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27 September 2013

S U M M O N S

MEETING: Community Board
DATE: 7 October 2013
TIME: 6.00pm
PLACE: Council Chambers, Town Hall, Gosport
Democratic Services contact: Sharon Dalrymple-Bray

LINDA EDWARDS
BOROUGH SOLICITOR

MEMBERS OF THE BOARD

The Mayor (Councillor Beavis) (ex-officio)
Chairman of the Policy and Organisation Board (Councillor Hook) (ex – officio)

Councillor Burgess (Chairman)
Councillor Kimber (Vice – Chairman)

Councillor Carter CK
Councillor Mrs Cully
Councillor Edgar
Councillor Foster-Reed
Councillor Henshaw

Councillor Mrs Hook
Councillor Hylands
Councillor Mrs Morgan
Councillor Murphy
Councillor Mrs Wright

FIRE PRECAUTIONS

(To be read from the Chair if members of the public are present)

In the event of the fire alarm sounding, please leave the room immediately. Proceed downstairs by way of the main stairs or as directed by GBC staff, follow any of the emergency exit signs. People with disability or mobility issues please identify yourself to GBC staff who will assist in your evacuation of the building.

IMPORTANT NOTICE:

- If you are in a wheelchair or have difficulty in walking and require access to the Committee Room on the First Floor of the Town Hall for this meeting, assistance can be provided by Town Hall staff on request

If you require any of the services detailed above please ring the Direct Line for the Democratic Services Officer listed on the Summons (first page).

NOTE:

- i. Councillors are requested to note that, if any Councillor who is not a Member of the Board wishes to speak at the Board meeting, then the Borough Solicitor is required to receive not less than 24 hours prior notice in writing or electronically and such notice shall indicate the agenda item or items on which the member wishes to speak.
- ii. Please note that mobile phones should be switched off for the duration of the meeting.

AGENDA

PART A ITEMS

RECOMMENDED
MINUTE FORMAT

1. APOLOGIES FOR NON-ATTENDANCE

2. DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter, any disclosable pecuniary interest in any item(s) being considered at this meeting.

3. MINUTES OF THE MEETING OF THE COMMUNITY BOARD HELD ON 10 JUNE 2013.

4. DEPUTATIONS – STANDING ORDER 3.5

(NOTE: The Board is required to receive a deputation(s) on a matter which is before the meeting of the Board provided that notice of the intended deputation and its object shall have been received by the Borough Solicitor by 12 noon on Thursday, 3 October 2013. The total time for deputations in favour and against a proposal shall not exceed 10 minutes).

5. PUBLIC QUESTIONS – STANDING ORDER 3.6

(NOTE: The Board is required to allow a total of 15 minutes for questions from Members of the public on matters within the terms of reference of the Board provided that notice of such Question(s) shall have been submitted to the Borough Solicitor by 12 noon on Thursday, 3 October 2013).

6. DISABLED AIDS AND ADAPTATIONS

To seek approval for changes to the Disabled Aids and Adaptations Policy proposed after review

Part II

Contact: Charles
Harman / Corinne
Waterfield
Ext 5287/5372

7. OLDER PERSONS SERVICES: FLOATING SUPPORT

To bring before Members the proposal to introduce tenure neutral floating support service for older people in the Borough

Part II

Contact:
Corinne Waterfield
Ext 5287

8. WASTE AND RECYCLING COLLECTION POLICY

To advise the Board of the requirements of the Health and Safety Executive following an audit of the Council's Waste and Recycling Collection Operations and to seek approval for a Waste and Recycling Collection Policy.

Part II

Contact:
Stevyn Ricketts
Ext 5282

9. ANY OTHER ITEMS

That the Chairman determines should be considered, by reason of special circumstances, as a matter of urgency.

Board/Committee:	Community Board
Date of Meeting:	7 October 2013
Title:	Disabled Aids & Adaptations
Author:	Housing Services Manager
Status:	FOR DECISION

Purpose

To seek approval for changes to the Disabled Aids and Adaptations Policy proposed after review.

Recommendation

The Community Board approves the following changes to the Disabled Aids and Adaptations Policy;

- i. Raising the current caps on expenditure as detailed in 2.2.1
- ii. Offering Level Entry Showers as standard to all tenants in elderly designated dwellings within the bathroom programme as detailed in 2.3.1
- iii. That minor adaptations are dealt with by Housing Services as detailed in 2.4.3
- iv. That independent occupational therapists can be used in urgent/emergency cases as detailed in 2.4.6
- v. That a rent review is undertaken if adaptation works have resulted in an additional bedroom or other chargeable facilities as detailed in 2.5.1
- vi. A service charge for annual maintenance of stair-lifts as detailed in 2.5.2

1.0 Background

- 1.1 The Housing Service Unit administers requests for disabled aids and adaptations for tenants that are primarily received from Social Services Occupational Therapists. There is a dedicated budget within the Housing Revenue Account for delivering aids and adaptations to Council tenants across the Borough. The annual budget for this work is in the region of £230,000.
- 1.2 This area of activity is separate from the Disabled Facilities Grant function administered by Environmental Services which provides grant aid for a range of adaptations to homes of those living primarily in the private sector.
- 1.3 Under Section 8 of the Housing Act 1985, the Council has a duty to consider housing conditions and provision in their area. This specifically includes a duty to examine the particular needs of disabled people (reflecting the provision made in Section 3 of the Chronically Sick and Disabled Persons Act 1970).
- 1.4 The “*Housing Service Disabled Aids and Adaptations Policy*” was approved by Housing Board in July 2004. Since adoption there have been minor updates but essentially this policy has remained the same.
- 1.5 The objectives of the policy were and remain to;
 - Ensure that the needs of disabled residents are prioritised and met

accordingly, subject to the provision of available funding.

- Set out the criteria by which the Council will assess all requests for adaptation work and identify any limitations to the service.
- Maximise value for money.
- Reconcile the expectations of residents who require adaptations with the duty to manage the housing stock effectively through the Asset Management Strategy.
- Ensure that there are clear channels of communication and established joint working practices with partner agencies.
- Comply with legal and statutory requirements in relation to the provision of disabled adaptations.
- Comply with good practice guidance, including the Government's '*Delivering Housing Adaptations for Disabled People: A Good Practice Guide*'.

- 1.6 This policy also provides the framework for processing requests primarily via Social Services (Occupational Therapists) to the Housing Service to carry out adaptations to its properties; these can range from smaller works such as the installation of a ramp, grab rails, and window winders to larger works such as stair lifts, level access showers to, very occasionally, a property extension. Works within communal areas are also considered. An extract of the policy in Appendix One outlines the type of works undertaken and the priority given to such requests. A copy of the full policy has been made available in the Members Room.
- 1.7 Members should note that "critical status" work is ordered immediately and work with "substantial status" is prioritised in date order. "Moderate or low status" work is not forwarded to Housing Services, but retained by Social Services pending a client's change in circumstances.
- 1.8 Disabled aids and adaptations remain in the ownership of the Council (unless the tenant subsequently exercises their Right-to-Buy). General repair and maintenance is the responsibility of Housing Services with installations and repair and maintenance funded from within the Housing Revenue Account.
- 1.9 Disabled aids and adaptations are usually removed when a general needs property is vacated unless they can be of benefit to the new tenant for example grab rails or ramps may be beneficial to an older person moving in to the property. Disabled aids and adaptations within bungalows or designated elderly accommodation are usually left at the property.
- 1.10 Adaptations are not carried out in any property:
- where an application has been made under Right to Buy
 - If it is a property that is managed on behalf of others (for example Housing 21 but this is not currently applicable)

Or where the property in question is held;

- Under a Lease, or a freehold, following a Right to Buy
- Under an Introductory tenancy
- Under a License/Use in occupation

Members should note that the Tenancy Policy (Community Board February 2013) states that all categories of applicants who are being re-housed in to extensively adapted properties (or where it is planned to undertake significant disability adaptations) will only be offered a 5 year flexible tenancy.

- 1.11 The Housing Service undertook a desktop review of the policy between June/August 2013 to establish if the policy remains fit for purpose and that it;
- represented best practice
 - reflected current guidance
 - achieved value for money
 - delivered an acceptable level of service to tenants

The outcomes from that review are detailed in Section 2.0 below.

2.0 Report

- 2.1 The review overall found the existing policy to be generally fit for purpose with;
- costs of works undertaken remaining comparable with costs charged under other arrangements (appendix two: table 4 & 4a)
 - tenant satisfaction levels remaining reasonably high (appendix two: table 5)

The review did however identify several policy areas that require updating, particularly in relation to addressing the speed with which adaptations are delivered and the legitimate covering of costs associated with some works undertaken. In addition it is now possible to link adaptation work more closely with asset management programming.

2.2 Increase in Financial Caps

- 2.2.1 It is proposed to raise various caps, last reviewed in 2006, as follows;

Current Policy	Current cap	Proposed cap
Where an adaptation(s) is likely to cost over £1,000, and the property is under occupied re-housing <i>must be</i> considered, and, in any event , the Council reserves the right not to proceed with applications	£1,000	£2000
Where an adaptation(s) is likely to cost in excess of £5,000 (and resident is in the right size accommodation) re-housing <i>must also be</i> considered and the Council reserves the right, in any event, not to proceed with applications	£5,000	£10,000
Maximum cost/job under Disabled Aids & Adaptation budget provision	Not specified	£20,000

2.3 *Implications for the Asset Management Plan*

2.3.1 Asset Management programming has been developing rapidly over the last two years, with the purchase of new software and updating of stock condition data. This can facilitate a more 'joined up' approach to the management of disabled aids and adaptations. It is therefore proposed;

- The budget allocation for disabled adaptation work, that has been consistent for the last three years at £230,000 per annum will be reviewed to establish whether it is adequate to meet current demands; with findings being presented to Board within the next Asset Management update
- To offer Level Entry Showers as standard to all tenants in elderly designated accommodation when the properties are on the bathroom capital investment programme (where technically feasible) for a given year
- To develop cross-finance between the Capital Programme and the Disabled Aids and Adaptations budget, in particular for Level Entry Showers/bathroom programme

2.4 *Improving Disabled Aids and Adaptation Delivery Times to Tenants*

2.4.1 The most significant factor being the time taken for the Social Services Occupational Therapist team to assess the requirements; which is estimated to be 150-200 days depending on the complexity of the case. The average time between an occupation therapist informing the Council of the requirement for a disabled aid or adaptation and the completion of that work, was on average 109 days in 2012/13. The time taken from the date the order is placed with the contractor is on average 63 days (appendix two: table 3).

2.4.2 It is believed to be unlikely that Social Services Occupational Therapist resources will be increased in the near future to enable the turnaround time for assessments to be reduced.

2.4.3 It is therefore proposed that a proportion of minor disabled aids & adaptations (under £500 in value) are dealt with direct by Housing Services and without direct Occupational Therapist input. Good practice that has already been published by the College of Occupational Therapists to assist social landlords delivering such a service. With over 70% (£30-£35k in value) of all adaptations requested by Gosport tenants being low value, routine work (appendix 2: table 4); for example grab rails and simple access ramps, such a proposal would increase the responsiveness of the service to tenants while allowing Social Services Occupational Therapists to focus on complex cases.

2.4.4 Suitable training provided to surveying staff will increase the effectiveness of performance as well as reduce risks of error. It is estimated that Council surveyors will be involved with 150+ applications per year. It should be noted that they are already involved directly with occupational therapists at the moment on a range of adaptation work.

2.4.5 There is currently no distinction in job priority between minor adaptations work (costing up to £500) and more significant adaptations such as level entry showers. To further decrease average job turnaround minor works are to be ordered with

partner contractor Kier on a higher priority (20 days) to again speed up start to end times and this would have no cost or service implications for the Council.

- 2.4.6 The response of the service has, on occasion, been slower than desired in emergency/urgent cases because of a lack of available resources within Occupational Therapist teams. To overcome that block it is proposed that independent occupational therapists (suitably qualified and experienced) be sourced to provide interim services on specific emergency/urgent projects. The cost implication is estimated to be small at £600-£1000 per annum funded from within the disabled aids and adaptation budget.

2.5 Charging

- 2.5.1 It is proposed to review the rent payable for the accommodation if the works completed have resulted in an additional bedroom or other increases in useable space that would ordinarily mean an increase in rent. It is not proposed to introduce charges for any other types of work undertaken for example ramps, grab rails and kitchen modifications.
- 2.5.2 An installed stair-lift requires annual maintenance. A charge is made by the specialist contractor for the servicing of (approx.) £85 per annum (£1.63 per week). There are 49 stair lifts which have been installed and are still in use, and thereby require an annual servicing at a total cost of just over £4,000 per annum. It is proposed that these charges are incorporated into the rent service charge of those properties and as such would also be housing benefit eligible. Such a charging policy would allow additional disabled aids work to be carried out from the allocated funding as stair-lift annual service is funded from the same budget as disabled aids and adaptations. The disabled aids and adaptations budget would still pay for replacement parts/materials as a consequence of the service.

2.6 Consultation

- 2.6.1 Initial consultation has been undertaken with Social Services; further detailed consultation will take place should the proposal in 2.4.3 above be approved.

3.0 Legal

- 3.1 There is a general responsibility in the Housing Act 1985 for housing authorities to meet the needs of its disabled tenants, as referenced in 1.3 above.
- 3.2 Statutory duties highlighted within the NHS and Community Care Act 1990 and The Chronically Sick and Disabled Persons Act 1970 include a requirement that "...disabled persons are entitled to request an assessment of their needs. Any person utilising the service does not have to be registered disabled". The 1990 Act states that where a needs assessment has been carried out, the local authority shall then decide whether services should be provided.
- 3.3 Local Housing Authorities have other wide discretionary powers to provide financial assistance for repairs, improvement and adaptations of living accommodation. The power is also available to help with the cost of moving and adapting or improving another property where this is deemed a more cost-effective option. Local housing authorities cannot use these discretionary powers unless they have published a

policy setting out how they intend to use them and this policy will need to spell out what provision is needed to support their adaptations policies’.

- 3.4 The Equality Act 2010 imposes duties on service providers to make ‘reasonable adjustments’ to services without which it would be impossible or unreasonably difficult for the disabled person to use the service. These provisions refer to public space and services including the communal areas of flats and sheltered housing schemes. The Government Equalities Office has confirmed in their Guidance Note on the subject that “what is reasonable will depend on all the circumstances, including the cost of an adjustment....the resources an organisation has and how practical the changes are”.

4.0 Risk Assessment

Risk of updating policy is deemed low-medium with the main area of risk associated with:

- an inability of the surveying team to meet demand in the assessment of low level adaptations
- increased demand from tenants or increased rate of assessment by occupational therapist teams

It is believed that training plus knowledge of current and past demand levels should mitigate the risks identified.

5.0 Conclusion

- 5.1 The “*Housing Service Disabled Aids and Adaptations Policy*” provides the framework by which the Council delivers disabled aids and adaptations to its tenants. A review has found the existing policy is essentially fit for purpose however it concludes that to improve the service to tenants the policy should;

- Uplift financial caps placed on work, broadly in line with building inflation
- Address long waits experienced by some tenants for an assessment undertaken by occupational therapy specialists
- Make more equitable the current charging regime
- Increase flexibility between disabled adaptation work and the capital improvement programmes

Proposal to address those shortcomings are highlighted in this report and, where required, approval is sort in ‘Recommendations’.

Financial Services comments:	As contained in the body of the report
Legal Services comments:	As contained in the body of the report (3.0)
Service Improvement Plan implications:	The review of the <i>Housing Service Disabled Aids and Adaptations Policy</i> is a Housing Unit Service Management Plan objective for 2013/14
Corporate Plan:	A Corporate Plan strategic objective under 'People' is to 'Promote Health & Well Being' and under 'Prosperity' is to 'Increase Social Inclusion'
Equality and Diversity:	EIA re-assessment pending
Crime and Disorder Act	No considerations
Risk Assessment:	See Section 4.0
Background papers:	<p>Housing Board Report "<i>Disabled Aids & Adaptations: Policy & Procedure</i>" July 2004</p> <p>College of Occupational Therapists; "<i>Minor adaptations without delay. A practical guide and technical specifications for housing associations</i>" (2006)</p> <p>DCLG's guide to "<i>Delivering Housing Adaptations for Disabled People: A Good Practice Guide</i>". (2006)</p>
Appendices/Enclosures:	<p>Appendix One: Extract From Current "<i>Disabled Aids & Adaptations: Policy & Procedure</i>"</p> <p>Appendix Two: performance information 2010-13</p>
Report author/ Lead Officer:	Charles Harman

APPENDIX ONE

Extract From Current “Disabled Aids & Adaptations: Policy & Procedure”

In order to ensure that the needs of service users/clients/patients at greatest risk are met first, the following categories must be applied to all recommendations made by Adults & Children’s Services or Health. No other categories/priorities may be used.

CRITICAL/SUBSTANTIAL/MODERATE or LOW

The criteria to meet the categories for the most commonly recommended facilities are listed below.

STAIR LIFTS

<u>Critical</u>	Where service user/client/patient has very poor prognosis e.g. terminal illness, Motor Neurone Disease Where service user/client/patient is unable to access toileting or bedroom and no other alternatives are appropriate e.g. commode, moving bed downstairs and where client/carer is at severe risk of falls or injury.
<u>Substantial</u>	Where there is a medical contra-indication for climbing stairs e.g. very poor balance, severe breathlessness, severe fatigue (GP advice to be sought) Where there is no toilet, bathroom or alternative bedroom on the ground floor
<u>Moderate/Low</u>	Where adaptation would improve service user/client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

TOILET ALTERATIONS

<u>Critical</u>	Where service user/client/patient has very poor prognosis e.g. terminal illness, Motor Neurone Disease. Where service user/client/patient is unable to manage toileting and no other alternatives are appropriate e.g. commode
<u>Substantial</u>	Where temporary / short term solutions e.g. commode, have been arranged but are not satisfactory in the long term.
<u>Moderate/Low</u>	Where adaptation would improve service user/client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

RAMPS (Provision of single ramped access to property only)

<u>Critical</u>	Where service user/client/patient has very poor prognosis e.g. terminal illness, Motor Neurone Disease and ramping is considered necessary and appropriate.
<u>Substantial</u>	EPIOC/self-propelling wheelchair user Attendant controlled wheelchair users (where user is unable to mobilise or manage steps)

Moderate/Low Where adaptation would improve client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

HALF STEPS

Critical (internal only) Where service user/client/patient has very poor prognosis e.g. terminal illness, Motor Neurone Disease.

Substantial (external & internal) Where service user/client/patient is ambulant but unable to safely manage existing steps

Moderate/Low .
Where adaptation would improve client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

RAILS (Stair/Grab)

Critical Where service user/client/patient has very poor prognosis e.g. terminal illness, Motor Neurone Disease

Where service user/client/patient is unable to manage toileting / bathing and no other alternatives are appropriate e.g. commode / bath aids

Where service user/client/patient has a history of falls

Substantial (External galvanised) Where client/patient is unable to manage safe access in and out of house.

Moderate/Low Where adaptation would improve service user/client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

SHOWER FACILITIES

Critical Over-bath shower where service user/client/patient has a very poor prognosis e.g. terminal illness, Motor Neurone Disease

Substantial Registered/'registerable' as disabled and unable to manage with bath aids and Unable to strip wash due to level of disability and/or Suffers from a medical condition presenting risk of skin breakdown or infection, or bathing would result in a severe health or safety hazard. i.e.

Moderate/Low Able to strip wash but does not find this acceptable

KITCHEN ALTERATIONS

Critical Not applicable

Substantial Where the service user/client/patient is the main user of the kitchen and prepares and cooks food for the family and will continue to fulfil this role.

Moderate/Low Where adaptation would improve client / patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

DOOR WIDENING

Critical Not applicable

Substantial Permanent wheelchair users only. Doorways to essential rooms only; i.e. toilet, bathroom, kitchen, bedroom, living room, main access doorway to property

Moderate/Low Where adaptation would improve service user/client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

THRESHOLDS

Critical Not applicable

Substantial Service user/client/patient unable to manoeuvre /wheelchair/trolley/rotator

Moderate/Low Where adaptation would improve client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

DOOR ENTRY SYSTEM

Critical Not applicable

Substantial Service user/client/patient unable to answer door e.g. confined to bed or severely restricted mobility (Where an intercom or key pad door entry system is to give access to carers as a substitute key, or because the client is afraid of intrusion or vulnerability, a Care Management assessment should be considered)

Moderate/Low Where adaptation would improve service user/client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

STORAGE SHED & POWER SUPPLY FOR NHS WHEELCHAIR OR EQUIPMENT PURCHASED UNDER THE NHS VOUCHER SCHEME

Critical Not applicable

Substantial Only for NHS supplied powered wheelchairs where facilities are unsafe in existing accommodation and no outside accommodation is available e.g. porch, shed, garage

Moderate/Low Where adaptation would improve client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

PARKING/HARDSTANDING

Critical Not applicable

Substantial Only where driver has blue/orange disabled parking badge **and** the driver has a severe disability which results in considerable difficulty in walking or uses a wheelchair **and** is unable to park car next to or in front of property only where the passenger has blue/orange disabled parking badge and requires constant attendance e.g. disabled child, elderly mentally frail **and** the driver is unable to park car next to or in front of property

Moderate/Low Where adaptation would improve service user/client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

OPENING WINDOWS

Critical Not applicable

Substantial Adaptation only in kitchen, bedroom and/or bathroom where unable to open existing window

Moderate/Low Where adaptation would improve service user/client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

HEATING

Critical Not applicable

Substantial Only in essential rooms; i.e. own bedroom, living room, bathroom, hall, where client/patient has specific medical condition which affects body temperature or severe medical condition which is affected by cold

Moderate/Low Where adaptation would improve service user/client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

ELECTRIC SOCKETS (raised / additional)

Critical Not applicable

Substantial Where necessary for essential services i.e. bed/pillow elevator, environmental control system, riser/recliner chair, powered bath lift. Not for appliances with a switch i.e. kettle, lamp, TV, cooker, microwave

Moderate/Low Where adaptation would improve service user/client/patient quality of life, but is not required to access facilities to carry out essential activities of daily living.

Recent Performance: Disabled Aids and Adaptations

In 2012-2013 there were 331 requests for adaptations plus 128 carried over from the previous year making a total of 459. 330 orders were completed in the Council's properties with 129 being carried over to the next financial year. Officers continue to meet bi-monthly with Social Services to provide a comprehensive service that meets our tenant's needs.

Service Demand: 2010/11 to 2012/13

Total number of DP15's* carried over from 2009/10 to 2010/11	138
Total number of DP15's received in 2010/11	270
Total number carried out in 2010/11	262
Total number carried over to following year (2011/12)	146

Table 1a

Total number of DP15's carried over from 2010/11	146
Total number of DP15's received in 2011/12	309
Total number carried out in 2011/12	332
Total number carried over to following year (2012/13)	128

Table 1b

Total number of DP15's carried over from 2011/12	128
Total number of DP15's received in 2012/13	360
Total number carried out in 2012/13	330
Total number carried over to following year (2013/14)	158

*DP15 is the formal notification from occupational therapist of the requirement for a disabled aid or adaptation

Table 1c

Year on Year Work Programme	Disabled Aids & Adaptations installed 2010-2011	Disabled Aids & Adaptations installed 2011-2012	Disabled Aids & Adaptations installed 2012-2013
Type of Adaptation			
Sensory	27	6	5
Stair lifts	4	7	8
Over bath showers	15	15	15
Level access showers	24	22	21
Wet rooms	Not recorded	5	6
Grab rails	127	171	133
Access (ramps, paths, steps & thresholds)	25	30	39
Lever taps	Not recorded	Not recorded	32
Ceiling track hoists	Not recorded	Not recorded	1
Window winders	Not recorded	Not recorded	21
Miscellaneous (filleting thresholds, adjusting doors)	40	76	49
Total completed	262	332	330
spend	£189,564*	£207,910*	£212,111*

*work/costs of one-off major adaptations & lift servicing/maintenance not included

Table 2

Job Completion Times & Priority work	2010-11	2011-12	2012-13
Notification*/ Order (average time calendar days)	150 days	179 days	46 days
Order/Completion date (average time calendar days)	49 days	35 days	63 days
Notification/Completion date (average time calendar days)	199 days	214 days	109 days
The number of 'substantial' priority** requests completed	~	222	277
The cost of 'substantial' priority requests completed	~	£178,947	£137,316
The number of 'critical'** priority requests completed	~	110	53
The cost of 'critical' priority requests completed	~	£28,910	£20,733

*Notification = date Social Services inform GBC

Table 3

** see Appendix One

Type of work undertaken/average price per job 2012-13

2012-13 Category	No.	Total cost of work per category of work	Spend in each category of work as (%) of total spend	Average price per job (£)
Sensory	5	£299.93	0.14%	£55.99
Stair lifts	8	£13,789	6.50%	£1,723
Over-bath showers	15	£21,229	10.00%	£1,415
Level access showers	21	£82,651	38.97%	£3,936
Wet rooms	6	£32,988	15.55%	£5,498
Grab rails	133	£11,045	5.21%	£83.05
Access	39	£9,175	4.33%	£235
Lever taps	32	£9,175	1.07%	£71
Ceiling track hoists	1	£1,838	0.87%	£1,838
Window winders	21	£596	0.28%	£28.40
Miscellaneous (filleting thresholds, adjusting doors)	(49)	(36,234)	(17.08%)	~
	330			

Table 4

Average Cost per Adaptation* 2012-13	GBC	District Council A	ALMO B
Minor Adaptations £0-£500	£238	£286	£245
Major Adaptations £501-£5000	£2,990	£3,252	£3,786

*source: The Asset Management Improvement Group (AMIP)

Table 4a

Resident Satisfaction with Service 2010-11*	Excellent	Good	Acceptable	Poor	Very Poor	N/A
How would you rate the contractor?	109 (76%)	24 (17%)	8 (6%)	1 (0.6%)	2 (1.2%)	3
How would you rate Social Services?	69 (72%)	19 (20%)	8 (8%)	0	0	51
How would you rate Housing Services?	83 (67%)	26 (21%)	9 (7%)	2 (1.6%)	1 (0.8%)	27

*source: internal satisfaction survey results

Table 5

Board/Committee:	Community Board
Date of Meeting:	7 th October 2013
Title:	Older Persons Services: Floating Support
Author:	Housing Services Manager
Status:	FOR DECISION

Purpose

To bring before Members the proposal to introduce tenure neutral floating support service for older people in the Borough.

Recommendation

That Community Board;

- (a) Note the outcome of the 2011 Hampshire County Council Supporting People (SP) Strategic Review of Older Persons Services within Hampshire and in particular the requirement to move towards a tenure neutral floating support service.
- (b) Approve the proposal to extend the current housing related support service in sheltered schemes to older people living in the Borough regardless of tenure (introduction of a floating support service) as detailed in 2.4 - 2.7
- (c) Approve the re-designation of sheltered bungalows at Cunningham Drive and Queens Close as detailed in 2.6

1.0 Background

- 1.1 The national Supporting People (SP) framework and funding regime for Older Persons Support Services within Hampshire is administered by the Hampshire County Council Supporting People team. The objective of the SP service is to fund the provision of a flexible range of support to older people to enable them to live as independently as possible. The aims of the service are:

- To assist people to maintain their homes
- To reduce admissions to hospital or residential care and reduce the need for more intensive support
- To enable older people to stay safe in their homes, preserve their physical and mental health and participate in and contribute to their communities as they choose

The Council has two contracts with Hampshire County Council to provide services to older residents in Gosport it is the principle contract detailed in 2.1.1 below that is under consideration (the other being a small value contract for alarm services in the community)

- 1.2 The latest Hampshire County Council SP strategic review (in 2011-12) was complementary of the Council's services, stating it found a flexible service which offers a range of support to local people on an increasingly cross tenure basis. The

review also found that although the Council has extended its services to the wider community, the support remained primarily linked to the Council's sheltered accommodation.

- 1.3 The Strategic Review also stated that they expected all providers of support, such as the Council, to move towards a floating support service by April 2015 but with significant progress made towards the change of service by March 2014. The new support contracts, due to commence in April 2015, will no longer be tied directly to accommodation type (i.e. sheltered accommodation). They will be directing providers to meeting older person's needs across the community whether they are in sheltered housing or any other type of housing and to all tenures not just Council tenancies.
- 1.4 The rationale for this re-focusing of the service can be seen within the population profile for Gosport. There are approximately 12,500 people over 65 living in Gosport. The SP programme has historically only been delivered to those living in sheltered schemes (5% of the total of older people living in Gosport). With a further 5% of older people living in care homes; that currently leaves 90% of the older people living in the community with little opportunity to receive support from the Supporting People programme.
- 1.5 The outcomes of the Hampshire County Council Supporting People review and the implications for the future of the Council's Supporting People services and sheltered housing tenants was outlined in the report "Older Persons Services; HCC Supporting People Strategic Review and Service Implications" presented to Community Board in November 2011. That report also stated that "Officers will.... be submitting to this Board a further report at a later date making recommendations on changes to the way the service is provided"

2.0 Report

2.1 Current Accommodation Based Support Service

- 2.1.1 Gosport Borough Council's Older Persons Services is commissioned by the Hampshire County Council Supporting People programme to provide support to those living in the Council's sheltered schemes. The Council is currently in year two of a three year contract with Hampshire County Council valued at £124,327 per annum.
- 2.1.2 The team currently provides housing related support services to tenants living in the Council's five sheltered schemes (182 units). HCC SP funding pays for support for 157 tenants within the Council's sheltered schemes which equates to approximately 86% of tenants within those schemes, with the remainder of tenants in those schemes self- funding (because their income is too high) for the support they receive.
- 2.1.3 A detailed assessment of tenant needs carried out in October/November 2012 identified that approximately 21% of current tenants have no need for support and 39% have a low need for support. In short, 60% of the tenants in the Councils sheltered housing are being provided with support that they do not actually require. As currently the support is provided on the basis of tenure, and not on need, this form of provision is believed by HCC SP team to be an inefficient use of SP grant and an inequitable distribution of resources between those living in Council

sheltered accommodation and those living in other types of accommodation.

2.2 Floating Support Proposals

- 2.2.1 The Floating Support model would *replace* the existing service in our 5 sheltered schemes. At present, each scheme has a dedicated Older Persons Support Officer (OPSO) who works on-site at the scheme carrying out support plus housing management functions. Under the new proposals the OPSOs would become Floating Support Officers and they would provide the support to the client wherever based.
- 2.2.2 Floating support (Older People) is a service that provides housing related support to vulnerable people over the age of 55 to enable them to remain living independently in their own home, wherever they live. To be eligible for the floating support service, residents must meet the following eligibility criteria:
- Be 55 years and over (which captures those living in sheltered schemes), and;
 - Be living independently in the community (which includes those living in sheltered schemes), and;
 - Have a demonstrable need for a level of support in order to sustain their accommodation, and;
 - Do not pose an unacceptable level of risk to staff or the local community

The range of support that will be provided is detailed in appendix 1.

- 2.2.3 The new service will be delivered to all existing sheltered scheme tenants who meet the eligibility criteria and need the service as well as those living elsewhere in the Borough, regardless of their tenure. All those in our sheltered schemes who, after assessment, do not meet the eligibility criteria nor want the service will be able to access the service when and if their needs change.
- 2.2.4 A Floating Support service will contribute to the well-being of older people through an 'individualised approach' and will help the Council to meet two of the key priorities of the Hampshire Health and Well Being strategy, Living Well and Ageing Well.
- 2.2.5 The introduction of Floating Support for older people is being rolled out by all providers in Hampshire and the Council has been working closely with Fareham Borough Council and First Wessex to re-model services.

2.3 Staffing and Financial Implications

- 2.3.1 In order to ensure a consistent and professional support service it is proposed to separate the support service from the housing and building management function.
- 2.3.2 Currently the OPSOs are paid partially through SP funding and partially through HRA funding as they carry dual functions of support and tenancy management. By funding the OPSOs solely from the SP contract it is possible to provide a separate Housing Officer role who would deal with sign ups, void management, managing repairs, health and safety and other associated services related to tenancy management or management of the building.

- 2.3.3 Within the SP contract services can be extended for sheltered scheme residents by providing an additional Floating Support Officer with responsibility of the promotion of activities within schemes, promoting the health and well-being of older people within the schemes and throughout the Borough. Although these changes can take place with no additional financial resource from the Council it should be noted that there is a risk of a decrease in income from self-funders in sheltered schemes that choose to opt out of the support service. To counteract this we will be marketing the floating support service to self-funders in the community.

2.4 *Impact on Existing Service*

- 2.4.1 Those living in the Council's sheltered schemes will still be able to access support if they have a need. As a minimum, anyone moving into sheltered housing will receive 24 hour alarm monitoring and a weekly phone call. All new tenants moving in who have a higher level of need will receive a higher level of support.
- 2.4.2 The fixed staff base at schemes will be lost as OPSOs will have a case load also in the community. Sheltered Scheme residents will however have known officers visiting throughout the day including housing management and an officer responsibly for facilitating activities (see 2.3.3 above)
- 2.4.3 In summary, for those living in sheltered housing the new floating support service will:
- Offer the resident more flexibility, choice and control over the level of support they receive
 - Provide support which is delivered more effectively on a needs led basis
 - Ensure those moving into sheltered no longer have to pay for support they do not want/need (although there will be a minimum charge that will cover the 24 hour alarm service and a weekly phone call)
 - See a reduction of staff time permanently based at a particular scheme

For older people living in the Borough the new service will:

- Ensure that support is provided without the need to move to sheltered housing
- Receive support to live independently that has up until now been denied to them

2.5 *Charges*

- 2.5.1 There will be only minor adjustments to charges for SP services and these will only directly affect self-payers. Those in receipt of supporting people funding will not see any changes to charges for the service as these will be met through SP funding

2.6 *Sheltered Bungalows*

- 2.6.1 It is proposed that the sheltered bungalows at Queens Close and Cunningham Drive, that were once linked to Rogers House & The Leisure respectively, be re-designated as elderly designated. The bungalows are not connected to any scheme and do not have communal areas and therefore do not benefit as directly from the same level of support (or facilities) but for which they are currently charged as a management fee within the rent.

- 2.6.2 As support will no longer be tied to accommodation/tenure, any support required by those tenants can be given under the floating support contract. This will mean that residents of these bungalows are no longer obliged to pay for a support service nor have a community alarm unless they have an assessed need for it.

2.7 Out of Hours

- 2.7.1 The Council will continue to provide a 24 hour alarm monitoring and out of hours [staff] emergency response to all those living in all sheltered schemes. These services will represent the minimum level of support that sheltered tenants will receive.

2.8 Consultation

- 2.8.1 Officers consulted with sheltered scheme tenants during September to listen to their concerns and to offer reassurance about the new focus of the service. A frequently asked questions document was created (appendix 2) to assist residents with understanding the implications of Floating Support.
- 2.8.2 A Floating Support Working Group, Chaired by the Housing Services Manager, has been set up and there have been two OPSOs on the group representing staff. The team has been kept informed of developments through staff meetings and acknowledge the requirement to move towards a Floating Support model.
- 2.8.3 Unison has been represented on the Floating Support Working Group and present at staff meetings.
- 2.8.4 A consultation plan has been produced and includes information on consultation with relevant stakeholders and organisations such as Gosport Older Persons Forum, Adult Services and Gosport Voluntary Action.

3.0 Risk Assessment

The primary risks associated with the introduction of the new Floating Support service are summarised below:

RISK	Likelihood	Impact	Overall	Action to mitigate risk
	L=Low; M=Medium; H=High			
Objections to the introduction of floating support from tenants and/or staff	M	L-M	M	Extensive consultation to include open meetings and individual visits Unison involvement with staff consultation
Failure to roll-out the new service on time	L	M	L	Action plan in place. Regular meetings with HCC Supporting People to ensure meeting minimum requirements
Concerns regarding financial viability and sustainability in the long term	M	M	M	Regular reviews of service to include financial analysis and monitored outcomes

4.0 Conclusions

- 4.1 There is a requirement to move to a Floating Support Service. If the minimum requirements are not met by March 2014 the Council's contract with HCC Supporting People is unlikely to be renewed in April 2015. This will lead to the support service for the Council's sheltered accommodation being contracted out to another provider.
- 4.2 If the floating support model is not introduced older people living in the wider community will continue to be denied access to a support service. Tenants living in our sheltered schemes will continue to receive support if they have a need.

Financial Services comments:	None
Legal Services comments:	None
Service Improvement Plan implications:	The introduction of a floating support service is a Service Management Plan objective for 2013/14
Corporate Plan:	A Corporate Plan strategic objective under 'People' is to 'Promote Health & Well Being' and under 'Prosperity' is to 'Increase Social Inclusion'
Crime and Disorder Act	n/a
Equality and Diversity	Pending EIA re-assessment
Risk Assessment:	see 3.0
Background papers:	"Older Persons Services; HCC Supporting People Strategic Review and Service Implications" Community Board November 2011
Appendices/Enclosures:	Appendix One: Menu of service Appendix Two: "Frequently Asked Questions" consultation document for sheltered residents
Report author/ Lead Officer:	Charles Harman/Justine Manning



GOSPORT
Borough Council

OPTION 1

Floating Support Service for those 55yrs and Older

Cost: £14:50 per hour

Please
indicate
where you
need
support

Menu of Services:

- Housing related advice
- Benefits advice
- Debt advice
- Arrange community transport
- Organise personal care services
- Support with your health needs
- Safeguarding support
- Escort you to hospital/G.P. appointment
- Organise home repairs
- Support in the event that you have had to go into hospital and on your return
- Reading mail and assistance with response to mail
- Arrange installation of community alarm
- Shopping in times of crisis

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What you can expect if you are in receipt of this support service:

- A support plan outlining the steps that have been agreed with you to meet your needs.
- A flexible and responsive service which will meet your needs

Please

<p>OPTION 2</p> <p>Floating Support Service for those 55yrs and Older</p> <p>Cost: £2:50 per week</p>	<p>indicate where you need support</p>
<ul style="list-style-type: none"> • Occasional (emergency) assistance with the items in Option 1 • Daily telephone call • Monthly visit 	
<p>What you can expect if you are in receipt of this support service:</p> <ul style="list-style-type: none"> • A support plan outlining the steps that have been agreed with you to meet your needs. • A flexible and responsive service which will meet your needs 	

<p>OPTION 3</p> <p>Floating Support Service for those 55yrs and Older</p> <p>Cost: £1:30 per week</p>	<p>Please indicate where you need support</p>
<ul style="list-style-type: none"> • Weekly telephone call • Twice yearly visit 	
<p>What you can expect if you are in receipt of this support service:</p> <ul style="list-style-type: none"> • A support plan outlining the steps that have been agreed with you to meet your needs. • A flexible and responsive service which will meet your needs 	



Floating Support – Frequently Asked Questions

Section 1 – Supporting People

Section 2 – Floating Support

Section 3 – Out of Hours Response

Section 1 - Supporting People

Q1: What is Supporting People?

The Supporting People programme is funded directly from a grant given by the Government. The aim of the programme is to provide a range of housing related support services to enable older vulnerable people to live as independently as possible. There is a Supporting People Team based at Hampshire County Council and they contract local housing service providers (such as Gosport Borough Council) to deliver the housing related support.

Q2: Who can Supporting People help?

Supporting People can help a wide range of people including older people, people with learning disabilities and homeless people. The Older Persons Services Team are contracted to support older people (over 55) who have a need for support to remain independent in their own homes.

Q3: What is housing related support?

Housing related support helps you to maintain your independence at home by assisting you with things like:

- Access to health care
- Completion of forms
- Claiming the right benefits
- Budgeting
- Accessing community activities
- Signposting to other organisations

Q4: What is the difference between care and support?

Care is given to people who have difficulty doing things for themselves, such as washing, cooking, getting out of bed or shopping. Care is arranged by Social Services after completion of an assessment. Support is about giving a bit of extra help and advice to enable older people to remain independent.

Q5: How many people in Gosport receive support which is funded by Supporting People?

Currently there are around 157 tenants receiving support in our sheltered schemes. In addition to that, there are 144 people in the community who receive an alarm monitoring service which is funded through Supporting People. Those who live in sheltered schemes who are not eligible for funding self-fund the support they receive.

Section 2 – Floating Support

Q1: What is Floating Support?

Floating support is a housing related support service provided to vulnerable people to assist them to remain independent in their own home. The service is available to anyone over the age of 55 living in Gosport.

Q2: Why change to floating support?

Funding for the support service has, up to now, been linked with the accommodation you live in (i.e. sheltered schemes) and there are many sheltered residents who are happy with the current service and there are a number who feel they don't need the support they receive. Due to the evidence that there are a number of vulnerable older people living in Gosport who need support, we want to make sure that our service is available to all older people who need it, not just those who live in our sheltered schemes. Those living in sheltered housing will still receive support if they have a need.

Q3: I don't need support right now but what if my situation changes?

You will be referred to the Floating Support Service and a Needs and Risk Assessment will be carried out.

Q4: Will the move to Floating Support affect any other service I receive?

No. These changes are only connected to Supporting People funded services that we currently provide in schemes.

Q5: Who will deal with the repairs and safety of the schemes if the OPSOs are out in the community?

We intend to have a single Sheltered Housing Officer who will be available to carry out functions at all schemes, including:

- Health and Safety Checks
- Reporting Repairs
- Sign ups for new tenants
- Management of empty properties

Q6: What will happen to the existing staff (OPSOs)?

The OPSOs will become the Floating Support Officers. We understand how important the relationship is between the person providing the support and the person receiving the support so

we will be allocating clients to a specific support officer. We will ensure that if the support officer is not available that cover is provided.

Q7: What happens if I pull my emergency cord during the working week?

The Floating Support Officers will still attend any emergencies that occur during the working week. If they have to leave a client they are visiting they will arrange to see them again as soon as possible.

Section 3 – Out of Hours Response

Q1: Will you still be providing an out of hour's emergency staff response?

Yes. Our call centre (Chichester Careline) will still respond to any calls, out of hours and if a staff response is required in an emergency, they will contact the Duty OPSO.

Q2: How will the emergency services gain entrance to my home if the Duty OPSO is not available?

When our team visit you and assess your needs we will ensure that a plan is set in place to give the emergency services access. A set of master keys is available to emergency services to use at each scheme.

AGENDA ITEM NO. 08

Board/Committee:	COMMUNITY BOARD
Date of Meeting:	7 OCTOBER 2013
Title:	WASTE AND RECYCLING COLLECTION POLICY
Author:	CHIEF EXECUTIVE
Status:	FOR DECISION

Purpose

The purpose of this report is to advise the Board of the requirements of the Health and Safety Executive following an audit of the Council's Waste and Recycling Collection Operations and to seek approval for a Waste and Recycling Collection Policy.

Recommendation

That the Community Board:-

- a) Approves the Waste and Recycling Collection Policy set out at Appendix 1 of this report;
- b) The changes set out in paragraph 2.2 - 2.4 of this report are implemented week commencing 18 November 2013; and
- c) Recommends
 - (i) where an occupier requests a replacement bin, unless they are able to provide a Crime Reference Number, a charge of £25 is payable for the replacement bin,
 - (ii) replacement sacks are made available for purchase from the Town Hall and
 - (iii) a charge is made for replacement communal bins as set out in paragraph 2.5 of this report.

1.0 Background

- 1.1 In September 2012, the Health and Safety Executive (HSE) undertook an inspection of the Waste and Recycling Collection Operations provided by Gosport Borough Council. The HSE then met with the Chief Executive and advised that "side waste", which is sacks or items placed beside a wheeled bin for collection, had to be addressed by the Council and their Contractor, Urbaser. Manual handling of sacks alongside a wheeled bin collection was not acceptable to the HSE as it requires waste to be lifted above shoulder height in order to place it in the collection vehicle. This can result in a number of injuries, such as strains, sprains and needlestick injuries for the collection operatives, particularly over the longer term and the HSE advised that the Council and Urbaser needed to find a solution to this issue.

2.0 Report

- 2.1 Since the HSE visit Officers have been in discussion with Urbaser and have also reviewed what side waste policies other Hampshire Authorities; who have wheeled bins have in relation to side waste. Eight Authorities, Fareham, Havant, East Hants, Winchester, Rushmoor, Eastleigh, Southampton and Basingstoke and Deane do not collect any side waste at all. Hart and Test Valley only collect side waste at Christmas.
- 2.2 Roads in the Borough have been visited by Officers to observe the volume of side waste placed for collection, from individual properties. Of the 30,325 properties visited 8% had placed additional side waste out for collection on a domestic waste week. Locations where communal bin stores are located were excluded. In order to overcome the HSE concerns the Council will need to notify residents that it will only be collecting waste placed inside the wheeled bins provided by them and will not collect any side waste. This will come into operation week commencing 18 November 2013.
- 2.3 Side waste will be accepted over the Christmas and New Year period. For 2013/2014, side waste will be removed during waste and recycling collections undertaken between Thursday 26 December 2013 and Saturday 4 January 2014 inclusive.
- 2.4 In addition to the manual handling of side waste there are also 1,020 properties which are still on a sack collection only and do not use wheeled bins. Officers consider that around 850 properties can physically accommodate wheeled bins and it is proposed that the occupier of the property is notified that they may request 2 x 240 litre wheeled bins in place of sacks which will be delivered free of charge in the first instance.
This will potentially reduce the number of properties where sacks are provided, but for those who wish to continue using the sack system, they will be advised a maximum of 4 sacks per week will be collected in future. The sacks will continue to be provided by the Council and will be marked with the Council's name to distinguish them from other sacks. These changes will also come into operation week commencing 18 November 2013.
- 2.5 It is proposed that where the Council provides wheeled bins the Council continues to provide the first wheeled bins free of charge but if an Occupier requires a replacement, for whatever reason, then a charge of £25 for each bin is payable unless the replacement is for a bin which has been stolen and a Crime Reference Number is provided or the bin has been damaged by the Contractor during collection. Replacement sacks will be available for purchase from the Town Hall in a roll of 10 as defined in the Councils Fees and Charges book.
- 2.6 Where replacement communal bins are requested, the managing agent on behalf of the occupants will be required to pay the actual cost

of the replacement bins and delivery costs unless a Crime Reference Number is provided.

- 2.7 Whilst there is information on the Council's website about the Waste and Recycling Collection Operations there is an opportunity to bring this information together in a policy (Appendix 1) which incorporates the above proposals.
- 2.8 It is intended to notify all Residents of the changes in paragraph 2.2 and 2.5 by delivering leaflets over a 4 week period and for Residents who will be moving to wheeled bins will be notified by letter. Articles will also be placed in Coastline and At Your Service.

3.0 Risk Assessment

- 3.1 No action to address the issues raised by the HSE will result in an intervention notice being issued against the Council. This will incur additional costs as HSE have introduced a standard intervention fee in the past 12 months. The fee payable will be calculated at £124 per hour. The total amount to be recovered will be based on the amount of time it takes HSE to identify and conclude its regulatory action, in relation to the material breach (including associated office work), multiplied by the relevant hourly rate, which will include part hours. As a public body, it is for Gosport to comply with the directive issued by the HSE and insure the Council is not requesting work of its Contractors which are potentially harmful to an employee's health.
- 3.2 There is also the risk that if no changes are made and an operative was injured the HSE would bring criminal proceedings against the Council and the Contractor.

4.0 Financial Implications

- 4.1 Around 850 properties could request a change from sacks and will be provided with a waste and a recycling bin. If all 850 properties opted to change from sacks the cost of purchasing and delivering these would be £44,600. A large shift from sack collections to wheeled bins could provide a saving in sack provision. The cost of notifying Residents is approximately £3,400.

5.0 Conclusion

- 5.1 The Council and Urbaser must respond to the HSE's concerns and the proposals, set out in Section 2, will result in a significant reduction in the number of sacks of waste which will require manual handling. All residents will be notified of the changes in advance of them coming into operation.

Financial Services comments:	See section 4. of the report.
Legal Services comments:	Under Section 45 of the Environmental Protection Act 1990 the Council has a duty to arrange for the collection of household waste from premises in its area. Section 46 of that Act gives the Council power to specify the kind and number of receptacle the waste is to be placed into. The Council also has power to require payment for replacement bins and to specify where and when the receptacles are placed for collection. The Council must notify occupiers of its requirements.
Crime and Disorder:	The Waste and Recycling Collection Policy will promote a consistent approach to the problem of side waste being left on the public highway causing litter and potential obstructions. This in itself will promote the importance of a cleaner, safer neighbourhood.
Equality and Diversity:	All households within the Borough will be subject to these changes.
Service Improvement Plan implications:	This project will be added as a new task to the Streetscene Service Improvement Plan for 13/14.
Corporate Plan:	Not applicable.
Risk Assessment:	See Section 3 of the report.
Background papers:	None
Appendices/Enclosures:	Appendix 1 - Gosport Borough Council Waste and Recycling Collection Policy Appendix 2 - Wheeled bin charging by Local Authorities in Hampshire
Report author/ Lead Officer:	Ian Lycett/Angela Benneworth (5548)

Gosport Borough Council Waste and Recycling Collection Policy



WASTE AND RECYCLING COLLECTION POLICY

The Council is under a duty to arrange the collection of household waste from properties in its area.¹ The Council is able to require occupiers of properties to place their waste in receptacles of a kind and number the Council specifies.² The Council is also under a duty to provide a kerbside or near door entry system for the separate collection of recyclable materials.³

Not all waste from residential properties is classified as household waste. The Council may charge for the collection of certain types of waste from households.⁴

The Council's requirements and arrangements for discharging their duties are set out in this Waste and Recycling Collection Policy.

1. RECEPTACLES FOR HOUSEHOLD WASTE

1.1 The Council requires that all household waste is placed in receptacles provided by them which will be either wheeled bins (individual or communal) or sacks (black or clear).

Wheeled Bins

1.2 The Council will provide each property, where this is appropriate, with one wheeled bin for non-recyclable household waste (black body and black lid) and one wheeled bin for dry recyclable household waste (black body and green lid). The Council will determine the size of wheeled bins provided and generally these will be of 240 litre capacity.

1.3 The Council may provide properties with 6 or more occupiers with additional wheeled bins upon request. Additional bins will be marked with a branded sticker to identify them as being permitted by the Council.

1.4 Multi dwelling premises such as flats and housing complexes will be provided with wheeled bins in numbers that the Council determines will make available sufficient storage capacity for household waste and recycling streams, based on the volume calculated at 240 litre per dwelling. These may be individual wheeled bins or communal bins.

¹ The Environmental Protection Act 1990, Section 45

² The Environmental Protection Act 1990, Section 46

³ The Household Waste Recycling Act 2003

⁴ The Controlled Waste (England and Wales) Regulations 2012

1.5 All non- recyclable household waste and dry recyclable household waste must be placed in the wheeled bin provided by the Council for that type of household waste. Any household waste not placed in a wheeled bin provided by the Council will not be collected by the Councils waste collection Contractor ('the Contractor'). Any household waste placed in a wheeled bin so that the lid does not close will be removed and left at the property. Any wheeled bin that cannot be safely placed on the lifting mechanism of the collection vehicle due to its weight will not be emptied. A tag will be placed on any overweight wheeled bin.

1.6 The wheeled bins provided by the Council will be delivered to the property by the Contractor and must remain at that property. The wheeled bins will have a sticker on them identifying the property number it is supplied for. The wheeled bins provided by the Council must remain at the property at all times and remain the property of the Council.

Sacks

1.7 Where the Council determines that a property does not have storage space available within its boundary to house wheeled bins the Council will provide the property with plastic sacks with the Council's name on them. Non-recyclable household waste must be placed in the black sacks provided by the Council and dry recyclable household waste placed in the clear sacks provided by the Council.

1.8 The Council will only collect a maximum of 4 sacks each week and these sacks must be those provided by the Council. Each property will receive 104 black sacks and 104 clear sacks each year. If more than 4 sacks of household waste are placed for collection or any of the household waste is not placed in a sack provided by the Council they will not be collected. Any sack which weighs more than 13 kg will not be collected. A sticker or tag will be placed on any sack which is overweight.

Replacement Receptacles

1.9 The Council provides each property with wheeled bins, communal bins or sacks free of charge. However if these wheeled bins or communal bins need replacing for whatever reason then a charge per wheeled bin and communal bin is payable before the replacement is delivered. Details of the charge payable may be found in the Council's Fees and Charges Book. Where a wheeled bin or communal bin is stolen and a crime reference number is provided to the Council no charge is payable. Replacement sacks can be purchased from the Town Hall in rolls of 10 sacks as defined in the Council's Fees and Charges Book.

1.10 The Council is not responsible for the loss, removal from a property, damage or destruction of a wheeled bin or communal bin unless the Council or the Contractor is proved to have accidentally, wilfully or negligently caused the loss, removal, damage or destruction. In these circumstances the replacement wheeled bins or communal bin will be provided free of charge.

2. HOUSEHOLD WASTE COLLECTIONS

Frequency

2.1 Household waste from all properties excluding some flatted developments is collected each week with non- recyclable household waste collected one week and dry recyclable household waste collected the following week. This is known as an alternate weekly collection. Each year there will be 26 collections for non -recyclable and 26 collections for dry recyclable household waste.

2.2 In some flatted developments there is insufficient space to accommodate the necessary number of wheeled bins for dry recyclable household waste so a different collection frequency is provided by the Council which generally involves replacing one of the collections for non-recyclable household waste with a collection of dry recyclable household waste.

Collection Locations

2.3 Wheeled bins or plastic sacks provided by the Council will only be collected if they are placed within the curtilage of the property at the point nearest to the carriageway or at a collection point determined by Council, where this is the nearest point to the carriageway, which will be notified to occupiers.

Timing

2.4 Collections of household waste may be made at any time between the hours of 7am – 5pm Monday to Friday and collections for a property are made on the same day each week save where special arrangements are necessary for Bank Holidays. Where this is necessary occupiers will be advised in advance and these special arrangements may involve a collection on a Saturday between the hours of 7am – 4pm.

2.5 Wheeled bins or sacks provide by the Council must not be placed out for collection at the collection location prior to the evening before the scheduled collection day and must be placed at the collection location no later than 7am on the scheduled collection day.

Missed Collections

2.6 The Council defines a missed collection as a wheeled bin or sack which remains full after the collection vehicle has passed along the road emptying neighbouring properties wheeled bins or collecting sacks and where the Contractor has not identified that there is a specific reason such as the receptacle being too heavy for it not being collected. Half emptied wheeled bins are also treated as missed collections. This may occur when household waste has been compacted into the wheeled bin and in these circumstances the occupier should loosen the household waste and then contact the Council.

2.7 The Contractor will return and collect the missed wheeled bin or sack within 24 hours of the Occupier notifying the Council.

Assistance with Collections

2.8 If Occupiers are unable to manoeuvre a wheeled bin then the Council may be able to arrange for assistance to be provided.

2.9 An application for assistance must be made in writing and include the following;-

- a. The reasons why the Occupier needs assistance and where this is due to mobility or medical issues this should be set out in a letter from the Occupiers Doctor;
- b. Confirmation that there is no one else living at the property who is able to manoeuvre the wheeled bin;
- c. An acknowledgment that the Council and Contractor are not liable for any damage or loss caused as a result of a collection vehicle or Contractor coming onto the property whilst providing the assistance;
- d. An indemnity that in the event that the Council will provide assistance the Occupier agrees to indemnify the Council for any damage or loss caused as a result of a collection vehicle a Council officer or the Contractor coming onto the property whilst providing the assistance.

2.10 The Head of Streetscene will consider and determine any application for assistance on the basis of the information provided in the application and what assistance it is reasonable and practical to provide.

2.11 Where assistance is provided the Occupier will be notified of the arrangements for collection.

3. STORAGE OF RECEPTACLES FOR HOUSEHOLD WASTE

Storage of Household Waste Receptacles between collections

3.1 . Household waste whether placed in a receptacle provided by the Council or otherwise must be stored on private property between collection days. Storage is NOT permitted on the public highway. Household waste found to be stored on the public highway will be investigated by the Council as fly tipping.

Storage Areas

3.2 All new buildings or buildings being altered or adapted must provide sufficient storage space for the number of household waste receptacles necessary for the number of dwellings being created. The Council will provide developers with details of their requirements.

3.3 Occupiers of existing buildings are responsible for providing adequate storage areas for household waste receptacles and should be prepared to provide additional storage facilities if the need arises.

Access to Storage Areas for Wheeled Bins

3.4 The Contractor must be provided with clear access from the collection vehicle to where they collect the wheeled bins. Level access is required including dropped kerbs. In communal bin storage areas a clear access and egress route must be provided to enable the Contractor to manoeuvre the bins from the storage area to the collection vehicle. Where waste or other materials are placed in the storage area or on top of the wheeled bins so that a clear access and egress route is not available the wheeled bins will not be emptied and the Council will notify the person managing the storage area.

4. TYPES OF WASTE

Waste which will not be collected as part of the alternate weekly collections

4.1 The following must not be placed in the receptacles provided by the Council and will not be collected as part of the Alternate weekly collections of Household Waste:-

- Asbestos*
- Commercial or industrial waste
- Brick rubble, soil and construction materials*
- Domestic appliances and electrical/electronic equipment#
- Fixtures and fittings, i.e carpets, shelving units, cupboards etc#
- Green Garden Waste# and soil
- Hot ashes
- Medication
- Clinical waste deemed as infectious#
- Oil* and flammable liquids
- Paints and chemicals*
- Scrap metals*

These materials can be collected as part of other waste collection services offered by Gosport Borough Council. Further information can be obtained by contacting the Council on 08000 198598 or visiting www.gosport.gov.uk

*These items may be disposed of at the Household Waste Recycling Centre, for details of acceptable items please refer to <http://www3.hants.gov.uk/waste-and-recycling.htm> or telephone Hampshire County Council on 0845 603 5634.

4.2 Unmarked items have to be disposed of by other licensed waste contractors.

Dry Recyclable Household Waste

4.3 All of the following items may be placed in the dry recyclable household waste wheeled bin or clear sack provided by the Council and collected from properties as part of the alternate weekly collection:-

- Paper
- Magazines
- Envelopes (with windows)
- Cereal boxes
- Newspapers
- Catalogues
- Greeting cards
- Cardboard
- Junk mail
- All food/drink cans
- All plastic bottles.

4.4 Any dry recyclable household waste wheeled bin (green lidded) or clear sack provided by the Council will not be emptied if it is found to contain waste which is not included in the list in 4.2 above. A red sticker identifying the waste which should not have been placed in the wheeled bin or sack will be placed on the receptacle. The Occupier will need to ensure that the waste is removed before the receptacle is placed for collection on the next scheduled collection day.

Green Garden Waste

4.5 Green Garden Waste means grass cuttings, shrub cuttings, leaf fall, exhausted summer bedding plants and small quantities of soil and weed growth.

4.6 Green Garden Waste must not be placed in any wheeled bin or sack but must be placed in a green plastic sack approved by the Council. These approved green plastic sacks may be purchased from the Town Hall or authorised sales outlets. Green plastic sacks weighing more than 13 kg will not be collected and a sticker or tag will be placed on any overweight green plastic sacks.

4.7 Green plastic sacks should be placed out for collection at the front of a property or at a nominated collection point, determined by the Council, on the date advised by the Council when the green plastic sacks are purchased.

Clinical Waste

4.8 The Council do collect clinical waste from properties where an Occupier has notified their Doctor and the Surgery has submitted a clinical waste referral form to the Council. Clinical waste includes infectious and non-infectious material and sharps. The referral from the Surgery will set out what type of clinical waste is to be collected and where the clinical waste is infectious which includes sharps then a clinical waste collection will be provided by the Council.

4.9 Clinical waste collections are provided free of charge and the Council will notify the person requesting the clinical waste collection of the day and frequency of collections. Clinical waste collections are from the front of properties between the hours of 7am – 5pm.

Collections from Premises occupied by Charities

4.10 The Council will collect household waste from premises occupied by charities where the charity is not carrying out any activities of a business or commercial nature.

4.11 Places of Worship will be provided with 1 x 240 litre wheeled bin for non-recyclable household waste and 1 x 240 litre wheeled bin for dry recyclable household waste free of charge which will be collected as part of the alternate weekly collection.

Special Household Waste Collections

4.12 The Council will collect 5 or more bulky items or larger quantities of household waste or items which are not on the bulky household waste list. A charge is payable and the Council will provide a free estimate of the charge which is payable before the collection is made.

Chargeable Bulky Household Waste Collections

4.13 Regulations set out what types of household waste are defined as chargeable bulky household items. The Council do collect such items where payment of the charges set out in the Council's Fees and Charges Book is made before the collection.

4.14 Items to be collected must be placed at the front of the property unless an alternative collection is agreed by the Council, before the collection day. The items must not be placed on the highway. The items will be collected between 7am – 5pm on the day notified for the collection. If assistance is needed to remove an item from within the property this must be agreed by the Council at the time the request is made prior to the day of collection.

Trade and Commercial Waste

4.15 The Council do not provide a collection service for trade or commercial waste.

4.16 The Council will investigate and take enforcement action where trade or commercial waste is found in household waste.

Appendix 2

Wheeled bin charging by Local Authorities in Hampshire

Authority	Refuse	Recycling	Comments
Fareham	£30.00	Free of charge	Replacement refuse bin provided free of charge with crime reference number
Havant	£29.00 - 240 £24.00 - 140	£29.00 - 240 £24.00 - 140	Charge for Replacement bins
East Hants	£26.45	£26.45	
Portsmouth	N/A	Free of charge	Sack collections only for refuse
Eastleigh	£25.00	£25.00	
Southampton	Free of charge	Free of charge	
New Forest	N/A	N/A	Sack collections only
Test Valley	£25.00	£25.00	
Winchester	240 - £22.11	Free of charge	In addition a charge of £5.00 is made for delivery
Hart	240 - £56.50 140 - £39.50	240 - £25.00 140 - Free	Upgrade to 240 refuse only- £29.00
Basingstoke & Deane	£25.56	Free of charge	Replacement refuse bin provided free of charge with crime reference number
Rushmoor	Free of charge	Free of charge	

All information obtained from websites or Council helpdesks - July 2013