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## SCRUTINY BOARD (CITIZENS AND COMMUNITIES)

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Meeting to be held in Civic Hall, Leeds, LS1 1UR on  
Monday, 12th September, 2016 at 10.00 am

*(A pre-meeting will take place for ALL Members of the Board at 9.30 a.m.)*

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### MEMBERSHIP

#### Councillors

B Anderson (Chair) Adel and Wharfedale;  
C Campbell Otley and Yeadon;  
R Grahame Burmantofts and Richmond Hill;  
M Harland Kippax and Methley;  
G Hyde Killingbeck and Seacroft;  
J Illingworth Kirkstall;  
K Maqsood Gipton and Harehills;  
M Robinson Harewood;  
R. Stephenson Harewood;  
K Wakefield Kippax and Methley;  
N Walshaw Headingley;

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*Please note: Certain or all items on this agenda may be recorded*

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**Agenda compiled by:**  
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**Scrutiny Support Unit**  
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**Principal Scrutiny Adviser:**  
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# A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p><b>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</b></p> <p>To consider any appeals in accordance with Procedure Rule 25* of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded).</p> <p>(* In accordance with Procedure Rule 25, notice of an appeal must be received in writing by the Head of Governance Services at least 24 hours before the meeting).</p>	
2			<p><b>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</b></p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p><b>RESOLVED –</b> That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:</p> <p><b>No exempt items have been identified.</b></p>	

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3			<p><b>LATE ITEMS</b></p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p>	
4			<p><b>DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS</b></p> <p>To disclose or draw attention to any disclosable pecuniary interests for the purposes of Section 31 of the Localism Act 2011 and paragraphs 13-16 of the Members' Code of Conduct.</p>	
5			<p><b>APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES</b></p> <p>To receive any apologies for absence and notification of substitutes.</p>	
6			<p><b>MINUTES - 25TH JULY 2016</b></p> <p>To confirm as a correct record, the minutes of the meeting held on 25<sup>th</sup> July 2016.</p>	1 - 4
7			<p><b>SCRUTINY INQUIRY INTO MIGRATION IN LEEDS - FORMAL RESPONSE AND UPDATE</b></p> <p>To receive a report from the Assistant Chief Executive (Citizens and Communities) presenting the formal response and update to the recommendations arising from the earlier Scrutiny inquiry into Migration in Leeds.</p>	5 - 28
8			<p><b>SCRUTINY INQUIRY INTO THE DEVELOPMENT OF COMMUNITY COMMITTEES - FORMAL RESPONSE</b></p> <p>To receive a report from the Head of Governance Services presenting the formal response to the recommendations arising from the Scrutiny Inquiry into the development of Community Committees.</p>	29 - 36

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9			<p><b>PERFORMANCE REPORT (Q1)</b></p> <p>To receive a report from the Assistant Chief Executive (Citizens and Communities) presenting performance information relevant to the Board's remit.</p>	37 - 68
10			<p><b>LEEDS ADVICE CONSORTIUM</b></p> <p>To receive a report from the Assistant Chief Executive (Citizens and Communities) regarding services provided by the Leeds Advice Consortium.</p>	69 - 76
11			<p><b>WORK SCHEDULE</b></p> <p>To consider the Board's work schedule for the forthcoming municipal year.</p>	77 - 100
12			<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>Monday, 10 October 2016 at 10.00 am (Pre-meeting for all Board Members at 9.30 am)</p>	

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			<p><b>THIRD PARTY RECORDING</b></p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts on the front of this agenda.</p> <p>Use of Recordings by Third Parties – code of practice</p> <ul style="list-style-type: none"> <li>a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.</li> <li>b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.</li> </ul>	

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## SCRUTINY BOARD (CITIZENS AND COMMUNITIES)

**MONDAY, 25TH JULY, 2016**

**PRESENT:** Councillor B Anderson in the Chair

Councillors C Campbell, R Grahame,  
G Hyde, J Illingworth, K Maqsood,  
K Renshaw, R. Stephenson, K Wakefield,  
N Walshaw and Wilkinson

### **20 Late Items**

The following late and supplementary information was submitted to the Board:

- Agenda item 8 – Draft terms of reference in relation to the Scrutiny Board's forthcoming Inquiry into the development of a revised Council Tax Support scheme.

The above information was not available at the time of agenda despatch, but was subsequently made available on the Council's website.

### **21 Declaration of Disclosable Pecuniary Interests**

There were no disclosable pecuniary interests declared to the meeting.

### **22 Apologies for Absence and Notification of Substitutes**

Apologies for absence were submitted by Councillors M Harland and M Robinson. Notification had been received that Councillor K Renshaw was to substitute for Councillor M Harland and Councillor G Wilkinson for Councillor M Robinson.

### **23 Minutes - 27th June and 6th July 2016**

**RESOLVED** – That the minutes of the meetings held on 27<sup>th</sup> June and 6<sup>th</sup> July 2016 be approved as a correct record.

### **24 Universal Credit Scrutiny recommendations - formal response and progress.**

The report of the Assistant Chief Executive (Citizens and Communities) presented a formal response and update on the progress made in implementing the recommendations arising from the recent Scrutiny Inquiry into Universal Credit.

The following were in attendance for this item:

Draft minutes to be approved at the meeting  
to be held on Monday, 12th September, 2016

- Councillor Debra Coupar, Executive Member for Communities
- Steve Carey, Chief Officer Welfare and Benefits
- Jane McManus, Project Manager, Council Tax Support
- Simon Swift, Service Manager, Environment and Housing
- Alison France, Employer and Partnerships Manager (Leeds), Jobcentre Plus
- Simon Betts – Partnership Manager (Leeds), Jobcentre Plus

The key issues raised were as follows:

- Members discussed the sanctions process linked to Universal Credit and the need for individuals to be given accurate and timely advice regarding support mechanisms such as the hardship scheme.
- Members identified the importance of hearing directly from individuals impacted by Universal Credit sanctions as part of the ongoing evaluation of the Universal Credit programme and requested that this be raised directly with the Chair of the Work and Pensions Committee, Frank Field MP.
- Members sought clarification regarding the timelines for backdating benefit claims.
- Members acknowledged the recent announcement that the national schedule for the Universal Credit scheme had been extended by a further 12 months, with a new completion deadline of 2022.
- It was noted that the Chief Officer (Welfare and Benefits) would be analysing the potential implications of this delay to Leeds families and would also report back on the findings of the national Public Accounts Committee in relation to costs associated with the roll out of Universal Credit.
- The Board was pleased to note that the Council continues to maintain a positive relationship with Jobcentre Plus and other key partners, such as the Citizens Advice Bureau, in managing the administration of Universal Credit in Leeds.

#### **RESOLVED –**

- (a) That the report be noted and the above requests for further information/clarification be reported back to the Board as soon as possible.
- (b) That the Board continues to track the Scrutiny recommendations, with a further update scheduled within the next 6 months.

## **25 Council Tax Support Scheme**

The report of the Head of Scrutiny Support presented draft terms of reference relating to the Board's forthcoming inquiry into the development of a revised Council Tax Support scheme. In accordance with this, the Board received a presentation from the Chief Officer (Welfare and Benefits) on the main issues surrounding the Council Tax Support scheme and the development of an alternative scheme that utilises the Universal Credit needs assessment. The



Board also discussed the processes linked to the formal public consultation surrounding proposed changes to the scheme.

The following were in attendance for this item:

- Councillor Debra Coupar, Executive Member for Communities
- Steve Carey, Chief Officer Welfare and Benefits
- Jane McManus, Project Manager, Council Tax Support
- Alison France, Employer and Partnerships Manager (Leeds), Jobcentre Plus
- Simon Betts – Partnership Manager (Leeds), Jobcentre Plus

The following key areas were discussed by the Board:

- The potential implications and costs associated with not reforming the current Council Tax Support scheme.
- The potential benefits of simplifying the current scheme that utilises the Universal Credit needs assessment.
- An overview of what people pay now and what they would pay under the new scheme.
- The general characteristics of those that would gain and lose out under the new scheme.
- An overview of existing protections currently in place and associated costs for maintaining these protections. It was also acknowledged that the number of protected claimants has continued to increase since first introduced in 2013 (from 13,286 to 21,793).
- The potential for reviewing existing protections and introducing a discretionary hardship scheme. It was noted that this would be considered in more detail as part of the Board's inquiry.
- The Board requested further clarification surrounding the transitional options available and also the potential impact of the Government's announcement to delay completion of the Universal Credit roll out.
- The need for greater clarity and publicity to help increase take up of Pension Credit. Clarification was also sought surrounding plans to move Housing Benefit claims into Pension Credit.
- The potential implications surrounding plans for devolved business rates.
- Reference was made to the Devolution arrangements with the Greater Manchester Combined Authority, which includes additional funding and powers to assist people back into work. Linked to this, the Board sought clarification of current initiatives aimed at improving the integration of local services that will assist more people into work.
- It was noted that the public consultation exercise relating to the revised Council Tax Support scheme would be undertaken over the next 2-3 months. This was being targeted at those likely to be affected by the changes and would also involve all Elected Members and the relevant advice agencies.
- Members recognised the importance of ensuring that the messages are kept simple as part of the consultation exercise and that the main focus is

around gauging opinion about simplifying the scheme and the potential for revising the current scheme of protections.

**RESOLVED –**

- (a) That the report and presentation be noted.
- (b) That the terms of reference for the Board's Inquiry into the development of a revised Council Tax Support scheme be approved.
- (c) That the Principal Scrutiny Adviser, in liaison with the Chair, identifies and communicates details of future evidence gathering sessions linked to this inquiry.

(Councillor N Walshaw left the meeting at 11.05 am during the consideration of this item)

(Councillor K Wakefield left the meeting at 11.10 am during the consideration of this item)

**26 work schedule**

The report of the Head of Scrutiny Support invited Members to consider the Board's work schedule for the municipal year.

The Chief Officer Welfare and Benefits reminded the Board that consideration was currently being given to future changes to the Leeds Advice Consortium. It was agreed that the Board would receive a briefing on this at its September meeting.

**RESOLVED –**

- (a) That the work schedule be noted.
- (b) That the Board receives a briefing on the future changes to the Leeds Advice Consortium at its September 2016 meeting.

**27 Date and Time of Next Meeting**

Monday, 12<sup>th</sup> September 2016 at 10 am (Pre-meeting for all Board Members at 9.30 am)

(The meeting concluded at 11.30 am)



Report author: Anne McMaster Tel: 0113 39 50432
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## Report of Assistant Chief Executive Citizens and Communities

### Report to Scrutiny Board (Citizens and Communities)

**Date: 12 September 2016**

**Subject: Response to Scrutiny Board's recommendations in relation to Migration in Leeds.**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

## 1.0 Summary

- 1.1 Citizens and Communities Scrutiny Board undertook work in 2015/16 in relation to migration in Leeds. A working group meeting was held in January 2016, and a summary note of this, with recommendations, was formally considered by the full Scrutiny Board on 14 March 2016.
- 1.2 The summary note with agreed recommendations is attached at Appendix A and this paper provides responses/progress in relation to each of the recommendation made.

## 2.0 Recommendation

- 2.1 Members of Scrutiny Board are asked to note and comment on the work which is taking place following their recommendations.

### **3.0 Purpose of this report**

3.1 To provide information in response to the recommendations made by Citizens and Communities Scrutiny Board, as detailed in the attached summary note.

### **4.0 Background**

4.1 At its meeting on 15<sup>th</sup> October 2015, the Citizens and Communities Scrutiny Board considered a report from the Assistant Chief Executive (Citizens and Communities) which provided background information on Leeds' position in relation to migration; the positive response from Leeds to the Government call for support for Syrian refugees; and key areas of work and challenges within relevant services.

4.2 Following from this, and to undertake further Scrutiny of the issues surrounding migration in Leeds, and particularly in relation to the growth of EU citizen migration, a Scrutiny Board working group meeting was held on 19 January 2016. This explored in more detail current work and what more might need to be done to alleviate pressures on services.

4.3 The outcomes of the Scrutiny Board working group were discussed on 14 March at the Citizens and Communities Scrutiny Board, and this paper provides a response to the recommendations agreed there (and detailed in the summary note at Appendix A).

### **5.0 Main Issues**

5.1 The following show the responses from services in relation to each of the recommendations made by the Citizens and Communities Scrutiny Board

**Desired Outcome** – That there is a strategic and co-ordinated response to migration in Leeds that is underpinned by a city-wide approach towards intelligence gathering and data sharing.

**Recommendation 1** – That the Executive Board:

- (i) supports the principle of urgently establishing a citywide Migration Strategy Group, involving other key Leeds partners, to provide a strategic and co-ordinated response to migration in Leeds based on robust local intelligence gathering and data sharing.
- (ii) nominates a Lead Director and Executive Member to establish, co-ordinate and champion the work of the Migration Strategy Group.
- (iii) tasks the nominated Lead Director and Executive Member to establish absolute clarity in terms of what the Leeds 'support' is to new migrants coming to the city and reports back to the Executive Board in this regard.

**Response:** A report is going to 21 September Executive Board which outlines the following:

- Officers welcome the impetus from members to establish a citywide migration group. Good practise working has been established through the Cross Council Migration Group and the Refugee Task Force, and the best components of these have been brought together to inform the development of the Leeds Strategic Migration Board. This Board had its first meeting on 8 June where the terms of reference (Appendix B) were agreed. It is a partnership Board and at its first meeting it raised the following issues for future focus: unaccompanied asylum seeking children, destitution, provision of housing matching school places, cohesion and integration, and changing demographics.
- The Board has been established by James Rogers, Assistant Chief Executive, and supported by Councillor Coupar, Executive Member for Communities. The work of this Board will report into the Communities Board which has overall responsibility for migration partnership issues and includes political representation from the three main parties.
- Work is taking place in the Communities Team to articulate the Leeds Offer to new migrants to the city, and this will be reported back to the Executive Board in 2017.

**Desired Outcome** – That there is greater understanding of changing demography in localities to help inform local service provision aimed at tackling a range of multi layered issues.

**Recommendation 2** – That the Assistant Chief Executive (Citizens and Communities) leads on working closely with Community Committees to identify lessons from existing community based initiatives across the city that seek to provide localised solutions to local problems and use this knowledge to develop a model of good practice that promotes a greater understanding of changing demography in localities in order to inform local service provision aimed at tackling a range of multi layered issues.

**Response:** At the heart of the Stronger Communities Breakthrough project is the ambition that communities in Leeds are:

- confident about change,
- not threatened by others,
- able to welcome newcomers,
- the catalysts for change in their local communities, working with community committees to provide localised solutions to local problems.

There are many examples of where community committees have addressed local problems and identified and implemented local solutions. In addition, community conversations have led to increased connectivity and understanding of changing communities, different needs at a local level and how this impacts on the community as a whole. This has resulted in, for example, supporting conversational English classes; a focus on how to connect better with the Roma community needs; recognising community

tensions around young people and developing a programme of work to address this; funding local projects delivered by local organisations which are inclusive organisations but particularly sensitive to the needs of new migrant communities; funding human trafficking training for local organisations in response to community conversations and concerns; and funding a worker to undertake community capacity building activity.

The work has been informed by communities and delivered working in close partnership with third sector organisations. Closer links are being made between the soft and hard intelligence and service delivery and it is now timely to ensure that there is structured learning and sharing of this work in order to further inform improvements at a locality level. These and other examples will be used to extract good practice on what works so that we can use this learning to inform the re-design of neighbourhood level services.

A better understanding of demographics and the changes taking place is essential to ensure appropriate service provision, at the right time in the right place. Changes in some communities have been dramatic over the last decade. Work is taking place to develop area profiles which can provide a spotlight on changes.

There is considerably more work to do in this area and a council demographics group has been established to take this forward. In addition there are conversations with the Universities to better understand how academic research can also inform the picture. It is clear that this area will be difficult to provide a definite answer to, and will be continually changing. Nevertheless the combination of hard and soft data (collected through community development and other work) should provide sufficient intelligence to inform service delivery and to consider future needs. There are already examples of this unfolding within community hubs and how these are better understanding the changing demographics of their customers and meeting their needs.

**Desired Outcome** – That a wide range of frontline staff across the Council are equipped with the knowledge to assist in identifying vulnerable migrants and signposting them to appropriate services including those commissioned through Public Health.

**Recommendation 3** – That the Director of Public Health works closely with other directorates to identify appropriate measures for disseminating information that will encourage a wider range of frontline staff across the Council to assist in identifying vulnerable migrants, as well as other vulnerable citizens in Leeds, and signposting them to appropriate services including those commissioned through Public Health.

**Response:** Training is taking place to ensure that the needs of different communities are recognised and addressed. There is good uptake for the Introduction to Health and Wellbeing course aimed at front line staff and which is run monthly. The course assists staff to identify citizens who have particular vulnerabilities and challenges (including migrants) and to consider the particular needs of the population that staff are working with, in order to tailor public health messages appropriately and to signpost to appropriate Public Health commissioned services. Attendees are given a resource pack to support them and are directed to further resources on-line.

This course also raises awareness of frontline staff about Public Health services including the offer of Hepatitis B and Hepatitis C screening in GP practices in high prevalence areas (funded by the CCGs), HIV screening for new patients registering with a GP (funded by the Elton John Fund), and increased latent TB testing (funded by NHS England) and targeted work for migrant sex workers around their sexual health

Current Healthy Living Services (NHS) are strengthening their presence in Community Hubs, starting with Armley as an initial pilot. This will improve their visibility to vulnerable groups using the Hub, including migrants. Joint working within the Community Hub will lead to better signposting by all involved to a range of services as appropriate.

A Migrant Network event was held in April 2016 for Public Health staff. One aim of this was to support consideration of migrants needs as part of commissioning, and in programmes with partners including work other LCC directorates.

The important role that commissioned services play in relation to raising awareness of, and meeting the needs of, migrants is recognised. Commissioned services e.g. the recommissioning of Healthy Living Services in Leeds has this embedded in the specification and specifically includes the requirement for the Leeds Integrated Healthy Living Service to be responsive to the needs of new migrant communities, and to provide outreach to people not using the service, with migrants as a specific target group. It also requires the provider to outreach to people not using the service with migrants as a specific target group.

Similarly, Community Health Development Services are currently being re-commissioned by Public Health and will take account of the needs of migrants in localities.

Migration Yorkshire is providing 22 training courses over the next 2 years to council staff to raise awareness of migration and the needs of migrants. This training will be tailored to the needs of the directorate/services and conversations are currently taking place in relation to this. This will ensure appropriate signposting information for all services.

**Desired Outcome** – Working in partnership with schools and colleges in providing appropriate learning environments that meet the needs of migrant children.

**Recommendation 4** – That the Director of Children’s Services engages with local schools and colleges to:

- (i) explore opportunities and share existing good practice for providing alternative learning environments for those migrant children aged 14 and 15 who may be struggling to get a GCSE qualification, particularly when English is not their first language.
- (ii) identify and offer support, where appropriate, to parents of migrant children in terms of accessing local adult learning opportunities and particularly ESOL related provision.

**Response:** As the diversity of Leeds schools continues to grow, it becomes more important for the city to adapt teaching and learning strategies to meet the needs of the 30% of the population (in primary school), who are from BME communities. Children’s

Services are constantly looking at new ways to do this and to support children and young people with English as an Additional Language

There is a significant amount of support in schools for these children and young people through, for example, initial assessment, induction, teaching and learning strategies. In addition, signposting information is available to organisations and local community groups for additional pastoral support. Schools can also refer children with specific targets to homework clubs run by the supplementary schools that are registered with the council for additional help. A member of cluster staff has been seconded on a part-time basis to ensure schools can build their capacity to work effectively with pupils who have English as an additional language

The Young Interpreters scheme has been developed to encourage schools and supplementary schools to use their pupils as buddies and support translation activities. In addition, a pilot is in place to connect schools with students from Leeds Trinity University. These 16 students will go into Leeds' schools that have been identified with new to English or EAL provision to provide additional support..

Schools are encouraged to develop their systems and processes for the induction of new pupils to ensure that there is a programme of learning in the form of an individual learning plan for new arrivals, whereby the student can access interventions that are focused on English language acquisition. The communication and engagement with peers based in school both in lessons and informally with peers significantly aids language development. The recreation time in schools, after school activities, and extra-curricular activities are all excellent sources of learning and immersion.

We are always exploring alternative ways of ensuring that each and every child achieves their full potential, and will continue to do, being cognisant of the additional challenges faced by children and young people who have English as an additional language.

Conversations are currently taking place with Leeds City College to explore an offer for young (age 14 plus) newly arrived migrants to consider whether and how their needs could be met and their potential fulfilled through working with the college.

We currently share information with schools on the Leeds Education hub website, termly senior and Headteacher briefings and provide updates on activities for migrant parents in our closing the gap booklet. Learning partnerships with parents and communities is an important aspect of supporting migrant communities to access learning and achieve. Work of the learning improvement 'closing the gap for BME and EAL' specialists covers a range of activities and support to parents of migrant children;

- Promotion of ESOL classes across Leeds in primary and secondary networks (including signposting to the Learning English Leeds website)
- Links with schools of Sanctuary - Primary and Secondary
- Course development and resource gathering to enable schools to work effectively with Roma pupils
- Training courses and networking for schools and supplementary schools (primary and secondary), volunteers and parents
- Signposting and promoting information with families (GRT early years)
- Providing funding to support homework, literacy and numeracy clubs at KS1 & 2



- Working in partnership with our commissioning officer for migrant access to share information with schools.
- Awareness raising at all our courses of how schools can support and include parents
- Resourcing eg. Translated letters and dual language resources
- Developing welcome booklets for parents in partnership with schools of sanctuary
- to start a parent volunteer programme and have a good model where previous volunteer parents with bilingual skills are now employed as family support workers.

As part of a wider piece of work, research is taking place to understand the advice, advocacy and service provision available for migrant children and young people. This will then help inform where there are gaps in provision and options for addressing these. Once completed, the outcomes will be shared widely, along with examples of existing good practise.

**Desired Outcome** – That there is a full comprehensive overview of ESOL provision in Leeds that is maintained and accessed via the Learning English in Leeds website.

**Recommendation 5** – That the Assistant Chief Executive (Citizens and Communities) takes the lead in undertaking a full comprehensive overview of ESOL provision in Leeds and supports, as appropriate, the Migrant English Support Hub (MESH) to ensure that the details of such provision continues to be maintained and accessed via the Learning English in Leeds website.

**Response:** As part of the work to understand what support Leeds should offer to migrants, consideration is being given to the provision of, and need for, English language support. This work will take account of both the amount and the level of English language that is available, and assess gaps. The updated Learning English in Leeds website (developed by the Migrant English Support Hub) is being launched in December and provides useful and accessible details. The council has fully supported this work and is continuing to help the project to achieve long term sustainability.

**Desired Outcome** – That there is a shift towards the development of a longer term national strategy on Migration that is underpinned by more accessible and sustainable sources of funding.

**Recommendation 6** – That the Assistant Chief Executive (Citizens and Communities) works with Migration Yorkshire in lobbying the Immigration Minister for the development of a longer term national strategy on Migration that is underpinned by more accessible and sustainable sources of funding.

The Assistant Chief Executive continues to work closely with Migration Yorkshire to ensure that the Home Office and the Immigration Minister are aware of, and can take account of the needs of Leeds when developing strategies and considering funding. There is a good and productive relationship between Migration Yorkshire, who take the lead regionally, and national government. Current joint working is taking place on the development of the new Controlling Migration Fund.

**Desired Outcome** – That the additional government funding provided to schools in supporting the education and welfare of eligible migrant children is accessed immediately and continues to follow the child throughout any school transfers.

**Recommendation 7** – That the Director of Children’s Services works with local schools in lobbying the Department for Education to review its existing funding arrangements to ensure that the additional funding available to schools in supporting the education and welfare of eligible migrant children is accessed immediately and continues to follow the child throughout any school transfers.

The main sources of funding for schools are:

- the Dedicated Schools Grant (DSG)- this is the main source of funding available for the education of all children and young people.
- the Pupil Premium Grant (PPG) – this is specifically aimed at raising the attainment of disadvantaged pupils.

A schools census is taken each term and funding is distributed to schools by formula, based on the October and January census:

- school funding from the DSG is based on data taken from the October census. The October 2015 census data was used to calculate schools’ funding for the 2016-17 financial year. For those pupils joining after October 15 no funding is distributed until April 2017.
- pupil premium is available for looked after children (unaccompanied asylum seeking children are part of this cohort) and those eligible for free school meals, and is based on data taken from the January census. The January 2016 census data generates pupil premium funding for the 2016-17 financial year. For those pupils joining after January 16 funding is accessed in April 17.

Children and young people joining after the census dates do not attract any funding in the following financial year, unless they have had a special educational needs assessment and are eligible under the Funding for Inclusion criteria. Equally if a child is on the school’s census, and leaves the following day, the school keeps the funding until the following financial year.

Under the current Syrian Resettlement Scheme £4,500 (age 5-18), £2,250 (age 3-4) has been allocated to each child for their first year’s educational funding. This funding is paid to schools when the children and young people enter the system and is not restricted to the start of the year, but must be spent within the year.

There have been significant demographic changes over the last few years and the likelihood is that this will continue. The Director of Children’s Services is mindful of the pressure that is put on schools by not being able to access funding for in-year changes and is working with other local authorities to address this.

**Desired Outcome** – That timely and accurate national intelligence surrounding the movement of EU migrant citizens is shared with local authorities to assist in projecting and addressing key service demands such as schools places, housing and health and social care provision.

**Recommendation 8** – That the Assistant Chief Executive (Citizens and Communities) works with Migration Yorkshire in lobbying the Home Office and UK Border Agency to provide accurate and timely national intelligence surrounding the movement of EU migrant citizens that can be accessed easily by local authorities to assist in projecting and addressing key service demands such as schools places, housing and health and social care provision.

Whilst there are ongoing conversations to at all levels to better understand this picture it is recognised that this intelligence is difficult to gather at a local level. This is due in part to reliance on national insurance data and also on the free movement of people within the country. The newly formed Leeds Strategic Migration Board is conscious that there is a need for further intelligence and will be exploring this further as part of their work programme. In addition there is considerable amount of community intelligence which can be established at a locality level, as part of area profiles and community development knowledge. Ways to capture and use this are being considered.

## **7.0 Corporate Considerations**

**7.1 Consultation and Engagement** – this report provides an overview of work that has taken place and so there is no relevant consultation and engagement to take place.

**7.2 Equality and Diversity / Cohesion and Integration** – equality is at the heart of the migration work and it has taken equality and diversity into account.

**7.3 Council policies and the Best Council Plan** – Leeds is a welcoming and compassionate city and the recommendations in this support those values.

**7.4 Resources and value for money** – There are no additional costs involved in this work.

**7.5 Legal Implications, Access to Information and Call In** - There are no specific legal implications or access to information issues with this report.

**7.6 Risk Management** – Specific service risks are identified and addressed as appropriate by the service.

## **8.0 Conclusion**

**8.1** Officers have welcomed the approach that Scrutiny has taken in relation to this area and it is believed that the responses above will provide reassurance that the recommendations have helped to inform and promote future working in this area.

**9.0 Recommendation**

9.1 Members of Scrutiny Board are recommended to note the contents of this report

**10.0 Background documents<sup>1</sup>**

10.1 There are no specific background documents linked to this report.

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

## **Citizens and Communities Scrutiny Board Migration**

### **Summary Note of the Working Group Meeting held on Tuesday 19<sup>th</sup> January 2016 and agreed recommendations**

#### Introduction

1. At its meeting on 15<sup>th</sup> October 2015, the Citizens and Communities Scrutiny Board considered a report from the Assistant Chief Executive (Citizens and Communities) which provided background information on Leeds' position in relation to migration; the positive response from Leeds to the Government call for support for Syrian refugees; and key areas of work and challenges within relevant services.
2. In conclusion, the Scrutiny Board expressed an interest in undertaking further Scrutiny of the issues surrounding migration in Leeds and particularly in relation to the growth of EU citizen migration. A Scrutiny Board working group meeting was therefore held on 19<sup>th</sup> January 2016 to explore in more detail what work is taking place and what more might need to be done to alleviate pressures on services, with a particular focus on the following service areas:
  - Housing
  - Public Health
  - Health and Social Care
  - Community Safety
  - Children's Services
  - Employment and Skills
3. This working group meeting was attended by the following individuals:
  - Councillor Barry Anderson - Chair of the Scrutiny Board
  - Councillor Colin Campbell – Member of the Scrutiny Board
  - Councillor Ron Grahame – Member of the Scrutiny Board
  - Councillor Mary Harland – Member of the Scrutiny Board
  - Councillor Graham Hyde - Member of the Scrutiny Board
  - Councillor John Illingworth - Member of the Scrutiny Board
  - Angela Brogden - Principal Scrutiny Adviser
  - Shaid Mahmood, Chief Officer for Communities
  - Anne McMaster, Executive Officer (Partnerships), Citizens and Communities
  - Jane Hopkins, Head of Communities and Partnerships, Employment and Skills
  - Janette Munton, Head of Public Health Partnerships and Projects
  - Maxine Naismith, Head of Specialist Services - Adult Social Care
  - Rob McCartney Head of Housing Support, Housing Leeds
  - Jim Hopkinson, Head of Service Targeted Services, Children's Services
  - David Brown, Migration Yorkshire
  - Inspector Nick Berry, Safer Leeds

4. This summary note sets out the key issues arising from the working group's discussion and the associated recommendations agreed by the Citizens and Communities Scrutiny Board during its meeting on 14<sup>th</sup> March 2016.

## Summary of key issues

### The need for a strategic and co-ordinated response to migration in Leeds

5. The Citizens and Communities directorate took the lead in working with other relevant directorates to produce a briefing paper setting out key issues and challenges facing particular service areas to help inform the working group's discussion. Each service area was considered in turn and this summary note sets out the particular issues raised by the working group in relation to these separate service areas.
6. However, throughout its discussions the working group acknowledged an emerging theme around individual services having access to migrant 'families' and therefore information that other services and agencies would benefit from knowing about, particularly as many new migrants will have a range of multi-layered issues. The working group therefore agreed that further work was needed to provide a more strategic and co-ordinated response to migration in Leeds. The working group recognised the huge benefits to be gained by having a strategic oversight of the significant levels of local intelligence already available from a wide variety of evidence bases. In particular, this would provide a more comprehensive and holistic picture of the issues facing migrants in Leeds which in turn would enable services to detect gaps in provision and also provide a more robust evidence base to assist in any future funding bids or in maximising existing resources.
7. The working group therefore discussed the benefits of establishing a Migration Strategy Group, championed by a lead director and Executive Board Member, to provide strategic oversight and direction underpinned by robust local intelligence gathering and data sharing. Linked to this, the working group also emphasised the need to establish absolute clarity in terms of what the Leeds 'support' would be to new migrants coming to the city.
8. By having this holistic view, the working group also acknowledged that the Council would be better equip to recognise and respond to potential tensions with localities in a measured way, taking learning forward as it goes along. Linked to this, the working group also discussed the benefits of bringing key services together in small neighbourhoods as well as acknowledging the challenges and complexities often associated with this approach.

### Improving and promoting the integration of services at a neighbourhood level

9. The working group acknowledged that there are areas within the city that are often targeted for migrants to locate due to low cost housing which can cause a range of social and economic issues for the migrants and the local communities. As such, the working group agreed that a more focused understanding of demographics and issues within an area would help to tackle a range of layered issues. In particular, the working group discussed the benefits of adopting a more localised approach in

tackling emerging community safety issues such as domestic violence, Child Sexual Exploitation, missing children, human trafficking and female genital mutilation.

10. Examples were shared with the working group of the continual work in localities to promote the City's ambition and commitment to be compassionate and for communities to work well together.
11. Linked to this, reference was also made to a new 'Strong Communities Benefitting from a Strong City' Breakthrough project which aims to develop a refreshed partnership approach towards improving integration and community resilience between new and more established communities. This will involve looking more closely at the way the Council and its partners integrate services at a neighbourhood level and the associated leadership and management of these services. The working group therefore welcomed and supported this new breakthrough project and requested that the Scrutiny Board also be kept informed of its progress.

#### Improving standards within the Private Rented Sector

12. The working group noted that the private rented sector (PRS) has been the fastest growing housing sector over the last decade. The 2011 census placed the sector at 18% of the Leeds housing market and this sector now outstrips the council housing sector in size.
13. Everyone who applies for social housing has to be assessed against the eligibility criteria and the working group learned that in relation to EU citizens, they would need to satisfy stringent employment criteria in order to be eligible for social housing. As such, many EU migrants will use private rented housing accommodation and in doing so, are more vulnerable to poorer housing standards.
14. There are currently in the region of 60,000 privately rented properties in Leeds of which only 2,800 of these are licensed Houses of Multiple Occupation (HMOs). In discussing the challenges faced by the Council's Private Rented Sector Housing Team in monitoring standards within this sector, particular reference was made to the wider work undertaken by the PRS Housing Team called 'The Leeds Neighbourhood Approach'. This is a multi-agency targeted area based initiative. This approach focuses on tackling poor standards of housing management and bringing empty homes into use in the most challenging areas of PRS housing across the city. In addition, the working group also welcomed the work being undertaken to strengthen links between the PRS Housing Team and Housing Options to ensure that whilst enforcement action is being pursued against a rogue landlord, the tenant is found suitable alternative accommodation.
15. Particular reference was also made to the new Housing and Planning Bill 2015. The private rented sector regulatory proposals in the Bill are the government's response to its consultation paper of August 2015 entitled "Tackling Rogue Landlords and Improving Standards in the Private Rented Sector. The Bill therefore contains a number of proposals to increase the regulatory responsibility of Local Authorities which includes the following:

- A proposal to introduce Banning Orders to prevent a person from letting housing in England, engaging in letting agency work and engaging in property management. The Secretary of State will issue regulations setting out the offences that will lead to a Banning Order. The Order will be for a minimum of six months and no upper limit is set in the Bill.
  - The government proposes to establish a national database of rogue landlords and letting agents. Local Authorities will be responsible for its maintenance and editing. All landlords or letting agents subject to a Banning Order will be placed on the database and Local Authorities can add other landlords and letting agents to the database.
  - The Bill will extend Rent Repayment Orders to a Local Housing Authority so that where a landlord commits certain offences rent paid by the tenant or Housing Benefit or Universal Credit paid to the tenant can be claimed back by the Local Housing Authority.
  - The fit and proper person test for people who apply for HMO and other rented property licenses has been amended to ensure that the applicant has the right to remain in the United Kingdom and is not bankrupt.
  - The Local Authority is being given greater flexibility to issue fines as an alternative to prosecution for certain offences under the Housing Act 2004.
16. Whilst these changes are to be welcomed, the working group acknowledged that much of the detail surrounding the proposals was still missing. For example, clarity was needed about who will manage the properties of anyone receiving a Banning Order? Also in terms of the logistics of maintaining a national register of rogue landlords as landlords portfolios often cross Local Authority boundaries. It is anticipated that the production of regulations to support the Bill will add the necessary clarity.
17. In the meantime, the working group emphasised the importance of continuing the efforts of the PRS Housing Team in working with Elected Members and other key partners in being very forensic about targeting local neighbourhoods and streets where there are particular difficulties. The working group recognised the added value of conducting wider promotional work too in helping raise greater awareness and uptake of existing home improvement grants available to landlords to help bring their properties up to the decency standard. As well as targeting landlords, the working group also acknowledged the value of proactively encouraging tenants to come forward and inform the Council about poor standards of accommodation so that timely action can be taken to deal with the landlord and, if necessary, re-house the tenant in more suitable accommodation.
18. All efforts to improve the private rented sector will inevitably have an impact on safeguarding EU migrants and therefore the working group recognised Housing as being a key contributor as part of any new Strategy Group. In the meantime, the working group was pleased to learn that the Environment and Housing Scrutiny Board continues to regularly monitor the performance of the Environment and Housing Directorate in relation to the private rented sector and will also be



maintaining a watching brief surrounding the implications arising from the Housing and Planning Bill 2015.

Promoting a collective responsibility towards identifying and signposting migrants to appropriate public health commissioned services.

19. The working group was pleased to learn that the Health Protection Board in Leeds, that is accountable to the Health and Wellbeing Board, has recently identified one of its seven priorities as being Migrant Case Finding. The focus of this is around partnership working with all relevant agencies so that migrants are not just encouraged to self-refer but are helped in accessing appropriate public health services.
20. It was highlighted that migrants living in particularly deprived areas would have access to the broad services normally commissioned around healthy living and addressing the wider determinants that impact on health in those particular communities. In addition, it was noted that a wide range of frontline staff and agencies are also being encouraged to support the referral of migrants to appropriate health services using established pathways and mechanisms. However, there was also a recognition that more could be done to actively encourage more frontline staff across the council to assist in identifying vulnerable migrants and signposting them to where they can access appropriate services, including public health commissioned services.
21. Linked to this, the working group noted that Healthy Living Services across the city are currently in the process of being re-commissioned and that the model being promoted is broad based involving agencies and partners across the city, particularly those that outreach across communities and target the needs of communities much more than they are at the moment.

Improving projections for future demand needs for adult social care provision

22. The working group learned that whilst the mental health of asylum seekers and migrants is not currently presenting itself as a significant issue for Adult Social Care, the service is anticipating that the demand upon assessment and support planning or appropriate sign posting will grow over time. It was also felt that many migrants may well be suspicious of presenting themselves to services such as Adult Social Care and therefore a significant number of migrants coming into Leeds may already be requiring support but are currently unknown by Adult Social Care.
23. The working group learned that the service is already projecting an influx of young adults that have previously received services from Children's Services and will now be moving into the remit of Adult Social Care. However, more generally it was recognised that the service needs to work closely with partners to gain a better understanding of future demand needs for adult social care provision and what the resource implications of this would be. Linked to the issues already raised around developing a more strategic approach towards migration, it was recognised that this service would benefit hugely from having a more comprehensive and holistic picture of the issues facing migrants in Leeds which in turn would enable it to detect service

demand needs and also have the evidence base to assist in any future funding bids or in maximising existing resources.

### Measures to help alleviate pressures within Children's Services

24. In discussing the pressures faced by Children's Services in meeting the needs of migrants, the working group acknowledged similarities with Adult Social Care in terms of the benefits of this service also having access to a more comprehensive and holistic picture of the issues facing migrants in Leeds to help plan for any influx of migration and the associated demands on its services, particularly in relation to school places.
25. The working group learned that last year there was a 25% increase in children new to Leeds, and up to 60% of these, during autumn term, were new to the country. This growth was particularly in relation to EU citizen migration, with many children joining 'in-year' which provides additional pressures for schools in respect of budgets, recruitment of staff, complexity of need and shortage of space.
26. It was also highlighted that the proportion of children and young people with English as an additional language is rising, as are the number and variety of first languages spoken. Whilst in the main this is being coped with well, there are now increasing tensions in relation to resources as there is a limited supply of translators available.
27. In addition to the challenges around language, the working group also noted an anticipated increase in the number of migrant children that will have other complex learning needs, which includes concerns around fragile emotional and social health that will also put demands on service spaces and skills, which will not be an easy task.
28. The working group also understood that schools remain mindful that the associated challenges faced by new migrant children will have an impact on their attainment targets, particularly as the current STATs system does not distinguish children who have just arrived at the school and whom may not have English as their first language.
29. Despite such challenges, the working group acknowledged that schools remain committed to work with Children's Services in helping to support new migrant children. However, it was recognised that more still needed to be done to continue to incentivise schools in this regard. In particular, the working group learned that whilst schools can access up to £4,000 towards the support costs for migrant children, this funding is not accessible all year round and so with any in-year admissions made beyond the specified cut-off date the school is unable to access this funding immediately. The working group agreed that such funding should be made accessible immediately in order to provide the necessary resources for schools to support the needs of these children. The provision of funding to help address migration issues was also addressed more broadly by the working group and is referenced again within this summary note (see paragraph 38).
30. With regards to attainment, the working group also discussed the potential merits of Children's Services working closely with local schools and colleges in exploring

opportunities to provide alternative learning environments for those migrant children aged 14 and 15 who may be struggling to get a GCSE qualification, particularly when English is not their first language.

31. In relation to challenges associated with language, the working group also recognised the importance of encouraging parents to also learn and use English as this inevitably will support their children's learning too. As part of its broader discussions surrounding employment and skills, the working group paid particular attention to the provision of ESOL services across the city.

#### A need to clarify and promote the provision of ESOL services across the city.

32. The working group learned that the Department for Work and Pensions provides support to migrants through its Social Justice Teams and one area of support is in relation to ESOL. The DWP has contracted provision for this with Leeds City College as the key provider offering a 10 /12 week programme for up to 16 hours per week. With approximately 120 referrals per month, the DWP has confirmed that this is sufficient to meet demand.
33. However, the working group noted that despite the Job Seekers Allowance register reducing, the number of jobseekers with ESOL needs has not reduced proportionately as this level of referrals has remained relatively static for over a year.
34. It was highlighted that there is less ESOL provision more widely and free entitlement has also changed. As such, it was felt that there is possibly some residual reluctance about a provision that used to be free in the instances where it is no longer. Due to constraints of their finances, it was also felt that potential learners may be selective about venues and displaying an unwillingness to travel out of their locality regardless of the richness of provision available just beyond.
35. The working group agreed that it is crucial to strengthen the city's existing partnerships and task them to collectively focus on the ESOL challenge and help the city to sustainably meet the differentiated language needs of migrants in Leeds. The working group acknowledged that whilst there is considerable effort taking place in the city, this is not sufficiently coordinated. Linked to this, the Learning English in Leeds (LEL) website has been developed by the Migrant English Support Hub (MESH), a consortium of learning providers and other stakeholders set up to support adult migrants who are new to Leeds. MESH is aware that the website needs updating in order to provide a full comprehensive overview of provision in an accessible way.

#### Maximising resources to provide career advice and address work culture differences and challenges

36. The working group recognised that differences in work cultures can be challenging as new migrants can often have a lack of familiarity with social, ethical, community and political codes within the workplace and wider social networks. Linked to this, the working group learned about the Refugee Council's intentions to deliver support around the GB work culture issue, which was a welcomed initiative.

37. The working group also discussed the merits of providing additional and on-going support from within the broader Community Hub remit to supplement and complement that already offered by DWP Social Justice Team Work Coaches. The working group agreed that this warranted further exploration and referenced the Scrutiny Board's separate inquiry into the development of Community Hubs in terms of pursuing this matter further.

The need for a longer term national strategy on Migration that is underpinned by accessible and sustainable sources of funding.

38. During its discussions, the working group acknowledged numerous references made to short term funding bids made by individual services accessing varying sources of funding to tackle particular issues relating to migration. As such, there was a general acknowledgement, particularly from Migration Yorkshire, that future efforts in addressing this particular agenda need to be supported with the development of a longer term national strategy that is underpinned by more accessible and sustainable sources of funding. This view was also supported by the working group.

### Scrutiny recommendations

39. Reflecting on the above key issues, the following recommendations were agreed by the Citizens and Communities Scrutiny Board during its meeting on 14<sup>th</sup> March 2016.

**Desired Outcome** – That there is a strategic and co-ordinated response to migration in Leeds that is underpinned by a city-wide approach towards intelligence gathering and data sharing.

**Recommendation 1** – That the Executive Board:

- (ii) supports the principle of urgently establishing a citywide Migration Strategy Group, involving other key Leeds partners, to provide a strategic and co-ordinated response to migration in Leeds based on robust local intelligence gathering and data sharing.
- (ii) nominates a Lead Director and Executive Member to establish, co-ordinate and champion the work of the Migration Strategy Group.
- (iv) tasks the nominated Lead Director and Executive Member to establish absolute clarity in terms of what the Leeds 'support' is to new migrants coming to the city and reports back to the Executive Board in this regard.

**Desired Outcome** – That there is greater understanding of changing demography in localities to help inform local service provision aimed at tackling a range of multi layered issues.

**Recommendation 2** – That the Assistant Chief Executive (Citizens and Communities) leads on working closely with Community Committees to identify lessons from existing community based initiatives across the city that seek to provide localised solutions to local problems and use this knowledge to develop a model of good practice that promotes a greater understanding of changing demography in localities in order to inform local service provision aimed at tackling a range of multi layered issues.

**Desired Outcome** – That a wide range of frontline staff across the Council are equipped with the knowledge to assist in identifying vulnerable migrants and signposting them to appropriate services including those commissioned through Public Health.

**Recommendation 3** – That the Director of Public Health works closely with other directorates to identify appropriate measures for disseminating information that will encourage a wider range of frontline staff across the Council to assist in identifying vulnerable migrants, as well as other vulnerable citizens in Leeds, and signposting them to appropriate services including those commissioned through Public Health.

**Desired Outcome** – Working in partnership with schools and colleges in providing appropriate learning environments that meet the needs of migrant children.

**Recommendation 4** – That the Director of Children’s Services engages with local schools and colleges to:

- (iii) explore opportunities and share existing good practice for providing alternative learning environments for those migrant children aged 14 and 15 who may be struggling to get a GCSE qualification, particularly when English is not their first language.
- (iv) identify and offer support, where appropriate, to parents of migrant children in terms of accessing local adult learning opportunities and particularly ESOL related provision.

**Desired Outcome** – That there is a full comprehensive overview of ESOL provision in Leeds that is maintained and accessed via the Learning English in Leeds website.

**Recommendation 5** – That the Assistant Chief Executive (Citizens and Communities) takes the lead in undertaking a full comprehensive overview of ESOL provision in Leeds and supports, as appropriate, the Migrant English Support Hub (MESH) to ensure that the details of such provision continues to be maintained and accessed via the Learning English in Leeds website.

**Desired Outcome** – That there is a shift towards the development of a longer term national strategy on Migration that is underpinned by more accessible and sustainable sources of funding.

**Recommendation 6** – That the Assistant Chief Executive (Citizens and Communities) works with Migration Yorkshire in lobbying the Immigration Minister for the development of a longer term national strategy on Migration that is underpinned by more accessible and sustainable sources of funding.

**Desired Outcome** – That the additional government funding provided to schools in supporting the education and welfare of eligible migrant children is accessed immediately and continues to follow the child throughout any school transfers.

**Recommendation 7** – That the Director of Children’s Services works with local schools in lobbying the Department for Education to review its existing funding arrangements to ensure that the additional funding available to schools in supporting the education and welfare of eligible migrant children is accessed immediately and continues to follow the child throughout any school transfers.

**Desired Outcome** – That timely and accurate national intelligence surrounding the movement of EU migrant citizens is shared with local authorities to assist in projecting and addressing key service demands such as schools places, housing and health and social care provision.

**Recommendation 8** – That the Assistant Chief Executive (Citizens and Communities) works with Migration Yorkshire in lobbying the Home Office and UK Border Agency to provide accurate and timely national intelligence surrounding the movement of EU migrant citizens that can be accessed easily by local authorities to assist in projecting and addressing key service demands such as schools places, housing and health and social care provision.

# Leeds Strategic Migration Board

## June 2016

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### Terms of Reference

#### Purpose

To provide a strategic, city wide, approach to understanding and addressing migration (in all its forms) in Leeds, in order to support the ambition to be a compassionate city with a strong economy. Leeds is ever changing in terms of demographics and this brings both opportunities and also challenges. As a City of Sanctuary we want everyone in Leeds to feel and to be included in the life of the city. We want new residents and visitors to feel welcome.

This Board will support the Communities Board aim to be the Best City for Communities. In addition, it will underpin the 'Strong Communities benefiting from a strong city' breakthrough project by focussing on people who are new to Leeds, and ensuring that their interests and contributions are included in all aspects of city life. Members of the Board will contribute to Leeds achieving its ambition to be a welcoming, compassionate and resilient city, with migration at the heart of the actions.

#### Objectives

The Board will therefore focus on those areas of specific relevance to migration, and will work closely with others engaged in related agendas. The focus will be on:

- understanding how migration affects Leeds and how to manage the impact of this;
- developing and supporting approaches which enable communities to be welcoming and resilient;
- working effectively across partners to address challenges and opportunities of migration;
- ensure supportive and collaborative relationships between the public sector and the migrant third sector
- responding to and influencing regional, national and European policy on migration issues, to include:
  - supporting the development of resettlement programmes in Leeds;
  - influencing the positive development of Leeds' relationship with the Home Office and private sector providers for asylum/migration services.

The Board will develop an agreed workplan to address the above areas, which will be reviewed and updated regularly.

## **Membership**

The membership of the Board will reflect a cross sector balance of expertise and knowledge, in relation to services and working with migrant communities. The core membership will include the following people, who will invite others to facilitate discussion and actions on particular themes, as appropriate.

- Chair: LCC, Assistant Chief Executive – James Rogers
- LCC, Housing Operations Manager – Megan Godsell
- LCC, Chief Officer Partnership Development and Business Support, Children's Services – Sue Rumbold
- LCC, Chief Officer Communities – Shaid Mahmood
- LCC, Communications and Marketing Business Partner – Phil Jewitt
- LCC, Head of Policy and Intelligence – Simon Foy
- LCC, Public Health - *TBC*
- LCC, Chief Officer Access and Care Delivery – Shona McFarlane
- LCC, Chief Officer Commissioning - Mick Ward
- CCG – Deborah McCartney
- NHS England – Brian Hughes (Anna Ladd to deputise as necessary)
- Chair of Migration Partnership – Jon Beech
- Deputy Chair of Migration Partnership – Abdou Sidbe
- 2 (additional) representatives from the Migration Partnership
- DWP – Simon Betts
- Head of Migration Yorkshire – Dave Brown
- West Yorkshire Police – Sam Millar
- Board Support – Anne McMaster

## **Joint working with, and referrals to, other Boards and Forums**

The Board will work closely with the Leeds Migration Partnership, which is a cross sector forum for those working with migrant communities. The Leeds Strategic Migration Board will be open to advice and challenge from the Leeds Migration Partnership.

Regular updates on the work will be made to the Communities Board who may also task the Leeds Strategic Migration Board to follow specific lines

A governance structure is included at Appendix 1

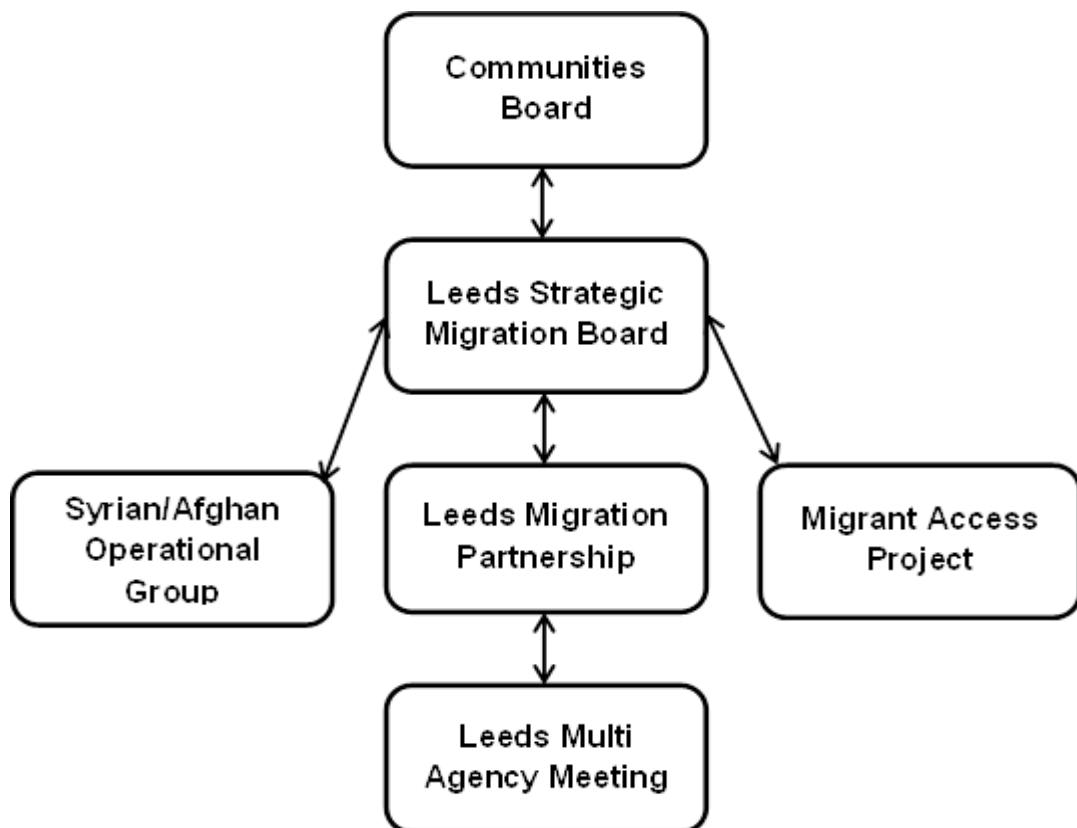
## **Meeting Frequency**

The Board will meet quarterly, for 2 hours

**Review Date:** June 2018



### Main Leeds Groups with Oversight of Migration Work



**Communities Board** – Partnership group which is chaired by Cllr Coupar. It has a focus on providing an overview and understanding of communities, including discussions around migration.

**Leeds Strategic Migration Board** – newly formed partnership group, chaired by James Rogers, to provide a strategic city wide approach to understanding and addressing migration.

**Syrian/Afghan Operational Group** – provides day to day operational support for the Syrian/Afghan resettlement programme in Leeds and is chaired by Charlotte Cooke, Migration Yorkshire

**Leeds Migration Partnership** – chaired by the third sector with support from the council, with a combination of third sector and public bodies participating. The aim is to provide a strategic forum for those working with migrant communities.

**Leeds Multi Agency Meeting** – a third sector led group which focusses on day to day provision of services/advice and guidance for asylum seekers. Although the Council is not formally involved, many organisations who attend this meeting also attend the Migration Partnership (and the Migrant Access Project Board)

**Migrant Access Project** – led by a project board chaired by Mick Ward this is an engagement mechanism which enables and empowers migrant community networkers

In addition, there are a range of Regional groups which are not included in this brief overview, but play a vital role in communications and sharing knowledge/expertise.

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**Report of Head of Governance Services**

**Report to Citizens and Communities Scrutiny Board**

**Date: 12<sup>th</sup> September 2016**

**Subject: Inquiry into the development of Community Committees – formal response**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Summary of main issues**

1. Last year, the Citizens and Communities Scrutiny Board conducted an inquiry into the development of Community Committees. This inquiry concluded in March 2016 and a report setting out the Scrutiny Board's findings and recommendations was published in May 2016 ([Click to access inquiry report](#)).
2. It is the normal practice to request a formal response from the relevant Directorate(s) to the Board's recommendations once a report has been published. Details of the formal response to the Board's recommendations are attached for Members' consideration (see appendix 1).

**Recommendations**

3. Members are asked to consider the formal response to the recommendations arising from the Scrutiny Board's inquiry into the development of Community Committees.

**Background papers<sup>1</sup>**

4. None

<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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<b>Scrutiny Recommendations</b>	<b>Directorate response</b>
<p><b>Desired Outcome</b> – That all directorates are committed to providing a dedicated resource in supporting Community Committee Champions to undertake their role effectively.</p>	
<p><b>Recommendation 1</b> – That the Assistant Chief Executive (Citizens and Communities) takes the lead in working with Directors to secure a dedicated resource across directorates in supporting Community Committee Champions to undertake their role effectively.</p>	<p><b>Accept the recommendation.</b>            Good progress has been made over the previous municipal year. Nevertheless, inconsistencies remain and the Executive Member for Communities and Chief Officer Communities have met with Executive Members to discuss this matter. As a consequence of the feedback they have received, the role description for champions has been simplified and Community Committee Chairs Forum is scheduled to discuss the matter at a forthcoming meeting with invitations to the Chief Officers of key services to attend the meeting. It is recognised that not all services are distributed in a way that allows for geographic responsibilities and also that as services have reduced and continue to reduce their workforce, that changes in personnel have had an impact. Following the forthcoming Chairs Forum meeting we will develop a paper to Corporate Leadership Team inviting Directors to put arrangements in place.</p>

<p><b>Desired Outcome</b> – That Community Committee Champions undertake an appropriate level of challenge towards their relevant service areas on behalf of their Community Committees.</p>	
<p><b>Recommendation 2</b> – That the Assistant Chief Executive (Citizens and Communities) takes the lead in working closely with Area Leaders in providing key tools that will assist in encouraging and supporting Community Committee Champions to undertake an appropriate level of challenge towards their relevant service areas.</p>	<p><b>Accept the recommendation.</b> We will work with services to ensure that Community Committee Champions are well positioned to provide challenge and support to those services.</p>
<p><b>Desired Outcome</b> – That Community Committees are given the authority to take lead sponsoring roles for commissioning projects and funding bids.</p>	
<p><b>Recommendation 3</b> – That the Assistant Chief Executive (Citizens and Communities) explores the feasibility of extending the authority of Community Committees to take a lead sponsoring role for commissioning projects and funding bids.</p>	<p>It is recognised that Community Committees derive their authority from full council and also from the Leader of Council through the delegation of specific community committee executive delegations. As a consequence Community Committees can directly make bids which are open to applications from local authorities provided those bids relate to the functions within their remit. Increasingly though, funding streams are becoming available to the Third Sector directly or to consortia of mixed sectors and this means that the Council cannot itself apply directly. However in these circumstances Community Committees have a potential role in facilitating, or taking a lead sponsoring role, on external funding bids or commissioning projects, provided of course that these roles are undertaken in accordance with the Council’s risk and financial accountability arrangements.</p>

<p><b>Desired Outcome</b> – There is transparency and accountability of the funding allocated by Community Committees in addressing local priorities set out in the Community Plan.</p>	
<p><b>Recommendation 4</b> – That the Assistant Chief Executive (Citizens and Communities) ensures that a mid-year and end of year audit of the funding allocated by Community Committees against the priorities set out the Community Plan is undertaken at a formal meeting of the Community Committees.</p>	<p><b>Accept the recommendation.</b> This financial information is already reported through the year to the committee. We will review this documentation and prepare an audit style document for half and full year reporting.</p>
<p><b>Desired Outcome</b> – That Community Committees are made fully aware of how relevant ward based initiative funding and capital monies are being spent within their localities.</p>	
<p><b>Recommendation 5</b> – That the Assistant Chief Executive (Citizens and Communities) develops an information sharing mechanism which allows Community Committees to be kept fully aware of how relevant ward based initiative funding and capital monies are being spent within their localities.</p>	<p>Work has been advanced on a mechanism to share information on a range of funding being spent in localities so that Community Committees are aware of the range of funding available to promote local working. A paper will be taken to the Community Committee Chairs Forum for discussion.</p>

<p><b>Desired Outcome</b> – That Highways and Transportation services actively engage with Community Committees and Community Committee Champions to share information and gather Member intelligence to help inform service delivery.</p>	
<p><b>Recommendation 6</b> – That the Assistant Chief Executive (Citizens and Communities) works closely with the Director of City Development to promote the mutual benefits of engaging closely with Community Committees and Community Committee Champions in gathering local Member intelligence and experience to help inform service delivery within Highways and Transportation. In particular, the development and delivery of local traffic management schemes and the development of local flood management schemes.</p>	<p><b>Accept the recommendation.</b> Discussions have taken place with the Chief Officer Highways and Transportation and Chief Officer Communities to explore how this might best be delivered. The Community Committee contribution to the consultation on the Transport Strategy following the recent Transport Summit is scheduled for September and will highlight the important role of Community Committees in Highways and Transportation issues. We will seek to build on this opportunity to inform service delivery and provide for improved ward level and regular community committee level reporting.</p>
<p><b>Desired Outcome</b> – That there is an effective action tracker system in place that includes the involvement of relevant service areas and external partners.</p>	
<p><b>Recommendation 7</b> – That the Assistant Chief Executive (Citizens and Communities) ensures that relevant service areas and external partners are also made accountable for actions agreed by Community Committees through robust monitoring of their actions as part of the new action tracker and performance management framework.</p>	<p><b>Accept the recommendation.</b> The action tracker and performance management system has been rolled out across community committees in Leeds. We will put in place arrangements through a paper to Corporate Leadership Team where Directors will be invited to put those arrangements in place. Area Leaders will work with the leadership of local external partners to ensure that their contribution is valued, recognised and delivered through local neighbourhood improvement programmes and reported through to Community Committees.</p>



<p><b>Desired Outcome</b> – That reporting mechanisms are put in place to assist in strengthening links between Cluster Partnerships and the Community Committees.</p>	
<p><b>Recommendation 8</b> – That the Assistant Chief Executive (Citizens and Communities) works closely with the Director of Children’s Services to explore opportunities for strengthening links between the Cluster Partnerships and Community Committees.</p>	<p><b>Accept the recommendation.</b>  Much progress has already been made in this area particularly in relation to the engagement of elected members in local cluster arrangements. Nevertheless, it’s recognised that there is more to do and we will explore opportunities with Children’s Services to strengthen links even further.</p>
<p><b>Desired Outcome</b> – That there are robust communication mechanisms between Community Committees and local Parish and Town Councils.</p>	
<p><b>Recommendation 9</b> – That the Assistant Chief Executive (Citizens and Communities) works with the Area Leaders to ensure that robust communication mechanisms between Community Committees and local Parish and Town Councils are put in place in accordance with recommendations made previously by Scrutiny and in ensuring that Community Committees are complying with the Parish and Town Council Charter.</p>	<p><b>Accept the recommendation</b>  Scrutiny developed strong recommendations in its inquiry into relationships with Parish and Town Council’s that were welcomed by Community Committees and Officers and promoted strengthened arrangements in Leeds. Good links have been formed between PTCs and community committees in line with both the Charter and scrutiny recommendations with the development of engagement forums for discussion on items of mutual interest. It is timely to review our progress and contribution to the Charter principles.</p>

<p><b>Desired Outcome</b> – That residents are actively encouraged and supported to engage with Community Committees.</p>	
<p><b>Recommendation 10</b> – That the Assistant Chief Executive (Citizens and Communities) works with the Area Leaders to ensure there are consistent processes in place for publicising details of Community Committee events and meetings and responding to public requests for feedback or to be kept regularly updated on the work of their Community Committee.</p>	<p><b>Accept the recommendation</b> A cross locality communication action plan is in place and is monitored and reviewed. We will confirm that all committees are following best practice and that each committee has an effective approach to capturing resident contact information, in line with the Council’s best practice for handling personal information.</p>

**Report of: Assistant Chief Executive (Citizens and Communities)**

**Report to: Citizens and Communities Scrutiny Board**

**Date: 12<sup>th</sup> September 2016**

**Subject: Performance Report (Q1)**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

## Summary of main issues

This report provides information on the Citizens and Communities Directorates' contribution to the delivery of the updated (2016/17) Best Council Plan 2015-20 that are under the Board's remit, alongside service performance information from key areas between 1<sup>st</sup> April 2016 – 30<sup>th</sup> June 2016 (quarter 1). It allows the Assistant Chief Executive (Citizens and Communities) an opportunity to highlight the Directorates contribution to the delivery of the Council's priorities, outline good performance and progress, as well as identify any emerging areas of concern or risk across the directorate.

## Recommendations

Members are invited to consider the quarter 1 performance report of the Assistant Chief Executive (Citizens and Communities) which outlines the contribution that the service has made to the delivery of the updated Best Council Plan 2016/17 and provides an overview of service level performance, and make comments on any areas for improvement or interest.

## Purpose of this report

The purpose of the report is to provide the Board with an update from the Assistant Chief Executive (Citizens and Communities), highlighting areas of good performance as well as challenges, and emerging areas of concern or risks relating to the Directorates contribution to the delivery of the updated Best Council Plan 2015-20 that are under the Board's remit, alongside information on Performance from key service areas within the Citizens and Communities directorate.

### 1 Background information

1.1 The Best Council Plan (BCP) 2015 – 20 was updated in April 2016, to reflect the priorities and related indicators that the Council and its partners will focus on throughout 2016/17. A copy of the updated plan is attached at appendix 1.

1.2 The Citizens and Communities Directorate will contribute to the delivery of most if not all of the BCP priorities and indicators through their work. However, they will take a lead on the direct delivery of the following priorities:

- Supporting communities, raising aspirations
- Helping people adjust to welfare changes
- Supporting economic growth and access to economic opportunity & providing skills programmes and employment support – *working closely with the Employment and Skills Service through the city's network of Job Shops*

1.3 The Indicator assigned to the Citizens and Communities Directorate in the Best Council Plan 20 for 2020 is:

- % of Leeds households in receipt of a welfare benefit and in work

Quarter 1 performance against this indicator can be found at appendix 2.

1.4 Furthermore, Citizens and Communities will also lead on the development and delivery of the new Breakthrough programme; Stronger Communities Benefitting from a Strong City, which aims to:

- Strengthen community resilience and sustainability,
- Promote community cohesion,
- Enhance community conversations and capacity and;
- Raise community aspirations
- Tackle all forms of extremism

1.5 Through the delivery of the Stronger Communities programme and the work of the wider directorate, links are being made to the other breakthrough projects; More jobs, better jobs; Making Leeds the best city to grow old in; Tackling domestic violence and abuse; Early interventions and reducing health inequalities; Housing growth and high standards and World class events and a vibrant city centre.

1.6 Service specific performance measures continue to be collected and analysed across the directorate to help assess service performance and identify areas for improvement and / or development.

## **2 Main issues**

### **2.1 Service Performance Overview – Also refer to section 3 Contribution to BCP Priorities**

This section of the report provides an overview of service performance, highlighting successes, challenges and priorities for the forthcoming period. Appendices 3, 4 & 5 provide a more detailed breakdown of service level performance information against agreed targets.

**2.2 Customer Access** – There have been no significant under/over achievements with performance measures generally being around the target levels throughout quarter 1.

#### **2.2.1 Performance highlights - Also refer to section 3 contribution to BCP priorities**

- In line with the Customer Services Vision we have developed a new suite of performance indicators and management information (see appendix 3).
- In addition to carrying over previous measures we have included more outcome based performance measures particularly in relation to 'improving customers lives' e.g. job outcomes, job shop starts (registrations)
- Major investment took place to ensure we met the demand around the EU referendum. The performance in June on the Election line did not fall below 96% (incl. IVR) with the month performance being 99%. Referendum day 2,086 calls were answered (98%).
- Telephone performance including IVR has been consistently above target for each month of quarter 1 (Apr = 91% May = 92% June = 92%). This compares to a Qtr 1 2015/16 at 84%.
- There have been 10,428 visits to the Jobshops during Qtr 1 2016/17, which is an 18% decrease on Qtr 1 2015/16 (12,774). The Jobshops that are reporting the highest number of visits are Compton (2,485), Great George Street (2,270) and Dewsbury Road (1,592). The Jobshops reporting the lowest number of visits are Osmondthorpe (60), Pop Ups (122), South Seacroft (161).
- The Jobshops that are reporting the highest number of job outcomes over Qtr 1 is Dewsbury Road (163), Compton (157) and Hunslet (128). The Jobshops reporting the lowest number of job outcomes over Qtr 1 are Pop ups (4), Osmondthorpe (2) and South Seacroft (2).

- Jobshops have supported 823 people into work through Information, Advice and Guidance services and the Personal Work Support Programme (PWSP), achieving 24% of the annual target of 3,420. This is an increase of 263 (47%) people supported into work compared to the same period last year.

### 2.2.1 Challenges / Points of Interest

- St George's, South Seacroft and Osmondthorpe Jobshops have consistently performed below other Jobshops for both visits and job outcomes. This has been attributed to a smaller staff resource affecting their ability to run at full capacity and provide a regular and consistent service to customers is a significant factor. There has been recent recruitment and on completion of training, the situation should improve.
- Baselines for the 3 Library KPIs are being established in 2016/17 for community Libraries. 2015/16 YTD and 2015/16 Q4 figures have therefore been omitted from the performance table on the basis that they represented performance for the whole of the library services, including central library, and therefore we would not be comparing like with like.

### 2.2.2 Customer Access – Priorities for Qt2 2016/17 include:

- **Further development of Customer Services service reviews.** Some workshops have already been held to understand impact and actions required. These need to be developed into tangible actions to work towards the savings required.
- **Job Shops - Ensuring that best practice is effectively shared across Hubs.** There are significant differences in performance across sites. Some of these are due to: the experience of individual staff members, the particular delivery mechanisms at specific Hubs and the customer demographic. However, these cannot account for the extent of the variance and so sharing practice models for an effective and consistent service offer is required. In addition capacity has also been an identified issue in some Jobshops and particularly where PWSP has high volumes.

This may require a review and especially in light of the emerging picture for employability services with the introduction of the nationally commissioned Work and Health Programme and potential new programmes commissioned through European Structural and Investment Fund (ESIF).

- **Further exploration of the factors influencing the data.** Data is indicating that the number of visits are declining when the number of pop ups are increasing and longer hours have been introduced at some Jobshops.

- **Embedding the Mental Health Employability pilot.** In order to deliver sufficient activity across the customer and staff group and partners to contribute towards an effective evaluation, informing service modelling beyond the existing contract term.
- **Measuring the impact of actions undertaken as a result of the PWSP review.** A number of improvements have taken place to inform/resulting from this, examples include a revised letter to those customers approaching their mandatory referral and an engaging video induction superseding the group information session. We will wish to monitor the effectiveness of these.

## 2.3 Elections, Licensing and Registration

### 2.3.1 Performance Highlights

- **Local Land Charges** - Despite severe problems with its IT system, the LLC team have been able to process 100% of local authority searches within 3 working days, with the average turnaround being 2 days. The team, with its partners throughout the council, has worked hard to prepare for the launch of the Con29 (1016) version in July. This will be one of the biggest changes in the conveyancing world for 9 years and presents the service with many challenges which it is working hard to tackle.
- **Elections** - The electorate for the May election increased by 8,453 to 543,003 from quarter 4. The deadline for the EU Referendum was extended to 9 June, we saw a further increase of registration applications of 18,392 taking the total electorate to 561,395. The increase in the number of electors choosing to vote by post also increased by 16,154 to 112,873. This is the highest Leeds has ever seen for the electorate and the postal voting arrangements.
- **Registrars** - From 1 April General Register Office have excluded all cases where there is Coroner's involvement from the exception count. This is likely to have a slight positive effect on performance. Other actions undertaken since last quarter to improve performance include:
  - Re-enforcing the 5 day target in all literature/web-site information
  - Emphasizing the need, where possible, for Contact centre staff to book appointments to meet the 5 day target, taking into account customer preference as to date/location for their appointment
  - Liaising with hospital Bereavement office to identify where delays in process may occur and to sign-post informants to quicker appointments.
  - Providing more appointments on Fridays

Close monitoring of appointment availability has ensured that appointments are available (to date) within 2 working days in all cases. Pre-emptive action taken in advance of August bank holiday week to ensure appointments will be available i.e. closing Nationality checking and notice of marriage/civil partnership appointments.

### **2.3.2 Elections, Licensing and Registration – Successes**

- The number of people now registered is the highest Leeds has ever seen for the electorate and the postal voting arrangements - 561,395 Qtr1 2016/17 compared with 534,550 for the same period 2015/16.

## **2.4 Welfare & Benefits (Financial Inclusion, Welfare Rights, Council Tax & Benefits Administration).**

### **2.4.1 Performance Highlights – Also refer to section 3 contribution to BCP priorities**

- **Universal Credit (UC)** - has now been live in Leeds for 6 months, predominantly for single newly unemployed job seekers. As at 17<sup>th</sup> June 2016 3,340 people in Leeds had made an online claim for UC which has resulted in 2,439 people going on to make a successful claim to UC. There have been no major issues regarding claiming UC and the council continues to monitor its impacts in terms of people's ability to pay their rent and manage their monthly UC payment. Support is offered to all UC customers to enable them to manage the UC claiming regime.
- **Leeds Credit Union (LCU)** - has been a prominent partner for over a decade in the Council's strategic priority of tackling poverty and promoting financial inclusion. Credit Union membership for the quarter ending June 2016 stands at 34,706, cash withdrawals total £6,566,619 and the value of "Financially Excluded loans" total £1,279,436.
- **Welfare Advice** - The total number of customers seen in the first quarter of 2016/17 was 8,958. This compares to 8,611 seen in the same period in 2015/16, a difference of 347 (4%). It is difficult to say exactly why there has been an increase in demand but contributing factors are due to the number of clients being moved from Disability Living Allowance to Personal Independence Payments and other Welfare Reforms generally.
- **Welfare Appeals** – The total number of appeals received during the first quarter of 2016/17 was 206, this compares to 145 seen in the same period in 2015/16, an increase of 61 (42%). Again, this is largely due to clients being moved from Disability Living Allowance to Personal Independence Payments.



- **Housing Benefit & Council Tax Support Caseload** – The reduction on caseload trend continued in the 1st quarter of 2016/17, a reduction from 78,949 to 78,572. At the 1<sup>st</sup> quarter 2015/16 the caseload was 82,616.

#### 2.4.2 Challenges / Points of Interest

- **Welfare Appeals** - There is pressure going forward due to the increased number of appeals being received - the team are struggling to meet demand. No other agency across the city has any real capacity to deal with very many appeals if any at all, so the team are unable to refer them on. Issues are also being encountered due to the short time frame between the papers being issued and the appeal date.
- **Welfare Rights Team** - Following the restructure of the team the number of Welfare Rights Workers was reduced by 1 and another worker is in the process of being medically redeployed leaving a vacancy on the team. The aim is to fill this vacancy as soon as possible to help cope with the demands on the service.

#### 2.4.3 Welfare and Benefits – Successes

- **Benefits Gains** - The total amount of benefit gains during the first quarter of 2016/17 is £5,635,382 this compares to £4,822,302 for the same period in 2015/16, an increase of £813,080.
- Over the past quarter the **School Savings Clubs** initiative was launched. Under the scheme, all pupils entering key stage two are offered a £10 contribution towards opening an account which is conditional on the school opening up a savings club. 33 schools now have clubs across Leeds. Work is ongoing to increase the number of clubs within schools, with more promotional work being undertaken in the new school year.
- **The Fraud and Error Reduction Incentive Scheme (FERIS)** - was introduced by the DWP in the second half of 2014/15 as part of a campaign to reduce the level of fraud and error in the Housing Benefits Scheme. Leeds performance to date has realised start up, maintenance & performance funding of £764, 016.

### 3. Citizens and Communities Directorate Contribution to Delivery of BCP Priorities 2016/17

#### 3.1 Priority 3 - Supporting communities, raising aspirations

- Community committees continue to provide support to a wide range of local initiatives through Wellbeing and the Youth Activities funds: e.g. money buddies, enhanced housing and mental health PEP (People for Equal Partnership in Mental Health) which helps to encourage and engage

individuals by providing them with the tools to succeed, community development work and social isolation pilot.

- Neighbourhood Improvement Boards / Partnerships (NIPS / NIBs) have been established in areas of high deprivation aimed at engaging communities and tackling inequalities. Recent discussions include; neighbourhood improvement activity in East Leeds' priority neighbourhoods; the environment (specifically the Keep Harehills Tidy initiative); children & young people (in the context of community cohesion) and private sector housing (particularly the challenge of landlord and tenant engagement); Hawksworth Wood and the developing CLLD bid for inner west; the Heights and the Brawns NIB agreed to focus on 4 key themes: health and wellbeing; crime and grime; employment and income, and education, skills and training.
- The Communities Teams' engaged communities on a wide range of locally relevant topics, which have led to local service improvements. Practical action examples from June/July include:
  - Outer South Community Hero's event with 80 community members
  - The Pudsey Dog Show – aimed to tackle the issue of dog fouling, the Little London Community fun day, Hyde Park Unity Day, and Kirkstall Festival and 4 very successful 'Big Lunches' took place in sheltered housing schemes in Outer West Community Committee area.
  - The ENE team have supported a series of engagement activities across the patch including Children & Young People's days in Harehills, Gipton & Seacroft; Lark in Park (Burmantofts); the Meanwood Olympics; Tenant Involvement days in both Outer North East and Inner East Leeds and a bespoke event held in the Beckhills area (Team Beckhills Day).
- A partnership project, the Hovingham Community Hub, opened its doors at the end of May. The Hub is led by a community organisation and will support young people and the wider community to have space to meet, share activities and explore local issues. It will also house a local social enterprise cafe working with the Real Junk Food project. The Hub is a 3 way partnership between the community, local authority and West Yorkshire Police.
- Community Leadership Skills training taster session took place in West Leeds in June with full programme anticipated to commence from the autumn from the Armley hub.
- Consultation on the delivery and development of the new Stronger Communities breakthrough project took place with a wide range of

stakeholders, including Council services, Third Sector Partners and Community Committees. Key achievements in quarter 1 include:

- **Working with the Third Sector** - Building on the foundations laid by the Amplify project, partners from Leeds Community Foundation and VAL are developing a new project to support community-led problem solving. The Greenhouse project will work with communities to understand need and provide structured support to develop effective solutions to civic issues. Support will include insight from local research, idea testing, business development and evaluation. The Greenhouse project aims to strengthen local partnerships and encourage early locally-led action to increase resilience in Leeds.
- **The TRUE Project – Transformational Routemapping for Urban Environments** - Funding has been secured by University of Leeds and Leeds City Council to develop a model for collaborative working practice. Local third sector and private sector and national partners have committed to supporting the project. It is anticipated this model will enhance capacity to better manage wide ranging challenges such as inequality, crime, housing shortages, low skills. The TRUE project will apply its framework to a selection of priority outcome areas. The following breakthrough projects-- 'Domestic Violence and Abuse', 'Strong Communities benefiting from a strong economy' and 'Rethinking the city center'-- have been selected for further in-depth work. Following the launch session on 13<sup>th</sup> July, a researcher has been recruited to pull together a project plan based on discussions.
- The Citizens and Communities Scrutiny Board on 14<sup>th</sup> March 2016 sought greater clarity on issues surrounding migration in Leeds with particular reference to the growth of EU citizen migration. Consideration was given to how migrants access Council services and the implications for housing, public health, health and social care, community safety, children's services and employment and skills. The Leeds Strategic Migration Board was established in response to the recommendation to develop a 'strategic and co-ordinated response to migration in Leeds - with a city-wide approach towards intelligence gathering and data sharing.' The holistic view this partnership provides will be beneficial in ensuring the perspectives of new and old migrant communities are represented in the 'Stronger communities...' breakthrough project. The initial focus will be on ensuring that the interests and contributions of people who are new to Leeds are reflected in all aspects of city life—and that people feel connected to their communities and the city as a whole.

### **3.2 Priority 6 - Helping people adjust to welfare changes**

- 3.2.1 With the introduction of Universal Credit, Leeds Credit Union has reviewed the Bill Paying account to make it more flexible for any temporary cash flow issues. The bill paying account offers a popular service which makes it easy for the member to automatically pay their regular bills. The main new feature of the Bill Paying Plus account is the provision of a credit facility, up to a maximum of £500 (dependent on affordability and need). This will allow LCU on behalf of the member to manage any known fluctuations in cashflow (most likely due from transferring from benefits to Universal credits) and the repayments will just be repaid as part of their outgoings within the bill paying account
- 3.2.2 In order to ensure frontline staff are aware of the problems people are facing with financial difficulties and to highlight the many resources and services available to assist people, the Financial Inclusion Team have developed a one hour training session. The first of the training sessions were delivered to the councils contact centre staff in June and July this year. Delivered by the Financial Inclusion Team, Advice Partners and the Leeds Credit Union, the aim is to ensure that staff are able to have pick up on any money worries a resident may have and be able to confidently refer onto the appropriate service or resource. Further training with other frontline services across the council is being planned.

### **3.3 Priority 1- Supporting economic growth and access to economic opportunity & providing skills programmes and employment support**

The Citizens and Communities Directorate support the Employment and Skills Service to delivery this priority through the city's network of Job Shops.

- 3.3.1 **Mental Health Employability Project.** This commenced in May 2016. Leeds MIND have 2 staff deployed across 3 Hub sites (Armley, Dewsbury Road and Reginald Centre) to offer an individual, tailored offer of support to those customers presenting with mild to moderate mental ill health. Referrals have been received during the first quarter and we hope and expect these to increase during the next period in line with contract targets.
- 3.3.2 **Victoria Gate** A number of Hubs provided excellent support to customers attending the Victoria Gate Roadshows in June. Job outcome data will not be available for some time but the support to customers during high volume attendance was high quality and well received.
- 3.3.3 Participation in the **Personal Work Support Package (PWSP)** is a requirement for residents applying for Council Tax Support whom are also in receipt of Job Seekers Allowance for 6 months or more.

PWSP is available for up to 26 weeks and consists of a period of intensive support followed by an additional period where individuals will receive ongoing support

according to need including: jobsearch and employability support, financial help, advice and personal support. It is designed to complement but not duplicate the support that Jobseekers receive from Jobcentre Plus to prepare for and find work.

PWSP also offers help with budgeting and debt management, and advice on problems relating to benefits, housing, health and family issues. 670 people have started PWSP since October 2015 and 97 people have been supported into work to date.

This is a new programme and it has taken time for the delivery model and processes to become embedded, however feedback from customers on the support provided has been very positive and it is expected that the addition of the 10 Senior Customer Officers will ensure that there is sufficient focus on supporting these jobseekers into paid work.

Below is an extract from a Case Study during Q1 relating to how the Council's **Personal Work Support Programme** is benefiting customers.

#### **Jobshop Case study – PWSP**

**Team:** Hunslet Jobshop

**Ward:** City and Hunslet

**Banking Success** - Helen secured a position at Santander Bank. She had just come through a really difficult time and felt a job like this was out of her reach. The Personal Work Support Programme helped her overcome many of her concerns and feels more positive after intense support at Hunslet Jobshop.

**Hard Times** - Helen had previously been in work for 15 years however tragically, her mother became terminally ill. This put pressure on Helen and her family, ultimately affecting her own health. Things took their toll and Helen found herself unemployed and in financial hardship. At 55 Helen felt “too old for the jobs these days” and questioned whether she was still employable.

#### **Supporting Helen**

- With all aspects of her job search, compiling an up to date CV that would be attractive to the type of employers she would be applying for, restoring her confidence in job search.
- Sourced suitable vacancies including one with Santander Bank. Helen applied for the post and having been successful at the first stage had to undertake online assessments. She was then called for an interview in Bradford the following day
- Offered a mock interview and kept in touch right up to the real thing to keep her confidence high and nerves low.
- Helen was referred to Money Buddies who quickly put together a budget plan and approached creditors to negotiate weekly affordable payments. Helen was also referred to her GP for support to manage her depression as well as make her aware of other support organisations.

**Securing Employment** - Helen secured a position at Santander Bank and was elated but most importantly relieved to find employment. She could not praise the Jobshop service highly enough, with special praise to her advisor whose patience and support she really valued.

She said, **“I am finally coming off benefits and can start to build my life again”**

## **4.0 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.2 This is a performance report for the Board's information and as such there is no need for wider consultation. If the Board determines that any performance area requires further investigation, then it may be decided that the views of interested parties should be sought or that existing information reflecting the views of customers and others stakeholders should be provided to the Board.

### **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 This is not a decision-making report and as such there is no need for an EIA screening document to be completed.

4.2.2 The business of the Citizens and Communities Scrutiny Board is to consider the extent to which the corresponding directorate is delivering council priorities and also to review and challenge performance in particular as outlined in the updated 2016/17 Best Council Plan 2015-20.

### **4.3 Council policies and City Priorities**

4.3.1 The performance information received by the Board allows it to assess and challenge performance in relation to the delivery of specific priorities within the updated 2016/17 Best Council Business Plan 2015-20.

4.3.2 The Citizens and Communities Directorate, Communities Service, lead on the delivery of the new Breakthrough programme; Stronger Communities Benefitting from a Strong City. The programme aims to:

- Strengthen community resilience and sustainability,
- Promote community cohesion,
- Enhance community conversations and capacity and;
- Raise community aspirations
- Tackle all forms of extremism

### **4.4 Resources and value for money**

4.4.1 The Board has specifically asked that the performance information provided is based on information that is already available, and has determined that it will only require more detailed reports where it wants to examine performance areas in more depth, thereby ensuring that reporting arrangements remain efficient and effective.

### **4.5 Legal Implications, Access to Information and Call In**

4.5.1 The report is provided within the context of the formal role of Scrutiny Boards within the Council's constitution. There is no decision being made and there is therefore no call-in requirement.

### **4.6 Risk Management**

4.6.1 The provision of performance information to the Board is designed to enable the Board to fulfil its role effectively and as such will minimise the risks of non-

delivery of Best Council Business Plan Priorities. Care is being taken to make use of existing data rather than create an additional reporting burden.

## **5. Recommendations**

Members are invited to consider the quarter 1 performance report of the Assistant Chief Executive (Citizens and Communities) which outlines the contribution that the service has made to the delivery of the updated Best Council Plan 2016/17 and make comments on any areas for improvement or interest

## **6. Background documents<sup>1</sup>**

None

## **7. Appendices**

Appendix 1 - Best Council Plan 2015-20 Update for 2016/17

Appendix 2 - Best Council Plan performance indicator within the scope of the Citizens and Communities directorate.

Appendix 3 - Customer Access Service Performance Indicators

Appendix 4 - Elections, Licensing & Registration Service Performance Indicators

Appendix 5 - Welfare and Benefits Service Performance Indicators

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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**Leeds**  
CITY COUNCIL



# **BEST COUNCIL PLAN 2015-20**

## **UPDATE FOR 2016/17**

*Tackling poverty and reducing inequalities*



# BEST COUNCIL PLAN 2015-20 – UPDATE FOR 2016/17

## BEST CITY · BEST COUNCIL

Tackling poverty and reducing inequalities



AMBITIONS • Leeds... A Strong Economy and a Compassionate City • Leeds City Council... An Efficient and Enterprising Organisation

### 2016/17 PRIORITIES

*What we and our partners are doing in 2016/17 to improve outcomes*

- 1 Supporting economic growth and access to economic opportunities
- 2 Keeping people safe from harm
- 3 Supporting communities, raising aspirations
- 4 Improving educational achievement and closing achievement gaps
- 5 Providing skills programmes and employment support
- 6 Helping people adjust to welfare changes
- 7 Providing enough homes of a high standard in all sectors
- 8 Keeping the streets clean and improving road safety
- 9 Supporting children to have the best start in life
- 10 Preventing people dying early
- 11 Promoting physical activity
- 12 Building capacity for individuals to withstand or recover from illness
- 13 Supporting healthy ageing
- 14 Enabling carers to continue their caring role and careers
- 15 Improving air quality
- 16 Helping deliver a well-connected transport system
- 17 Providing an inclusive, accessible range of transport options
- 18 Hosting world class events in Leeds
- 19 Supporting a resilient, inclusive, cultural and creative sector
- 20 Enhancing the quality of our public realm and green spaces

We want everyone in Leeds to...

- Be safe and feel safe
- Enjoy happy, healthy, active lives
- Live with dignity and stay independent for as long as possible
- Do well at all levels of learning and have the skills they need for life
- Earn enough to support themselves and their families
- Live in good quality, affordable homes within clean and well cared for places
- Move around a well-planned city easily
- Enjoy greater access to green spaces, leisure and the arts

OUTCOMES

### 20 FOR 2020

*How we are measuring progress in achieving better outcomes: 20 key indicators*

- 1 Number of children looked after
- 2 Number of domestic violence and abuse incidents with repeat victims
- 3 Number of recorded nuisance and damage related incidents
- 4 Percentage of adult population active for 30 mins once per week
- 5 Obesity levels at age 11
- 6 Number of Air Quality Management Areas
- 7 Total number of bed weeks in residential and nursing care homes for older people / working age adults supported by the local authority
- 8 Proportion of people who use social care services who say that these services have made them feel safe and secure
- 9 Primary and secondary school attendance
- 10 Percentage of young people NEET (not in education /employment/training) / not known
- 11 Percentage of adults in Leeds who have all 5 basic digital skills
- 12 Percentage of Leeds households in receipt of a welfare benefit and in work
- 13 Business rate growth
- 14 Jobs growth
- 15 Housing growth target
- 16 Energy and thermal efficiency performance of houses
- 17 Percentage of waste recycled
- 18 Access to employment by public transport
- 19 Percentage of city centre travel by sustainable modes (bus, train, cycling, walking)
- 20 Overall satisfaction with cultural provision in Leeds

### BREAKTHROUGH PROJECTS

*How we are delivering our 2016/17 priorities: a set of 8 cross-cutting projects*





# BEST CITY • BEST COUNCIL

*Tackling poverty and reducing inequalities*

**Our vision is for Leeds to be the best city in the UK: one that is compassionate with a strong economy, that tackles poverty and reduces the inequalities that still exist. We want Leeds to be a city that is fair and sustainable, ambitious, fun and creative for all. We will continue to work with others to achieve better outcomes for the city through a combination of innovation and efficiencies.**

Everyone who works for Leeds City Council plays a vital role in shaping our amazing city. Our day-to-day jobs may be very different but they all contribute to improving life in Leeds and creating a strong economy and compassionate city.

We are pleased to share our priorities for 2016/17 in this plan and also look at how we all need to work to achieve our ambitions.

We shared our vision for the future of Leeds City Council in the Best Council Plan 2015-2020: a more enterprising council, working with partners and businesses who are more civic; and a more engaged public. Our overall approach is still guided by this vision and closely aligned with the budget that has been agreed. Significant progress has been made towards these ambitions, using a civic enterprise approach, but more needs to be done – and against a challenging backdrop.

**We know that 2016/17 will bring continued reductions in our funding and that this will continue to 2020.**

Leeds has a growing and ageing population with increasingly complex needs; some communities are not benefiting from the economic growth the city has experienced and welfare changes could make the inequality gap bigger.

**That is one reality but it is certainly not the full story. The full story is about our ambition, and our growing confidence and resilience as a council, a city and a region.**

We are determined to keep building a strong economy and working compassionately to tackle poverty and disadvantage. This includes improving the health of the poorest fastest; working to become a child friendly city, investing in our young people; and building on the scale and diversity of the Leeds economy through business investment and expansion.

Maintaining provision of the good quality, efficient services that communities in the city need is essential, while finding new ways of delivering the best for Leeds. Innovative approaches developed with service users, citizens and partners are already changing relationships and shifting responsibilities, with positive results. We encourage everyone to find those big and small ideas which will improve outcomes faster and reduce costs.

We recognise that we are again asking for a lot from our colleagues. We would like to share our heartfelt thanks for all your efforts so far, and for the hard work that will be needed in the year ahead.

**Cllr Judith Blake**  
Leader of  
Leeds City  
Council



**Tom Riordan**  
Chief Executive of  
Leeds City  
Council

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**Appendix 2: Cross-Directorate Performance Information (Best Council Plan Performance Indicators - Citizens and Communities)**

<b>BCP Performance Indicator</b>	<b>2016/17 Target</b>	<b>Jan 2015</b>	<b>June 2016</b>
% of Leeds households in receipt of a welfare benefit and in work	TBC	14,763 (18% of total caseload)	14,171 (18% of total caseload)

Note. Only includes in work households on HB (Housing Benefit) / CTS (Council Tax Support).

## Appendix 3: Customer Access

Theme	Title	Description	Target	YTD 15/16	Q4 15/16	Apr-16	May-16	Jun-16	Q1 16/17	YTD 16/17	COMMENTS
Customer	Customer satisfaction score - overall	Combined satisfaction rates of customers who responded good or excellent in 5 scale question	95%	99%	99%	98%	98%	99%	98%	98%	
	Reduction in complaints	Complaint volumes		4,189	1,068	338	301	258	897	897	This is a council wide figure not customer services. This has been previously reported as the council wide figure based on the best council indicator. (Reduce number of complaints received about council services BCP 2015-20 details objective 6)
	Increase in compliments	Compliment volume		1,362	282	113	108	107	328	328	As above
Improve Customers Lives	Jobshop Starts	Number of new customers registered at a Jobshop		6,130	1,742	695	468	516	1,679	1,679	Jobshop starts are showing a slight increase over time
	Jobshop Job Outcomes	Number of customers on Jobshop books successful in gaining employment		2,715	787	297	242	223	762	762	This is the annual target of 3,220 which converts to an average of 268. Due to performance drops in May and June at Qtr 1 the average monthly target going forward is now 273 in order to remain on target
	Library Visits	Visits to libraries				153,340	165,048	191,784	510,172	510,172	Library visits have been increasing throughout Qtr 1 however this is against a downward trend over the last year. This years figures are based on HUB only and we are in the process of setting a baseline
	Library Items Issued	Items borrowed from libraries				157,339	147,344	145,798	450,481	450,481	Library borrowing is decreasing over time but at a lower rate than visits. This years figures are based on HUB only and we are in the process of setting a baseline
	Library IT usage	Unique IT station uses by customers				38,075	35,170	37,767	111,012	111,012	Library IT use is decreasing over time. This years figures are based on HUB only and we are in the process of setting a baseline

### Appendix 3: Customer Access- Con't

Theme	Title	Description	Target	YTD 15/16	Q4 15/16	Apr-16	May-16	Jun-16	Q1 16/17	YTD 16/17	COMMENTS
Value for Money	Email	Emails answered by the contact centre	N/A	117,660	30,019	9,404	9,677	7,219	26,300	26,300	
	Face to face visits (enquiries) to one stops and hubs	Number of visits at F2F locations using enquiry data	N/A	585,341	160,346	56,806	56,954	63,100	176,860	176,860	
	Phone calls answered (CSO & IVR)	Phone calls answered by the contact centre	N/A	1,239,316	327,946	110,265	108,802	117,230	336,297	336,297	
	Touch screen and public access PCs	Number of unique uses of Self-Serve IT stations in F2F areas	N/A	11,613	3,012	981	880	1,027	2,888	2,888	
	Web visits	Number of unique visits to LCC public website addresses	N/A	17,365,466	4,566,153	1,390,556	1,565,595	1,451,668	4,407,819	4,407,819	
	Call answer rate (incl. IVR)	Percentage of calls offered to the contact centre answered before abandon	90%	86%	88%	91%	92%	92%	92%	92%	
	Call wait (average time to answer)	Wait time on lines for customers calling the contact centre on average	3mins	04:54	04:04	03:09	02:53	02:51	02:58	02:58	
Process	Complaint response time (% complaints responded in 10 days)	Percentage of complaints responded to inside agreed timescales	95%	91%	91%	93%	94%	<b>90%</b>	<b>92%</b>	<b>92%</b>	Please note that cut off dates for some complaints has not elapsed therefore a complete June figure is unavailable while the Qtr figure will need to be reviewed.
	Email response time (% emails responded in 2 days)	Percentage of emails responded to inside agreed timescales	70%	94%	93%	94%	95%	92%	94%	94%	



#### Appendix 4: Elections, Licensing and Registration

Performance Indicator	2016/17 cumulative	Target	Q1	Q2	Q3	Q4	2015/16
<b>Local Land Charges</b> % of local authority searches processed within 3 working days	100%	90%	100%				99%
<b>Elections</b> Number of people on the Register of Electors	561,395	N/A	561,395				534,550
<b>Registrars</b> Availability of appointments to register a death within 2 working days of customer contact	100%	95%	100%				98%
<b>Registrars</b> Registration of deaths within 5 days of death	84%	90%	84%				78%



## Appendix 5: Welfare and Benefits

### UNDER OCCUPANCY DETAILS

#### Details Of Claims Affected By Under Occupancy

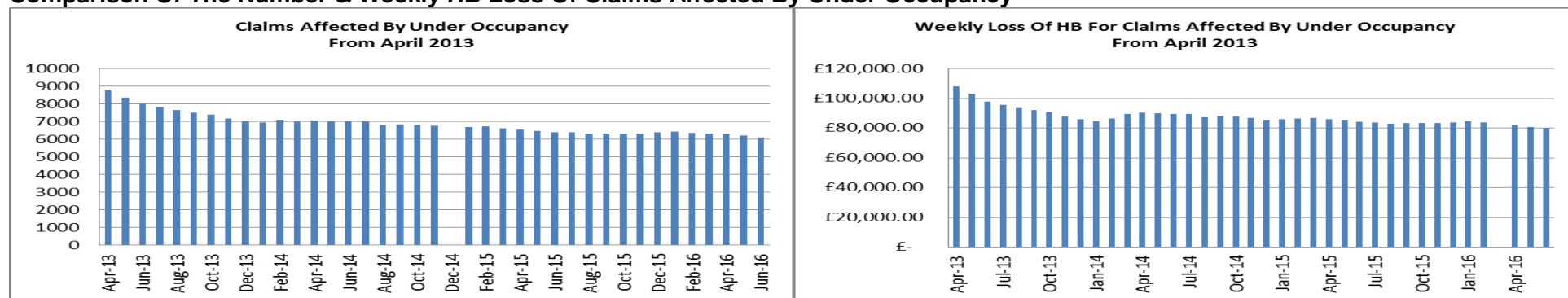
NUMBER OF CLAIMS AFFECTED BY UNDER OCCUPATION												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	131	123	129									
HSG LEEDS	4897	4818	4743									
<b>TOTAL HSG LEEDS &amp; BITMO</b>	<b>5028</b>	<b>4941</b>	<b>4872</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
HA/RSL	1276	1274	1239									
<b>CITY TOTAL</b>	<b>6304</b>	<b>6215</b>	<b>6111</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

WEEKLY LOSS IN HB FOR CLAIMS AFFECTED BY UNDER OCCUPATION - BY HSG LEEDS BITMO & RSL												
	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	£ 1,594.62	£ 1,508.66	£ 1,586.67									
HSG LEEDS	£ 60,359.68	£ 58,994.52	£ 58,508.42									
<b>TOTAL</b>	<b>£ 61,954.30</b>	<b>£ 60,503.18</b>	<b>£ 60,095.09</b>	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
HA/RSL	£ 20,110.11	£ 20,132.26	£ 19,628.29									
<b>CITY TOTAL</b>	<b>£ 82,064.41</b>	<b>£ 80,635.44</b>	<b>£ 79,723.38</b>	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -

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#### Comparison Of The Number & Weekly HB Loss Of Claims Affected By Under Occupancy



**Details Of Children Affected By Under Occupancy:**

NUMBER OF CLAIMS WITH CHILDREN AFFECTED BY UNDER OCCUPATION												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
HSG LEEDS & BITMO	1011	976	955									
HA/RSL	419	426	399									
<b>CITY TOTAL</b>	<b>1430</b>	<b>1402</b>	<b>1354</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
TOTAL NUMBER OF CHILDREN AFFECTED BY UNDER OCCUPATION												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
HSG LEEDS & BITMO	1579	1510	1468									
HA/RSL	734	740	699									
<b>CITY TOTAL</b>	<b>2313</b>	<b>2250</b>	<b>2167</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Details Of Arrears In Respect Of Housing Leeds / BITMO Claims Affected By Under Occupancy**

VALUE OF UNDER OCCUPIED CLAIMS WITH RENT ARREARS - BY ALMO												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	£ 19,364.62	£ 14,224.02	£ 16,028.96									
HSG LEEDS	£ 739,446.21	£ 701,457.37	£ 677,177.13									
<b>TOTAL</b>	<b>£ 758,810.83</b>	<b>£ 715,681.39</b>	<b>£ 693,206.09</b>	<b>£ -</b>	<b>£ -</b>	<b>£ -</b>	<b>£ -</b>	<b>£ -</b>	<b>£ -</b>	<b>£ -</b>	<b>£ -</b>	<b>£ -</b>
NUMBER OF UNDER OCCUPIED CLAIMS WITH RENT ARREARS BY ALMO												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	64	57	55									
HSG LEEDS	2544	2439	2330									
<b>TOTAL</b>	<b>2608</b>	<b>2496</b>	<b>2385</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Details Of The Number Of Claims And Weekly Benefit Lost Due To Under Occupancy By Ward

	Jun-16								
	HSG LEEDS & BITMO NUMBER	HSG LEEDS & BITMO £	HA / RSL NUMBER	HA / RSL £		HSG LEEDS & BITMO NUMBER	HSG LEEDS & BITMO £	HA / RSL NUMBER	HA / RSL £
Adel and Wharfedale	25	£ 363.41	14	£ 172.43	Horsforth	85	£ 1,102.97	7	£ 109.91
Alwoodley	107	£ 1,204.20	28	£ 475.27	Hyde Park and Woodhouse	208	£ 2,506.77	105	£ 1,796.16
Ardsley and Robin Hood	65	£ 793.63	31	£ 444.91	Killingbeck and Seacroft	440	£ 5,629.35	56	£ 812.57
Armley	289	£ 3,295.37	73	£ 1,202.55	Kippax and Methley	65	£ 839.54	11	£ 183.37
Beeston and Holbeck	225	£ 2,539.36	28	£ 421.09	Kirkstall	246	£ 3,146.37	16	£ 238.74
Bramley and Stanningley	253	£ 3,261.15	28	£ 443.39	Middleton Park	334	£ 4,043.02	70	£ 1,083.57
Burmantofts and Richmond Hill	429	£ 4,994.29	104	£ 1,589.81	Moortown	40	£ 488.38	58	£ 901.37
Calverley and Farsley	50	£ 673.62	6	£ 117.12	Morley North	64	£ 783.29	19	£ 307.55
Chapel Allerton	205	£ 2,555.19	111	£ 1,813.45	Morley South	106	£ 1,186.43	12	£ 177.52
City and Hunslet	155	£ 1,892.61	92	£ 1,493.66	Otley and Yeadon	84	£ 976.88	13	£ 197.95
Cross Gates and Whinmoor	128	£ 1,704.99	30	£ 463.37	Pudsey	105	£ 1,416.73	23	£ 359.84
Farnley and Wortley	241	£ 2,930.54	10	£ 158.30	Rothwell	130	£ 1,687.86	40	£ 580.58
Garforth and Swillington	59	£ 763.94	3	£ 62.65	Roundhay	61	£ 769.04	33	£ 565.16
Gipton and Harehills	270	£ 3,419.92	128	£ 1,991.91	Temple Newsam	180	£ 2,340.11	34	£ 530.95
Guiselley and Rawdon	37	£ 462.51	4	£ 49.82	Weetwood	116	£ 1,361.85	12	£ 207.07
Harewood	20	£ 299.61	1	£ 13.97	Wetherby	42	£ 564.46	15	£ 273.87
Headingley	8	£ 97.70	24	£ 388.41					

## Benefit Cap

### Details Of The Number Of Cases and The Financial Affect Of The Benefit Cap

Number Of Claims Affected By The Benefit Cap												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
Claims Affected By Benefit Cap At Date Of Extract	259	263	249									

#### Number Of Claims Affected By Benefit Cap : By Tenure Type

2016/17	April	May	June	July	August	September	October	November	December	January	February	March
Cten	72	79	78									
Lha	158	156	154									
Rsl	29	28	17									
Hostel	0	0	0									

#### Total Weekly Reduction In HB Of Claims Affected By Benefit Cap : By Tenure Type

2016/17	April	May	June	July	August	September	October	November	December	January	February	March
Cten	£ 2,579.25	£ 2,980.68	£ 3,002.00									
Lha	£ 8,633.97	£ 8,409.75	£ 8,568.38									
Rsl	£ 1,331.09	£ 1,459.50	£ 712.86									
Hostel	£ -	£ -	£ -									

#### Average Weekly Reduction In HB For Claims Affected By Benefit Cap : By Tenure Type

2016/17	April	May	June	July	August	September	October	November	December	January	February	March
Cten	£ 35.82	£ 37.73	£ 38.49									
Lha	£ 54.65	£ 53.91	£ 55.64									
Rsl	£ 45.90	£ 52.13	£ 41.93									
Hostel	£ -	£ -	£ -									

#### Number Of Benefit Cap Claims With Children

2016/17	April	May	June	July	August	September	October	November	December	January	February	March
Benefit Cap Claims With Children At Date Of Extract	259	262	248									

#### Number Of Children On Benefit Cap Cases

2016/17	April	May	June	July	August	September	October	November	December	January	February	March
Children On Benefit Cap Claims	1213	1229	1164									

Weekly HB Reduction : Number Of Claims By Month												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
£0.01 to £25.00	122	124	117									
£25.01 to £50.00	35	36	33									
£50.01 to £75.00	35	35	37									
£75.01 to £100.00	28	29	26									
£100.01 to £125.00	14	14	11									
£125.01 to £150.00	14	13	12									
£150.01 to £175.00	4	5	5									
£175.01 to £200.00	7	7	8									

#### Weekly HB Reduction : Total Value

2016/17	April	May	June	July	August	September	October	November	December	January	February	March
£0.01 to £25.00	£ 1,212.19	£ 1,257.45	£ 1,218.61									
£25.01 to £50.00	£ 1,312.23	£ 1,365.74	£ 1,272.05									
£50.01 to £75.00	£ 2,192.93	£ 2,194.51	£ 2,328.72									
£75.01 to £100.00	£ 2,366.37	£ 2,491.05	£ 2,213.52									
£100.01 to £125.00	£ 1,604.48	£ 1,605.33	£ 1,264.04									
£125.01 to £150.00	£ 1,908.53	£ 1,782.00	£ 1,640.27									
£150.01 to £175.00	£ 632.67	£ 821.76	£ 821.76									
£175.01 to £200.00	£ 1,314.91	£ 1,332.09	£ 1,524.27									

#### Ben Cap Claims With DHP

2016/17	April	May	June	July	August	September	October	November	December	January	February	March
Claims Affected By The Benefit Cap That Are In Receipt Of Discretionary Housing Payments	46	45	45									

Number Of Claims Affected By Benefit Cap : By Ward												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
Adel and Wharfedale	1	1	1									
Alwoodley	4	4	5									
Ardsley and Robin Hood	2	2	2									
Armley	26	26	26									
Beeston and Holbeck	16	13	12									
Bramley and Stanningley	15	17	17									
Burmantofts and Richmond Hill	28	27	27									
Calverley and Farsley	2	2	2									
Chapel Allerton	9	9	11									
City and Hunslet	22	21	19									
Cross Gates and Whinmoor	10	9	9									
Farnley and Wortley	11	12	11									
Garforth and Swillington	2	1	1									
Gipton and Harehills	30	33	32									
Guiseley and Rawdon	2	1	0									
Harewood	0	0	0									
Headingley	3	2	1									
Horsforth	0	0	0									
Hyde Park and Woodhouse	10	9	5									
Killingbeck and Seacroft	14	16	16									
Kippax and Methley	0	0	0									
Kirkstall	7	8	8									
Middleton Park	17	18	17									
Moortown	3	4	1									
Morley North	1	1	1									
Morley South	3	4	4									
Otley and Yeadon	1	1	1									
Pudsey	2	1	1									
Rothwell	1	1	1									
Roundhay	4	4	4									
Temple Newsam	11	12	10									
Weetwood	2	3	3									
Wetherby	0	1	1									

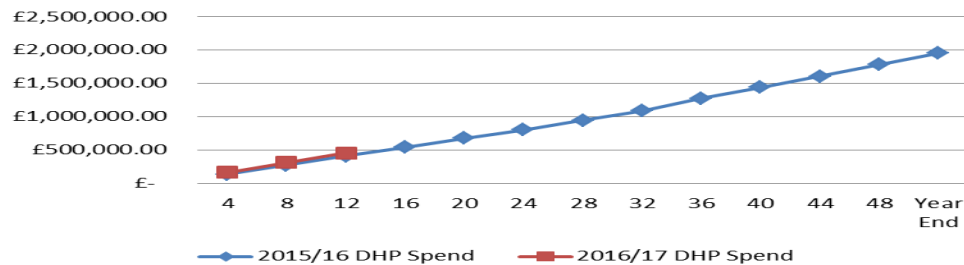
## Discretionary Housing Payments as at 30/06/2016

Jun-16							
Priority Group	Total requests	Awards	% of awards	No award	% where no award	Ave Weekly award	Total cost of awards made
Sig adapted	38	31	82%	7	18%	£ 12.84	£ 20,364.00
Child access	129	111	86%	18	14%	£ 16.94	£ 74,441.00
Approach PC age	14	13	93%	1	7%	£ 14.91	£ 8,720.00
Housing & birth	28	27	96%	1	4%	£ 14.57	£ 6,625.00
Exceptional circs	815	563	69%	252	31%	£ 17.24	£ 224,209.00
Foster Carers	4	4	100%	0	0%	£ 16.41	£ 2,855.00
<b>Number of UO cases</b>	<b>1028</b>	<b>749</b>	<b>73%</b>	<b>279</b>	<b>27%</b>		<b>£ 337,214.00</b>
LHA cases affected by welfare changes	29	22	76%	7	24%	£ 37.46	£ 13,943.00
Bond Payments	84	6	7%	78	93%		£ 2,375.00
Benefit Cap cases	38	27	71%	11	29%	£ 54.74	£ 45,581.00
Cases not in above categories	480	196	41%	284	59%	£ 30.10	£ 99,705.00
<b>Total of DHP claims</b>	<b>1,659</b>	<b>1,000</b>	<b>60%</b>	<b>659</b>	<b>40%</b>		<b>£ 498,818.00</b>
2015/16 Renewals		1226					£ 929,868.00
Total committed spend to date							£ 1,428,686.00
<b>Payments To Date (Week 14)</b>							£ 551,493.46
DHP Government contribution							£ 1,888,013.00

### DHP requests where customer is in receipt of UC \*

UO Priority Group	Total requests	Awards	% of awards	No award	% where no award	Ave Weekly award	Total cost of awards made
Sig adapted	0	0	0%	0	0%	£0.00	£ -
Child access	0	5	0%	0	0%	£10.47	£ 2,394.00
Approach PC age	0	0	0%	0	0%	£0.00	£ -
Housing & birth	0	0	0%	0	0%	£0.00	£ -
Exceptional circs	20	13	65%	7	35%	£11.61	£ 2,255.00
Foster Carers	0	0	0%	0	0%	£0.00	£ -
<b>Number of UO cases</b>	<b>20</b>	<b>18</b>	<b>90%</b>	<b>7</b>	<b>35%</b>		<b>£ 4,649.00</b>
LHA cases affected by welfare changes	0	0	0%	0	0%	£0.00	£ -
Bond Payments	0	0	0%	0	0%		£ -
Benefit Cap cases	0	0	0%	0	0%	£0.00	£ -
Cases not in above categories	15	7	47%	8	53%	£34.74	£ 3,353.00
<b>Total of DHP claims</b>	<b>35</b>	<b>25</b>	<b>71%</b>	<b>15</b>	<b>43%</b>		<b>£ 8,002.00</b>

**DHP Total Payment Comparisons  
2015/16 To 2016/17**



## Local Welfare Scheme statistics as at 30/06/2016

Jun-16

Call Stats					
Date	Offered	Abandoned	To CSO's	Eligible Applications	Awards
Apr-16	1589	328	1261	243	193
May-16	1550	326	1224	298	229
Jun-16	1565	301	1264	367	284
Jul-16	0	0	0	0	0
Aug-16	0	0	0	0	0
Sep-16	0	0	0	0	0
Oct-16	0	0	0	0	0
Nov-16	0	0	0	0	0
Dec-16	0	0	0	0	0
Jan-17	0	0	0	0	0
Feb-17	0	0	0	0	0
Mar-17	0	0	0	0	0
<b>Total</b>	<b>4,704</b>	<b>955</b>	<b>3,749</b>	<b>908</b>	<b>706</b>

Volumes per total no. of claims		
Award	Value	Number
Store Cards	£4,385.00	134
ASDA baskets	£751.61	16
Fuel (cash)	£6,890.00	286
White goods	£73,224.95	213
Brown goods	£11,010.50	59
Re-use goods	£23,355.00	123
Flooring	£48,377.50	134
Travel	£4.00	1
Removal	£1,325.00	4
Fareshare Referrals	n/a	231
<b>Total</b>	<b>£169,323.56</b>	<b>1,201</b>

Breakdown of decisions		
Outcome	Totals	%
awarded	706	78%
not awarded	202	22%
<b>Total</b>	<b>908</b>	

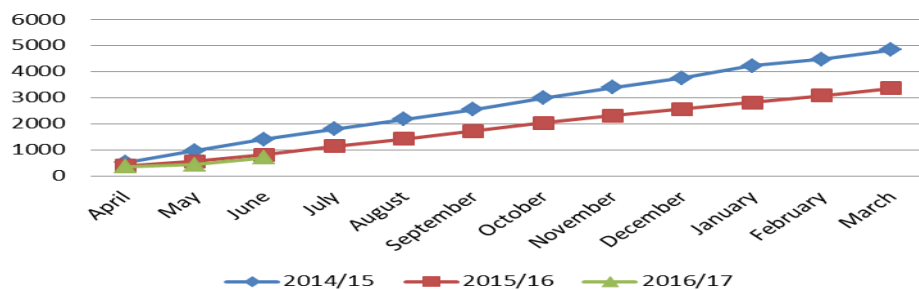
Reasons for no award	
Reason	Totals
Single – not met emergency criteria	66
Family – not met emergency criteria	29
No response to our phone call	78
Cancelled/ Withdrawn	2
previous claims	23
HRT/ GPOW (See decription below)	5
<b>Total</b>	<b>203</b>

NEW GOODS	TOTAL
G/COOKER	52
E/COOKER	75
F/FREEZER	111
U/FRIDGE	13
WASHER	69
DRYER	0
M/WAVE	2
BED	48
COT	2
SOFA	2
ARMCHAIR	3
CURTAINS	8

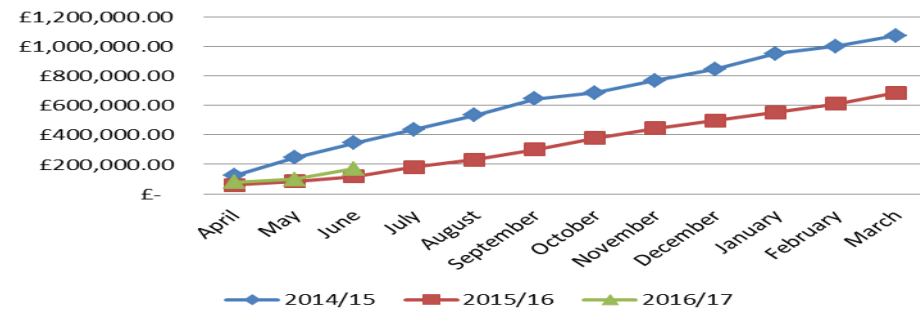
REFURBISHED GOODS	TOTAL
E/COOKER	91
F/FREEZER	55
U/FRIDGE	4
WASHER	0
DRYER	0
SINGLE BED	0
DOUBLE BED	0
SOFA	4
ARM CHAIR	0
3/SUITE	1

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Total Number Of Awards Made For Local Welfare Support



Total Value Of Awards Made For Local Welfare Support





## Local Council Tax Support

NUMBER OF CLAIMS AFFECTED BY LOCALISED COUNCIL TAX SUPPORT												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
ALL CLAIMS	23198	23245	22971									
Weekly Value Of Loss Of Benefit For Claims Affected By LCTS												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
ALL CLAIMS	£ 78,842.42	£ 79,054.78	£ 77,828.93									

## Local Council Tax Support: Breakdown by ward of numbers with additional 25% to pay

Ward	Jun-2016	Ward	Number Of Claims
Adel and Wharfedale	275	Horsforth	231
Alwoodley	476	Hyde Park and Woodhouse	1091
Ardsley and Robin Hood	336	Killingbeck and Seacroft	1168
Armley	1374	Kippax and Methley	257
Beeston and Holbeck	1287	Kirkstall	833
Bramley and Stanningley	843	Middleton Park	1249
Burmantofts and Richmond Hill	2126	Moortown	400
Calverley and Farsley	299	Morley North	361
Chapel Allerton	1144	Morley South	467
City and Hunslet	1423	Otley and Yeadon	357
Cross Gates and Whinmoor	530	Pudsey	511
Farnley and Wortley	777	Rothwell	336
Garforth and Swillington	216	Roundhay	440
Gipton and Harehills	2402	Temple Newsam	622
Guiseley and Rawdon	214	Weetwood	452
Harewood	80	Wetherby	137
Headingley	257		

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## Local Council Tax Support: Breakdown By Group Type

Jun-16	NUMBER OF CLAIMS	COMMENTS
<b>COUNCIL TAX GROUP</b>		
Elderly	25869	National Prescribed Scheme ; No Change to Entitlement
War Pensioners	32	Protected: no change to entitlement
Severe Disability	5013	Protected: no change to entitlement
Enhanced Disability	8479	Protected: no change to entitlement
Carer	2264	Protected: no change to entitlement
Lone Parent Child Under 5	6005	Protected: no change to entitlement
Engaging Jobseeker	429	No Protection : Entitlement Reduced By 25%
Other	22542	No Protection : Entitlement Reduced By 25%
<b>Total</b>	<b>70633</b>	
Non-Engaging Jobseeker	264	Not Receiving CTS Due to Non Engagement

## Affect Of Council Tax Support On Council Tax Collection Rate

<b>Council Tax Liability Of Claims Previously In Receipt Of 100% Council Tax Benefit</b>												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
	£ 3,564,587.00	N/A	£ 3,495,917.00									
<b>Council Tax Liability Of Claims Previously In Receipt Of Partial Council Tax Benefit</b>												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
	£ 3,545,777.00	#VALUE!	£ 3,614,306.00									
<b>Council Tax Liability Of All CTS Claims Affected By The 25% Reduction In Benefit</b>												
2016/17	April	May	June	July	August	September	October	November	December	January	February	March
	£ 7,110,364.00	N/A	£ 7,110,223.00									
<b>Comparison Of Overall Council Tax Collection Rate (Both CTS and Non CTS Cases)</b>												
	April	May	June	July	August	September	October	November	December	January	February	March
VARIANCE 2015/16 to 2016/17	0.00%	N/A	0.00%									
<b>Council Tax Collection Rate For CTS and Non CTS Claims</b>												
Collection Rate	April	May	June	July	August	September	October	November	December	January	February	March
Overall	10.2%	N/A	28.4%									
CTS Claims (Prev On 100% Benefit)	8.7%	N/A	20.4%									
All CTS Claims	8.9%	N/A	21.3%									



Report authors: Joy Wetherill

Tel: 3760181

## Report of Assistant Chief Executive (Citizens and Communities)

### Report to Citizens and Communities Scrutiny Board

Date: 12<sup>th</sup> September 2016

### Subject: Leeds Advice Consortium

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

### Summary of main issues

- 1 This report provides an update on Leeds Advice Consortium which is now in the final year of a three contract awarded in April 2014.
- 2 It evidences the good work that has been undertaken to improve access to advice services and the significant increase in the number of clients assisted since the start of the contract.
- 3 It highlights the emerging issues in relation to advice which will need to be considered when retendering for the service.
- 4 It provides information on the role of the in-house Welfare Rights Service and the rising demand on this service.

### Recommendations

The Board is invited to consider the information provided within this report and comment on options for the future if funding reductions are to be implemented.

## **1.0 Purpose of this report**

1.1 The purpose of the report is to provide the Board with an update on the service provided by the Leeds Advice Consortium and to highlight areas of good performance as well as challenges, emerging areas of concern, risks relating to the contract for advice and the re-tendering exercise in relation to this service. It also provides an update on the role of the in-house Welfare Rights Service and the challenges faced by the team due to Welfare Reform.

## **2.0 Background information**

2.1 Following a market sounding exercise undertaken in 2012 and the subsequent Executive Board decision, Leeds Advice Consortium was awarded a 3 year contract to deliver a new citywide advice service. The aim of the new service was to improve access to advice by increasing opening hours and expanding telephone-based advice to help deal with the increasing demand for advice.

2.2 The contract consolidated different streams of funding for advice from across the council. Prior to the award of this contract several departments across the Council gave grants to the advice sector to deliver services on behalf of their clients with all monitoring being done separately and independently.

2.3 This contract is now managed by the Executive Officer-Advice Services who also manages the Council's in-house Welfare Rights Unit. This has enabled a more cohesive approach towards monitoring and led to improved partnership working and the sharing of best practice which in turn allows for more effective use of resources.

2.4 The Welfare Rights Unit has provided a comprehensive Welfare Benefits Service to the citizens of Leeds since 1993.

## **3.0 Leeds Advice Consortium**

3.1 The Leeds Advice Consortium is made up of Citizens Advice Leeds, Citizens Advice Chapeltown and Better Leeds Communities (formerly Burley Lodge Centre). Citizens Advice Leeds is the primary contractor and sub-contracts to Citizens Advice Chapeltown and Better Leeds Communities.

3.2 Citizens Advice Leeds were aware that the new service had to meet ambitious goals and targets over the period of the contract including:

- To more than double the number of clients assisted over the period of the contract
- Transferring resources to telephone advice to enable more customers to access the service Monday to Friday 9.00am till 5.00pm
- Face to face advice to be available Monday to Friday 9.00am till 5.00pm
- To aim to resolve 70% of all enquiries at the first point of contact

3.3 Advice agencies have worked hard over the last few years to respond to the growing need for advice. However demand for advice continues to exceed supply and it was clear to Citizens Advice Leeds that any further increase to client numbers could only come from reconfiguring existing provision.

- 3.4 Following a period of consultation the decision was made therefore to close the bureaux in Crossgates, Morley, Otley and Pudsey from April 2015 with the guarantee that access to advice would still be available for citizens living in these areas.
- 3.5 The result of this reconfiguration has been positive and it has helped Citizens Advice Leeds develop their service to better meet the needs of their clients whilst also increasing the number of clients assisted. The reconfiguration also saw a reduction in staffing at Citizens Advice Leeds which had cost implications.
- 3.6 There has been a growth in the number of telephone calls answered since the contract came into effect. In 2013/14, before contract was awarded, 6,528 calls were answered. This rose to 13,404 in 2014/15 and increased again to 14,573 in 2015/16 - this figure increases further to 19,368 if the number of call-backs is also included. Telephone advice however is not suitable for everyone so to assist more clients, face to face appointments at Citizens Advice Leeds and Chapeltown also increased from 10,066 in 2014/15 to 14,714 in 2015/16 whilst face to face appointments at outreach surgeries increased from 2,736 in 2014/15 to 4,508 in 2015/16. These figures are summarised in the table below.

	2014/15	2015/16
Telephone calls	13,404	14,573
Face-to-face	10,066	14,714
Surgeries	2,736	4,508
Total	26,206	33,795

- 3.7 In year two the consortium dealt with 9.75% more unique clients than in the first year. In year 3 of the contract, the Consortium is on track to help around 45,000 people, 5000 more than the target of 40,000 set in the original contract, and despite a funding reduction of 8%.

#### 4.0 Funding

- 4.1 Funding for the service has varied since the start of the contract but for 2016/17 contributions were as follows:-

£1,146,751.00	Citizens and Communities (Advice Grant)
£135,000.00	Childrens Services (Childrens Centres)
£121,995.00	Public Health (GP Practices)
£76,932.00	Public Health (Mental Health)
£90,000.00	NHS South and East CCG - <i>from April 15</i>
£34,340.00	Adult Social Care (Mental Health)
£46,639.00	Adult Social Care (Non Residential Care Charging) - <i>from April 16</i>
<b>£1,651,657.00</b>	

- 4.2 Every stakeholder has been asked to confirm their funding contribution for 2017/18 and beyond to help plan the future of the service. The Council's financial position means that each directorate is under significant pressure to identify savings ahead of 2017/18 and 2018/19. The Leeds Advice Consortium is aware of the pressures on the Council and is developing options to help cope with potential reductions in funding of between 10%-15%. These options, which will have implications for the level of advice that can be provided, include:

- Reduction in opening hours;
- Changes to the level and way advice is provided in Children's Centres and GP surgeries;
- Reviewing sub-contracting arrangements.

## **5.0 2018 and Beyond**

- 5.1 The initial 3 year contract had an option to extend by a further 2 years in 1-year increments which would take it to 31 March 2019. However it is planned invoke the initial 1-year extension with the intention of having a new contract in place by 1 April 2018. This also coincides with the date Citizens Advice Leeds tenancy comes to an end at Westminster Buildings.
- 5.2 Due to the value of the contract there will need to be a competitive re-tendering exercise value. The contract provides the main source of funding for Citizens Advice Leeds and Citizens Advice Chapeltown and the re-tendering exercise will, therefore, create a period of uncertainty for these organisations.

## **6.0 Welfare Rights Unit**

- 6.1 The Welfare Rights Team have continued to review and amend provision to assist even more people with existing resources. There are 13 Welfare Rights Workers who provide, on a weekly basis, 88 general advice appointments, 153 hours of telephone advice and home visits for those who have more complex enquiries but who are unable to leave their home. There are 2 Assistant Welfare Rights Workers who provide 20 form filling surgery appointments per week plus home visits for those who require help to complete the more lengthy claim forms. A contribution of £46,260 is received from Public Health towards this service.
- 6.2 2 Macmillan Welfare Rights Workers provide a comprehensive service to those suffering with cancer and their families. During 2015 they assisted 4869 clients. By working closely with clinicians and support workers across Leeds they aim to ensure that benefit advice forms an integral part of the patient's pathway. Macmillan Cancer Support continues to provide funding for this service – in 2016/17 the funding contribution is £63,292.00.
- 6.3 Benefit appeal requests, predominantly appeals relating to disability benefits, are dealt with primarily by the 4 Senior Welfare Rights Workers. In the first quarter of 2016/17 206 requests were received this was an increase of 42% on the first quarter of 2015/16. On average each appeal takes 4.5 hours to deal with but across Leeds there are very few agencies that have workers with the appropriate skills to deal with these requests so the majority do tend to fall to the Welfare Rights Unit.
- 6.4 In total the Welfare Rights Team dealt with 34,543 enquiries in 2015/16 which in turn generated estimated benefit gains totalling £19,681,407.00.
- 6.5 The Welfare Rights Unit also has 2 workers attached to the 13+ teams in Children's Services one of whom deals with policies and procedures in relation to benefits and other financial support for young people. The second worker works more directly with the young people and their PA's to ensure they make appropriate claims for benefits in a timely manner. The work they have undertaken since 2014 has been outstanding and the gains generated and savings made for the authority have more than covered the costs of their posts.
- 6.6 The Senior Community Development Officer based in South Leeds continues to provide a comprehensive service including group sessions to help boost confidence and build skills to improve employability and surgery appointments to assist with benefit enquiries and low

level immigration advice. Partnership work is key to this role and the officer has built up excellent links with the team at Dewsbury Road One Stop Centre, the team at the Vale Circles, Social Services, Education Leeds and the Police.

6.7 In September 2015 a new post of Training/Specialist Benefit Consultant was introduced. This post-holder ensures those on the Welfare Right Unit are kept fully up to date with all changes to benefit legislation. Training has also been provided to several other teams from Carers Leeds, Housing Advisors (Benefits), Fostering Support Group, Customer Services, Teenage Parenting Team, LGI, GP's and Touchstone

## **7.0 Challenges for the Advice Sector going forward**

7.1 The expectation is that demand for advice will continue to grow. This is because Welfare Reforms are still being rolled out including further reductions to the Benefit Cap levels from autumn, the ongoing roll out of Universal Credit, the migration from Disability Living Allowance to Personal Independence Payment and further changes to Housing Benefit and, potentially, Council Tax Support.

7.2 Over the last few years benefit legislation has become even more complex and the number of people seeking advice has increased. At the same time overall funding for advice has been reduced and several experienced Welfare Rights Workers have left the sector stating they no longer feel able to help and support people.

7.3 The number of individuals who require an interpreter also continues to result in pressure being placed on the budgets of advice providers. Once again as legislation is amended on a frequent basis for persons from abroad the number of enquiries also increases. Last year the Welfare Rights Unit spent £6,621.53 on interpreting services whilst Citizens Advice and Better Leeds Communities spent in excess of £20,000, of which £9,244.66 was spent with the Council's Interpreting and Translation Team.

7.4 Any funding cuts will have a significant impact on service provision; however, the need for advice will not diminish. The majority of those seeking advice are vulnerable adults who are unable to help themselves so will still require access to advice. The Advice Consortium quote 29% of their clients have a long term health condition or disability 31% of whom identified themselves as having a mental health problem.

7.5 There will clearly be implications arising from a situation which sees reductions in funding against a background of growing demand. For those providing the service there will be increased pressure due to assisting more clients with less resource, whilst clients will have to wait longer to get advice, if at all, and this may come at a cost.

7.6 There are limited options for matching advice resources with demand. Where costs savings can be made through better collaboration between advice agencies or through better use of accommodation, this will be pursued. Other options for reducing costs or matching resources to funding include:-

- Encouraging more people to use self-help options e.g. websites, helplines etc. Citizens Advice already has a website offering online advice and the use of e-claims

can provide an option for those needing help with claim completion. However, for more complex benefits such as disability benefits, this option may be less effective;

- Encouraging more people to seek advice by phone or email;
- Reducing or removing drop-in facilities for those wanting a face-to-face service and replacing the service with surgery appointments only; reducing the number of surgeries provided. These options are likely to require a further review of the number of agencies involved in delivering advice
- Further reducing or removing home visits;
- Reviewing the provision of interpretation where this is a cost to the service;
- Limiting the issues/areas where help will be provided e.g. limiting help with PIP or DLA appeals.

## **8.0 Corporate Considerations**

### **8.1 Consultation and Engagement**

8.1.1 The report is not proposing any changes to the current service provision and as such there is no need for wider consultation.

### **8.2 Equality and Diversity / Cohesion and Integration**

8.2.1 This is not a decision-making report and as such there is no need for an EIA screening document to be completed.

### **8.3 Council policies and City Priorities**

8.3.1 The provision of advice supports the Council Plan around supporting communities and tackling poverty. Advice is a key tool in tackling homelessness, maximising income and tackling debt issues.

### **8.4 Resources and value for money**

8.4.1 The information provided within this report demonstrates how advice across the city has been provided to ensure best use of resources and value for money.

### **8.5 Legal Implications, Access to Information and Call In**

8.5.1 The report is provided within the context of the formal role of Scrutiny Boards within the Council's constitution. There is no decision being made and there is therefore no call-in requirement.

### **8.6 Risk Management**

8.6.1 In many cases access to advice can help to secure a client's income, reduce indebtedness and help them to remain in their homes. Without this further costs may be incurred not only for the local authority but also for the NHS.



## **9.0 Recommendations**

Members are invited to consider the information provided within this report and comment on options for the future if funding cuts are to be implemented.

## **10.0 Background documents<sup>1</sup>**

10.1 None

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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Report author: Angela Brogden  
Tel: 247 4553

## Report of Head of Governance Services

## Report to Scrutiny Board (Citizens and Communities)

**Date: 12<sup>th</sup> September 2016**

## Subject: Work Schedule

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

## Summary of main issues

1. The Board's work schedule is attached as appendix 1. This will be subject to change throughout the municipal year.
2. Also attached at appendix 2 are the minutes of the Executive Board meeting held on 27<sup>th</sup> July 2016, for the Board's information.

## Recommendation

3. Members are asked to consider the work schedule and make amendments as appropriate.

## Background documents<sup>1</sup>

4. None used

<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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Area of review	Schedule of meetings/visits during 2016/17		
	June	July	August
<b>Development of a revised Council Tax Support Scheme</b>		Initial briefing and agreeing terms of reference. SB 25/07/16 @ 10 am	
<b>Safeguarding issues linked to the night time economy.</b>			
<b>Reducing repeat customer contacts</b>			
<b>Briefings</b>	Scrutiny Board Terms of Reference and Sources of Work SB 27/06/16 @ 10 am		
<b>Recommendation Tracking</b>		Universal Credit SB 25/07/16 @ 10 am	
<b>Performance Monitoring</b>			

## Scrutiny Board (Citizens and Communities) Work Schedule for 2016/2017 Municipal Year

Areas of review	Schedule of meetings/visits during 2016/17		
	September	October	November
<b>Development of a revised Council Tax Support Scheme</b>	Session 2 on the inquiry WG – 19/09/16 @ 1.30 pm  Session 3 of the inquiry WG – 28/09/16 @ 1 pm	Session 4 of the inquiry WG – 4/10/16 @ 10 am	Agree final report SB 07/11/16 @ 10 am
<b>Safeguarding issues linked to the night time economy.</b>		Update on actions taken to date. SB 10/10/16 @ 10 am	
<b>Reducing repeat customer contacts</b>	Scoping terms of reference WG – tbc	Agree terms of reference SB 10/10/16 @ 10 am	
<b>Briefings</b>	Future changes to the Leeds Advice Consortium. SB 12/09/16 @ 10 am		
<b>Budget &amp; Policy Framework/pre-decision Scrutiny</b>			
<b>Recommendation Tracking</b>	Migration in Leeds SB 12/09/16 @ 10 am  Development of Community Committees SB 12/09/16 @ 10 am	Development of Community Hubs SB 10/10/16 @ 10 am	
<b>Performance Monitoring</b>	Performance Update SB 12/09/16 @ 10 am		

## Scrutiny Board (Citizens and Communities) Work Schedule for 2016/2017 Municipal Year

Area of review	Schedule of meetings/visits during 2016/17		
	December	January	February
Reducing repeat customer contacts			
Briefings			
Budget & Policy Framework/pre-decision Scrutiny		2017/18 Initial Budget Proposals SB 09/01/17 @ 10 am	
Recommendation Tracking			Universal Credit SB 13/02/17 @ 10 am
Performance Monitoring		Performance Update SB 09/01/17 @ 10 am	

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**Scrutiny Board (Citizens and Communities) Work Schedule for 2016/2017 Municipal Year**

Area of review	Schedule of meetings/visits during 2016/17		
	March	April	May
Reducing repeat customer contacts			
Briefings			
Budget & Policy Framework/pre-decision Scrutiny			
Recommendation Tracking			
Performance Monitoring			



## EXECUTIVE BOARD

WEDNESDAY, 27TH JULY, 2016

**PRESENT:** Councillor J Blake in the Chair

Councillors A Carter, R Charlwood,  
D Coupar, S Golton, J Lewis, R Lewis,  
L Mulherin, M Rafique and L Yeadon

**33 Declaration of Disclosable Pecuniary Interests**

There were no declarations of Disclosable Pecuniary Interests made at the meeting, however a comment with regard to interests was made at a later point in the meeting (Minute No. 35 refers).

**34 Minutes**

**RESOLVED** – That the minutes of the meeting held on 22<sup>nd</sup> June 2016 be approved as a correct record.

### CHILDREN AND FAMILIES

**35 Investment in new Social, Emotional and Mental Health Specialist Provision for Children and Young People**

Further to Minute No. 93, 18th November 2015, the Director of Children's Services, the Director of Adult Social Services and the Deputy Chief Executive submitted a joint report which presented proposals regarding investment in Social, Emotional and Mental Health (SEMH) provision. The report outlined key statutory duties, the national policy framework, together with the costs and benefits of the main options being considered. In addition, the report provided details of the proposed construction programme and sought approval of the relevant injections into the capital programme and related authority to spend.

Members welcomed the investment which was proposed and the fact that such proposals would enable children and young people to remain in the city, rather than having to travel outside of Leeds to receive such provision.

Responding to an enquiry, the Board received assurances around the priority which was being given to ensuring that the proposals would meet the bespoke needs of service users.

In commenting upon the report, Councillor Golton drew the Board's attention to his role as a school governor, and given the issues that he had experienced with partners delivering a construction programme as part of that role, he sought assurances around ensuring the high quality of the design, together with the monitoring of associated costs. In response, officers provided the Board with the relevant assurances on such matters.

**RESOLVED –**

- (a) That the case for change to SEMH provision, as detailed within the submitted report, be endorsed;
- (b) That the injection of £16,469.2k of Departmental Borrowing into the Capital Programme be approved;
- (c) That the injection of £12,212k of Leeds City Council Borrowing into the Capital Programme be approved;
- (d) That the principle of ring-fencing capital receipts from the sale of Elmete Behavioural, Emotional and Social Difficulties (BESD) Specialist Inclusive Learning Centre (SILC), Burley Park Pupil Referral Unit (PRU) and the Meanwood Centre be agreed, subject to a dispensation being granted by the Department for Education for the use of any such receipts;
- (e) That the authority to spend £45m be approved, subject to individual Design and Cost Reports being brought forward at appropriate design freeze stages for approval by the Learning Places Programme Board;
- (f) That it be noted that the Deputy Director for Children's Services is responsible for the oversight of this programme.

**36 Outcome of consultation to increase learning places at Beecroft Primary School**

The Director of Children's Services submitted a report regarding a proposal to increase learning places at Beecroft Primary School, brought forward to meet the local authority's duty to ensure sufficiency of school places. The report detailed the outcome of the consultation regarding the proposal and which sought permission to publish a statutory notice in respect of such proposals.

**RESOLVED –**

- (a) That the publication of a Statutory Notice to permanently expand Beecroft Primary School from a capacity of 210 pupils to 315 pupils with an increase in the admission number from 30 to 45 with effect from September 2017, be approved;
- (b) That it be noted that the responsible officer for the implementation of such matters is the Head of Learning Systems.

**37 Outcome of Statutory Notices to increase learning places at Low Road Primary School and Cottingley Primary Academy**

The Director of Children's Services submitted a report regarding proposals to increase learning places at Low Road (Community) Primary School and Cottingley Primary Academy, brought forward to meet the local authority's duty to ensure sufficiency of school places, and which supported the Best Council Plan priority to improve educational achievement and close achievement gaps. The report was divided into two parts in order to describe

the outcome of each of the statutory notices and which sought final decisions on each of the proposals.

**RESOLVED –**

- (a) That the proposed expansion of Low Road (Community) Primary School from a capacity of 140 pupils to 210 pupils with an increase in the admission number from 20 to 30, with effect from September 2017, be approved;
- (b) That the proposed expansion of Cottingley (Academy sponsor led) Primary Academy from a capacity of 315 pupils to 420 pupils with an increase in the admission number from 45 to 60, with effect from September 2017, be approved;
- (c) That it be noted that the responsible officer for the implementation of such matters is the Sufficiency and Participation Lead.

**38 Outcome of consultation to increase learning places at Hunslet St Mary's Church of England Primary School**

The Director Children's Services submitted a report providing details of a proposal to increase learning places at Hunslet St. Mary's Church of England Primary School which had been brought forward to meet the local authority's duty to ensure sufficiency of school places, and which supported the Best Council Plan priorities to improve educational achievement and close achievement gaps. The report sought permission to publish a statutory notice in respect of such proposals.

**RESOLVED –**

- (a) That the publication of a Statutory Notice to expand Hunslet St Mary's Church of England Primary School from a capacity of 210 pupils to 315 pupils, with an increase in the admission number from 30 to 45, with effect from September 2017, be approved;
- (b) That it be noted that the responsible officer for the implementation of such matters is the Head of Service Learning Systems.

**39 Regionalisation of Adoption**

The Director of Children's Services submitted a report providing information on the adoption reform proposals contained within the Education and Adoption Act 2016 and which outlined the collaborative work which was being undertaken with other Local Authorities and Voluntary Adoption Agencies in order to develop a new model of delivering adoption services in the Yorkshire and Humber region.

Members welcomed the proposals detailed within the submitted report and paid tribute to all those involved for the significant work which had been undertaken on this initiative to date. In addition, emphasis was placed upon the positive outcomes for children and young people which could be achieved from the collaborative approach being taken.

## **RESOLVED –**

- (a) That the proposals towards progressing the arrangements for establishing a Regional Adoption Agency and the creation of a West Yorkshire Adoption Agency, be supported and endorsed;
- (b) That agreement be given to the proposition that Leeds City Council becomes the host authority for the agency;
- (c) That the above resolutions be agreed, subject to the satisfactory resolution of the following:
  - The appointment of a joint committee with appropriate membership, terms of reference and rules of procedure;
  - The appointment of a management board including the West Yorkshire local authorities and third sector organisations through a partnership agreement;
  - Proposed delegation of functions from the Joint Committee to the lead officer within the West Yorkshire Adoption Agency with regard to the recruitment and assessment of adopters, adoption panels, family finding and adoption support;
  - The transfer of staff from other Local Authorities into Leeds City Council;
  - The establishment of a budget for the new agency and a funding formula to reflect each Local Authorities contribution to the regional agency budget;
  - Establishment of the commissioning needs of the new agency and the ICT requirements;
  - The creation of an organisational unit within Leeds City Council for the new West Yorkshire Adoption Agency. The lead officer for this will be the Director of Children’s Services and the unit will sit within Children’s Services;
  - Agreement that the Director of Children’s Services will continue to work with the participating authorities in order to progress these matters.

## **COMMUNITIES**

### **40 Empty Homes Strategy: Filling the Void 2016-19**

The Director of Environment and Housing submitted a report providing an update on the progress made by the Empty Homes Strategy, and which sought approval for the Private Sector Housing Service to undertake a further 3 years of activity in Holbeck, with the aim of returning empty homes back into occupation.

Members welcomed the positive impact of the strategy to date, together with the proposal to continue to target empty homes within Holbeck for a further 3 years. In addition, the Board paid tribute to the work undertaken by the community led housing sector in this area.

Responding to an enquiry as to whether the strategy could be extended to other areas of the city, Members were informed of the criteria which had been used to identify the communities targeted to date, and that further work would

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be undertaken in due course for Members' consideration, which could be used when considering the potential of other locations in the future.

**RESOLVED** – That approval be given for the Private Sector Housing Service to continue to target empty homes within Holbeck for a further 3 years.

## **ECONOMY AND CULTURE**

### **41 Leeds City Council's Initial Response to the Referendum on the UK's Membership of the European Union**

The Chief Executive submitted a report which presented the steps that Leeds City Council, working closely with partners, were taking in order to support people, growth, businesses, and key institutions across the city following the EU Referendum.

Emphasis was placed upon the vital role of the Council, working with partners across all sectors, in moving Leeds forward following the referendum result. Also highlighted was the strength and resilience that the city had shown in the past and would continue to show in the future. The Board also provided reassurance that all citizens and communities of Leeds, regardless of their nationality, were welcome in the city. It was also acknowledged that whilst there would be uncertainty as a result of the referendum result, such circumstances would also present opportunities for the city and the wider region.

Members highlighted the need for Leeds' viewpoint to be robustly represented in any post referendum discussions, and it was noted that the Leader had spoken to the Secretary of State for Communities and Local Government and had also written to the Prime Minister on such matters. It was also highlighted that consideration needed to be given to the ways in which it could be ensured that all citizens felt that their viewpoints were listened to and that they did not feel marginalised.

**RESOLVED** – That the following be approved:-

- (a) That the Chief Officer Economy and Regeneration be requested to identify the impact of the economic uncertainty on major development projects, and measures that could be undertaken by the Council working with the Leeds City Region Enterprise Partnership (LEP) and the West Yorkshire Combined Authority to de-risk existing schemes, and to bring forward new projects in order to take advantage of the positive exchange rate;
- (b) That the case be made to Government to secure the European Structural Investment Funding (ESIF) which is committed to Leeds City Region over the remainder of the period the UK is a member of the EU, and once the UK leaves the EU, for funding to replace the European Funds earmarked for the city region;
- (c) That the Chief Officer Economy and Regeneration be requested to put in place strengthened Key Account Management mechanisms for

supporting businesses, particularly those where there is a potential risk of disinvestment, and key institutions in the city that could be affected by changes in EU funding, and their ability to recruit staff from across the EU;

- (d) That the Chief Officer Economy and Regeneration be requested to set up a standing task force in order to respond to any major disinvestment and redundancies, by providing support for people to find alternative jobs, and seeking to attract investment to sites that become available;
- (e) That the Council continue to promote a tolerant, open and inclusive city, providing information and advice to people on the implications of 'Brexit' and reassuring them that they are welcome to live and work in Leeds, whilst also monitoring and seeking to tackle any community tensions;
- (f) That the Council continue to make the case for increased devolution in order to ensure that Leeds and the City Region have the powers and resources to respond to changing economic circumstances, and to do so in a way that connects local people better with the making of decisions that affect their lives;
- (g) That actions be taken to enhance the image of Leeds on the global stage as an outward-looking, diverse and international city by continuing to promote inward investment in Leeds, attracting international visitors, strengthening existing international partnerships and reaffirming the Council's support to the bid for Leeds to become European Capital of Culture in 2023. (If the UK is not eligible for a Capital of Culture (which is only one of a number of possibilities), consideration be given to the potential for a major international cultural festival being held in order to bring people together and promote Leeds internationally).

#### **42 Compassionate City with a Strong Economy: Financial Strategy**

The Deputy Chief Executive submitted a report which presented an approach and timetable for updating the Council's medium term financial strategy, taking into account the Government's spending plans together with issues such as increased demand upon Council services and cost pressures. The report highlighted the scale of the challenges faced and the potential impact of such challenges, in advance of a more detailed report being submitted to the Board in September 2016.

In presenting the report, the Leader reiterated the scale of the challenge which was being faced by the Council, highlighted the difficult decisions which continued to be taken to address the challenge and acknowledged the potential implications of such decisions. At the same time, it was emphasised that the Council's continued commitment for Leeds to be a compassionate city would remain at the heart of such decision making.

In noting that the intention was to present an updated financial strategy to the Board in September in order to inform the Board's decision on whether or not to accept the 4 year settlement, it was suggested that enquiries be made with the Treasury as to whether a decision on this could be deferred until after the details of the Autumn statement had been announced. In response, it was undertaken that enquiries on this would be made with relevant parties, including the Local Government Association.

Members discussed the ways in which the Council would need to operate differently in the future, and responding to comments made, a Member placed emphasis upon the need for the Council to work with communities in order to enable them, where appropriate, to become further involved in the delivery of service provision.

The Board paid tribute to the valuable work which had been undertaken by the Scrutiny Board (Strategy and Resources) in respect of fees and charges.

In conclusion, it was noted that Board Members would be kept updated on such matters.

#### **RESOLVED –**

- (a) That the medium-term financial challenge and the Government's proposed four-year funding settlement for those local authorities choosing to accept this offer, be noted. That it also be noted that the Deputy Chief Executive will present an updated medium-term financial strategy at the Board's September 2016 meeting as part of the decision on whether or not to accept this four-year settlement;
- (b) That the service and policy review work currently underway which is aimed at continuing to deliver the Best Council Plan ambition of tackling poverty and inequalities, whilst at the same time addressing the challenges of increasing demand, reducing resources and the particular pressures on the council's 2017/18 budget, be noted;
- (c) That the Board's thanks be expressed to Scrutiny Board (Strategy and Resources) for its work on the issue of fees and charges and that the progress made against the Scrutiny Board's recommendations, approved by the Executive Board in February 2016, be noted;
- (d) That the potential implications for the Council's workforce, as set out within the submitted report, together with the indicative timescales presented in Appendix 2, be noted.

(Councillor Yeadon joined the meeting during the consideration of this item)

#### **43 Leeds Innovation District**

The Director of City Development submitted a report which presented the potential for developing the concept of an "innovation district" for Leeds. The report provided background information about innovation districts and detailed how the development of one in Leeds could be beneficial for the city. Finally,

the report sought approval to undertake a range of short and medium term activities in order to develop the concept further.

Members welcomed the proposals detailed within the submitted report and the positive outcomes that such a development could bring to the city. Members also welcomed the enabling role which the Council was playing in this initiative.

**RESOLVED –**

- (a) That the formation of a partnership between Leeds City Council, University of Leeds, Leeds Beckett University and Leeds Teaching Hospitals Trusts be supported in order to further develop the concept of an innovation district for Leeds;
- (b) That it be agreed that the Director of City Development allocates funding from existing City Development directorate budgets, in order to progress the masterplan, strategy and branding work over the next six to nine months on the basis that the other key partners would contribute;
- (c) That it be agreed, that as part of the masterplanning work: planning policy and the approach to highways and transport are considered and reviewed where necessary;
- (d) That it be agreed that the branding and marketing work is carried out and that an investment proposition is developed.

**44 Transfer of Hurst Bequest to Leeds Art Fund**

The Director of City Development submitted a report regarding the proposed transfer to the Leeds Art Fund of the balance from a bequest received by the Council in 2011 from Mrs. Patricia Hurst, subject to an agreement being reached between all relevant parties.

Responding to a specific enquiry, it was noted that the items which had been purchased to date using the bequest had been with the agreement of Lieutenant Colonel and Mrs Hurst's niece and focussed on items that were available in the market and augmented Leeds' existing collections.

Also responding to an individual request that consideration be given to this matter being referred to the relevant Scrutiny Board, it was undertaken that the Member in question be provided with a detailed briefing on the matter.

**RESOLVED –**

- (a) That subject to an appropriate agreement being entered into with the niece of the late Lieutenant Colonel and Mrs Hurst and Leeds Art Fund, the balance of the bequest be transferred to Leeds Art Fund;
- (b) That approval of the terms of the agreement (as referenced in resolution (a)) be delegated to the Chief Officer (Culture and Sport), in consultation with the Chief Officer (Financial Services) and the City



Solicitor, with such an agreement addressing, amongst other things, the following issues:

- the Council being released from any ongoing obligations in respect of the management of the bequest;
- the use of the bequest by Leeds Art Fund going forward; and
- the ownership being retained by the Council of the objects which have already been acquired using the bequest.

- (c) That Councillor A Carter be provided with a detailed briefing on this matter.

(The resolutions detailed within this minute were not subject to the Call In process as they were decisions made on behalf of the Council as the trustee of the bequest rather than in pursuance of the Council's statutory powers).

### **EMPLOYMENT, SKILLS AND OPPORTUNITY**

#### **45 Equality Improvement Priorities Progress Report 2015 - 2016**

The Assistant Chief Executive (Citizens and Communities) submitted a report which presented the annual progress achieved against the Council's Equality Improvement Priorities for the period 2015 – 2016. The report also outlined the refreshed Equality Improvement Priority for Adult Social Care and also a new priority for Environment and Housing.

Members welcomed the content of the progress report and specifically thanked the Council's Equality Champions for the significant work which they continue to undertake in this area.

#### **RESOLVED –**

- (a) That the contents of the submitted report be noted;
- (b) That the Equality Improvement priorities annual report for 2015 – 2016, as appended to the submitted report, be endorsed;
- (c) That the refreshed Equality Improvement Priority for Adult Social Care and the new priority for Environment and Housing be approved.

### **RESOURCES AND STRATEGY**

#### **46 Best Council Plan Annual Performance Report 2015/16**

The Deputy Chief Executive submitted a report which presented the Best Council Plan (BCP) Annual Performance Report for 2015-16 and which reviewed the Council's performance in delivering each of the six strategic BCP objectives.

Responding to a Member's comments, it was highlighted that the BCP was an effective way of monitoring the Council's performance and identifying those areas where the authority was performing well together with those areas where improvement was needed. Also in respect of performance monitoring, it was noted that following the recent Local Government Association Peer

Review, it was intended that a report on the review's findings be submitted to a future Executive Board for Members' consideration.

**RESOLVED –**

- (a) That the draft annual performance report, as appended to the submitted report, be received;
- (b) That the progress made against the 2015/16 Best Council Plan objectives, be noted;
- (c) That it also be noted that further design work will take place and that some of the statistics included may change between this draft and the final design version being published as full-year results are finalised.

**47 Financial Health Monitoring 2016/17 - Quarter 1**

The Deputy Chief Executive submitted a report presenting the Council's projected financial health position for 2016/17 as at the conclusion of Quarter 1. In reviewing the current position of the budget, the report also highlighted potential key risks and variations after the first quarter of the year.

**RESOLVED –** That the projected financial position of the authority be noted.

**48 Capital Programme 2016-2020 Quarter 1 Update**

The Deputy Chief Executive submitted a report providing an update on the Council's capital programme as at end of June 2016. The report included an update of capital resources, progress on spend and a summary of the economic impact of the capital programme.

**RESOLVED –**

- (a) That the injection of £0.44m in relation to Capital Receipts to be utilised by Ward Councillors under the Capital Receipts Incentive Scheme (CRIS), as detailed at Appendix C of the submitted report, be approved;
- (b) That the latest position on the General Fund and HRA capital programmes, be noted.

**49 Annual Risk Management Report**

The Deputy Chief Executive submitted a report providing an update on the Council's most significant corporate risks and which summarised the arrangements in place to manage them, whilst also highlighting the further associated work planned.

**RESOLVED –** That the annual risk management report, as detailed within the submitted report, together with the assurances provided on the Council's most significant corporate risks, be noted.

**50 Growing the Leeds Digital Economy**

The Director of City Development submitted a report regarding the growth of the digital sector in Leeds and the work being undertaken to support and

promote this sector. In addition, the report also sought approval to delegate powers to the Director of City Development in order to build a Tech Hub.

In considering the report, the Board received information regarding the ongoing actions being taken to increase the digital skills base in Leeds.

Responding to an enquiry, the Board received a brief update on the achievements in this field to date. In addition, with regard to the specific details around the development of a Tech Hub, it was noted that further work would be undertaken around such proposals and submitted to the Board for consideration in due course.

#### **RESOLVED –**

- (a) That the Leeds Digital Skills Action Plan be endorsed, together with the Council's approach to procuring sector specialists to lead on this, with a view to moving to a model where it is entirely funded by the sector;
- (b) That the success of the Leeds Digital Festival be acknowledged and that support continues to be offered as this becomes an annual event, with continued support also being offered to the Leeds Digital Board and the work it does to promote the sector;
- (c) That the £3.7m grant from Department for Culture, Media and Sport be accepted, and that the injection of the grant into the capital programme be approved;
- (d) That the Chief Officer Economy and Regeneration be requested to work up proposals for a Tech Hub in Leeds, for consideration by Executive Board later in 2016;
- (e) That the Chief Officer Economy and Regeneration be requested, in consultation with the relevant Executive Member, to develop a proposal to support the existing FutureLabs pop up in the short to medium term;
- (f) That the Chief Officer Economy and Regeneration be requested to work up proposals and submit them to Executive Board for supporting the growth of fintech businesses in Leeds, with the aim of developing Leeds as a centre of expertise for cybersecurity, and for Leeds to become a hub for innovation in Blockchain and distributed ledger technologies.

#### **REGENERATION, TRANSPORT AND PLANNING**

##### **51 South Bank Regeneration Framework and Leeds Station**

The Director of City Development submitted a report which presented details of the South Bank Regeneration Framework, provided an update on the status of work on the Leeds Station and which sought approval to undertake comprehensive public consultation on the framework, the next steps on the HS2 Growth Strategy and also to develop a reference case design for the Leeds Station.

The Board welcomed the submitted report. In addition, Members highlighted the need for the associated consultation exercise to be comprehensive, with due consideration being given to the responses which were received.

**RESOLVED –**

- (a) That the ambitions for the South Bank and Leeds Station be supported, and that the Director of City Development be requested:-
  - (i) To undertake a three month public consultation exercise on the South Bank Regeneration Framework and associated city centre transport proposals, to commence in August 2016;
  - (ii) To develop the HS2 Growth Strategy, as per the proposals contained in paragraph 3.10 of the submitted report, including a delivery and funding plan to deliver proposals contained within the framework;
  - (iii) To develop, in partnership with others, a single reference case design for Leeds station, which includes the opportunity to phase improvements and consider how third party funding could help deliver change;
  
- (b) That the Chief Planning Officer be requested to review the Council's South Bank Supplementary Planning Document and policy framework relating to taller buildings in the South Bank, with a view to recommending how the framework may facilitate updates or changes to existing policies;
  
- (c) That an injection of a £575,000 loan from the West Yorkshire Combined Authority into the Council's Capital Programme be approved, in order to fund the ground remediation to four sites off Bath Road;
  
- (d) That it be noted that the Director of City Development is responsible for the implementation of such matters, and that it be requested that a further report on these issues be submitted to Executive Board later in 2016.

(Under the provisions of Council Procedure Rule 16.5, Councillor A Carter required it to be recorded that he abstained from voting on the decisions referred to within this minute)

**52 Aire Valley Leeds Area Action Plan - Submission Draft**

Further to Minute No. 21, 15<sup>th</sup> July 2015, the Director of City Development submitted a report which provided an update on the progress of the Aire Valley Leeds Area Action Plan (AVLAAP) submission draft, which sought agreement to the content of the 10<sup>th</sup> May 2016 Development Plan Panel report (as detailed at Appendix 1) and which sought approval to recommend to full Council that the 'Submission Draft' of the Aire Valley Leeds Area Action Plan as appended (which included the Sustainability Appraisal Report and the addendum) be submitted to the Secretary of State for Examination.

## **RESOLVED –**

- (a) That the contents of the 10<sup>th</sup> May 2016 Development Plan Panel report, as detailed at Appendix 1 to the submitted report, be agreed.  
(The Development Plan Panel report detailed: 1) officer responses to representations to the publication draft Aire Valley Leeds Area Action Plan consultation; 2) proposed pre-submission changes to the Publication draft AVLAAP and Sustainability Appraisal; and 3) the process of technical and Background Paper amendments to the documents which will support the plan and form the Submission documents for the Planning Inspectorate);
- (b) That it be recommended to full Council that the ‘Submission Draft’ of the Aire Valley Leeds Area Action Plan (including the Sustainability Appraisal Report and addendum, as appended to the submitted report), be submitted to the Secretary of State for Examination. (The ‘Submission Draft’ was appended to the submitted report along with a consolidated schedule of pre-submission changes);
- (c) That it be noted that the Aire Valley Leeds Area Action Plan has been prepared by officers within the Plans and Policies Group under the direction of the Head of Strategic Planning, and that following Executive Board and Council approval (should this be given), the plan will be submitted to the Secretary of State for Examination by an independent Inspector. It also be noted that an Examination in Public could occur as early as December 2016 and will be resourced by officers from within Plans and Policies Group;
- (d) That the process of technical and background paper amendments to the documents, which will support the plan and form the Submission documents for the Planning Inspectorate (as outlined in paragraph 3.5 of the submitted report), be agreed.

(Under the provisions of Council Procedure Rule 16.5, Councillor A Carter required it to be recorded that he abstained from voting on the decisions referred to within this minute)

(In accordance with the Council’s Executive and Decision Making Procedure Rules, the matters referred to within this minute were not eligible for Call In as the power to Call In decisions does not extend to those decisions made in accordance with the Budget and Policy Framework Procedure Rules, which includes the resolutions above)

### **53 Consideration of an Award of Grant Funding to Yorkshire County Cricket Club to contribute towards the Redevelopment of the North-South Stand at Headingley Stadium**

The Director of City Development submitted a report which sought approval to the award of grant funding of £4m to Yorkshire County Cricket Club (YCCC), as a financial contribution towards the redevelopment of the North-South stand at Headingley Stadium, for the purpose of securing four World Cup Cricket Matches in 2019 and ensuring the ‘Category A’ status of the ground

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leading to the award of a new Staging Agreement for the hosting of International Cricket matches in Yorkshire from 2020 onwards.

In considering the submitted report, Members discussed the importance of Headingley Stadium maintaining 'Category A' status and the wide range of benefits it brought to the city and the region. During the discussion, a concern was raised around the principle of the Council providing a grant, rather than a loan to YCCC, whilst also, responding to a further concern, clarification was provided that the proposals detailed within this report were separate from any ongoing planning submissions, and the consideration of this report did not pre-suppose the outcome of any such planning submissions.

Responding to a request, it was highlighted that should the grant be agreed, in addition to the Council retaining a place upon the Board of the Yorkshire Cricket Foundation, further work be undertaken with YCCC with a view to securing further commitment around the provision of associated community and cohesion work being undertaken by YCCC and/or Yorkshire Cricket Foundation.

In conclusion, the clarification provided earlier in the discussion was further reiterated, in that the proposals detailed within this report were separate from any ongoing planning submissions, which would be a matter for the relevant Plans Panels to determine.

**RESOLVED –**

- (a) That the contents of the submitted report, be noted;
- (b) That the following be approved:-
  - (i) The award of a grant of £4 million to Yorkshire County Cricket Club, which will be used exclusively towards the redevelopment of the North-South stand at Headingley Stadium in order to ensure the hosting of four 2019 Cricket World Cup matches and the retention of YCCC 'Category A' status and the award of a new staging agreement from 2020-2022; and which will be subject to:-
  - (ii) The entry by the Council into a grant agreement with Yorkshire County Cricket Club based on the draft Heads of Terms, as detailed in the appendix to the submitted report;
  - (iii) The settlement of the final terms of the agreement (as referenced in resolution (ii) above) being delegated to the Director of City Development.

(Under the provisions of Council Procedure Rule 16.5, Councillors A Carter and Golton required it to be recorded that respectively, they both abstained from voting on the decisions referred to within this minute)

#### **54 Whitehall Road / Northern Street Junction Improvement**

The Director of City Development submitted a report which sought approval of the detailed design and implementation of a junction improvement scheme at Whitehall Road and Northern Street, as indicated in the drawing EP/732227/MIS/25, as appended to the submitted report, at a cost of £2.61m, which would be wholly funded by developer contributions.

#### **RESOLVED –**

- (a) That the junction improvement works, as described in the submitted report, be approved, and that the detailed design and implementation of the scheme, as shown on drawing EP/732227/MIS/25 (as appended to the submitted report), be authorised;
- (b) That authority be given to inject a further £2,103,200 into the Capital Programme (noting that £506,800 is already included within the Capital Programme);
- (c) That authority to incur expenditure of £2,610,000 in order to implement the approved scheme, which will be fully funded from private developer section 106 receipts, be approved;
- (d) That it be noted that all remaining decisions relating to detailed design including the proposed Traffic Regulation Orders and the designation of cycle tracks on the public highway will be reported to the Chief Officer (Highways and Transportation) using existing powers under the Officer Delegation Scheme (Part 3, Council Constitution) and as sub-delegated by the Director of City Development.

(Under the provisions of Council Procedure Rule 16.5, Councillor A Carter required it to be recorded that he abstained from voting on the decisions referred to within this minute)

(Councillor A Carter left the meeting at the conclusion of this item)

#### **HEALTH, WELLBEING AND ADULTS**

#### **55 Overview of the Health and Care Sustainability and Transformation Plans**

The Director of Public Health, the Director of Adult Social Services and the Director of Children's Services submitted a joint report which presented an overview of the emerging health and care Sustainability and Transformation Plans (STP). The report provided the background and context of the Plans and set out the relationship between the Leeds STP and the West Yorkshire STP. Additionally, the report also highlighted some of the areas which would be addressed within the Leeds STP which would add further detail to the strategic priorities, as set out in the recently refreshed Leeds Health and Wellbeing Strategy 2016-2021.

**RESOLVED –**

- (a) That the approach, as described within the submitted report, for the development of the West Yorkshire and Leeds STPs within the nationally prescribed framework, be endorsed;
- (b) That the key areas of focus for the Leeds STP, as described in the submitted report, and how they will contribute towards the delivery of the Leeds Health and Wellbeing Strategy and the Best Council Plan, be noted;
- (c) That it be noted that the Leeds Health and Wellbeing Board will continue to provide the strategic lead for the Leeds STP;
- (d) That the key milestones, as outlined within the submitted report, together with the work of the officers from the Leeds and health and care partnership who are leading the development of the West Yorkshire STP and the Leeds STP, be noted;
- (e) That staff and resources from Leeds City Council continue to be made available in order to support and inform the development and implementation of the STP both locally and regionally;
- (f) That a further report be submitted to Executive Board in November 2016 which provides an overview of the proposed key changes and impacts outlined within the West Yorkshire STP and Leeds STP following further development through the summer.

**ENVIRONMENT AND SUSTAINABILITY**

**56 Working together to improve domestic waste and recycling practices**

The Director of Environment and Housing submitted a report which provided an update on the progress made in developing and implementing the communications and engagement strategy in relation to waste and recycling, and which set out principles to guide the approach and secure behaviour change.

Responding to a Member's enquiries, the Board received further information on the wider context as to the reasons why the communications programme was being undertaken, which had the overriding aim of increasing recycling levels across Leeds and promoting good practice around the management of domestic waste, both for the benefit of the city and the environment.

**RESOLVED –**

- (a) That the progress made in delivering a programme of co-ordinated communications, marketing and engagement to provide the information, tools and services to support good waste and recycling habits, be noted;
- (b) That approval be given to the targeted use of enforcement powers for persistent and unreasonable waste and recycling behaviours.



**DATE OF PUBLICATION:** FRIDAY, 29<sup>TH</sup> JULY 2016

**LAST DATE FOR CALL IN  
OF ELIGIBLE DECISIONS:** 5.00 P.M., FRIDAY 5<sup>TH</sup> AUGUST 2016

(Scrutiny Support will notify Directors of any items called in by 12.00noon on Monday, 8<sup>th</sup> August 2016)

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