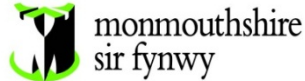


Public Document Pack



Neuadd y Sir
Y Rhadyr
Brynbuga
NP15 1GA

County Hall
Rhadyr
Usk
NP15 1GA

Tuesday, 6 November 2018

Dear Councillor

INDIVIDUAL CABINET MEMBER DECISIONS

Notice is hereby given that the following decisions made by a member of the cabinet will be made on Wednesday, 14 November 2018.

1. **RURAL ALLOCATIONS POLICY** 1 - 20

Division/Wards Affected: All Wards

CABINET MEMBER: County Councillor Greenland

AUTHOR: Shirley Wiggam, Senior Strategy & Policy Officer, Housing & Communities

CONTACT DETAILS:

Tel: 01633 644474 / 07769 616662

E-mail: shirleywiggam@monmouthshire.gov.uk

2. **SOCIAL HOUSING GRANT PROGRAMME** 21 - 34

Division/Wards Affected: All Wards

CABINET MEMBER: County Councillor Greenland

AUTHOR: Shirley Wiggam, Senior Strategy & Policy Officer, Housing & Communities

CONTACT DETAILS:

E-mail: shirleywiggam@monmouthshire.gov.uk

Telephone: 01633 644474

3. **REVIEW OF MARDY LOCAL LETTINGS POLICY** 35 - 62

Division/Wards Affected: Croesonen

CABINET MEMBER: County Councillor Greenland

AUTHOR: Ian Bakewell, Housing & Communities Manager

CONTACT DETAILS:

Tel: 01633 644479

E-mail: ianbakewell@monmouthshire.gov.uk

4. **DELIVERING EXCELLENCE IN CHILDREN'S SERVICES: FAMILY
SUPPORT WITHIN 'STATUTORY' CHILDREN'S
SERVICES/CONTACT**

63 - 90

Division/Wards Affected: All Wards

CABINET MEMBER: County Councillor P Jones

AUTHOR: Charlotte Drury

CONTACT DETAILS

E-mail: charlottedrury@monmouthshire.gov.uk

Yours sincerely,

**Paul Matthews
Chief Executive**

CABINET PORTFOLIOS

County Councillor	Area of Responsibility	Partnership and External Working	Ward
P.A. Fox (Leader)	Whole Authority Strategy & Direction CCR Joint Cabinet & Regional Development; Organisation overview; Regional working; Government relations; Public Service Board; WLGA.	WLGA Council WLGA Coordinating Board Public Service Board	Portskewett
R.J.W. Greenland (Deputy Leader)	Enterprise Land use planning; Economy and Tourism; Town Centre regeneration; Leisure; Cultural services; ADM development.	WLGA Council Capital Region Tourism	Devauden
R.P. Jordan	Governance Regulatory Committee Standards; Elections, Democracy promotion and engagement; Member Support; Council & Executive decision support; Scrutiny; Law; Ethics & standards; Audit; Whole authority performance; Whole authority service planning & evaluation; Regulatory body liaison; Development Control; Building Control; Community Governance; Community Hubs inc Adult Education;		Cantref
R. John	Children & Young People School standards; School improvement; School governance; EAS overview; Early Years; Additional Learning Needs; Inclusion; Youth Service; Extended curriculum; Outdoor Education; Admissions; Catchment areas; Post 16 offer; Coleg Gwent liaison	Joint Education Group (EAS) WJEC	Mitchel Troy
P. Jones	Social Care, Safeguarding & Health Children; Adult; Fostering & Adoption; Youth offending service; Supporting people; Whole authority safeguarding; Disabilities; Mental health; Public Health; Health liaison		Raglan
P. Murphy	Resources Finance; Information technology (SRS); Human Resources; Training; Health & Safety; Emergency planning; Procurement; Land & buildings (inc. Estate, Cemeteries, Allotments, Farms); Property maintenance; Digital office; Commercial office.	Prosiect Gwrydd Wales Purchasing Consortium	Caerwent
S.B. Jones	County Operations Highways maintenance, Transport, Traffic & Network Management; Fleet management; Waste including recycling; Public conveniences; Car parks; Parks & open	SEWTA Prosiect Gwrydd	Goytre Fawr

	spaces; Cleansing; Countryside; Landscapes & biodiversity; Flood Risk.		
S. L. Jones	Social Justice & Community Development Community engagement; Deprivation & Isolation; Housing and homeless; Social cohesion; Poverty; Equalities; Diversity; Welsh language; Public relations; Trading standards; Environmental Health; Licensing; Communications		Llanover

Aims and Values of Monmouthshire County Council

Our purpose

Building Sustainable and Resilient Communities

Objectives we are working towards

- Giving people the best possible start in life
- A thriving and connected county
- Maximise the Potential of the natural and built environment
- Lifelong well-being
- A future focused council

Our Values

Openness. We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

Fairness. We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

Flexibility. We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

Teamwork. We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.



SUBJECT: RURAL ALLOCATIONS POLICY
DIRECTORATE: ENTERPRISE
MEETING: SINGLE CABINET MEMBER
DATE: 14 November, 2018
DIVISION/WARDS AFFECTED: All

1. PURPOSE:

The purpose of this report is to seek approval to amend the Rural Allocations Policy.

2. RECOMMENDATIONS:

- 2.1 To consider the need and benefits of a Rural Allocations Policy for rural communities.
- 2.2 To approve changes to the Rural Allocations Policy in order to assist the correct allocation of future affordable housing in rural areas and to align rural areas included in the policy with those of LDP Spatial Strategy. See Appendices.

3. KEY ISSUES:

The policy was originally intended to cover small rural villages where there was little opportunity for households to find affordable housing. Areas such as Llanfoist and the Severnside Settlements were never intended to be included and have had large housing allocations, both in the UDP and the LDP, which have allowed local people in housing need to have access to affordable housing.

The criteria of the policy, as it currently exists, has caused difficulties for the Homeseach Team when allocating rural properties and has resulted in households with no housing need being allocated a property ahead of local households in genuine housing need.

4. REASONS:

- 4.1 The Council has a statutory duty under the Housing Act 1996 to assess housing need and allocate social housing. S167 of the Act allows persons falling within a particular description to be allocated accommodation, regardless of whether they fall within the 'reasonable preference' categories or not. This includes dealing sensitively with lettings in rural areas to sustain communities by giving priority to those with a local connection to the local area.

4.2 In order to ensure compliance with the legislation there is a need to align the policy with the main Homeseach Common Allocations Policy and it is also considered appropriate to bring the areas considered to be rural in line with those areas in the Local Development Plan. This will ensure that overall, the main Homeseach Allocation Policy will give reasonable preference for allocations to applicants in reasonable preference categories and that the Rural Allocation Policy does not dominate the scheme as required by the regulatory guidance.

4.3 The review will also be used as an opportunity to make the policy criteria clearer both for both local people who are in need of an affordable home and those members of staff undertaking allocations.

5. RESOURCE IMPLICATIONS:

None

**6. WELLBEING AND FUTURE GENERATIONS INPLICATIONS
9INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND
CORPORATE PARENTING:**

It is considered that the proposed changes will impact positively on the Monmouthshire community through ensuring the correct and fair allocation of rural homes. The requested changes will also assist in the sustainability of rural areas by allowing people born and brought up in a community to continue to live there when they have been forced to move out of the community for a short time due to lack of affordable accommodation.

7. CONSULTEES:

8. BACKGROUND PAPERS:

None

9. AUTHOR:

Shirley Wiggam, Senior Strategy & Policy Officer, Housing & Communities

10. CONTACT DETAILS:

Tel: 01633 644474 / 07769 616662

E-mail: shirleywiggam@monmouthshire.gov.uk

APPENDIX 1

For clarity and ease of scrutiny, the changes to the policy are detailed below:

- 1. There are two changes to settlements to align the policy with the LDP settlement hierarchy:**

Llanfoist Fawr - the village of Llanfoist will no longer be covered by the policy, but Llanellen and Govilon will remain within the policy.

The Severnside settlements of Magor with Undy and Rogiet will no longer be covered by the policy.

- 2. The criterion has been simplified to make allocation fairer and the policy easier to administer.**

Original criterion:

In priority order:

- 1. Applicants who have lived in the community (defined as the Community Council area) for a continuous period of at least 5 years at the time of application and are owed a reasonable preference as defined by the Housing Act 1996.*
- 2. Applicants who have lived in the community (defined as the Community Council area) for a continuous period of at least 5 years at the time of application and who need to live in the community in order to provide support to a dependent child or adult or to receive support from a principal carer.*
- 3. Applicants who have lived in the community (defined as the Community Council area) for a continuous period of at least 5 years at the time of application and who are principally (> 20 hours per week) employed in the community (defined as the Community Council area).*
- 4. Applicants who have lived in the community (defined as the Community Council area) for a continuous period of at least 5 years at the time of application or those who have lived in the community for a period of five years but have had to move out of the area to access accommodation.*
- 5. Applicants who have previously lived in the community for a period of at least 5 years and who need to move to the community in order to provide support to a dependent child or adult or to receive support from a principal carer.*
- 6. Applicants who have been principally (> 20 hours per week) employed in the community (defined as the Community Council area) for a continuous period of at least 5 years.*
- 7. Applicants who have previously lived in the community for a period of at least 5 years.*
- 8. Applicants with a firm offer of employment in the community and who would otherwise be unable to take up the offer because of a lack of affordable housing.*

New criterion:

Priority order: priority will be given, in the first instance, to (s), with (b) and (c) having equal priority.

- (a) Applicants with a housing need who have lived in the community (defined as the Community Council area) for a period of at least 5 years at the time of application, or in the past.*
- (b) Applicants who need to live in the community in order to provide support to a dependent child or adult or to receive support from a principal carer.*
- (c) Applicants who are principally (>20 hours per week) employed in the community (defined as the Community Council area).*

Applicants will be prioritised using the above criteria and will be shortlisted by housing need accordance with the Monmouthshire County Council Joint Allocations Policy. If more than one applicant has the same priority, the applicant who has lived (or previously lived) in the Community Council area for the longest and will fully occupy the property, will be given priority.

3. A paragraph has been added to exclude households adequately housed in the area from bidding unless they are downsizing.

Households already living in affordable housing and considered to be adequately housed in the community council area where the homes are being built (or the neighbouring community council areas, should cascading out be necessary) will not be eligible to apply unless they are downsizing.

The reason for this change is that adequately housed households with a local connection, who just wanted a new house, were being housed before local people in housing need.

4. Changes have been made to the Evidence of Local Connection paragraph to make it clear what evidence is required and the length of time that an applicant has to provide the evidence. The 7 working day period is considered to be adequate by our partner RSLs. Normal allocations policy allows 5 working days to provide evidence.

5. A list of schemes covered by the policy has been appended to assist the Homeseach Allocations Team.



Affordable Housing

Rural Allocations Policy

The purpose of the policy is to ensure that homes developed for local people are allocated as intended. This policy is to be used in addition to both Monmouthshire County Council's Common Allocations Policy and any other or succeeding allocations policy for letting of affordable housing in Monmouthshire.

The Registered Social Landlord requires assurance for its future business security that the local connection policy will not be allowed to cause empty properties. There is flexibility built into this policy to allow a broadening of both occupancy levels and geographical connection in order to allow properties to be tenanted swiftly and therefore ensure that the affordable housing resource is utilised.

The Rural Allocations Policy will be used to allocate the first 10 homes on all new housing sites and on all subsequent lettings of these properties (once identified via the first round of lettings) in rural areas of Monmouthshire other than:

- The main settlements of Abergavenny, Caldicot, Chepstow, Monmouth and Usk (Abergavenny includes the waiting list areas of Mardy, Croesonen and Llanfoist – but not Llanellen and Govilon. The settlement of Monmouth includes the waiting list area of Wyesham)
- The Severnside settlements of Magor, Undy and Rogiet.

Geographical Criteria

The aim of this policy is to ensure that households with strong links to rural areas are given the opportunity to remain in these communities thus helping to maintain sustainability in the future. The local qualification will be based on villages within the Community Council boundary where the properties are located and then will cascade out to the immediately adjoining communities using community council boundaries. (See Appendix 1(a) for a list of the properties covered by this policy).

As there are some rural areas in Monmouthshire where development is unlikely due to land supply and topography, the Council reserves the right to widen qualification to a neighbouring Community Council on occasions where there is a proven local need.

Under Occupation

Priority will be given to applicants who have a local connection and who fully occupy a property in line with local housing allowance size criteria. If there are no applicants meeting that criteria then one spare room may be accepted and two considered according to circumstances. Under occupation by two spare rooms will need to be approved by the Operational Sub Group or nominated by the Local Authority. In the case where there are more applications received that meet the rural housing lettings criteria than there are properties to allocate, these applications will then be assessed to the current Monmouthshire Common Allocations Policy.

Rural Housing Lettings Criteria

Priority order: Priority will be given, in the first instance, to (a), with (b) and (c) having equal priority.

- (a) Applicants with a housing need who have lived in the community (defined as the Community Council area) for a period of at least 5 years at the time of application, or in the past.
- (b) Applicants who need to live in the community in order to provide support to a dependent child or adult or to receive support from a principal carer.
- (c) Applicants who are principally (>20 hours per week) employed in the community (defined as the Community Council area).

Applicants will be prioritised using the above criteria and will be shortlisted by housing need accordance with the Monmouthshire County Council Joint Allocations Policy. If more than one applicant has the same priority, the applicant who has lived (or previously lived) in the Community Council area for the longest and will fully occupy the property, will be given priority.

Households already living in affordable housing and considered to be adequately housed in the community council area where the homes are being built (or the neighbouring community council areas, should cascading out be necessary) will not be eligible to apply unless they are downsizing.

In the event there is no suitable [insert Community Council] applicant, these criteria will then be applied in the same order to applicants from immediately adjoining communities as set out above. Should there be no suitable applicant from the Community Council area where the properties are located or from the immediately adjoining Community Council areas then the properties will be allocated to applicants with a connection to Monmouthshire in line with the Monmouthshire Homeseach Common Allocations Policy.

It should be noted however that the Partnership reserves the right to nominate applicants for rural vacancies, who do not meet the above criteria, where it is

considered that the circumstances of the individual case warrant special consideration. Such cases can only be considered for the offer once the decision has been agreed by the Common Housing Register Operational Sub Group and the Housing and Communities Manager.

Evidence of Local Connection

In all cases, at the request of the Registered Social Landlord, the applicant will be expected to demonstrate their local connection **within 7 working days of an offer being made by the Registered Social Landlord**. If no verifiable evidence has been produced within that time period the applicant will be overlooked and the household next in line will be made an offer. Applicants living at home with parents and looking to leave home for the first time would be expected to provide evidence to show that they have local a local connection. This may include evidence that their parents have achieved the local connection. Suitable supporting evidence – any of the following:

- Bank statements
- Service bills
- Medical registration documents
- Education records

If an applicant does not have any of the above forms of supporting evidence we may accept:

- Letter confirming the necessary local connection from the Clerk on behalf of the Community Council
- Letter confirming the necessary local connection from the Elected Member for the Ward in which the development is located

Applicants not living in the Community, but who are applying for reasons of employment must provide evidence to show that they are principally employed (working > 20 hours) within the area, including the date of commencement of employment and confirmation from their employer of employment status, and whether this is likely to continue for the foreseeable future.

Applicants not living in the Community, but who are applying for reasons of providing support to a dependent child or adult or receiving support from a principal carer must provide evidence such as:

- Social Services care package
- Carer's allowance/attendance allowance
- GP letter

Applicants will also be asked to consent to the landlord making enquiries of the electoral register, council tax records and Experian credit checks should it be necessary to confirm local connection.

An offence may be committed if an applicant knowingly gives false information or knowingly withholds information which has been reasonably requested. An offence is

also committed if the applicant allows a third party to provide false information on his or her behalf, or at his or her instigation.

Where there is suspicion, or an allegation has been made, that a person has either provided false information or has withheld information, the application will be suspended pending the outcome of an investigation. If the outcome of any investigation shows that false information was provided or was deliberately withheld, then the application may be removed from the register and there will be no right to re-register for a period of 12 months. Applicants giving false information may be subject to investigation through the organisation's fraud processes.

Future Voids

The properties identified for each site will remain ear marked for all future lettings. Therefore, all future lettings for these properties will also be carried out as per this policy.

Monitoring

The Council will ensure that lettings through this policy will not dominate the main allocation scheme. The Rural Allocations Policy will be monitored on an ongoing basis to ensure that overall reasonable preference for allocation in Monmouthshire is given to applicants in the reasonable preference groups.

The policy will also be monitored in order to assess its impact, the outcome of which will be regularly reported.

The policy will also be monitored to ensure that void properties are re-let to qualifying households who satisfy the Rural Allocations Policy.

APPENDIX 2

List of schemes covered by the policy (correct at the time of writing). If unsure whether or not a scheme should be included when allocating, please check with the Strategy & Policy Officer in Monmouthshire County Council's Housing & Communities.

Monmouthshire Housing Association

Bersondy, Llanarth
Tulip Gardens, Llandogo
Southbrook View, Portskewett
St Cadoc's Court, Raglan
Ty Freeman, Gwehelog
Blethyn Close, Mynyddbach, Shirenewton
Mountain Court, Shirenewton

Melin Homes

Nos. 1 – 8 Skirrid Pitch Close, Llanvihangel Crucorney
Nos. 1 – 10 Folly View Close, Goytre (10)
Nos. 1,3,5,6 Roman House, Caerwent
Nos. 27, 37, 38, 39, 43 Ashtree Road, Caerwent
No. 8 Kilpale Close, Caerwent
Nos. 5 -8 Hooper Close, Gilwern (subject to BBNP Policy)
Nos. 11 – 22 Hooper Close, Gilwern (subject to BBNP Policy)

Charter Housing Association

Nos. 1 – 6 Roman Park View, Trellech
Nos. 1 – 6 Kinsey Rise, Broadstone, Trellech
Nos. 1,2,3,4,5,6,7,8,10 Harold Close, Trellech

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The “Equality Initial Challenge”

Name: Shirley Wiggam Service area: Housing & Communities Date completed: 27 th June 2018		Please give a brief description of what you are aiming to do. Single Member Cabinet Report for approval of Revision of Rural Allocations Policy	
Protected characteristic	Potential Negative impact Please give details	Potential Neutral impact Please give details	Potential Positive Impact Please give details
Age			Increase RSL affordable housing stock in rural areas
Disability			Increase RSL affordable housing stock in rural areas
Marriage + Civil Partnership			Increase RSL affordable housing stock in rural areas
Pregnancy and maternity			Increase RSL affordable housing stock in rural areas
Race			Increase RSL affordable housing stock in rural areas
Religion or Belief			Increase RSL affordable housing stock in rural areas
Sex (was Gender)			Increase RSL affordable housing stock in rural areas
Sexual Orientation			Increase RSL affordable housing stock in rural areas

Transgender			Increase RSL affordable housing stock in rural areas
Welsh Language			Increase RSL affordable housing stock in rural areas

Please give details about any potential negative Impacts .	How do you propose to MITIGATE these negative impacts
▶	▶
▶	▶
▶	▶
▶	▶

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Signed

Designation Senior Strategy & Policy Officer **Dated** 28th June 2014

EQUALITY IMPACT ASSESSMENT FORM

What are you impact assessing	Service area
Revision of Rural Allocations Policy Cabinet Report	Housing & Communities
Policy author / service lead	Name of assessor and date
Shirley Wiggam	

1. What are you proposing to do?

Seek Single Cabinet Member Approval for the revision of the Rural Allocations Policy. The purpose of the policy is to ensure that homes developed for local people are allocated as intended.

2. Are your proposals going to affect any people or groups of people with protected characteristics in a **negative** way? If **YES** please tick appropriate boxes below.

Age		Race	
Disability		Religion or Belief	
Gender reassignment		Sex	
Marriage or civil partnership		Sexual Orientation	
Pregnancy and maternity		Welsh Language	

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Please give details of the negative impact

4. Did you take any actions to mitigate your proposal? Please give details below including any consultation or engagement.

Anyone living in the area, or who has lived in the area in the past, and who meets the criteria of the policy, irrespective of any of the above, can apply for a home. The local community, through the Community Council, is consulted on all rural affordable housing developments. All local households are given the opportunity to register their housing need.

5. Please list the data that has been used to develop this proposal? eg Household survey data, Welsh Govt data, ONS data, MCC service user data, Staff personnel data etc..

Monmouthshire's Common Housing Register and the Local Housing Market Assessments are used to assess housing need.



Signed

Designation Senior Strategy & Policy Officer

Dated 28th June 2018

The “Sustainability Challenge”

Name of the Officer completing “the Sustainability challenge” Shirley Wiggam		Please give a brief description of the aims proposed policy or service reconfiguration Revision of Rural Allocations Policy – policy has been revised to bring it in line with Monmouthshire’s main Common Allocations Policy and the spatial strategy of the LDP.		
Name of the Division or service area Housing & Communities		Date “Challenge” form completed 26 th June 2014		
Aspect of sustainability affected	Negative impact Please give details	Neutral impact Please give details	Positive Impact Please give details	
PEOPLE Ensure that more people have access to healthy food				
Improve housing quality and provision			Ensure that affordable housing in rural areas is allocated to households with a local connection to the area.	
Reduce ill health and improve healthcare provision			It is well documented that good quality affordable housing reduces ill health	
Promote independence			Some of the new stock will be used to provide the opportunity for vulnerable people to live independently for the first time in	

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			their lives. Better quality new OAP stock built to lifetime homes standards will allow elderly people to live independently for longer.
Encourage community participation/action and voluntary work			We are engaging with local communities in rural areas to ascertain need with regard to size and tenure of properties. We will also be giving local people the opportunity to comment on design. All developers now have to undertake a PAC (pre-application consultation - public)
Targets socially excluded			All local households can register their housing need. This policy allows vulnerable people living in rural areas to register their need for affordable housing.
Help reduce crime and fear of crime			All new properties are built to Secure by Design standards.
Improve access to education and training			Apprenticeships will be available for young people on some of these development sites.
Have a positive impact on people and places in other countries			
PLANET			

Reduce, reuse and recycle waste and water			All new affordable properties will be built to at least Code 3+ of the Code for Sustainable Homes.
Reduce carbon dioxide emissions			All new affordable properties will be built to at least Code 3+ of the Code for Sustainable Homes.
Prevent or reduce pollution of the air, land and water			
Protect or enhance wildlife habitats (e.g. trees, hedgerows, open spaces)			Steps are taken to enhance wildlife habitats on new development sites.
Protect or enhance visual appearance of environment			
PROFIT			
Protect local shops and services			New homes in rural areas help protect local services.
Link local production with local consumption			
Improve environmental awareness of local businesses			
Increase employment for local people			
Preserve and enhance local identity and culture			Policy ensures that people local to the area are allocated the affordable

			housing thus helping to preserve local identity and culture.
Consider ethical purchasing issues, such as Fairtrade, sustainable timber (FSC logo) etc			
Increase and improve access to leisure, recreation or cultural facilities			

What are the potential negative impacts	Ideas as to how we can look to MITIGATE the negative impacts (include any reasonable adjustments)
➤	➤
➤	➤
➤	➤
➤	➤

The next steps

- If you have assessed the proposal/s as having a **positive impact please give full details** below

The Rural Allocations Policy has a positive impact on local communities by ensuring that the housing needs of local people are recorded and local households are given the opportunity to bid for a home in the area they were born and brought up in. Allocation of affordable housing in rural areas to local people helps preserve the identity and culture of Monmouthshire’s villages.

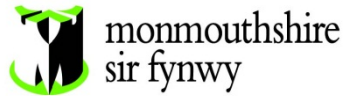
- If you have assessed the proposal/s as having a **Negative Impact** could you please provide us with details of what you propose to do to mitigate the negative impact:

A handwritten signature in black ink, appearing to read "S. Lizzam".

Signed

Dated 28th June 2018

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SUBJECT:	SOCIAL HOUSING GRANT PROGRAMME
MEETING:	SINGLE CABINET MEMBER
DATE:	14 November, 2018
DIVISION/WARDS AFFECTED:	All

1.0 PURPOSE

The purpose of this report is to brief the Single Cabinet Member on the completion of the Social Housing Grant programme for 2017/2018 and seek approval for the new SHG Programme for 2018-2019.

2. RECOMMENDATIONS

To approve the contents of the programme.

3. KEY ISSUES

- 3.1 It is recognised in Monmouthshire that house prices have risen to a level beyond that which is affordable to many local people. The average house price is currently £298,600 (Wales comparison £185,700) and the lower quartile affordability ratio is 9:1. Therefore, the provision of affordable housing is one of the Council's more pressing concerns, in both urban and rural areas.
- 3.2 The number of applicants on the Common Housing Register is currently 3082.
- 3.3 During 2017/2018 the Housing Options Team received 533 enquiries from households threatened with homelessness. They determined 258 S66 (at risk of becoming homeless within 58 days) and 261 S73 and S75 (actually homeless).

4. REASONS

- 4.1 The Social Housing Grant allocation for Monmouthshire for 2017/2018 was:

SHG Only	£ 627,811
SHG Blended Schemes	£2,715,083
Housing Finance Grant 2	£1,810,055
Total	£5,152,949

The final figure drawn down from the Welsh Assembly Government was £5,890,777.03.

- 4.2 This is an excellent performance with Monmouthshire successfully spending its grant allocation plus £737,828 of additional funding. In 2017/2018 79 new affordable homes were delivered plus 1 existing bungalow, which was purchased and adapted for a family with 2 disabled children, and 12 ex Right to Buy properties were bought back by MHA with the assistance of SHG/HFG2. This makes a total of 92 affordable homes delivered (S106 38 + SHG/HFG 48).
- 4.3 MHA has been awarded grant from the Innovative Housing Programme. They will be building four modern one-bedroom courtyard bungalows at St Teilos in Abergavenny and 4 one bedroom mews style starter homes at Elm Road in Caldicot. Total IHP grant will be £963,794. This will be paid to MHA in 2018/19.
- 4.4 The Welsh Government made a significantly larger amount of funding available for 3 years to help deliver their target of 20,000 affordable homes. Monmouthshire benefited from this by receiving allocations of:

- 2017/2018 £5,152,949

- 2018/2019 £5,406,932
- 2019/2020 £1,966,257

2019/20 will see the end of Housing Finance Grant. This will result in social housing grant allocations dropping down to past levels. Monmouthshire's allocation for 2020/2021 is £1,684,333.

4.5 The Programme Delivery Plan for 2018 - 2021 showing the potential spend of our allocation of £5,406,932 for 2018/19 and £1,966,257 for 2019/20 is appended to this report. We work very closely with our RSL partners to trying to find enough sites to build up a healthy reserve scheme list, however, going into the future this is proving very difficult due to land availability.

7. **RESOURCE IMPLICATIONS:** None

8. **WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING):**

The delivery of affordable housing impacts positively on the Monmouthshire community in general and the provision of special schemes such as Llys Y Brenin (Old Hererford Road) and the adapted bungalows improve the lives of those with protected characteristics. Affordable housing also makes an important contribution to the sustainability of our towns and villages by providing homes that local people on low incomes can afford to live in. It is also a means of providing low cost homes for first time buyers.

9. **CONSULTEES:** Cabinet Member for Enterprise; Chief Officer Enterprise; Head of Planning, Housing & Place-Shaping

10. **BACKGROUND PAPERS:** None

11. **AUTHOR:** Shirley Wiggam, Senior Strategy & Policy Officer, Housing & Communities

12. **CONTACT DETAILS:** E-mail: shirleywiggam@monmouthshire.gov.uk Telephone: 01633 644474

The “Equality Initial Challenge”

Name: Shirley Wiggam		Please give a brief description of what you are aiming to do.	
Service area: Housing & Communities		Single Member Cabinet Report for approval of Social Housing Grant Programme	
Date completed: 27 th June 2018			
Protected characteristic	Potential Negative impact Please give details	Potential Neutral impact Please give details	Potential Positive Impact Please give details
Age			Will provide new housing to increase RSL stock
Disability			Will provide new housing to increase RSL stock
Marriage + Civil Partnership			Will provide new housing to increase RSL stock
Pregnancy and maternity			Will provide new housing to increase RSL stock
Race			Will provide new housing to increase RSL stock
Religion or Belief			Will provide new housing to increase RSL stock
Sex (was Gender)			Will provide new housing to increase RSL stock
Sexual Orientation			Will provide new housing to increase RSL stock

Transgender			Will provide new housing to increase RSL stock
Welsh Language			Will provide new housing to increase RSL stock

Please give details about any potential negative Impacts .	How do you propose to MITIGATE these negative impacts
▶	▶
▶	▶
▶	▶
▶	▶

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Signed

Designation Senior Strategy & Policy Officer **Dated** 28th June 2014

EQUALITY IMPACT ASSESSMENT FORM

What are you impact assessing	Service area
Social Housing Grant Programme Cabinet Report	Housing & Communities
Policy author / service lead	Name of assessor and date
Shirley Wiggam	

1. What are you proposing to do?

Seek Single Cabinet Member Approval for the 2018-2019 Social Housing Grant Programme.

2. Are your proposals going to affect any people or groups of people with protected characteristics in a **negative** way? If **YES** please tick appropriate boxes below.

Age		Race	
Disability		Religion or Belief	
Gender reassignment		Sex	
Marriage or civil partnership		Sexual Orientation	
Pregnancy and maternity		Welsh Language	

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Please give details of the negative impact

4. Did you take any actions to mitigate your proposal? Please give details below including any consultation or engagement.

We undertake community consultation on rural housing sites. With all planning applications developers now have to undertake pre-application public consultation (PAC).

5. Please list the data that has been used to develop this proposal? eg Household survey data, Welsh Govt data, ONS data, MCC service user data, Staff personnel data etc..

Monmouthshire's Common Housing Register and the Local Housing Market Assessments are used to assess housing need.



Signed

Designation Senior Strategy & Policy Officer

Dated 28th June 2018

The “Sustainability Challenge”

Name of the Officer completing “the Sustainability challenge” Shirley Wiggam		Please give a brief description of the aims proposed policy or service reconfiguration Social Housing Grant Programme – programme for new build affordable housing for next 3 years		
Name of the Division or service area Housing & Communities		Date “Challenge” form completed 26 th June 2014		
Aspect of sustainability affected	Negative impact Please give details	Neutral impact Please give details	Positive Impact Please give details	
PEOPLE Ensure that more people have access to healthy food				
Improve housing quality and provision			Provide more affordable housing to address housing need both in urban and rural areas of Monmouthshire	
Reduce ill health and improve healthcare provision			It is well documented that good quality affordable housing reduces ill health	
Promote independence			Some of the new stock will be used to provide the opportunity for vulnerable people to live independently for the first time in their lives. Better quality new OAP stock built to lifetime homes	

			standards will allow elderly people to live independently for longer.
Encourage community participation/action and voluntary work			We are engaging with local communities in rural areas to ascertain need with regard to size and tenure of properties. We will also be giving local people the opportunity to comment on design. All developers now have to undertake a PAC (pre-application consultation - public)
Targets socially excluded			
Help reduce crime and fear of crime			All new properties are built to Secure by Design standards.
Improve access to education and training			Apprenticeships will be available for young people on some of these development sites.
Have a positive impact on people and places in other countries			
PLANET			
Reduce, reuse and recycle waste and water			All new affordable properties will be built to at least Code 3+ of the Code for Sustainable Homes.
Reduce carbon dioxide emissions			All new affordable properties will be built to at least Code 3+ of the Code for Sustainable Homes.

Prevent or reduce pollution of the air, land and water			
Protect or enhance wildlife habitats (e.g. trees, hedgerows, open spaces)			Steps are taken to enhance wildlife habitats on new development sites.
Protect or enhance visual appearance of environment			
PROFIT			
Protect local shops and services			New homes in rural areas help protect local services.
Link local production with local consumption			
Improve environmental awareness of local businesses			
Increase employment for local people			
Preserve and enhance local identity and culture			
Consider ethical purchasing issues, such as Fairtrade, sustainable timber (FSC logo) etc			

Increase and improve access to leisure, recreation or cultural facilities			
---	--	--	--

What are the potential negative Impacts	Ideas as to how we can look to MITIGATE the negative impacts (include any reasonable adjustments)
➤	➤
➤	➤
➤	➤
➤	➤

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The next steps

If you have assessed the proposal/s as having a **positive impact please give full details** below

New affordable housing has a positive impact on local communities as detailed above.

- If you have assessed the proposal/s as having a **Negative Impact** could you please provide us with details of what you propose to do to mitigate the negative impact:

Signed

A handwritten signature in black ink, appearing to read "S. Siggam". The signature is written in a cursive style with a large initial 'S'.

Dated 28th June 2018

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PROGRAMME DELIVERY PLAN: Main Programme 2018/19 - 2020/21

Monmouthshire

Welsh Gov Ref	Actual or Estimate	Scheme Name	RSL	Eastings (X)	Northings (Y)	Theme	Tenure	Total Units	Of Which Int Rent Units	Potential Other Programme?	Outline Planning	Detailed Planning	Ownership	Estimated (or Actual) Start Date	Estimated Completion Date	Total Scheme SHG £000	Total Scheme HFG £000	Total Scheme RCG £000	Total Funding £000	SHG Drawn Down in Previous Years £000	HFG Drawn Down in Previous Years £000	RCG Drawn Down in Previous Years £000	RCG Value to be used £000	2018/19				2019/20				2020/21	Comments					
																								Allocation:		4,369	1,038	Allocation:		1,250	716	1,684						
																								Running Total:		4,369	1,038	Running Total:		1,250	716	1,684						
Variance:		0		Variance:		0		0																														
Quarter	Tranche	SHG	HFG 40%	Quarter	Tranche	SHG	HFG 40%	SHG																														
2016-0141	Actual	Brookside, Caldicot	Monmouthshire	347740	189092	HS	Neutral	25	0		N/A	Yes	RSL		Jan-19	2264	0	0	2264	1516	0	0	0	Q1	2pp	748		Q1							Now paid in full.			
2015-090	Actual	Garden City Way, Chepstow	Melin	353363	193621	HS	Neutral	8	0			Yes	RSL	Oct-18	Oct-19	321	374	0	695	227	374	0	0	0	Q1	2			Q1						Now paid in full.			
New	Estimate	Ex Council House Buy Back - Phase 3	Monmouthshire	N/A	N/A	HS	Social	9	0		N/A	N/A	Private	Jun-18		543	172	0	715	0	0	0	0	0	Q1	2	543	172	Q1						6 St David's Rd & 38 St David's Rd, Abergavenny ; 1 Masefield Rd, Caldicot; 29 Newland Way, Monmouth; 7 Hendre Close, Monmouth; 41 Denwen Way, Abergavenny + 2 further units.			
New	Estimate	Llantilio Crossenny	Monmouthshire	339679	214956	HS	Neutral	4	0		N/A	Oct-18	Private	Jan-19	Sep-19	292	194	0	486	0	0	0	0	0	Q1				Q1						Church owned land. Sale agreed.			
New	Estimate	Llanvair Kilgeddin	Melin	334856	207048	HS	Neutral	5	0		N/A	Sep-18	Private	Jan-19	Oct-19	312	208	0	520	0	0	0	0	0	Q1				Q1						Church owned land. Sale agreed.			
New	Estimate	Brecon Road, Abergavenny	Melin	329532	214560	HS	Neutral	24	0		N/A	Oct-18	Private	Jan-19	Dec-20	819	613	0	1432	0	0	0	0	0	Q1				Q1									
New	Actual	Ex Council House Buy Back - Phase 2	Monmouthshire	N/A	N/A	HS	Social	6	0		N/A	N/A	Private			275	183	0	458	162	183	0	0	0	Q1	2	113		Q1						Now paid in full.			
New	Estimate	Pembroke Road, Bulwark, Chepstow	Monmouthshire	353257	192628	HS	Neutral	6	0		N/A	Nov-18	RSL	Feb-19	Feb-20	321	214	0	535	0	0	0	0	0	Q1				Q1							214		
New	Estimate	Western Avenue, Bulwark, Chepstow	Monmouthshire	353509	192128	HS	Neutral	6	0		N/A	Nov-18	RSL	Feb-19	Feb-20	472	63	0	535	0	0	0	0	0	Q1				Q1							63		
New	Estimate	DIY Homebuy	Melin	N/A	N/A	DIY	DIY Homebuy	7	0		N/A	N/A	Private	Jul-18	Mar-19	606	0	0	606	0	0	0	0	0	Q1				Q1						Will draw down as they complete each Homebuy. Start July.			
New	Estimate	Old Shipyard, Sudbrook	Pobl Grp (Charter)	350731	187693	HS	Neutral	9	0		N/A	Yes	RSL	Sep-18	Mar-20	662	290	0	952	0	0	0	0	0	Q1				Q1	1&2pp	435				290	227	Buying 9 additional DQR units on top of S106	
New	Actual	Old Shipyard, Sudbrook	Pobl Grp (Charter)	350731	187693	HS	Social	5	0		N/A	Yes	RSL	Sep-18	Mar-20	50	0	0	50	0	0	0	0	0	Q1				Q1	1&2	50					8% SHG top up to allow S106 units to be social rent		
New	Estimate	Crick Road, Portskewett	Melin	349314	188341	OPS	Neutral	7	0		Yes	Jul-18	LA	Sep-19	Dec-20	1059	0	0	1059	0	0	0	0	0	Q1				Q1							294		
New	Estimate	Cross Ash	Monmouthshire	340572	219980	HS	Neutral	14	0		N/A	Mar-19	Private	Aug-19	Aug-20	1163	0	0	1163	0	0	0	0	0	Q1				Q1							1163	Rural Exception Site	
New	Actual	74 Old Barn Way, Abergavenny	Melin	330160	215467	MR		1	0		N/A	N/A	RSL			0	0	103	103	0	0	88	15	Q1				Q1										
New	Actual	21 Company Farm Drive, Abergavenny	Melin	329464	213591	MR		1	0		N/A	N/A	RSL			0	0	95	95	0	0	0	95	Q1				Q1										
2017-019	Actual	13 Severn View, Caldicot	Monmouthshire	347263	187857	HS	Social	1	0		N/A	N/A	RSL			181	121	0	302	132	121	0	0	0	Q1	2pp	49		Q1									
																0	0	0	0						Q1				Q1									
																0	0	0	0						Q1				Q1									
																0	0	0	0						Q1				Q1									
																0	0	0	0						Q1				Q1									
																0	0	0	0						Q1				Q1									
																0	0	0	0						Q1				Q1									
																0	0	0	0						Q1				Q1									
																0	0	0	0						Q1				Q1									

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SUBJECT:	REVIEW OF MARDY LOCAL LETTINGS POLICY
MEETING:	INDIVIDUAL CABINET MEMBER DECISION
DATE:	14th November 2018
DIVISION/WARDS AFFECTED:	Croesonen

1. PURPOSE:

- 1.1 To consider a request by Monmouthshire Housing Association to extend a Local Lettings Policy that relates to social housing stock in Mardy, Abergavenny for a further two years.

2. RECOMMENDATIONS:

- 2.1 To approve the extension of the Mardy Local Lettings Policy for a further two years, subject to a review in one year.

3.0 KEY ISSUES:

- 3.1 The Council has a statutory responsibility to identify housing need and to lead on actions to respond to this need. In this regard, the Council's Housing Register and Common Allocation Policy is a legal responsibility and is delivered by Monmouthshire Housing Association through the Homeseach Partnership, made up of the Council and local housing associations.
- 3.2 The Council's responsibility is to have an allocation scheme for determining 'priorities'. In regards to priorities, the scheme needs to ensure that 'reasonable preference' is given to certain categories of applicants such as people who are homeless or need to move for medical reasons. However, there is scope to allocate accommodation to people of a particular description, whether or not they fall within the 'reasonable preference' categories and to certain types of property or those within an area, provided that overall compliance with the 'reasonable preference' requirements. **See Appendix 1.**
- 3.3 Under this provision, a Local Lettings Policy was established in 2015 in respect of four streets in the Mardy, Abergavenny – St Andrews Crescent, St Georges Crescent, Llwynu Lane and St Davids Road.
- 3.4 The aim of the policy was to tackle anti-social behaviour, low demand and failed tenancies resulting in a high turnover of properties and increasing void periods. The policy gives priority to applicants in full time employment or 50+ with a view to developing a balanced and sustainable community to tackle the said issues. The impact of the policy is detailed in the attached briefing. **See Appendix 2.** The following provides a summary overview of the impact of the policy:
- The demographic and socio-economic profile of the area has changed;
 - A reduction in voids ;
 - Reduced applications from existing residents wishing to leave the area;
 - The average number of bids on vacant properties has improved, although remains well below average for comparable general needs stock
 - Whilst turnover has reduced and refusal rates are low, there was an increase in reported anti-social behaviour reported in the area in 2016/17 but this reduced in 2017/18.

3.5 The results of the policy are positive, but Monmouthshire Housing consider that there are further benefits to be achieved by extending the policy for a further two years. An implication of the policy, however, is that the policy effectively temporarily marginally reduces the 'wider pool' of accommodation available for those applicants in the greatest housing need, including homeless applicants. The majority of homeless applicants are not in employment and typically are under 50 years of age.

4. **OPTIONS APPRAISAL**

4.1 The following options are available:

- **Option 1** – not approve and bring the local letting policy to an end.
- **Option 2** - approve for an extension of one year
- **Option 3** – approve for an extension of two years

5. **OPTIONS EVALUATION**

5.1 Additional evaluation over and above that listed above is detailed in **Appendix 3**.

6 **REASONS:**

6.1 Section 167(2E) of the Housing Act 1996 enables Local Authorities to allocate accommodation utilising Local Lettings Policies to support local priorities.

6.2 However, where local lettings policies are operating, the Council needs to ensure that, local lettings policies **do not dominate** the allocation scheme and overall, the scheme operates to give reasonable preference to those in the statutory reasonable preference categories, such as homelessness, over those who are not.

7 **RESOURCE IMPLICATIONS:**

7.1 There is a small resource implication to this proposal in the context of the Council's homeless responsibilities and the potential impact on the ability of the Council to discharge its legal duties (due to the smaller pool of social housing). This, however, is considered to be a marginal risk as Monmouthshire Housing are very supportive of the Council in respect of assisting with the Council's homeless duties.

8. **SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:**

8.1 There are no negative implications. **Appendix 4**.

7. **SAFEGUARDING AND CORPORATE PARENTING IMPLICATIONS**

7.1 There are no implications associated with this proposal. **Appendix 4**.

8. **CONSULTEES:**

Cabinet; Senior Leadership Team; Chief Officer Enterprise; Head of Planning, Housing & Place Shaping; Housing Options Team Manager; Monmouthshire Housing Association.

9. **BACKGROUND PAPERS:** Housing Act 1996; Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness

10. **AUTHOR:** Ian Bakewell, Housing & Communities Manager

11. **CONTACT DETAILS:** Ian Bakewell, Tel: 01633 644479 **E-mail:**
ianbakewell@monmouthshire.gov.uk

Appendix 1

S.167 Housing Act 1996 – Reasonable Preference

Every local housing authority in Wales shall have a scheme (their “allocation scheme”) for determining priorities, and as to the procedure to be followed, in allocating housing accommodation. (1A) The scheme shall include a statement of the authority’s policy on offering people who are to be allocated housing accommodation—

- (a) a choice of housing accommodation; or
- (b) the opportunity to express preferences about the housing accommodation to be allocated to them.

As regards priorities, the scheme shall, subject to subsection (2ZA) be framed so as to secure that reasonable preference is given to —

- (a) people who are homeless (within the meaning of Part 2 of the Housing (Wales) Act 2014);
- (b) people who are owed any duty by a local housing authority under section 66, 73 or 75 of the Housing (Wales) Act 2014;
- (c) people occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions;
- (d) people who need to move on medical or welfare grounds including grounds relating to disability; and
- (e) people who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others). The scheme may also be framed so as to give additional preference to particular descriptions of people (being descriptions of people with urgent housing needs).

UPDATE ON LOCAL LETTINGS PLAN FOR THE MARDY

Purpose of Report

To provide an update to Operations sub-group on the Local Lettings Plan (LLP) which was implemented in four streets in the Mardy, Abergavenny in February 2015 – St Andrews Crescent, St Georges Crescent, Llwynu Lane and St Davids Road.

Recommendation:

To approve the continuation of the local lettings plan for the current area of The Mardy, until April 2020. Members are asked to note that any LLP also requires approval from the Homeseach Partnership before being implemented, and that the MHA Chief Executive is taking a presentation about the LLP to the Monmouthshire Public Service Board (PSB).

Background Information

North Abergavenny is recognised within the *Population Needs Assessment Gwent Region Report¹* as an area experiencing high levels of deprivation.

The revised LLP was introduced on 15th February 2015 and was amended in January 2016 to “Priority to applicants who are in full time employment or 50+”, agreement was given in 2017 to apply it until April 2018. The LLP aims to develop and promote balanced and sustainable communities to tackle estate based problems.

The criteria was introduced across four streets consisting of 154 properties; 5 bungalows, 125 flats, 21 houses and three maisonettes. The LLP was implemented due to ASB, a lack of demand and failed tenancies, resulting in a high turnover of properties and increasing void periods. High churn rates are both costly and labour intensive.

Findings

There have been significant positive outcomes since the revised LLP was implemented including positive change to the demographic and socio-economic profile, increased eligible bids, a reduction in voids and fewer homeseach applications from existing residents. The average number of bids on properties has improved, although remains well below average for comparable general needs stock.

Whilst turnover has reduced and refusal rates are low, there was an increase to the level of ASB reported in the area in 2016/17 although this has reduced in 2017/18.

Community Safety & demographics

The LLP area had 19 reports of anti-social behaviour (ASB) in 2014/15, this reduced to 6 in 2015/16 after CCTV was fitted to some areas, but increased to 14 in 2016/17. Reports show reduced new ASB reports, with zero new incidents in St George’s Crescent for the second consecutive year (chart 1a). However four 2016/17 ASB cases were reopened, giving a total 16 cases. St Davids Road continues to have the highest number of incidents reported.

The types of ASB reported vary; with no distinct patterns emerging however, noise complaints continue to be an issue. Noteworthy is that Domestic Abuse now accounts for 1/3 of the reports in 2017/18 with four cases at four different addresses. Along with noise

¹ http://www.monmouthshire.gov.uk/app/uploads/2017/10/Population_Needs_Assessment_Final.pdf

nuisance, domestic abuse is the most common cause of ASB report. It is also worth noting that the number of 'multiple' issue complaints has reduced from three to one in 2017/18.

Of the 12 new ASB cases, 42% of the alleged perpetrators became starter tenants after the LLP commenced, 25% were in tenancy before the LLP and 33% were transferring tenants who moved after the LLP. This suggests that whilst the LLP is restrictive, it by no means guarantees that new tenants will not have ASB complaints made against them.

It should be noted that establishing culture change and improving the socio-economic profile of an area can take considerable time. However housing a larger proportion of tenants in paid work through the LLP has impacted significantly on the economic profile of the area

Using tenant insight data it is evident that the LLP has had significant impact on the economic profile. Since February 2015 there has been a 78% increase in the number of employed households in the area whilst those unemployed (excluding retired households) has dropped by a third (chart 1b). Comparing the LLP area with four comparable streets in Caldicot, demonstrates the LLP area now has higher levels of economic activity (chart 1c), with a higher employment rate and lower unemployment rate.

Data extracted (Chart 1d) from MHA tenant satisfaction surveys in 2015/16 and 2017/18 compares responses from tenants living in the LLP area with a comparable area in Caldicot. The results show that whilst satisfaction levels with MHA services have risen in the LLP area they continue to be substantially lower than for the comparable area. Other responses suggest that tackling ASB is still perceived as a greater issue for LLP residents.

Substantial environmental works have taken place or are planned in the LLP area since 2012 in excess of £320k spend (chart 1e).

Homesearch applications

The LLP seeks to address issues relating to low demand and high churn rates. **There are currently 26 households in the LLP area registered on Homesearch as at February 2018, a 35% reduction from those registered at the previous year's snapshot (Chart 3).**

New Homesearch applications from LLP residents continue to fall (chart 4a), with only 6 new registrations in 2017/18, of the four that gave a reason for wanting to move none are related to dissatisfaction with the area, although LLP residents remain statistically more likely than the MHA average to be registered on Homesearch 16.88% compared to 11.29% (chart 4b), although new registrations show LLP tenants are below the MHA average trend; 3.9% compared to 5.17% (chart 4c). The number of current LLP residents newly registering for Homesearch has now dramatically fallen from 21% to 4% per year since 2014/15; this is a good indicator of higher tenant satisfaction levels with their property/area since the LLP, and the new approach to pre-tenancy work and starter tenancy management. (Chart 4c)

However it should be noted that the total number of registrations for LLP households (chart 4d) show varied reasons for wishing to move and are statistically higher than for MHA tenants in general.

Homesearch bids and allocations:

There have been 18 LLP properties advertised for the 2017/18 period with an average 16.2 bids each, when cleansed for eligibility according to the LLP criteria this reduces down to 8 bids per property, this is lower than the number of eligible bids for 2016/17 (9 bids per property), but is still double the 2015/16 figure of 4 bids (chart 5a). Chart 5b gives a breakdown of banding of successful homeseekers housed by band during 2017/18.

There were 66 two-bedroom apartments let by MHA in 2017/18 with an average number of 38 bids per property, more than double the average number of bids for the LLP area alone,

reducing to 15 bids per property when cleansed for eligibility. Comparison with a neighbourhood area with a similar stock profile (in Caldicot) shows average bids per property in 2017/18 was 47, compared to 16.2 for the LLP (chart 5c) with 37 eligible bids per property compared to 8; however this is for a small sample of 4 void properties, and this area has been subject to high numbers of decants and direct transfers due to redevelopment works, reducing available stock. Demand for the two areas (Homeseach registrations) is comparable, with 300 registrations for 2-bed homes in Caldicot and 278 in Abergavenny.

Of the 18 LLP properties let in 2017/18 56% were let to those with higher housing needs (Band 1-3), this compares to 45% the previous year. Those in Band 2b account for 17% of lets (not far short of the 20% target). There were 28% of LLP lets in band 4 applicants and three (17%) were housed from Band 5 in the period (chart 6a). The comparison of 2 bed apartment lets by banding in the LLP with the whole of MHA shows that households being allocated properties in the LLP area are from lower bands than average (chart 6b). However it should be noted that there are generally low numbers of Band 1 and 2 housing need bidders in the area generally; in the Abergavenny area there are currently only 28 households with a 2 bedroom property need (chart 6c:snapshot March 2018) in Bands 1 and 2, with Abergavenny as first choice area.

There are new social housing developments in the area which may reduce future LLP bid levels.

Voids

The number of void properties (Chart 7a) in the LLP is 18 voids in 2017/18 as it was for 2016/17, though this has reduced from the 2015/16 peak of 25 properties, **Voids in the LLP area continue to be much higher than general (Chart 7b), suggesting there is still work to do on tenancy sustainment. St George's continues to have low level voids.**

LLP void/churn rates in the LLP have remained consistent at 11.69% of the total number of properties, whilst the average MHA void rate has fallen from 7.5% in 2016/17 to 6.70% for 2017/18. Lower churn rates are a general indicator of community and tenancy sustainability as well as desirability of an area; suggesting lower satisfaction and community cohesion in the LLP area than for other areas of MHA.

The reason for tenancy ends (chart 7c), shows that 55% were down to two reasons; a third of tenancy ends are down to transfers and 22% are due to the death of the tenant. There is no pattern to the remainder tenancy end reasons, each of the remaining 8 have a different reason ranging from a 'move to private rent' to 'size of property'.

Void turnaround times

In 2017/18 the average void turnaround time (Chart 8) was 27 days, an increase from the 2016/17 time of 21 days, with 7 of the 18 void LLP properties going over the 24 day target. Of these only 1 was delayed due to low demand requiring re-advertising. This suggests there is a significant improvement in demand in the LLP area.

There was only one refusal for all 18 void LLP properties in 2017/18. At 6% of the total this is a statistically insignificant number compared to the 40% refusal rate of 2016/17.

Conclusions

The LLP has supported demographic and economic change under a restricted criteria. During 2017/18 substantially fewer LLP residents registered on Homeseach to transfer, there has been an increase in eligible bids for properties and void periods, due to re-advertising periods, have reduced. However LLP average bids remain lower than MHA and Abergavenny average, and are significantly lower than for a Caldicot area with a similar stock

profile and similar demand for 2-bedroom apartments. This suggests there are still reputational barriers to overcome, and may indicate that a number of applicants are not bidding due to the LLP restrictions. Refusal rates, once a property is allocated, are lower with improved satisfaction.

The LLP restrictions have undoubtedly resulted in households with lower banding levels being housed in the area than would otherwise have done so, both in terms of the number of bidders being overlooked as not meeting the criteria, and of course there is likely to be a further number of households who will not have made a bid at all. This means that during the lifetime of the LLP some applicants in higher housing need have been overlooked, although the numbers of those in Bands 1 and 2 remains low for the Abergavenny area.

There has been a decrease in new ASB reports in 2017/18 however a number of ongoing ASB cases continue to require management. ASB casework and numbers are too small to give meaningful trend information. However apartments often have higher levels of ASB reported than other types of properties due to density and noise issues. There have been no new reports of ASB in St Georges Crescent in the past 12 months and this street has not had any end of tenancies, suggesting a very stable community and limited need for the LLP.

Ending the LLP puts at risk the progress made with change to the demography of the area, in terms of resident age and economic profile, as well as improving the public perception and resident satisfaction levels, however pressures on social housing continue to grow in Monmouthshire and continuing the LLP prevents access for some households.

The Local Authority may not support extension of the LLP due to the restrictions it places on those in higher housing needs, e.g. homeless households who are not economically active.

It is therefore the view of the authors that the LLP should continue to April 2020 to sustain the demographic, economic and improved housing demand in the area, and to support the aims of the Monmouthshire Wellbeing Plan².

Financial / Business Risk Consequences / Value for Money

Increased void rates due to fewer bids may be a consequence, although void rates are 27 days in 2017/18. Demand (bids) have increased significantly in the last two years, although remain much lower than the MHA average, including bids cleansed for eligibility. LLP properties are more likely to be let to people with little or no housing need.

Staffing / Personnel Implications

The LLP requires additional administration and monitoring, whilst the Homesearch, New Homes and Neighbourhoods teams require resources and time to offer estate management and respond to resident contacts about the LLP.

Environmental Implications

Continuing to operate an LLP will help to increase sustainable and balanced communities and lead to higher levels of customer satisfaction.

Equality & Diversity Implications

Although the allocations Policy permits the use of LLP's with the agreement of MCC, it should be noted that the LLP used by MHA does affect applicants on the basis of their age and employment status. The LLP aims to meet the needs of the wider community by managing demography and create a more balanced community.

Open- MHA will be open in the advertising of these properties, ensuring all applicants are aware of the additional criteria attached to the properties before bidding.

² http://www.monmouthshire.gov.uk/app/uploads/2017/10/Monmouthshire-PSB_well-being-plan_3.0.pdf

Fair- By introducing an LLP, this will help to alleviate pressures for the community by ensuring that all new allocations are to tenants less likely to be perpetrators of ASB, and to better support a balanced and diverse community.

Flexible- MHA will review the LLP regularly to ensure it is having the desired effect, before agreeing (or not) to continue with or amend the plan.

Achieving- By restricting the letting criteria in these streets MHA aims to reduce incidents of ASB, build a positive local reputation, ensure more sustainable tenancies and improve community cohesion.

Report authors: Emma Gallo, Homesearch Manager;
Julie Nicholas, New Homes Manager
Julie.nicholas@monmouthshirehousing.co.uk

LLP Report 2017/18 Charts

Chart 1a: ASB case reports

Chart 1a: ASB case reports	2014/15	2015/16	2016/17	2017/18 (to mid Feb 2018)
St Andrews Crescent	7	1	4	2
St David's Road	8	3	11	8
Llwynu Lane	4	0	0	2
St Georges Crescent	0	2	0	0
Total	19	6	15	12

Chart 1b: Economic activity profile

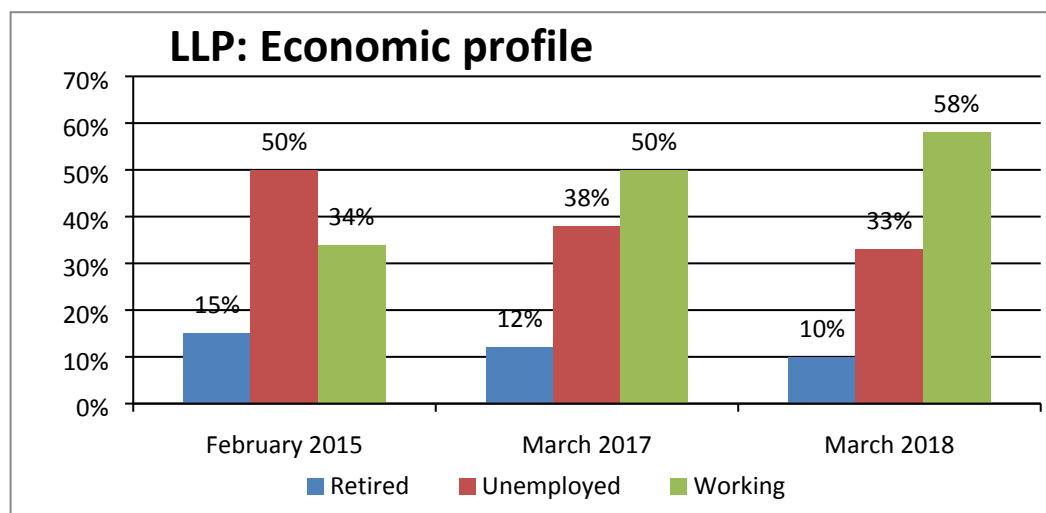


Chart 1c: Caldicot comparable streets and LLP: economic profile snapshot 2018

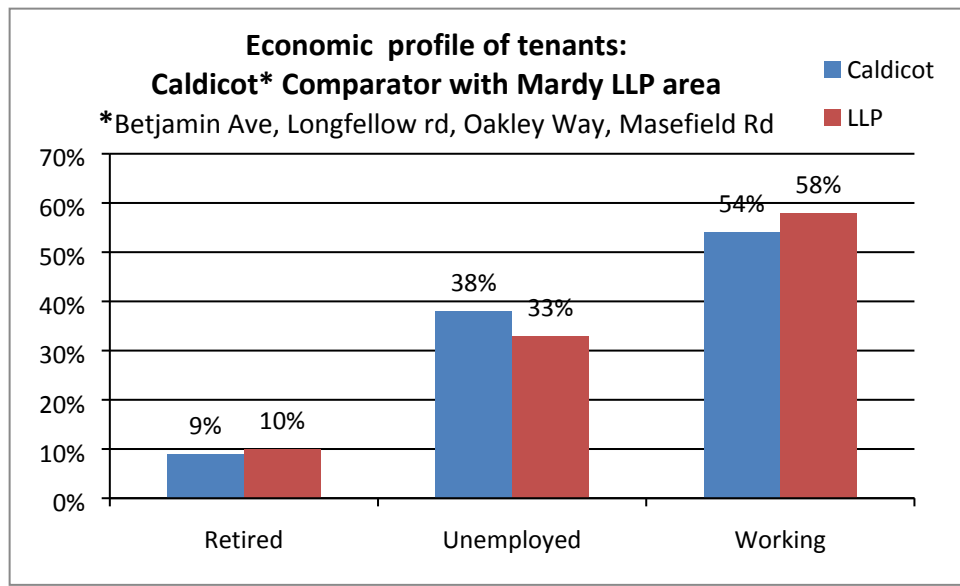


Chart 1d: Tenant satisfaction levels in LLP area and comparable area

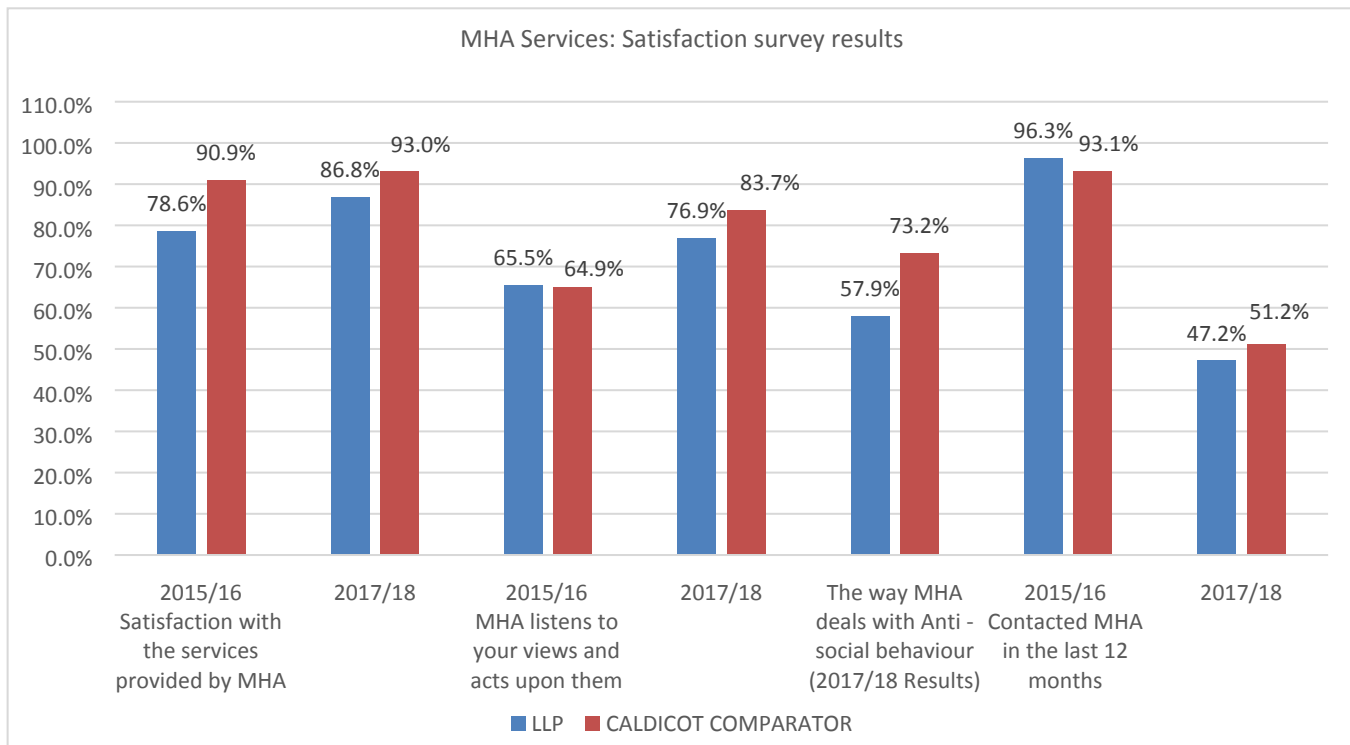


Chart 1e: LLP environmental works spend

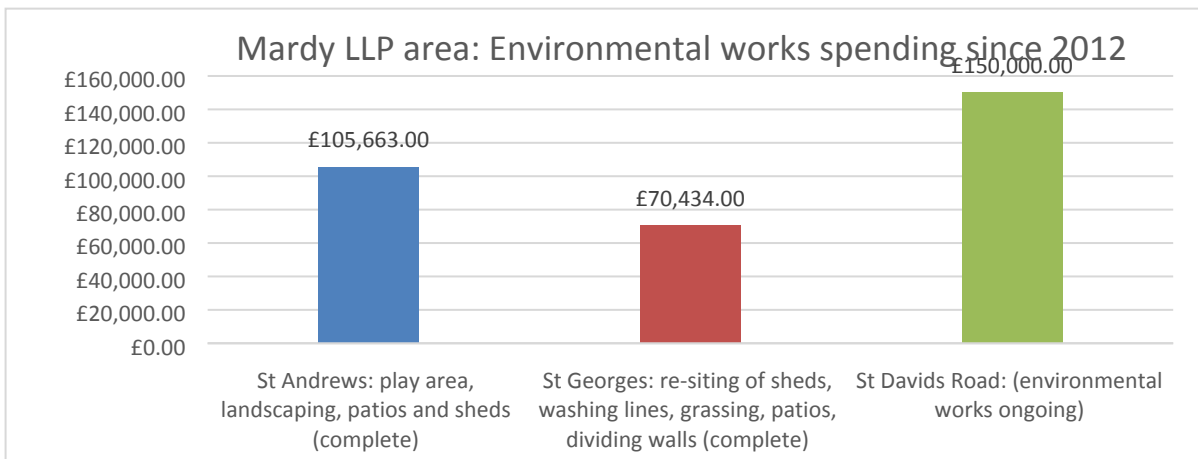


Chart 2: Type of ASB

Type of ASB	New Cases opened 2016/17	New cases opened 2017/18
harassment	1	0
noise	4	4
multiple	3	1
vandalism/damage	1	0
drug/substance misuse	3	2
threatening behaviour	1	0
domestic abuse	0	4
pets and animals	0	1
criminal behaviour	1	0
total	14	12

*** Additional 4 x 2016/17 cases continue (reopened) into 2017/18**

Chart 3: Homesearch registrations in LLP

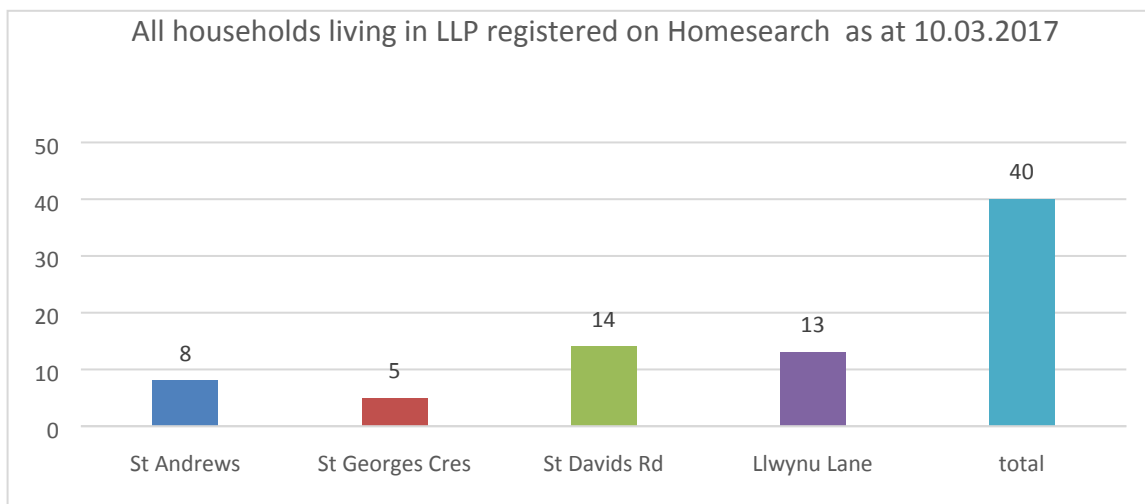


Chart 4a: New homesearch applicants by residents in LLP area by year

Table 4: New homeseach applicants by residents in LLP area by year

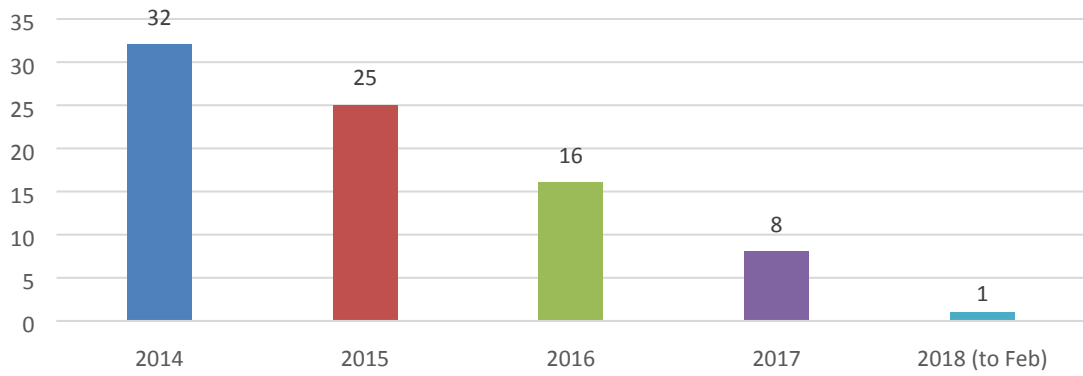


Chart 4b: Total MHA vs LLP tenants registered with Homeseach in February 2018

Chart 4b: Total MHA Tenants vs LLP tenants registered with Homeseach in Feb 2018	
Total MHA tenants registered on HS	415
Total MHA stock	3675
% MHA tenants registered	11.29%
Total LLP tenants registered on HS	26
Total LLP stock	154
% LLP tenants registered	16.88%

Chart 4c: Percentage of new homesearch registrations

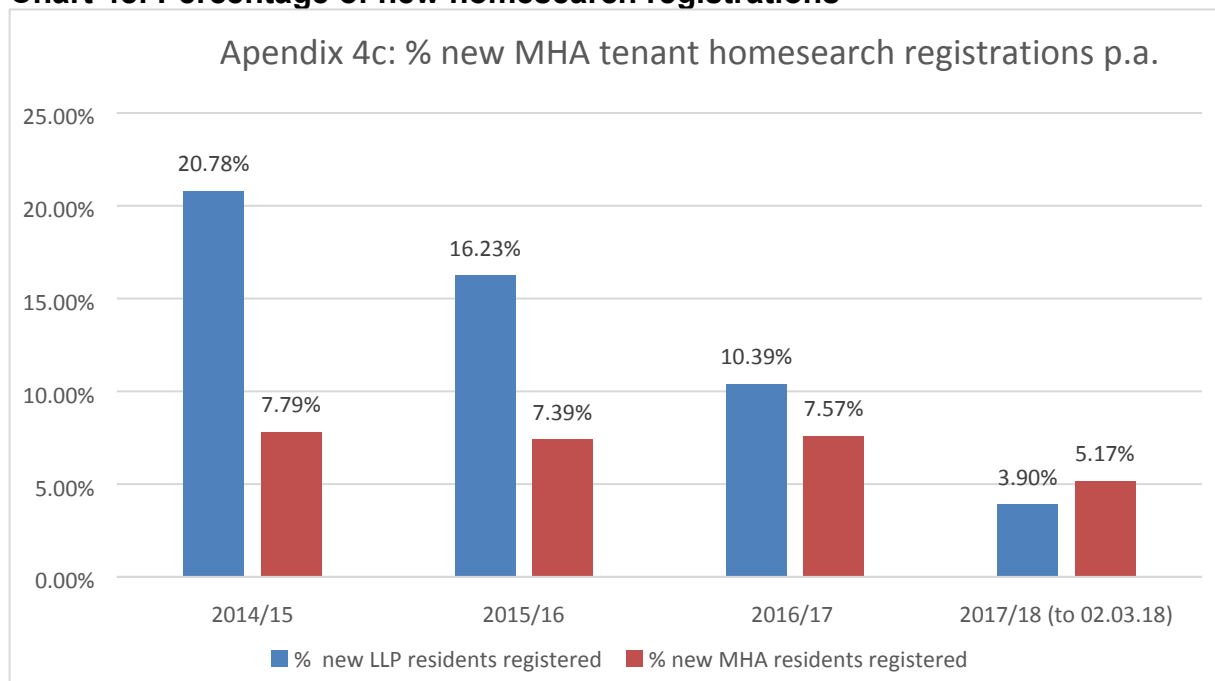


Chart 4d: HS applicants by reason for wanting move

Chart 4d: New Homesearch applicants from LLP area by reason for wanting a move	2014	2015	2016	2017	2018 (as at March)
Asked to leave by family/friends	4	2	1	0	0
Children in flats	1	1	0	0	0
Stated due to poor state of communal area	0	2	0	0	0
Harassment/neighbour dispute	2	2	1	0	0
Move near family/friends	4	2	1	0	0
Health/medical/disability reasons	6	4	5	2	0
Noise nuisance	0	2	0	0	0
Poor condition of property	0	2	0	0	0
Relationship breakdown	1	3	0	1	0
Property overcrowded	3	1	2	0	0
Bedroom Tax	2	2	0	0	0
Social Services Involvement	0	1	0	0	0
Would like to move from flat to house	1	1	1	0	0
Fleeing DV	1	0	1	0	0
Landlord served notice/insecure accommodation	3	0	1	0	0
To move to another community	0	0	0	0	0
To be near amenities/transport links	0	0	1	0	0
To be independent/leaving home	2	0	0	0	0
Move to sheltered	0	0	1	0	0
Smaller property wanted ¹	0	0	0	1	0
Other/not stated	2	0	1	4	1
Total	32	25	16	8	1

Chart 5a: Eligible bids per property

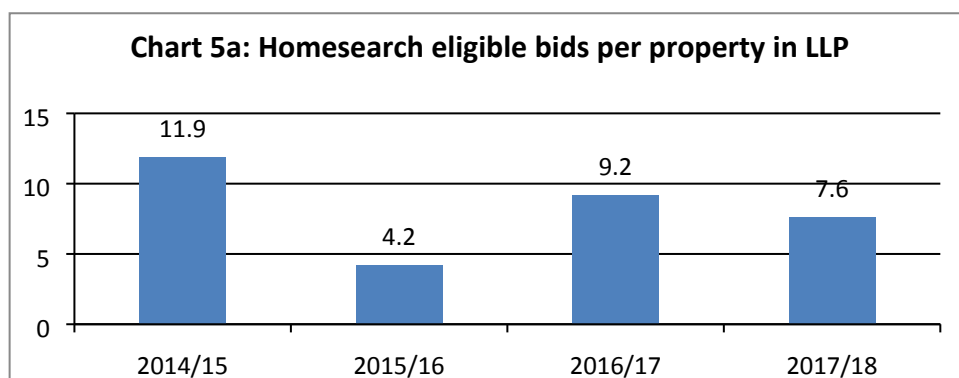


Chart 5b: Homeseekers housed in LLP by Band

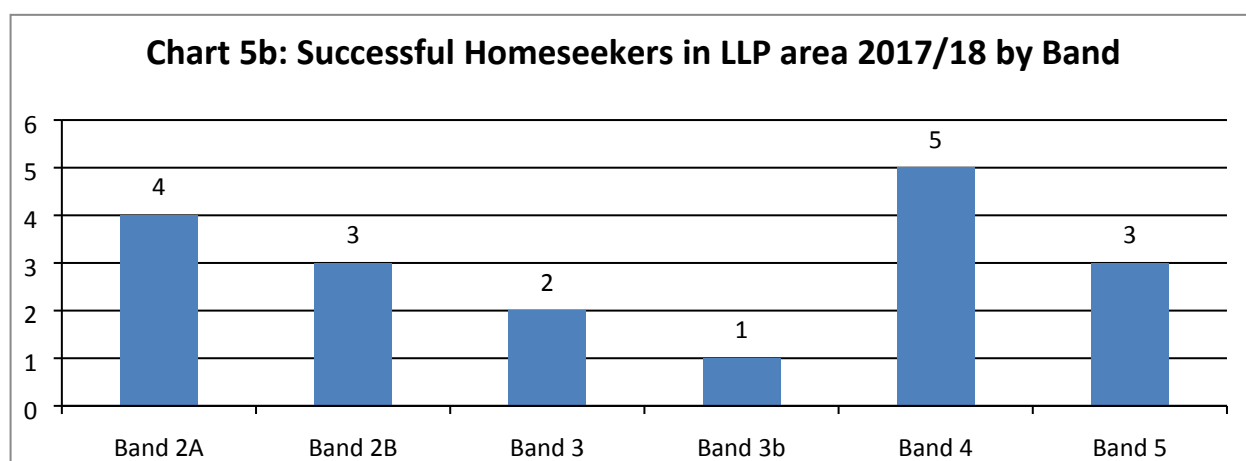


Chart 5c: Bids on 2 bedroom apartments 2017/18

2 bedroom flats: HomeSearch bids 2017/18	Number bids per property: All bids	Number bids per property: Eligible bids
LLP area only	16	8
All MHA	38	15
Caldicot area only (comparable streets)	47	37

Chart 6a: Lets in LLP by band

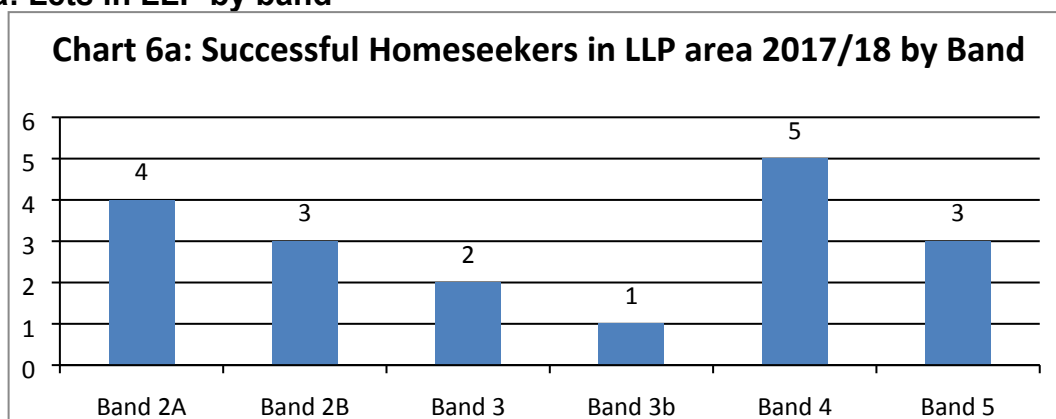


Chart 6b: Homesearch 2 bed apartment lets by banding 2017/18

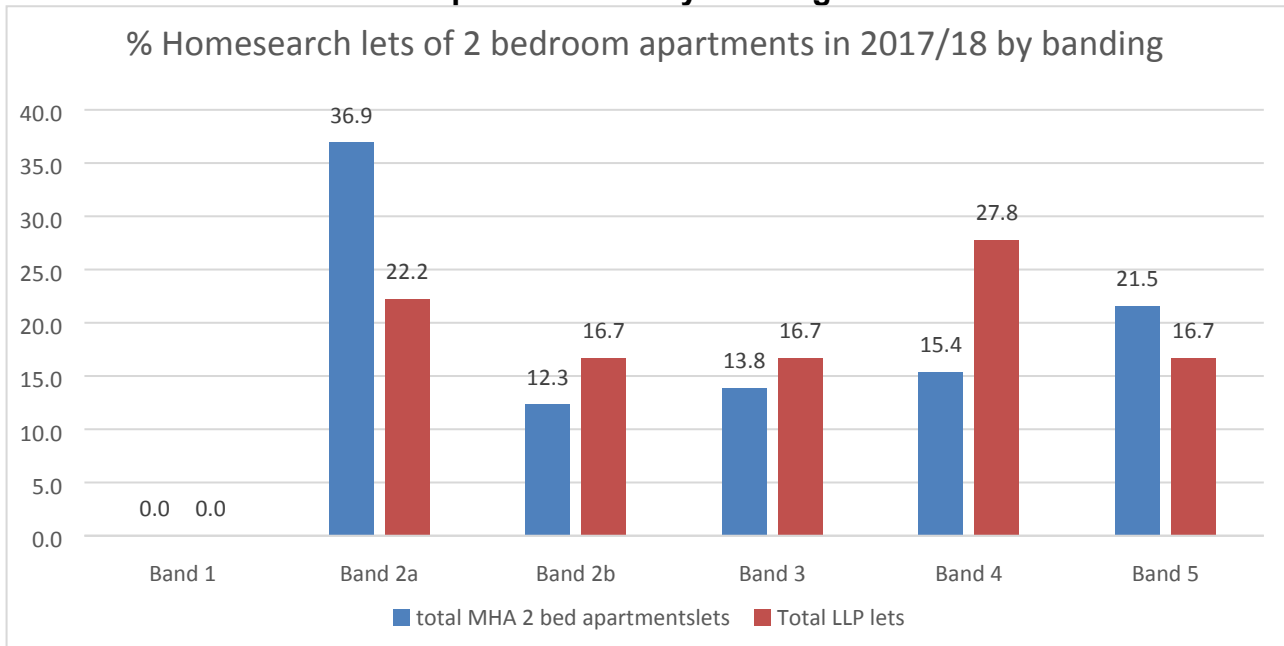


Chart 6c: Abergavenny homesearch applicants in housing need

Homesearch applicants with 2 bed need + Abergavenny 1st choice of area March 2018		
Band 1	0	
Band 2a=21	21	
Band 2b=7	7	Total Band 2: 28
Band 3a	99	
Band 3b	2	Total Band 3: 101

Chart 7a: Total voids in LLP

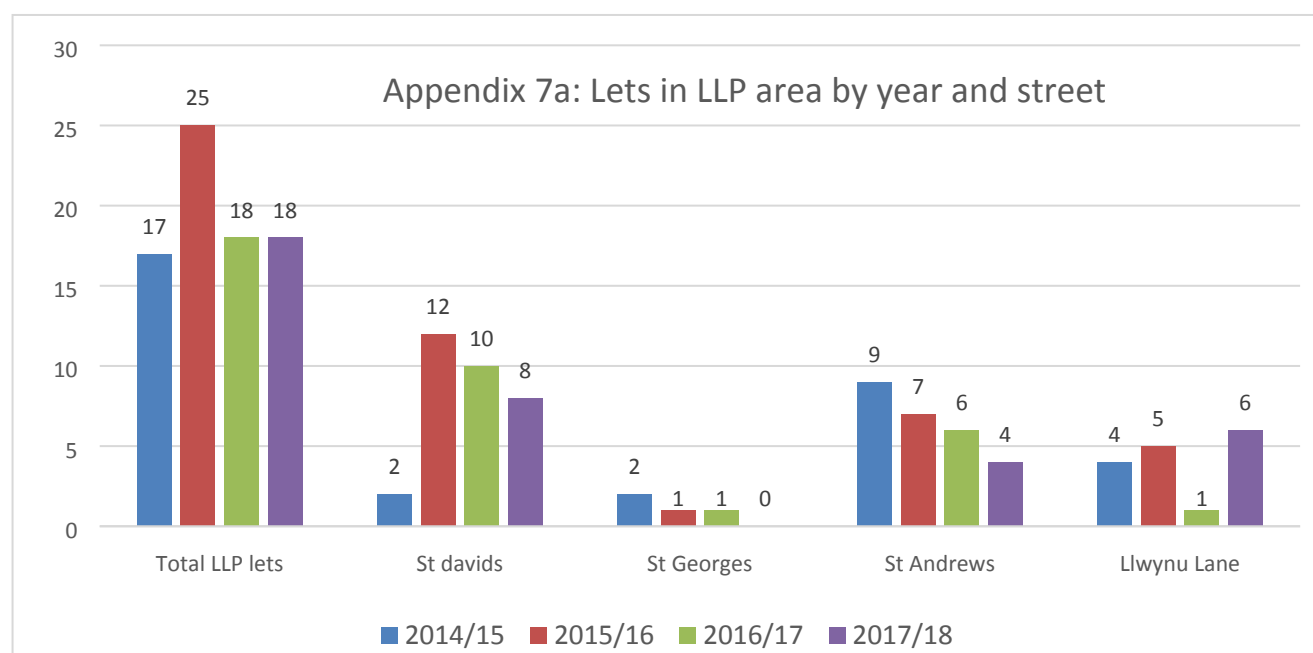


Chart 7b: Percentage voids in LLP compared to MHA

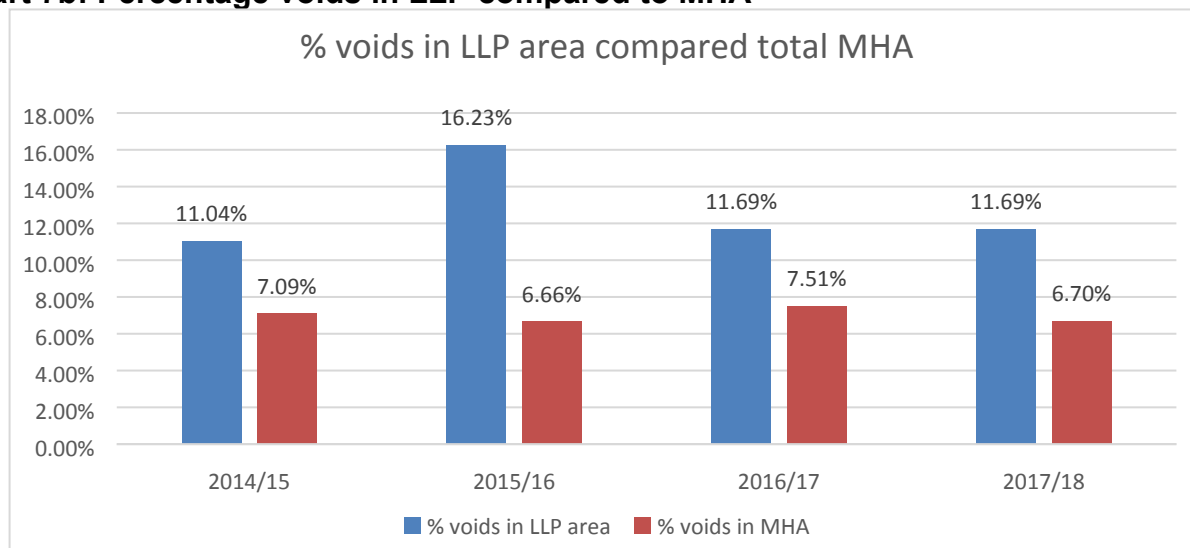


Chart 7c: reasons for tenancy end in LLP area 2017/18

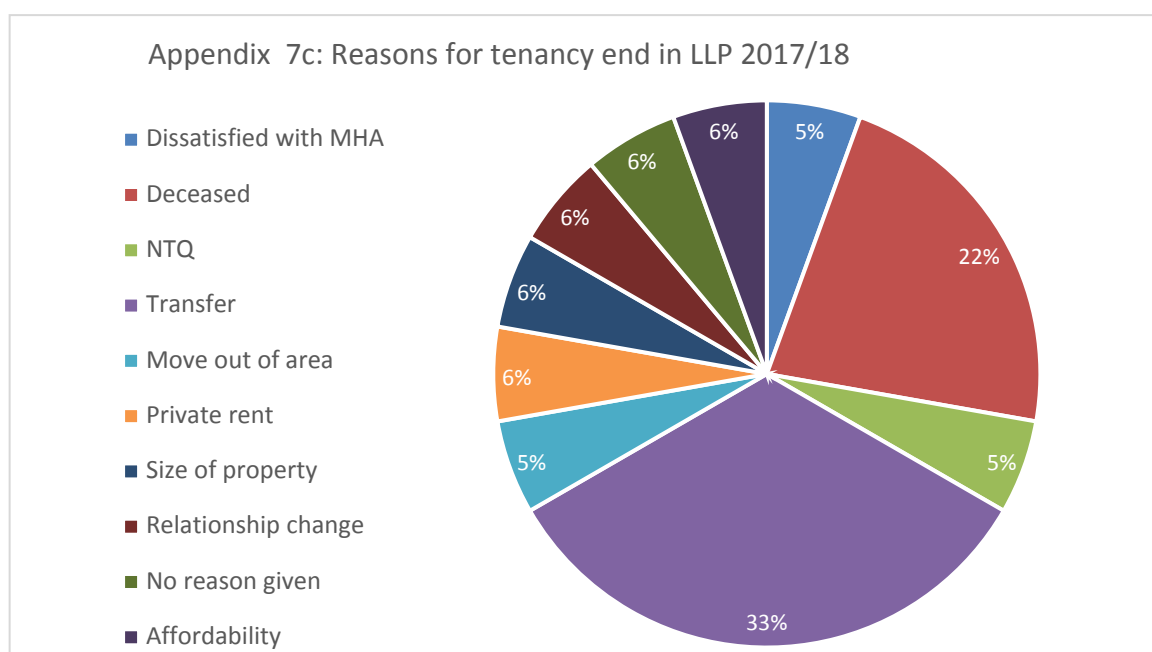


Chart 8: Void 2017/18- properties in LLP over turnaround target of 24 days

Address	Days void	Reason reported
11 ST DAVIDS ROAD	27	Admin error
64 ST ANDREWS CRESCENT	45	void works and delay to sign up
51 LLWYNU LANE	31	void works
72 ST ANDREWS CRESCENT	34	major works
37 ST DAVIDS ROAD	37	major works
41 LLWYNU LANE	91	void works
16 ST DAVIDS CLOSE	28	void works

Appendix 2

Evaluation Criteria – Cabinet, Individual Cabinet Member Decisions & Council

Title of Report:	Review of Mardy Local Lettings Policy
Date decision was made:	23.10.18
Report Author:	Ian Bakewell, Housing & Communities Manager

What will happen as a result of this decision being approved by Cabinet or Council?
The decision will extend a temporary Local Lettings Policy, established in 2017, for a further two years policy. The policy will give priority to arising vacancies to those households in employment or over the age of 50 years. If the decision isn't approved this could be detrimental to
12 month appraisal

What benchmarks and/or criteria will you use to determine whether the decision has been successfully implemented?
The following benchmarks will be used to assess whether the decision has had a positive or negative effect: <ul style="list-style-type: none">• The level of eligible bid for vacancies• Average void periods• The number of vacancies• The number of transfer applicants from existing residents• The number of anti-social behaviour reports• Tenant feedback
12 month appraisal

What is the estimate cost of implementing this decision or, if the decision is designed to save money, what is the proposed saving that the decision will achieve?

No direct budget savings will be achieved for the Council by implementing this decision. Nor will expenditure be incurred to implement the new policy itself.

The decision seeks to support Monmouthshire Housing to reduce expenditure relating to reduced void and empty property turnover and a reduction in staffing resources that may be needed in relation to disproportionate management requirements.

However, there may be a very small risk that the decision may impact on the Council's reliance on the Monmouthshire Housing social housing stock to discharge its homeless duty, which in turn could possibly result in the need to use bed and breakfast. To reiterate this is considered a very low risk and officers are confident that Monmouthshire Housing, who are extremely supportive of the Council's homelessness responsibilities, will work with the Council to mitigate this risk.

12 month appraisal

Any other comments

None



monmouthshire
sir fynwy

Future Generations Evaluation (includes Equalities and Sustainability Impact Assessments)

<p>Name of the Officer Ian Bakewell</p> <p>Phone no: 01633 644455 E-mail: ianbakewell@monmouthshire.gov.uk</p>	<p>Please give a brief description of the aims of the proposal</p> <p>Extension of Mardy Local Lettings Policy in respect of Monmouthshire Housing Stock</p>
<p>Name of Service</p> <p>Housing & Communities</p>	<p>Date Future Generations Evaluation</p> <p>1st October 2018</p>


1. **Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.





Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>Supports the efficient use of local housing stock eg promotes the attractiveness and popularity of an area and reduces the desire for residents to want to leave the area due to local problems such as ASB.</p>	<p>The Local Letting Policy has been operating since 2017.</p>

Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
	The proposal will reduce the risk for Monmouthshire Housing of incurring expenditure associated with high turnover and anti-social behaviour.	
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	The proposal in part aims to help reduce anti-social behaviour, which will increase the resilience of the area	Ditto
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	Residents being satisfied with their accommodation supports health and well-being. Arguably the policy will make the area in question safer.	Ditto
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	The proposal supports a balanced and coherent community	Ditto
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	It is considered that the proposal supports social and economic well-being.	Ditto

Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation</p>	N/A	N/A
<p>A more equal Wales People can fulfil their potential no matter what their background or circumstances</p>	<p>Access to good quality accommodation situated in good quality environments supports people to meet their potential eg a home where children can complete homework or residents are able to use as a base to access employment</p>	<p>The Local Letting Policy has been operating since 2017.</p>

How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p>Balancing short term need with long term and planning for the future</p>	<p>The proposal is a short-term measure to achieve sustainable improvements for the area in question in the long-term</p>	<p>Ditto</p>

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p>Collaboration Working together with other partners to deliver objectives</p>	<p>This is a partnership between Monmouthshire Housing and the Council and supported by other housing associations on</p>	<p>Working in partnership is a fundamental aspect of the Housing Options service</p>
 <p>Involvement Involving those with an interest and seeking their views</p>	<p>N/A with this report. Although MHA engage with their tenants.</p>	<p>N/A</p>
 <p>Prevention Putting resources into preventing problems occurring or getting worse</p>	<p>This proposal is a proactive and preventative approach by MHA.</p>	<p>The Local Letting Policy has been operating since 2017.</p>
 <p>Integration Positively impacting on people, economy and environment and trying to benefit all three</p>	<p>The services positively impacts upon the local economy by promoting the status of being employed and will reduce lost income for MHA through reduced turnover.</p>	<p>Ditto</p>

3. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	The service will continue to be available to this and all groups	There are no negative impacts in relation to this proposal	N/A
Disability	Ditto	Ditto	Ditto
Gender reassignment	Ditto	Ditto	Ditto
Marriage or civil partnership	Ditto	Ditto	Ditto
Race	Ditto	Ditto	Ditto
Religion or Belief	Ditto	Ditto	Ditto
Sex	Ditto	Ditto	Ditto
Sexual Orientation	Ditto	Ditto	Ditto
Welsh Language	Ditto	None	Bi-lingual information is being made available

4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities? For more information please see the guidance note <http://hub/corporatedocs/Democratic%20Services/Equality%20impact%20assessment%20and%20safeguarding.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	Neutral. The main allocation policy provides a basis for any necessary response	Neutral.	N/A
Corporate Parenting	Ditto	None	A Supported Lodgings scheme is being developed

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5. What evidence and data has informed the development of your proposal?

Monmouthshire Housing briefing note. See Appendix 2

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

- The proposal creates a benchmark to monitor against
- There are no negative impacts

7. Actions. As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible	Progress
Introduce supported lodgings pilot through Supporting People	Currently in progress	Ian Bakewell	Proposal currently in development

8. Monitoring: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.

<p>The impacts of this proposal will be evaluated on:</p> <p>July 2019</p>	<p>Will be reviewed on an on-going basis through management arrangements including quarterly performance monitoring reports and Team Meetings</p> <p>The service will be considered during periodic analysis of failed homeless prevention, undertaken to identify possible improvements and understand potential service flaws.</p>
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SUBJECT:	Delivering Excellence in Children's Services: Family Support within 'Statutory' Children's Services/Contact
DIRECTORATE:	Social Care & Health
MEETING:	Individual Cabinet Member
DATE:	November 2018
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

- To set out a model for delivery of a Contact Service that enables Looked After Children (LAC) to access their right to spend time with their parents and other family members in a safe and appropriate environment.
- To present the evidence base and business cases to support the proposals.

2. RECOMMENDATIONS:

1. Restructure the existing contact team so that the existing 4.1 Band E Contact Support Worker posts are replaced by Band D Contact Worker posts and amend the job descriptions to include regular weekend working.
2. Increase the establishment of contact workers from the current 5.6 by 2.4 including making permanent the additional post that was the put in place following a review report (SBAR) on 24th August 2017.

3. KEY ISSUES

3.1 Background

In July 2016 the Council approved Monmouthshire Children's Services Strategy, 'Where I am Safe' as one of the key documents directing the work of the overarching improvement programme 'Delivering Excellence in Children's

Services. This report is part of the implementation of the second phase of delivering against the strategy 'Where I am Safe' and the overarching improvement programme.

3.2 The strategy supported the primary aims of Children's Service to:

- Work together with others to ensure that Monmouthshire's children and young people reach their full potential and live free from the harmful effects of abuse and neglect.
- Provide responsive, family orientated services which ensure that our most vulnerable children are effectively safeguarded, and to keep children and young people safe by preventing need from escalating.
- Work successfully with children and young people, their parents and families, and partner agencies to help children and young people achieve the best outcomes.
- Safely support children to achieve the best possible outcomes for them within their families, recognising this is the best environment for the majority of children and young people to develop and achieve their outcomes.

3.3 Two previous papers have set out the development of family support services. The first dealt with pre-statutory threshold family support services including the development of the Building Strong Families Team and alignment of a suite of pre-statutory threshold services including schools-based counselling, therapeutic support and family therapy. The second addressed post-statutory threshold family support services including Family Group Conferencing, BASE and the development of an 'Edge of Care' service. One of the crucial benefits of this structure is the alignment of pre and post statutory family support services and the creation of coherent referral and intervention pathways for families.

3.4 The most recent paper made reference to the need to undertake a comprehensive review of the contact service which has been running at a significant overspend in recent years. This paper presents the data in relation to contact in order to understand what a sustainable and cost-efficient model of service delivery might look like. The key priorities driving this service development have been to develop

a suitable model of service delivery that we can be sure delivers high quality contact in a sustainable and cost efficient manner.

3.5 Demand Data

Social Services and Well-being Wales Act (SSW-bWA) sets out the local authority's duty to maintain family contact for children who are looked after. The Act places a duty on the local authority to promote contact where reasonably practical and consistent with the child's wellbeing between a child and their parents, anyone with parental responsibility and any relative, friend or connected person.

3.7 Since March 2010 there has been an increase of over 75% in the LAC population in Monmouthshire (see table 2 and figure 3). Monmouthshire has experienced a significant increase, from 55 per 10,000 population aged under 18 in 2013 up to 79 in 2018. The staffing establishment for the contact team was based on the 2014 LAC population which stood at 103 children. Since this time there has been a steady increase year on year with the current LAC figure standing at 146, a rise of over 40%.

Table 1. LAC Rate per 10,000

	Wales	Monmouthshire
2013	91	55
2014	91	56
2015	89	60
2016	90	73
2017	95	75
2018		79

Table 2. LAC numbers March 2010 – March 2018

Gender	Mar 10	Mar 11	Mar 12	Mar 13	Mar 14	Mar 15	Mar 16	Mar 17	Mar 18
Male	54	52	55	49	50	53	69	67	69
Female	29	26	51	52	53	55	61	66	70
Total	83	78	106	101	103	108	130	133	139

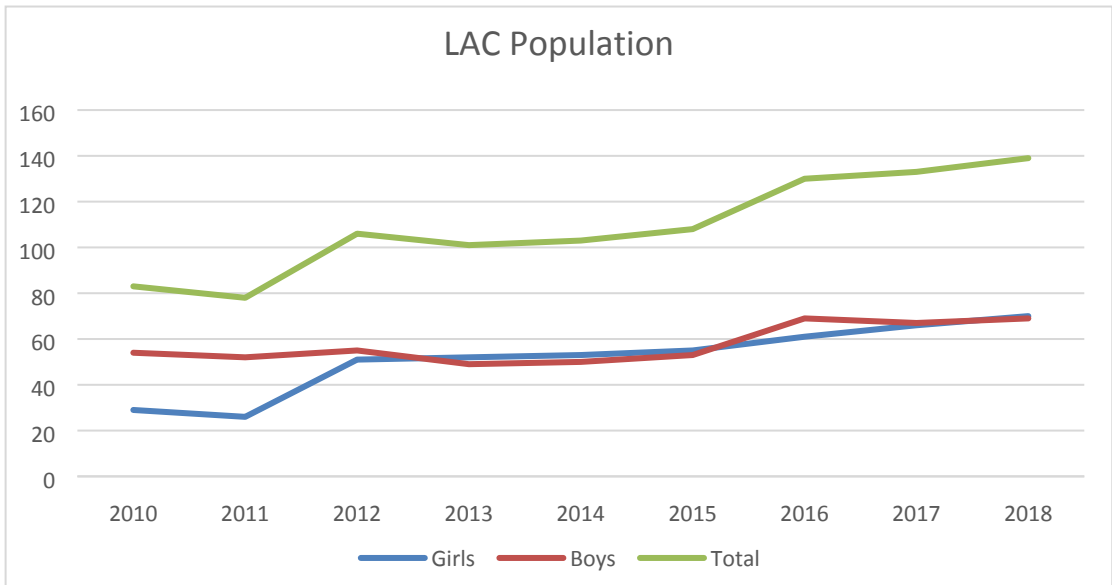


Figure 1

3.8 In addition to an increase of over 40% in the numbers of LAC, the length of time children are remaining looked after is also increasing. Whilst the numbers of children remaining in care for a year or less has remained relatively static, the numbers of children remaining in care for longer periods is increasing (see table 3 and figures 4 and 5). Children who return home within six months to a year are more likely to be those where risk is lower and where supervision of contact can be facilitated by family members or be unsupervised. For children remaining in the care system for longer periods contact is more likely to be supervised and for it to remain supervised for the long term, although the frequency of contact may reduce.

Table 3.

Length of time in care	Mar 13	Mar 14	Mar 15	Mar 16	Mar 17	Mar 18
Under 6 Months	12	12	25	22	25	13
6 Months – 1 Year	16	22	2	24	13	19
1-2 Years	35	16	27	39	42	52
3-4 Years	22	29	34	23	26	24
5+ Years	16	24	20	22	27	31
Total	101	103	108	130	133	139

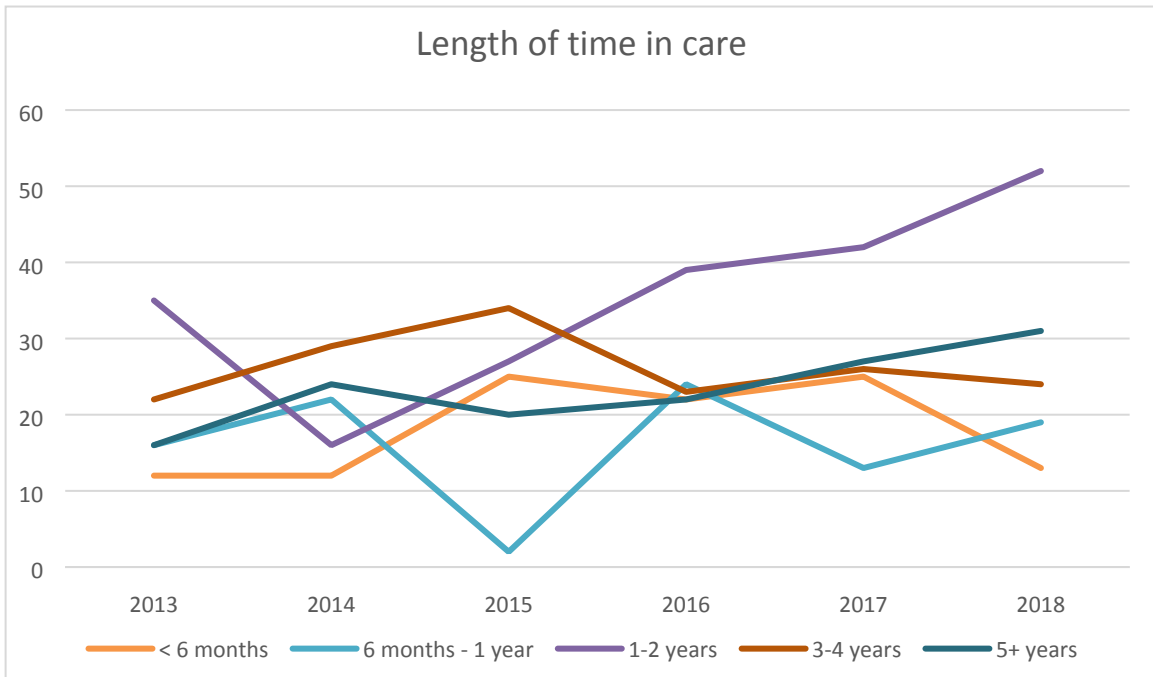


Figure 2.

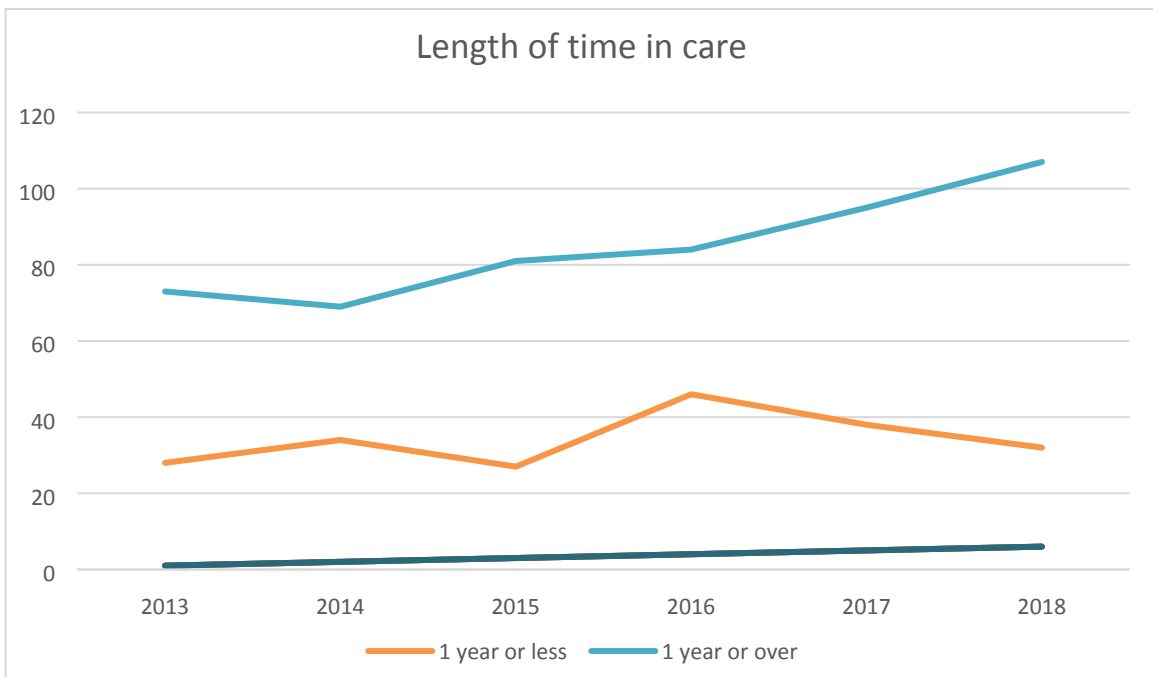


Figure 3.

3.9 Current Contact Demand

Table 4 below sets out the total amount of supervised contact that Monmouthshire County Council is currently required to deliver. As Table 4 shows, agency contact

accounts for over one third of weekly contact, almost half of fortnightly contact and all contact that takes place at the weekend.

Table 4. Current contact demand

	Total Contact Hours					Annual Total hours
	Holidays contact hours	Weekly contact hours	Fortnightly contact hours	Monthly contact hours	Saturday contact hours	
Agency	0.00	3,042.00	247.00	0.00	709.00	3,998.00
In house	336.40	8,439.60	585.00	865.80	0.00	10,230.80
Total	336.40	11,481.60	832.00	865.80	709.00	14,228.80

3.10 Table 5 sets out the working hours available for each WTE member of staff. This is worked out by calculating the total working days per year (365 minus 104 weekends) = 261, minus basic holiday entitlement of 25 days, 8 bank holidays and 2 statutory days = 226 giving working hours per person of 1,672.4

3.11 Using these calculations, the staffing complement needed to deliver the current required amount of contact would be 8.51, the current complement of contact workers is 5.6.

Table 5. Working hours

Available Working Hours Per Person	
Working days per year	261
Holiday entitlement	25
Public holidays	10
Available working days per person	226
Available working hours per person	1,672.4
Current total contact hours	14,224.8
Required number of posts to deliver current contact	8.51

3.12 This rise in numbers together with increased demand from courts to provide contact on specific times and days, often weekends which the contact team was not set up to deliver, has resulted in the team being unable to meet demand. Initially independent providers were used to cover weekend and evening contacts. Increasingly however, private providers are being used to cover contact that takes place in normal working hours (see table 4) indicating that even if the contact team was restructured to cover out-of-hours contact, there would be insufficient

staff to cover required contact for the current LAC population. The increasing reliance on private providers has driven up the cost of providing contact to an unsustainable level and this shows no sign of abating as the LAC population continues to grow. The cost of commissioning external providers for contact services on average per month during 2016-17 was £3,773, this rose to £10,499 on average per month for 2017/18. The total expenditure on externally commissioned contact for 2017/18 was £125,992. The authority is on track to incur similar expenditure for 2018/19 unless urgent steps are taken to bring it in check.

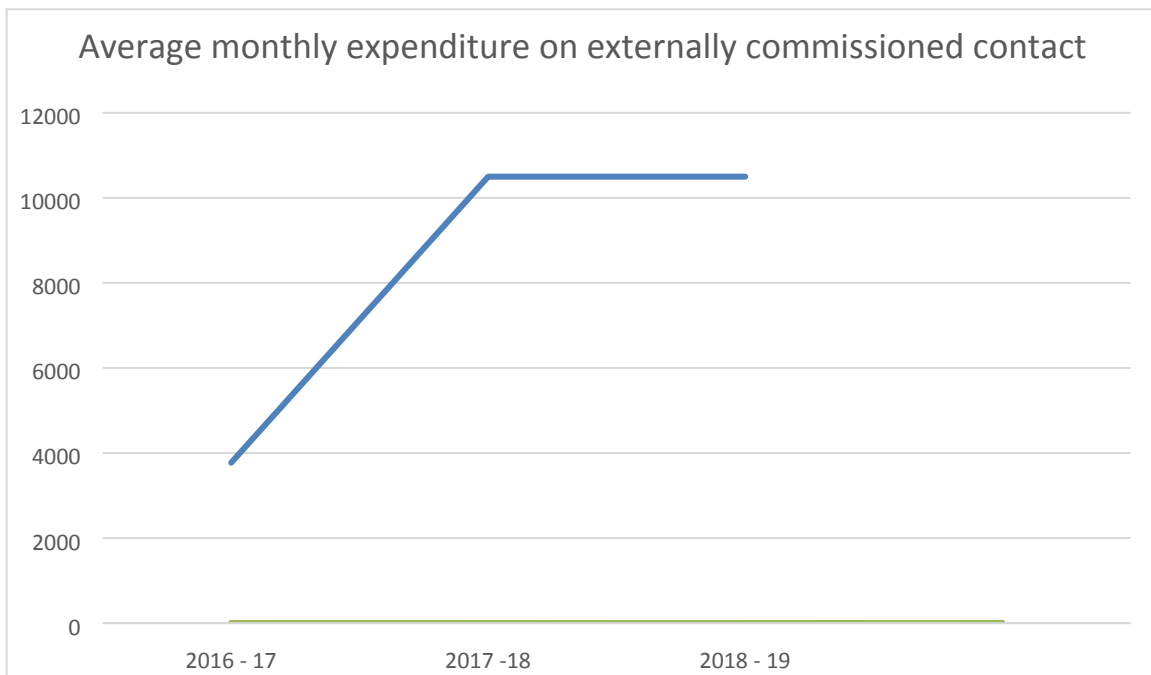


Figure 4.

3.13 In order to meet its corporate parenting responsibilities the local authority needs to deliver a contact service that enables children to spend quality time safely with family members in suitable venues and at appropriate times. The service must be cost efficient, sustainable and flexible to allow for changes in the LAC population to eliminate the need to buy in expensive private provision if LAC numbers rise but conversely resources are not wasted by creating overcapacity if LAC numbers fall. In order to achieve this a flexible workforce needs to be created that can

operate after school hours and at weekends to accommodate the needs of children, their families and foster families.

3.14 Capacity data

The current contact team structure is set out in figure 1. The team employs 5.6 WTE members of staff (across seven posts) to supervise contact. Of these, 4.1 WTE (across five posts) are employed as Contact Support Workers on Band E. This means they can deliver programmes of family support as well as supervising contact. The remaining two (1.5 WTE) are employed as Contact Workers on Band D.

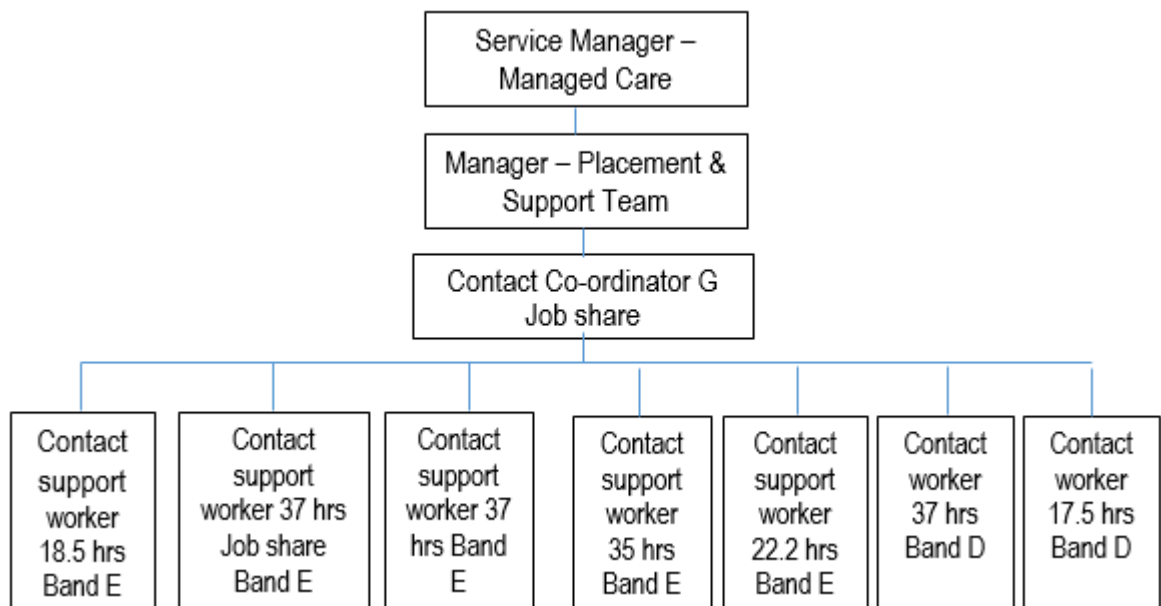


Figure 5. Current Structure of the Contact Team

3.15 The pressure on the team to provide contact is such that there is rarely capacity to deliver family support. In reality therefore, there is no significant difference between the two roles. In other words there are two pay grades for workers undertaking effectively the same role, and most of the workers are paid at the higher Band whilst spend most of their time engaged in lower Band activity.

3.16 All posts within the team, with the exception of the Contact Co-ordinator post, have had job descriptions reviewed and job evaluated and so all will be Band D. This achieves a saving of £3,494 per WTE (£14,325 across the team). These

savings will be achieved by 1st October 2018 because of changes in other parts of the service.

3.17 There are two members of staff (1 WTE) who act as Contact Co-ordinators paid on Band G. The team has no dedicated business support. This means the Contact Co-ordinators, as well as managing the contact staff, also process referral, organise rotas, book venues and make arrangements for contact. The existing Contact Co-ordinators have expressed concerns that the current job share arrangement does not allow them sufficient time to develop and mentor staff as required. With the significant exception of managing the Contact Workers, most of the other activity falls within a Business Support Assistant role.

3.18 It is proposed to reduce the hours of the Contact Co-ordinator role to 22.2 and to increase capacity by creating a 30 hour Contact Logistics Worker to undertake the administrative duties. This will allow the Contact Co-ordinator to focus solely on the higher level activity and ensure that the business support activity is still undertaken efficiently. This is cost neutral and the proposal was agreed by ICMD 27.06.2018.

3.19 The contact service was not set up with a view to providing contact at weekends or evenings and therefore there are no systems in place to enable this to happen. Any contact that is required to take place outside of normal working hours currently has to be outsourced. Until now there has not been a system in place to allow existing members of staff to work outside of normal working hours.

3.20 Job Descriptions have been re-written to make explicit an expectation that workers will undertake routine weekend and evening work as required. Systems including an on-call management rota are being put in place to ensure staff have the appropriate support.

3.21 As set out in table 5 above, the available working hours per employee per year equal 1,672.4 and the current hours contact needed equal 14,224.8 (this calculation is based on current demand which includes travel time and time needed to write reports for Children's Services and update records) therefore the

staffing level required to meet current demand equal 8.51 staff, an increase of 2.91 on current staffing levels. The proposed model, see figure 6, is based on increasing the staffing complement to 8 WTE, rather than 8.51. This is because it is anticipated that some limited capacity can be achieved by reorganising how contact is delivered, in some cases social workers will supervise certain contact sessions and there will always be occasions where contacts are cancelled. The proposal is therefore to create a flexible workforce slightly below what is actually required to avoid creating too much capacity that is then wasted.

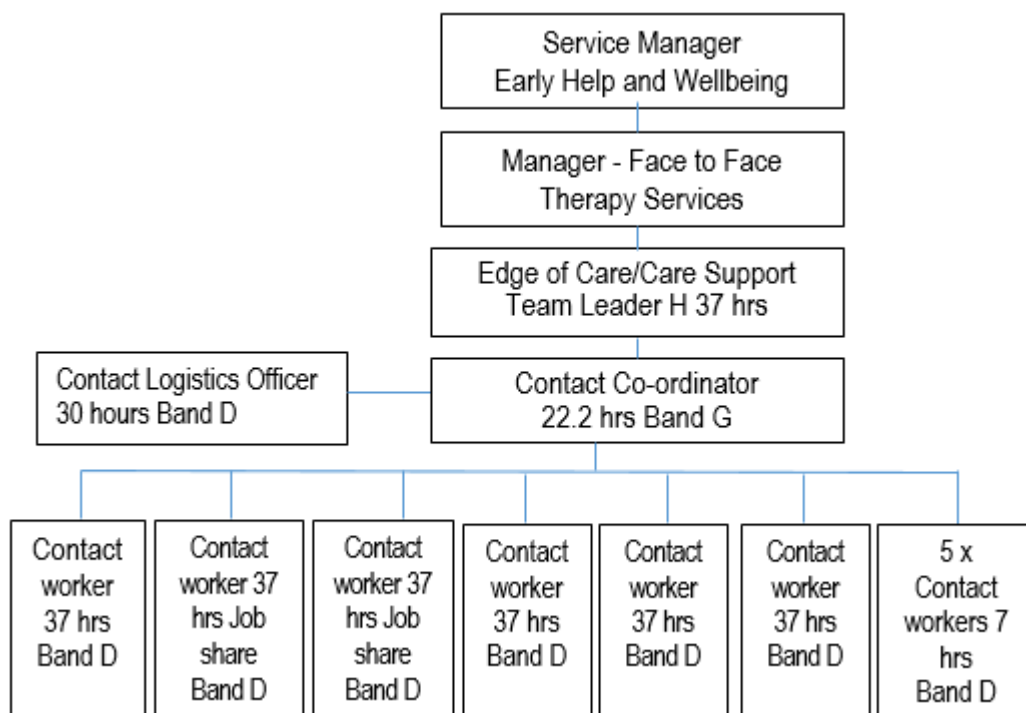


Figure 6. Proposed re-structure of the Contact Team

3.22 It is proposed to increase the current staffing budget to the equivalent of 8 WTE posts.

3.23 Financial data

A detailed breakdown of costs including individual salary costs as well as the additional incurred by the Contact Team, such as travel costs and Contact Centre running costs is contained in Appendix A. A summary of costs is given below.

The existing contact budget 18/19 is as follows: Staffing £166,184

Contact centres	£45,000
Private provision	£20,000
Total	£231,184

The forecast spend for 18/19 is follows:

Staffing	£199,523
Contact centres	£15,000
Private provision	£100,000
Total	£314,523

The proposed restructure will cost £277,291.

Staffing	£262,507
Contact centres	£15,000
Total	£277,507

3.24 Summary

The local authority is duty bound to ensure that children in its care are able to access their right to good, safe contact with their families. As the numbers of LAC increase the demand for contact will consequently grow. The current structure of the Contact Team is not fit for purpose, as evidenced by the current overspend in the budget. A robust analysis of the data has been undertaken to develop a model that will deliver in-house the required amount of contact. Whilst it is recognised that this will require an increase in the allocated budget of £46,323 (£277,507 - £166,184) it will still reduce the actual spend (unbudgeted overspend) by £39,787 (£317,294 - £277,507) per annum. By creating a flexible workforce it is intended to ensure that if demand increases there is never a need to commission expensive private provision and if demand decreases then capacity can be similarly reduced and any savings passed back into the local authority.

4. OPTIONS APPRAISAL

The options are set out in the table below:

	Description	Costs	Benefits	Disbenefits/risks	Recommended
Option 1	Do nothing	Cost neutral	Retains existing staff in current roles.	Staff are employed at a higher grade than necessary incurring additional unnecessary cost. The current staffing structure is inadequate to meet the demand for contact that the local authority is duty bound to provide meaning that significant expense is incurred commissioning private providers to provide contact than can more cost-effectively be delivered in-house.	No
Option 2	Regrade existing Band E staff to Band D. Reconfigure contact co-ordinator job share into single 22.2 hr post and employ a 30 hour contact logistics worker Band D.	Cost neutral	Achieve some limited savings by regrading E Band staff to D Band. Expand capacity of the contact co-ordinator by allowing greater focus on supporting the team and ensuring business support functions are delivered through a business support role.	The current staffing structure is inadequate to meet the demand for contact that the local authority is duty bound to provide meaning that significant expense is incurred commissioning private providers to provide contact than can more cost-effectively be delivered in-house.	No
Option 3	Regrade existing Band E staff to Band D. Reconfigure contact co-ordinator job share into single 22.2 hr post and employ a 30 hour contact logistics worker Band D. Make permanent the post subject of SBAR on 24 th August 2017.	Low cost	Achieve some limited savings by regrading E Band staff to D Band. Expand capacity of the contact co-ordinator by allowing greater focus on supporting the team and ensuring business support functions are delivered through a business support role.	This is the current staffing compliment which is identified as being inadequate to meet the demand for contact that the local authority is duty bound to provide meaning that significant expense is incurred commissioning private providers to provide contact than can more cost-effectively be delivered in-house.	No

Option 4	<p>Increase the staffing budget to 8 WTE Band D Contact Workers. Regrade existing Band E staff to Band D. Reconfigure contact co-ordinator job share into single 22.2 hr post and employ a 30 hour contact logistics worker Band D. Employ 6 WTE Contact Workers. Employ a further 5 staff on 1-day contracts that can be increased as necessary utilising a budget created out of the final Band D post.</p>	Medium cost	This will require an increase in the allocated budget	<p>By creating a flexible workforce it is intended to ensure that if demand increases there is never a need to commission expensive private provision and if demand decreases then capacity can be similarly reduced and any savings passed back into the local authority.</p> <p>This represents a sizeable reduction in the actual spend (unbudgeted overspend).</p>	Yes
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5. EVALUATION CRITERIA

Evaluation Criteria – Cabinet, Individual Cabinet Member Decisions & Council

Title of Report:	Delivering Excellence in Children’s Services: Family Support within ‘Statutory’ Children’s Services
Date decision was made:	
Report Author:	Charlotte Drury

What will happen as a result of this decision being approved by Cabinet or Council?

The proposed model is intended to achieve the following outcomes:

- Building flexible capacity into the Contact Support Team will reduce our reliance on expensive spot purchasing of contact supervision from private providers whilst still ensuring children exercise their rights to spend quality time with their parents in a safe environment.

The decision will impact the public/officers in the following ways:

- The proposed model has implications for some members of staff. Unions, finance and staff members are included within the consultation process and protection of employment policies will apply.
- Increasing in-house capacity within the contact team will enable better quality assurance of contact

12 month appraisal

Was the desired outcome achieved? What has changed as a result of the decision? Have things improved overall as a result of the decision being taken?

What benchmarks and/or criteria will you use to determine whether the decision has been successfully implemented?

The following outcome measures are proposed to evaluate whether the model is delivering effectively:

- Number of contacts delivered
- Number of contact sessions provided in house as a percentage of all contact

Supervision, monitoring of sickness and seeking feedback from the team in terms of implementation will be used to ensure that the well-being needs of the team are addressed and the team continues to be and feel supported through the change process.

12 month appraisal

Paint a picture of what has happened since the decision was implemented. Give an overview of how you fared against the criteria. What worked well, what didn't work well. The reasons why you might not have achieved the desired level of outcome. Detail the positive outcomes as a direct result of the decision. If something didn't work, why didn't it work and how has that effected implementation.

What is the estimate cost of implementing this decision or, if the decision is designed to save money, what is the proposed saving that the decision will achieve?

The existing contact budget 18/19 is as follows:

Staffing	£166,184
Contact centres	£45,000
Private provision	£20,000
Total	£231,184

The forecast spend for 18/19 is follows:

Staffing	£199,523
Contact centres	£15,000
Private provision	£100,000
Total	£314,523

(Slightly different from Table 6 - £317,294 - as posts in Table 6 are shown at top of bands)

The proposed restructure will cost £277,291.

Staffing	£262,507
Contact centres	£15,000
Total	£277,507

The budget for the existing team is £231,184. The increase in budget required is £46,323 in addition to this.

This increase in budget still represents a reduction of £37,016 in the forecast spend for 2018/19 and has the potential to maximise possible future savings and limit any additional cost to the lowest possible unit cost.

12 month appraisal

Give an overview of whether the decision was implemented within the budget set out in the report or whether the desired amount of savings was realised. If not, give a brief overview of the reasons why and what the actual costs/savings were.

Any other comments

6. REASONS

6.1 Two previous papers have set out the development of family support services both pre and post statutory threshold. The restructure is intended to align pre and post statutory family support services and create coherent referral and intervention pathways for families. The implementation of an 'Early Help Panel' for pre-statutory family support has already reduced duplication and improved management of referrals. The development of a post-statutory family support services model alongside this allows families to seamlessly 'step down' into services in a managed way to promote family stability and reduce the risk of crisis.

6.2 The most recent paper made reference to the need to undertake a comprehensive review of the contact service in order to address the significant overspend that has accrued in recent years. This paper has presented the data in relation to contact in order to understand what a sustainable and cost-efficient model of service delivery might look like. The key priorities driving this service development have been to develop a suitable model of service delivery that we can be sure delivers high quality contact in a sustainable and cost efficient manner.

6.3 The proposed model is intended to achieve the following outcomes:

- Ensure that Monmouthshire County Council is able to fulfil its statutory duty as Corporate Parent to provide contact for the children in its care
- As a responsible Corporate Parent, enable LAC to access their right to good quality, safe contact with family members in suitable venues, at appropriate times.
- Ensure the model of service delivery is fit for purpose, sustainable and cost effective.

6.4 Proposed outcome measures

The following outcome measures are proposed to evaluate whether the model is delivering effectively:

- Number of contact sessions provided in house as a percentage of all contact
- Number of contact sessions provided in house as a percentage of all contact
- Feedback from parents and children in relation to quality of contact

7. RESOURCE IMPLICATIONS

Change	Posts	Financing
1. All posts within the team, with the exception of the contact co-ordinator post, have had job descriptions reviewed and job evaluated and so all will be Band D rather than Band E.	This achieves an annual saving of £3,494 per WTE (£14,325 across the team). These savings will be achieved by 1 st October 2018 because of changes in other parts of the service.	Cost neutral as money released will be reinvested in extending the capacity of the team to meet demand
2. Reduce the hours of the Contact Co-ordinator role to 22.2 and to increase capacity by creating a 30 hour Contact Logistics Worker to undertake the administrative duties.	Contact co-ordinator Band G 22.2 hrs - £23,258 Contact Logistics Worker Band D 30 hrs - £21,534 Total £44,792	The cost of the Contact Co-ordinator job share was £38,404. The cost of the revised roles is £44,792. The additional 6,388 cost will be covered by the cost savings achieved by re-grading the posts above from Band E to Band D)
3. Rewrite job descriptions to include routine weekend and evening work as required.	None	This will enable out of hours contact to be delivered in-house at a lower unit cost.
4. Create a staffing structure for the contact team as follows: 6 WTE Contact Workers (Band D) 5 one-day (7.4 hr) contract Contact Workers (Band D) The creation of a budget the equivalent of 1 WTE Contact Worker (Band D) to be used to employ Contact Workers to work additional hours as necessary.	Contact Worker Band D 37 hrs - £26,805 x 6 = £160,830 Additional 1 day 'flexi' posts x 5 = £25,080 Budget to expand capacity as required Band D 37 hrs - £26,805 Total £212,715	Will require an additional resource to the existing budget of £46,323.00 however, the proposal can be funded within the social care and health budget. This will enable an actual saving on forecast overspend of £37,016.
TOTAL COST	£257,507 p.a. (2. and 4. above)	

8. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING):

- 8.1 In keeping with the principles of the UNCRC this model promotes the rights of children and young people to enjoy safe and enjoyable contact with their families.
- 8.2 There are robust child protection policies in place to ensure that safeguarding issues are appropriately addressed.
- 8.3 This model is designed to ensure that Monmouthshire County Council delivers to its corporate parenting responsibilities.
- 8.4 The full impact assessment is included at Appendix B

9. Consultees

- 9.1 The relevant team managers, leads and staff have been kept informed and have been consulted on the service realignment and are keen to move the service forward in a way that better meets the needs of the authority and children and young people of Monmouthshire.
- 9.2 In addition the following individuals and organisations have been included in the development of the model:
 - EHAT, FSPT, PST and LTT Team Managers
 - Contact Team Co-ordinators and staff
 - Manager of the Face-to-Face Team and Therapy Services
 - BASE
 - Head of Children's Services
 - Principal Inclusion Behaviour Improvement Officer
 - Director, Children and Young People
 - LSB Development Manager, Governance, Engagement & Improvement

9.3 SLT were consulted on 16th October 2018 and were supportive of the proposed redesign of the contact team on the understanding that the money required to implement the recommendations would be found within the existing social and health care budget. The resource section of this report has been adjusted to reflect this.

The following have also been included in consultation on the model:

- HR – Julie Anthony
- Social Care and Health - DMT
- Finance
- Unions
- Face to Face Therapeutic Services
- Governance, Engagement and Improvement – ASB
- Strategic Partnerships Team
- Children’s Services
- BASE
- YOS
- LSB Development Manager, Governance, Engagement & Improvement

10. BACKGROUND PAPERS: n/a

11. AUTHOR: Charlotte Drury

11. CONTACT DETAILS

E-mail: charlottedrury@monmouthshire.gov.uk

Appendix A.

Costings of Existing Structure vs Proposed Re-structure

Existing Structure (Posts at Top of Bands)		Proposed Re-structure (Posts at Top of Bands)	
Contact co-ordinator Job share Band G 18.5 hrs	£19,202	Contact co-ordinator Band G 22.2 hrs	£23,258
Contact co-ordinator Job share Band G 18.5 hrs	£19,202	Contact logistics worker Band D 30 hrs	£21,534
Contact Support Worker Band E 18.5 hrs	£14,617	Contact Worker Band D 37 hrs	£26,805
Contact Support Worker Band E 18.5 hrs	£14,617	Contact Worker Band D 37 hrs	£26,805
Contact Support Worker Band E 18.5 hrs	£14,617	Contact Worker Band D 37 hrs	£26,805
Contact Support Worker Band E 37 hrs	£30,299	Contact Worker Band D 37 hrs	£26,805
Contact Support Worker Band E 35 hrs	£28,595	Contact Worker Band D 37 hrs	£26,805
Contact Support Worker Band E 22.2 hrs	£17,735	Contact Worker Band D 37 hrs	£26,805
Contact Worker Band D 37 hrs	£26,805	Additional 1 day 'flexi' posts x 5 Band D	£25,080
Contact Worker Band D 17.5 hrs	£ 12,105	Budget to expand capacity as required Band D 37 hrs	£26,805
Travel expenses (Forecast 18/19)	£4,500	Travel expenses	£5,000
Contact centres x 3 (Forecast 18/19)	£15,000	Contact centres x 3	£15,000
In-house costs	£217,294	In-house costs	£277,507
CFCS costs for 18/19 (Forecast)	£100,000		
Total Cost	£317,294	Total Cost	£277,507



Future Generations Evaluation (includes Equalities & Sustainability Impact Assessments)

<p>Name of the Officer Charlotte Drury</p> <p>Phone no: 07811 234244 E-mail: chalottedrury@monmouthsire.gov.uk</p>	<p>Please give a brief description of the aims of the proposal</p> <p>To provide the detail of the proposals, evidence base and business case to restructure Monmouthshire's Contact Service in line with demand, the 'Delivering Excellence in Children's Services' programme, Monmouthshire's delivery of the Social Services and Well-being Wales Act (2014) (SSW-bWA) and its Corporate Parenting Responsibilities.</p>
<p>Name of Service Children's Services – Family Support, Contact and Edge of Care</p>	<p>Date Future Generations Evaluation 10th August 2018</p>

NB. Key strategies and documents that may help you identify your contribution to the wellbeing goals and sustainable development principles include: Single Integrated Plan, Continuance Agreement, Improvement Plan, Local Development Plan, People Strategy, Asset Management Plan, Green Infrastructure SPG, Welsh Language Standards, etc



- 1. Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.



Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A prosperous Wales Efficient use of resources, skilled, educated people, generates</p>	<p>Better deployment of resources to increase productivity and ultimately reduce reliance on private sector provision.</p>	<p>Better use of resources in order to achieve maximum effectiveness and job creation. Supports workforce succession planning.</p>


wealth, provides jobs		
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	N/A	
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	The proposed change seeks to ensure children and young people are able to access their right to good quality, safe contact with their families and in this way, promotes their wellbeing. This promotes children's rights in line with the UNCRC and families/parents in line with the delivery of the SSW-bWA.	Better use of resources in order to achieve the contribution indicated.
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	The model seeks to promote relationships between children and their families and utilise where appropriate and safe, community resources which encourage children and families to feel part of, and connected to, their communities.	Better use of resources in order to achieve the contribution indicated.
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	n/a	n/a
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	N/A The active offer in relation to Welsh language, culture and heritage applies to posts in this model and across the structure in children's services.	N/A
A more equal Wales People can fulfil their potential no matter what their background or	Equal opportunities apply to posts in this model.	N/A

circumstances

2. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Long Term future</p> <p>Balancing short term need with long term and planning for the</p>	<p>The proposal has assessed the current position and considered what needs to be done going forward. This proposal delivers short/medium term needs and will provide an opportunity to develop future service needs underpinning a longer term approach in the most sustainable way. In particular, this proposal addresses an on-going issue in Children’s Services, which is the continued, and increasing overspend in provision of contact to children. A robust analysis of the data has been undertaken to develop a cost efficient and sustainable model which will enable contact to be provided consistently in the most cost efficient manner. This allows for fluctuations in LAC numbers without having to invest unnecessarily in over capacity if numbers drop, or conversely commission expensive private provision if LAC numbers increase.</p>	<p>N/A</p>
 <p>Collaboration objectives</p> <p>Working together with other partners to deliver</p>	<p>The proposals seeks to deliver services in such a way to maximise the value of the available resources.</p>	<p>N/A</p>

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Involvement Involving those with an interest and seeking their views</p>	<p>All relevant stakeholders are being involved on an on-going basis with this development.</p>	<p>N/A</p>
<p>Putting</p>  <p>Prevention resources into preventing problems occurring or getting worse</p>	<p>A robust analysis of the data has been undertaken to develop a cost efficient and sustainable model which will enable contact to be provided consistently in the most cost efficient manner. This allows for fluctuations in LAC numbers without having to invest unnecessarily in over capacity if numbers drop, or conversely commission expensive private provision if LAC numbers increase.</p>	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Integration Considering impact on all wellbeing goals together and on other bodies</p>	<p>The model is aligned with early help services, health/psychology services, Gwent Wide Attachment Service and understands service delivery from the perspective of the child's journey through Monmouthshire services.</p>	<p>N/A</p>

3. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below. For more detailed information on the protected characteristics, the Equality Act 2010 and the Welsh Language Standards that apply to Monmouthshire Council please follow this link: <http://hub/corporatedocs/Equalities/Forms/AllItems.aspx> or contact Alan Burkitt on 01633 644010 or alanburkitt@monmouthshire.gov.uk

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	N/A	N/A	
Disability	N/A	N/A	
Gender reassignment	N/A	N/A	
Marriage or civil partnership	N/A	N/A	
Pregnancy or maternity	N/A	N/A	

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Race	N/A	N/A	
Religion or Belief	N/A	N/A	
Sex	N/A	N/A	
Sexual Orientation	N/A	N/A	
Welsh Language	Any documents, forms, guidance or information will be made available in Welsh.	N/A	

4. **Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities?** For more information please see the guidance <http://hub/corporatedocs/Democratic%20Services/Safeguarding%20Guidance.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	Providing safe, good quality contact between children and their families promotes both safeguarding and the corporate parenting agenda.	N/A	
Corporate Parenting	Establishing a robust sustainable contact support team ensures that Monmouthshire County Council is able to fulfil its corporate parenting responsibilities.	N/A	

5. What evidence and data has informed the development of your proposal?

1. Analysis of demand data
2. Analysis of workforce data
3. Budget
4. Job evaluation
5. CS structure and workforce planning information.

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

This proposal outlines the evidence base and business case for a comprehensive restructure of the Contact Team as part of the 'Delivering Excellence in Children's Services' programme. The proposed model is intended to achieve the following outcomes:

- Ensure that Monmouthshire County Council is able to fulfil its statutory duty to provide contact for the children in its care
- Enable children looked after in Monmouthshire to access their right to good quality, safe contact with family members in suitable venues and at an appropriate time.
- Ensure that the model of service delivery is fit for purpose, sustainable and cost effective.

7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible	Progress
Monitor the implementation of the model ensuring that costs are monitored closely to ensure that the model delivers within budget, there is no future overspend and any savings achieved are redirected back into the authority.	Within 6 months	C Drury	

8. MONITORING: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.

The impacts of this proposal will be evaluated on:	Quarterly
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9. VERSION CONTROL: The Future Generations Evaluation should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
V1	DMT	15/08/2018	