

# Public Document Pack



## Executive Board Sub Committee

Thursday, 2 December 2010 10.00 a.m.  
Marketing Suite, Municipal Building

A handwritten signature in black ink, appearing to read 'David W R'.

**Chief Executive**

### **ITEMS TO BE DEALT WITH IN THE PRESENCE OF THE PRESS AND PUBLIC**

#### **PART 1**

<b>Item</b>	<b>Page No</b>
<b>1. MINUTES</b>	
<b>2. DECLARATION OF INTEREST</b>	
Members are reminded of their responsibility to declare any personal or personal and prejudicial interest which they have in any item of business on the agenda no later than when that item is reached and, with personal and prejudicial interests (subject to certain exceptions in the Code of Conduct for Members), to leave the meeting prior to discussion and voting on the item.	
<b>3. HEALTH AND ADULTS PORTFOLIO</b>	
<b>(A) SECTION 75 AGREEMENT BEST INTEREST ASSESSORS</b>	<b>1 - 6</b>

*Please contact Gill Ferguson on 0151 471 7395 or e-mail [gill.ferguson@halton.gov.uk](mailto:gill.ferguson@halton.gov.uk) for further information.  
The next meeting of the Committee is on Thursday, 16 December 2010*

Item	Page No
(B) BROKERAGE PILOT	7 - 12
(C) SHOPMOBILITY	13 - 20
4. CHILDREN YOUNG PEOPLE AND FAMILIES PORTFOLIO	
(A) C-RMZ (MY PLACE)	21 - 26
<b>PART II</b>	
<p>In this case the Board has a discretion to exclude the press and public and, in view of the nature of the business to be transacted, it is <b>RECOMMENDED</b> that under Section 100A(4) of the Local Government Act 1972, having been satisfied that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 3 of Part 1 of Schedule 12A to the Act.</p>	
5. CHILDREN YOUNG PEOPLE AND FAMILIES PORTFOLIO	
(A) BSF	27 - 31
6. RESOURCES PORTFOLIO	
(A) LAND DISPOSAL – LIVERPOOL RD, WIDNES	32 - 35
7. NEIGHBOURHOOD LEISURE AND SPORT PORTFOLIO	
(A) WIDNES RECREATION CLUB	36 - 38
8. HEALTH AND ADULTS PORTFOLIO	
(A) AWARD OF CONTRACT FOR SERVICES TO THE DEAF COMMUNITY AND THOSE WITH ACQUIRED DEAFNESS	39 - 42

*In accordance with the Health and Safety at Work Act the Council is required to notify those attending meetings of the fire evacuation procedures. A copy has previously been circulated to Members and instructions are located in all rooms within the Civic block.*

<b>REPORT TO:</b>	Executive Board Sub-Committee
<b>DATE:</b>	2 <sup>nd</sup> December 2010
<b>REPORTING OFFICER:</b>	Strategic Director, Adults and Community
<b>SUBJECT:</b>	Section 75 Agreement, Best Interest Assessors
<b>WARDS</b>	All

## **1.0 PURPOSE OF REPORT**

1.1 This Report describes the role and function of Best Interests Assessors under the Deprivation of Liberty Safeguards. It puts forward a proposed agreement for the delivery of this service across Halton, St Helens Borough Council and NHS Halton and St Helens ("the PCT") under Section 75 National Health Service Act 2006.

## **2.0 RECOMMENDATION**

It is RECOMMENDED that:

(1) Approval be given to the proposal to enter into an agreement for the delivery of Best Interest Assessors across Halton, St Helens Borough Council and the PCT

## **3.0 SUPPORTING INFORMATION**

### **3.1 Context:**

3.1.1 The Deprivation of Liberty Safeguards (DoLS) were introduced as an amendment to the 2005 Mental Capacity Act (MCA) by the Mental Health Act 2007. They came into force on 1<sup>st</sup> April 2009.

3.1.2 Both pieces of legislation – the MCA and DoLS – focus on people who lack the capacity to make specific decisions about their lives. Nationally, there are no clear figures as to how many people this may apply to – the Government's "best guess" is around 4 million people. Most of these people will have impaired capacity to make decisions for a range of reasons, which include:

- a significant learning disability
- a brain injury or other trauma (such as a stroke) which affects reasoning and decision-making
- one of a range of conditions under the broad label of dementia
- a fluctuating mental illness

**3.2 The Mental Capacity Act:**

3.2.1 The MCA recognises that, for some people, they are so disabled by their condition that other people have to take key decisions for them. They lay down a clear framework about how these key decisions must be made, with the guiding principle that any decisions can only be made in the person's best interests. The guidance issued with the Act outlines clearly how this must be done, and local policies and procedures have been put in place to reflect this.

**3.3 The Deprivation of Liberty Safeguards:**

3.3.1 DoLS were brought in to deal with the situations of people who were so disabled by their condition that they had to be placed in a residential or nursing home, or were in hospital for more than 28 days. Clearly, these are likely to be the people with the highest levels of risk and most complex needs, who would require a substantial amount of support.

3.3.2 For some time it had been recognised that, for some people who lack the capacity to make their own decisions, and who have complex needs, the regime that was being provided for them was so restrictive that it actually amounted to a deprivation of their liberty – a form of detention. Examples of these restrictions in care homes can include:

- having a locked door on the unit the person lives in
- having a high sided bed to prevent people getting out at night and being at risk of falls
- stopping some people from visiting them (perhaps because they were known to abuse the person concerned)
- having them on high ratios of staff support, to manage challenging or dangerous behaviour
- giving them covert medication, because without this they would otherwise refuse to take their medication and become ill

3.3.3 For all other people who are detained – whether through the criminal justice system or through the Mental Health Act – the decision to detain someone can be challenged through a judicial process (a Court or a Mental Health Review Tribunal). This was increasingly challenged through the Courts (including a landmark case in England), and the European Court of Human Rights ruled that these cases were in breach of the people's human rights and were therefore illegal.

3.3.4 The Courts were clear that each of the restrictions in the examples in paragraph 3.3.2 were not in themselves illegal, if they were done in a way that could be shown to be in the person's best interests.

However, when there were a number of these restrictions in place, a threshold could be crossed and there could actually be a deprivation of liberty. The Courts ruled that there needed to be a legal process in place to oversee these deprivations.

- 3.3.5 Whenever a residential or nursing home identifies that a person may be subject to a potential deprivation of liberty, because of the number and type of restrictions placed upon them, then they must apply to the Local Authority for this to be authorised; without this, it is illegal. The Local Authority must then put in train a series of six different assessments, each of which has to be satisfied before an authorisation can be granted.
- 3.3.6 These assessments must be done by at least two different people: a Mental Health Assessor (who judges the mental health state of the person concerned and decide on whether to use the Mental Health Act instead of the MCA), and a Best Interests Assessor.
- 3.3.7 The Department of Health has estimated how many people may be subject to DoLS assessments in each Local Authority area each year. For Halton they have estimated that there will be around 16; however this is very much an estimate and cannot be relied upon.

### 3.4 **The Role of the Best Interests Assessor (BIA):**

- 3.4.1 The BIA is central to the effective delivery of DoLS. As with most areas, the local agreement is that the Best Interests Assessor will complete five of the six assessments:
  - an age assessment, to determine whether the person is over 18
  - a “no refusals” assessment, to establish whether the person had, before they lost capacity, given any instructions as to how they wanted to be treated
  - a Mental Capacity Assessment, to determine whether they do indeed lack the capacity to make key decision
  - an eligibility assessment, to establish whether there are any other legal proceedings in place (such as those under the Mental Health Act) which would over-rule the DoLS process
  - a Best Interests Assessment: this is the key assessment, which looks at all the circumstances of a person’s situation, and consults with a wide range of people, to decide whether the deprivation of liberty is in the person’s best interests.

These assessments must be completed within very tight timescales.

- 3.4.2 The BIA then makes a recommendation to the Local Authority as to whether the DoL should be authorised. (if it is not to be authorised then the care home must put a different regime in place person to reduce the level of restrictions around them). The Local Authority

has to abide by the opinion of the BIA.

3.4.3 In Halton, as most all Local Authorities, BIAs are drawn from a pool of qualified and experienced social workers, who then undertake a specific training programme at a University; this is laid down in national regulations. In Halton there are currently five BIAs, with another four in training.

3.4.4 The same process applies for people who are in hospital and are subject to restrictions on their liberty. In this case, however, it is the PCT which must give an authorisation, rather than the Local Authority, but the process is the same as that described above.

### 3.5 **The Partnership Agreement:**

3.5.1 There are some restrictions on when a BIA can operate; the main ones are:

- when they have had previous direct involvement in the case
- when the organisation itself has direct responsibility for the care home which is making the application for a DoL (for Halton, this only relates to Oak Meadow, but many Local Authorities still have their own provision of residential care for older people)
- when there is any other potential conflict of interest.

3.5.2 In addition, all PCTs and Local Authorities have tended to supply restricted numbers of BIAs, and it is quite possible that there may not be a BIA available at certain times to fulfil these functions.

3.5.3 The legislation therefore builds in the provision for BIAs to work outside their own employing organisations into other organisations, by agreement between those organisations. The guidance is very clear that structured agreements must be in place to ensure that staff are appropriately indemnified.

3.5.4 In consequence, a Section 75 Agreement has been drafted between the Council, the PCT and St Helens Borough Council. This puts in place a clear structure for the delivery of the BIA function across the organisations, with fully identified governance, accountability and reporting arrangements. The development of this draft has been supported by the Council's Legal Services Department and has been assessed against the Council's partnership checklist.

3.5.5 This agreement, therefore, puts in place shared management arrangements for the delivery of the BIA function across each of the organisations. The arrangements require a Joint Management Board consisting of senior officers from each organisation. There will be no change in employment status or terms and conditions for the staff concerned, and all disciplinary, grievance and complaints issues will be retained by the employing Authority.

#### **4.0 POLICY IMPLICATIONS**

- 4.1 The delivery of the MCA and DoLS has been a key element of government policy in adult social care and has had wide-ranging implications for service delivery. The proposal for this arrangement is part of the delivery of this key policy.

#### **5.0 FINANCIAL IMPLICATIONS**

- 5.1 There are no direct financial implications arising from this Report.

#### **6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

##### **6.1 Children and Young People in Halton**

- 6.1.1 There are no implications for children and young people – DoLS only applies to people who are over 18.

##### **6.2 Employment, Learning and Skills in Halton:**

- 6.2.1 This Report has no Employment, Learning and Skills implications.

##### **6.3 A Healthy Halton:**

- 6.3.1 There are no implications for the health improvement objectives of A Healthy Halton.

##### **6.4 A Safer Halton**

- 6.4.1 There are minor implications for A Safer Halton, in that the DoLS are closely aligned to the Adult Safeguarding processes. They are in place to ensure that the most vulnerable people are protected, both in terms of their day to day living circumstances, and their human rights.

##### **6.5 Halton's Urban Renewal:**

- 6.5.1 There are no implications for Urban Renewal in Halton.

#### **7.0 RISK ANALYSIS**

- 7.1 The development of a Joint Management Board to oversee the delivery of the BIA service across the organisations will be the mechanism for managing any risk issues as they arise. This is a robust process given the internal accountability arrangements for each organisation.

**8.0 EQUALITY AND DIVERSITY ISSUES**

8.1 Both MCA and DoLS provide mechanisms for addressing key human rights issues for an extremely vulnerable group of people. The BIA process applies equally to all people over the age of 18. Community Impact assessments have been completed.

**9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

<b>Document</b>	<b>Place of Inspection</b>	<b>Contact Officer</b>
Mental Capacity Act policy and procedure	Divisional Manager (Mental Health), 2 <sup>nd</sup> Floor, Runcorn Town Hall	Lindsay Smith
Deprivation of Liberty Safeguards Policy and Procedure	Divisional Manager (Mental Health), 2 <sup>nd</sup> Floor, Runcorn Town Hall	Lindsay Smith
Mental Capacity Act and Code of Practice	Divisional Manager (Mental Health), 2 <sup>nd</sup> Floor, Runcorn Town Hall	Lindsay Smith
Deprivation of Liberty Safeguards Code of Practice	Divisional Manager (Mental Health), 2 <sup>nd</sup> Floor, Runcorn Town Hall	Lindsay Smith

**REPORT TO:** Executive Board Sub Committee  
**DATE:** 2<sup>nd</sup> December 2010  
**REPORTING OFFICER:** Strategic Director, Adults & Community  
**SUBJECT:** Brokerage Pilot  
**WARD(S)** Borough-wide

**1.0 PURPOSE OF THE REPORT**

1.1 To inform members of proposals for a Merseyside brokerage pilot and seek waiver of the relevant Procurement standing orders to permit the contract to be awarded without tendering or competition.

**2.0 RECOMMENDATION:**

**It is recommended that:**

**1. the Operational Director, Prevention and Commissioning be authorised to award the contract for Support Brokerage in the sum of £20,000 to Halton Speak Out.**

**2. On this occasion, in the light of the following exceptional circumstances namely that the authority:**

- is undertaking a pilot up to twelve months across Merseyside in conjunction with Liverpool City Council, St Helens Metropolitan Borough Council and Knowsley Metropolitan Borough Council to consider options for the delivery of a Merseyside brokerage service and;**
- Considers that there is a need to undertake a trial period of appraisal to enable it to identify the best basis for going out to tender in 2012.**

**3. In accordance with Procurement Standing order 1.8.2 (f)(where compliance with Standing Orders would be inconsistent with partnership or special external funding arrangements) and also to allow a trial period of appraisal Procurement Standing Orders 3.1,3.3-3.6 and 4.1 be waived on this occasion.**

**3.0 SUPPORTING INFORMATION**

3.1 As part of the "Putting People First" (2007) agenda, the Council is

required to re-design its Adult Social Care services to meet the guidance for Personalisation Services. This involves changing the way the Council provides social care services to ensure that people are offered greater choice and control over the services they receive. This has included the introduction of personal budgets, an upfront way of allocating Social care funds.

- 3.2 Support brokerage and support planning are critical elements in the effective delivery of personal budgets and the wider personalisation agenda.
- 3.3 Support Brokerage is a function that provides the assistance where people need to work out what their choices for a support package are within a defined budget, to navigate and choose the social care that best meets their assessed needs and the support required to make it happen. It ensures that they are fully involved and in control throughout choosing their support package and its delivery.
- 3.4 Where possible, it is always preferable that the individual (or those closest to them such as family or friends) brokers their own services. However in many cases, people will need support to plan, identify and arrange their services.
- 3.5 Where this is the case the Council will endeavour to ensure availability of the appropriate level of support brokerage, whether from a Care Manager, a dedicated support broker employed by the Council (Care Arranger) or a support broker who is independent of the Council. Councils therefore have an important strategic role in developing a range of brokerage options to make sure people are in a position to direct their own lives.
- 3.6 The aim of the Merseyside brokerage service pilot is to;
  - Consider supporting a network of brokerage providers within a common contracting and quality assurance framework.
  - To gauge the current need for such provision across all service user groups including Physical disabilities, Older People, Adults with learning disabilities and people with mental health difficulties.
  - Compare and contrast the different models of brokerage on offer across Merseyside and the emerging capacity in local markets.
  - To assess the capacity, skills base and unit costs of current voluntary sector and independent sector organisations to provide brokerage services.
  - Market Mapping and Gap identification based on actual Service User needs and wants.

- To inform future commissioning decisions about contracting with brokerage providers and inform the need to undertake future procurement and tendering for such a service.

#### 4.0 **MERSEYSIDE BROKERAGE PILOT MODEL**

- 4.1 Each Local Authority within Knowsley, St. Helens, Liverpool and Halton will introduce their own brokerage provider. However, their quality assurance and contract frameworks will be similar and will meet the aims of the pilot as stated in 3.6.
- 4.2 In Halton, it is proposed that “Halton Speak Out” a well respected, experienced provider who enjoys a very positive partnership with the Council on a range of services provided to disabled people, provides the brokerage and individual support plan service.
- 4.3 The selection of the brokerage is critical and the options for alternative providers are limited because of the complexity of preparing individual support plans and a brokerage service. Halton Speak Out have experience of conducting individual support plans to disabled people.
- 4.4 At this stage, it is difficult to identify the exact number of people requiring a support plan and brokerage service, however, it is estimated that approximately over 100 people will require a service over a 12 month period.
- 4.5 After completion of the pilot, each Local Authority in the pilot will compare their own pilots to determine the future brokerage and support models and consider whether it is feasible to integrate their services across the four Boroughs.

#### 5.0 **BUSINESS CASE FOR WAIVING TENDERING STANDING ORDERS**

##### 5.1 **Value for Money and Competition**

- 5.1.1 The pilot provides the opportunity to work in collaboration with other Authorities to develop a brokerage service and to test out a model that will be sustainable.
- 5.1.2 This approach will also include gaining insight into the customer experience and the gathering of information to deliver a cost effective co-produced customer pathway that is based on best practice.
- 5.1.3 Each Authority will identify a potential support brokerage provider who has the skills and expertise to provide a brokerage service across all client groups. (for the pilot only). The rationale is that this

will allow authorities to test out the market in relation to uptake of the service across authorities and across providers in order to gain an informed view of the costs, future need for such a service, whilst also demonstrating cost efficiency savings

5.1.4 Given that Halton Speak Out has previously been working with service users to develop individual support plans and in brokering services they are in a position to be able to respond to the requirements of the pilot in a timely way. There is also evidence that the organisation has access to relevant local knowledge and networks that will be required

5.1.5 With our knowledge of the market we are satisfied that the price of £20,000 is a fair price.

## 5.2 **Transparency**

5.2.1 Would be achieved by the application of the Freedom of information act 2000 (FOI) and the internal and external audit processes.

5.2.2 The pilot will also be subject to ongoing monitoring of the quality and quantity of services being delivered and evaluation through the Miep steering group.

## 5.3 **Propriety and Security**

5.3.1 The usual integrity clauses will be built into the contract document and only staff with a need to know will have information about the contract.

## 5.4 **Accountability**

5.4.1 This would remain with the operational director awarding the contract, internal audit and external PPB scrutiny.

## 6.0 **POLICY IMPLICATIONS**

6.1 The pilot will determine future policy direction.

## 7.0 **FINANCIAL IMPLICATIONS**

7.1 The funding for the pilot will be taken from the Modernisation Grant which was awarded to the Council to implement the Personalisation service.

## 8.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

### 8.1 **Children & Young People in Halton**

None identified

**8.2 Employment, Learning & Skills in Halton**

The brokerage pilot will enable individuals to access resources in the community including opportunities to take part in leisure activities, education and employment

**8.3 A Healthy Halton**

The brokerage service will aim to ensure that people are enabled to increase control and improve their health by making the best use of existing support services and facilities available

**8.4 A Safer Halton**

Through the development of individual support plans, safeguarding and safety issues will be addressed to ensure that people feel safer and more supported in their own homes.

**8.5 Halton's Urban Renewal**

None Identified

**9.0 RISK ANALYSIS**

9.1 The intention to undertake a pilot initially is to minimise any future risk to the council by ensuring evaluation of:

- The future need for a brokerage service
- Potential efficiency savings
- Demand for the service
- Measure outcomes for personal budget holders
- Build experience running collaborative procurement exercise across Authorities

9.2 This will be used to inform future commissioning intentions as the information gained from the pilot would provide an indicator in terms of the markets ability to deliver on outcomes and identify where future development is needed.

**10.0 EQUALITY AND DIVERSITY ISSUES**

10.1 The Merseyside brokerage service addresses issues of equality and diversity for a range of service users. It ensures that access to services is not restricted because of age, mental health and well-being or limiting illness.

10.2 Fundamentally the provision of this service will ensure that all residents within Halton who are eligible for funding under fair access to care criteria and given a personal budget will have enough

information and support to ensure that they have the opportunity of fully self-directed.

11.0

**LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

<b>Document</b>	<b>Place of Inspection</b>	<b>Contact Officer</b>
Putting People First	John Briggs House	Helen Moir Divisional Manager Adult Learning Disability

**REPORT TO:** Executive Board Sub Committee

**DATE:** 2 December 2010

**REPORTING OFFICER:** Strategic Director, Adults & Community

**SUBJECT:** Shopmobility

**WARDS:** Boroughwide

1.0 **PURPOSE OF REPORT**

1.1 To consider the future arrangements for the provision of a Shopmobility service in Halton.

2.0 **RECOMMENDATION**

**That Members of the Executive Board Sub Committee:**

- i) **Agree to proceed with a tender process for the provision of a Shopmobility service at Halton Lea, Runcorn;**
- ii) **Agree to receive a further report on the outcomes at a future Board meeting.**

3.0 **SUPPORTING INFORMATION**

3.1 On the 1<sup>st</sup> April 2009 Warrington Disability Partnership (WDP) were appointed to run a Shop mobility service from Halton Lea on behalf of the Council. A grant of £33,670 was paid by the council to WDP for a period of 12 months. This was renewed for a further 12 months on 1<sup>st</sup> April 2010 at a cost of £34,015.

3.2 The service provides accessible transport in the form of motorised scooters and wheelchairs to enable those who suffer mobility problems to access the main shopping areas. The service provides equity for those suffering mobility problems, older people and the disabled. It enables people to be part of the community and to have continued independence. The target users are disabled people and people with short-term mobility difficulties within the Halton area and disabled people visiting Halton Lea. The Widnes shopping mobility service ceased in 2008.

3.3 The current service only operates at Halton Lea through a small yearly membership charge (£17) with free usage, thereafter, for 12 months. Day members pay a small visitor charge of £4.00. The scheme operates six days a week and opens Monday – Saturday 9am to 5pm. There are fourteen electric scooters, six manual wheelchairs and two electric wheelchairs available. WDP own the equipment.

Members may book equipment up to one week in advance. Day visitors may only book on the day of use WDP also promotes the different types of equipment available from retailers to promote independent living as well as general information and advice and signposting.

- 3.4 WDP has been monitored in the same way that all voluntary organisations are, who receive grant aid in excess of £5,000pa from the council. At the end of the third quarter the cumulative results for 2009 were that they had 84 Day Users and 82 yearly members. These users have used the equipment as follows: -

	Total hours
Electric scooter	2240
Manual wheelchair	155
Electric wheelchair	0
Power chair	1.3

The profile of the users per visit is: -

**Enquirer**

Carer/relative/friend	539
Professional	52
Individual	1040

**Age**

Young people (U18)	21
Adults (18 – 65)	1159
Older people (over 65)	431

Currently there is one paid member of staff at Halton Lea supported by 8 part-time volunteers. They provide voluntary hours as follows: -

From our monitoring information the volunteer hours at Halton Lea were Quarter1 - 1,176 hours, Quarter2 – 1,201 hours and Quarter3 – 1,452 hours.

4.0 **FUTURE ARRANGEMENTS**

- 4.1 Ideally there should be one shop mobility in each town centre. However cost, location and accessibility are key considerations. The service does lend itself to be provided by a social enterprise/voluntary organisation. This is because the style of operation and service can be supported by volunteer staff. WDP have only one paid member of staff working at the Halton Lea Shop mobility when it is open plus a number of volunteer staff. There is also management supervision and one volunteer who maintains the scooters.
- 4.2 Widnes now has the main shopping centre for Halton but finding an accessible location has always been an issue.
- 4.3 In terms of costs, any future operation is likely to be similar to the

operation run by WDP. WDP currently enjoy the free let of a retail unit in Halton Lea. If this arrangement was not continued the cost would increase.

- 4.4 To continue the service it is proposed to enter a process to determine the extent and capacity of community organisations, including an in house option through Day Services, to undertake the work. A draft specification is attached as Appendix 1. It is recommended that the Portfolio Holder for Health, and Corporate Services, with the Strategic Directors for Adults and Community and Resources be given delegated authority to develop and deliver a Shopmobility Service in Runcorn for a two year period.

#### 5.0 **POLICY IMPLICATIONS**

- 51 The Community Strategy has a cross cutting commitment to the provision of facilities and services that are accessible for all. The continuation of the Shop mobility service is an important part of this strategy.

#### 6.0 **FINANCIAL IMPLICATIONS**

- 6.1 For the operation of Halton Lea in 2011/12 the cost is £34,015. If the operation and costs are duplicated then the cost of operating two shops could be up to a maximum of £90K. In addition, there would be an initial set up cost in purchasing the scooters for the Widnes service. This capital cost would be up to £20,000. This cost would depend on whether rent free premises could be found in Widnes and maintained in Runcorn.

#### 7.0 **RISK ANALYSIS**

- 7.1 The impact that withdrawing the service would have on disabled people being able to access the town/shopping centres and associated services. The council would be liable to receive adverse publicity if it did not maintain a shop mobility service in Halton.
- 7.2 The provision of a Widnes service may be more problematic and expensive than in Halton Lea. This is due to the increased difficulty of finding suitable vacant premises.
- 7.3 There are few community organisations in Halton with the capacity to undertake this role successfully.
- 7.4 WDP have operated the shop at Halton Lea successfully for 1 ½ years. There is a risk that they may decide withdraw if funding is not continued at the current rate.
- 7.5 The agreement for free premises rental at Halton Lea is between WDP and the owners of the shopping centre. Any new operator would need to renegotiate this arrangement or incur a rental charge of approximately £10,000.

8.0 **EQUALITY & DIVERSITY ISSUES**

8.1 The continued operation of shop mobility is an important part of enabling those with mobility problems, older people and the disabled to be part of the community and have continued independence.

## SHOP MOBILITY – HALTON

### Service Specification

#### 1. Aim

To provide people with mobility problems equal access to town and retail centres. To promote equality, independence and an improved quality of life to those who are disabled, older people and those suffering general mobility problems.

The council's priorities are: -

- Health
- Urban renewal
- Children and young people
- Employment learning and skills
- Safer Halton

#### 2. Location

Operate a "shop front" premises in Halton Lea, Runcorn. The premises must offer easy access by car with sufficient near by parking and good wheelchair access between the premises and car park.

The premises will be close to or be part of the main shopping areas and be easily accessible i.e. without crossing major roads or travelling excessive distances.

Premises may be stand alone or part of a larger retail/commercial establishment.

The service will be publicised through local networks including disability organisation, Doctors surgeries, public buildings and information points. In addition marketing and promotional activities shall be undertaken to raise the profile of the service.

#### 3. Equipment

Each shop shall provide a minimum of: -

- a. Electric scooter X 12
- Manual wheelchair X 6

- b. General information on the service, wider information and sign posting for mobility and disability services in Halton.

Equipment shall be available from the shop premises, Monday to Saturday 10.00am to 5.00pm. Staff shall be trained to assess the needs of service users and to match the most appropriate equipment to their individual needs.

Equipment will be hired to service users without the need to make a reservation in return for an hourly charge and subject to availability.

The service shall operate a membership scheme for regular users that offers a discounted charge for the hire of equipment. Equipment may be reserved in advance by members of the scheme.

All equipment shall be maintained according to the manufacturer's recommendations and records kept of faults, servicing and repairs to each unit. Maintenance shall be carried out by a qualified technician, trained to undertake this work.

#### **4. Monitoring/reports**

Usage of the service shall be monitored and returns made quarterly.

Performance reports shall be submitted annually.

Monitoring information shall include: -

Number of hours the equipment is hired

Age of hirers

Home post code

Number of enquiries received and from whom i.e. carer, friend etc

Nature of mobility problem

Staff hours worked including volunteer hours

Financial report

Service developments implemented during the year.

## **TENDER SUBMISSION**

Your submission and Form of Tender must be duly authorised and signed by your organisations Chairman, Company Secretary or Chief Executive Officer.

The council may accept the tender in whole or in part and is not bound to enter into an agreement with any or all organisations submitting a tender.

The following information must be submitted by the applicant at tender stage. The style of submission is for the applicant to determine but the content will include: -

### **Management**

- a. Brief and concise biography of key staff and management that demonstrate the skills and abilities they bring to the organisation.
- b. Management structure chart for the organisation.
- c. Internal communication systems. Staff recruitment and supervision protocol.
- d. Health and safety organisation including staff training. Please include your Health and Safety Policy or statement.
- e. Identify the management and supervision arrangements for the Shop mobility service in both Runcorn and Widnes.

### **Market research and business generation**

- a. How you would research and identify your potential clients in Halton.
- b. What methods would you use to target clients and promote/publicise the service. What are your projections for annual usage of the service.
- c. Who are your partners – how will you get referrals
- d. Who are your competitors?
- e. Proposals for customer consultation.
- f. Procedure/system for the receipt of comments and complaints.
- g. Service review and monitoring arrangements.

**Objectives**

- a. Describe your Short term service objectives – next 6 months
- b. Long term objectives once established – 2 to 5 years
- c. How do you intend to meet these targets/objectives? How will you measure success.
- d. Identify partners with whom you will work to provide this service.

**Premises/equipment**

- a. Identify the location and nature of any existing premises in use and identify any proposed new premises.
- b. Comment on its usability and suitability for your activities.
- c. How will you maintain the equipment.

**Financial information**

- a. Projected annual budget for Shop mobility
- b. Three year profit and loss account for the shop mobility service
- c. Identify any alternative/additional funding streams that may secure the long term viability of the project in view of restrictions on Council funding.
- d. Any capital requirements or start up costs to be incurred.
- e. Show how the costing of your service has been arrived at.  
Cover the assumptions that have been made in relation to the budget, salary/rental increases, income calculations etc.
- f. Detail your proposed membership system for clients and proposed scale of charges for clients to use the service.

**Equal opportunities**

- a. Please submit your equal opportunities policy/statement.
- b. Explain your approach to equal opportunities and how this is put into action.

**REPORT TO:** Executive Board Sub Committee

**DATE:** 2 December 2010

**PRESENTED BY:** Operational Director – Children’s Organisation and Provision

**SUBJECT:** CRMZ (My Place)

**WARDS:** Kingsway

## **1.0 PURPOSE OF REPORT**

- 1.1 The purpose of this report is to outline the arrangements for meeting the revenue costs associated with the CRMZ, the new centre for youth services.

## **2.0 RECOMMENDATIONS**

### **2.1 It is recommended that:**

- 1. the proposed building arrangements are approved; and**
- 2. No charge is made by the Council for the rental of the building**

## **3.0 BACKGROUND**

- 3.1 On 25<sup>th</sup> September 2008 a report was put to the Executive Sub Committee requesting permission to refurbish and remodel the former Kingsway Health Centre so that it could offer a “World Class” youth facility for the young people of Halton. The report specified that the building would remain the property of the Council and that the facility would be managed by a governing body comprising young people, elected members and officers, partner agencies, the community and third sector youth organisations.
- 3.2 The costs of the refurbishment have been funded from the My Place capital funding along with other Youth Capital. At the time it was proposed that revenue costs would be covered by partners’ contributions, grant sources and the reallocation of contract. It was envisaged that many local providers and services would relocate to CRMZ so that the young people would have access to a one stop shop for Youth Services.
- 3.3 A five year business plan was submitted as part of the bid, however, in the meantime the change in the financial climate has meant the cessation of a number of grants and challenging financial position many of the partners find themselves in has had a significant impact on the level of revenue funding available. A revised funding profile has therefore now been put together identifying the revenue available to support the project up to 31<sup>st</sup> March 2012 (Appendix 1). Work will be undertaken within the next twelve months to

explore funding options to ensure the provision remains sustainable.

- 3.4 Although the building will remain the property of the Council, day to day management of the building, in the first year, will take place through the Centre and Partnership Co-ordinator a position which will be recruited to by Action for Children. In addition it is intended that a receptionists is recruited. This post will be an apprentice opportunity for a Care Leaver.
- 3.5 Following advice with property services and Action for Children it has been agreed that a service level agreement will be developed to cover the building users and the revenue costs. This Service Level Agreement will be run parallel to the Action for Children Service Level Agreement for Youth Service Provision in Halton and will cover the period until 31<sup>st</sup> March 2012.
- 3.6 Initially Action for Children will be the sole occupier of CRMZ and will therefore be recharged 100% of the following costs:
- Gas
  - Electricity
  - Metered water and water rates
  - Refuse disposal
  - Cleaning and Hygiene costs

They will also be charged caretaking costs but only as and when these are used. The delivery of the services will be carried out by the Council. The estimated costs per annum is £55,995 plus the charge for refuse removal. These costs are based on the annual costs incurred on a similar Council building and adjusted to reflect the difference in floor areas. These costs will be paid by Action for Children on a quarterly basis.

- 3.7 After the first twelve months the Council will reconcile the actual costs against the estimated costs and the charge for Action for Children will be adjusted to reflect any under or overpayment. The actual costs will be used to set the budget for the following year.
- 3.8 It is anticipated that in future other agencies will deliver services from the building although the details have not yet been confirmed. Such agencies will be required to contribute to the costs of the above services on a pro rata basis determined by the space they occupy and their usage of the building. Over time this would reduce the costs liability for Action for Children as the total costs would be spread over a number of agencies.
- 3.9 In addition, to the costs outlined above Action for Children will be directly responsible for the payment of the following costs:
- Contents insurance;
  - Telephone costs; and
  - Non-domestic rates.

The Council will be liable for all other costs associated with the building

including the maintenance, service contracts and insurance. The initial costs for maintenance has been estimated at £20,000 per annum and this reflects the fact that the building is newly refurbished with a new extension.

#### **4.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

##### **4.1 Children and Young People**

CRMZ will make a significant contribution to the Children and Young People's priorities identified in the plan.

##### **Employment Learning and Skills in Halton**

The provision offered through CRMZ will aim to tackle the generational impact of exclusion from opportunity and ambition for some Halton young people.

##### **A Healthy Halton**

The provision for young people offered through CRMZ will provide the opportunity and creativity to tackle some of the more challenging issues young people face particularly in relation to their sexual health.

##### **A Safer Halton**

Through CRMZ a range of services will be offered aimed at reducing risk taking behaviour by young people.

##### **Halton's Urban Renewal**

This project brings back to life a building asset that has been boarded up and unused since 2005 when the previous tenant, the PCT, left for new premises

#### **RISK ANALYSIS**

Revenue funding has been secured up to 31<sup>st</sup> March 2012. It is essential that over the next few months work is undertaken to ensure CRMZ is sustainable from 2012 onwards.

#### **EQUALITY AND DIVERSITY ISSUES**

CRMZ will be fully inclusive offering services for all young people.

#### **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

Executive Sub Committee Disposal of Former Kingsway Medical Centre (Part 2) – 25<sup>th</sup> September 2008- Committee Services, Municipal Buildings, Widnes  
Executive Board – Capital Programme 2010/2011 - 28<sup>th</sup> January 2010 – Ann

McIntyre, Operational Director Children's Organisation and Provision,  
Grosvenor House, Runcorn, WA7 2WD

Executive Sub Committee – Acceptance of Tender for Kingsway Health  
Centre- 14<sup>th</sup> January 2010 – Martin McCrimmon – Property Services,  
Municipal Building, Widnes.

**Expenditure**

December 2010 - 31st  
 March 2011

2011- 2012

<b>Employees</b>	<b>Budget</b>	<b>Comment</b>	<b>Budget</b>	<b>Comment</b>
Centre & Partnership Co-ordinator	11,250		30,000	
Receptionist Apprentice	3,800		10,000	
<u>Premises</u>				
Electricity	7573		22,719	
Gas	1590		4,771	
Metered Water	1388		4,165	
Water Rates	577		1,730	
Rates	2533		7,600	
Building Cleaning	7537		22,610	
Caretaking and Keyholding	5600		16,800	
Repairs and Maintenance	6667		20,000	
Parking	333		1,000	
Telephone Charges	373		1,120	
Insurance	2333		7,000	
Marketing	1667		5,000	
Depreciation	16667		50,000	
<b>Estimated Total</b>	<b>69,888</b>		<b>274,403</b>	

**Estimated Total until**  
**31st March 2012**      **344,292**

<b>Estimated Income</b>		
Halton & St Helen's PCT	-30,000	
YOF	-70,000	
PAYP	-125,000	
CAMHS	-30,000	
Partner Contributions	-40,000	
Action for Children (premises) 4 months	-21198	In addition ACH to pay contents insurance, IT costs & refuse
Action for Children 12 months	-63,595	
<b>Estimated Total</b>	<b>-379,793</b>	

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