-term unemployment.

## Percentage of children in low income families (2014) and long-term unemployment (2012/13) by ward



Eight out of Harlow's 11 wards had a higher than average percentage of children living in low income families in 2013 – the highest were Staple Tye (27.1%), Toddbrook (24.9%) and Mark Hall (24.9%). Nettleswell had the highest levels of long-term unemployment in 2013 (17.9%) followed by Staple Tye (16.2%), Little Parndon and Hare Street (15.3%) and Sumners and Kingsmoor (15.3%).

### % Children in households



9.2% of Harlow residents were long term unemployed in 2014, the highest proportion in the county (the Essex average was 4.9%), and above the national average of

- 18.7% of all children were in low-income families in 2013, the third highest figure in Essex and slightly above national figures (18.0%).
- 9.2% of adults were long-term unemployed in 2014 (down from 12.1% in 2013), above the national average of 7.1%.
- A larger proportion of children were in non-working households (15.3%) in 2014 than in 2013, and this was higher than the Essex average of 12.5%.

7.1%. 84.8% of children in 2014 were in working/mixed households, compared to 80.5% in 2012.

Research evidence suggests that teenage mothers are less likely to finish their education, are more likely to bring up their child alone and in poverty and have a higher risk of poor mental health than older mothers.

- Harlow had the highest rate of under 18s teenage conceptions in Essex in 2013, at 38.3 per 1,000, which was also above the national rate.
- 9.7% of Chlamydia tests were positive in 2014, the highest proportion in Essex (7.6%).

At 38.3 per 1,000 teenage pregnancy figures for Harlow were significantly higher than both the national and Essex averages (24.3 and 22.3 per 1,000) in 2013.

Chlamydia testing suggests that Harlow has a very high proportion of 15-24 year olds testing positive (the highest in the county) although it also has the second highest proportion of this age group being tested. 24.6% of 15-24 year olds were tested compared to a county average of 21.5%.

## Early years measures and GCSE results are poor and aspirations are low

This section links to the following Essex County Council Outcomes



Children get the best start  
✓



Good health & wellbeing  
✓



Learning  
✓



Safer communities  
✓



Economic growth  
✓



Sustainable environment



Independence  
✓

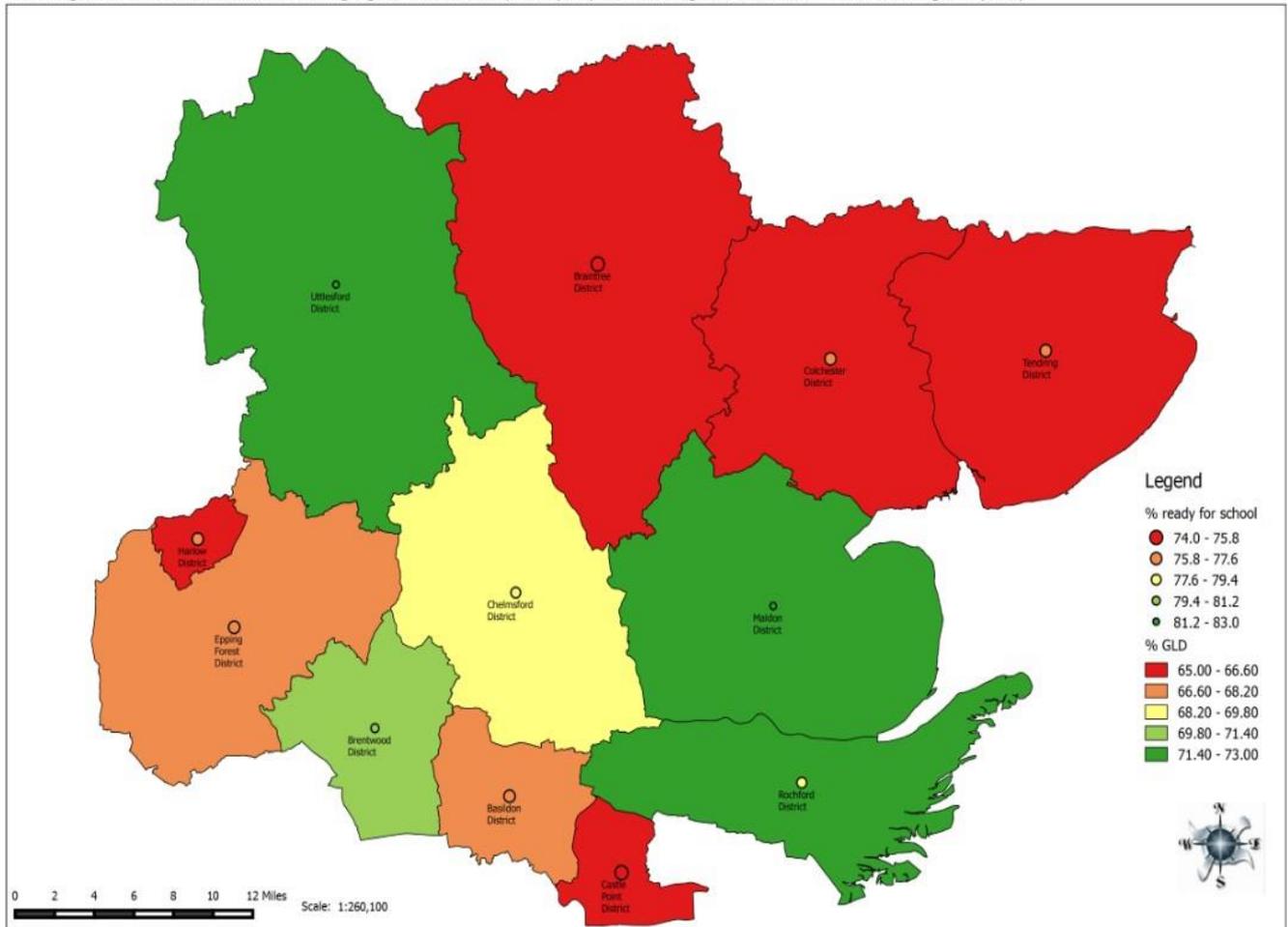
The general level of educational attainment within a population is closely associated with the overall health of that population. The long-term demographic and health problems for a child born into a family with traditionally low standards of educational attainment may be severe, affecting health choice behaviour and service provision uptake into adulthood. Parental unemployment, single parent households, having parents with low educational qualifications, being a persistent absentee and eligibility for free school meals are factors linked to low educational attainment. All attainment data relates to pupils attending schools in Harlow.

- 77% of pupils were 'ready for school' in 2014/15, the second lowest rate in the county but higher than the 72% in 2013/14.
- 66% achieved a good level of development at the end of the Early Years Foundation Stage, higher than the 59% a year earlier and close to the Essex average (68%).

The percentage of children in Harlow who are deemed 'ready for school' is one of the lowest in the county although it is close to the Essex average of 78%. The percentage who achieve a good level of development in the first year of school is close to the county average.

13.9% of primary and secondary pupils were eligible for free school meals in 2015, compared to 10.8% in the whole county. In 2014/15, just 42% of pupils who were eligible for free school meals (ie families with low income) achieved a good level of development, compared to 63% of those not eligible for meals, just under to the equivalent Essex figures of 43% and 66% respectively. The proportion of those receiving free school meals who achieve this is an area for improvement.

Percentage of children in Essex schools achieving a good level of development (GLD) and those eligible for free school meals achieving GLD (2015)



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The percentage of pupils at Harlow secondary schools (53.3%) who achieved five or more GCSEs at grades A\*-C including English & Maths in 2015 fell from 58.6% a year earlier. This appears to be consistent with the national trend. The results are the fifth lowest in the county and are considerably below the Essex average of 57.6%.

83.9% of all primary and secondary children studying in Harlow attend a good or outstanding school, slightly higher than in 2014 and close to the 84.3% in the whole of Essex.

- 53.3% of pupils attending secondary school in Harlow achieved five or more GCSEs at grades A\*-C including English & Maths, the fifth lowest proportion in Essex.
- 83.9% of all pupils attend a good or outstanding school, the third highest in the county.

- 4.4% of half days in state funded secondary schools in the district were missed due to authorised and unauthorised absences in 2014/15.
- 3.7% of secondary pupils are deemed to be persistent absentees, the lowest district level.

Young people who attend school regularly are more likely to get the most they can out of their time at school, more likely to achieve their potential, and less likely to take part in anti-social or criminal behaviour. Reducing absenteeism and exclusion levels are therefore important. Harlow has a slightly lower absenteeism prevalence (in state funded secondary schools) than Essex (5.1%) and has the lowest percentage of persistent absentees (3.7%) in the county (the Essex average is 4.8%).



**Citizen Insight** Source: SHEU 2015

- 75% of primary and 45% of secondary pupils in Harlow say they enjoy school most or all of the time, the same as the Essex average for primary but well below the secondary figures of 62%.
- Aspirations in Harlow are the lowest in the county, with just 41% of secondary pupils wanting to go to university compared to 54% overall in Essex.

**Higher than average proportion of adults with no qualifications, but although unemployment is lower there is a high proportion of economically inactive adults**

This section links to the following Essex County Council Outcomes

						
Children get the best start	Good health & wellbeing ✓	Learning ✓	Safer communities	Economic growth ✓	Sustainable environment	Independence

Health and employment are intimately linked, and long term unemployment can have a negative effect on health and wellbeing. Unemployment leads to loss of income, which affects standards of living. The long-term effects can include depression and anxiety, a loss of identity and reduced perceptions of self-worth. In addition, work can play an important role in social networks and the complex interactions between the individual and society, as work is an integral part of modern day social networking.

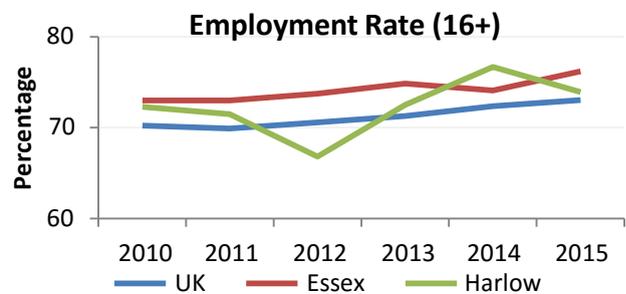
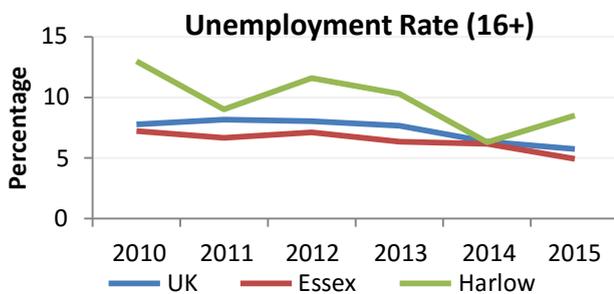
Young people with no qualifications are more likely to not be in education, employment or training post 16 and more at risk of not being in paid work and of receiving lower rates of pay.

- 10.2% of 16-64 year olds have no qualifications (2014), above the Essex and England averages (8.7% and 8.6%).
- 7.1% of young people were not in education, employment or training from Nov 2014 - Jan 2015, higher than the Essex average of 5.7%.
- 8.5% of 16-64 year olds were unemployed in June 2015, higher than the Essex average (4.9%).

More working age adults in Harlow have no qualifications when compared to the national and Essex averages. Harlow also has a lower than average proportion (44.2%) of adults with qualifications at level NVQ 3 or above. 4,660 adults were engaged in some form of further education in Harlow in 2013/14.

The proportion of adults over 16 who are unemployed in Harlow is higher than the whole of Essex and there are more young people aged 16-18 who are not in education, employment or training (NEET) than in Essex or England.

160 young people under 19 were in apprenticeships in 2014/15 (plus another 560 aged 19+), just a 1% rise over the previous year.



Harlow has an unemployment close to the Essex average but has a lower than average percentage of adults aged 16-64 who were in employment in June 2015, below the county average of 76.2%. The district has a proportion who were economically inactive that is similar to the Essex figure of 19.7%. The latter group includes, for example, all those who are looking after a home, retired or studying.

- 73.9% of adults were employed in June 2015, the third lowest proportion in Essex.
- 19.3% were economically inactive, in the mid-range of districts in Essex.



**Citizen Insight** Source: Residents Survey 2015

32% of Harlow residents consider themselves to be a participant in lifelong learning, slightly below the county average of 34%. The main barriers preventing them from participating in lifelong learning are lack of time and lack of interest.

## High job density, mostly small businesses and lower than average earnings

This section links to the following Essex County Council Outcomes



Children get the best start



Good health & wellbeing



Learning



Safer communities



Economic growth



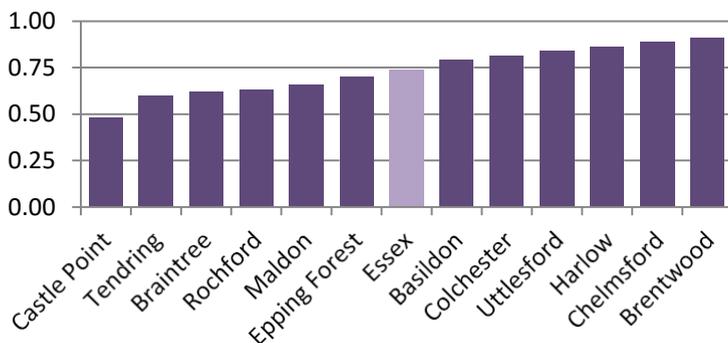
Sustainable environment



Independence

The number of jobs is expected to increase by 3.9% in the next five years, compared to 2.8% in the whole of Essex. Job density in Harlow is higher than the county average, with the ratio of total jobs to working age population in 2013 being 0.86 compared to 0.74 in Essex and 0.80 in England.

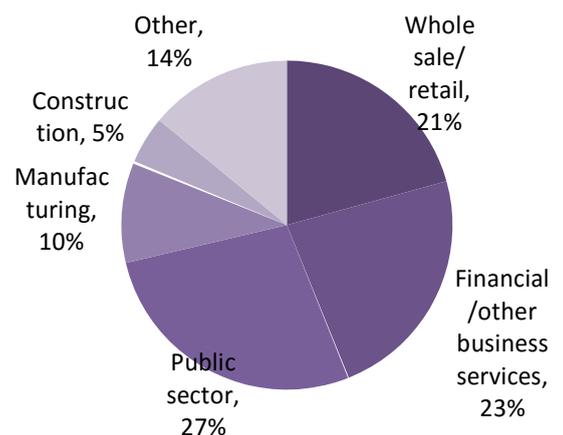
**Jobs Density 2013**



- The jobs to population ratio of 0.86 is higher than the Essex and England figures.
- 3.9% growth in number of jobs is expected between 2015 and 2020, higher than the Essex average growth of 2.8%.
- Average weekly earnings are £540, lower than the Essex figure.

Average gross weekly earnings for full time workers in 2015 were £540 in Harlow, lower than the Essex average of £575 but higher than the England figures of £533.

27% of jobs are in the public sector, 23% are in financial/other business services, 21% are in the wholesale/retail sector and 10% are in manufacturing. 86.9% of businesses in Harlow have 9 employees or less (fewer than the Essex average of 89.5%).



## Lower than average proportion of Harlow residents feel safe and the rate of crime is very high

This section links to the following Essex County Council Outcomes



Children get the best start  
✓



Good health & wellbeing  
✓



Learning



Safer communities



Economic growth  
✓



Sustainable environment



Independence

A much lower than average proportion of Harlow residents say that they feel safe during the day or after dark.



### Citizen Insight Source: Residents Survey 2015

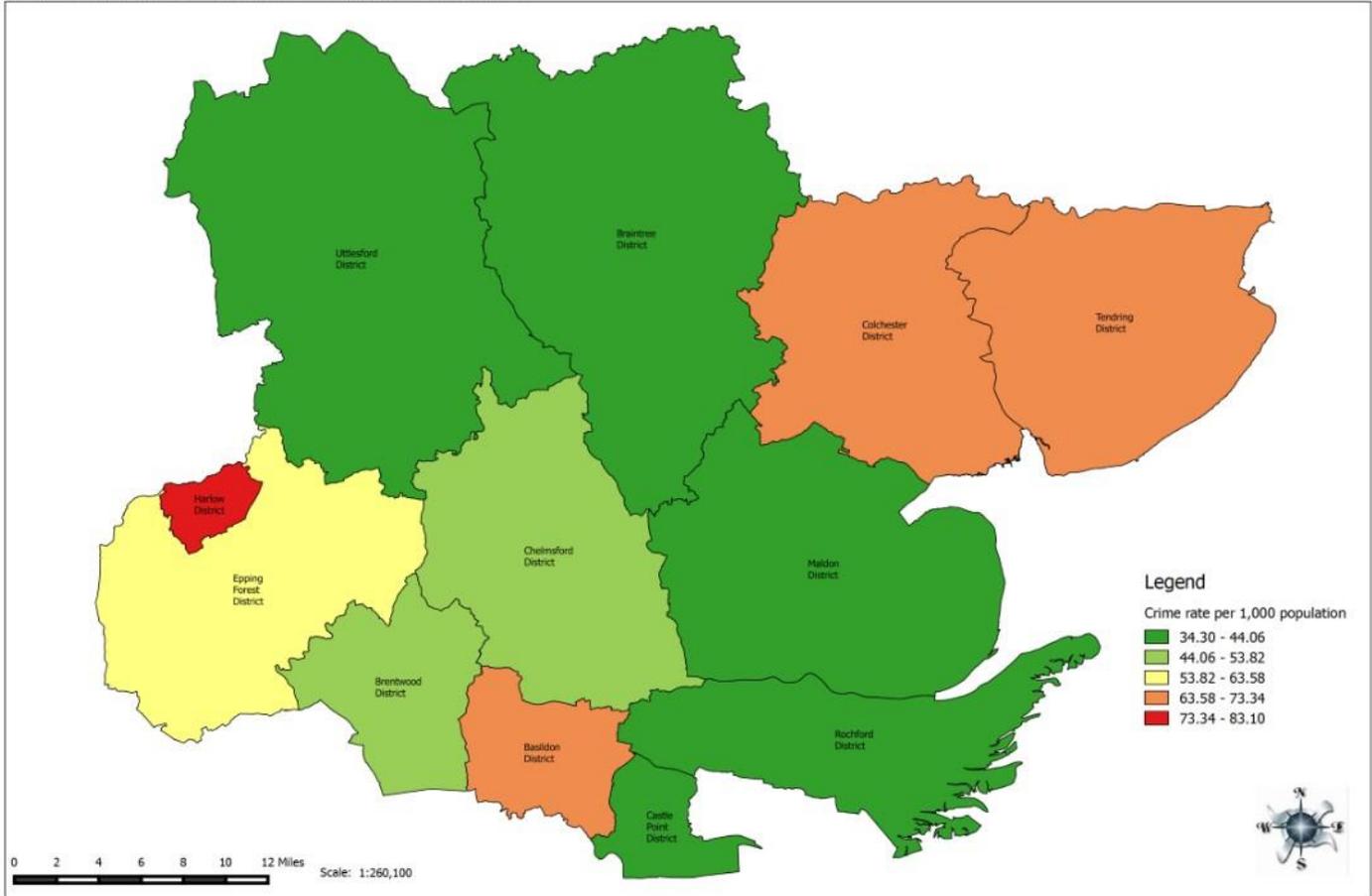
- 74% of adults in Harlow say they feel safe during the day, the lowest district figure and well below the Essex average of 85%.
- Just 28% say they feel safe after dark, also the lowest district figure and considerably lower than the county average of 49%.
- 49% of adults are satisfied with safety on the roads, above the county average of 42%.

Motor vehicle traffic accidents are a major cause of preventable deaths, particularly in younger age groups. For children and for men aged 20-64 years, mortality rates for motor vehicle traffic accidents are higher in lower socio-economic groups. The vast majority of road traffic collisions are preventable and can be avoided through improved education, awareness, road infrastructure and vehicle safety. Harlow had a rate of 22.0 per 100,000 population of people killed and seriously injured on the roads in 2012-2014, significantly lower than the Essex figure of 42.2 and the England rate of 39.3.

The rate of those killed/seriously injured on the roads (22.0 per 100,000 population) is lower than the county and national rates.

There are many risk factors that increase the likelihood of offending and other poor outcomes. These risk factors include: a person's attitude to crime, risk taking behaviour, substance misuse, mental and physical health, access to employment and training, financial issues and family relationships. These poor outcomes may not only impact the individual but their children and have long-lasting effect. The pathways into offending are very complex and there may be no link, an indirect link or direct link from risk factor to offending and some risk factors may make certain types of offending more likely. Evidence suggests that supporting people with the right support at the right time and ensuring that there are not any gaps or inconsistencies between agencies may be most effective way in reducing crime.

Crime rate per 1,000 population in the 12 months to September 2015

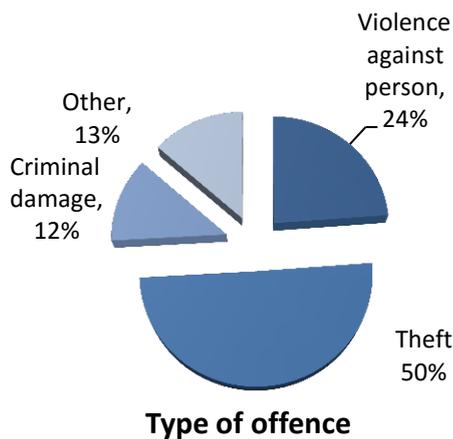


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Created Date: 28-01-2016  
 Created By: Andrew Heynes  
 File Path: R:\STRATEGY\TEAM FOLDER\Data Request and F of Info Act\2016 Data Requests\3414\_AH\_GLD vs PSM map for district profiles

Date Source: Office for National Statistics  
 Crime in England and Wales

Harlow had a crime rate of 83.1 offences per 1,000 population in the 12 months to September 2015, up 7.2% on the previous year and the highest in the county. Theft offences accounted for half of all offences during this period (this comprises burglary 9%, vehicle theft 14% and other theft 27%).



- The rate of crime in Harlow is 83.1 per 1,000 population and represents 7,037 offences.
- The rate of domestic abuse offences at 28.0 is higher than the county average.
- The rate of anti-social behaviour incidents is 48.2 (4,077 offences).
- 26.9% of offenders re-offended in 2013, the second highest rate in Essex.

There were 1,758 domestic abuse offences in 2014/15, a rate of 28.0 per 1,000 population which was above the county average of 19.7 and the second highest district figure. The rate of anti-social behaviour incidents in Harlow is the highest in the county at 48.2, up 2.9% over the previous year.

The percentage of all offenders who re-offended was the second highest in the county in 2013 (this is the latest data publically available).

## Some areas show significantly worse health across a number of indicators, compared to England

This section links to the following Essex County Council Outcomes



Children get the best start  
✓



Good health & wellbeing  
✓



Learning  
✓



Safer communities



Economic growth  
✓



Sustainable environment



Independence

Health inequalities are differences in health outcomes between different population groups. To improve health and reduce inequalities, we need to consider all the factors that influence health, which are known as the wider determinants of health.

This 'tartan rug' table shows for each Middle Super Output Area (MSOA) in the local authority, the value for each key indicator and whether it is significantly different from the England average. The map shows the exact location of individual MSOAs.

Many of the Middle Super Output Areas (MSOA's) have worse outcomes for most of the indicators listed in the table, especially Harlow 002, 003, 006, 007 and 008. The table also shows that all but one MSOA in Harlow have a significantly higher than average over 65 population, which could influence service provision.



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Please note that some of this data may differ from those presented earlier in the report due to varying data sources. (It may not be the most recent source as it is broken down by MOSA)

Key: ■ significantly worse than England (higher for population indicators)  
■ significantly better than England (lower for population indicators)  
■ not significantly different

	Percentage of population aged 65 years and over	Income Deprivation	Child Poverty	Older people deprivation	GCSE achievement (5 A*- C incl. Eng & Maths)	Unemployment	Adult obesity	Adult Binge Drinking
<b>England</b>	<b>16.9</b>	<b>14.7</b>	<b>21.8</b>	<b>18.1</b>	<b>58.8</b>	<b>3.8</b>	<b>24.4</b>	<b>20.1</b>
<b>Essex CC</b>	19.2	15.5	16.5	14.9	59.8	3.0	24.2	19.4
Harlow CD	15.3	15.7	23.8	19.6	55.0	4.4	26.6	19.6
Harlow 001	18.2	11.8	19.8	17.7	56.4	2.3	23.9	20.0
Harlow 002	16.5	19.5	29.4	23.3	53.4	4.7	25.8	17.2
Harlow 003	16.3	18.4	26.7	24.9	58.3	5.5	27.5	19.3
Harlow 004	13.9	17.4	26.0	19.4	65.2	5.2	27.0	20.4
Harlow 005	9.3	5.4	8.3	11.7	55.8	1.5	25.0	22.9
Harlow 006	17.2	17.7	26.4	20.3	53.3	4.9	28.1	17.9
Harlow 007	17.1	19.1	28.9	20.1	55.3	5.9	25.7	17.2
Harlow 008	18.0	18.3	27.9	20.9	37.2	4.6	26.8	19.2
Harlow 009	15.6	11.0	15.9	17.2	74.2	3.8	27.8	21.0
Harlow 010	14.4	20.2	31.1	20.4	48.2	5.3	28.6	19.2
Harlow 011	12.9	16.6	28.4	16.5	51.7	5.0	26.5	20.3

Life expectancy for men in the Harlow district is significantly worse than the national average, while life expectancy for women is similar to the national average. However, in Harlow 004 life expectancy for men and women, rate of deaths from all causes and rate of deaths from respiratory disease are significantly higher than the England average.

Life expectancy & Causes of death (per 100,000 population)

	Life Expectancy for males	Life Expectancy for females	Deaths all ages, all causes	Deaths under 75, all causes	Deaths under 75, all circulatory disease	Deaths under 75, all cancer	Deaths under 75, all coronary heart disease	Deaths all ages, stroke	Deaths all ages, all respiratory disease
<b>England</b>	<b>78.9</b>	<b>82.8</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Essex CC</b>	79.8	83.3	95.3	89.3	84.7	96.1	81.5	89.5	93.2
Harlow CD	78.1	82.6	101.8	111.2	110.7	113.7	114.9	81.5	116.4
Harlow 001	79.5	85.1	85.1	99.3	66.9	136.1	75.5	56.3	80.6
Harlow 002	77.3	80.7	113.5	116.1	127.7	120.2	133.1	84.8	104.3
Harlow 003	76.4	81.7	105.0	142.0	119.9	149.0	134.3	83.3	117.8
Harlow 004	75.4	80.6	128.0	126.0	133.9	125.3	110.1	113.0	146.9
Harlow 005	87.2	90.8	61.1	64.0	65.6	76.5	86.0	44.7	52.2
Harlow 006	78.4	81.1	113.1	109.3	117.0	103.5	106.1	97.5	142.5
Harlow 007	78.2	81.5	101.6	121.2	116.4	115.7	96.2	81.7	131.3
Harlow 008	77.2	83.6	99.9	121.5	105.6	126.0	111.8	79.8	125.4
Harlow 009	80.9	83.8	88.4	86.9	112.2	67.1	116.5	60.2	113.1
Harlow 010	77.5	85.8	99.2	119.5	120.1	124.1	156.6	83.7	119.2
Harlow 011	79.6	83.2	98.3	119.1	135.0	107.8	140.9	88.4	112.0

## Recycling levels are low, but while travel times in Harlow are good satisfaction with bus services and the environment are very low

This section links to the following Essex County Council Outcomes



Children get the best start  
✓



Good health & wellbeing  
✓



Learning  
✓



Safer communities



Economic growth  
✓



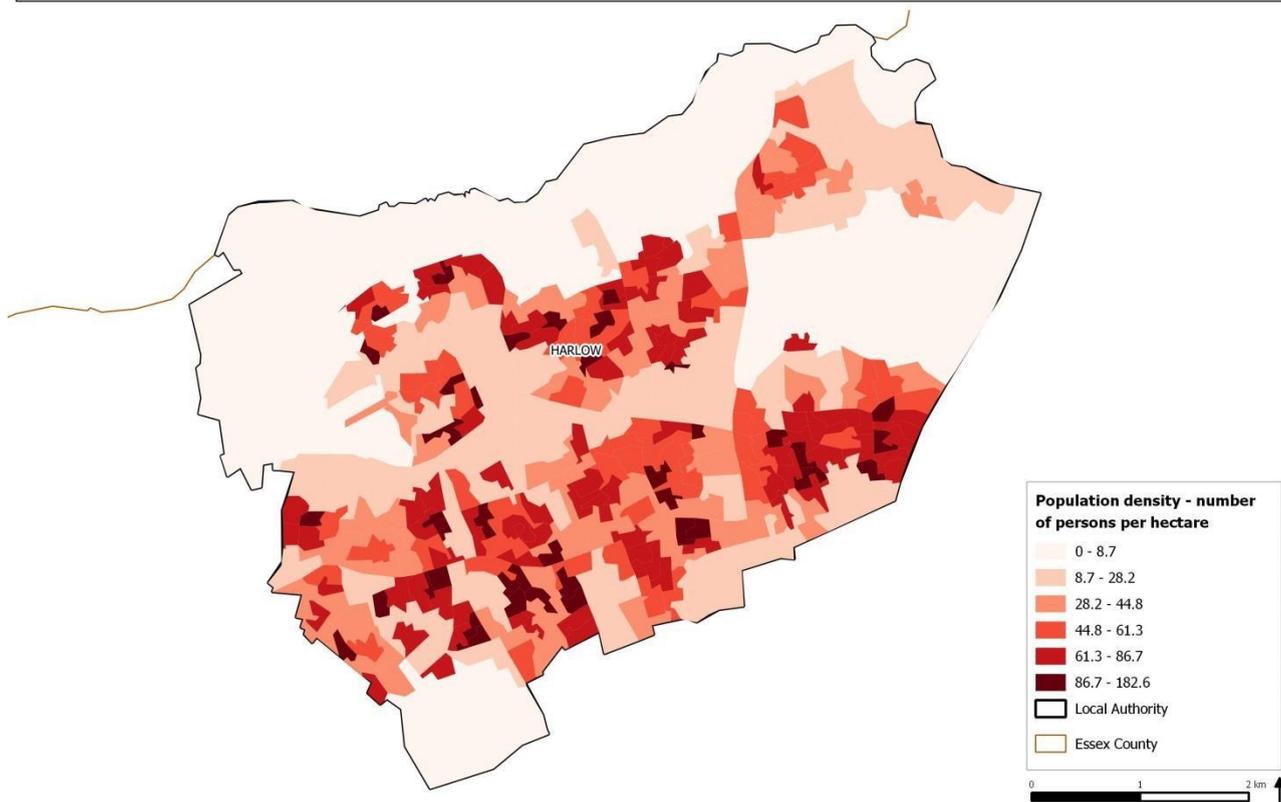
Sustainable environment  
✓



Independence

Harlow has a population density of 25.8 persons per hectare, the highest district in the county and significantly above the 3.8 average of the whole of Essex. The population density map below shows where the highest rates of population are, although just over half (53%) of the Harlow district is classified as green space (the Essex highest is 93% in Uttlesford, while the Essex lowest is 51% in Castle Point): green spaces are important for wellbeing, community cohesion and for wildlife.

### Population Density in Harlow, 2011



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March 2016

### Citizen Insight Source: Residents Survey 2015

- Just 59% of Harlow residents agree that they have a high quality environment, well below the Essex average of 75%. 73% are satisfied with the local area as a place to live, the second lowest district figure and below the county average of 82%.
- 15% say they have given unpaid help to groups, clubs or organisations over the last 12 months (volunteering), lower than the county average of 23% and the lowest district figure.

Transport impacts on the health of a population via a number of factors including unintentional injuries, physical activity undertaken, air pollution and access to services. The last of these involves people traveling for basic necessities such as work, education, healthcare and purchasing food. Good transport links have an important role in enabling access to business and jobs which are important to allow for economic growth. Some 14% of people seeking jobs in Harlow (ie on job seekers allowance) may miss out on employment opportunities unless they have access to a car.

The affordability and accessibility of driving a car has increased over the past 30 years and this has heavily influenced planning decisions to be car focussed. However, there is still a significant proportion of the population without car access who are reliant on public transport, cycling and walking. The nine minute average travel time by public transport or walking to reach key services is lower than the Essex average of 13 minutes. Improvements in the travel time to key services (i.e. employment centres, primary schools, secondary schools, further education, GPs, hospitals and food stores) by public transport/walking is a national trend.

- At 9 minutes, the average travel time by public transport or walking to reach key services is the shortest in the county.
- 86% of those on job seekers allowance are able to access employment centres by public transport or walking, slightly higher than the Essex average (83%).

In 2015, 1% of the main road network was in a condition where structural maintenance should be considered (less than the countywide figure of 2-3%). Just 4% of the local road network was in this condition, the lowest district proportion in Essex and better than the county average of 13%.



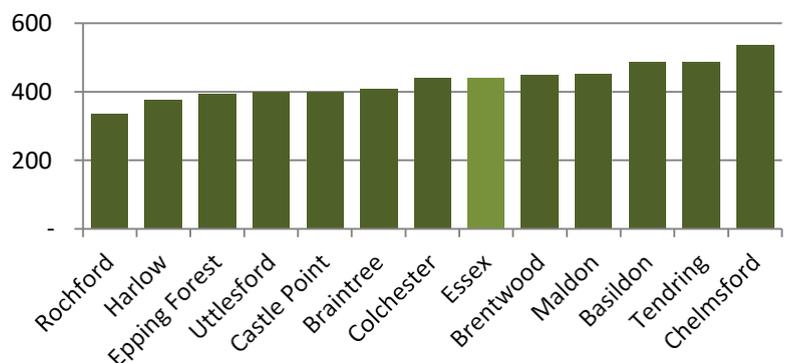
**Citizen Insight** Source: Residents Survey 2015

- Just 45% of residents are satisfied with their local bus service and 35% are satisfied with their local transport information. Both are well below the county averages of 51% and 39% respectively.
- 15% are satisfied with the condition of roads in Harlow, below the county average of 17%.

Harlow has the third lowest levels of recycling in the county with just 45.9% of household waste sent for reuse, recycling or composting in 2014/15.

- With 46.1% of household waste being recycled in 2014/15, Harlow was the fourth lowest district and below the Essex average of 51.1%.
- It had 378 kg of residual waste per household, the second lowest in the county.

**Residual Household Waste Per Household (kg) 2014/15**



## High proportion of social tenants but high proportions on the housing waiting list and in temporary accommodation with a high rate of homeless households

This section links to the following Essex County Council Outcomes



Children get the best start



Good health & wellbeing



Learning



Safer communities



Economic growth



Sustainable environment



Independence



The relationship between housing and health is a recognised association but a complex one. A number of elements in and around the home can impact on health and wellbeing and will be influenced by other determinants such as education, employment and infrastructure. Specific housing related issues affecting health are indoor pollutants, cold and damp, housing design, overcrowding, accessibility, neighbourhood safety, social cohesion and housing availability.

Additionally as people get older and demand for people to stay within their own homes for longer increases the demand for specific housing needs will also increase.

Economic growth and housing are inextricably linked. Without a sustainable housing programme providing homes for people to live in and without a growing local economy, an area will be unable to provide the jobs and homes to attract new people and retain current residents and drive the economy forward.

- The number of dwellings in Harlow rose by 1.8% to 36,370 between 2011 and 2014, similar to the rise in Essex and England (both 1.7%).
- House prices in Harlow have increased by 13.5% since 2011, the fifth highest district rise.
- 7.3% of Harlow households were deemed fuel poor in 2013, the third lowest district in Essex.

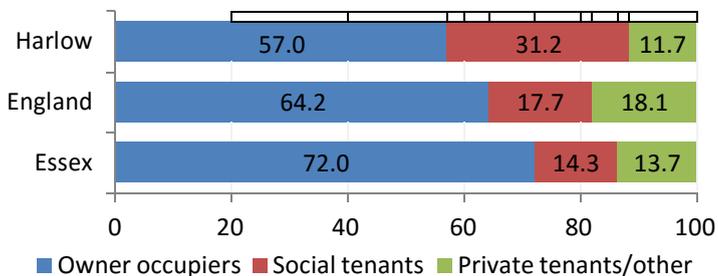
The 1.8% increase in dwellings in Harlow since 2011 is in line with the increase in Essex and England.

House prices across Essex have been increasing year on year outstripping wages, making home ownership less and less affordable for a large proportion of the Essex community. The 13.5% rise in Harlow has been higher than many other districts in Essex.

High energy prices coupled with low income mean 7.3% of people in Harlow are considered to be fuel poor, the third lowest district in Essex. (A household is said to be fuel poor if it needs to spend more than 10% of its income on fuel to maintain an adequate standard of warmth.) From 2012-2013 there were 79 excess winter deaths in Harlow. This is around 11.8% additional deaths, lower than the national average (20.1%).

Just 57.0% of households in Harlow are people that own their own homes (either with a mortgage or outright), the lowest district figure and significantly less than nationally (64.2%) or in Essex (72.0%). There is a very high proportion of social tenants (31.2%), who may be impacted by low stock levels, but a low proportion of private tenants (11.7%).

**Percentage Household Tenure in 2011**



- Residents in Harlow are less likely than all other districts to own their homes, either with a mortgage (36%) or outright (21%).

- Higher than average number of households on the housing waiting list at 2,800.
- 3.07 per 1,000 households were homeless or in priority need in Harlow in 2014/15, the fourth highest rate in Essex.
- The rate of homeless households in temporary accommodation at 4.09 per 1,000 households was the second highest in the county.

There were over 2,800 households on the housing waiting list in 2014/15, which was the third highest number in Essex although Harlow has the fourth smallest population in the county.

Homelessness is associated with severe poverty and is a social determinant of health. It is also associated with adverse health, education and social outcomes, particularly for children. In 2014/15, 3.07 per 1,000 households were homeless or in priority need in Harlow, the fourth highest rate in Essex and worse than the national average of 2.4 per 1,000. Harlow had a rate of 4.09 (per 1,000 households) of homeless households in temporary accommodation awaiting a settled home in March 2015, the second highest rate in the county (the Essex average was 2.21).

Essex Insight is the Partnership information hub for Essex and a website about Essex and the people working and living in Essex.

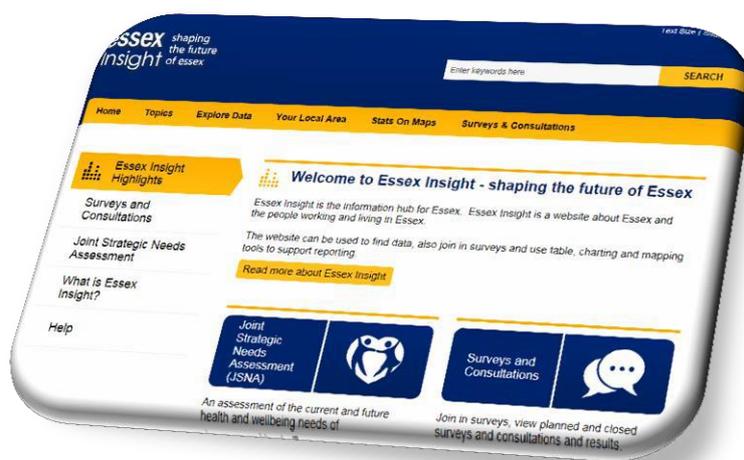
The website can be used to find data, also join in surveys and use table, charting and mapping tools to support reporting.

It is home to a suite of products that supports the Joint Strategic Needs Assessment (JSNA).

There are links in this report to the JSNA specialist topic reports found on Essex Insight e.g. Child Poverty and CAMHS Needs Assessments.

**Bookmark it now as your one stop shop for data on Essex**

[www.essexinsight.org.uk](http://www.essexinsight.org.uk)



**TENANT/STAFF CONSULTATION**

**Background**

Phase 1 of the Supported Housing Review was presented to Scrutiny Committee in November 2016 when it was agreed that the second phase would be completed by November 2017 including the development of a five year business plan.

**Tenant Consultation**

Tenant consultation meetings were held in every sheltered housing scheme during April/May 2017. 17 meetings were held, attended by a total of 204 tenants (40%).

Tenants were generally happy with the reduction in Supported Housing Officer (SHO) visits from 5 to 3 per week, but would not like them to reduce any further, and are concerned that the service will continue to diminish.

Tenants feel that the SHO's don't give them enough time to talk, although if they asked for help or support they would get it.

A majority of tenants agreed that having the alarm system and out of hours response service is a very important element of living in sheltered housing.

The idea of developing a "drop-in" service for tenants was popular with the more able tenants, e.g. a SHO would be on site at a pre-determined time when tenants would be able to come down to the common room to see them, this gives tenants more flexibility over the time and type of contact, however frailer tenants would prefer visits to continue.

It became clear during the consultation that tenants are unsure what they are paying for within their support charge, therefore there needs to be more clarity.

Some tenants particularly those living outside Harlow confirmed that they did not particularly want to move into sheltered housing, but that it was a way of being able to secure a property in Harlow, confirming the need for greater pre tenancy checks to determine support need.

Tenants were informed of the deletion in funding from Essex County Council for older persons services, however they are concerned about the cost of the service moving forward

## **Staff Consultation**

A questionnaire was sent to all staff asking for their views on current and future service provision.

Opinion on the staffing structure was split with some staff preferring separate teams for Sheltered Housing and Telecare and other staff preferring the existing structure with the generic job description.

A majority of staff feel that the most important aspect of their role is the regular contact they have with service users.

A majority of staff acknowledge that telecare is a growing resource, it is therefore imperative that this is marketed to maximise income.

Health and Safety and equipment testing is seen as another important part of their role.

It is felt that the management of the communal areas in de-commissioned schemes should sit with Housing Management.

Tenant participation meetings are not very well attended and staff feel they should be reduced to twice annually

Staff were asked: moving forward how would you like to see the service being delivered in 5 years' time: the majority response detailed below:

- "this is a very good service that is valued by customers, it would be great to offer this in the next 5 years.

**PROPOSED STAFF STRUCTURE**

Supported Housing Manager (1)

Supported Housing Team Leader (1)

Supported Housing Admin Officer (1)  
Grade 8

Supported Housing Admin Support  
Officer (1) Grade 5

Senior Supported Housing Officer (1)

Green Team
Supported Housing Officers
Full Time x 4
Part Time x 1 (30 hrs)

Yellow Team
Supported Housing Officer x 5
Full Time x 4
Part Time x 1 (22.5 hrs)
Sumners Farm Close
Kitchen Assistant F/T
Kitchen Assistant P/T 18 hrs

- Notes:
1. Similar to existing structure with the reduction of 1 Senior Supported Housing Officer Grade 10
  2. A reduction of 5 F/T SHO's since the 2009 review

**REPORT TO:** **SCRUTINY COMMITTEE**

**DATE:** **28 NOVEMBER 2017**

**TITLE:** **REVIEW OF UNIVERSAL CREDIT IN HARLOW – SCOPING REPORT**

**LEAD OFFICER:** **ANDREW MURRAY, HEAD OF HOUSING (01279) 446676**

**CONTRIBUTING OFFICERS** **DONNA BEECHENER, REVENUE AND BENEFITS MANAGER (01279) 446245**

**CARA COXHEAD, HOUSING OPERATIONS MANAGER (01279) 446490**

<b>Review Topic</b>	The Local Impacts of Universal Credit to Harlow.
<b>Links to the Council's priorities</b>	This links to the Corporate Priorities of: <ul style="list-style-type: none"> <li>• More and Better Housing</li> <li>• Wellbeing and Social Inclusion</li> </ul>
<b>Terms of reference (to include the scope of the review)</b>	The Council is not responsible for the introduction or the administration of Universal Credit (UC).  The review will therefore examine – <ul style="list-style-type: none"> <li>• The numbers of claimants that have (and will potentially) transferred to UC locally.</li> <li>• Payment mechanisms and waiting times.</li> <li>• Impacts on arrears of rent and Council tax and access to housing.</li> <li>• Evidence of increased demand for emergency support/loans.</li> <li>• Impacts on local support agencies including resources and client numbers.</li> </ul>
<b>Purpose and objective of the review (what the review should achieve)</b>	The review is intended to provide information and to assist Councillors in their understanding of the impacts that the implementation of the new combined benefits under Universal Credit are having on local residents, support agencies and the rented housing market in the Harlow area. With full roll out of UC in Harlow only being effective since September 2017 planning for the review in March 2018 will give

	time for the evidence required to become available.
<b>Methodology/approach (methods to be used for gathering evidence)</b>	The review will be largely conducted through the use of interview/discussions with support agencies, council officers, DWP representatives and if possible local claimant(s).
<b>Written evidence required</b>	Some written evidence may be provided to support information discussed especially in respect of support agency demand (especially Assisted Digital Support and personal budgeting), rent arrears and demand for short term loans.
<b>Potential witnesses</b>	<ul style="list-style-type: none"> <li>• DWP (Local implementation manager)</li> <li>• Streets 2 Homes</li> <li>• Food Bank</li> <li>• Citizens Advice Bureau</li> <li>• Harlow Credit Union</li> <li>• UC Claimants</li> <li>• Council Rent Officers</li> <li>• Council Revenues and Benefits Officers</li> </ul>
<b>Potential Stakeholder involvement (who are the stakeholders and how will their views be sought)</b>	<p>Representatives from stakeholder organisations will be involved in the scrutiny discussions.</p> <p>If possible claimants will be invited to take part at the meeting.</p>
<b>Publicity (methods to be used)</b>	Direct contact with agencies.
<b>Resources (people, expenditure)</b>	Officers Time.
<b>Barriers/dangers/risks (any weaknesses or potential pitfalls in the review)</b>	<p>Willingness of external bodies/individuals to engage in the review.</p> <p>The Council has no direct responsibility for the delivery of Universal Credit and therefore cannot take enact any findings or recommendations resulting from the review.</p>
<b>Measures of success (how will the success of the review be measured)</b>	Greater engagement with agencies involved in dealing with the implementation and the impacts of the roll out of Universal Credit.

**Scrutiny Committee Work Plan 2017/18**

Title	Tuesday 25 July 2017	Tuesday 5 September 2017	Tuesday 10 October 2017	Tuesday 28 November 2017	Tuesday 6 February 2018	Tuesday 13 March 2018
Review of Sheltered Housing (Phase 2)				Final Report		
Civic Pride and Education						Final Report
Improving the Provision of Bus Services in Harlow					Interim Report	
Review of Sports in Harlow		Scoping Report			Interim Report	
Review of Road Safety and Improving the Safety of Young Drivers			Question and Answer Session with Essex Police			
99 Review of Landscaping Services Provided by HTS						Scoping Report
Review of Church Langley Fund						Scoping Report
Review of Universal Credit in Harlow				Scoping Report		
Transport Links in and out of Harlow <i>Delayed pending the completion of the preparation of the Local Plan including transportation evidence and input by Essex County Council</i>						