

Priorities and Resources Review Panel 2015/2016

Members

Councillors Darling, Thomas (J), Bent, Davies, Hytche, Kingscote, Pentney, Stockman and McPhail

(Contact 01803 207063 or e: scrutiny@torbay.gov.uk)

Monday, 1 September 2014 at 9.30 am
to be held in the **Burdett Room, Riviera International Conference Centre,**
Chestnut Avenue, Torquay, TQ2 5LZ

Stakeholder organisations, service users, community groups and members of the public are invited to attend the meeting and share their views with the Panel. If you wish to speak at the meeting, please register by Wednesday 27 August 2014 by contacting the Scrutiny Team on 01803 207063 or scrutiny@torbay.gov.uk

Agenda

1. **Apologies**
2. **(9.30) Revenue Budget 2014/2015 - Quarter 1** (Pages 1 - 22)
To consider the current position of the 2014/2015 Revenue Budget and to identify any issues to be explored over the coming information gathering sessions.
3. **Information Services - Connections**
- 3(a) **(9.45) Introduction and Rationale** (Pages 23 - 35)

To hear from the Mayor and Executive Lead for Business Planning and Governance on the reasoning behind the proposals in relation to Connections.

(The proposals document and the associated Equality Impact Assessment are attached for information.)

3(b) (10.00) Representations from Members of the Public

To hear representations from members of the public on the proposals in relation to Connections.

3(c) (10.15) Representations from Members of the Council

To hear representations from Councillors who are not members of the Priorities and Resources Review Panel on the proposals in relation to Connections.

3(d) (10.30) Questions to the Mayor and Executive Lead

Members of the Panel to ask any questions of the Mayor and Executive Lead.

11.15 - 11.30 a.m. BREAK

4. Children's Services

4(a) (11.30) Introduction and Rationale

(Pages 36 -
107)

To hear from the Mayor and Executive Lead for Children's Services on the reasoning behind the proposals in relation to Children's Services.

(The proposals document and the associated Equality Impact Assessments are attached for information.)

To also consider the Five Year Strategy for Children's Services (draft report to Council attached).

4(b) (11.45) Representations from Members of the Public

To hear representations from members of the public on the proposals in relation to Children's Services.

4(c) (12.00) Representations from Members of the Council

To hear representations from Councillors who are not members of the Priorities and Resources Review Panel on the proposals in relation to Children's Services.

4(d) (12.15) Questions to the Mayor and Executive Lead

Members of the Panel to ask any questions of the Mayor and Executive Lead.

1.15 - 2.00 p.m. WORKING LUNCH

5. Adult Services

5(a) (2.00) Introduction and Rationale

(Pages 108 -
124)

To hear from the Mayor and Executive Lead for Adult Social Care on the reasoning behind the proposals in relation to Adult Services.

(The proposals document is attached for information.)

To also consider how the transitional funding arrangements for supporting people services have been implemented (paper attached).

5(b) (2.15) Representations from Members of the Public

To hear representations from members of the public on the proposals in relation to Adult Services.

5(c) (2.30) Representations from Members of the Council

To hear representations from Councillors who are not members of the Priorities and Resources Review Panel on the proposals in relation to Adult Services.

5(d) (2.45) Questions to the Mayor and Executive Lead

Members of the Panel to ask any questions of the Mayor and Executive Lead.

3.45 - 4.00 BREAK

6. (4.00) Initial Conclusions

To identify possible:

- Areas of follow up
- Inter-relationships with other topics under review
- Conclusions/recommendations



Title: **Revenue Budget Monitoring 2014/15 – Quarter 1**

Wards Affected: **All Wards in Torbay**

To: **Priorities and Resources Review Panel** On: **1 September 2014**

Contact Officer: **Paul Looby**
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1. Key Points and Summary

- 1.1 At this early stage of the financial year, a number of budget pressures have been identified which Torbay Council must manage in order to deliver a balanced budget. The latest projected outturn position at the end of the first quarter is a £2.138m overspend.
- 1.2 The two main pressures are within Children's - Safeguarding and Wellbeing and Adult Social Care. As in previous years Members were advised of the financial challenges that would be faced when the 2014/15 budget was set in February 2014. The inherent risks the Council faced, when the budget proposals were approved, were set out in the budget report and these risks were accepted by Members and arise from the ongoing austerity measures from the coalition government and demand pressures across a number of services.
- 1.3 Due to the continued service pressures and the impact of previous budget reductions the significance of this projected overspend, at such an early part of the financial year, should not be underestimated. The Senior Leadership Team and Executive Lead Members are working hard to address the pressures and take corrective action where appropriate.
- 1.4 The key variations within services are summarised below:
 - Children's Services: The Director of Children's Services is forecasting a projected overspend of £1.4m at the end of the year. However, the headline overspend within Safeguarding and Wellbeing is £6.2m on an approved budget of £21m. This is before the application of the earmarked contingency and delivery of the recovery plan. The overspend is due primarily to pressures within the Safeguarding and

Wellbeing service arising from the number and costs for looked after children and the costs for the continued use of agency social workers.

- Adult Social Care: £0.8m projected overspend due primarily to delayed and non delivery of the Cost Improvement Programme managed by the Torbay and Southern Devon Care and Health NHS Trust.
- Waste: £0.2m projected overspend due to increased costs primarily arising from increased tonnages and the delayed opening of the Energy for Waste Plant.
- Residents and Visitors: projected overspend of £0.490m due to lower forecast income against the approved budgets for, Parking Services, Sports, Torre Abbey and Corporate Security.

1.5 In addition to the pressures identified above, at this early stage of the year other Business Units will be monitored closely over the next quarter to ensure any other financial pressures are identified and managed.

1.6 In response to the projected outturn position within Children's Services, a 5 year Cost Reduction Plan has been developed to manage existing and future pressures and identify work packages as part of a cost reduction programme. This work is supported by Social Finance and will be presented to Council in September for approval.

1.7 If the 5 year plan and recovery plan is not considered robust enough and deliverable to reduce or contain the overspend in the short and medium term the Senior Leadership Team and Executive Leads will have to consider all options for addressing the projected overspend including strict controls on the recruitment to any vacant posts and curtailment of all non essential expenditure. Due to the size of the overspend in the first quarter of the financial year, it proposed that some uncommitted budgets are held to offset and reduce the current overspend.

1.8 With respect to Adult Social Care, the Trust has produced a recovery plan which has been appended to this report which sets out the actions that are being taken to reduce spend.

1.9 At the time of writing this report Members are scrutinising the 2015/16 savings proposals. Part of the strategy to reduce the current projected overspend will be to bring forward as many of those savings proposed for 2015/16 into the current financial year to deliver in-year savings.

1.10 Members will be aware that the Council must achieve a balanced budget at year end. This will be achieved by either:

- a) those services overspending producing in-year recovery plans which reduces or removes the projected overspend;
 - b) all other services deliver in year savings resulting in an underspend at year end;
 - c) if insufficient savings can be made there is a risk that, as a last resort, uncommitted reserves or uncommitted budgets will be required to ensure a balanced budget can be achieved at the end of the year.
- 1.11 Members will be aware the Council does hold reserves. These should only be used for one off purposes and are not a solution to supporting ongoing financial commitments. Members should be aware that unless action is taken to reduce the existing overspends there is a possibility that the council will have to draw down monies from the Comprehensive Spending Review Reserve in 2014/15 to ensure a balanced position is achieved.

Strategy for in Year Budget Management

- 1.12 As in previous years' the Council will continue with its adopted ongoing Strategy in response to the coalition government's austerity programme and to address its own financial challenges. Fundamentally the Senior Leadership Team and Executive Lead Members must maintain strict financial management and control over all services areas. This will have to include some or all of the following measures:
- a moratorium on all non essential expenditure and a reduction in all other expenditure with an assessment of the services consequences.
 - a freeze on all non essential recruitment.
 - a review of budgeted expenditure that could be ceased and an assessment of the service consequences including reshaping of services where possible.
 - bringing forward any savings proposals for 2015/16 and implementing these to derive in-year savings.
 - Redeployment of staff directly affected by any restructuring proposals where vacancies exist.
 - identification of any invest to save schemes that will have immediate cost savings in 2014/15 and beyond.
- 1.13 In terms of delivering the requisite amount of savings required based on the quarter one forecast position, bringing forward proposed 2015/16 savings will probably result in the greatest value of savings. That said there must be a recognition that due to the scale of the financial challenge faced, drawing down on reserves may be needed to reach a balanced position in 2014/15.

- 1.14 The effective implementation and delivery of the 5 year financial strategy for Children's Services and the recovery plan for Adult Social Care are essential to ensure the council's financial position is robust both in this and future years. Members of the Overview and Scrutiny Board will have an opportunity to discuss the recovery plan for Adult Social Care and the Cost Reduction Plan for Children's Services. The Cost Reduction Plan will be presented to Council in on 25 September for approval.

Paul Looby
Executive Head of Finance and Chief Finance Officer

Appendices

Appendix 1 Summary of Main Variations

Appendix 2 Torbay and Southern Devon Health Care Trust Recovery Plan

Exempt Appendix 3 Write offs above £5,000

Documents available in Members' rooms

None.

Background Papers:

The following documents/files were used to compile this report:

None.

Summary of Main Variations

A.1 Report Overview

- A1.1 The purpose of this report is to provide Members with a summary of the projections of income and expenditure for all Business Units within the Council and to set out how the Council will maintain expenditure within its approved budget of £115.8m.
- A1.2 The revenue monitoring statement shows the expenditure and projected outturn position based upon the latest information available to finance officers in consultation with service departments. Where possible, the implications or consequences arising from the variations are reflected in the key performance indicators for that service.
- A1.3. Ongoing financial monitoring will be provided to Members quarterly.

A.2 Financial Performance

- A2.1 Table 2 overleaf provides a summary of the projected outturn position for Council services. The 2014/15 budget has been revised to reflect changes to services within individual Business Units.

Table 2
Projected Outturn Position – Quarter 1

Business Unit/Service	2014/15 Revised Budget £'000	Spend to Date £'000	Projected Out-turn £'000	Variation at Out-turn £'000
Director Adults				
Adult Social Care	41,733	10,282	42,533	800
Supporting People	1,878	975	1,828	(50)
	43,611	11,257	44,361	750
Director of Children's Services	25,333	15,922	26,733	1,400
Director of Operations and Finance				
Business Services	1,053	440	1,053	0
Commercial Services	3,548	841	3,558	10
Finance	8,567	822	7,855	(712)
Information Services	3,271	1,042	3,271	0
	16,439	3,145	15,737	(702)
Director of Place				
Residents and Visitors	7,293	3,770	7,783	490
Spatial Planning	5,521	1,818	5,521	0
TDA - Clientside	2,278	2,043	2,278	0
TDA – TEDC	1,485	1,523	1,485	0
Torbay Harbour Authority (ring fenced budget £2.5m)	26	(313)	26	0
Waste and Cleaning	11,499	9,346	11,699	200
	28,102	18,187	28,792	690
Director of Public Health				
Community Safety	2,271	723	2,271	0
Public Health (Ring-fenced budget of £8.1m)	0	4,145	0	0
	2,271	4,868	2,271	0
Total	115,756	53,379	117,894	2,138

Main Variations

A2.2 A summary of the main variances and the principal reasons for any underspends or overspends and any emerging issues within each directorate are explained below.

Adults

A2.3 This portfolio covers Adult Social Care and Supporting People and is projecting to overspend by £0.750m.

Adult Social Care

The provision of Adult Social Care is a commissioned service provided by the Torbay and Southern Devon Health and Care NHS Trust. The Trust are forecasting a £0.8m overspend for the year at the end of quarter 1. Further details and a Recovery Plan is appended to this report as provided by the Trust.

The main reason for the forecast overspend is due to the non achievement of some of the 2014/15 savings which form part of the Trust's Cost Improvement Programme (CIP). The Trust, on behalf of the Council, have a statutory duty to meet assessed need where the Fair Access to Care Services (FACS) criteria is met. It was recognised that there were some care packages whereby there was provision of services in excess of need, and some services which were not being delivered in the most cost efficient way. Against this background, a number of savings proposals were put forward. A summary of the key issues as identified by the Trust include:

1. Under delivery against CIP Plan to date on Packages of Care (POC) under £70. The Trust undertook a Telephone Pilot for this category of care throughout May 2014 and this did not realise the expected savings.
2. No progress has been made to date on non-residential POC between £70 to £606. Since the beginning of the year there are additional cost pressures with 40 clients over the set target for this particular savings Plan. Non delivery for this scheme has had an impact on the financial position for Mental Health over 65s and Torquay and Mental Health under 65s teams.
3. Good progress has been made on the other main schemes including Residential Based under £606 and POC over £606. If the current client base is maintained throughout the remainder of the financial year then the majority of the CIP target will be achieved. The Learning Disability service is estimated to have achieved its entire CIP target.

The Trust has advised that at this early part of the financial year there could be further changes to the forecast outturn position due to the nature of the service, demands placed upon it as there are a number of volatile factors that

could influence the forecast.

Supporting People is projecting to underspend by £0.050m due to a combination of contractual savings and vacancy management savings.

A2.4 Children, Schools & Families

Children's Services are projecting a forecast outturn overspend of £1.4m. This is after the delivery of anticipated savings from their recovery plan and after the application of the £2m contingency for Children's Social Care and £1m from reserves which was agreed as part of the budget proposals in February 2014. A summary of the budget pressures within Children's Services are shown below:

	£'m
Projected Overspend	6.2
Use of Contingency	<u>2.0</u>
	4.2
Use of one off PFI sinking reserve (approved by Council Feb 14)	1.0
	<u>3.2</u>
Recovery Plan Savings to be delivered in-year	1.8
Forecast Outturn Position	1.4

The projected overspend is primarily due to budget pressures within Safeguarding and Wellbeing due to the number and cost of placements and the ongoing use of agency social workers in Safeguarding and Wellbeing. The headline position before the application of the contingency, reserves and the recovery plan is a forecast overspend of £6.0m for Safeguarding and Wellbeing. In addition there are budget pressures within School Services and Family Services totalling £0.2m.

The number of looked after children at the end of June 2014 is 304, a decrease of 10 since the end of March 2014. The number of children on Child Protection Plans at the end of June was 166, a decrease of 7 since the end of March 2014.

Members will be presented with a report in September setting out a 5 year cost reduction plan to address the budget pressures within Children's

Services. This report will set out the work undertaken by Social Finance who are supporting Children's Services in the delivery of new operational working practices to ensure the costs for the service are brought in line with the average cost when compared to other local authorities. The plan will require investment over the next three years which will be funded from earmarked reserves. These reserves will have to be replenished from the forecast savings achieved within the service. If these savings are not delivered this will impact upon all other services within the council as the reserves used will have to be replenished.

The programme of activities currently in place and being developed will continue to remodel the service and are required to reduce the number of Looked After Children and the amount of time they spend in care. The programme will include embedding a more robust and assertive Fostering Strategy, which will have to increase the number of in-house foster carers and move Children from Independent Sector Placements without affecting outcomes if savings are to be delivered. The implementation of a residential migration project must be achieved if it is to be a cost effective alternative to residential care.

Place

A2.5 There is a projected overspend of £0.690m. A summary of the main variations are identified below:

Residents and Visitor Services is projecting an overspend of £0.490m

This is due primarily to:

- spending pressures within Parking Services where there is a projected shortfall in car parking income of £0.4m. This is a combination of on and off street parking and a reduction in enforcement income. Members will be aware the summer season is where the vast majority of income is collected and is influenced by the weather and the number of visitors to the Bay. The full impact of the main tourist season will be known at the end of September and will be reported to Members as part of the quarter 2 monitoring statement.
- Torre Abbey is reporting a projected overspend of £0.08m due to lower than anticipated visitor numbers.
- Sports Services are projected a shortfall in income of £0.1m.
- Corporate security costs (CCTV) are projected to overspend by £0.05m due to a shortfall in forecast income.
- These overspend have been partly offset by administrative savings and vacancy management across the service and the strict financial control across all services to maintain spend within the approved

budget.
<p>Waste and Cleaning is projecting an overspend of £200k at the end of quarter 1.</p> <p>This is due to a combination of factors including an increase in tonnages of waste and a delay in the opening of the new Energy for Waste Plant. Unless tonnages of waste reduce or the level of recycling within the Bay is increased it will be challenging to reduce this projected outturn position.</p>
<p>Spatial Planning – is projected to spend within its approved budget at the end of quarter 1.</p> <p>However achievement of the approved budget is subject to receipt of budgeted income i.e. planning and building control and the number of passenger journeys within the Bay which will impact upon the Concessionary Fares budget.</p>
<p>Economic Development Company (Client side) and Business Services are projecting to spend within budget as at the end of quarter 1.</p>

A2.6 Public Health

<p>Services within Public Health and Community Safety are projected to spend within their approved budget at the end of the first quarter.</p>
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A2.7 Operations and Finance

Operations and Finance is projected to underspend by £0.702m

<p>Commercial Services is projecting a small overspend of £10,000 due to a delay in realising savings from the new combined Coroner area.</p> <p>Finance is projected to underspend by £0.712m.</p> <p>The Finance Business Unit is projecting to underspend by £0.1m due to vacancy management savings within Financial Services and lower external audit inspection fees.</p> <p>A number of corporate budgets are “accounted for” within Finance. Due to the council projected overspend where possible any potential underspend from these have been identified and will be used to offset the overspend and include the council contingency.</p>
<p>Business Services and Information Services are both projected to spend within their approved budget at the end of the first quarter.</p>

A3 Reserves

- A3.1 The Comprehensive Spending Review (CSR) reserve is the Council's uncommitted reserve which was set up to meet the financial challenges it faces over the next few years. Its main purpose is to fund the costs for restructuring but can also be called upon to fund unforeseen events and pressures as they arise.
- A3.2 The Chief Finance Officer has advised that where possible reserves should only be used to support one off initiatives as it is not sustainable to use reserves to support ongoing commitments. As identified within the 2013/14 outturn report the balance for the CSR reserve was £3.8m as at April 2014.
- A3.3 Members will be aware of the ongoing discussions and consultation with respect to the 2015/16 savings proposals. Whilst it is too early to confirm the costs for restructuring arising from these proposals it is prudent to assume these will be approximately £1m – for comparative purposes redundancy and associated costs for the 2014/15 budget round was £0.8m. As any decisions with respect to the 2015/16 savings proposals will be made in the current financial year all associated restructuring costs will be a charge in 2014/15.
- A3.4 In addition, if the Council is unable to declare a balanced budget at year end after the application of other uncommitted budgets and savings any overspend will have to be funded from reserves. This will reduce the Council's uncommitted reserves and impact upon how the Council manages further reductions in government grant in future years. Due to the projected overspend in the current financial year, increasing demands upon services, the use of earmarked reserves for invest to save initiatives within Children's Safeguarding and Wellbeing and the affect of reduced budgets for all Business Units there is an increased risk that the CSR reserve may be required to balance the budget in 2014/15. In addition, if approved, some of the savings proposals for 2015/16 include the option for transitional funding which will have to be funded from the CSR reserve.
- A3.5 A summary of the Council's uncommitted reserve is shown overleaf in table 3.

Table 3 - Uncommitted Reserves

Comprehensive Spending Review Reserve	Working Balance £'m
Balance as at 1 April	3.8
Potential Calls on CSR Reserve	
Redundancy Costs arising from 2015/16 budget	1.0 (estimated)
2014/15 Budget Pressures	tbc
Transitional Funding for 2015/16 (if approved)	0.5m estimated
Estimated Balance	tbc

A3.6 The Council also has its General Fund balance. Since Torbay became a Unitary authority in 1998 there has not been a call on the general fund balances. The current balance is £4.4m and represents 3.8% of the Council's net budget.

A3.7 Members will be aware that that the general fund balance is uncommitted (unlike other earmarked reserves) and provides funds that would only be used for any unforeseen or unexpected expenditure that could not be managed within service budgets or earmarked reserves. With this in mind and in light of the difficult financial climate faced by the Council and reduction to the Council's net budget, the Chief Finance Officer believes that a cash balance of £4.4m is a prudent and sustainable level to protect the Council from the increased risks it faces with respect to the ongoing grant reductions from Government and increased demand for some services. However this will be monitored closely during 2014/15 taking into account the forecast overspend and the delivery of recovery plans within Children's and Adult Social Care. Members should note the Council's external auditors will have a view as to the level of the Council's General Fund Balance.

A.4 Dedicated Schools Grant (DSG)

A.4.1 DSG funded activities is currently reporting an underspend of £0.346m. The DSG is a ring fenced grant and can only be used to fund schools related activities.

A.5 Debtors

A5.1 This section of the report provides Members with an update for the first quarter in 2014/15 in respect of council tax and business rate collection.

Council Tax

A5.2 The targets for the collection of Council Tax in 2014/15 are:

- (i) collect 96.5% of the Council Tax due within the 12 months of the financial year (i.e. April to March); and
- (ii) collect 50% of the arrears brought forward from previous years.

A5.3 The Council is due to collect £65.7m after the granting of statutory exemptions and reductions and Council Tax Support in the period April 2014 to March 2015. To date the Council has collected £17.9m which is 27.2% of the Council Tax due in year. The collection level is lower than last year when 27.8% was collected.

A5.4 The total arrears outstanding at 31 March 2014 were £4.89m and this has been reduced by £0.738m which is about 18.6% of the total arrears due. At the equivalent time last year the Council had collected £0.712m of arrears of £3.67m, which equates to around 19.4%.

A5.5 There are no Council Tax write-offs over £5,000 to report. 553 council tax accounts with a value of £0.176m have been written off in the first quarter.

Non-Domestic Rates

A5.6 The targets for the collection of NNDR (business rates) re:

- (i) collect 97% of the business rates due within the 12 months of the financial year (i.e. April to March); and
- (ii) collect 50% of the arrears brought forward from previous years.

A5.7 The Council is due to collect £37.9m after the granting of mandatory relief in the period April 2014 to March 2015. To date the Council has collected £13.3m which is 29.9% of the business rates due in year. In the equivalent period last year the Council had collected £11.5m which equates to 31.2%.

A5.8 The total arrears outstanding at 31 March 2014 were £1.53m and this has been reduced by £0.391m which is about 25.5% of the total arrears due. Last year the Council had collected £0.385m off arrears of £1.55m which equates to around 24.9%

A5.9 There are four write offs above £5,000 which have been circulated to Members of the Overview and Scrutiny Board and are available to all Members upon request.

A5.10 The Council has written off 20 accounts in quarter one with a value of £0.063m.

Other Debtors

A5.11 The total debt written off in quarter 1 on the Benefits system is £0.026m relating to 92 records and £0.029m relating to 74 records.

Report to Torbay Council setting out the forecast year end position for the 2014/15 Adult Social Care budget and forward look to 2015/16

Introduction

1. The purpose of this report is to set out for Members the latest financial performance figures for the Adult Social Care budget, the progress made by the Trust in implementing the savings target set by the Mayor and the actions that the Trust has taken to mitigate financial risks to the Council

Context

2. The Trust was successful in delivering an underspend for the Council in 2013/14 of £1,227K after achieving cash releasing savings of £2,160K. In order to address the reductions in government funding, the Council has set the Trust a challenging budget for Adult Social Care in 2014/15. However, although the Trust has maintained the downward pressures on costs, it has found it a challenge to make the level of savings necessary to reduce expenditure further to the level of the budget set for 2014/15.
3. As required by the Mayor and the commissioner of Adult Social Care, the Trust prepared plans for delivering these savings in Autumn 2013 and at the time, the Trust made the Council aware of the challenges in delivering these savings due to:
 - i. £12.9m of the independent sector budget (2014/15 base pre Cost Improvement Plan - CIP) is spent on long term residential and nursing care (net expenditure) and therefore is not amenable to influence in the short term. Therefore, over a 2 year period a savings target of £1.0m has been assumed which is an 8% reduction. This means that the balance of the savings target, £3.9m for the independent sector has to primarily be found from the remainder of the budget (2014/15 base pre CIP), £18.9m. This equates to a decrease of 21% over a two year period with Direct Payments and Domiciliary Care areas particularly affected.
 - ii. Clients still have a statutory entitlement to care under Fair Access to Care Services (FACS) criteria, and therefore, there are limits to managing demand. The Trust can ensure that there is not provision of services in excess of entitlement, and that services are provided in the most cost effective way, however there is a statutory duty to meet assessed need where the FACS criteria is met.

4. The table attached in Appendix 1 sets out the estimated savings that will be achieved **for each scheme in the 2014/15 savings** plan. The main points are detailed below:
- a. In total £1,793K of savings will be achieved out of a total of £2,888K. This equates to 62% of the total.
 - b. In house Learning Disability is on target to achieve 100% of their savings target.
 - c. Operations are on target to achieve 49% of their target figure and under the risk share arrangement this financial liability will be met by the Trust.
 - d. The schemes within the Independent Sector are currently on track to achieve 61% of the £2,461K target. Good progress has been made on a number of savings schemes but two schemes are currently failing to deliver.
 - i. Savings in packages of care under £70: No financial progress has been made against the £400k CIP target. This savings target was planned to be delivered by undertaking telephone assessments with the clients concerned and was based on an extremely challenging target of a 60% reduction in overall costs. This is a new mode of service delivery for the Trust and so a pilot project based on 70 clients was undertaken. The pilot demonstrated proof of concept and will be adopted as the new mode of care going into 2015/16. Minimal savings were made against these 70 clients reviewed but they have been offset by increased costs within the general cohort of 300 clients. However, the Trust intends to extend this exercise with further guidance to staff. Further details are provided below in the section setting out the Trust's action plan.
 - ii. Review of non-residential care packages costing between £70.01 and £606 per week. The overall underachievement is £475k which is some £125k in excess of the original target. However, this needs to be partially offset by the success of the review of clients with packages of care in excess of £606 which has driven the cost per week into this bracket. Measures to address this underperformance are set out in the action plan below.
5. As set out in the Annual Strategic Agreement, the Council bears the financial risk of an over spend on the Independent Sector and In-house Learning Disability elements of the ASC budget. The latter is forecast to break-even and therefore the remainder of this report focuses on the financial performance of the Independent Sector budget.

6. The financial performance of the Independent Sector budget is set out in detail in Appendices 2A (zone/team analysis) and 2B (care type analysis). This highlights the following main issues.
 - a. There is an over spend of £858K currently forecast.
 - b. From a team perspective the main areas of pressure are within the Mental Health over 65 (£378K), Mental Health under 65 (£230K) and Torquay (£217K).
 - c. From a care type basis the main areas of pressure are within Short Stay residential placements (£272K), Domiciliary Care (£386K), Direct Payments / DP Reclaims (£162K) and SWAPS £121K.
7. There is a direct correlation between the forecast overspend and two specific savings schemes that have not delivered.
8. Underpinning the lack of CIP delivery the following needs to be considered as partly mitigating circumstances.
 - a. Clients have a statutory duty to receive care to meet assessed needs when the FACS criteria is met. This makes it difficult to control demand and whilst the Trust might make inroads through its review processes it cannot control the flow of clients in and out of the system. In addition to this, clients' needs are individually unique and no direct control can be made on this variable.
 - b. There has been a 34% increase in safeguarding referrals over the last year and this trend is continuing. Also we have had 3 whole home investigations since April which require an individual review for each resident and significant investment of time from the Zones and the safeguarding team. This has significantly impacted on the capacity of social work teams to undertake the review of care packages which represent a significant element of the savings programme
9. Taking the above factors into account the following can be drawn from a detailed analysis of the schemes underperforming.
 - a. The £600K under delivery on non-residential packages of care between £70 and £606 (inclusive of Sandwell) is based on £550K of volume pressures and £50K of price pressures. Price is primarily down to the Domiciliary Care price increases detailed above and the volume issue is driven by client numbers being 55 higher than the budget in place (note increase since baseline pre CIP is 20 clients).
 - b. The material factor behind the POC under £70 CIP under delivery is volume related pressure of circa £450K. There are 238 more clients

than the budget can accommodate at an average of £37 per week (note increase since baseline pre CIP is 35 clients).

10. Another area of financial pressure outside of the CIP process is the overspend on Residential Short Stay budgets. Expenditure is £281K over budget but income has only over recovered by £9K. This highlights that the client contribution recovery rate is below anticipated levels. The budget was set on a client contribution rate of £175 per week but current planning shows the rate at £153 per week. In addition to this whilst activity is up on budgeted levels the average unit cost is also higher by £23 per week, per client. These factors have a negative impact on the financial position and when they present themselves together it can result in a material over spend position which is difficult to control.

Action Plan

13. The action plan to mitigate the risk of an end of year overspend covers the following areas of activity: -
- i. Management of demand, in particular short term residential care which relates to respite and emergency placements. We have implemented further controls in respect of authorisation of emergency placements. This is to ensure appropriate use and prevent long term dependency on residential services.
 - ii. In terms of respite we are reassessing users of short term respite against eligible need and offering respites services within the limits of the personal allowance.
 - iii. We are reviewing the uptake of short break vouchers to ensure appropriate use and that the cost is within the personal allowance.
 - iv. Improving delivery of savings on the care package reviews highlighted above: -
 - a. We have established a review team of 10 people drawn proportionally from all adult service areas who will work for the remainder of the financial year and we expect that all reviews will be completed within this timeframe. Individual staff will work to set targets and this activity will run alongside normal review activity within zones as part of day to day business.
 - b. We are defining specific categories of service users to review which will be against FACS eligibility
 - c. There are detailed operational plans underpinning these schemes.
 - v. Alternative savings schemes that would not need consultation
 - a. We are developing an enhanced brokerage service for high end specialist packages of care to ensure best value and better market control. This process will harmonise with the commissioning of Continuing Health Care packages
 - vi. Bringing forward 2015/16 savings:

14. The actions described above will potentially reduce the yearend forecast deficit at this stage to £564k. This is based on an incremental week on week reduction in costs (£633 per week from early September to year end). There are a number of caveats surrounding this forecast, in particular: -
 - i. No increase in ordinary residence cases over the £152k budget
 - ii. No price pressures arising out of the current market testing exercise for domiciliary care
15. Commissioners will continue to work with providers to examine other schemes to bring the budget into a balanced position by the financial year end.

Adult Social Care CIP Schedule 2014/15 Month 4

Appendix 1

Scheme Description	Proposal	Estimate Achieved (FOT)*	
	£'000s	£'000s	
Operations			
Community Alarms Charging	-94	0	
Community Alarms Withdrawal	-48	0	
LDDF	-17	-17	
Carers Services	-18	-18	
Back office savings / redesign of Care Model	-100	-100	
Operation Total	-277	-135	49%
In House LD			
LD In House Review	-150	-150	
In House LD Total	-150	-150	100%
Independent Sector			
2013/14 recurrent under spend	-500	-500	
Sandwell Dom Care Block Contract Mgt	-75	50	
Review of High Cost Clients (over £606 per week)	-500	-766	
Review of enhanced & medium cost clients (non residential between £70.01 to £606 per week)	-350	125	
Review of Low cost clients (under £70 per week)	-400	56	
Residential & Nursing Care standard & non standard fee rates (under £606 per week)	-371	-237	
Non Residential charging policy	-50	-50	
£500 payments to LD / MH Homes	-122	-122	
LD Transport	-40	-11	
Voluntary Block Contracts	-38	-38	
Thera Block contract	-15	-15	
Independent Sector Total	-2,461	-1,508	61%
Total	-2,888	-1,793	62%

**ASC Independent Sector Financial Performance Statement for the Year Ending 2014/15 (Zone /Team basis)
Period 4 - 31/07/2014**

Expenditure Type	Annual Budget	Forecast	Variance
	£000	£000	£000
Expenditure			
Brixham	2,716	2,940	224
Torquay	9,198	9,528	330
Paignton	6,650	6,741	91
Learning Disabilities	10,658	10,701	43
Older General	1,094	1,081	-13
MHu65 Mental Illness	2,858	3,069	211
MHu65 Dementia	150	81	-69
MHu65 Substance Misuse	169	169	-0
MHo65	5,378	5,911	533
O/R	152	125	-27
Total	39,023	40,346	1,323
Income			
Brixham	-928	-1,105	-177
Torquay	-2,711	-2,824	-113
Paignton	-2,496	-2,455	41
Learning Disabilities	-838	-968	-130
Older General	-34	-18	16
MHu65 Mental Illness	-344	-326	18
MHu65 Dementia	-55	-21	34
MHu65 Substance Misuse	-9	-9	0
MHo65	-2,287	-2,442	-155
Total	-9,702	-10,167	-465
NET COST	29,321	30,179	858

ASC Independent Sector Financial Performance Statement for the Year Ending 2014/15 (Care Type basis)
Period 4 - 31/07/2014

Expenditure Type	Activity description	Annual Budget			Forecast	Variance
		Activity	£000	Unit Cost	£000	£000
Care type						
Residential Long Stay	Bed Weeks	37,152	17,493	£470.85	17,601	108
Residential Short Stay	Bed Weeks	2,731	1,226	£448.97	1,507	281
Nursing Long Stay	Bed Weeks	4,589	2,378	£518.24	2,580	202
Nursing Short Stay	Bed Weeks	254	125	£491.24	164	39
Direct Payments	Weeks	19,801	5,872	£296.55	5,965	93
SWAPS	Bed Weeks	1,017	315	£309.80	436	121
Domiciliary Care			8,315		8,847	532
Day Care			1,392		1,350	-42
O/R			152		125	-27
Total			37,268		38,575	1,307
ISC Adjustments						
DP Reclaims			-414		-345	69
Net Contract Adjustments			-436		-413	23
IPP Recode			-110		-154	-44
Intermediate Care Recharge			-97		-97	
Total			-1,057		-1,008	49
Other Expenditure Areas						
£500 One Off Individual Negotiated Payments			0		-56	-56
Voluntary Block Contracts			211		214	3
Supported Living Block (Learning Disability)			378		378	
Day Care Transport			154		183	29
Residential / Community Recovery Service (MHu65)			314		305	-9
Staffing (MHU65 & Subs)			580		577	-3
Residential / Intermediate Care Block (Older)			868		873	5
Bad Debt Provision			196		196	
Other			111		110	-1
Total			2,812		2,779	-33
TOTAL EXPENDITURE			39,023		40,346	1,323
INCOME						
Residential Long Stay		37,152	-6,668	-£179.48	-6,699	-31
Residential Short Stay		2,731	-479	-£175.41	-488	-9
Nursing Long Stay		4,589	-902	-£196.58	-1,080	-178
Nursing Short Stay		254	-35	-£137.55	-69	-34
Domiciliary Care		0	-959		-1,105	-146
Day Care		0	-207		-224	-17
OLA In House			-159		-167	-8
OLA Independent Sector			-252		-320	-68
Other			-41		-14	27
Income total			-9,702		-10,167	-465
NET COST			29,321		30,179	858

Customer Services & Customer Access

What is provided?	Why is it provided?	What drives demands?
<p>Customer Services provides the primary access channels for the public contacting Torbay Council. Implementing Customer Access Improvement Project (CAIP) and eContact.</p> <p>Face to face services operate in Torquay Connections in Brixham Library and in Paignton Library Information Centre.</p> <p>The Contact Centre manages telephone contact for a wide range of council services</p> <p>The Public Access Channel and Systems Team (PACS) support and develop the back office systems that Customer Services use as well as customer facing systems. The team also provides website design & support, document digitisation, social media support</p>	<p>Customer Services is not statutory but does offer the public's main contact to Torbay Council either face to face, through the call centre or main switchboard. However, many of the functions supported by Customer Services are statutory, such as Elections, Registrars and Housing.</p>	<p>Financial Year 2013/14 demand :</p> <ul style="list-style-type: none"> • over 261,000 calls to call centre • over 71,000 visitors • over 122,000 calls to the switchboard <p>Call centre demand has continued to increase</p> <p>Increasing demand for channel shift and digital by default to access services through the Corporate website and mobile devices.</p> <p>Office Rationalisation Project (ORP)</p> <p>Corporate initiatives such as Tell us Once (TUO)</p>

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Possible Risks / impact of proposals
		Income £	Budget reduction £				
<p>5. Review Connections Offices operating model.</p> <p>This proposal seeks to review the current face to face customer service provision across the three Connections offices. A number of options will be subject to public consultation in 2014.</p>			54,000 approx		Nil	01/04/15	<p>Major Impact</p> <p>A set of options will be developed in relation to connections offices which will be subject to full consultation and Equality Impact Assessments in 2014</p>
<p>6. One centralised Connections Service.</p> <p>Close Brixham and Torquay Connections Offices and centralise the “Connections”</p>			48,000			1/4/15	<p>Major Impact</p> <ul style="list-style-type: none"> • The location within PLAIC needs to be able to accommodate a significant increase in footfall • Age UK would no longer be able to use the

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Possible Risks / impact of proposals
		Income £	Budget reduction £				
service in Paignton Library And Information Centre (PLAIC)							<p>meeting room in Torquay Connections and would have to make alternative arrangements</p> <ul style="list-style-type: none"> • There is a need to ensure that the Main Reception at Torquay Town Hall does not become a face to face enquiry point • Customers that currently use Brixham & Torquay Connections would either have to travel to Paignton or make use of the alternative facilities. • Appointments may have to continue to be facilitated in Torquay due to meeting room space & staff travel costs to PLAIC

Budget Proposals 2014/15 and 2015/16: Equality Impact Assessment (EIA) – EIA - DRAFT

Officer Name: Alison Whittaker	Position: Customer Services Manager
Business Unit: Customer Services	Directorate: Information Services
Executive Lead(s): Derek Mills	Date: 13/06/2014

The council and its partners are facing a significant challenge in the savings it needs to make over the next couple of years. This Equality Impact Assessment (EIA) has been developed as a tool to enable business units to fully consider the impact of their proposals on the community. As a council we need to ensure that we are able to deliver the savings that we need to make while mitigating against any negative or adverse impacts on particular groups across our communities.

This EIA will evidence that the Council have fully considered the impact of the proposed changes and has carried out appropriate consultation on those changes with the key stakeholders. This EIA and the evidence provided within it will allow Councillors to make informed decisions as part of the decision-making process regarding the council's budget.

Executive Lead / Head Sign off:

Executive Lead(s) Derek Mills	Executive Head: Bob Clark
Date:	Date:

Summary from Overall Budget Proposals:

Proposals - Outline	Savings for 2014/15 and 2015/16		Implementation Cost Include brief outline + year incurred	Delivery When will this proposal realise income / savings	Risks / impact of proposals <ul style="list-style-type: none"> ▪ Potential risks ▪ Impact on community ▪ Knock on impact to other agencies ▪ If statutory service please state relevant legislation section and Act together with any statutory guidance issued. 	Type of decision		
	Income £ 000's	Budget reduction £ 000's				Internal	Minor	Major
Close Brixham and Torquay Connections Offices and centralise the "Connections" service in Paignton Library And Information Centre		2015/16 £102k	There will be additional costs associated with this proposal (to be researched).	01/04/2015	<ul style="list-style-type: none"> ▪ The location within PLAIC needs to be able to accommodate a significant increase in footfall ▪ Age UK would no longer be able to use the meeting room in Torquay Connections and would have to make alternative arrangements ▪ There is a need to ensure that the Main Reception at Torquay Town Hall does not become a face to face enquiry point ▪ Customers that currently use Brixham & Torquay Connections would either have to travel to Paignton or make use of the alternative facilities. ▪ Appointments may have to continue to be facilitated in Torquay due to meeting room space & staff travel costs to PLAIC 			X

Section 1: Purpose of the proposal/strategy/decision

No	Question	Details
1.	Clearly set out the proposal and what is the intended outcome.	<p>Customer Services currently manages four face to face offices:</p> <ul style="list-style-type: none"> ▪ Torquay Connections located at Town Hall Torquay ▪ Paignton Connections located within Paignton Library and Information Centre ▪ Brixham Connections located with Brixham Library ▪ Main Reception located at the Town Hall <p>The proposal is to close two of the Connections Offices in Torquay & Brixham and centralise the Connections face to face service in PLAIC.</p> <p>The intended outcome is that Customer Services will have one centralised face to face office within Torbay (excluding Main Reception). At the same time the operating model of the Connections service will be reviewed and amended to provide customers with a variety of contact channels within the one remaining office.</p>
2.	Who is intended to benefit / who will be affected?	<p>Negative impact</p> <ul style="list-style-type: none"> ▪ Customers that currently use the Torquay or Brixham office will no longer be offered a face to face service by Customer Services. (Provision will be made for customers in Torquay & Brixham to contact Customer Services using alternative channels) ▪ The remaining office may experience high customer demand if other contact channels are not effective. ▪ Potential increase in complaints eg waiting times, quality of service ▪ The operating model in PLAIC will be significantly different to the current operating model, this may cause some customer confusion until the new way of working becomes familiar with our customers. ▪ Potential increase in transport costs for some customers travelling to remaining location, although this may be mitigated by implementing increased online transactions. ▪ All back office service areas will need to be consulted if it is identified that face to face enquiries are dealt with in the offices

No	Question	Details
		<p>that are closing.</p> <ul style="list-style-type: none"> ▪ Negative public perception <p>Positive impact</p> <ul style="list-style-type: none"> ▪ The level of savings identified will allow for additional staff to be transferred to the remaining office and call centre in addition to realising benefits ▪ Streamlining of service attributing to savings target ▪ Torquay Connections could generate income for Torbay Council ▪ The central office will have a security presence. (Currently a member of the Security Team is present at the Torquay Office only) ▪ Saving of Qmatic (customer queuing system) annual licence. Currently used in Torquay Connections (£4,800) ▪ An increase in channel shift - a percentage of face to face customers will choose to contact using the telephone or website rather than travel to the central Connections office ▪ Opportunity to re-engineer customer contact and ensure that it is future proof ▪ Reduction in below the line accommodation costs (2013/14 Torquay Connections 45k, Paignton Connections 18k, Brixham Connections nil) ▪ Improved scheduling of resource (staff) and increased flexibility ▪ Consistency of service

Section 2: Equalities, Consultation and Engagement

Torbay Council has a moral obligation as well as a duty under the Equality Act 2010 to eliminate discrimination, promote good relations and advance equality of opportunity between people who share a protected characteristic and people who do not.

The **Equalities, Consultation and Engagement** section ensures that, as a council, we take into account the Public Sector Equality Duty at an early stage and provide evidence to ensure that we fully consider the impact of our decisions/proposals on the Torbay community.

Evidence, Consultation and Engagement

No	Question	Details
3.	Have you considered the available evidence?	<p>In 2013/14 Customer Services dealt with 88,000 face to face enquires. By centralising at one location and changing the way the service operates the savings identified can be achieved.</p> <p>2013/14 Face to face volumes Torquay Connections – 50,296 Paignton Connections (Including Reception Desk) - 29,515 Brixham Connections – 8,249</p> <p>Many Councils already have only one face to face office. In addition to being the most expensive contact channel to provide there is a national agenda to move towards digital channels of contact. http://digital.cabinetoffice.gov.uk/about/ As well as being cost effective, online transactions enables customers to self serve at a time that is convenient to them.</p>

No	Question	Details
4.	How will consult on the proposal?	<ol style="list-style-type: none"> 1. Public consultation via questionnaire 2. Consultation with current service users through a targeted questionnaire 3. Direct contact with stakeholders 4. Written representation from local and national organisations
5.	Outline the key findings	<p>TO BE COMPLETED ONCE CONSULTATION UNDERTAKEN: Include feedback on your proposal including where you have consulted on any alternative options. Also include response rates, number of attendees to events / focus groups, outline of specific interest groups consulted. Use bullet points to summarise the key conclusions.</p>
6.	What amendments may be required as a result of the consultation?	<p>TO BE COMPLETED ONCE CONSULTATION UNDERTAKEN: Has feedback from the consultation and engagement process identified any changes required to the proposal? Have you had to alter your decision and look at alternative options?</p>

Positive and Negative Equality Impacts **TO BE UPDATED ONCE CONSULTATION UNDERTAKEN**

		Details		
No	Question	Positive Impact	Negative Impact	Neutral Impact
7.	Identify the potential positive and negative impacts on specific groups			
	Older or younger people	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices
	People with caring responsibilities	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices
	People with a disability	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week	Customers with a disability may have difficulty travelling to a central location.	Neutral impact on people who do not use the face to face offices
	Women or men	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices
	People who are black or from a minority ethnic background (BME)	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week. The website can be translated into 51 different languages using Google translate.	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices
	Religion or belief (including lack of belief)	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices
	People who are lesbian, gay or bisexual	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices
	People who are transgendered	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices

Question		Details		
No		facilities - 24/7 365 days per week	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices
	People who are in a marriage or civil partnership	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week		
	Women who are pregnant / on maternity leave	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices
	Socio-economic impacts (Including impact on child poverty issues and deprivation)	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices
	Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	Positive impact on those customers with online capabilities due to increased facilities - 24/7 365 days per week	Anyone who prefers face to face facility and non online users	Neutral impact on people who do not use the face to face offices
8a.	Cumulative Impacts – Council wide (proposed changes elsewhere which might worsen the impacts identified above)	<ul style="list-style-type: none"> Reduced funding of Supporting People. The impact of the reduction of the funding for Supporting People is unknown. Potentially, there may be an increase in demand for some services areas eg <ul style="list-style-type: none"> Housing - potential increase in homelessness or increase in homeless prevention work Debt Advice - potential increase in debts such as Council Tax and rent arrears due to increased waiting lists and fewer resources to assist with budgeting 		
8b.	Cumulative Impacts – Other public services (proposed changes elsewhere which might worsen the impacts identified above)	<ul style="list-style-type: none"> Impact of Welfare Reform - The introduction of Universal Credit and further welfare reform has yet to be clarified both in terms of implementation and procedure within Torbay. 		

Section 3: Mitigating action TO BE UPDATED ONCE CONSULTATION UNDERTAKEN

No	Action	Details
9.	Summarise any negative impacts and how these will be managed?	<p><i>Outline each negative impact identified relating to equalities in question 7 and how each impact will be managed / monitored so that they are reduced / eliminated or mitigated. What ways can the negative impact be minimised?</i></p> <p>There is a potential impact of closing Torquay and Brixham Connections and centralising in Paignton on the following groups that currently use these offices:</p> <ol style="list-style-type: none"> 1. Older or younger people 2. People with caring responsibilities 3. People with a disability 4. Socio-economic impacts (including impact on child poverty issues and deprivation) <p>To mitigate the impact on these groups the following actions are being explored as part of the project:</p> <ul style="list-style-type: none"> ▪ Installation of non chargeable telephones lines to enable customers to continue to contact Torbay Council. These could be located either in the Libraries or at other suitable locations. The consultation process with stakeholders will identify potential locations. ▪ Installation of self service pods for customers to use at the locations identified. This would enable customers that we able to use a computer to contact Torbay Council via the website. <ul style="list-style-type: none"> ▪ The format of the website is currently being reviewed with a view to improve the customer experience, readability, accessibility and access by mobile devices plus a review of current content. ▪ The number of online transactions is also being increased to improve self service and allow greater customer interaction with more council services 24/7. ▪ Web chat is also being explored. This would be an additional service that would be dealt with by the Customer Service Team. This would allow Customer Services to support customers to self serve by signposting to the appropriate web page or answer simple queries. ▪ Identify services that are or could be delivered by the Library Service in Brixham and Torquay. ▪ Explore how the number of documents required to be scanned could be reduced. In addition, consider alternative methods of providing documentation.

Section 4: Monitoring **TO BE UPDATED ONCE CONSULTATION UNDERTAKEN**

Details	
No	Action
10.	Outline plans to monitor the actual impact of your proposals
The full impact of decisions will only be known once it is introduced. Identify arrangements for reviewing the actual impact of proposals once they have been implemented, including dates and methods.	

Section 5: Recommended course of action – **TO BE COMPLETED WHEN ALL SECTIONS COMPLETE AND EIA FINALISED**

No	Action	Outcome	Tick ✓	Reasons/justification for recommended action
11.	State a recommended course of action Clearly identify an option and justify reasons for this decision. The following four outcomes are possible from an assessment (and more than one may apply to a single proposal). Please select from the 4 outcomes and justify the reasons for your decision	<p>Outcome 1: No major change required - EIA has not identified any potential for adverse impact in relation to equalities and all opportunities to promote equality have been taken</p> <p>Outcome 2: Adjustments to remove barriers – Action to remove the barriers identified in relation to equalities have been taken or actions identified to better promote equality</p> <p>Outcome 3: Continue with proposal - Despite having identified some <u>potential</u> for adverse impact / missed opportunities in relation to equalities or to promote equality. Full justification required, especially in relation to equalities, in line with the duty to have ‘due regard’.</p> <p>Outcome 4: Stop and rethink – EIA has identified actual or potential unlawful discrimination in relation to equalities or adverse impact has been identified</p>		

Current and Proposed Budget and Staffing

	2014/2015				2015/2016
	Gross Expenditure	Gross Income	Net Budget	FTE	Proposed Budget
Schools Services	53,309,000	(49,930,000)	3,379,000	47.12	2,941,000
Commissioning Unit *	1,960,100	(314,000)	1,646,100	22.78	1,451,100
Safeguarding and Wellbeing	21,591,000	(1,315,000)	20,276,000	250.05	19,993,000
Totals	76,860,100	(51,559,000)	25,301,100	319.95	24,385,100

* This figure includes voluntary sector grants

Draft Proposals

		Proposed Budget Change 2015/2016
1	Restructure of Early Years Services	(360,000)
2	Efficiencies within School Transport – post 16 SEN students on SEN courses	(38,000)
3	School Transport Review	(40,000)
4	Reduction in Action for Children Grant	(100,000)
5	Reduction in Children's Centre Contract	(50,000)
6	Careers South West – reducing contributions	(45,000)
7	Review of Day Care & Domiciliary Service	(52,000)
8	Changes to Management Arrangements & refocusing of Youth Provision Parkfield	(50,000)
9	Young Carers Review	(20,000)
10	Portage Service Review	(36,000)
11	Organisational Development – increase charges for Safeguarding training	(25,000)
12	Central Costs – review of management functions and Business Support	(100,000)

Schools Services

What is provided?	Why is it provided?	What drives demands?
<ul style="list-style-type: none"> School Improvement Behaviour Support - EOTAS Ethnic Minority Achievement Service – support to pupils with English as an additional language (EAL) Early Years and Childcare Advisory Service Special Education Needs Support Services School Admissions School Transport Governor Services 	<p>Local authorities are bound by 200+ statutory duties covering education and social care and have a duty to provide suitable education for all children and is accountable for the performance of all schools including academies.</p> <p>This includes pupils who have been excluded, have medical conditions, are in hospital, are being educated at home or need support as English is not their first language.</p>	<p>As at May 2014 there are 18 maintained settings (13 primary/2 secondary/2 special/1PRU), 24 academies (17 primary, 6 secondary, 1 special) with over 19,000 pupils.</p> <p>Torbay has approximately 75 children educated at home, 320 pupils in the virtual school, 150 receive hospital tuition annually, nearly 500 EAL pupils who receive support and 5500, 0-4 year olds who need appropriate provision. Over 4000 school place applications are processed annually with approximately 1800 pupils needing school transport.</p> <p>Torbay has higher than national average SEN pupils at 3.1% (national 2.8%).</p>

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Possible Risks / impact of proposals
		Income £	Budget reduction £				
	3,379,000			2,941,000			
1. Restructure of Early Years Services (Proposal agreed by Council in Feb 2014)			360,000				

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementa tion Cost	Delivery Date	Possible Risks / impact of proposals
		Income £	Budget reduction £				
<p>2. Efficiencies within School Transport:</p> <p>This proposal will reduce the subsidy for post 16 students on SEN courses over the next two years.</p>			38,000			01/04/15	<p>Minor Impact</p> <p>In July 2013, the Council agreed to phase out subsidy of discretionary transport for students including post 16 students on mainstream courses.</p> <p>The potential impact of this proposal is being explored through consultation. An Equality Impact Assessment has been undertaken in relation to this proposal.</p>
<p>3. School Transport</p> <p>This proposal concerns a further review of School Transport.</p>			40,000		Associated redundancy costs and pension strain if applicable	01/04/15	<p>Internal</p> <p>The Authority is currently investigating potential options for the future delivery arrangements for School Transport.</p> <p>There are no risks identified with this proposal and no potential impact of service users.</p>

Commissioning Unit

What is provided?	Why is it provided?	What drives demands?
This includes the redesigned commissioning unit including housing strategy, youth services, external contracts with Careers South West & Action for Children.	To deliver services to meet statutory duties to provide sufficient educational provision for 0-4, Raising Participation Age and providing support to vulnerable young people	Over 6600 young people are supported into Employment, Education of Training (EET) including over 2000 vulnerable young people.

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Risks / impact of proposals
		Income £	Budget reduction £				
	1,562,000			1,367,000			
4. Reduction in the Action for Children Contract by 10% in 2014/15 and 2015/16 (Proposal agreed by Council in Feb 2014)			100,000				
5. Children’s Centre Contract This proposal will form part of a general review of 0-5 services across Torbay.			50,000			01/04/15	Minor Impact This is in addition to the reduction of 10% allowed in the current contract. The impact of this will need to be explored with AforC. An Equality Impact Assessment will be undertaken in relation to this proposal.
6. Careers South West This proposal concerns a reduction in the Careers South West Contract for 2015/16.			45,000			01/04/15	Minor Impact The Local Authority is proposing to consult with Partners to reduce the level of contribution that is made to Careers South West. It is proposed this will be mitigated by reduction in accommodation cost with little impact on service users.

Safeguarding and Wellbeing

What is provided?	Why is it provided?	What drives demands?
<ul style="list-style-type: none"> • Safeguarding Hub • Children In Need Service • Family Solutions • Safeguarding & Family Support – includes Child Protection & Proceedings, The ARC, • Intensive Family Support • Specialist Services – includes Fostering, Adoption , Permanence Team, Children with Disabilities • Quality Assurance – includes Safeguarding Unit , Torbay Safeguarding Children's Board , PARIS Team , Organisational Development , Family Group Conference • Integrated Youth Support includes Parkfield & Youth Service 	<p>The work is of a statutory nature, the legislation contained within the Children Act 1989 and subsequent amendments and updates, Children Act 2004, as well as the Children (Leaving Care) Act 2000 and the Care Planning, Placement and Review (England) Regulations 2010 , Fostering Regulations 2011, The Adoption and Children Act, Carers and Disabled Children Act 2000</p> <p>To provide targeted interventions and crisis support to children, young people and their families, act as corporate parent to children looked after.</p>	<p>In 2013/14 there were over 7700 contacts to the Safeguarding Hub.</p> <p>In the financial year 2012/2013 there were 785 children and young people referred to the Family Support .</p> <p>The demand for the service fluctuates depending on referrals by a variety of agencies and the general public.</p>

Page 40

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Possible Risks / impact of proposals
		Income £	Budget reduction £				
	20,276,000			19,993,000			
<p>7. Review of Day Care and Domiciliary Care service</p> <p>This proposal ensures that packages of care are reviewed against criteria set. Also includes a review of specialist services which provides services for children with disabilities.</p>			52,000			01/04/15	<p>Minor Impact</p> <p>The current Children and Young People attending the Kool Club will be accommodated by an extra age group at the Council operated Saturday Club. The current contract with the Torbay Citizen's Advice Bureau that operates a tailored benefit advice service to the Disability Service will be terminated as currently it is not a service being taken up by Children, Young People and Families.</p>

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Possible Risks / impact of proposals
		Income £	Budget reduction £				
8. Changes to Management Arrangements and re-focusing of Youth Provision Parkfield Youth Centre (Proposal agreed by Council in Feb 2014)			50,000				
9. Young Carers This proposal concerns a review of the Young Carers Service			20,000		Associated redundancy costs and pension strain if applicable	01/04/15	Minor Impact This proposal concerns a review of the current Young Carers Service that meets the needs of the Young Carers population within Torbay. This is a high level proposal and once there is a level of detail upon which there can be detailed consultation with service users and their families this will be completed. The results of the consultation, along with an Equalities Impact Assessment, will then be considered in reaching decisions about the future of these services. As such this level of saving is not guaranteed until this process has been completed.

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Possible Risks / impact of proposals
		Income £	Budget reduction £				
<p>10. Portage Service</p> <p>This proposal concerns a review of the Portage Service. This proposal will form part of the general review of 0-5 services across Torbay.</p>			36,000			01/04/15	<p>Minor Impact</p> <p>This proposal concerns a review of the current portage service, the potential impact of this proposal will be explored through consultation with Partners and service users across Torbay. The proposal will form part of the general review of 0-5 services across Torbay.</p> <p>This is a high level proposal and once there is a level of detail upon which there can be detailed consultation with service users and their families this will be completed. The results of the consultation, along with an Equalities Impact Assessment, will then be considered in reaching decisions about the future of these services. As such this level of saving is not guaranteed until this process has been completed.</p>
<p>11. Organisational Development</p> <p>This proposal; concerns an increase to the training charges made to external partners in relation to Safeguarding Children (Child Protection) Training.</p>		25,000					<p>Internal</p> <p>There are no risks identified with this proposal and no potential impact of service users.</p>
<p>12. Central Costs</p> <p>This proposal concerns a review of all management functions across the Service and a review of the Business Support Service.</p>			100,000		Associated redundancy costs and pension strain if applicable	01/04/15	<p>Internal</p> <p>There are no risks identified with this proposal and no potential impact of service users.</p>

Budget Proposals 2015/16 and 2016/17: Equality Impact Assessment (EIA) - School Transport Review Charges for post 16 Students on SEN (Special Educational Needs) Courses

Officer Name:	Tricia Harwood	Position:	Senior Officer, Schools Services
Business Unit:	Schools Services	Directorate:	Children's Services
Date Started :	April 2014	Date of current version:	July 2014

The council and its partners are facing a significant challenge in the savings it needs to make over the next couple of years. This Equality Impact Assessment (EIA) has been developed as a tool to enable business units to fully consider the impact of their proposals on the community. As a council we need to ensure that we are able to deliver the savings that we need to make while mitigating against any negative or adverse impacts on particular groups across our communities.

This EIA will evidence that the Council have fully considered the impact of the proposed changes and has carried out appropriate consultation on those changes with the key stakeholders. This EIA and the evidence provided within it will allow Councillors to make informed decisions as part of the decision-making process regarding the council's budget.

Executive Lead / Head Sign off:

Executive Lead(s)	Cllr Ken Pritchard	Executive Head:	Suzie Franklin / Richard Williams
Date:		Date:	

Summary from Overall Budget Proposals:
 Copy from Overall Budget Proposal template

Proposals – Outline	Savings for 2015/16 and 2016/17		Implementation Cost <i>Include brief outline + year incurred</i>	Delivery <i>When will this proposal realise income / savings</i>	Risks / impact of proposals	Type of decision		
	Income £ 000's	Budget reduction £ 000's				Internal	Minor	Major
Efficiencies within Transport – Review charges for post 16 students on SEN courses		12,000	No Implementation Costs	01/09/15	In July 2013, the Council agreed to phase out subsidy of discretionary transport for students including post 16 students on mainstream courses. This review will consider the position in relation to post 16 students on SEN courses and/or using specialist transport.		X	
Efficiencies within Transport - Review charges for post 16 students on SEN courses		24,000	No Implementation Costs	01/09/16	A consultation has been undertaken. In July 2013, the Council agreed to phase out subsidy of discretionary transport for students including post 16 students on mainstream courses. This review will consider the position in relation to post 16 students on SEN courses and/or using specialist transport. A consultation has been undertaken.		X	

Section 1: Purpose of the proposal/strategy/decision

No	Question	Details
1.	Clearly set out the proposal and what is the intended outcome.	<p>The proposal is to introduce contributory charges for post-16 transport for students on SEN courses, also for post-16 students with medical needs requiring taxi/minibus transport. Children's Services will continue to provide a statutory service in relation to home to school / college transport and will continue to subsidise SEN transport for post-16 students on SEN courses where a need is identified.</p> <p>All local authorities have a statutory duty to make arrangements for the provision of transport as they consider necessary to facilitate school attendance. This includes:</p> <ul style="list-style-type: none"> • Providing transport assistance to pupils of statutory school age (5-16) travelling to and from school if they live further than the statutory walking distance from their nearest school (this is two miles for pupils aged 7 and under and three miles for pupils aged 8 and over). • Secondary pupils from low income families are entitled to free transport to any of the three nearest suitable schools that are more than two and less than six miles away, and to a denominational school up to 15 miles away. • Normally assistance is in the form of a free bus pass. <p>In July 2013 Torbay Council agreed to phase out the subsidy of discretionary transport for all students including SEN post-16 students on mainstream courses. This means that from September 2014 all post 16 students on mainstream courses (even if they have a special educational need) will be charged a £400 contribution for transport to school/college for the year and from September 2015 they will pay the full price for an annual bus pass.</p> <p>The position of post 16 students on SEN courses has now been reviewed in light of the changes to charging post 16 students on mainstream courses. This proposal seeks to introduce a contributory charge for post 16 students on SEN courses to remove the inequity of some students paying for transport (all those on mainstream courses) whilst others currently make no contribution (those on SEN courses). Likewise students with medical needs who are provided with taxi or minibus transport will be asked for a contribution.</p> <p>Under this proposal a contribution will be introduced for post 16 students on SEN courses, and students with medical needs requiring taxi/minibus transport, of up to £600 for the year from September 2015 (£400 for students from families on low income) and up to £600 for all post 16 students on SEN courses/with medical needs from September 2016. This will</p>

No	Question	Details
		<p>be reviewed annually and aligned with the cost of a bus pass to other students. (N.B. If the cost of a bus pass is lower than £600 then the contribution will also be lower. Currently a Torbay Termrider costs £540 for a year. The charges for 2015 and 2016 will not exceed the figures given here.)</p> <p>Where post 16 students attending SEN courses/with medical needs are assessed as needing special transport e.g. taxi or minibus they will continue to receive support from the local authority over and above the contributory amount i.e. all additional costs over £600 /£400 from September 2015 and £600 from September 2016 will be met by the local authority.</p> <p>While this proposal is being put forward as part of the budget setting process and will deliver savings for the Council, it is intended the proposal will remove the inequity of the current charging policy and ensure that all post-16 students are treated the same in terms of the contribution they are asked to make for transport to school/college.</p>
2. Page 46	<p>Who is intended to benefit / who will be affected?</p>	<p><i>Who will be affected by this proposal, whether this is a positive or negative impact?</i></p> <p>Post 16 students on SEN courses who receive discretionary transport assistance: in 2013-14 there are 44 students who would be affected by these proposals. Also post-16 students with medical needs requiring taxi/minibus transport: in 2013-14 there are 8 of these students.</p> <p>Parents / carers of children who are post-16 students on SEN courses/have medical needs.</p>

Section 2: Equalities, Consultation and Engagement

Torbay Council has a moral obligation as well as a duty under the Equality Act 2010 to eliminate discrimination, promote good relations and advance equality of opportunity between people who share a protected characteristic and people who do not.

The **Equalities, Consultation and Engagement** section ensures that, as a council, we take into account the Public Sector Equality Duty at an early stage and provide evidence to ensure that we fully consider the impact of our decisions/proposals on the Torbay community.

Evidence, Consultation and Engagement

No	Question	Details		
3.	Have you considered the available evidence?	<p>Consider data and research already available locally and nationally. Your assessment should be under-pinned by up-to-date and reliable, factual information about the different groups the proposal is likely to affect. For instance, population profile, satisfaction data, deprivation statistics and how this helps to build a picture around your proposal.</p> <p>In 2013-14 are 33 students on SEN courses travelling by taxi or other SEN transport and 11 travelling by bus. This excludes students travelling by bus to South Devon College as the college now arranges this transport directly. Numbers will vary from year to year as needs are very specific. Details of transport provision are as follows:</p>		
		Bus Pass	Taxi/Minibus	Total
		2013/14	2013/14	2013/14
		South Devon College SEN Section	0	12
		Exeter College SEN Section	0	1
		Bridgwater College	0	1
		Paignton Community & Sports Academy	2	2
		WESC Foundation	0	2
		Dartington Bidwell Brook School	0	1
		Mayfield School	0	10
		On Track Education Services Totnes	2	7
		Combe Pafford	7	7
		Duchy College (part of journey twice per week)	0	1
		TOTAL	11	44
<p>The annual cost of a bus pass to the Council for students in Torbay for 2013-14 is £525. For 2014-15 it will be £540.</p>				

No	Question	Details
		<p>The cost of providing SEN transport to 33 students for 2013-14 is expected to be in the region of £70,000 - £75,000. The cost of providing taxi/minibus transport to the students with medical needs for 2013-14 is expected to be approximately £19,830. In addition the council pays for the employment of an escort where appropriate to accompany students.</p> <p>The alternative of continuing to fully fund SEN and medical transport is not sustainable, as the transport budget is insufficient to meet the current need and increasing demands are being made on it for statutory transport assistance for pupils with Special Educational Needs. For example, the cost of bus passes increased by 4% in 2012, adding £22,000 to the annual transport budget. Mayfield School has added 10 places and Combe Pafford has an additional 35 places. A primary centre for alternative primary provision has been established in Brixham and 12 pupils are currently being transported to this provision in 4 taxis.</p> <p>Bursaries are now available for post-16 students in care, leaving care or in receipt of some income support. Discretionary bursaries are available for other students on low incomes to help with costs such as transport. These are distributed directly by post-16 institutions.</p> <p>Many other local authorities have already introduced charges for post-16 transport for all students including SEN students. For example, Devon County Council is asking for a contribution of £500 for 2013-14, Essex is charging £510, Leicester are charging £252, Lincolnshire are charging £405 and Cambridgeshire charges range from £450-£618. Some of these local authorities have a discounted rate for students from low income families; others rely on bursaries to support low income students.</p>

No	Question	Details
4.	<p>How will / have you* consulted on the proposal?</p> <p><i>*delete as appropriate</i></p>	<p><i>Have you carried out any consultation on your proposal and if so how? Focus groups / survey / events? Remember that it may be important to also consult on any alternative options. Also include who will you / have consulted with and if applicable which specific groups you will / have consulted with (i.e. groups who may be specifically affected by your proposal, specific equality or hard to reach groups).</i></p> <p>Consultation on this proposal commenced following the announcement of the Mayor's draft budget proposals in November 2013. Money was then found to cover the planned savings for 2014-15 and a decision taken to re-consult to introduce changes for September 2015. The second consultation ran for 8 weeks and closed on 7th July 2014.</p> <p>For this second consultation, papers were sent directly to all secondary age students currently being transported on taxi/minibus transport by the council (321 individual letters sent).</p> <p>All secondary schools, special schools and South Devon College were contacted and asked to disseminate information to a) governing bodies and b) parents/students who would be affected by the proposals. The consultation was also promoted through the Parent Participation Forum.</p> <p>To ensure that all potential future users of this service were given the opportunity to have their say, information along with a questionnaire was made available on the council's web site.</p>
5. 49	<p>Outline the key findings</p>	<p>In the first consultation, a total of 23 responses were received. In the second consultation there were also 23 responses. It is not known how many of these were from the same respondents as in the first consultation.</p> <p>The great majority of responses were disagreeing with the proposal. There were three main areas of concern:</p> <p>Cost</p> <ul style="list-style-type: none"> • People on low incomes are concerned about finding the money – both those on benefits and those just above the threshold for benefits • Families do not feel they have a choice not to pay because of the raising of the participation age • Families already have additional costs to pay to care for these young people • Fear that a financial contribution is the first step to being asked to pay the full cost <p>Fairness</p> <ul style="list-style-type: none"> • There is often no local institution to choose for students with special needs so students have to travel a long way and therefore have to have transport

No	Question	Details
		<ul style="list-style-type: none"> • These families are already disproportionately affected by other cuts to services • These young people do not have the choice of walking, cycling or travelling by moped • This would add additional pressure to an already challenging lifestyle and to those who are most vulnerable • Post-16 SEN courses are essential to give students optimal life chances. They do not have other options e.g. apprenticeships at age 16 <p>Practicality</p> <ul style="list-style-type: none"> • These students cannot function independently and this proposal would make them more dependent • As above, students are often unable to attend a local institution because it does not cater for their needs • Concerns about safety if free transport is not provided and more students have to make their own way to school/more parents use their car to get them to school
6.	<p>What amendments may be required as a result of the consultation?</p>	<p>A phased introduction to charging has been proposed as an alternative (over 3 years and differentiating costs for families on low incomes). However, this would extend the period of different costs for different student groups and would reduce the savings to be made. The facility to pay in instalments will be made available to help spread the cost.</p>

Positive and Negative Equality Impacts

No	Question	Details		
7.	<p>Identify the potential positive and negative impacts on specific groups</p>	<p><i>It is not enough to state that a proposal will affect everyone equally. There should be more in-depth consideration of available evidence to see if particular groups are more likely to be affected than others – use the table below. You should also consider workforce issues. If you consider there to be no positive or negative impacts use the 'neutral' column to explain why. EVERY BOX MUST BE COMPLETED – if there is no impact please state either 'No Positive Impact' or 'No Negative Impact'.</i></p>		
		Positive Impact	Negative Impact	Neutral Impact
	<p>Older or younger people</p>	<p>Children's Services will continue to provide a statutory service in relation to home to school / college transport, as set out in question 1 above and young people who need special transport will continue to have this provided.</p> <p>Bursaries are now available for young people who are post-16 carers, in care, leaving care or in receipt of income support. These bursaries are administered directly by post-16 institutions and young people are advised to talk to their school / college for assistance.</p> <p>Bursaries are available for post-16 students on low incomes.</p>	<p>This proposal will affect approximately 50 young people. This proposal may cause some financial hardship and/or limit the choice of schools available for some families to choose from.</p>	
	<p>People with caring responsibilities</p>	<p>Children's Services will continue to provide the statutory services in relation to home to school / college transport, as set out in question 1 above and young people who need special transport will continue to have this provided.</p> <p>Bursaries are available for post-16 students on low incomes.</p>	<p>Parents / carers of post 16 students on SEN courses/with medical needs may be affected by this proposal.</p>	

No	Question	Details	
	People with a disability	<p>Where students on SEN courses/with medical needs require special transport e.g. taxi or minibus, they will continue to receive support from the local authority and these costs will be covered by the local authority.</p> <p>Under the changes already agreed in relation to school transport post 16 SEN students attending mainstream courses will from September 2014 be required to make a contribution towards the costs of their transport. This proposal will remove the inequity between those attending SEN courses/requiring specialist transport and those attending mainstream courses as all students will be required to make a contribution towards their transport costs.</p> <p>Post-16 bursaries are available for students on low incomes.</p>	<p>This proposal will affect approximately 50 young people on post 16 SEN courses/with medical needs. This proposal may cause some financial hardship and/or limit the choice of schools available for some families to choose from.</p>
	Women or men	This proposal does not differentially impact on women or men	
	People who are black or from a minority ethnic background (BME)	This proposal does not differentially impact on those from different ethnicities	
	Religion or belief (including lack of belief)	This proposal does not differentially impact on those from different religions	
	People who are lesbian, gay or bisexual	This proposal does not differentially impact on those who are lesbian, gay or bisexual	
	People who are transgendered	This proposal does not differentially impact on those who are transgendered	
	People who are in a	This proposal does not differentially impact on those who are married or in a civil partnership	

Details	
No	Question
	<p>marriage or civil partnership / Women who are pregnant / on maternity leave</p> <p>Socio-economic impacts (Including impact on child poverty issues and deprivation)</p>
	<p>This proposal does not differentially impact on those who are pregnant or on maternity leave</p>
	<p>Children's Services will continue to provide the statutory services in relation to home to school / college transport, as set out in question 1 above and young people who need special transport will continue to have this provided.</p> <p>Bursaries are now available for young people who are post-16 carers, in care, leaving care or in receipt of income support these bursaries are administered directly by post-16 institutions and young people are advised to talk to their school / college for assistance.</p> <p>Bursaries are available for post-16 students on low incomes.</p>
	<p>This proposal may cause some financial hardship for some post 16 students on SEN courses/with medical needs and their families.</p>
	<p>This proposal does not have any public health impacts.</p>
8a.	<p>Public Health impacts (How will your proposal impact on the general health of the population of Torbay)</p> <p>Cumulative Impacts – Council wide (proposed changes elsewhere which might worsen the impacts identified above)</p> <p><i>Are any cumulative impacts identified across your service area from proposals in other departments OR from other service areas? Please explain what these might be (you may need to revisit this section once proposals have been further defined)</i></p> <p>None identified at this stage</p>

No	Question	Details
8b.	Cumulative Impacts – Other public services (proposed changes elsewhere which might worsen the impacts identified above)	<p>Are any cumulative impacts identified across your service area from proposals in other public services or partner organisations? Please explain what these might be (you may need to revisit this section once proposals have been further defined)</p> <p>None identified at this stage</p>

Section 3: Mitigating action

No	Action	Details
9.	Summarise any negative impacts and how these will be managed?	<p><i>Outline each negative impacts identified relating to equalities in question 7 and how each impact will be managed / monitored so that they are reduced / eliminated or mitigated. What ways can the negative impact be minimised?</i></p> <p>The negative impact will be an additional cost for transport to school or college for post-16 students attending SEN courses/with medical needs. The Council is proposing to phase in the changes to the policy for students from families on a low income to mitigate the potential impact. Students will be required to make a contribution of up to £600 for the year in September 2015 (£400 for students from low income families), and in September 2016 will be required to contribute up to £600 for the academic year. In future years the contribution will be aligned to the cost of a bus pass.</p> <p>Post 16 students on SEN courses/with medical needs will be asked to make a contribution towards their transport costs, the local authority will continue to subsidise transport costs over and above the contribution where there is a need identified.</p> <p>There is an appeals process where parents and students will be able to request discretionary support in exceptional circumstances and cases of genuine hardship. This process is open to all families.</p>

Section 4: Monitoring

No	Action	Details
10.	Outline plans to monitor	<p><i>The full impact of decisions will only be known once it is introduced. Identify arrangements for reviewing the actual impact</i></p>

<p>the actual impact of your proposals</p>	<p>of proposals once they have been implemented, including dates and methods.</p> <p>The number of appeals for discretionary assistance will be monitored and the outcome of these appeals</p>
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Section 5: Recommended course of action

No	Action	Outcome	Tick ✓	Reasons/justification for recommended action
<p>11.</p> <p style="text-align: center;">Page 55</p>	<p>State a recommended course of action Clearly identify an option and justify reasons for this decision. The following four outcomes are possible from an assessment (and more than one may apply to a single proposal). Please select from the 4 outcomes and justify the reasons for your decision</p>	<p>Outcome 1: No major change required - EIA has not identified any potential for adverse impact in relation to equalities and all opportunities to promote equality have been taken</p> <p>Outcome 2: Adjustments to remove barriers – Action to remove the barriers identified in relation to equalities have been taken or actions identified to better promote equality</p> <p>Outcome 3: Continue with proposal - Despite having identified some potential for adverse impact / missed opportunities in relation to equalities or to promote equality. Full justification required, especially in relation to equalities, in line with the duty to have ‘due regard’.</p> <p>Outcome 4: Stop and rethink – EIA has identified actual or potential unlawful discrimination in relation to equalities or adverse impact has been identified</p>	<p>✓</p> <p>x</p>	<p>The charges will be phased in over two years for students on a low income, with a year's notice.</p> <p>Bursaries will generally be available to support students from families on low income but there will be an appeal process for students with exceptional circumstances.</p>

Priorities and Resources 2015/2016

Additional Information Requested



Children's Services

Proposal 4 Reduction in the Action for Children Contract

Proposal 5 Children's Centre Contract

Update Equality Impact Assessment – What was the result of the consultation exercise?

Action for Children were informally advised at their Strategic Advisory Board held on 16th July 2014 of the proposed budget cuts to the current Children's Centre Contract. They were advised on how their Service Users should feedback to the Council as part of the budget consultation process. These responses will be directed to the Early Years inbox by mid August 2014.

Action for Children were formally advised of the proposed cuts At a Contract Management meeting held on 30th July 2014. The Council will receive Action for Children formal response by 23rd August 2014. They will respond in two forms.

1. The impact on services of the 10% reduction - £100,000
2. The impact of the additional £50,000

Budget Proposals 2014/15 and 2015/16: Equality Impact Assessment (EIA) Reduction in Grant for Action for Children – DRAFT

Officer Name:	Rachael Williams	Position:	School Service Manager (Early Years)
Business Unit:	School Improvement	Directorate:	Childrens Services
Date started:	November 2013	Date:	6th February 2014

The council and its partners are facing a significant challenge in the savings it needs to make over the next couple of years. This Equality Impact Assessment (EIA) has been developed as a tool to enable business units to fully consider the impact of their proposals on the community. As a council we need to ensure that we are able to deliver the savings that we need to make while mitigating against any negative or adverse impacts on particular groups across our communities.

This EIA will evidence that the Council have fully considered the impact of the proposed changes and has carried out appropriate consultation on those changes with the key stakeholders. This EIA and the evidence provided within it will allow Councillors to make informed decisions as part of the decision-making process regarding the council's budget.

Executive Lead / Head Sign off:

Executive Lead(s)	Ken Pritchard	Executive Head:	Richard Williams
Date:	6th February 2014	Date:	6th February 2014

Summary from Overall Budget Proposals:

Proposals – Outline	Savings for 2014/15 and 2015/16		Implementation Cost <i>Include brief outline + year incurred</i>	Delivery <i>When will this proposal realise income / savings</i>	Risks / impact of proposals <ul style="list-style-type: none"> Potential risks Impact on community Knock on impact to other agencies 	Type of decision		
	Income £	Budget reduction £				Internal	Minor	Major
Reduction in the Action for Children Contract by 10% in 2014/15 and 2015/16		200,000	No Implementation Costs	£100,000 01/04/14 £100,000 01/04/15	The Local Authority has an option within the current contract for Children's Centres (delivered by Action for Children) to reduce the contract value by 10% a year. This proposal may limit the ability of Action for Children to deliver some current services and achieve targets. The potential impact of this two year proposal will be explored through consultation with Action for Children. An Equality Impact Assessment has been undertaken in relation to this proposal.		X	

Proposals – Outline	Savings for 2014/15 and 2015/16		Implementation Cost <i>Include brief outline + year incurred</i>	Delivery <i>When will this proposal realise income / savings</i>	Risks / impact of proposals <ul style="list-style-type: none"> Potential risks Impact on community Knock on impact to other agencies 	Type of decision		
	Income £	Budget reduction £				Internal	Minor	Major
Reduction in the Action for Children Contract 2015/16		50,000	No Implementation Costs	£50,000 01/04/15	This is further cuts to the current Action for Children Contract. The Local Authority will be implementing the already agreed 10% cut stated within the contract for 2015/16. This proposal may limit the ability of Action for		X	

Proposals – Outline	Savings for 2014/15 and 2015/16		Implementation Cost <i>Include brief outline + year incurred</i>	Delivery <i>When will this proposal realise income / savings</i>	Risks / impact of proposals <ul style="list-style-type: none"> • <i>Potential risks</i> • <i>Impact on community</i> • <i>Knock on impact to other agencies</i> 	Type of decision		
	Income £	Budget reduction £				Internal	Minor	Major
					<p>Children to deliver some current services and achieve targets.</p> <p>The potential impact of this additional proposal will be explored through consultation with Action for Children. An Equality Impact Assessment has been undertaken in relation to this proposal.</p>			

Section 1: Purpose of the proposal/strategy/decision

No	Question	Details
1.	Clearly set out the proposal and what is the intended outcome.	<p>In 2012 the Local Authority commissioned the delivery of Children Centre services to Action for Children. Services for Torbay’s Children’s Centres are delivered in Torquay (Echo, Zig Zags, Watcombe, Cockington), Paignton (Parkside, Oldway), Brixham (Furzeham). Children’s Centres provide a universal service available to all families with a child aged 0 to 5 years and include services such as stay and play sessions, young Mums to be, parents to be, dad’s clubs as well as providing targeted family support for more vulnerable families.</p> <p>This proposal seeks to reduce the contract with Action for Children by 10% in 2014/15 and 10% in 2015/16 together will an additional reduction of £50,000 in 2015/16 This would reduce their contract to £850,000.</p> <p>The Local Authority will work with Action for Children to ensure that any alternations to services have a minimal impact for families who use the services.</p> <p>The original contract awarded to Action for Children in 2011, has a clause which allows the local authority to implement a 10% budget reduction for each year of the assigned contract years. The additional £50,000 reduction fall outside of this agreement.</p>
2.	Who is intended to benefit / who will be affected?	<p>The following groups may be affected by this proposal:</p> <ul style="list-style-type: none"> ● Action for Children as the current service provider ● Current and potential service users – families with children aged 0 to 5 and expectant parents. ● Partner organisations who deliver services from the children centre sites for example, health visitors, Job CentrePlus.

Section 2: Equalities, Consultation and Engagement

Torbay Council has a moral obligation as well as a duty under the Equality Act 2010 to eliminate discrimination, promote good relations and advance equality of opportunity between people who share a protected characteristic and people who do not.

The **Equalities, Consultation and Engagement** section ensures that, as a council, we take into account the Public Sector Equality Duty at an early stage and provide evidence to ensure that we fully consider the impact of our decisions/proposals on the Torbay community.

Evidence, Consultation and Engagement

No	Question	Details
3.	Have you considered the available evidence?	<p>The current children's centre contract covers all aspects of the Department for Education's Core Purpose. As listed below</p> <p>Children's Centres must:-</p> <ol style="list-style-type: none"> 1. Improve outcomes for young children and their families, with a particular focus on the most disadvantaged families, in order to reduce inequalities in: <ul style="list-style-type: none"> Child development and school readiness <p>Supported by improved:</p> <ul style="list-style-type: none"> Parenting aspirations, self esteem and parenting skills Child and family health and life chances. <p>To deliver the core purpose they need to</p> <ol style="list-style-type: none"> 2. Assess need across the local community 3. Provide access to universal early years services in the local area including high quality and affordable early years education and childcare 4. Provide targeted evidence based early interventions for families in greatest need, in the context of integrated services 5. Act as a hub for the local community, building social capital and cohesion 6. Share expertise with other early years settings to improve quality. <p>Sector Leaders believe that all children's centre activity should be underpinned by the principles of:</p> <ol style="list-style-type: none"> 7. Respecting and engaging parents 8. Working in partnership across professional/agency boundaries. <p>Torbay has two designated Children's Centres. Torquay and Paignton with Brixham. The Children's Centres were inspected in 2011 and achieved good inspection grades, these inspections took place under a previous inspection schedule and both centres are due to be re-inspected.</p>

No	Question	Details
		<p>The Children Centres and their planned outreach activities are based within areas of deprivation, they provide a universal service that is available to all families with a child under the age of 5 (approximately 6,690 children across Torbay). In addition to the universal services the Children Centre provides targeted family support to children under the age of 5. The children's centres currently reach 34% of all children living in Torbay within each quarter of the year.</p>
4.	<p>How have you consulted on the proposal?</p>	<p>In November 2013 the Local Authority informed the Action for Children of the proposal to implement the 10% budget reduction (£100K) listed in the contract. In December 2013 Action for Children conducted their internal budget review and setting process. This involved the senior leadership team of Torbay Children's Centres and the Regional Manager of Action for Children. In January 2014 the Children's Centre Manager met with the School Service Manager (Local Authority) to outline the proposed budget savings and the impact on service users and the delivery model</p> <p>The budget reductions outlined did not impact on the number of services that were universally available to families. All groups that are currently provided would continue.</p> <p>As a result of these findings no public consultation has been undertaken.</p> <p>In July 2014, the Local Authority informed Action for Children of the proposal to implement the 10% budget reduction for 2015/16 and the additional reduction of £50,000 in 2015/16. A total budget reduction of £150,000 in 2015/16.</p> <p>The Local Authority will meet with Action for Children on 27th July 2014 to formalise the consultation process.</p>
5.	<p>Outline the key findings</p>	
6.	<p>What amendments may be required as a result of the consultation?</p>	

Positive and Negative Equality Impacts

		Details		
No	Question	Positive Impact	Negative Impact	Neutral Impact
7.	Identify the potential positive and negative impacts on specific groups			
	Older or younger people	Potential impact on children (0-5 yrs old) attending children's centres services. This will be fully assessed through the consultation and this section updated accordingly.	Potential impact on children (0-5 yrs old) attending children's centres services. This will be fully assessed through the consultation and this section updated accordingly.	
	People with caring responsibilities	Potential impact on families of children (0-5 yrs old) attending children's centres. This will be fully assessed through the consultation and this section updated accordingly.	Potential impact on families of children (0-5 yrs old) attending children's centres. This will be fully assessed through the consultation and this section updated accordingly.	
	People with a disability			No differential impact identified at this stage
	Women or men	Any differential impact on men or women attending children's centres will be fully assessed through the consultation and this section updated accordingly.	Any differential impact on men or women attending children's centres will be fully assessed through the consultation and this section updated accordingly.	
	People who are black or from a minority ethnic background (BME)			No differential impact identified at this stage
	Religion or belief (including lack of belief)			No differential impact identified at this stage
	People who are lesbian, gay or bisexual			No differential impact identified at this stage
	People who are transgendered			No differential impact identified at this stage

Details		
No	Question	No differential impact identified at this stage
	People who are in a marriage or civil partnership	
	Women who are pregnant / on maternity leave	Any differential impact on women who are pregnant or on maternity leave centres will be fully assessed through the consultation and this section updated accordingly.
	Socio-economic impacts (Including impact on child poverty issues and deprivation)	Any socio-economic impacts will be fully assessed through the consultation and this section updated accordingly.
	Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	Any public health impacts will be fully assessed through the consultation and this section updated accordingly.
8a.	Cumulative Impacts – Council wide (proposed changes elsewhere which might worsen the impacts identified above)	None identified at this time, this will be fully assessed through the consultation.
8b.	Cumulative Impacts – Other public services (proposed changes elsewhere which might worsen the impacts identified above)	None identified at this time, this will be fully assessed through the consultation.

Section 3: Mitigating action

Details	
No	Action
9.	Summarise any negative impacts and how these will be managed?

Section 4: Monitoring

Details	
No	Action
10.	Outline plans to monitor the

	actual impact of your proposals
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Section 5: Recommended course of action

No	Action	Outcome	Tick ✓	Reasons/justification for recommended action
11.	State a recommended course of action	<p>Outcome 1: No major change required - EIA has not identified any potential for adverse impact in relation to equalities and all opportunities to promote equality have been taken</p> <p>Outcome 2: Adjustments to remove barriers – Action to remove the barriers identified in relation to equalities have been taken or actions identified to better promote equality</p> <p>Outcome 3: Continue with proposal - Despite having identified some <u>potential</u> for adverse impact / missed opportunities in relation to equalities or to promote equality. Full justification required, especially in relation to equalities, in line with the duty to have 'due regard'.</p> <p>Outcome 4: Stop and rethink – EIA has identified actual or potential unlawful discrimination in relation to equalities or adverse impact has been identified</p>		

Budget Proposals 2015/16: Equality Impact Assessment (EIA) Review of Services for Children with Disabilities

Officer Name: Elaine Atkinson	Position: Service Manager Safeguarding.
Business Unit: Children's Safeguarding	Directorate: Children's Services
Date started: February 2014	Date: September 2014

The council and its partners are facing a significant challenge in the savings it needs to make over the next couple of years. This Equality Impact Assessment (EIA) has been developed as a tool to enable business units to fully consider the impact of their proposals on the community. As a council we need to ensure that we are able to deliver the savings that we need to make while mitigating against any negative or adverse impacts on particular groups across our communities.

This EIA will evidence that the Council have fully considered the impact of the proposed changes and has carried out appropriate consultation on those changes with the key stakeholders. This EIA and the evidence provided within it will allow Councillors to make informed decisions as part of the decision-making process regarding the council's budget.

Executive Lead / Head Sign off (when final version):

Executive Lead(s) Ken Pritchard	Director of Children's Services: Richard Williams
Date:	Date:

Please Note: This EIA is currently a draft document - the potential impacts of the proposal will be fully assessed throughout the consultation. This EIA will be reviewed and updated once the consultation has been undertaken.

Summary from Overall Budget Proposals:

Proposals – Outline	Savings for 2014/15 and 2015/16		Implementation Cost <i>Include brief outline + year incurred</i>	Delivery <i>When will this proposal realise income / savings</i>	Risks / impact of proposals <ul style="list-style-type: none"> • <i>Potential risks</i> • <i>Impact on community</i> • <i>Knock on impact to other agencies</i> 	Type of decision		
	Income £	Budget reduction £				Internal	Minor	Major
<p>Review of Kool Club and Quids for Kids clubs</p> <p>A review of specialist services which provides services for children with disabilities.</p>		52,000	None	01/04/15	<p>As part of the review of services, there is the potential that some families will no longer receive some services in their current form. This proposal may also result in a reduction in grant for some service providers.</p> <p>The potential impact of this proposal has been explored through consultation. An Equality Impact Assessment has been undertaken in relation to this proposal.</p>			X

Section 1: Purpose of the proposal/strategy/decision

No	Question	Details
1.	Clearly set out the proposal and what is the intended outcome.	<p>For children with disabilities and their families Torbay Council has a responsibility for assessing need, where the child meets the criteria for assessment and developing packages of care to meet the needs identified. As part of these packages of care Torbay Council provides a range of day care and domiciliary services, as well as commissioning some services from other providers.</p> <p>In light of changes to national funding arrangements and the removal of the Aiming High funding the Council is currently going through a process of reviewing children's care packages to ensure they continue to meet identified needs. As a result of this re-assessment of need, some families are now receiving reduced or different but still appropriate assessed packages of care.</p> <p>As part of this review, the services which Torbay Council provides both in house and commissions from other providers have also been reviewed. As a result it is proposed to make the following changes:</p> <ul style="list-style-type: none"> • Terminate the contract for the provision of the Kool Club which is provided by the Lifeworks organisation of Bidwell Brooke Foundation. This service provides social and leisure opportunities for 14 to 18 year olds every fortnight on a Saturday to assist in the development of their life skills to help the transition into adulthood. The service has capacity for 12 young people but currently numbers have declined to 5 young people currently attending. The proposal to terminate this contract has been developed given the current attendance figures for the service. • Terminate the contract for Quids for Kids which is provided by the Citizen's Advice Bureau. This service was set up to help families with children with a disability aged 0 to 18 increase their income by ensuring they are claiming their full benefit entitlement. The proposal to terminate this contract has been developed as families are able to access universal services which provide the same advice and support to all families. Providing assistance to families in claiming their maximum benefit entitlement is also something which social workers are able to support families with.
2.	Who is intended to benefit / who will be affected?	<ul style="list-style-type: none"> • Children with disabilities who are service users of the Children's Disability service, in particular those who are receiving services from Quids for Kids or attending Kool Club. • Parents / Carers of children with disabilities who are receiving services from Quids for Kids or attending Kool Club. • Lifeworks Organisation of Bidwell Brooke Foundation – Kool Club • Citizen's Advice Bureau – Quids for Kids

No	Question	Details
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Section 2: Equalities, Consultation and Engagement

Torbay Council has a moral obligation as well as a duty under the Equality Act 2010 to eliminate discrimination, promote good relations and advance equality of opportunity between people who share a protected characteristic and people who do not.

The **Equalities, Consultation and Engagement** section ensures that, as a council, we take into account the Public Sector Equality Duty at an early stage and provide evidence to ensure that we fully consider the impact of our decisions/proposals on the Torbay community.

Evidence, Consultation and Engagement

No	Question	Details																
3.	Have you considered the available evidence?	<p>There are approximately 200 families who have children which receive services from the Children's Disability team.</p> <p>Kool Club: Currently there are 5 young people who are attending this provision. The Kool Club is provided every fortnight on a Saturday.</p> <p>Quids for Kids: Figures for contact to the service are outlined in the table below:</p> <table border="1" data-bbox="922 280 1098 1680"> <thead> <tr> <th data-bbox="922 1384 986 1680">Date</th> <th data-bbox="922 922 986 1384">Number of contacts</th> <th data-bbox="922 600 986 922">Number of repeat contacts</th> <th data-bbox="922 280 986 600">Total contacts</th> </tr> </thead> <tbody> <tr> <td data-bbox="986 1384 1026 1680">July 2011 to Dec 2011</td> <td data-bbox="986 922 1026 1384">57</td> <td data-bbox="986 600 1026 922">Not known</td> <td data-bbox="986 280 1026 600">57</td> </tr> <tr> <td data-bbox="1026 1384 1066 1680">Jan 2012 to Dec 2012</td> <td data-bbox="1026 922 1066 1384">98</td> <td data-bbox="1026 600 1066 922">29</td> <td data-bbox="1026 280 1066 600">127</td> </tr> <tr> <td data-bbox="1066 1384 1098 1680">Jan 2013 to March 2014</td> <td data-bbox="1066 922 1098 1384">47</td> <td data-bbox="1066 600 1098 922">66</td> <td data-bbox="1066 280 1098 600">113</td> </tr> </tbody> </table> <p>Through consultation with the organisations affected, evidence will be collated regarding the number of service users who are accessing each service and this section will be updated accordingly.</p>	Date	Number of contacts	Number of repeat contacts	Total contacts	July 2011 to Dec 2011	57	Not known	57	Jan 2012 to Dec 2012	98	29	127	Jan 2013 to March 2014	47	66	113
Date	Number of contacts	Number of repeat contacts	Total contacts															
July 2011 to Dec 2011	57	Not known	57															
Jan 2012 to Dec 2012	98	29	127															
Jan 2013 to March 2014	47	66	113															

No	Question	Details
4.	How will / have you consulted on the proposal?	<p>Targeted consultation has taken place with the following:</p> <ul style="list-style-type: none"> • Current clients of the services affected and their families • Current providers of the service (Lifeworks Organisation and Citizen's Advice Bureau) • General public via the Council's general budget consultation <p>A questionnaire was compiled and sent to families with children and young people with disabilities that are registered with the Torbay Children's Disability Service. Also a mail shot to all families that are registered on the Torbay Disability Register 'DeCiDe'.</p> <p>The letter which accompanied the questionnaire gave an outline of the need to respond to the questionnaire as a response to the overall proposal.</p> <p>The letters went out to families on 19th December 2013 with a return date of 16th January 2015. There were 300 mail outs to families on 19th December 2013. Up to the 16th January 2015, 15 completed questionnaires were returned. The services included Day Care Service sections, Torbay Special Needs Play scheme, Torbay Special Needs Saturday Club, Torbay Sensory group, Torbay Inclusion Project, Torbay CIS Befriending Service, Direct Payments, Kool Club and Quids for Kids Project.</p> <p>In addition to this 180 letters were sent to all families who were known to Torbay Children with Disabilities service about the proposal to cut Quids for Kids and Kool Club.</p>
5.	Outline the key findings	<p>Due to the sensitivity of the proposed consultation, specific responses from respondents are not included in this Equality Impact Assessment. However, they have all been considered and summarised within this document.</p> <p>There were 9 responses received expressing concern around proposed cuts to Quids for Kids from current service users. All stating that they found the current service invaluable.</p> <p>Responses were also received from the Cool Club and Citizens Advice Bureau concerning the proposal which have been attached to this Equality Impact Assessment for information.</p>

No	Question	Details
6.	<p>What amendments may be required as a result of the consultation?</p>	<p>Lifeworks (who is the Operator of the Kool Club), wish to continue to provide a Kool Club in the Torbay area. They will be willing to do so on an individual spot purchasing basis or through Direct Payments for the 5 Young People that are currently attending. Any future referrals at a subsidised cost of £1,200 per annum per member, utilising the arrangement set out above.</p> <p>The alternative arrangement would be to make operational changes to the current in-house resource known as the Saturday Club to meet the needs of the young people who currently attend both the current Saturday Club and Kool Club.</p> <p>In relation to the Quids for Kidz proposal it would be reasonable for the Council to expect the Citizens Advice Bureau to deliver a service to Children with Disabilities as part of their every day service.</p>

Positive and Negative Equality Impacts

No	Question	Details	
7. Page 71	<p>Identify the potential positive and negative impacts on specific groups</p> <p>Older or younger people</p>	<p>Positive Impact</p>	<p>Negative Impact</p> <p>Young people receiving services from Kool Club will be affected by this proposal as alternative provision may need to be secured. Any change in service provision may cause some anxiety and distress to young people accessing this service.</p>
		<p>Neutral Impact</p>	<p>Young people receiving services from Kool Club will be affected by this proposal as alternative provision may need to be secured. Any change in service provision may cause some anxiety and distress to young people accessing this service. The potential impact of these proposals has been explored through the consultation. No responses were received from service users</p>

Details	
No	Question
	<p>People with caring responsibilities</p> <p>Benefits advice and support is available through other universal services.</p>
	<p>There is the potential that if families are not able to access benefits advice from universal services they will not be able to maximise their full benefit entitlement and potentially receive less income.</p> <p>Benefits advice and support is available through other universal services, including the internet, Citizens Advice Bureau Universal Services, Family Information Service or via allocated Social Worker.</p>
	<p>Young people with a disability receiving services from Kool Club will be affected by this proposal as alternative provision may need to be secured. Any change in service provision may cause some anxiety and distress to young people accessing this service.</p> <p>Any change in service provision may cause some anxiety and distress to young people accessing this service.</p>
	<p>Families are able to continue to receive access to advice and support to enable them to continue to apply for the maximum benefit entitlement. Benefits advice and support is available through other universal services, including the internet, Citizens Advice Bureau Universal Services, Family Information Service or via allocated Social Worker.</p> <p>Young people with a disability receiving services from Kool Club will not be affected by this proposal as new arrangements can be entered into through the use of spot purchasing or utilisation of Direct Payments.</p> <p>Any change in service provision may cause some anxiety and distress to young people accessing this service.</p> <p>No differential impact identified at this stage</p>
	<p>People with a disability</p>
	<p>Women or men</p>

Question		Details
No	the general health of the population of Torbay)	
8a.	Cumulative Impacts – Council wide (proposed changes elsewhere which might worsen the impacts identified above)	None identified
8b.	Cumulative Impacts – Other public services (proposed changes elsewhere which might worsen the impacts identified above)	Other proposals in relation to the wider contract with Citizen's Advice Bureau may mean that they are not able to provide the range of universal advice services currently available.

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Section 3: Mitigating action

No	Action	Details
9.	Summarise any negative impacts and how these will be managed?	<p>Families whose children are accessing the Kool Club have been consulted in relation to potential alternative provision to mitigate against potential impact. There are no negative impacts to this proposal as new arrangements can be entered into through the use of spot purchasing or utilisation of Direct Payments.</p> <p>Families who are accessing Quids for Kids will be signposted to universal services where similar services are available to advise regarding benefit claims. Support, information and advice will also be provided by social workers, who are working with the families on a regular basis.</p>

Section 4: Monitoring

No	Action	Details
10.	Outline plans to monitor	

	the actual impact of your proposals	The impact of these proposals will be monitored through the Annual Review of the Child's Care Package
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Section 5: Recommended course of action – TO BE COMPLETED WHEN ALL SECTIONS COMPLETE AND EIA FINALISED

No	Action	Outcome	Tick ✓	Reasons/justification for recommended action
11.	<p>State a recommended course of action Clearly identify an option and justify reasons for this decision. The following four outcomes are possible from an assessment (and more than one may apply to a single proposal). Please select from the 4 outcomes and justify the reasons for your decision</p>	<p>Outcome 1: No major change required - EIA has not identified any potential for adverse impact in relation to equalities and all opportunities to promote equality have been taken</p> <p>Outcome 2: Adjustments to remove barriers – Action to remove the barriers identified in relation to equalities have been taken or actions identified to better promote equality</p> <p>Outcome 3: Continue with proposal - Despite having identified some potential for adverse impact / missed opportunities in relation to equalities or to promote equality. Full justification required, especially in relation to equalities, in line with the duty to have 'due regard'.</p>		<p>(1) As a result of the consultation, minimal negative impact has been identified in relation to the Kool Club. There are a very small number of you people accessing the service and this has been mitigated against the new proposed arrangements of spot purchasing and use of Direct Payments.</p> <p>(2) As a result of the consultation in relation to Quids for Kidz, the Council should consider whether to accept that the Citizens Advice Bureau can deliver the current bespoke service through their every day advice service.</p>

		<p>Outcome 4: Stop and rethink – EIA has identified actual or potential unlawful discrimination in relation to equalities or adverse impact has been identified</p>		
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DRAFT

From: Atkinson, Elaine
Sent: 31 July 2014 14:33
To: Hollins, Nick
Subject: FW: UNCLASSIFIED: Consultation Process - Kool Club
Attachments: Provider Letter - Kool Club 30.4.14.doc

From: Jo Parsons [REDACTED]
Sent: 23 May 2014 19:04
To: Atkinson, Elaine
Cc: Hobson, Caroline
Subject: FW: UNCLASSIFIED: Consultation Process - Kool Club

Hi Elaine

I appreciated you finding the time to chat briefly today when you clearly wasn't expecting my visit.

Lifeworks is keen to continue provide a Kool Club in the Torbay area. We would be willing to do so on an individual spot purchasing basis or through direct payments for the five members that are currently attending, and future referrals at a subsidised cost of £1,200 per annum, per member. We would invoice this on a monthly basis in arrears.

We have a number of enquiries for membership and in order to support the dynamics of the group we are willing to offer fully subsidised placements to each of these young people for a period of six months. They are all young people that we feel will/should qualify for short breaks funding and so during this time we will suggest to families that they make contact with the learning disability team to discuss the possibility of continuation funding at the end of the six month period. We will be happy to provide any supporting information you may require.

The withdrawal of the premises with less than 48 hours notice informed to us on a scribbled piece of paper was a shock. I was not happy when I contacted Vicki Weller with her explanation that 'no one knew how to contact us', this only helped to make a bad situation worse. Any ideas or recommendations the council are able to offer for a replacement venue would be greatly appreciated. We will in the interim continue to operate without premises on a meet and pickup point basis.

Obviously families need to know what is happening sooner rather than later. If Torbay Council are able to agree to Lifeworks proposal perhaps a joint letter would be a positive way to communicate these changes.

We recognise the difficult times for Local Authorities but we do hope that Lifeworks and Torbay Council will continue to work together to ensure that young people with learning disabilities are not isolated, have the opportunity to improve their life chances and to be actively involved within their communities.

You may be interested to know that Lifeworks also run projects which are funded by grants and have benefited many young people and families from the Torbay area over a number of years, namely the 'Life skills Academy' and 'Breaking the Barrier'.

I have attached for your information the letter I received and below is the confirmation of arrangements for our meeting.

Kind regards

Jo

Jo Parsons
Charity Director

Lifeworks Charity Ltd.
Blacklers, Park Road, Dartington Hall Estate,
Dartington, Devon TQ9 6EQ

Facebook: <http://www.facebook.com/lifeworksUK>
Website: <http://www.lifeworks-uk.org/>



Torbay Citizens Advice Bureau

**Quids for Special Kids
Service
Formal Representation**

**John Cooper
District Manager
June 2014**

1.0 Background

We understand the Council is considering proposals to end the highly effective Quids for Special Kids service which provides much needed advice and support to families of children with special needs, long term illness and/or disability to ensure they receive their full range of entitlements.

Our evidence clearly shows that the loss of this service will mean families with special needs children will have difficulties navigating the complex system of benefits/ tax credits/ child tax credits and associated entitlements, their stress levels will increase and they will not receive their full entitlements. The service has an important role to play in alleviating child poverty and improving the quality of life for the family and their children.

2.0 The Service

The service employs a dedicated caseworker for 25 hours a week who provides a home visiting service to families with children/young adults with special needs, long term illness and/or disability. Families are provided with a comprehensive range of advice and support tailored to meet their specific requirements. We take a whole family approach and provide:-

- Initial benefit and tax credit assessment
- Income maximisation
- Help and support with both new and renewal welfare benefit and tax credit claims, changes of circumstance and related issues
- Preparation of appeal statements and representation at appeals
- Help with any other associated problems facing the family. This is designed to ensure an holistic approach is taken to resolving issues the family may be facing i.e. debt, housing, employment problems, family and personal issues etc
- Debt, budgeting and managing household bills
- Help to access employment and training opportunities
- Accessing help with health costs, transport issues like motability cars and blue badges, water discounts etc
- Energy health checks where the family is likely to qualify for discounts on bills or grants to enable them to keep their home warm

In addition to home visits, our caseworker has also been providing a 'drop in' service at the Special Needs Parent Support Group at Watcombe and Oldway Children's Centres. She also gives talks to groups such as the regional interest group for Children's Occupational Therapy covering Devon, Cornwall and Somerset, the local Parent/ Carer Diabetes Support Group and the Alstrom Syndrome Society on pertinent issues i.e. Welfare benefit changes and their implications for special needs children and their families.

The Quids 4 Special Kids (Q4SK) service is a quality accredited advice service. Torbay Citizens Advice Bureau is the only advice agency in Torbay with the

nationally recognised Advice Quality Standard (AQS):- an independently audited standard that focuses on quality provision in the advice sector.

3.0 Why the service should be retained

The Q4SK service has illustrated the significant impact that can be achieved by providing intensive/ specialist benefit advice and on-going support to families.

The project is cost effective

From the start of the new contract on 1st October 2012 until 31st March 2014 the service has supported 236 referrals (comprising new referrals from Children's Services and people who have previously used the service and made direct contact with our caseworker). These families have received confirmed awards totalling £545,306.38 with the outcome of a number of these cases still awaited while only costing £24,250 a year to deliver the service. This represents new income of £545,306.38 coming into the families concerned which not only enhances their quality of life but also provides a significant inflow of resources into Torbay with consequent benefits to the local economy.

A whole family approach is taken to resolving problems facing families

In accordance with the Torbay Child Poverty Commission report a whole family approach is taken targeting a group of families at significant risk of poverty; providing a comprehensive income maximisation service, financial, debt, budgeting help, guidance on balancing care responsibilities and the transition into accessing training and employment opportunities together with legal advice across a range of issues. It is a targeted model that could be equally applied and extended to helping other families facing child poverty.

This approach takes both the emotional and financial pressure off families enabling them to concentrate on caring for their disabled children and giving them extra opportunities

The project helps to alleviate child poverty

A high proportion of the families using the service were not receiving their entitlements and through this initiative we have enabled them to greatly improve their household incomes and through this give their children the extra opportunities they would not otherwise be able to access or afford.

Through the integrated whole family approach outlined above, our partnership with Children's Disability Services and the families concerned makes an important contribution to the alleviation of child poverty within Torbay. As a group, families with children with disabilities face significant barriers to financial and social inclusion. A significant proportion are single parents, live on low incomes and are in part time work often due to their caring responsibilities.

For many families this is their first encounter with disability benefits and with everything else going on in their lives it is easy to become overwhelmed by the complexity of the process, making access to entitlements very challenging without

the necessary support and expertise to guide them through the process. Having someone to listen, discuss and provide practical help with the process, clarity on the various possible entitlements, the eligibility criteria and how particular benefits interact with each other is essential. For example, a person may be aware of one disability benefit, say Disability Living Allowance (DLA) but it is unlikely they will be aware of how different benefits interact, i.e. if any rate of DLA is awarded for their child, a disabled child element can be added to their tax credit award calculation and their housing benefit/ council tax support applicable amounts. **This will mean for the first time they can claim these entitlements and increase the amount of support they receive.** The extra income received can be vital in helping to alleviate child poverty, open up new opportunities and improve the quality of life for the family.

The project helps families evaluate and balance their caring responsibilities

People need lots of information and support on a personal level to manage change, particularly if they are vulnerable. Our caseworker has helped families to manage the transition from unemployment into work, reduce working hours to accommodate their caring commitments and deal effectively with changes in the number or circumstances of people living within their household etc. Parents have been given the confidence to be able to enter the work place and balance their care/ work commitments by providing projections of entitlement calculations showing the effect on their income of taking paid work. This support has enabled families to take informed decisions by evaluating the different scenarios they face depending on the number of hours worked and the balance between their caring responsibilities and work demands. This has equipped parents with the necessary information and confidence to move into work by removing the fear of being financially worse off.

4.0 Strengths of the Service

Home visiting is a major strength of the service and is the medium of choice for the vast majority of families as it provides a comfortable, secure and confidential environment in which they can access the service while still being able to provide the necessary care for their child/ children and provide the often sensitive and emotional information to our caseworker in order to progress their case.

It helps reduce some of the emotional stress of caring for their child by increasing the family income and also being able to talk in confidence over a wide range of related problems the family may be facing.

Many families would not claim their entitlements without the service. Application forms and processes are often perceived as long, negative and given the nature of their circumstances very emotional to complete for many families. Parents have to outline all the reasons their child is different to another child without a disability, illness or special need. This is a difficult and often painful process for many parents and some have said that they had received the form read it and cried, placed it in the drawer and would touch it again until our caseworker came round to help. The parents concerned often have enough to do looking after their children without having to negotiate forms that take 2 to 3 hours plus to complete. Parents have often commented "I never put half this information on the form when

I completed it on my own" or "I didn't realise just how much I was doing extra that other parents are not at their child's age."

In this way not only does the service provide the required expertise to ensure families provide a full and accurate representation of their circumstances but crucially it also removes much of the emotional stress associated with accessing entitlements.

In addition we have found that families have accepted that previous DWP decisions on benefit/ tax credit entitlements were correct without checking their accuracy so if for example they have been turned down for DLA in the past they just assume they were not entitled to it and left the matter there. On checking decisions it has been found that decisions were in fact incorrect and have required correction through reconsideration or appeal.

Our Torbay based dedicated caseworker provides the necessary continuity of service provision promoting trust and confidence among families. The initiative is not a one off service with many families needing to access the service again as their lives evolve. Contact is usually after a change of circumstance i.e. their child's health condition changes, a change in the parent's employment status or hours, increased/reduced family income, moving to new accommodation, family breakup and relationship problems etc.

This is an important feature of the service and a mark of its success has been the number of families who have previously received support that make direct contact with our caseworker for further assistance when their circumstances change and they require further help.

In addition most welfare benefits have to be regularly reviewed. For example, Working and Child Tax Credits are finalised annually based on the last two years income figures. Disability Living Allowance has to be renewed periodically, as most DLA awards are for one, two or three years. This involves compiling an application with supporting evidence before the existing award expires. Renewals and/or supersessions are also usually required when the child reaches trigger points at age 3 and or 5 when a child's mobility needs can be assessed for the first time, or when the young person reaches 16 at which point they are then assessed on the Adult criteria. If the family receives any means tested benefits these change with any change in income or circumstances. This can be several times a year.

5.0 Families value the service

At the conclusion of each case we ask the family for feedback on the service. Feedback has been as follows:-

- **100% were very happy with the information and advice received**
- **100% felt that first contact with Torbay CAB improved their knowledge of the help available**
- **100% were very happy with the overall service received**

- **95% felt that contact with Torbay CAB had achieved an improved impact on the financial and/or emotional well-being of the family**

Comments we have received include:-

A weight has been lifted from my shoulders and financially I am much more able to cope due to extra benefits. The quality of life for my children is now much better
I would not have known what I was entitled to without the help of Torbay CAB
Increased benefits and helped with budgeting. Very Good. Love Amanda. Really helpful
It has made our life easier to cope with and took away some of the confusion
Really helpful and took away all the stress at such a difficult time
Our income has improved and we can now do more things with the family
Life is much easier due to help with the forms and having someone to contact for help when circumstances change
Very good advice and support. Invaluable service
The stress of filling in forms has been taken away and our financial situation has improved
I feel very uplifted and happy with the service I received
Fantastic experience, lots of help, great results and future advice which was needed and is now providing lots of reassurance for the future.
A great relief having someone to help with a very difficult form and has taken a lot of pressure off me. Thank you
Lady identified our tax credits were wrong as information supplied not taken into account. Really grateful to CAB as income would have gone down by £100 a week

Some case studies are included in Appendix 1

We also understand the Council has sent a letter to some of the families using the service to ask for their views on its proposed closure. We have been advised that some of these families have not been aware that the letter related to the service we have been providing and when they realised what it related to they have without exception expressed the high regard in which the service is held and that they do not want it to end. In Appendix 2, I attach a selection of representations that have been forwarded to us which we understand the Council has also received.

Appendix 1:- Case Studies

The case studies below illustrate the value of the project in providing a bespoke service which promotes confidence and continuity. It shows the value of a service which is not just a one off service but provides ongoing readily available support to many families who need to access the service again as their lives evolve.

The clients are a married couple with two children. The family were first referred to the Q4SK project by the portage service. The parents were both working full time and their 3 year old son had speech and language delay and was being assessed for Autistic Spectrum Condition. English is not their first language and they needed extra help understanding the benefits system. At our caseworkers' first home visit, she helped the family complete the Child Disability Living Allowance form for their son. The child was awarded Middle Rate care for 2 years.

At further home visits our caseworker completed a full benefit assessment with them and helped the family to apply for the tax credits they were entitled too. The family had not realised they would be entitled to this help so had never claimed. The application was successful and made a significant increase in the amount of money coming into the household. In October 2012 one of the parents had a grievance at work and required advice and support to deal with the issue.

In January 2013, the family were finding it increasingly difficult to manage balancing their full time jobs with their parenting and caring roles for their disabled son and his brother. Our caseworker made further home visits to discuss all the options and provide a "what if" calculation to identify how various scenarios would affect their household income. In the end the family decided that the mother would leave work and be a full time carer. Our caseworker helped her claim Carers Allowance. As their income had reduced, the family were also entitled to Housing Benefit and Council Tax benefit and the caseworker helped them submit an online claim.

During the next few months our caseworker checked and explained their housing benefit, council tax support and tax credit calculations to them as each change of circumstances affected all their benefits. In addition she was able to explain the benefit changes which affected them and the ones that they didn't need to worry about.

In June 2013, because the child's night time care needs had significantly increased since January, we recommended the family ask for his DLA award to be looked at again and helped them to complete the necessary form. This was successful and his award was increased to Higher Rate Care and the award period was extended until 2018. An application was made for the additional component to be added to the child tax credits and additional premiums were also added to the housing benefit and council tax support calculations. All these changes in income produced new calculations to check and explain. An increase in one benefit can have a knock on effect on many others. The father advised that without our support he would never have known if mistakes had been made or been aware of further changes that were applicable to the amounts paid, which allowed him to budget and manage the family's affairs better.

In total to date there have been 12 home visits and numerous phone calls, forms completed and other help provided to this family. Without this ongoing support and the continuity the service offers, the family would have been significantly worse off both financially and emotionally.

Our client is a separated mother of 3 children living on Income Support. The middle son attends a main stream primary school and has had a statement of Special Educational Needs from 2009 for his speech and language delay, his learning difficulties and his social, emotional and behavioural issues. The family heard about the Q4SK service from other parents and made a self referral.

Our caseworker helped complete a DLA form for the child for the first time. The lady was unaware she could apply for DLA for her son. The claim was successful and the child was awarded Middle Rate Care and Lowest Rate Mobility component (£74 per week). As a consequence of this our caseworker advised and helped the mother to claim Carers Allowance and the child disability element of Child Tax Credits. This increased the family income by another £91.12 a week. A total increase of £165.12 per week, which for a low income family reliant on benefits made a significant difference to their day to day lives and wellbeing.

Our caseworker also advised the family on the Family Fund, Watersure scheme from South West Water which caps the family's water bill and the Warm Home Scheme enabling them to claim a discount from their electricity supplier.

As the service has developed our caseworker is getting many more returning clients who make contact when they need further advice, have a change of circumstances or their child's benefit requires renewal. The case studies below illustrate this.

The lady concerned had used the service previously. She has two disabled sons and contacted our caseworker again this year because the eldest son was going to be leaving school and she wanted to know how this would affect her benefit entitlements. She also needed information on what her son could claim in his own right. Our caseworker made a home visit to discuss the options with the mother and her son and in addition to helping with their entitlements provided signposting to other organisations that would be able to help with careers advice and Higher Education options.

A few months later the lady concerned contacted the caseworker again because her youngest son's DLA was up for renewal and she needed help and support to complete the form. The caseworker supported the family through the process and we have recently been advised by the lady that the DLA was successfully renewed at Higher Rate Care and Higher Rate Mobility component.

The caseworker first came into contact with the family at the request of the family social worker. The family was living apart and advice was provided on how the benefit system would deal with this issue, which benefits would stop and which would have to be reclaimed as a single person rather than as a couple, who to notify and how their income would be affected.

In January the family was reunited and benefits which had stopped had to be reclaimed as the family circumstances had now changed again. Help was provided

in completing application forms, checking calculations etc.

At this meeting it was noted that the eldest child's Disability Living Allowance (DLA) would need to be renewed. The family was advised to contact the caseworker as soon as the form arrived in the next couple of months and she would be able to help them complete it.

In addition, during the home visits it was apparent that the family had been finding it difficult to manage their money and had a number of debts which were affecting their family relationships. The caseworker discussed their debts and how to manage their money with the family and arranged for them to meet with a specialist caseworker from the CAB debt unit to advise them on how best to deal with specific issues which would allow them to make a fresh start.

The CAB specialist unit was able to help the couple apply for a Debt Relief Order which effectively wiped out their existing debts and gave the family a fresh start. This has had a very positive effect on their stress levels and the family relationships/ well being.

In July the caseworker made a further home visit to complete a DLA renewal form for their eldest child. The child's DLA was successfully renewed through to 2021 with Carers Allowance also claimed by the mother. The family's ongoing water charges were also capped by helping them to apply for Watersure, saving them approximately £200per annum on their water bill.

The family now has the confidence to manage their money and their benefits successfully and also have the reassurance of knowing help and support continues to be available if required.

Appendix 2:- A selection of representations from families using the service



Dear sir or madam

I am writing to make representation regarding proposed cuts to the Quids for Kids aspect of the CAB. I believe this to be a very valuable service having benefitted from the hard work done by Mrs Amanda Spooner with my two children who suffer some disabilities.

Had it not been for her hard work much of the DLA application process would have meant as claimants they would not have been awarded the legal entitlement for their conditions.

Therefore, to cut this service would mean that children like mine would have no support to secure the legal entitlement. I would propose to the Council that no cut be made to this service.

Thank you for your time. I would appreciate a response to say that this representation has been noted.



Dear Mr. Cooper,

We are writing to you to express our deep concern and shock at the proposed decision to cut the funding for the Quids 4 special kids service in Torbay.

Without their help and guidance we would not have been aware or been able to receive the funding our children are entitled to. This funding will make a huge significance to their upbringing. Knowing that this service is available gives us great peace of mind as we will require their on-going advice and support regarding our benefit entitlements.

If this service is cut we fear that potentially vulnerable families will no longer be able to receive the essential information required for making a claim for funding they will desperately need. This in itself is a valid enough reason to show that cutting the service is simply not an option.

We urge that more consideration is given to this decision and the potential unfortunate ramifications the families of Torbay could face without this indispensable resource.

Yours Sincerely,

Dear Ms Atkinson

Thank you for writing to ask my opinion about possible cuts to the funding of Quids for Kids. Perhaps I am naïve to be astonished that anyone would consider it a wise decision to cut off such an important lifeline for vulnerable children and their parents.

It does seem to me lately that many changes made by the Government unduly impact mothers and children. On a smaller scale, it would be a shame to see Torbay Council following suit.

I had the good fortune to find out about Quids for Kids recently when preparing to apply for DLA for my child. Filling out forms about a loved one and having to describe their difficulties may be necessary but it is also extremely painful. A visit from Quids for Kids official Amanda Spooner was like a balm to my mind. She helped me to understand exactly what the form required and brought clarity to the whole, challenging process. Whilst I am still awaiting the outcome, I am at least sure that I have gone about things in the right way.

Too often, people like myself have little idea of the 'benefits' - financial or otherwise - available to help families dealing with a child who has extra needs.

Services like Quids for Kids provide a vital service in giving information in this area.

There are many mums and dads out there who do not have the confidence to deal with officialdom and all it entails. They are missing out on financial help that could make a difference to their child's life and the wellbeing of the family as a whole. Life with a child who has a disability can be extra challenging and sometimes, people are too exhausted to wade through the bureaucracy necessary to get their needs met. Quids for Kids is an essential compass to show them a way through.

Many families in Torbay live in poverty and are disenfranchised. What hope do their disabled children have if the parents lack the necessary information and support to fight for their rights - or should I say, claim what is rightfully theirs?

Entitlement and access are two different things.

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Dear Mr Cooper
As you may be aware Torbay Council are looking at a proposal to end the funding for the Quids 4 special kids service that Amanda Spooner from Torbay Citizens Advice Bureau provides from September 2014 to save money.

I am writing to make you aware of my brilliant experience of 'quids4Kids'. Two of my grandchildren both have additional needs which have resulted in a lot of parental stress and stress for all family members.

Our family has been closely supported by Amanda Spooner who has made a tremendous difference to my son, Daughter in law and grandchildren's lives. Amanda has visited them frequently at home offering emotional support, information on various benefit entitlements and spent hours completing the relevant application forms to ensure they were completed properly and my grandchildren were awarding the correct awards.

This has made a significant difference to the quality of live they are now experiencing and will continue to have in the future. My grandchildren now have an increased choice of activities/opportunities, are less isolated (as my daughter in law is now able to afford driving lessons). This will help them to stay safe, be healthy, enjoy and achieve, make a positive contribution and achieve economic well being.

Having children with additional needs can be very stressful but also very rewarding. Amanda has given our family encouragement to face the future with hope knowing there are support networks, funding and services locally that offer help, advice and support. Without Quids4Kids I believe my Son and his family would still be feeling very isolated, low, stressed, and vulnerable and excluded from society and their local community.

Please support the continuation of the funding.

Yours sincerely



Hello, with reference to our conversation this morning regarding the Fantastic and Supportive service received from the Quids 4 Special Kids Advice Service. Amanda Spooner one of your case workers has helped me on several occasions regarding DLA for my two teenagers who unfortunately both have Type 1 Diabetes.

Dealing with all the systems and paperwork relating to finance needed to support my children is daunting and stressful to say the least. Over the last ten months I have had to fill out a new claim for my son, this was just completed and returned when the renewal arrived for my daughter. This claim was then returned having been cut dramatically. Amanda then assisted with the first stage of reconsideration, this has been turned down. I will shortly be receiving yet another renewal form for my son soon.

Dealing with children with health Issues, especially Type 1 Diabetes is very time consuming and extremely stressful and challenging. The last thing you need is all the extra stress of administration and the assistance of Amanda guiding me through all the bureaucracy has been invaluable.

I have spoken to the Torbay Hospital Paediatric Diabetes Team with regard to this informative service and have asked for Quid 4 Kids to give a talk regarding their services at a Parent/Carer's Evening this week. Passing on this very helpful service to other parents that most definitely will need access to this service.

I was very concerned to hear that Torbay Council are considering cutting this Valuable and much needed service. Please don't, it is used and very much required. Without this service many children will loose out on their entitlements due to Government cut backs.

I cannot emphasis enough how important it is to support parents with Special Needs children.

[REDACTED]

I'm am writing with regards to the help I revive of amanda spooner with my DLA forms

I have had the pleasure of her help twice and both times not only has the form been successful but such a huge stress relief having someone to help you The help i received on both occasion was exceptional and really was a Massive pressure relief

....
I will need to use there services on the future and I'm hoping this is going to be available to me Still

Agenda Item 4a

Appendix 7

DRAFT

Meeting: Council

Date: 25th September 2014

Wards Affected: All

Report Title: Children's Services 5 Year Cost Reduction Plan

Is the decision a key decision? Yes

Executive Lead Contact Details: Mayor Oliver – Executive Lead Finance, Councillor Pritchard, Executive Lead Children's Services

Supporting Officer Contact Details: Lisa Finn, Finance Manager – People; Tel 01803 208283; email lisa.finn@torbay.gov.uk

1. Purpose and Introduction

- 1.1 Torbay Council's Children's Services has faced a number of challenges over the last few years. In addition to increased demands, the service has been subject to significant budget pressures which have had to be managed in the context of reducing financial resources for all council services.
- 1.2 Torbay Council received an Ofsted judgement of inadequate in October 2010 which was in a period of uncertainty within Children Services due to the full impact of the deaths of both Victoria Climbié in 2000 and Baby Peter in 2007. After this social care across the UK became increasingly risk averse. This was borne out by the increasing number of looked after children both nationally and within the Bay: as at March 2010 there were 180 looked after children which increased to 305 by March 2013. Due to this uncertainty and disruption within the service a number of practitioners left the profession which placed an unprecedented pressure on Council budgets to fund increasing costs of care and the employment of agency social workers to manage increasing caseloads.
- 1.3 Children's Services is currently forecast to spend £28.5m by the end of March 2015. This will result in an overspend of £3.2m against the approved budget of £25.3m. This is after the application of £2m from a social care contingency and £1m from the PFI sinking reserve – both of which were approved by Council in February 2014. The Director of Children's Services is forecasting at outturn an overspend of £1.4m due to the impact of the new work packages that are currently being implemented within the service
- 1.4 Following a period of sustained improvement Torbay Council Children's Services received an adequate judgement from Ofsted in March 2013. In the subsequent months the service has experienced a considerable increase in demand but has sustained a strong base of quality social work practice and effective arrangements with partners. This will ensure that it has both the capacity to improve outcomes for

children and young people and respond to the budgetary pressures highlighted in the report.

1.5 The Children's Services Budget over the last 3 years and the current year is as follows:

Table 1 – Summary of Children's Services Budget 2011 to 2015

Service Area	2011/12	2012/13	2013/14	2014/15
Schools (excluding Dedicated Schools Grant(DSG))*	£6.4m	£4.4m	£8.8m (including Families Services)	£2.8m
Commissioning & Performance	£3.3m	£2.7m	£0.9m	£1.8m
Safeguarding & Wellbeing	£11.4m	£13.3m \$	£18.8m \$	£20.6m **
Total Net Budget	£21.1m	£20.4m	£28.5m	£25.2m

*DSG is a ringfenced grant for the funding of schools and pupil related services.

** This figure excludes £2m from contingency and £1m from reserves.

\$ The £5.5m increase in budget from 2012/13 to 2/13/14 is mainly due to service reorganisation.

1.6 Within Safeguarding and Wellbeing, the majority of the expenditure is in the placement of children in either:-

- a. an in-house foster care placement where the carer is registered with Torbay Council.
- b. an independent sector foster carer (fostering ISP) where the carer is registered with a private sector provider agency and the contract is with the provider agency.
- c. a residential placement where Torbay Council commissions the independent sector to provide round the clock care and in some cases education.

Table 2

Placement Type	2012/13 Spend	2013/14 Spend	2014/15 forecast
Fostering – in house	£2.25m	£2.22m	£2.81m
Fostering – ISP	£3.31m	£4.09m	£3.43m
Residential	£3.80m	£5.47m	£5.87m
Total Spend	£9.36m	£11.78m	£12.11m
Looked After Numbers	305	314	305

- 1.7 Audit Commission benchmarking has demonstrated that Torbay’s Children’s Services is out of line with its statistical neighbours in terms of the number of looked after children (LAC) per 10,000 child population.

Table 3

Local Authority	LAC Rate/10,000 based on 2012/13 data
Blackpool	166
Torbay	121 (134 for 2013/14)
Telford & Wrekin	82
Bournemouth	82
Portsmouth	73
Plymouth	73
Isle of Wight	69
Southend –on-Sea	62
Poole	49
North Lincolnshire	46
Cornwall	45
Statistical Neighbour Average	75
Average Bournemouth/Southend/Plymouth	72

- 1.8 Therefore the Director of Children’s Services commissioned Social Finance to support the service in identifying a number of work packages to reduce the costs within the Safeguarding and Wellbeing Service. This has enabled the service to begin the process of a fundamental cultural shift and challenge to current practice whereby social workers are able to balance risk and improve outcomes within a different set of procedures and a reshaped footprint of service provision.
- 1.9 The purpose of this report is to set out a 5 year cost reduction plan which includes new ways of working that will reduce the numbers and costs for children looked after. As this will need investment it is recommended that earmarked reserves of up to £4.9m are used to fund these new initiatives. However this could be in excess of £4.9m if the forecast spend for Safeguarding and Wellbeing for the current financial year cannot be managed within the Council’s overall budget.
- 1.10 These reserves are not uncommitted funds and will be required in future years. It is essential that the reserves used are replenished as set out within this report. Members will be fully aware of the financial challenges faced by Torbay due to the continuing austerity measures and the coalition government’s public sector deficit reduction plans. If the expected cost reductions within Safeguarding and Wellbeing are not delivered it will have a major impact upon the financial resource base for the council

and its Medium Term Resource Plan and will affect the resources available to deliver all other priority services.

2. Proposed Decision

2.1 Council agree to:

- a) approve the 5 year financial strategy for Children's Services – Safeguarding and Wellbeing.
- b) fund the projected overspend: in 2015/16 (£2.3m) and 2016/17 (£1.1m) from reserves as set out in within the report.
- c) note the forecast overspend of £1.4m in 2014/15 which will be managed by in-year savings.
- d) move the £2 million social care contingency into the Children's Services base budget (Safeguarding & Wellbeing) in 2014/15 and future years.
- e) the improvement actions as recommended by Social Finance as set out within the report.
- f) the Director of Children's Services and the Children's Services Finance Manager reporting back to the Mayor and the Executive Lead for Children's on a quarterly basis and present updated reports to the Overview and Scrutiny Board on performance both operational and financial.
- g) the repayment of reserves as set out within the report.
- h) the strict performance management mechanism for the changes as set out in this report.
- i) the new Head of Safeguarding Children is a joint appointment with Health and Torbay Council. This post will be funded from within existing resources but will link together the two key providers of safeguarding services and extend the scope to shape new alternative options for children in the statutory system in the future.
- j) The principle of the implementation of Family Functional Therapy (FFT) using a special purpose vehicle (SPV) and the associated setup costs of approximately £200k funded from corporate reserves. See appendix 4 (to follow)

2.2 The final budget for 2015/16 for Children's Services will be agreed in February 2015 and will, in part, be influenced by the short term delivery of the cost reduction plan.

Reason for Decision

- 2.3 Children's have had significant budget pressures for a number of years and this financial strategy has been proposed to address these issues ensuring the best use of resources is achieved and that children are adequately safeguarded.
- 2.4 The delivery of the service within its approved budget is essential for the council's medium term financial strategy.

Paul Looby

Executive Head Finance and Chief Finance Officer

Supporting Information

3. Position

Summary Budget and Spend for the previous 4 years

- 3.1 The table below lays out the budget for **Safeguarding and Wellbeing** over the last 4 years.

Table 4

	2010/11	2011/12*	2012/13	2013/14	2014/15 forecast
	£m	£m	£m	£m	£m
Net Budget	9.9	11.4	13.3	18.8	20.6
Spend	10.9	15.8	16.6	23.4	26.6
Net Growth in S&W	0.8	0.3	1.4	1.7	2.5
Overspend	1.0	4.4	3.3	4.6	6.0

*net budget changed to reflect funding changes and reorganisation of services

- 3.2 In overall terms the Safeguarding and Wellbeing Service has received Member approved growth of approx £6.7m over the last 5 years plus other one off funding totalling £3m which was also approved by Members. Although more financial resources have been applied to the service over this period to mitigate the increasing expenditure this has not kept pace with the increasing number of children being placed in care for long periods and the corresponding cost.
- 3.3 Since 2010/11 the number of children with at least one care placement has increased steadily from 243 children to 393 children. At the end of 2013/14 the number of children in care stood at 314.
- 3.4 Over the last 4 years, expenditure on placements for LAC has increased by £8.4m (average 43% p.a). Safeguarding and Wellbeing has accounted for almost all of the budget pressure in these years starting from £1m in 2010/11 increasing to £5.6m in 2013/14.
- 3.5 The main contributor to increasing spend is the length of stay in a placement which is measured in *bed weeks*; which counts the total number of weeks that any child is in a placement. The table below shows that the number of bed weeks in an independent sector foster care and residential placement has steadily increased whereas the number of bed weeks for Torbay's in-house foster carers has decreased over the same period. This has led to significant cost pressure due to the premium of placing children in the independent sector as opposed to in-house fostering.

Table 5

Placement Type	Number of Bed Weeks			
	2010/11	2011/12	2012/13	2013/14
In-house fostering	6,396	6,442	6,096	5,818
Independent Sector Fostering	2,860	2,748	4,226	4,840
Residential Placements	349	791	1,204	1,694

PROPOSED COST REDUCTIONS

1. Looked After Children (LAC) Target

- 3.6 As stated in paragraph 1.7 above; Torbay's LAC per 10,000 child population was 121 in 2012/13. This is significantly higher than our statistical neighbours and the latest figures show this number has increased to 134 in 2013/14. A key requirement to the delivery of the cost reductions to support the 5 year plan is the setting of challenging but realistic targets for the number of looked after children. It is proposed that a LAC target of 72 per 10,000 child population is set for 2018/19 as this is the average for similar seaside towns. Translated in to the number of LAC the target is 180. The work packages described below are key to this target being achieved. See Appendix 1
- 3.7 Converting this into actual LAC numbers is dynamic as it will change to reflect the average LAC per 10,000 over the lifetime of this plan. The current target for LAC over the next 5 years is shown below:-

Table 6

Year	5 year Plan	Number of LAC at end of year	LAC rate /10,000
2012/13		305	121
2013/14		314	134
2014/15	Year 1	305	122
2015/16	Year 2	274	109
2016/17	Year 3	242	97
2017/18	Year 4	211	84
2018/19	Year 5	180	72

- 3.8 It is estimated that the reduction of LAC over the next 5 years will remove £7.1m of expenditure from the system which is essential if the cost reduction strategy is to be successful: this is profiled in the table below and in Appendix 2:-

Table 7

Year	Total LAC placement Cost	Reduction in spend compared to 2013/14	Forecast Under/Overspend p.a
2013/14	£12.4m		
2014/15	£10.9m	£1.1m	£1.4m
2015/16	£9.4m	£1.6m	£2.3m
2016/17	£8.0m	£3.0m	£1.1m
2017/18	£6.6m	£4.3m	£0.2m underspend
2018/19	£5.4m	£7.1m	£3.2m underspend

Work Packages to Support Cost Reduction Plan

2. Fostering campaign

- 3.9 Since October 2013, a campaign to recruit more foster carers was launched together with the introduction of a new flat fee for in-house foster carers. The fee is set at £400 per child and is part professional fee and part resources for the child. This has been a successful campaign with the number of foster carers standing at 96 as at July 2014 providing 189 beds. As a result the number of in-house placements has increased from 116 in October 2013 to 125 at the end of June 2014
- 3.10 The new flat fee and the more professional image of a foster carer has already resulted in a number of former independent sector foster carers transferring to in-house. The reductions in spend is in the region of £0.6m for 2014/15 on a budget for all fostering placements of £5.4m. However, this does still leave a forecast overspend of £1.8m by March 2015. Therefore it is important that the momentum of this campaign is maintained

3 Migration from Residential and ISP Fostering Placements to In-house

- 3.11 This work package as proposed by Social Finance puts in place a strategy which migrates expensive residential placements to less expensive ISP fostering placements or to more cost effective in-house fostering carers. Not only will this reduce costs placing children with in-house foster carers but will provide significantly better outcomes for children in care.
- 3.12 The LAC placement mix is one of the main reasons for the increased in spend over the last 4 years. The table below profiles how this strategy will change the percentage of placement weeks over the next 5 years:-

Table 8

Placement Type	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
	%	%	%	%	%	%	%	%	%
In-house fostering	51	40	36	36	40	43	47	51	55
ISP fostering	19	24	27	20	18	16	14	12	10
Residential	8	10	11	17	15	14	13	11	10
Other	22	26	26	27	27	27	26	26	25

3.13 The reduction in the number of bed weeks spent in an independent sector placement will be achieved by a combination of the weekly demand and care management meetings which are chaired by the Director of Children’s Services who also authorises placement requests. These panels have been operational since June 2014. The Scheme of Delegation has also been revised, setting out how all placements are authorised to support this new process.

4 Therapeutic Intervention – Keeping Foster and Kinship Carers Supported (KEEP)

3.14 This proposal is still in its infancy but it is built upon evidence that has shown that it is effective in working with children already in care. The specific therapy is called KEEP and whose target population is those children in care who are displaying aggressive and non complaint behaviours

3.15 For KEEP therapy to be implemented there would need to a staffing requirement of 3.5 fte social workers plus 2 fte therapists and a 0.5 fte child psychiatrist. This would be an invest to save initiative costing approximately £220,000 per annum.

5 Development of in-house Parent and Child Assessment Placements

3.16 Torbay had 22 parent and child placements in 2013/14. Of these, 11 (55%) were in an independent sector placement at a cost of £12,000 for a 12 weeks assessment and 10 (45%) were placed in a residential setting at a cost of £20,000 for a 12 week assessment. Together the total cost was £0.8m in 2013/14.

3.17 The migration of 11 independent foster care placements to an in house placement could reduce spend by a net £74,000 per year after the employment of a social worker and a community care worker at the Assessment and Resource Centre in Brixham (ARC).

3.18 The reduction in spend could be increased if parent and child assessments currently in residential settings are also brought in-house. These typically cost £20,000 for a 12 week assessment.

6 Adoption campaign

- 3.19 On average, children in Torbay are adopted 5 years after entering care. However, in the last 18 months Torbay's adoption service has doubled the number of children adopted and has moved up the national league tables as a result. In 2012/13, 10 children were adopted and in 2013/14 25 were adopted.
- 3.20 The proposal is that 25 adoptions are made each year. This will result in savings on placement costs of a net £1.2m over the remaining care journey assuming that these children are in care for 1.3 years as opposed to 5 years

7. Family Functional Therapy (FFT)

- 3.21 This is a service that can sit alongside existing early intervention services such as the integrated family support service (IFSS) which tackles immediate crises with a solution-based response but may not tackle the underlying issues. FFT would enable families to reframe their issues and change their behaviour to prevent crises arising in the future. FFT could be used to target children on the edge of care, LAC with a plan to return home, children at risk of offending and children with mental health problems. Preventing entry to care and enabling LAC to return home would represent significant savings in the region of £500,000 in avoided placement costs
- 3.22 The proposal is for this therapy to be delivered via a Social Impact Bond special purpose vehicle which would require access to £200,000 of investment to set up the arrangement. Appendix 4 (to follow) to this report gives more detail on the proposal.

The Cultural Change in Children's Services

- 3.23 The Director of Children's Services has advised that the cultural change required in Children's Services – Safeguarding and Wellbeing to successfully implement this strategy is being embedded through a series of team meetings and focussed work groups. The individual team meetings provide an honest appraisal of the current financial situation, comparators with other Local Authorities and targets for the future. The focus being on the critical balance between cost and outcomes and the benefits to both from a different approach. In addition to this a set of focussed work groups are working on the current management of our existing care population (care management) and the reduction of future demand (demand management) within the statutory sector. These two groups will closely scrutinise and monitor performance and be supplemented with implementation groups for each of the projects outlined in the report.
- 3.24 Through this approach a large number of staff within Children's Services will not only be involved in reshaping social work practice but they will begin to own it, and it is only through this that the Director of Children's Services believes the service can ensure sustainability. The long term sustainability of the new model is also dependent on the continuing development of partnership approaches with key agencies within Torbay. Central to this will be a new shared post between Torbay South Devon Health Care

Trust and the Local Authority at a senior strategic level for safeguarding children. This post will be funded from within existing resources but will link together the two key providers of safeguarding services and extend the scope to shape new alternative options for children in the statutory system in the future.

Cost Reduction Strategy and Impact upon Reserves

- 3.25 The work packages described above will remove over £1m of costs in 2014/15 and a further £600,000 in 2015/16. This is detailed in Appendix 3.
- 3.26 Members will have received the quarter 1 budget monitoring report. This identified a forecast budget pressure of £1.4m in 2014/15. To ensure the council declares a balanced budget at year end, where possible this projected position will be managed within the overall Council budget with all services identifying savings.
- 3.27 Part of the 5 year cost reduction plan is a recognition that the new work packages will require time to deliver savings and as such there is still a need to fund £2.3m of spend in 2015/16 and £1.1m in 2016/17 (see attached graph). This will be funded from earmarked reserves. This is in addition to the £1.5m of resources allocated from the PFI Sinking Reserve to fund Social Finance and associated invest to schemes and one off support for any pressures that emerge during 2014/15. Therefore Children's Services are forecast to receive £4.9m of resources from reserves. However this could increase if the current year projection cannot be managed.
- 3.28 Assuming the operational delivery of this plan is achieved by the Director of Children's Services real cost reductions will start to be delivered in 2017/18 of £0.2m and £3.2m in 2018/19. These cost reductions will be used to "pay back" the earmarked reserves. Members are asked to approve this approach and strategy and monitor the delivery of the operational changes. The delivery of these financial projections will be monitored on a quarterly basis and the Director of Children's Services will report to the Overview and Scrutiny each quarter on performance. In approving this strategy Members are accepting the risks of non delivery of the plan i.e. if the earmarked reserves cannot be replenished there will need to cost reductions to all other services. In addition Children's Services will have to budget to repay the PFI Sinking Fund approximately £200,000 per annum from 2018/19.
- 3.29 Officers are currently in the process of undertaking the annual review of reserves and a report will be presented to Members as part of the 2015/16 budget. In addition to the existing use of the PFI Sinking Reserve, the report will set out the reserves that will be earmarked to fund the forecast expenditure in 2015/16 and 2016/17 and the risks and impact of Children's Services not delivering the required forecast cost reductions.
- 3.30 Due to the existing pressures within Children's Services it is recommended that the £2m social care base budget contingency is allocated to the Safeguarding and Wellbeing base budget in the current and future years.

- 3.31 Members will be fully aware of the financial challenges faced by Torbay due to the continuing austerity measures and the coalition government's public sector deficit reduction plans. Whilst the coalition government has made no announcements as to local government grant allocation after 2015/16 and is unlikely to do so before the General Election in May 2015, further cuts to local government are expected and it is unlikely that there will be any real terms growth in funding until the end of this decade. This has been substantiated by the Institute of Fiscal Studies who have said by the end of the current parliamentary term the coalition government would have achieved only 50% of its deficit reduction plans
- 3.32 The delivery of the forecast cost reductions within this plan by Safeguarding and Wellbeing are essential. If they not delivered it will have a major impact upon the financial resource base for the council and its Medium Term Resource Plan and will affect the resources available to deliver all other priority services. Torbay is expecting further reductions to its grant income which will also have to be managed over the short to medium term.

Performance Management

- 3.33 The Director of Children's Services has commissioned Social Finance to develop a performance management tool to ensure that progress towards the strategic goals are tracked and delivered. Details of this tool will be reported to the Children's Services Project Board (chaired by the Executive Lead for Children's Services) in September 2014 and shared with all Members. It is envisaged that this will take the form of a "dashboard" of key indicators and real time progress of their achievement.

4. Possibilities and Options

- 4.1 The alternative to using reserves is to make budget reductions to other council services to fund work packages and existing budget pressures.

5. Risks

- 5.1 Safeguarding and Wellbeing are forecast to overspend by £1.4m in the current financial year. However existing commitments indicate there are budget pressures amounting to £3.2m. Cost reductions of at least £1.8m must be achieved over the next 6 months and there is a risk this may not be achieved.
- 5.2 The existing forecast overspend is to be managed by identifying in year savings as set out in the quarter one budget monitoring report. There is a risk that these savings will not be delivered.
- 5.3 If either of the outcomes in paragraph 5.1 or 5.2 materialise these budget pressures will have to be funded from reserves which will place further strain on the council's overall financial resources.

- 5.4 The key risk with respect to the 5 year cost reduction plan is the delivery and timing of the work packages and the profile of the cost reductions. Any delay in their implementation will have a detrimental impact upon the level of earmarked reserves and the timing for replenishing those reserves. This will have a significant impact upon the council's Medium Term Resources Plan and will mean there will have to be service reductions to all other Business Units.
- 5.5 The Director of Children's Services must continue to maintain robust financial control across all other budgets within Children's Services to ensure spend is maintained within the approved budget.
- 5.6 Any Increase numbers of looked after children over the period of the plan may offset the impact of the cost reduction measures.

Appendices

Appendix 1 – Spend estimates based upon lower LAC rates and the shift in placements to in-house fostering

Appendix 2 – LAC target – to estimate future spend

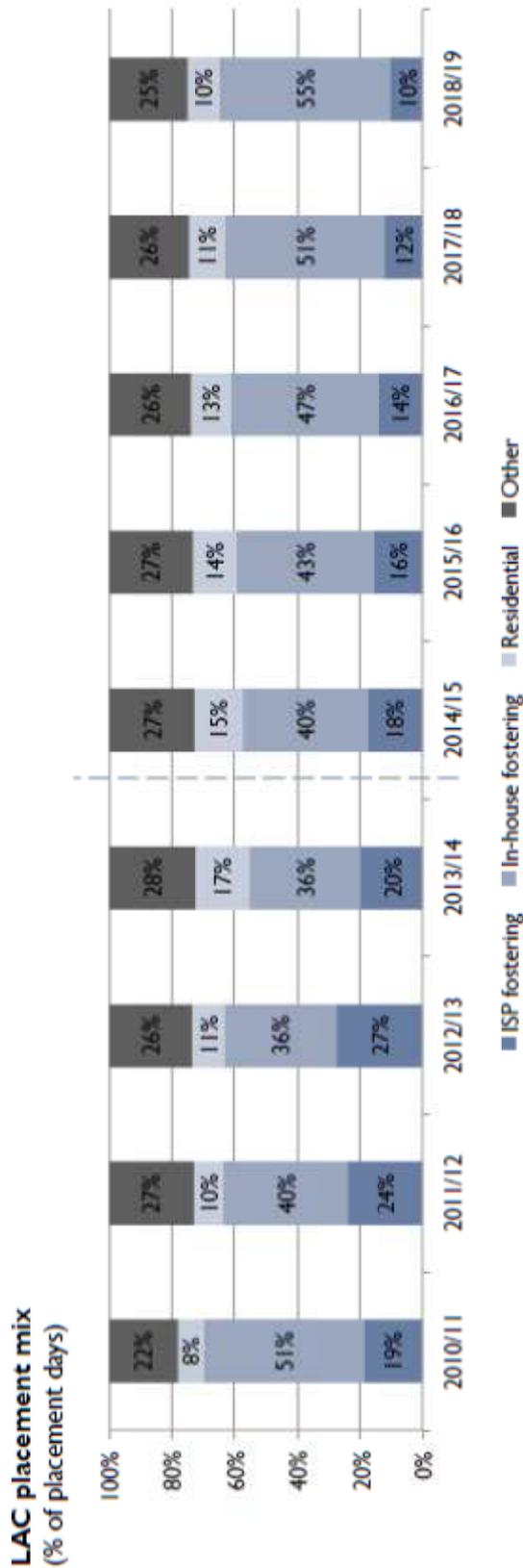
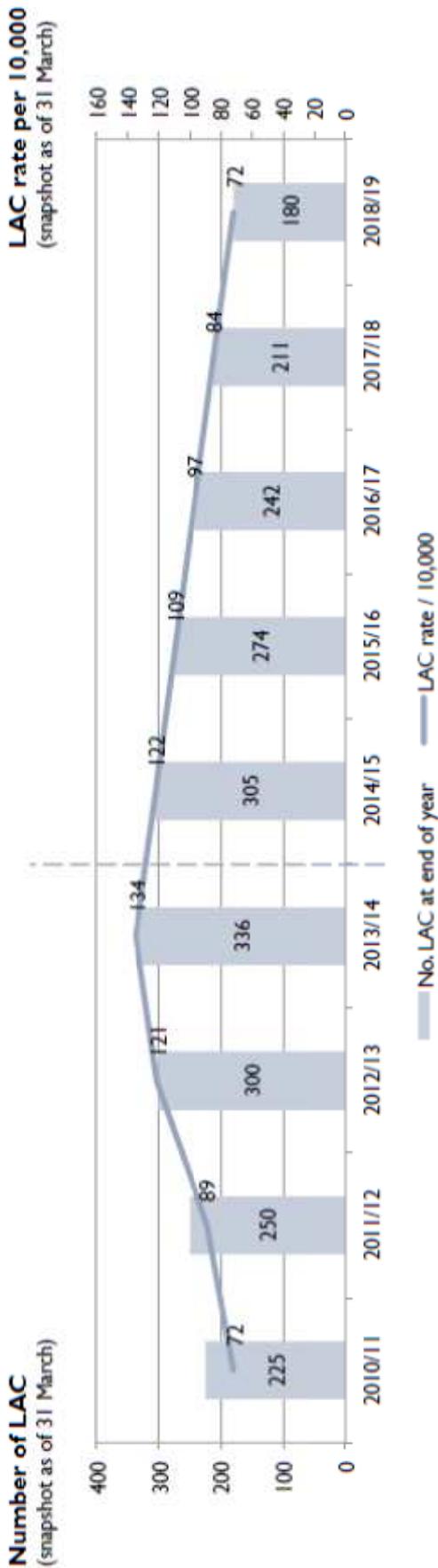
Appendix 3 – Aim to Achieve - £1.1 m savings from 8 initiatives

Appendix 4 (to follow) – Family Functional Therapy Special Purpose Vehicle Proposal

Additional Information

NONE

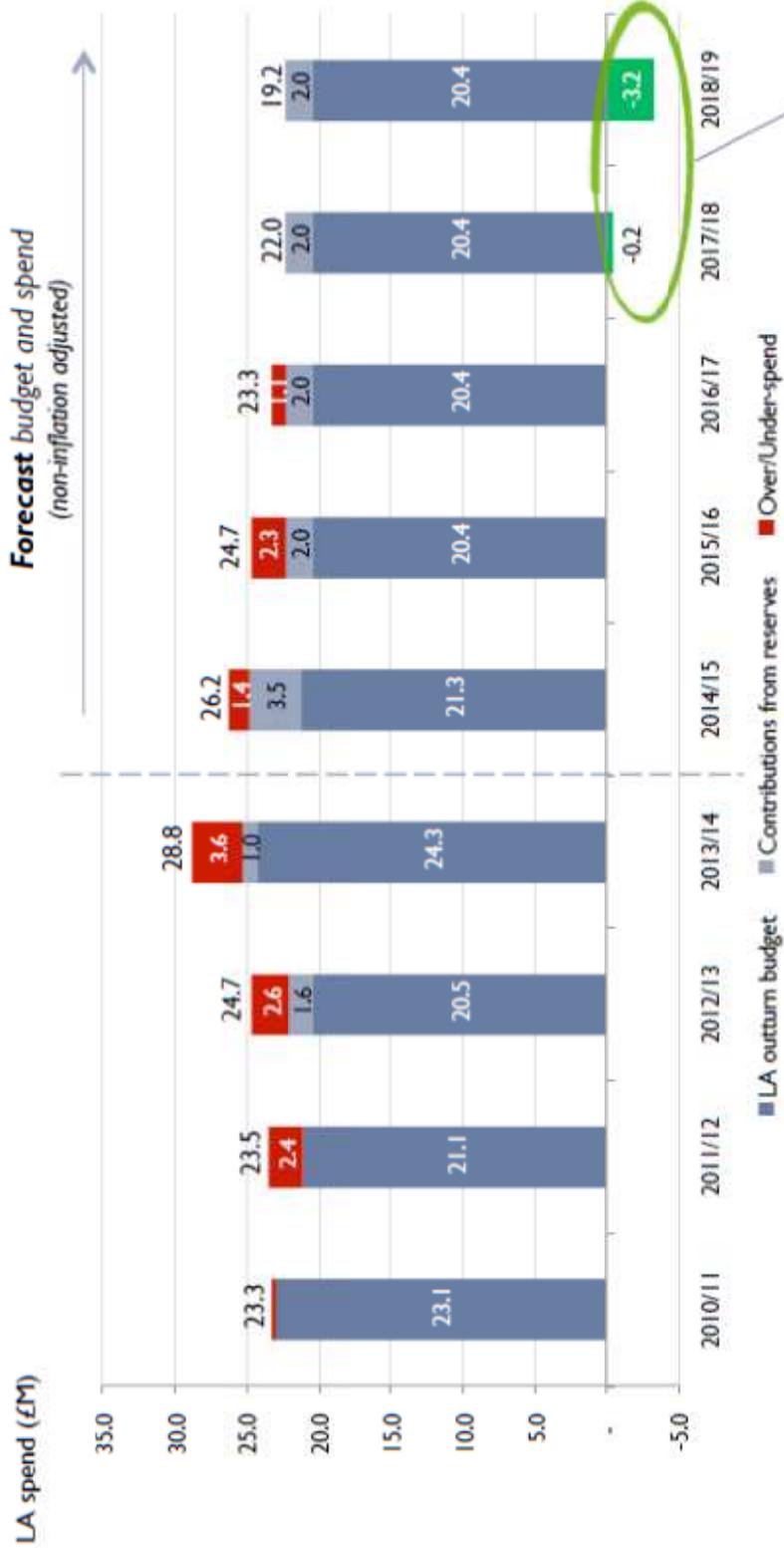
**BACKUP: SPEND ESTIMATES BASED ON LOWER LAC RATE AND
SHIFT IN PLACEMENTS TO IN-HOUSE FOSTERING** 10



Source: Torbay Section 903 returns, DyE Characteristics of LAC, Social Finance analysis

STEP III: USED LAC TARGET TO ESTIMATE FUTURE SPEND

5-year forecast for LA spend



Under-spend forecast to rise to £3.0M by 2018/19

IN THIS YEAR, AIM TO ACHIEVE ~£1.1M SAVINGS FROM EIGHT INITIATIVES

14

	Initiative	Saving (£k) 2014/15 (2 nd half yr)	Saving (£k) 2015/16 (full yr)	Status
Right Child, Right Place, Right Time	LAC population management	£316k	£405.8k	In progress - Weekly Demand and Care Management meetings began from June 1 st . LAC population reduction of 10% over next 2 years.
	Increase and sustain high adoption rates	-	-	In progress - Savings begin to accrue 3-4 years after children adopted. Increased adoption in 2012/13 will generate savings in 2015/16.
	Substitute foster care placements for residential placements	£663k	£869k	Actively in development –through active population management and use of specialist adolescent fostering (Contract Carers)
	Introduce Functional Family Therapy	-	-	In development – further evaluation June-September. Cashable savings begin to accrue in Yr 3
Better Outcomes in the Community	Recruit education social workers	Not cashable	Not cashable	Live (START DATE)
	Increase use of in-house foster carers	£99k	£229k	In progress – introduction of flat fee of £400 pw has led to recruitment of more active in-house foster carers
Efficiency and Effectiveness	Recruit more specialist foster carers for parent & child placements	£31.5k	£74.4k	Actively in development - 1 approved carer and FTE Social Worker with relevant experience
	Recruit more specialist foster carers for disabled child respite placements	-	£50k	In development - Ramp up in 2015. At steady state, savings of c. £106,000. Current spend of disability respite is £326k.
Total		£1,110k	£1,629k	

Agenda Item 5a

Adult Social Care

Director:

Caroline Taylor

Executive Lead:

CLlr Christine Scouler

Current and Proposed Budget and Staffing

	2014/2015					2015/2016
	Gross Expenditure	Gross Income	Use of Reserves	Net Budget	FTE	Proposed Budget
Adult Social Care	41,240,000	(5,000)		41,235,000	0	35,774,000
Partnership commissioned Services *	3,154,000	(1,275,000)	0	1,879,000	9	1,199,300
Community Equipment Service	996,000	(498,000)	0	498,000	0	498,000
Totals	45,390,000	(1,778,000)	0	43,612,000		37,471,300

* This is the former Supporting People service

Draft Proposals

		Proposed Budget Change 2015/2016
1.	Renegotiation of contracts	(170,000)
2.	Review of all existing community care support plans	(498,000)
3.	Care home placement numbers and rates	(360,000)
4.	Equitable application of non-residential charging policy	(100,000)
5.	Community Alarms	(48,000)
6.	Learning Disability Development Fund	(17,000)
7.	Voluntary Sector Block Contracts	(38,000)
8.	Service Redesign – Learning Disability	(525,000)
9.	Service Redesign – Respite Care	(250,000)
10.	Service Redesign – St Kilda's	(320,000)
11.	Delivery Model – Assessment Process	(668,000)
12.	Delivery Model – Emergency Duty Team	(274,000)
13.	Delivery Model – Quality Assurance	(127,000)
14.	Movement of clients from residential homes to Extra Care Housing	(500,000)
15.	Further joint working, shared commissioning, new income and efficiencies	(1,566,000)
16.	Integrated Families Service	(43,700)

17.	Reaching Out South West	(450,000)
18.	Review of staffing arrangements to match service demand	(186,000)

Adults and Older People – Residential and Nursing Home Provision

What is provided?	Why is it provided?	What drives demands?																				
Provides accommodation, care and support to clients unable to live at home. They may also have chronic/complex needs which prevent them from being cared for safely at home or within another setting.	<p>To proactively support the individual in maintaining and/or developing their activities of daily living skills.</p> <p>To ensure the client, working closely with carers and the zone team maintains links with family and community.</p> <p>To promote the health and welfare of the individual resident receiving the service.</p>	<p>The service is provided to people who can no longer be supported to live at home and/or have chronic and complex needs which prevent them from being care for safely at home or in another setting (858 in total – includes full cost clients and short stay placements).</p> <table border="1"> <thead> <tr> <th>Placement Numbers</th> <th>Older People</th> <th>Mental Health (under 65)</th> <th>Learning Disability</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>Residential Care</td> <td>591</td> <td>60</td> <td>114</td> <td>765</td> </tr> <tr> <td>Nursing Care</td> <td>91</td> <td>2</td> <td>0</td> <td>93</td> </tr> <tr> <td>Total</td> <td>682</td> <td>62</td> <td>114</td> <td>858</td> </tr> </tbody> </table>	Placement Numbers	Older People	Mental Health (under 65)	Learning Disability	TOTAL	Residential Care	591	60	114	765	Nursing Care	91	2	0	93	Total	682	62	114	858
Placement Numbers	Older People	Mental Health (under 65)	Learning Disability	TOTAL																		
Residential Care	591	60	114	765																		
Nursing Care	91	2	0	93																		
Total	682	62	114	858																		

Adults and Older People – Domiciliary and Day Care Services

What is provided?	Why is it provided?	What drives demands?																														
Domiciliary care provides tailored support within a client's home to meet their individual needs. The person is visited at various times of the day or, in some cases, care is provided over a full 24-hour period. Day care provides a range of meaningful social activities aimed at sustaining a person's capacity to live independently.	<p>The reasons for the service are reflected in the expected outcomes, including:</p> <ul style="list-style-type: none"> Extended Client choice in the way their care needs are met Clients live more independent and healthy lives A wide range of responsive and accessible personal and non-personal care services are provided, with an emphasis on prevention and enabling independence High quality support for people with long-term needs is provided 	<table border="1"> <thead> <tr> <th></th> <th>TOTAL</th> <th>Older People</th> <th>Mental Health (under 65)</th> <th>LD</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Domiciliary Care</td> <td>824</td> <td>689</td> <td>40</td> <td>95</td> <td>824</td> </tr> <tr> <td>Day Care</td> <td>231</td> <td>122</td> <td>2</td> <td>107</td> <td>231</td> </tr> <tr> <td>Direct Payment</td> <td>380</td> <td>241</td> <td>16</td> <td>123</td> <td>380</td> </tr> <tr> <td>Total</td> <td>1,435</td> <td>1,052</td> <td>58</td> <td>325</td> <td>1,435</td> </tr> </tbody> </table>		TOTAL	Older People	Mental Health (under 65)	LD	Total	Domiciliary Care	824	689	40	95	824	Day Care	231	122	2	107	231	Direct Payment	380	241	16	123	380	Total	1,435	1,052	58	325	1,435
	TOTAL	Older People	Mental Health (under 65)	LD	Total																											
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Total	1,435	1,052	58	325	1,435																											

Learning Disabilities

What is provided?	Why is it provided?	What drives demands?																																			
<p>Organisations within Torbay will work together to ensure that people with a learning disability will be able to enjoy the same basic rights as anyone else. People will be housed and supported to find work that is suited to them. They will also be able to enjoy time with friends and family and take part in the culture and community of Torbay.</p>	<p>To support clients to live in their own homes rather than living in residential care. To support clients into employment. To support clients with learning disabilities to play an active role within the community.</p>	<table border="1"> <thead> <tr> <th data-bbox="1279 336 1951 392">Demand</th> <th colspan="2" data-bbox="1957 336 2101 392">TOTAL</th> </tr> </thead> <tbody> <tr> <td data-bbox="1279 397 1951 453">Domiciliary & Day Care & Direct Payments</td> <td data-bbox="1957 397 2101 453"></td> <td data-bbox="1957 397 2101 453">325</td> </tr> <tr> <td data-bbox="1279 458 1951 513">Care Homes</td> <td data-bbox="1957 458 2101 513"></td> <td data-bbox="1957 458 2101 513">114</td> </tr> <tr> <td data-bbox="1279 518 1951 572">In-House services</td> <td data-bbox="1957 518 2101 572"></td> <td data-bbox="1957 518 2101 572">90</td> </tr> <tr> <td data-bbox="1279 577 1951 612">Total</td> <td data-bbox="1957 577 2101 612"></td> <td data-bbox="1957 577 2101 612">529</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th data-bbox="1279 671 1666 727">Ordinary Residence</th> <th data-bbox="1673 671 1946 727">2012/13</th> <th data-bbox="1953 671 2134 727">2013/14</th> </tr> </thead> <tbody> <tr> <td data-bbox="1279 732 1666 788">People moving into Torbay</td> <td data-bbox="1673 732 1946 788">28</td> <td data-bbox="1953 732 2134 788">6</td> </tr> <tr> <td data-bbox="1279 793 1666 849">Pending</td> <td data-bbox="1673 793 1946 849">n/a</td> <td data-bbox="1953 793 2134 849">4</td> </tr> <tr> <td data-bbox="1279 853 1666 909">Projected to year end</td> <td data-bbox="1673 853 1946 909">n/a</td> <td data-bbox="1953 853 2134 909">2</td> </tr> <tr> <td data-bbox="1279 914 1666 986">People moving out to other areas</td> <td data-bbox="1673 914 1946 986">-2</td> <td data-bbox="1953 914 2134 986">-5</td> </tr> <tr> <td data-bbox="1279 991 1666 1034">Balance</td> <td data-bbox="1673 991 1946 1034">+26</td> <td data-bbox="1953 991 2134 1034">+7</td> </tr> </tbody> </table>			Demand	TOTAL		Domiciliary & Day Care & Direct Payments		325	Care Homes		114	In-House services		90	Total		529	Ordinary Residence	2012/13	2013/14	People moving into Torbay	28	6	Pending	n/a	4	Projected to year end	n/a	2	People moving out to other areas	-2	-5	Balance	+26	+7
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Mental Health Services

What is provided?	Why is it provided?	What drives demands?								
<p>To support people during acute/severe and enduring mental health problems using appropriate residential, nursing, domiciliary and day care services as well as provide specialist advice to other frontline teams.</p> <p>Mental health services for people under the age of 65 are co-ordinated by Devon Partnership Trust; services for people aged over 65, and suffering with dementia, are co-ordinated by the Trust.</p>	<p>Dementia is one of the biggest challenges facing health and social care at present and has been highlighted as one of the most important areas for focus. In Torbay our age profile means that this is even more an issue than most areas.</p>	<table border="1"> <thead> <tr> <th data-bbox="1223 331 1818 421"></th> <th data-bbox="1825 331 2085 421">No. Care Home Clients</th> </tr> </thead> <tbody> <tr> <td data-bbox="1223 426 1818 475">Community Mental Health Team – under 65</td> <td data-bbox="1825 426 2085 475">62</td> </tr> <tr> <td data-bbox="1223 480 1818 529">Older People Mental Health Team</td> <td data-bbox="1825 480 2085 529">214</td> </tr> <tr> <td data-bbox="1223 534 1818 584">Total</td> <td data-bbox="1825 534 2085 584">276</td> </tr> </tbody> </table>		No. Care Home Clients	Community Mental Health Team – under 65	62	Older People Mental Health Team	214	Total	276
	No. Care Home Clients									
Community Mental Health Team – under 65	62									
Older People Mental Health Team	214									
Total	276									

Support to carers

What is provided?	Why is it provided?	What drives demands?
<p>Information, advice and emotional support to carers which also prevents the breakdown of their physical or mental health. Flexible breaks and other support is available which is not dependent on accessing statutory services. The service enables an appropriate response to most needs and an effective referral mechanism for more complex cases.</p>	<p>The Torbay model of carers support combines low cost, direct access for carers to information, advice and support; encouragement of self care/self assessment; improvement in self help networks in the community, together with targeted support. This universal offer enables an appropriate response to most needs and effective referral for the more complex cases. Early identification and targeting 'hidden carers' reduces crisis responses and supports a shared and integrated approach across the health and social care system</p>	<ul style="list-style-type: none"> • Torbay Carers Register supported 3570 carers in 2013-14 (524 new carers joined the Register) • 4466 carers were supported through their GP surgery in year to 01/04/14 (up from 4303 at 01/04/13) • Average of 240 new enquiries per month were made to Signposts Information Service • At 01/04/14 182 Young Adult Carers had received support from the service and 293 carers under 25 were known to adult teams • 2013-14 target for carers assessments exceeded – target 31%, achieved 35.3%

Adult Social Care (via Partnership Agreement with Torbay and Southern Devon Health and Care NHS Trust)

Adult social care provides a range of statutory services to improve the outcomes of vulnerable people. All of the draft saving proposals are transformations of existing services and will be aligned and compliant with the Care Act 2014 which as a new piece of legislation needs to be implemented in 2015/16 and 2017/18. Therefore savings may in the final instance vary from the proposals as set out once proposals are consulted on with service users and delivered.

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implement-ation Cost	Delivery Date	Possible risks / impact of proposals
		Income £	Budget reduction £				
	41,235,000			35,774,000			
1. Renegotiation of Contracts: (Proposal agreed by Council in Feb 2014)			220,000				
2. Review of all existing community care support plans (Proposal agreed by Council in Feb 2014)			498,000				
3. Care Home Placement Numbers & Rates (Proposal agreed by Council in Feb 2014)			360,000				
4. Equitable Application of Non-residential Charging policy (Proposal agreed by Council in Feb 2014)			50,000				

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Possible risks / impact of proposals
		Income £	Budget reduction £				
5. Community Alarms (Proposal agreed by Council in Feb 2014)			48,000				
6. Learning Disability Development Fund (Proposal agreed by Council in Feb 2014)			17,000				
7. Voluntary Sector Block Contracts (Proposal agreed by Council in Feb 2014)			38,000				
8. Service Redesign - Learning Disability Review of remaining day care and respite service including transport arrangements.			525,000				<p>The peninsular Learning Disability Commissioning Strategy and then the Operational Commissioning Strategy for Learning Disability Services were endorsed by the Health and Wellbeing Board in April 2014. Consultation and engagement on content of the Operation Learning Disability Commissioning Strategy took place in Autumn 2013. It was explicit that this would include transport and discussions / consultation took place with individual service users and providers and SPOT were fully engaged.</p> <p>An EIA was completed at that time, however the Strategy, and therefore the EIA, are high level proposals. The detail is being worked up through engagement processes which include people with learning disabilities and representative groups.</p>

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Possible risks / impact of proposals
		Income £	Budget reduction £				
9. Service Redesign - Respite Care Review existing arrangements for respite care and introduce a single policy to ensure equitable availability of respite care services according to need.			250,000				This is a high level proposal and once there is a level of detail upon which there can be detailed consultation with service users and their families this will be completed. The results of the consultation, along with an Equalities Impact Assessment, will then be considered in reaching decisions about the future of these services
10. Service Redesign - St Kilda's To review the proposals for the St Kilda's site to ensure the recommended service solutions represents value for money.			320,000				Discussions underway with key stakeholders. Final proposals will be brought forward for decision, initially at the Trust Board in July. There will no impact for the remaining long stay residents at St Kilda's. Some other services may be provided in other ways in the future.
11. Delivery Model 1 - Assessment Process This will involve changing the way that care needs are assessed and services are co-ordinated, including: <ul style="list-style-type: none"> ▪ Moving to telephone and on-line assessments rather than face to face contacts. ▪ Promoting the self-directed care and personal budgets to enable people to take control of their own circumstances and needs 			668,000				This is a high level proposal and once there is a level of detail upon which there can be detailed consultation with service users and their families this will be completed. The results of the consultation, along with an Equalities Impact Assessment, will then be considered in reaching decisions about the future of these services

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Possible risks / impact of proposals
		Income £	Budget reduction £				
12. Delivery Model 2 - Emergency Duty Team <ul style="list-style-type: none"> ▪ Review of the way Out of Hours & Emergency Duty services are provided. 			274,000				This is a high level proposal and once there is a level of detail upon which consultation can take place this will be completed if necessary. However, it is not expected that there will be any impact for service .
13. Delivery Model - Quality Assurance <ul style="list-style-type: none"> ▪ To review the way the Trust works with providers of nursing, residential and domiciliary care services to promote and ensure the quality of services. 			127,000				This is a high level proposal and once there is a level of detail upon which consultation can take place this will be completed. There is a risk that the level of scrutiny and support which providers receive to promote and ensure service quality will be reduced. However the impact cannot be assessed until detailed proposals, or options, are available.
14. Movement of clients from residential homes to Extra Care Housing <p>The objective will be to support people to remain, or return to, living independently in their own accommodation.</p>			500,000				This is a high level proposal and once there is a level of detail upon which there can be detailed consultation with service users and their families this will be completed. The results of the consultation, along with an Equalities Impact Assessment, will then be considered in reaching decisions about the future of these services
15. Further Joint working, shared commissioning, new income and efficiencies to be explored with the NHS and others.			1,566,000				Further Joint working, shared commissioning, new income and efficiencies to be explored with the NHS and others.

Partnership Commissioned Services

What is provided?	Why is it provided?	What drives demands?
A range of community services are commissioned particularly for housing related support for Torbay's vulnerable people with a local connection, who need support to remain living independently. Services intervene early to prevent the greater financial and social cost of acute responses to incidents such as, threatened homelessness, poor mental health and domestic abuse.	There is no statutory requirement these services but the programme plays a key role in delivering the Council's statutory duties in relation to homelessness and children, families and young people, crime and disorder and public health.	Client groups include older people, homeless families, people with learning disability and physical/sensory disability, young people and ex-offenders.

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Risks / impact of proposals
		Income £	Budget reduction £				
	1,879,000			1,199,300			
16. Integrated families service (Proposal agreed by Council in Feb 2014)			43,700				
17. Reaching Out South West (Proposal agreed by Council in Feb 2014)			450,000				
18. Review of staffing arrangements to match service demand (Proposal agreed by Council in Feb 2014)			186,000				

Community Equipment Service

What is provided?	Why is it provided?	What drives demands?
<p>The Community Equipment Service is jointly commissioned by Torbay Council and Southern Devon CCG. The service provides complex aids for daily living (including, specialist beds, mattresses, hoists and syringe pumps) and minor adaptations (such as grab rails and ramps). It also provides the administration for the Simple Aids for Daily Living (including, walking frames, shower stools and bath boards) aids service which is provided by a range of local retailers.</p>	<p>The equipment and adaptations provided enable children and adults to remain independent avoiding delayed hospital discharge, admission into residential and nursing care and support end of life care at home.</p>	<p>Demand is driven by the need to safely discharge people from hospital and intermediate care with the equipment adaptations they will need to remain independent as well as ensuring people can remain independent at home following illness or disability. This is new service so there is no historical data available.</p> <p>In April there were 297 clients who received community equipment. In May this increased to 611 clients</p>

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Risks / impact of proposals
		Income £	Budget reduction £				
	498,000			498,000			
No proposals for budget savings							

Title:	Update on services receiving transitional funding		
Report to:	Scrutiny	Prepared by:	Debbie Freeman and Shirley Beauchamp – Commissioning Officers

1. Purpose of Report

The purpose of the report is to provide Members with an update on the services that are receiving transitional funding from the Council to allow them to source alternative funding. These services are:

- The Jatis Project – 25 beds of supported accommodation for people recovering from substance misuse issues. Transitional funding is in place until March 31st 2015.
- Leonard Stocks Centre – 24 bed hostel providing supported accommodation for the most vulnerable, and housing single people to whom the Council has a duty to under Housing Law. Transitional funding is in place until March 31st 2015.
- Supported Employment Service (provided by Pluss) – currently supporting 24 people with Learning Disabilities and Autistic Spectrum Conditions, who are working and need support to maintain the work they have. Transitional funding is in place until 31st December 2014.
- Young Persons Support and Accommodation Service (provided by Independent Futures, part of Devon and Cornwall Housing) - 45 units of accommodation based support, plus approximately 30 hours per week outreach support. The accommodation is based at:

Torbay Foyer, Teignmouth Road, Torquay	20 units
Fraser Court, Waterleat Road, Paignton	11 units
Galway Court, Bath Lane, Torquay	7 units
Parkview, Garfield Road, Paignton	7 units

The service is provided for homeless 16 &17 year olds, 16 &17 year olds leaving care and young people aged 16-24 requiring supported accommodation. Transitional funding is in place until 31st March 2015, to facilitate a reduction in capacity to 20 units of accommodation based support at Torbay Foyer and 15 hours per week outreach support.

- Integrated Families Service also known as Stone Court (provided by Independent Futures, part of Devon and Cornwall Housing) - 15 units of accommodation based support at Newton Road Torquay. (These units sit alongside 6 units of emergency temporary accommodation used by Housing Options, which are due to be decommissioned by 31st March 2015 following the procurement of new emergency temporary accommodation by Housing Options. DCH did not bid for the new contract). The service also delivers 14 hours a week in outreach support. Transitional funding is in place until 31st March 2015.

2. Background

Following the budget consultation in 2013/14, Members granted transitional funding to a number of services to allow them time to source alternative funding to enable the services to continue.

Members requested that they be kept updated on the progress that the organisations had made towards sourcing alternative funding, and also arrangements for service end if alternative funding is not secured.

Officers have met regularly with the providers of the services receiving transitional funding. Councillor Excell has attended some of these meetings. Transition plans are also in place for all services. Officers are working with providers to support them to access alternative funding, but also putting in place plans to decommission services if funding is not secured.

3. Key Points

The update on the services receiving transitional funding is as follows:

The Jatis Project

There are ongoing negotiations between Jatis, Public Health and Commissioning Officers to try to design a community rehabilitation model within budget. This ten bed community rehabilitation service would replace the current model which spot purchases drug and alcohol rehabilitation beds out of area, as there is currently no suitable provision in Torbay. A final decision about the viability of this project will need to be taken by the end of October.

Alongside this, Jatis are planning to have 3 shared houses to provide move on accommodation from the community rehab. The people in the 3 houses will be supported by one support worker, who will be funded by Jatis.

Alongside these negotiations, a decommissioning plan is in place to ensure smooth closure or reduction of the Council funded service if the Public Health project is found not to be viable.

Leonard Stocks Centre

Chapter One, Shekinah and Jatis have been having regular meetings ('Plan B' meetings) to look at developing a model for provision for the most vulnerable people in Torbay, and accessing funding for this provision. They have now been joined by Langley House Trust (the owners of the Leonard Stocks building) and Torbay Churches.

The group are working on putting in a Big Lottery bid for some funding to maintain a 'hostel' provision. There is also a possibility of charitable funding from within the group.

A decommissioning plan is in place for the service detailing actions that will need to take place if alternative funding is not found. Transition/decommissioning meetings are being organised to take place on a monthly basis between Chapter One and the responsible

Commissioning Officer for the Council to plan for closure of Leonard Stocks if alternative funding cannot be accessed.

Supported Employment Service (provided by Pluss)

Pluss are making applications for alternative funding to maintain the service. They are preparing a Big Lottery bid, and also making an application for some short term funding from the Department of Health's Autism Innovation fund (closing date for Autism Innovation Fund is 28th August 2014)

Regular meetings are taking place with Pluss, and a transition plan is in place for the service if alternative funding cannot be found.

Young Persons Support and Accommodation Service

There are no confirmed plans to source alternative funding for the units being decommissioned as part of the reduction in capacity.

Seven units at Parkview have been decommissioned as of 4/8/14. Of the seven clients (all female), one returned to live with family, the others have remained in the accommodation which has been taken over by Young Devon as host landlords for their supported lodgings provision. (This had no impact on the Young Devon contract value).

Fraser Court is owned by Spectrum Housing Group and managed by Westward Housing. DCH provide the support to the clients this block, who are on six month assured shorthold tenancies. The properties will return to Spectrum Housing on 1st April 2015. No referrals will be taken for this accommodation after 30th September.

It is understood that Spectrum would aim to continue to use Fraser Court as supported housing in the first instance; subject to Housing Benefit agreeing to pay additional HB to cover costs for additional (intensive) housing management costs which would be incurred as a result of the units remaining supported. They are currently exploring this model with another Local Authority, so there is no timescale as yet on whether this is a viable option in Torbay. If this is viable they would approach the current housing management provider (Westward) to provide the intensive housing management on Spectrum's behalf.

If this option is not viable Spectrum will want to convert the tenancies to general needs accommodation so that the occupants do not need to find alternative accommodation. This will need to be agreed by Torbay Council as an exception to the usual Devon Home Choice allocations policy. In the meantime move on plans are being developed with the clients to find alternative accommodation as a contingency.

Galway Court is owned by DCH and they will retain the properties for their own use. They are also exploring intensive housing management options through Housing Benefit but there are not timescales for this as yet. No referrals will be taken for this accommodation after 30th September. Move on plans are being developed with the clients to find alternative accommodation via the private rented sector or social housing through Devon Home Choice.

Stakeholders and clients affected are currently being formally notified of the plans. Regular meetings are taking place with the provider and will continue throughout the transition period.

Integrated Families Service (Stone Court)

There are currently no bids for alternative funding to continue the service at Stone Court.

The block is owned by DCH. No decisions have yet been made regarding the future of Stone Court however they are looking at options in discussion with Teignbridge District Council and our Housing Options Manager. No timescale has been given for the completion of these discussions.

In the absence of any other sources of funding the 15 SP funded units and outreach support at Stone Court will be decommissioned as of 31 March 2015.

The units comprise a mix of 13 x one and 2 x two bed flats occupied by families on six month assured shorthold tenancies. The waiting list will close and no referrals will be taken from 30th September 2014. Individual move on plans are being developed for all the affected clients to find alternative accommodation via the private rented sector or social housing through Devon Home Choice. Regular meetings are taking place with the provider and will continue throughout the transition period.

Stakeholders and clients are currently being formally notified of the plans.

4. Risks

Jatis

- The principal risks associated with Jatis are that it is not possible to agree a viable community rehabilitation model with the funding available from Public Health. This would lead to the closure of the Council funded service, and the need for all 25 people to move from their current accommodation in Jatis, and would leave no supported accommodation in Torbay for people recovering from drug and alcohol use.

Colleagues in Public Health and Commissioning are working hard with Jatis to try to agree a viable model for a community rehabilitation service in Torbay.

Alongside this, a transition plan has been put in place to plan for the closure of the service and moving the 25 people out if agreement cannot be reached on the community rehab.

Again, the decommissioning plan and regular transition meetings with Jatis should mitigate this risk as we are making detailed plans for service closure if this situation occurs.

Leonard Stocks

- The principal risk associated with Leonard Stocks is if alternative funding cannot be found and Leonard Stocks closes. The Council's Housing Options service currently relies heavily on Leonard Stocks to house single people to whom the Council has a statutory duty under housing legislation. In addition, Leonard Stocks currently provides the statutory Severe Weather Watch service which provides a roof for the night for street homeless people in the case of severe weather. Provision of both of these statutory services would have a large impact on the Council's Housing Options service.

There would clearly be a huge impact on the street scene in Torbay if there was no hostel provision in Torbay as street homelessness would potentially increase, with the associated impact on community safety and tourism.

- If the Leonard Stocks Centre remains open and funded through alternative means, there is no guarantee that the provider would be willing to take referrals from the Council's Housing Options team, or run the statutory Severe Weather Watch service. The current providers of Leonard Stocks have a very good working relationship with Housing Options, and Commissioning Officers are meeting regularly with the 'Plan B' group to try to ensure that any future service would work with the Council to help it fulfil its statutory duty.

Supported Employment (provided by Pluss)

- The major risk with this service is that alternative funding is not found, and the service closes. It is the opinion of the service manager that many of the 24 people who are currently supported in their paid work, will not be ready to continue with their jobs without any support, and many of them will lose their jobs and return to benefits.

The Commissioning Officer is working with the service to look at any possible alternative options for supporting these people in their work. A decommissioning plan is in place to ensure the smooth closure of the service.

Young Persons Support and Accommodation Service

- The first major risk is that the service will be unable to move sufficient numbers of young people out of the decommissioned units in time. Young people will need to obtain deposits and references to seek accommodation in the private rented sector; or obtain social rented accommodation via Devon Home Choice which currently has a backlog of high banded cases. Some of the young people may refuse to leave their accommodation which will mean that DCH will have to take court action to recover possession of the properties, and some clients may be eligible to apply as homeless to the Council's Housing Options Services and be entitled to temporary accommodation as part of the Council's statutory responsibilities under homelessness legislation.
- The second major risk is the impact of the reduction in capacity on the pipeline of services for young people aged 16 to 17 leaving care and/or at risk of homelessness. The Council has a duty under The Children Act 1989, The Children (Leaving Care) Act 2000, and Leaving Care Guidance 2011 to accommodate eligible, and relevant care leavers; and discretionary authority to support accommodation needs of former relevant care leavers. There are also other case law judgements (like Southwark 2009) which have relevance for homeless 16 & 17 year olds. The significant reduction in overall capacity for young people's accommodation based support services may lead to more young people applying as homeless who may be entitled to temporary accommodation as part of the Council's statutory responsibilities under homelessness legislation.

To mitigate the risks outlined above the Commissioning Officer and Housing Options Manager are meeting with the provider every three weeks to review the transition plan and move on plans for the clients affected.

Integrated Families Service (Stone Court)

- The major risk is that the service will be unable to move sufficient numbers of clients out of the building in time. These families will need to obtain deposits and references to seek accommodation in the private rented sector; or obtain social rented accommodation via Devon Home Choice which currently has a backlog of high banded cases. Some may refuse to leave their accommodation which will mean that DCH will have to take court action to recover possession of the properties, and as these are families with children they will be eligible to apply as homeless to the Council's Housing Options Services and be entitled to temporary accommodation as part of the Council's statutory responsibilities under homelessness legislation.

To mitigate the risk outlined above the Commissioning Officer and Housing Options Manager are meeting with the provider every three weeks to review the decommissioning plan and move on plans for each client.

5. Conclusion

Commissioning Officers are working in two ways with services that are receiving transitional funding: firstly to support them in their efforts to obtain alternative funding, and secondly to plan for closure of services if this does not happen.

Whilst there will undoubtedly be an impact of the closure of these services if alternative funding is not found, Commissioning Officers are working with providers to try to minimise these risks if this should occur.