



HILLINGDON  
LONDON



# Social Services, Health and Housing Policy Overview Committee

## Councillors on the Committee

Judith Cooper (Chairman)  
Patricia Jackson  
Peter Kemp (Vice-Chairman)  
John Major (Labour Lead)  
David Benson  
Sukhpal Brar  
Wayne Bridges  
Kuldeep Lakhmana

**Date:** TUESDAY, 21 JUNE 2011

**Time:** 7.00 PM

**Venue:** COMMITTEE ROOM 5  
CIVIC CENTRE  
HIGH STREET  
UXBRIDGE  
UB8 1UW

**Meeting Details:** Members of the Public and  
Press are welcome to attend  
this meeting

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**Published:** Monday, 13 June 2011

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# **Policy Overview**

## **About this Committee**

This Policy Overview Committee (POC) will undertake reviews in the areas of Social Services, Health & Housing and can establish a working party (with another POC if desired) to undertake reviews if, for example, a topic is cross-cutting.

This Policy Overview Committee will consider performance reports and comment on budget and service plan proposals for the Council's Adult Social Care, Health and Housing Department.

The Cabinet Forward Plan is a standing item on the Committee's agenda.

The Committee will not consider call-ins of Executive decisions or investigate individual complaints about the Council's services.

## **Terms of Reference**

### **To perform the following policy overview role:**

1. conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. monitor the performance of the Council services within their remit (including the management of finances and risk);
3. comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. consider the Forward Plan and comment as appropriate to the decision-maker on Key Decisions which relate to services within their remit (before they are taken by the Cabinet);
5. review or scrutinise the effects of decisions made or actions taken by the Cabinet, a Cabinet Member, a Council Committee or an officer.
6. make reports and recommendations to the Council, the Leader, the Cabinet or any other Council Committee arising from the exercise of the preceding terms of reference.

### **In relation to the following services:**

1. social care services for elderly people, people with physical disabilities, people with mental health problems and people with learning difficulties;
2. provision of meals to vulnerable and elderly members of the community;
3. Healthy Hillingdon and any other health promotion work undertaken by the Council and partners to improve the health and well-being of Hillingdon residents;
4. asylum seekers;
5. the Council's Housing functions including: landlord services (currently provided by Hillingdon Homes), private sector housing, the 'Supporting People' programme, benefits, housing needs, tenancy allocations and homelessness and to recommend to the Cabinet any conditions to be placed on the exercise of the delegations by Hillingdon Homes.

Policy Overview Committees will not investigate individual complaints.

# Agenda

## **Chairman's Announcements**

- |          |   |         |
|----------|---|---------|
| <b>1</b> | Apologies for Absence and to report the presence of any substitute Members  |         |
| <b>2</b> | Declarations of Interest in matters coming before this meeting  |         |
| <b>3</b> | To receive the minutes of the meetings held on 11 May 2011 and 12 May 2011  | 1 - 8   |
| <b>4</b> | To confirm that the items of business marked in Part I will be considered in Public and that the items marked Part II will be considered in Private |         |
| <b>5</b> | Social Care, Health and Housing - Future Aims and Challenges  | 9 - 20  |
| <b>6</b> | Review Topics 2011/12   | 21 - 24 |
| <b>7</b> | Forward Plan  | 25 - 34 |
| <b>8</b> | 2011/12 Work Programme  | 35 - 38 |

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## Minutes

### SOCIAL SERVICES, HEALTH AND HOUSING POLICY OVERVIEW COMMITTEE

11 May 2011



Meeting held at Committee Room 5 - Civic Centre,  
High Street, Uxbridge UB8 1UW

	<b>MEMBERS PRESENT:</b> Councillors: Judith Cooper (Chairman) Peter Kemp (Vice-Chairman) John Major (Labour Lead) David Benson Patricia Jackson Kuldeep Lakhmana
	<b>OFFICERS PRESENT:</b> Neil Stubbings – Deputy Director Social Care, Health and Housing (SCHH) Beatrice Cingtho – Head of Housing Charles Francis – Democratic Services Officer
55.	<b>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS</b> ( <i>Agenda Item 1</i> )  Cllr Beulah East substitute Cllr Kuldeep Lakhmana
56.	<b>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING</b> ( <i>Agenda Item 2</i> )  None
57.	<b>TO RECEIVE THE MINUTES OF THE MEETING HELD ON 21 APRIL 2011</b> ( <i>Agenda Item 3</i> )  Were agreed as a correct record.
58.	<b>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED IN PART I WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS MARKED PART II WILL BE CONSIDERED IN PRIVATE</b> ( <i>Agenda Item 4</i> )  All items were considered in Public.
59.	<b>TEMPORARY ACCOMMODATION FOR VULNERABLE AND DISABLED PEOPLE</b> ( <i>Agenda Item 5</i> )  The Deputy Director of Social Care, Health and Housing and the Head of Housing introduced the report and answered questions from the Committee.  The report provided the Committee with contextual housing needs information and focused on how the needs of vulnerable and disabled people in temporary accommodation was identified and addressed and how this complied with the requirements of The Disability Discrimination Act

(DDA).

The following points were noted:

### **Legal Background**

- Service providers must treat disabled people in the same way as they would treat any other person, when offering or providing a service or facility. The Act places a duty upon a service provider to remove or alter any physical barrier that makes it impossible or unreasonably difficult for a disabled person to use that service.
- There is no specific requirement under the DDA relating to housing, other than the same requirement not to treat a disabled person less favourably than a non-disabled person.
- The Council's Allocation Policy covers the assessment of need on the grounds of disability and vulnerability by awarding higher priority to those whose medical condition is affected by their housing situation (which include disabilities).
- There are specifically adapted properties which only disabled applicants can apply for.
- Home Adaptations are also carried out using the adaptations budget for council homes and Disabled Facilities Grant for private homes.

### **Key Information**

- Key data on the housing needs of the residents of the borough is contained within the Housing Market Assessment (HMA) which feeds into key documents such as the Housing Strategy.
- Homelessness is a key priority and much has been done to improve temporary accommodation standards by phasing out the use of bed and breakfast and hostel accommodation (except in emergency) in favour of leased properties.

### **Assessment of need**

- Applicants who indicate that they have an illness or disability which is affected by their current home, or who may be vulnerable on physical or mental health grounds and in need of settled accommodation are assessed and awarded priority based on their need.
- Independent medical advice is obtained from the Council's Medical Adviser who liaises with Occupational Therapists and other Medical professionals to recommend the best possible housing outcome for every individual.
- In terms of mobility, there are two assessment recommendations:
  1. **DSL 1:** Where an applicant requires use of wheelchair both indoors and outdoors
  2. **DSL 2:** Where the applicant cannot manage steps or stairs and may use a wheelchair some of the time.
- Certain properties that become available for letting are suitable for people with restricted mobility and those awarded with mobility priority can bid for these properties. In the LOCATA free sheet or website such properties are labelled with a symbol showing a wheelchair followed by the number 1 or 2.

**Temporary accommodation supply**

- Out of the privately leased temporary accommodation (PSL) portfolio of 839, there are 660 (79%) accessible properties. None of these properties are adapted.

**Addressing gap between needs and provision**

- Households in temporary accommodation where the disabled person is an adult typically tend to be single person households. These households are more likely to remain in B&B accommodation until such time as a suitable adapted property becomes available.
- The analysis shows that the need of disabled household is being met within existing temporary accommodation resources but it is essential to continue with the current flexible approach that addresses need as it changes.

**Waiting time until housed 2010-11**

- The waiting time for alternative suitable accommodation for disabled households is longer than for other households. The length of time people requiring adapted properties wait in temporary accommodation is influenced by the falling supply of affordable housing.
- The council has specific housing and planning targets relating to the supply of new build permanent housing including the provision of adapted properties. These are detailed within the councils Local Development Framework (LDF), a key planning and housing document.
- The new build units built by Housing Associations in 2011/12 will deliver 33 wheel chair accessible units.
- The council's own HRA Pipeline scheme will deliver 85 units of accommodation over 2010 to 2012 all of which will be built to life time homes standard. 47 units were delivered in 2010/11 of which 5 units were fully wheel chair adapted.

**Housing Need for other vulnerable households as at 31<sup>st</sup> March 2011**

- The average waiting time on the register before permanent housing for this client groups was 33 months compared to 39 months for all other households.
- Of these, there were currently 207 vulnerable households living in temporary accommodation:
- There is sufficient provision within the temporary accommodation portfolio to meet the housing needs of these households. However, in order to ensure suitability, support needs assessments are carried out before placements are made.
- Housing Needs staff work with several agencies (Community Mental Health Teams, Social care colleagues, DASH, Age UK, Hillingdon Drug & Alcohol Service) to fully understand individual support needs and ensure that the relevant support is in place to maximize long term independence and prevent the avoidable deterioration of conditions. There are protocols, contracts or procedures in place with each agency to support and maintain consistent processes. These are reviewed every 24 months or sooner where there is a change.

During the course of discussions the Committee raised a number of points:

60.	<ul style="list-style-type: none"> <li>• Members were assured to learn there were no unnecessary delays to needs assessments. Officers confirmed that needs assessments were conducted while households were on the housing waiting list rather than wait until they were eligible for potential properties.</li> <li>• Members asked about the waiting times for alternative accommodation for disabled households and how current timescales compared to previous years, highlighting any particular anomalies. This has been provided in a follow up report discussed with Cllr Peter Kemp on 10<sup>th</sup> June 2011.</li> <li>• In response to query about average waiting times, Officers explained that as the number of households seeking adapted accommodation was relatively low, it only required a few families to seek several larger properties to significantly affect the statistic for average waiting times.</li> <li>• It was noted that the Authority had made a series of improvements to residential accommodation such as the Point West facility which included a manned front desk to improve the safety of residents.</li> <li>• Officers confirmed that discussions had taken place with Legal Services and the Council's equalities officer to ensure Council policies were anticipating housing needs for disabled people to ensure the Authority did not contravene the DDA.</li> <li>• With regards to the numbers of adapted disabled properties, Officers confirmed the Council had a significant number of wheelchair adapted properties and were currently working hard to increase this number although there would always be a delicate balancing act required, to manage the number of adapted properties and number of voids.</li> <li>• It was noted that when the Authority was informed a vulnerable individual was not coping with independent living, an assessment would take place and the resources of the Supporting People Programme would be available to assist them.</li> <li>• Members asked officers to provide further statistical information about children living in care and care leavers which did not appear within the officer report. Care leavers are awarded a higher band (B) in recognition that they have an urgent need to move from care to independent living. During 2010/11 22 care leavers were rehoused. As at 31<sup>st</sup> March 2011 there were 15 care leavers on the housing register aged between 17 and 25 years, of which 7 were male and 8 were female. The waiting time for suitable social housing averages less than one year.</li> <li>• Officers confirmed that they were working with a variety of external partners to ensure the needs of vulnerable and disabled people were met.</li> </ul> <p><b>Resolved –</b></p> <ol style="list-style-type: none"> <li>1. That the report be noted</li> <li>2. That Officers be requested to provide further information on waiting times and children living in care / care leavers as detailed above.</li> </ol> <p><b>WORK PROGRAMME AND MEETING DATES IN 2010/11</b> (<i>Agenda Item 6</i>)</p> <p><b>Resolved –</b></p> <ol style="list-style-type: none"> <li>1. That the report be noted</li> </ol>
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	<ol style="list-style-type: none"> <li>2. That Officers be thanked for their support to the Committee throughout the Council year.</li> <li>3. That the Committee discuss a number of possible options for review topics for the next municipal year at the next meeting.</li> </ol>
61.	<p><b>FORWARD PLAN</b></p> <p>This is a standard item.</p> <p><b>Resolved –</b></p> <ol style="list-style-type: none"> <li>1. That the report be noted</li> <li>2. <i>576 – Review of Social Housing Allocations Policy</i> – to be considered at the next meeting</li> <li>3. <i>S1 – Progress Report on the Disabled People’s Plan</i> – to be considered at the next meeting</li> </ol>
	<p>The meeting, which commenced at 7.00 pm, closed at 7.50 pm</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Charles Francis on 01895 556454. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

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**Minutes****SOCIAL SERVICES, HEALTH AND HOUSING  
POLICY OVERVIEW COMMITTEE****12 May 2011****Meeting held at the Council Chamber - Civic  
Centre, High Street, Uxbridge UB8 1UW**

	<p><b>Members Present:</b> Councillors Judith Cooper (Chairman) Peter Kemp (Vice-Chairman) David Benson Sukhpal Brar Wayne Bridges Patricia Jackson John Major Kuldeep Lakhmana</p> <p><b>Officers Present:</b> Lloyd White and Nikki Stubbs</p>	
	<p><b>ELECTION OF CHAIRMAN</b></p> <p><b>Resolved</b></p> <p>That Councillor Judith Cooper be elected as Chairman of the Committee for the ensuing municipal year.</p>	
	<p><b>ELECTION OF VICE-CHAIRMAN</b></p> <p><b>Resolved</b></p> <p>That Councillor Peter Kemp be elected as Vice-Chairman of the Committee for the ensuing municipal year.</p>	
	<p>The meeting, which commenced at 9.10pm, closed at 9.11pm</p>	

These are the minutes of the above meeting. For more information on any of the resolutions please contact Charles Francis on 01895 556454. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

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## **SOCIAL CARE, HEALTH AND HOUSING – FUTURE AIMS AND CHALLENGES**

**Contact Officer:** Linda Sanders  
**Telephone:** 01895 250 526

### **REASON FOR REPORT**

This paper presents to the Policy Overview Committee for review and discussion the key aims for Social Care, Health and Housing, and the challenges the Group faces in achieving these aims.

### **OPTIONS OPEN TO THE COMMITTEE**

1. To comment on the aims and challenges facing Social Care, Health and Housing.
2. To use the report to support Members in their scrutiny role.

### **INFORMATION**

1. The following sections of this report present the future aims for Social Care, Health and Housing to support the Council's vision "putting residents first".

### **Background**

The council has recently undertaken a major restructuring which has had implications for SCH&H as Children and Families now sits within the Directorate. The key messages from that restructuring are:

- One directorate, (Planning, Environment, Education and Community Services) will be responsible for all universal services which will deliver better integrated services to Hillingdon's young people.
- Social Care, Health and Housing will be responsible for more targeted and specialist services which will deliver better integrated services to families with children and adults with care support and housing needs.
- All social care services (children and adults) will be delivered in a more co-ordinated way.
- By delivering services for vulnerable children alongside those for vulnerable adults, we will be able to deliver better outcomes for all of our vulnerable residents right through from childhood to when they become adults.
- The safeguarding of children and safeguarding of adults will be better delivered together.
- This will also join up more effectively with housing services, providing a better, all-round service to vulnerable residents and those with particular support needs.

Education and Children's Policy Overview Committee will continue to review matters as they relate to children and young people although there may be some overlap with this POC, such as with transitional children, housing matters etc.

## **Health and Well-Being – Aims and Priorities**

Social Care, Health & Housing has developed its BID transformation programme to deliver the three aims of:

- I. **Managing demand:** keeping residents independent, investing in preventative services to stop or significantly delay residents from requiring ongoing social care or becoming homeless or in housing need
- II. **Managing the support system:** efficient and effective in-house provision that is reablement focused, delivering time-limited interventions to effect change so residents can learn or re-learn crucial skills to live independently
- III. **Managing supply:** commissioning private and voluntary social care and housing services, delivering support, choice and independence to vulnerable, complex and high dependency residents

Supporting this, the Social Care Health and Housing mission is “residents to have the choice and control to live safe, healthy, independent lives in supportive local communities”. To support the delivery of our strategic improvements we have adopted five key guiding principles:

1. **Choice and control** - We will ensure that users of services are in the driving seat in deciding how their desired outcomes will be achieved within available resources
2. **Safe, healthy and independent lives** - We will shift from providing long-term institutional services to providing time-limited support which helps people regain independence in the community
3. **Supportive local communities** - We will achieve sustainable change by supporting individuals and communities to help themselves and each other
4. **Different for less** - We will use up to date, evidence based approaches to services which are more efficient and effective
5. **Working together** - The whole community has a role to play in keeping people safe, healthy and independent. Through integrated working with health and other partners, we will commission services that draw on existing networks and community capacity

The departmental aims and BID programme are central to Social Care, Health and Housing’s whole systems approach and further support the aims of Hillingdon’s Health and Wellbeing Strategy, developed and delivered through the Local Strategic Partnership’s Health and Wellbeing Board. The Health and Wellbeing Strategy focuses on the contribution that health, social care and housing can make to achieve the broader objective of improving the wellbeing of Hillingdon’s residents. It outlines our partnership priorities and ambitions for improving the wellbeing of our residents and their families over the next five years. The development of the strategy takes into account what our residents have told us and the local analysis of need set out within the Joint Strategic Needs Assessment (JSNA).

The strategy comprises five priorities covering mental health, long-term conditions and housing. These are to:

- Deliver the best possible health and wellbeing outcomes including promoting equality and tackling inequalities.
- Deliver safe, personalised and accessible social care and housing services that ensure support, independence and choice as well as secure best value.
- Focus on health promotion, disease prevention, wellbeing and early intervention and address risk factors.
- Support people with long term needs, promoting self care and independence.
- Maximise opportunities to help people live in settled and affordable homes and prevent homelessness.

During 2011/12 we are delivering the following key strategic improvements in support of the wider priorities as part of the Local Strategic Partnership, support of our mission and to respond to the significant financial pressures facing local government:

- Increase the number of residents helped to buy their first property
- Increase the number of people to live independently without support or reduced support (reablement). This includes the use of assistive technology with the Council's new TeleCareLine Service.
- Increase the number of people in receipt of a personalised budget for social care giving them more choice and control over their lives
- Continue to ensure Hillingdon safeguards vulnerable adults from harm
- Continue to reduce the number of people living in temporary accommodation
- Maintain an excellent housing/council tax benefit service
- Maintain support to carers to continue caring
- Develop extra care and other forms of supported housing to help people receive the care and support they need to live independently in the community and thereby reducing reliance on residential accommodation
- Maintain the programme to provide new affordable homes

### **Delivering the Aims**

Social Care, Health and Housing has established an ambitious and wide-ranging programme of change to transform service provision to support residents to live, safe, healthy independent lives in supportive local communities. The highlights of this work are:

- The delivery of a free TeleCareLine offer for up to 3000 residents over 85 or eligible for adult social care over a 3 year period
- The transformation of the in-house home care service into a Reablement service delivering excellent outcomes for service users, enabling them to live independently without an ongoing package of care
- A broad programme to support adults with a learning or physical disability and older people into extra care and supported accommodation, so they can live independently with appropriate support through personal budgets

- The reconfiguration of day services to provide integrated day opportunities in the community and increase supported housing provision
- The transformation and reintegration of Hillingdon Housing Service into the council, including the application of the BID common operating model to further improve services
- The transformation of Children and Families services, including the development of a single point of contact, the mainstreaming of the Asylum service and the review of the pathway for children in transition
- Reviewing all commissioned services to ensure they deliver on our strategic priorities, deliver value for customers and offer value for money
- Making use of OLM, the Care Funding Calculator and the West London Alliance to manage the market for social care as effectively as possible
- Delivering reductions in the number and cost of Looked After Children placements through a corporate Family Intervention Project, the recruitment of new foster carers, returning out of borough placements and better contract management

In addition to the delivery of the Social Care, Health & Housing BID we are:

- Continuing to embed the Health and Wellbeing board as part of the Local Strategic Partnership to take a strategic lead for health and wellbeing in Hillingdon, and as the central point of focus for the implementation of change in line with the NHS reforms
- Continuing to ensure robust governance and leadership to safeguard adults from harm through the Safeguarding Adults Partnership Board
- Delivering the transformation of adult social care including full implementation of self-directed support for all client groups in line with the government's aims for all service users to be able to access a personal budget by April 2013
- Continuing to ensure effective communications and staff buy-in to transformation - including a staff road show and staff communications
- Continue to raise the quality of care to improve outcomes and ensure dignity in care
- Modernising our information systems as part of the single development plan for IT within the Council.

### **Health Service reforms**

Whilst External Services Scrutiny Committee is responsible for scrutiny of Health Services, it is important that the key issues facing the Health Services as they impact on SCH&H are mentioned here. Health Services are facing similar financial pressures to those faced within local government. In addition the White Paper, "Equity and Excellence – Liberating the NHS" is identifying major transformation. Importantly for us it supports health & social care being delivered jointly:

- Through Joint Health & Wellbeing Strategies and duties on councils and GPs to have regard to them in commissioning
- By strengthening Joint Strategic Needs Assessments
- Quality standards developed across patient pathways
- The Care Quality Commission as an inspectorate across health and social care

- Through payment systems being used to support joint working, e.g. hospital 30-day post discharge readmission rule
- Through freeing up providers to innovate and expand into social care
- A new legislative footing: Health & Social Care Bill

## Challenges

Hillingdon Council faces a number of challenges in delivering the aims outlined above. These represent a mixture of challenges from outside the organisation as well as opportunities within the Council to modernise the way the Council works. The following are key challenges:

- Responding to the national economic crisis – and the tough budget situation facing the public sector with significant constraints placed on local government in the face of increasing demands for services.

Table 1: MTFF savings for next four years in SCH&H.

2011/12	2012/13	2013/14	2014/15
£11m	£18m	£23m	£26m
Plus additional £3m (for allocation to 2012/13)			

- Demand pressures
  - Demography - from an ageing population and in particular, learning disability where there is increasing evidence of a significant population increase over the next 5-10 years. This encompasses children with severe disabilities requiring a social care and housing service (Transitional Children). This is due to advances in medical science leading to more live births with profound and challenging needs, and people living longer. The needs of ageing carers represent a potential pressure. The needs of people with dementia and for occupational therapy services is increasing. Demand for residential placements for older adults with adults with mental health needs continues but at a reduced rate from previous years, (see appendix 1). There is also growing numbers of households reflecting increasing numbers of single households, including older people.
  - Legislation and rising expectations – Expectations from clients, families and government to provide people with a better standard of living continues. Coupled with changes in legislation, this has led to increased demand on services provided by in relation to housing, including: homelessness prevention, the Houses in Multiple Occupation licensing system, Disabled Facilities Grants, the demand for affordable housing, a rising number of housing benefit claimants.
  - Economic - Increased demand is related to the wider economic down-turn.

- Turnover of placements – supplier pressure to increase the cost of a placement as new placements for services are made as well as the costs of meeting the needs of people with more complex needs. This is happening at a time where local authorities are placing increasing expectations on suppliers of price reductions and improved value.
- Managing change – maintaining and improving services during periods of change
- Customer engagement – making full use of customer views and involvement in shaping service delivery.
- Partnership working - our key working relationship is primarily with bodies outside of the Council. These include our health and voluntary sector colleagues. We need to continue to work closely with our partners to respond to and manage these challenges effectively.
- Recruitment and retention – represents a major challenge for some key posts across Social Care, Health and Housing to ensure effective succession planning with an ageing workforce profile and fewer people available to appoint from. As part of the Council's workforce planning, we have a dedicated social care recruitment post to support the effective recruitment and retention of staff working in posts which have proved difficult to recruit to.
- Heathrow - robust dialogue with Government to minimise the costs falling on Hillingdon residents
- Housing – the many challenges relating to housing and housing benefit were presented to this committee at its last meeting. The key areas of interest noted by committee were: Housing Benefit Changes, Housing Benefit changes and the strategy to find homes and pay rent, Special Needs and Supported Housing

## **BACKING DOCUMENTS**

Wellbeing Board Priorities

Financial and Performance statistics within SCH&H

## **SUGGESTED COMMITTEE ACTIVITY**

1. Members question officers on the priorities and challenges facing the Department

## Appendix 1

### Demographic changes in Hillingdon

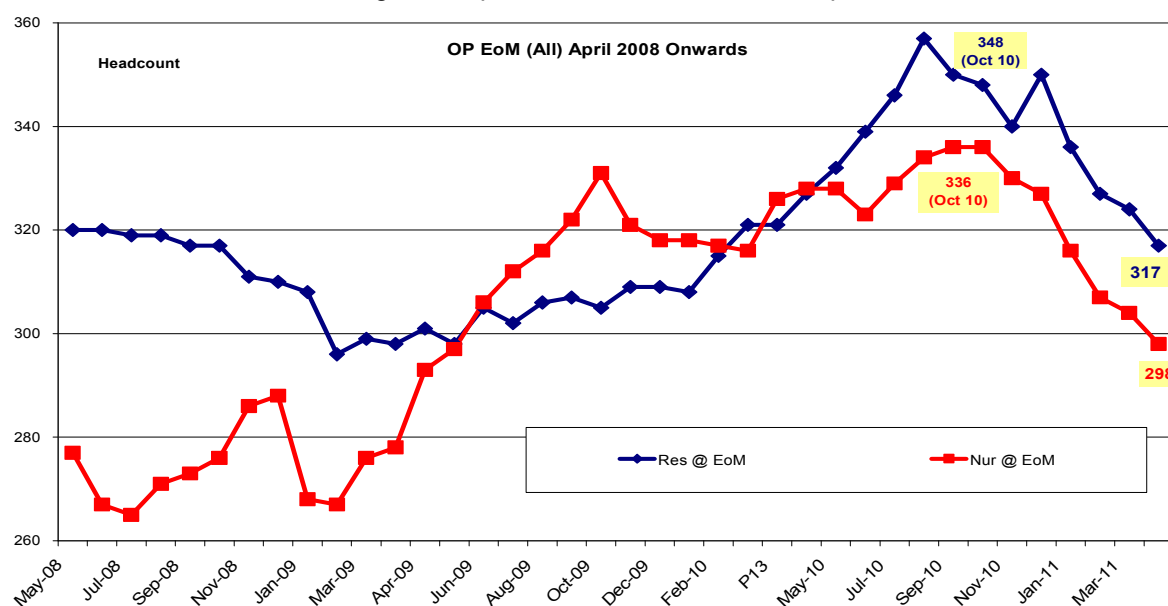
- The population of Hillingdon is expected to rise from 263,000 in 2011 to 289,300 in 10 years, an increase of 10%
- The population for 0-19 years olds is expected to increase from 67,608 in 2010 to 75,494 in 2020 to 81,201 in 2030.
- By 2015:
  - The number of residents over 85 is expected to increase by 11% to 5,500
  - The number of older people with dementia is projected to increase by 7% to 2,694
  - The number of people with learning disabilities living into old age will increase by 7.6% to 762

### Adult Social Care Trends

#### a. The number of people receiving a social care service, by age and need

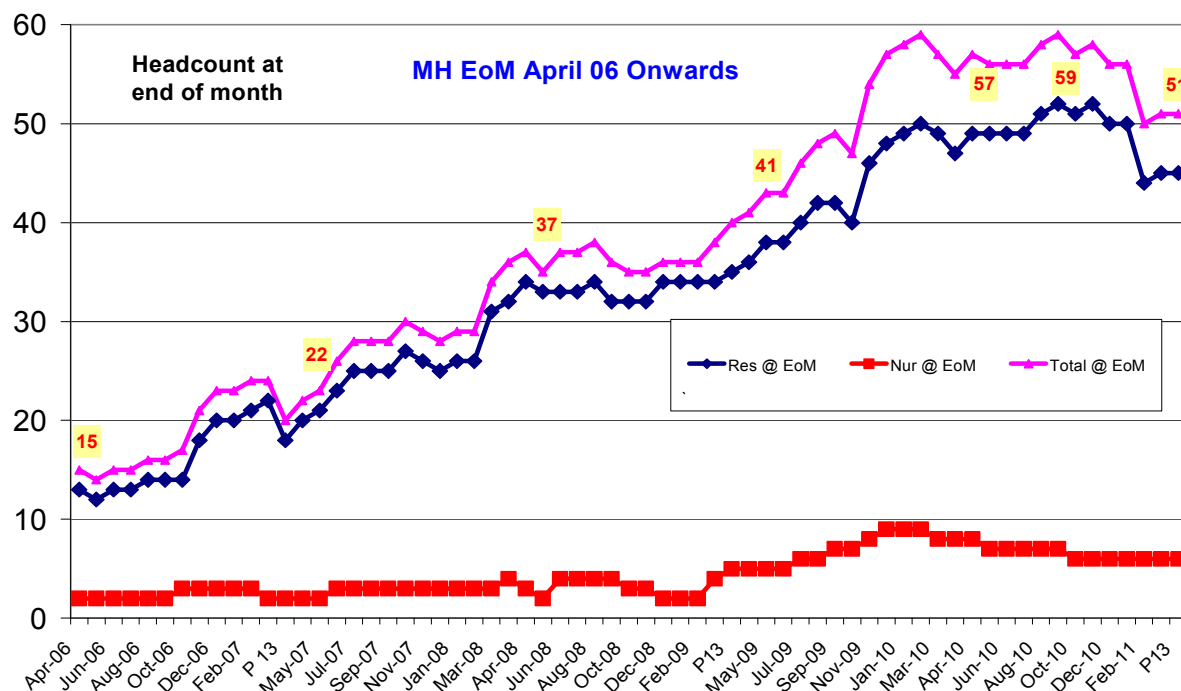
During the first part of 2010/11 we continued to have increasing pressure on residential / nursing placements for older people. As the year progressed this trend has reversed as the strategy to keep people in the community took affect. See table 2 below.

Table 2 - Residential and Nursing Care Spot Placements for Older People



The demand for Mental Health residential / nursing placements has continued but not at the same level as previous years. See table 3 below

Table 3 - Placements for Adults with Mental Health Needs



## b. Location of Care

Community based services (e.g. homecare) are provided within the Borough as these support people to remain living within their own home.

Like many other Council's, Hillingdon commissions residential and nursing care services from within the Borough and also from outside Hillingdon to meet specific needs and preferences. Hillingdon's Joint Commissioning Strategies are developing preventative, rehabilitative/reablement services that support people to remain living at home where appropriate to reduce the need for and use of residential and nursing care. They are also challenging the need for out of borough placements and all placements considered to be high cost.

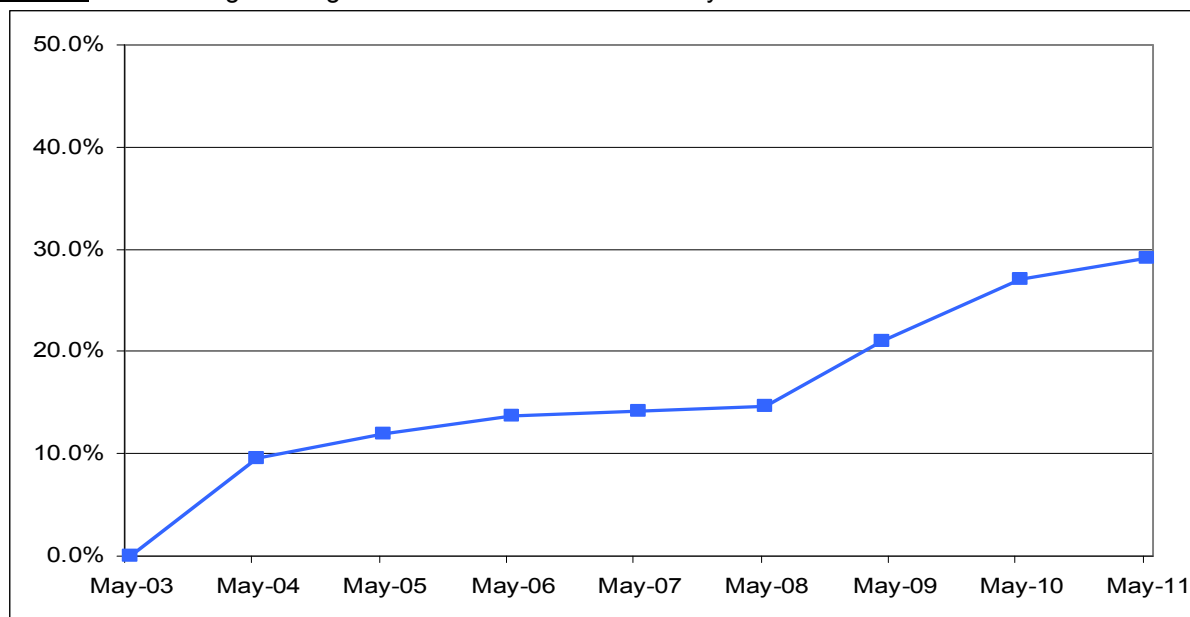
## Housing Services Trends

### a. Benefits Services

#### Households Claiming Benefits

Overall the number of households in Hillingdon claiming benefits has increased by 29.1% since 2003 and is expected to reach over 25,000 in 2011. See table 4 below.

**Table 4 – Percentage Change in Benefit Claimants from May 2003 to 2011**

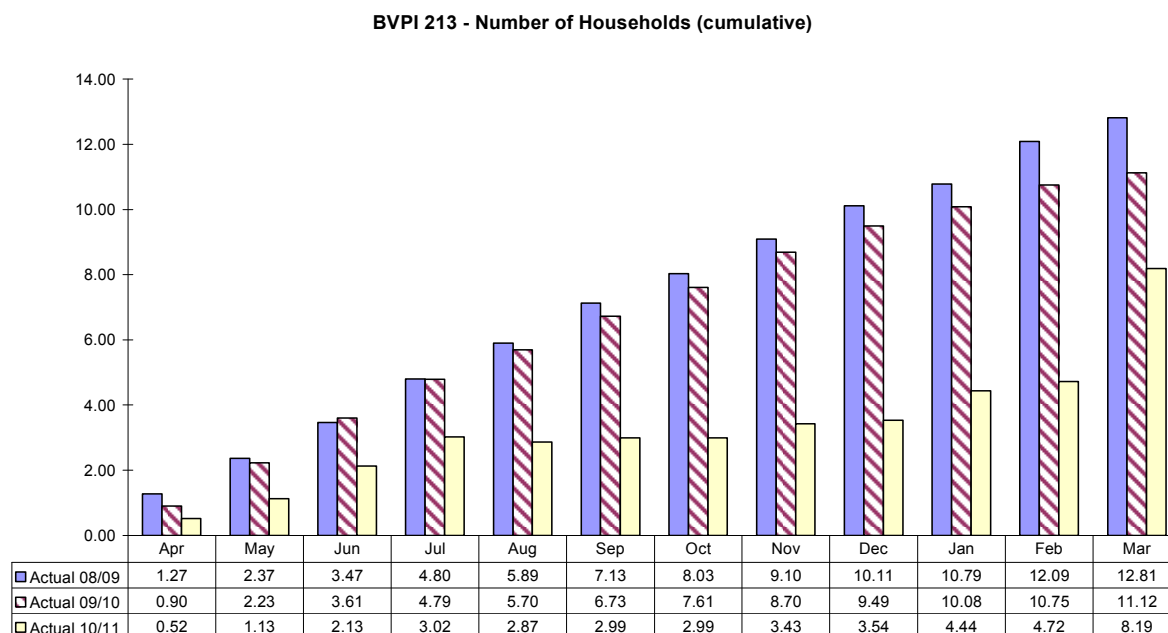


### **b. Private Sector Housing**

#### Preventing Homelessness / Supporting Access to Suitable Housing in the Private Sector

As part of the wider housing strategy, Hillingdon Council is working effectively with a range of partners, including landlords, to successfully resolve the housing needs of households presenting as homeless. The following graph shows the cumulative trend in the number of households for whom the Council's housing advice service successfully intervened to resolve their situation.

**Table 5 – Number of Homeless Households Helped to Find Suitable Housing in the Private Sector**



(Indicator reference = BVPI 213 - Number of households (per thousand households) who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.)

#### Disabled Facilities Grants (DFGs)

The following table shows the change in expenditure on disabled facilities grants since 2003/04.

**Table 6 – Expenditure on Disabled Facilities Grants and Number of Grants**

Year	Spend (£)		Numbers	
	Total spend on DFGs - Mandatory and Discretionary	Year on Year % Change in Spend	Total spend on DFGs - Mandatory and Discretionary	Year on Year % Change in Numbers
2003/04	£ 1,425.00	0%	131	
2004/05	£ 1,499.00	5%	158	21%
2005/06	£ 1,861.00	29%	171	25%
2006/07	£ 1,896.00	25%	157	15%
2007/08	£ 2,366.00	50%	214	53%
2008/09	£ 2,629.00	51%	247	54%
2009/10	£ 2,018.00	23%	214	34%
2010/11	£ 2,820.00	69%	200	32%

In 2010/11 the Hillingdon was successful in gaining an increased Disabled Facilities Grant allocation from the Government and the Council contribution was also increased. The total spent in 2010 was double in comparison to the amount spent in 2003/04. For 2011/12 the overall budget has been reduced by £200k to the 2008/09 level.

## Numbers of People on the Waiting List for Disabled Facilities Grant

Table 7 – Numbers of people waiting for a Disabled Facilities Grant

<b>Number of People on the Waiting list for DFG</b>	
Year-end	Number
2004/05	37
2005/06	87
2006/07	141
2007/08	42
2008/09	33
2009/10	43
2010/11	15

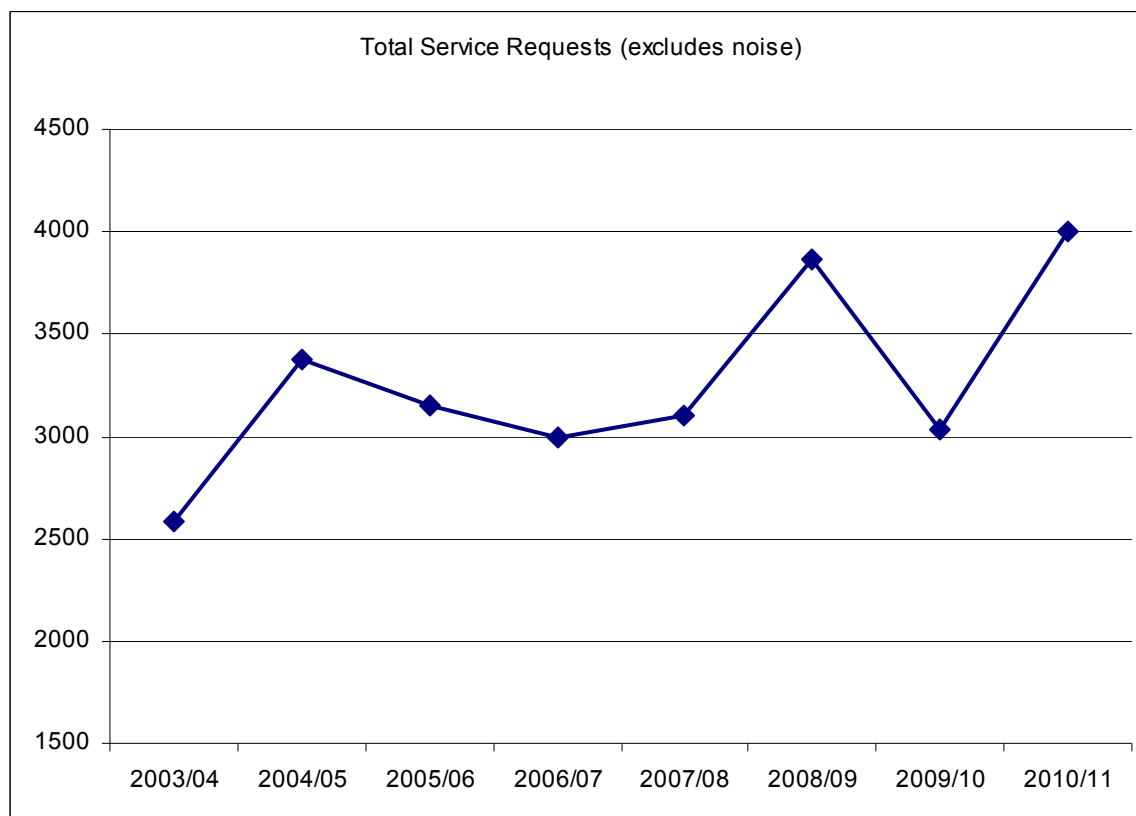
As at the end of May 2011, there are 11 people waiting for a disabled facilities grant.

### Private Sector Housing Requests for Services

During the last eight years, the number of requests made to the Private Sector Housing Team for a service has increased by 54% to March 2011 with the highest level of services requests in 2010/11. See table 8 below.

Table 8 – Number of Service Requests Made to Private Sector Housing

<b>PSH Service requests</b>	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
Grants related	909	1,579	1,026	639	416	723	158	563
Drainage	127	122	185	221	153	199	157	178
HMOs	73	51	127	330	327	323	234	350
Other Housing Problems	1,472	1,607	1,772	1,794	2,198	2,603	2,484	2,898
Other	6	13	42	8	13	18	5	8
Total Service Requests (excludes noise)	2,587	3,372	3,152	2,992	3,107	3,866	3,038	3,997



### Houses in Multiple Occupation (HMOs)

The number of houses in multiple occupation in Hillingdon has increased from 700 in 2003/04 to 2310 in 2008/09, an increase of 230% in this period. The latest estimate for the number of houses in multiple occupation is based on House Condition Survey 2008.

Table 9 – Number of Houses in Multiple Occupation

Number of HMOs in LB Hillingdon	
2003/04	700
2004/05	1400
2005/06	1400
2006/07	1700
2007/08	2700
2008/09	2310
2009/10	2310
2010/11	2310

## REVIEW TOPICS 2011/12

**Contact Officer:** Charles Francis  
**Telephone:** 01895 556454

## REASON FOR ITEM

To enable the Committee to agree the review/s it wishes to undertake in the 2011/12 Council year.

## OPTIONS OPEN TO THE COMMITTEE

Agree topics for in-depth review in 2011/12

## INFORMATION

1. The Committee is responsible for undertaking the 'policy overview' role in relation to the services provided by the Social Services, Health and Housing. The full range of services under the Committee's remit is outlined in the terms of reference attached as appendix.
2. Previous experience from both Hillingdon and other Councils indicates that the Committee can have the greatest impact by focusing on a work programme agreed at the start of the Council year. Similarly, focusing upon one or two items at each meeting can help Members engage with the major issues and encourage stakeholder engagement.
3. As in previous years, the Committee is recommended to use this first meeting of the year to set a work programme for the next 12 months and select one or two topics for major review.
4. In selecting topics, Members are reminded of the Committee's work from 2007 to 2010/11, which included reviews of:

### 2007/8

Caring for the Carers - A review of the Council's support for carers  
Customer Engagement

### 2008/9

Safeguarding Vulnerable Adults in Hillingdon  
The Private Rented Sector in Hillingdon

### 2009/10

Hillingdon Centre for Independent Living  
The Transformation Agenda and Direct Payments in Hillingdon

**2010/11**

To examine the use of Assistive Technology by Adult Social Care to support Independent Living  
Hillingdon Centre for Independent Living

## **SUGGESTED COMMITTEE ACTIVITY**

Members agree one or two topics for in-depth review, using the selection criteria below suggested by the Audit Commission and their knowledge of residents' priorities.

### **Selection criteria recommended by the Audit Commission**

#### **(A) Possible Reasons for Scrutiny**

Strong public interest  
Government pressure  
Included in the council plan or Hillingdon Improvement Programme  
Inspection report recommendation (e.g. performance below target)

#### **(B) Scope for Making an Impact**

Area within Council's control/influence  
High impact on residents  
Expertise available on which to draw  
Good practice available elsewhere

## ***Terms of Reference***

The Constitution defines the terms of reference for Policy Overview Committees as:

### **The Following Terms of Reference are Common to all Policy Overview Committees (referred to below as “The overview role”):**

1. To conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. To monitor the performance of the Council services within their remit (including the management of finances and risk);
3. To comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. To consider the Forward Plan and comment as appropriate to the decision maker on Key Decisions which relate to services within their remit (before they are taken by the Cabinet);
5. To review or scrutinise decisions made or actions taken by the Cabinet, a Cabinet Member, a Council Committee or an officer.
6. To make reports and recommendations to the Council, the Leader, the Cabinet, a Policy Overview Committee or any other Council Committee arising from the exercise of the preceding terms of reference.

### **This Committee performs the policy overview role outlined above in relation to:**

1. social care services for elderly people, people with physical disabilities, people with mental health problems and people with learning difficulties;
2. provision of meals to vulnerable and elderly members of the community;
3. Healthy Hillingdon and any other health promotion work undertaken by the Council and partners to improve the health and well-being of Hillingdon residents;
4. asylum seekers;
5. the Council's Housing functions including: landlord services (currently provided by Hillingdon Homes), private sector housing, the 'Supporting People' programme, benefits, housing needs, tenancy allocations and homelessness and to recommend to the Cabinet any conditions to be placed on the exercise of the delegations by Hillingdon Homes.

Policy Overview Committees will not investigate individual complaints.

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## **CABINET FORWARD PLAN**

**Contact Officer:** Charles Francis  
**Telephone:** 01895 556454

## **REASON FOR ITEM**

The Committee is required to consider the Forward Plan and provide Cabinet with any comments it wishes to make before the decision is taken.

## **OPTIONS OPEN TO THE COMMITTEE**

1. Decide to comment on any items coming before Cabinet
2. Decide not to comment on any items coming before Cabinet

## **INFORMATION**

1. The Forward Plan is updated on the 15<sup>th</sup> of each month. An edited version to include only items relevant to the Committee's remit is attached to this report. The full version can be found on the front page of the 'Members' Desk' under 'Useful Links'.

## **SUGGESTED COMMITTEE ACTIVITY**

1. Members decide whether to examine any of the reports listed on the Forward Plan at a future meeting.

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# The Cabinet Forward Plan

Period of Plan: June 2011 onwards

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
<b>CABINET - 16 June 2011</b>									
557	<b>Appointment of Preferred Partners for Housing Development</b>	Cabinet approval is sought to enter into agreement with a range of selected partners for the purposes of developing new build homes (both affordable rented and low cost home ownership) for local people. There are a number of current changes in national and regional policies for developing affordable housing, including an increased role for local authorities within the funding regime. To respond to these changes and maintain the development of high quality housing in challenging market conditions, the council's position would be strengthened by formalising the relationship with Registered Providers. This formal arrangement, known as "preferred partnering", involves a selection process to identify the RPs who the Council will support to develop affordable housing in Hillingdon over the next four years.	Various		Cllr Philip Corthorne	SCH&H - Paul Feven	Corporate Teams		
597	<b>Adaptations to council dwellings - extension of contract</b>	To seek Cabinet approval to extend the existing contract for carrying adaptations to council dwellings. The annual expenditure on this contract is approximately £800,000. Typically this will allow some 115 adaptations (eg stair lifts, showers (wet floor or over bath), thresholds, kitchens, ramps, step lifts, access improvements, adaptation to doors/windows, clos-o-mats, ceiling track hoists, grabrails) as well as up to five major adaptations (ie extensions).	All		Cllr Philip Corthorne	SCH&H - Grant walker			

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Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
599	<b>Extra Care Schemes: Approval to award a contract for the provision of care</b>	The report will seek Cabinet approval to appoint one or more suppliers to provide personal care and support to residents of two flagship extra care housing schemes that are due to open in September 2011: Triscott House (47 homes) owned by the council and Cottesmore House Park (48 homes) owned by Paradigm Housing. These schemes will help to ensure that older people and people with physical disabilities and/or learning disabilities have a realistic alternative to residential care. Extra care provision supports the council's commitment to ensuring that our more vulnerable residents are able to have more choice and control over their lives in a community based setting.	All		Cllr Philip Corthorne	SCH&H - Paul Feven			
576	<b>Review of Social Housing Allocations Policy</b>	This report to Cabinet will seek approval for changes to the Council's Social Housing Allocations Policy which sets out the framework within which all Council Housing stock is allocated, as well as all stock provided by any other social landlords, e.g. housing associations. The policy also provides the basis on which the Council's choice based lettings system (LOCATA) operates.	All		Cllr Philip Corthorne	SCH&H - Emma Humphrey	Public, Tenants, Applicants, Housing Associations, partners etc...		
SI	<b>Progress Report on the Disabled People's Plan</b>	This report provides Cabinet with a performance update on the delivery of the Disabled People's Plan for 2010/11.	All		Cllr Philip Corthorne	SCH&H Dan Kennedy			
SI	<b>Older Peoples Plan - Update</b>	This report provides an update to Cabinet of the Older Peoples Plan for 2010/11.	All		Cllr Philip Corthorne / Cllr Ray Puddifoot	SCH&H Dan Kennedy	Engagement of Older People is integral to the development and delivery of the Plan.	The Older Peoples Plan	

## CABINET MEMBER DECISIONS - JUNE 2011

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	Democratic Services	Various	Various	
<b>CABINET - 28 July 2011</b>									
619	Priorities for Hillingdon's Housing Strategy 2011/15 (POLICY FRAMEWORK)	The Borough's Housing Strategy will be updated in 2011 to cover the period to 2015. As part of that work, this report will present information on key housing issues and the borough's proposed housing priorities for Cabinet consideration and approval.	All	Date TBC	Cllr Philip Corthorne	SCH&H - Sheila Cawthorne	Social Services, Health and Housing POC, key partners. Full range of external stakeholders will take place at later stages of the production of the updated strategy.		NEW
623	HRA Review: Self-financing Implementation	Cabinet will receive an update on the Government's intention to implement self-financing of the Housing Revenue Account (HRA). Cabinet asked to endorse a broad strategy and timetable for this in the medium to long-term. Cabinet will be asked to endorse the separation of HRA debt from the General Fund debt to minimise any adverse risk to the General Fund and, instructs officers to prepare a 30 year plan for submission as part of the 2012-13 MTFF.	All		Cllr Philip Corthorne	SCH&H - Neil Stubbings			NEW

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
510	<b>West London Home Energy Retrofit programme</b>	The London Development Agency have awarded West London £1,281,875 over 2010 - 12 for the delivery of their pan London home energy efficiency retrofit programme, entitled "RE:NEW". Hillingdon has been selected as the lead borough for this programme in West London and are responsible for the procurement of contractors off the LDA procured Framework Agreement. This report will seek authorisation to award the contract to the winning tenderer/s for the delivery of the programme across West London	Charville		Cllr Philip Corthorne / Cllr Scott Seaman-Digby	SCH&H - Jo Gill	LBH Legal, Finance and Procurement teams including West London Housing Partnership		
570	<b>West London Framework Agreement for Temporary Accommodation Procurement and Management</b>	The report seeks the Cabinet's authority for the council to take part in a joint procurement scheme with other West London local authorities to develop a framework agreement with providers for the supply of Temporary Accommodation for homeless people which can be used to prevent homelessness as well as discharging the Council's duty to house. The scheme is referred to as Private Managed Accommodation and will involve a framework of providers procuring and managing accommodation directly from the private sector. The scheme will therefore increase the supply of properties to help meet the council's demand for temporary accommodation.			Cllr Philip Corthorne and Cllr Scott Seaman-Digby	SCH&H - Paul Feven	Corporate Teams		
598	<b>Acceptance of tender - electrical works to the housing stock</b>	To seek Cabinet approval to accept a tender for electrical works to the Council's housing stock.	All		Cllr Philip Corthorne	SCH&H - Grant Walker			
615	<b>Extension to the contract for gas servicing and repairs and replacement heating installations</b>	Cabinet will be asked to approve the extension of the existing contract.	All		Cllr Philip Corthorne	SCH&H - Grant Walker			

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
588	<b>Award of contract: Telecare products</b>	Following the provision of additional investment in Hillingdon's TeleCareLine to support older people and adults to live independently in their homes, Cabinet will be asked to agree the award of a contract for the provision of telecare products.	All		Cllr Philip Corthorne / Cllr Scott Seaman-Digby	SCH&H - Grant Walker			
SI	<b>Reports from Policy Overview Committees</b>	Major Policy Review recommendations for consideration by the Cabinet as and when completed.	TBC		as appropriate	Democratic Services			

## CABINET MEMBER DECISIONS - JULY 2011

602	<b>Works to Stock Programme 2010/11 - confirmation of adjustments</b>	The Cabinet Member will be asked to approve changes and adjustments to the Housing Revenue Account (HRA) Capital Projects Investment Programme work to existing stock.	Various		Cllr Philip Corthorne	SCH&H - Grant Walker			
603	<b>Extension to contract for support to the repairs operation - electrical repairs</b>	The Cabinet Member will be asked to approve the extension of the existing contract providing support to Hillingdon Housing Repairs Service for electrical repairs. The current contract ends 31 July 2011.	All		Cllr Philip Corthorne	SCH&H - Grant Walker			

## AUGUST

No Cabinet meeting scheduled

## CABINET MEMBER DECISIONS - AUGUST 2011

SI	<b>Standard Items taken each month by the Cabinet Member</b>	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	Democratic Services	Various	Various	
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## CABINET - 29 September 2011

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the council's revenue and capital position.	All		Cllr Jonathan Bianco	CS - Paul Whaymand			
<b>CABINET MEMBER DECISIONS - SEPTEMBER 2011</b>									
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	Democratic Services	Various	Various	
<b>CABINET - 27 October 2011</b>									
SI	Progress Report on the Disabled People's Plan	This report provides Cabinet with a performance update on the delivery of the Disabled People's Plan for 2010/11.	All		Cllr Philip Corthorne	SCH&H Dan Kennedy			
SI	Older Peoples Plan - Update	This report provides an update to Cabinet of the Older Peoples Plan for 2010/11.	All		Cllr Philip Corthorne / Cllr Ray Puddifoot	SCH&H Dan Kennedy	Engagement of Older People is integral to the development and delivery of the Plan.	The Older Peoples Plan	
<b>CABINET MEMBER DECISIONS - OCTOBER 2011</b>									
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	Democratic Services	Various	Various	
<b>CABINET - 24 November 2011</b>									
SI	Reports from Policy Overview Committees	Major Policy Review recommendations for consideration by the Cabinet as and when completed.	TBC		as appropriate	Democratic Services			

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the council's revenue and capital position.	All		Cllr Jonathan Bianco	CS - Paul Whaymand			
<b>CABINET MEMBER DECISIONS - NOVEMBER 2011</b>									
SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	Democratic Services	Various	Various	

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## WORK PROGRAMME AND MEETING DATES IN 2011/12

**Contact Officer:** Charles Francis  
**Telephone:** 01895 556454

### REASON FOR ITEM

This report is to enable the Committee to review meeting dates and forward plans. This is a standard item at the end of the agenda.

### OPTIONS AVAILABLE TO THE COMMITTEE

1. To confirm dates for meetings
2. To make suggestions for future working practices and/or reviews.

### INFORMATION

All meetings to start at 7.00pm unless otherwise indicated.

Meetings	Room
21 June 2011	CR 5
6 July 2011	CR 5
1 September 2011	CR 5
12 October 2011	CR 5
8 November 2011	CR 5
8 December 2011	CR 5
25 January 2012	CR 5
14 February 2012	CR 5
22 March 2012	CR 5
19 April 2012	CR 5

Social Services, Health & Housing Policy Overview Committee

**2011/12 DRAFT Work Programme**

<b>Meeting Date</b>	<b>Item</b>
<b>21 June 2011</b>	Aims & Challenges
	Review Topics 2011/12
	Cabinet Forward Plan
	Work Programme for 2011/12

<b>6 July 2011</b>	Major Reviews in 2011/12 - Scoping Report and Discussions (Work Programme)
	Quarterly Performance and Budget Report
	Cabinet Forward Plan
	Work Programme for 2011/12

<b>1 September 2011</b>	Major Reviews in 2011/12 – First Review Witness Session 1 / Background report
	Cabinet Forward Plan
	Work Programme

<b>12 October 2011</b>	Major Reviews in 2011/12 – First Review Witness Session 2
	Annual Complaints Report - SSCH&H
	Safeguarding Vulnerable Adults – Annual Report
	Cabinet Forward Plan
	Work Programme

<b>8 November 2011</b>	Major Reviews in 2011/12 – First Review Information report & Witness Session 3
	Major Reviews in 2011/12 – Second Review Scoping report
	Update on previous review recommendations
	Cabinet Forward Plan
	Work Programme

<b>8 December 2011</b>	Major Reviews in 2011/12 – First Review Draft Report
	ASCHH Annual Performance Assessment
	Cabinet Forward Plan
	Work Programme

<b>25 January 2012</b>	Budget
	Cabinet Forward Plan
	Work Programme

<b>14 February 2012</b>	Major Reviews in 2011/12 – Second Review Witness Session 1
	Major Reviews in 2011/12 – First Review Final Report
	Cabinet Forward Plan
	Work Programme

<b>22 March 2012</b>	Major Reviews in 2011/12 – Second Review Witness Session 2
	Cabinet Forward Plan
	Work Programme

<b>19 April 2012</b>	Cabinet Forward Plan
	Work Programme
	Major Reviews in 2011/12 – Draft Final Report