

APPENDICES W1 to Y6 2018/19 BUDGET REPORT

APPENDIX W1

2017/18 TO 2021/22 CAPITAL PROGRAMME - MAJOR PROJECTS

Major Projects over £2m	2017/18	2018/19	2019/20	2020/21	Total
	£m	£m	£m	£m	£m
GENERAL FUND					
Schools - Pupil Places Programme	12.5	17.7	1.0	0.8	32.0
Schools – Minor Works Capital Programme	3.7				3.7
Schools - Other Capital Works	3.9	1.1			5.0
Highways & Bridges - TfL	2.4				2.4
Highways & Bridges - LBL	5.3	3.1	3.5	3.5	15.4
Catford town centre	3.5	4.8	3.3	0.8	12.4
Asset Management Programme	3.8	3.9	2.5	2.5	12.7
Excalibur Regeneration	2.7				2.7
Heathside & Lethbridge Regeneration	5.5	1.1			6.6
Lewisham Homes – Property Acquisition	10.0	10.0	6.0		26.0
Disabled Facilities Grant	1.3	0.7	0.7	0.7	3.4
Private Sector Grants and Loans	0.6	1.0	0.6	0.6	2.8
Fleet Replacement Programme	0.5	2.6			3.1
Beckenham Place Park	0.4	5.5	1.7	0.6	8.2
Smart Working Programme	0.3	2.0	0.6		2.9
ICT Tech Refresh Programme	1.0	0.7	0.2	0.5	2.4
Edward St. Development	0.7	4.9	4.2	0.0	9.8
Other Schemes	6.4	4.1	0.2	0.1	10.8
	64.5	63.2	24.5	10.1	162.3
HOUSING REVENUE ACCOUNT					
Aids and Adaptations	0.4	0.4	0.4	0.4	1.6
Hostels Programme	0.4	0.4	0.4	0.4	1.6
Housing Matters Programme	9.0	28.0	21.1	9.4	67.5
Decent Homes Programme	26.4	43.9	34.4	34.5	139.2
	36.2	72.7	56.3	44.7	209.9
TOTAL PROGRAMME	100.7	135.9	80.8	54.8	372.2

APPENDIX W2**PROPOSED CAPITAL PROGRAMME - ORIGINAL TO LATEST BUDGET**

	Total £000	Total £000
GENERAL FUND		
Original Budget (2017/18 Budget Report)		99,452
New Schemes during the year		
Park Tennis Court Refurbishment	410	
Adult Learning Lewisham Dev. Invitational centres	185	
2017 Early Years Capital Funding	274	
Edward Street Development	9,352	
Glass Mill Soft Play	266	
2017/18 Fleet Vehicle Replacement	3,100	
Wearside Car Park works and Building demolition	100	
Smart working programme	2,896	
Catford Broadway Theatre	520	17,103
Approved variations on existing schemes		
16/17 Underspends on various schemes	5,926	
17/18 Disabled Facilities Grant – additional funding	553	
17/18 TfL Highways Programme	2,807	
Education Catering Investment – additional funding	250	
Pupil Places Programme	559	
Lewisham Homes Property Acquisition – additional funding	20,000	
Heathside & Lethbridge	1,354	
Catford town centre regeneration – additional funding	3,422	
Beckenham Place Park	8,362	
Older Peoples Housing Project – Campshill Road	567	
Deptford Southern Housing	745	
Canonbie Road	115	
Devolved Formula Capital	741	
Resurfacing and Footways - additional funding	194	
BSF - Sydenham – additional funding	150	45,745
Latest Budget		162,300

HOUSING REVENUE ACCOUNT

Original Budget (2017/18 Budget Report)	237,157
Rephasing of:	
Decent Homes Programme Budgets (15,357)	
Housing Matters Programme Budgets (11,872)	(27,229)
	<hr/>
Latest Budget	<u>209,928</u>
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Latest Capital Programme 4 Year Budget (17/18 to 20/21)	<u>372,228</u>

APPENDIX X1: Proposed Housing Revenue Account Savings 2018/19

- X1.1 The HRA strategy and self-financing assessments are continually updated and developed with the view to ensuring resources are available to meet costs and investment needs and are funded for 2018/19 and future years.
- X1.2 Savings and efficiencies delivered in the 2018/19 budget can be re-invested to off-set constrained rent rises or to help bridge any investment gap identified. As a prudent measure the original financial model was developed with no savings identified. Subsequently, discussions have taken place regarding appropriate savings and 'target' management and maintenance costs per unit. For example, there is already an assumed reduction in the Lewisham Homes fee in 2018/19 to reflect stock losses through Right to Buy Sales. Although no direct efficiencies/savings are currently being considered for 2018/19, work continues to identify opportunities for cost reductions and efficiencies relating to the HRA business model. Where identified, these savings would be available to off-set future rental losses due to a constrained uplift to protect investment in stock or services.
- X1.3 An update of the HRA Strategy, Savings Proposals, proposed rent & service charge increases and comments from consultation with tenant representatives will be reported to Mayor & Cabinet as part of the HRA Rents and budget strategy report. Mayor & Cabinet will make the final budget decisions in the new year.

APPENDIX X2: Leasehold and Tenants Charges Consultation 2018/19

Committee	Brockley Residents Panel	Item No	
Report Title	Leasehold and Tenant Charges Consultation		
Contributor	Regenter Brockley Operations Manager		
Class	Decision	Date	12th December 2017

1 Summary

- 1.1 The report sets out proposals to increase service charges to ensure full cost recovery in line with Lewisham Council's budget strategy.
- 1.2 The report requests Brockley Residents Panel members to consider the proposals to increase service charges based on an uplift of 4.90% for 2018/19 on specific elements. This is based on full cost recovery in line with previous years' proposals.

2 Policy Context

- 2.1 The policy context for leasehold and tenant service charges is a mixture of statutory and Council Policy.
- 2.2 The Council's Housing Revenue Account is a ringfenced revenue account. The account is required to contain only those charges directly related to the management of the Council's Housing stock. This requires that leaseholder charges reflect the true cost of maintaining their properties where the provision of their lease allows. This prevents the situation occurring where tenants are subsidising the cost of leaseholders who have purchased their properties.

3. Recommendations

- 3.1 The Brockley Residents Panel is requested to consider and comment on the proposals contained in this report and the feedback from the residents will be presented to Mayor and Cabinet as part of the wider rent setting report.

4. Purpose

- 4.1 The purpose of the report is to:
 - outline the proposals for increases in service charges in line with the contract arrangements for leaseholders and tenants to recover costs incurred for providing these services

5. Housing Revenue Account Charges

- 5.1 There are a number of charges made to residents which are not covered through rents. These charges are principally:

- Leasehold Service Charges
 - Tenant Service Charges
- 5.2 A service charge levy is applied to Tenants for caretaking, grounds maintenance, communal lighting, bulk waste collection and window cleaning. Tenants also pay a Tenants Fund Levy which is passed onto the Tenants Fund as a grant.
- 5.3 The key principles that should be considered when setting service charges are that:
- The charge should be fair and be no more or less than the cost of providing the service
 - The charge can be easily explained
 - The charge represents value for money
 - The charging basis allocates costs fairly amongst those receiving the service
 - The charge to all residents living in a block will be the same
- 5.4 The principle of full cost recovery ensures that residents pay for services consumed and minimises any pressures in the Housing Revenue Account in providing these services. This is in line with the current budget strategy.
- 5.5 In the current economic environment it must however be recognised that for some residents this may represent a significant financial strain. Those in receipt of housing benefit will receive housing benefit on increased service charges. Approximately 50% of council tenants are in receipt of housing benefit.

6. Analysis of full cost recovery

- 6.1 The following section provides analysis on the impact on individuals of increasing charges to the level required to ensure full cost recovery. The tables indicate the overall level of increases.

6.2 Leasehold service charges

The basis of the leasehold management charge has been reviewed and externally audited this summer to reflect the actual cost of the service. In line with best practice in the sector this is now a fixed cost rather than a variable cost. The management charge is £53.00 for street properties and £145.30 for blocks.

- 6.2.1 The uplift in leaseholder charges should reflect full cost recovery for the type of service undertaken. It is proposed that any uplift is applied at 4.90% [RPI (September 2017) +1.00%].

6.2.2 The following table sets out the average weekly increase for the current services provided by Regenter Brockley:

Service	Leasehold No.	Current Weekly Charge	Weekly Increase	New Weekly Amount	Increase (%)
Caretaking	393	£4.80	£0.24	£5.04	4.90%
Grounds Maintenance	393	£2.50	£0.12	£2.62	4.90%
Lighting	393	£1.15	£0.06	£1.21	4.90%
Bulk Waste	393	£0.46	£0.02	£0.48	4.90%
Window Cleaning	221	£0.15	£0.01	£0.16	4.90%
Resident Involvement	557	£0.23	£0.01	£0.24	4.90%
Customer Services	557	£0.36	£0.02	£0.38	4.90%
Ground Rent	557	£0.20	£0.01	£0.21	4.90%
General Repairs	557	£1.73	£0.08	£1.81	4.90%
Technical Repairs	400	£0.34	£0.02	£0.36	4.90%
Entry Phone	139	£0.05	£0.00	£0.05	4.90%
Lift	235	£0.31	£0.01	£0.32	4.90%
Management Fee	557	£1.70	£0.08	£1.78	4.90%
Total		£13.98	£0.69	£14.67	4.90%

6.3 Tenant service charges

6.3.1 Tenant service charges were separated out from rent (unpooled) in 2003/04, and have been increased by inflation since then. RB3 took over the provision of the caretaking and grounds maintenance services in 2007/08. Both tenants and leaseholders pay caretaking, grounds maintenance, communal lighting, bulk waste collection and window cleaning service charges.

6.3.2 In addition, tenants pay a contribution of £0.10pw to the Lewisham Tenants Fund. At present there are no plans to increase the Tenants Fund charges.

6.3.3 In order to ensure full cost recovery, tenant's service charges for caretaking, grounds maintenance and other services should be increased in line with the percentage increase applied to leaseholder service charges. Overall, charges are suggested to be increased by an average of £0.43 pw which would move the current average weekly charge from £8.72 to £9.15.

6.3.4 The effect of increases in tenant service charges to a level that covers the full cost of providing the service is set out in the table below.

Service	Current Weekly Charge	Weekly Increase	New Weekly Amount	Increase (%)
Caretaking	£4.80	£0.24	£5.04	4.90%
Grounds Maintenance	£2.50	£0.12	£2.62	4.90%
Communal Lighting	£1.15	£0.06	£1.21	4.90%
Bulk Waste	£0.46	£0.02	£0.48	4.90%
Window Cleaning	£0.15	£0.01	£0.16	4.90%
Tenants fund	£0.10	£0.00	£0.10	
Total	£9.16	£0.47	£9.63	

6.3.5 The RB3 Board is asked for their views on these charges from April 2018 to March 2019. Results of the consultation will be presented to Mayor and Cabinet for approval in Spring 2018.

7. Financial implications

The main financial implications are set out in the body of the report.

8. Legal implications

8.1. Section 24 of the Housing Act 1985 provides that a local housing authority may make such reasonable charges as they determine for the tenancy or occupation of their houses. The Authority must review rents from time to time and make such changes as circumstances require. Within this discretion there is no one lawful option and any reasonable option may be looked at. The consequences of each option must be explained fully so that Members understand the implications of their decisions.

8.2 Section 76 of the Local Government and Housing Act 1989 provides that local housing authorities are under a duty to prevent a debit balance in the HRA. Rents must therefore be set to avoid such a debit.

8.3 Section 103 of the Housing Act 1985 sets out the terms under which secure tenancies may be varied. This requires: -

- the Council to serve a Notice of Variation at least 4 weeks before the effective date;
- the provision of sufficient information to explain the variation;
- an opportunity for the tenant to serve a Notice to Quit terminating their tenancy.

- 8.4 The timetable for the consideration of the 2017/18 rent levels provides an adequate period to ensure that legislative requirements are met.
- 8.5 Part III of Schedule 4 of the Local Government and Housing Act 1989 provides that where benefits or amenities arising out of the exercise of a Housing Authority's functions, are provided for persons housed by the authority, but are shared by the community as a whole, the authority shall make such contribution to their HRA from their other revenue accounts to properly reflect the community's share of the benefits or amenities.
- 8.6 Where as an outcome of the rent setting process, there are to be significant changes in housing management practice or policy, further consultation may be required with the tenants affected in accordance with section 105 of the Housing Act 1985.

9. Crime and disorder implications

There are no specific crime and disorder implications in respect of this report paragraph.

10. Equalities implications

The general principle of ensuring that residents pay the same charge for the same service is promoting the principle that services are provided to residents in a fair and equal manner.

11. Environmental implications

There are no specific environmental implications in respect of this report.

12. Conclusion

- 12.1 Revising the level of charges ensures that the charges are fair and residents are paying for the services they use.
- 12.2 The additional resources generated will relieve some of the current pressures within Housing Revenue Account and will contribute to the funding of the PFI contract which is contained within the authorities Housing Revenue Account.

If you require any further information on this report please contact

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Service Charge Consultation 2018/19

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Introduction

- Inform tenants of changes to rents
- Explain changes to service charges
- Consult residents on service charge changes

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Lewisham Homes aims to

- Deliver services that are value for money
- Deliver services that are affordable to residents
- Improve services whilst limiting cost increases to inflation or below

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Changes to rents

- The Government has directed that rents reduce by 1% in social housing for the next 2 years
- The Council has reduced rents to match this policy

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Changes to rents

Bed size	Average of Rent - 2017/18	Average of Rent - 2018/19	£ Change
Bedsit	£73.28	£72.54	-£0.74
1	£85.21	£84.35	-£0.86
2	£95.46	£94.50	-£0.96
3	£111.87	£110.75	-£1.12
4	£125.05	£123.80	-£1.25
5	£143.49	£142.06	-£1.43
6	£149.01	£147.52	-£1.49
7	£154.42	£152.88	-£1.54
Average Total	£96.53	£95.56	-£0.97

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Changes to garage rents

- Garage rents are proposed to rise by 3.9% (RPI)
- This is an increase of £0.46pw
- Rents would rise from £11.82pw to £12.28pw
- The increase will raise an additional £51k
- The additional income will be used to maintain garages

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Service Charges

- Sets out proposed service charge levels for 2018/19
- Shows changes from 2017/18

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2017/18 compared to 2018/19 - i

Leaseholders and Tenants	2017/18	2018/19	Change
Caretaking (L&T)	£5.93	£5.81	-£0.12
Ground Maintenance (L&T)	£1.66	£1.93	£0.27
Repairs and Maintenance - Building (L)	£2.32	£2.32	£0.00
Repairs and Maintenance Technical (L)	£1.00	£1.00	£0.00
Lifts (L)	£2.77	£2.77	£0.00
Entry Phone (L)	£0.76	£0.76	£0.00
Block Pest Control (L&T)	£1.60	£1.63	£0.03
Ground Rent (L)	£0.19	£0.19	£0.00
Sweeping (L)	£0.88	£1.00	£0.12
Management (L)	£2.36	£2.48	£0.12
Window Cleaning (L&T)	£0.06	£0.09	£0.03
Bulky House Hold Waste Collection (L&T)	£0.47	£0.48	£0.01
Bulk Waste Disposal (L&T)	£0.79	£0.81	£0.02
Insurance (L)	£1.16	£0.94	-£0.22
Communal Lighting (L&T)	£1.13	£1.14	£0.01
Communal Heating and Hot Water (L&T)	£9.89	£9.89	£0.00

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Estate Services

- Caretaking, Grounds Maintenance, Bulk Collection, Sweeping
- Charged to tenants and leaseholders
- There are some cost variations due to a restructure of the service
- It is proposed to invest £180,000 in grounds maintenance which is included in the previous table

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Repairs and Maintenance

- Only charged separately to leaseholders
- Charges maintained at last year's levels
- Leaseholders will receive an actual cost adjustment following the year end

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Management

- The estimated management charges have been based on 2016/17 actual costs, and increased by 2% to reflect two 1% pay awards.

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Insurance

- There has been a reduction in insurance costs charged to the HRA and these are being passed on to leaseholders.

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Energy

- Charged to tenants and leaseholders in blocks where there is a communal supply
- Charges are maintained at last year's levels
- The Council has entered into new energy contracts
- Charges will be reviewed after the first year of these contracts



Overall Impact

- RPI is at 3.9%
- Tenant charges (rent and service charge) move from £105.60 pw in 2017/18 to £104.81 in 2018/19, a reduction of £0.79 pw (-1%)
- Leaseholder charges move from £14.43 pw to £14.69 pw, an increase of £0.26 pw (+1.8%)



Your input

- Comments on the proposed charges
- Comments on the increased investment in grounds maintenance
- We will feedback your comments to the Council

APPENDIX X4: Other Associated Housing Charges for 2018/19

Garage Rents

1. Allowance has been made for a 3.90% inflationary increase to all garage rents across all managed areas, based on the RPI rate at September 2017. This equates to an average increase of £0.46 per week and raises the average basic charge from £11.82 to £12.28 per week.
2. Garage rents for the Brockley PFI managed area will therefore increase from an average of £9.13 per week to £9.49 per week. This is a change of £0.36 per week.
3. Garage rents for the Lewisham Homes managed area will therefore increase from an average of £12.21 per week to £12.67 per week. This equates to an increase of £0.46 per week.
4. The authority will be commissioning a review into rental values across the garage stock, with a view to reporting to Mayor & Cabinet sometime in the next year recommending rental values to take forward in the longer term. Any changes are likely to be consulted on and implemented for financial year 2019/20 onwards

Tenants Levy

5. As part of the budget and rent setting proposals for 2005/6, a sum of £0.13 per week was 'unpooled' from rent as a tenants service charge in respect of the Lewisham Tenants Fund. There was no change in charges for the period 2009/10 to 2015/16 following consultation with Housing Panels. The charge was reduced to its current level of £0.10pw as part of the 2016/17 budget process.
6. Lewisham Tenants Fund (LTF) have put forward proposals to vary this levy for 2018/19 by £0.03pw which will raise the charge from £0.10pw to £0.13pw. These were submitted to Housing Panels and agreed. Therefore, the levy for 2018/19 will be increased to £0.13 per property per week.

Hostel charges

7. Hostel accommodation charges are set based on current Government requirements and will reduce by around 1.0% (£0.35 per week).
8. Hostel services charges are set to achieve full cost recovery, following the implementation of self-financing. For 2018/19, the charge for

Caretaking/management and Grounds Maintenance will remain at current levels. This will leave the average charge at £72.96 per unit per week.

9. In addition, the charge for Heat, Light & Power will also be held at current levels and will remain at £5.98pw. Water charges will not be increased and will remain at £0.19pw. The charge for Council Tax will be based on the total recharged received from Council Tax section. All charges will be based on the total number of hostel units and is forecast to remain unchanged for 2018/19.
10. Hostel residents were consulted on these proposals via individual letters. Officers also invited hostel residents to meet them to discuss the changes and how these may affect them. However, no comments or representations were received.

Linkline Charges

11. Subject to decision by the Mayor in respect of changes to charges for linkline, proposals are currently being finalised to change the delivery of the service to a 'full visiting service' to better reflect service need. Current indications are that, if agreed, this may include an increase to the charge of £0.25 per week. The current linkline charge is £5.56 per week.
12. Consultation with residents/current users of the service is due to be undertaken in the New Year. The results of any consultation will be reported to Mayor & Cabinet. Consultation would need to be completed by mid-February 2018 to comply with the 28 day statutory notice of charge increases and allow increased charges to be applied from April 2018. However, if consultation is delayed, the charge increase can only be applied from April 2019. There are no proposals to increase the maintenance charge, which will remain at £0.94 per week.

Private Sector Leasing (PSL)

13. Rent income for properties used in the Private Sector Leasing (PSL) scheme is a General Fund resource. Following consultation, the Department for Work and Pensions (DWP) announced that the threshold for 2017/18 for housing benefits subsidy allowances will be based on the January 2011 Local Housing Allowance, less 10%, subject to a maximum capped amount of £500 per week. It is recommended that rents for private sector leased properties are kept within the 2011/12 weekly threshold, as set out in Table B3 below.

Table B3 - Local Housing Allowances for 2018/19 (used for PSL purposes)

Bed Size	Total LHA Inner Lewisham	Total LHA Outer Lewisham
1 Bed	£211.34	£180.19
2 Bed	£268.47	£211.34
3 Bed	£310.00	£246.66
4 Bed	£413.84	£310.00
5 Bed	£500.00	£393.08

Heating & Hot Water Charges

14. As part of last year's rent setting process the Mayor agreed to continue with the current formula methodology for calculating increases in Heating & Hot Water charges to tenants and leaseholders. This formula was originally approved by Mayor & Cabinet in December 2004.
15. The current charging methodology allows a limited inflationary price increase plus a maximum of £2 per week per property increase on the previous years charge. Consumption levels are also updated and included in the formula calculation.
16. The existing corporate contract for the supply of electricity was ended on 30th September 2017 and a new contract let by the property services team with Crown Commercial Services; an Executive Agency of the Cabinet Office. The contract frameworks have been designed to comply with the findings of the Pan Government Energy Project, which recommends that all public sector organisations adopt aggregated, flexible and risk-managed energy procurement with public sector buying organisations.
17. The proposal for 2018/19 is for no increase to be applied to allow time for the review of new contract prices and consumption data to be updated. Once the review is complete it is likely that new prices will be reflected in the 2019/20 charges to residents. The current average charge is £9.89pw.
18. The proposal for communal lighting is an increase of 0.89% or £0.01 per week. This will move the current average charge from £1.13pw to £1.14pw. The increase is due to updated consumption rates.
19. Officers will review the costs, actual energy usage and new contact prices in both 2017/18 and 2018/19 as part of the monitoring regime. Once the new long-term energy supply contracts are in place, recommendations for changes to charges will be brought forward as part of the 2019/20 budget process.

Appendix X5

Tenants' rent and service charge consultation 2018/19

The Tenants' rent consultation meetings took place on 12 December 2017 with Regenter B3 (Brockley) managed tenants and 14 December 2017 with Lewisham Homes managed tenants.

Views of representatives on rent and service charge changes & savings proposals.

	Lewisham Homes	Brockley PFI
No of representatives (excl Cllrs)	15+	9
Rent Reduction @ 1%	No Comments	No comments
Savings Proposals:-		
No Savings proposed	n/a	n/a
Service Charges inc:		
Heating & Hot Water Charges	See Below	No comments
Garage Rents	No comments	See Below
Tenants Fund	No comments	No comments

Summary of comments made by representatives

Lewisham Homes Panel

Rent reduction:

Agreed with no comments

Tenants Service Charges & Heating & Hot water Charge:

Main questions related to the proposal to enhance the grounds maintenance service which was supported but was it enough to provide an enhancement to the estates.

Lewisham Homes responded by informing residents that the increase will provide resources to pay for a new team and undertake tenant's suggestions for more/new panting on estates.

There was also a discussion on the improvements needed to pavements and walkways and the installation of Thames Water smart meters.

These will be taken forward by Lewisham Homes and responses provided at the next panel meeting.

Garage Charges:

No comments

Tenants Fund:

Agreed with no comments

Savings Proposals:

n/a

Brockley PFI Area	<p>Rent reduction:</p> <p>Agreed with no comments</p> <p>Tenants and Leaseholders Service Charges:</p> <p>Agreed with no comments</p> <p>Garage Charges:</p> <p>Increase seems high, especially as there is no parking enforcement on estates and cars are frequently parking in front of resident garages blocking them in.</p> <p>There was also a query regarding repairs and the process for reporting work requests.</p> <p>Tenants Fund:</p> <p>Agreed with no comments</p>
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APPENDIX Y1: Previously agreed budget savings for 2018/19
Agreed 28 September 2016

Ref.	Description	18/19 £'000
A	Smarter & deeper integration of social care & health	
A19	Workforce productivity from better technology	300
	Total	300
L	Culture and Community Services	
L8	Facilities management - retender of contract for Deptford Lounge	130
Q	Safeguarding and Early Intervention	130
Q6	Developing alternative pathways for care	100
Q7	Review of Lewisham CAMHS	50
	Total	150
	Grand Total	580

APPENDIX Y2: Saving Proposals to Mayor and Cabinet on 6 December 2017

Ref.	Description	18/19 £'000
B	Supporting People	
B4	Service economy rental income	70
	Total	70
D	Efficiently review	
D2	Corporate efficiency from Unallocated inflation	1,000
	Total	1,000
E	Asset Optimisation	
E8	Income from Private Rented Scheme (PRS) Joint Venture	500
	Total	500
I	Management and Corporate Overheads	
I12	Administrative budgets	20
I13	Finance function efficiencies through the implementation of Oracle Cloud	200
I14	Loss of seconded Police Officer to Counter Fraud team	70
I15	Balance sheet review of accounting policies	1,000
	Total	1,290
J	School Effectiveness	
J18	Statutory functions of School Effectiveness	366
	Total	366
K	Statutory functions of School Effectiveness	
K5	Problem solving crime reduction	30
	Total	30
M	Housing strategy and non-HRA funded services	
M8	Reduced costs of providing nightly paid accommodation	250
	Total	250
O	Public Services	
O5	Council Tax single person discount review	500
	Total	500
P	Planning and Economic Development	
P3	Planning savings	270
	Total	270
	Grand Total	4,276

APPENDIX Y3: Ready Reckoner for Council Tax 2018/19

Ready Reckoner for Council Tax 2018/19						
	Budget Requirement	Council Tax (Band D)	Increase / (Decrease)	GLA Precept (Band D)	Total Council Tax (Band D)	Increase / (Decrease)
	£'M	£	%	£	£	%
2017/18	232.747	1,157.68	4.99%	280.02	1,437.70	
Recommended	241.281	1,203.87	3.99%	294.23	1,498.10	4.20%
	240.791	1,198.20	3.50%	294.23	1,492.43	3.81%
	240.290	1,192.41	3.00%	294.23	1,486.64	3.40%
	239.790	1,186.62	2.50%	294.23	1,480.85	3.00%
	239.289	1,180.83	2.00%	294.23	1,475.06	2.60%
	238.790	1,175.05	1.50%	294.23	1,469.28	2.20%
	238.289	1,169.26	1.00%	294.23	1,463.49	1.79%
	237.788	1,163.47	0.50%	294.23	1,457.70	1.39%
	237.288	1,157.68	0.00%	294.23	1,451.91	0.99%

APPENDIX Y5: Council Tax and Statutory Calculations

Council Tax Calculation

As part of the Localism Act 2011, core Council Tax may not be increased by 3% or more (inclusive of levies) without triggering an automatic referendum of all registered electors in the borough. In addition, there is also the opportunity to increase Council Tax by up to a further 3% under the social care precept for 2018/19. This means, for 2018/19, an automatic referendum will now be triggered if the Council Tax increase is 6% or above. The recommended social care precept for 2018/19 is 1%, therefore the recommended total increase is 3.99%. The statutory calculation for whether the Council is required to hold a referendum is based upon the 'relevant basic' amount of Council Tax, which under accounting regulations, includes levies. Any final recommendations on Council Tax levels will need to meet statutory requirements.

To date, Lewisham has not received formal notifications from its levy bodies for 2018/19 – the Environment Agency, the LPFA and the Lee Valley Regional Park. A zero percent increase has been assumed.

Council Tax and Levies

'Relevant Basic' Amount of Council Tax	2017/18	2018/19
Council Tax Base	81,087.65	86,456.64
Council Tax Requirement with Levy (£)	93,873,550	104,082,555
Basic Amount of Council Tax (£)	1,157.68	1,203.87
Increase in basic amount of Council Tax (%)	4.99%	3.99%

Levy bodies for Lewisham	2017/18 £	2018/19 £	Change £
LPFA	1,229,386	1,229,386	0
Lee Valley Regional Park	224,364	224,364	0
Environment Agency	178,500	178,500	0
Total Levies	1,632,250	1,632,250	0

*The term "relevant basic amount of council tax" is defined in section 52ZX of the 1992 Act (inserted as above and amended by section 41(1) and (9) to (13) of the **Local Audit and Accountability Act 2014**).*

Statutory Calculations

- 1) It be noted that at its meeting on 17 January 2018, the Council calculated the number of **86,456.64** as its Council Tax base for 2018/19 in accordance with the Local Authorities (Calculation of Tax base) Regulations;
- 2) The following amounts be now calculated by the Council for the year 2018/19 in accordance with the Local Government Finance Act 1992:
 - a. **£990,131,763.94** being the aggregate of the amounts which the Council estimates for gross expenditure, calculated in accordance with Section 32(2)A of the Act;
 - b. **£748,851,128.10** being the aggregate of the amounts which the Council estimates for income, calculated in accordance with Section 32(3)A of the Act;
 - c. **£241,280,635.84** being the amount by which the aggregate of 2(a) above exceeds the aggregate of 2(b) above, calculated by the Council, in accordance with Section 32A(4) of the Act, as its General Fund budget requirement for the year;
 - d. **£128,470,080.64** being the aggregate of the sums which the Council estimates will be payable for the year into its General Fund in respect of the Settlement Funding Assessment.
 - e. **£112,810,555.20** being the residual amount required to be collected from Council Tax payers. This includes the surplus on the Council's Collection Fund of £8,728,000.
 - f. **£1,203.87** being the residual sum at (e) above (less the surplus on the Collection Fund), divided by the Council Tax base of **86,456.64** which is Lewisham's precept on the Collection Fund for 2018/19 at the level of Band D;

Band	Council Tax (LBL)
	£
A	802.58
B	936.34
C	1,070.11
D	1,203.87
E	1,471.40
F	1,738.92
G	2,006.45
H	2,407.74

Being the amounts given by multiplying the amount at (f) above by the number which, in proportion set out in Section 5(1) of the Act, is applicable to dwellings listed in a particular valuation band divided by the number which in that proportion is applicable to dwellings listed in valuation Band D, calculated by the Council in accordance with Section 36(1) of the Act, as the amounts to be taken into account for the year in respect of categories of dwellings listed in different valuation bands;

3) It be noted that for the year 2018/19, the Greater London Authority is currently consulting on the following amounts in precepts issued to the Council, in accordance with Section 40 of the Local Government Finance Act 1992 (as amended), for each of the categories of dwellings shown below:-

Band	GLA Precept
	£
A	196.15
B	228.85
C	261.54
D	294.23
E	359.61
F	425.00
G	490.38
H	588.46

4) Having calculated the estimated aggregate amount in each case of the amounts at 2) (f) and 3) above, the Council, in accordance with Section 30(2) of the Local Government Finance Act 1992, assumed the following amounts as the amounts of Council Tax for the year 2018/19 for each of the categories of dwellings shown below:-

Band	Total Council Tax (LBL & GLA)
	£
A	998.73
B	1,165.19
C	1,331.65
D	1,498.10
E	1,831.01
F	2,163.92
G	2,496.83
H	2,996.20

APPENDIX Y6: Outcome of the consultation and proposed changes to the Linkline Community Alarm Service

MAYOR AND CABINET		
Report Title	Outcome of the consultation and proposed changes to the Linkline Community Alarm Service	
Key Decision		Item No:
Wards	Borough wide	
Contributors	Executive Director for Community Services	
Class		Date: 7th February 2018

1. Purpose

- 1.1. This report informs Mayor and Cabinet of the outcome of the consultation on the proposed changes to the Linkline Community Alarm Service and the recommendations arising from the consultation.

2. Recommendations

- 2.1. Mayor and Cabinet are invited to note the outcome of the consultation exercise and to agree the following recommendations:
- For Linkline to change the service offer to a Full Visiting Service for all new customers.
 - To Increase Linkline charges in line with costs and inflation where it is provided to customers who are private rented tenants, home owners, living with family and for social housing tenants who arrange Linkline independently. The proposed charge is £5.81 for Full Visiting Support and £3.88 for the Telephone On service.
 - In schemes provided by Social Housing Landlords to implement a phased increase in charges to achieve parity with other housing tenures.
 - In future, charges to be increased in line with inflation across all sectors annually.
 - That Lewisham CCG jointly with council officers' will review the way the financial contribution from Lewisham CCG is utilised to support people with dementia and the intention to conduct further consultation and assessment for Linkline customers who have a diagnosis of dementia.

3. Policy Context

- 3.1. Preventative interventions are critical in managing the increasing demand for health and social care services, reducing the overall burden of disease in the population and have the potential to underpin the financial sustainability of health and care services.

- 3.2. Preventative technology enabled care services like Linkline have a key place in future service delivery, by providing care, early detection and helping older people and those with chronic health problems to maintain their independence and continue to live in their own homes.
- 3.3. Key national policy drivers in health and social care have placed prevention and early intervention centre stage, this sets the ambition for a strategic shift in how services are delivered. The Care Act 2014 placed greater emphasis on promoting prevention, wellbeing and independence. In particular the Act places a duty on local authorities to promote individuals wellbeing by preventing or reducing the need for care and support. Evidence shows that alarm services can play a role in supporting a more personalised approach to care and support.
- 3.4. The NHS England Five Year Forward View, asserts that the sustainability of the NHS, and the economic prosperity of Britain all now depend on a radical upgrade in prevention and public health. How we adapt and innovate to take advantage of technology will be a key element of this upgrade.
- 3.5. Assistive technology services, like Linkline support Lewisham's Sustainable Community Strategy priority of: Healthy, active and enjoyable, where people can actively participate in maintaining and improving their health and wellbeing and Safer; where people feel safe and live free from crime, antisocial behaviour and abuse.
- 3.6. The services in this report also support the Council's corporate priorities of Caring for adults and older people, working with health services to support older people and adults in need of care; and Inspiring efficiency, effectiveness and equity: ensuring efficiency and equity in the delivery of excellent services to meet the needs of the community.
- 3.7. Lewisham Health and Care Partners are committed to supporting people to maintain and improve their physical and mental wellbeing, to live independently and to have access to high quality care when needed. Transforming the care that people receive in the community, so that more people can be cared for out of hospital, is critical to achieving this. Technology enabled care like Linkline plays a key role. The aim is for community based care to be:
 - **Proactive and Preventative** – By creating an environment which promotes health and wellbeing, making it easy for people to find the information and advice they need on the support, activities, opportunities available to maintain their own health and wellbeing and to manage their health and care more effectively.
 - **Accessible** – By improving delivery and timely access when needed to planned and urgent health and care services in the right setting in the community, which meet the needs of our diverse population and address inequalities. This includes raising awareness of the range of health and care services available and increasing children's access to community health services and early intervention support.
 - **Co-ordinated** – So that people receive personalised health and care services which are coordinated around them, delivered closer to home,

and which integrate physical and mental health and care services, helping them to live independently for as long as possible.

- 3.8. The White Paper Putting People First: Commissioning for Connected Care, Homes and Communities published in October 2016 represents a significant step forward in raising the profile of technology enabled care services (TECS) and its benefits.

“Care technology, whether you define it as telecare, telehealth telemonitoring, telecoaching, ehealth, mhealth, digital health or indeed all of the above, when intelligently deployed, has a growing track record of delivering high quality care whilst reducing the cost of provision”¹

- 3.9. In Sept 2016 Adult Social Care savings were proposed to Mayor and Cabinet, this included a recommendation for “increasing the charge for Linkline”. At the time the changes relating to the Linkline proposal were not fully outlined and were agreed subject to consultation. This report provides further detail on the proposed consultation.
- 3.10. On the 1st November 2017 members of the Healthier Communities Select Committee were presented the report on the intention to consult on the proposed changes to the Linkline Community Alarm Service and were asked to comment. The Consultation ran from the 6th November until the 1st January 2018.
- 3.11. Due to the Healthier Communities Select Committee meeting being rescheduled to the 7th February, Healthier Communities Select Committee will not have the opportunity to review the outcome of the consultation because the reports will be presented on the same date. Healthier Communities Select Committee will have the opportunity to comment after the decision has been taken by Mayor and Cabinet and feedback comments at a later date.

4. Background

- 4.1. A review of telecare and telemedicine was conducted during 2016/17. The aim of the review was to identify the range of enabling technology e.g. telehealth, telecare and other patient monitoring devices that were being used across Lewisham, establishing the evidence base and exploring new opportunities for the role of technology in the delivery of health and care services.
- 4.2. A key aspect of the review was how the Linkline service provided by Lewisham Adult Social Care could be sustained in the current economic climate, providing for an increasing level of demand with reducing resources.
- 4.3. The review highlighted the potential for Linkline in the context of the development of a whole system model of care to take a more strategic approach to the future. Moving to a population health approach and patient access to patient health records will influence new models of care and there are opportunities for telehealth and telecare in the new

¹ Commissioning for Connected Care, Homes and Communities, TSA October 2016

environment. For example, linking technology and data sets, risk assessment and predictive analysis.

- 4.4. The Linkline service has introduced new and efficient ways of working over the years to contribute towards the Adult Social Care budget savings as well as creating a more efficient service for the Linkline customer. New technologies have assisted with reducing the number of times an ambulance service is called out and the incidence of A&E admissions. With a contribution from Lewisham CCG, people with dementia have been supported to remain at home for as long as possible with the help of a GPS tracker.
- 4.5. In 2005 a report to Mayor and Cabinet on “Charging policy and future developments of the Linkline service” sought a 5% increase for Registered Social Landlords and non-housing users and to support developing Linkline into an open access and self-financing preventative service.
- 4.6. Later in 2005 Mayor and Cabinet agreed to implement the new unit cost charging framework, and phasing in over three years under Fair Access to Care Services, the financial assessment framework. Since 2005 there have been periodic increases in the Linkline charge, although not on an annual basis. Most recently, In February 2017 the Budget Report set out an inflationary increase of 2.5%.

5. The Linkline Service

- 5.1. Lewisham Adult Social Care operate an in-house telecare and assistive technology service, 18 staff are employed to provide an emergency response service 24 hours a day, 365 days a year to people who may be vulnerable or at risk. Many older people living alone and younger people with disabilities rely on the service to live independently in the community. In September 2017 there were **4,843** Linkline connections. There are more connections than people because a single dwelling may have several connections.
- 5.2. The Linkline service includes a home telephone unit and an emergency button, this can be fixed or worn as a pendant. When the button is pressed by the customer or activated by a telecare sensor an alert is raised at the control centre. Appropriate action is then taken by staff at the control centre, this may be to contact relatives, friends, to call the emergency services or for the Linkline staff to respond by visiting the customer at home.
- 5.3. A connection may be linked to a door entry system, for example in a sheltered housing scheme, hard wired in the home or be a pendant alarm that can be worn by the customer. 2,181 connections are in homes in the community, this might be in private rented accommodation or in the homes of owner occupiers. There are fourteen Social Housing Providers who have a contract with Linkline to deliver telecare in their accommodation, this accounts for 2,662 connections.
- 5.4. Linkline provide two levels of service. The **Full Visiting** service, where the Linkline Service hold keys for the customer, if the alarm is activated

Linkline staff will visit the person's home to assist. The **Telephone on response** is where the Linkline Service hold the telephone numbers of family and friends. If an alarm is activated staff will contact a relative/friend who will assist. There are 2,634 people who have a full visiting service and 748 who have a Telephone On service.

- 5.5. Most Linkline Customers have been assessed by Adult Social Care and then are referred to Linkline. However, some people access Linkline directly, for themselves or on behalf of a relative. On the 1st December 2017 there were 657 private Linkline customers, the majority of private customers receive a Full Visiting Service.
- 5.6. Linkline customers range in age from under 60 to 100 and there are 17 people over the age of 100 living independently in the community. The age profile of people receiving support in the dispersed units is older which reflects the growing number of people presenting for social care services later in life as well as the number of people who are living longer often with complex health conditions.

6. Additional services provided by Linkline

- 6.1. For people with dementia a variety of additional equipment, in the form of sensors can also be added to the basic alarm package. These sensors protect against environmental hazards, for example fire, flooding and the threat of intruders. If someone has a diagnosis of dementia the Linkline service is provided free of charge.
- 6.2. For someone with a cognitive impairment the equipment can assist in managing risks which may threaten their ability to live independently. This might include dangers associated with unlit gas appliances, carbon monoxide or where someone may be prone to walking away from home. The sensors are available to people who have had a social work or occupational therapy assessment.

7. The proposed service changes for consultation

The Council consulted on the following proposals:

Proposal to have one service offer – Full Visiting Service for new customers

- 7.1. There are two levels of service provided by Linkline.
 - **Full Visiting service**, this is where the Linkline Service holds keys for the service user, if the alarm is activated Linkline staff will visit the person's home to assist.
 - **Telephone on response**, this is where the Linkline Service retains the telephone numbers of the customer's family and friends. If an alarm is activated staff will contact the designated person who will then respond.
- 7.2. The proposal is to stop offering the 'Telephone On' service for all new service users and instead to provide a 'Full Visiting Service'. Current service users will not be affected.

- 7.3. The different levels of service were established to provide choice, for those who have relatives and friends living locally the Telephone On service is a good option. However, the number of people who have that support has reduced over recent years, this is evidenced in cases where the nominated individual is not available to respond. When this happens the only option is for Linkline to call the appropriate emergency service or visit the service themselves.
- 7.4. For more frail customers there is an advantage in having a responsive service that can provide help in an emergency, for example help lifting after a fall. This fits with the aim of having a more preventative and holistic service.
- 7.5. The majority of customers, 75% receive a Full Visiting Service, with less than 25% receiving the Telephone On service, the number reducing by 16% in the last year. 31 people receive a combination of the two services and this is based on a longstanding arrangement with a housing provider, this service is not available for new customers.
- 7.6. The proposal to change the service offer has an implication for the capacity of the service to deliver and for future staffing arrangements, although the impact is likely to be gradual in line with new referrals. Based on the current activity figures there will be an increase in activity in alerts that come through to Linkline. However, the main change will be the need for Linkline to provide a visiting response to additional customers.
- 7.7. Telephone On customers make up 20% of all Linkline customers. A 20% increase in activity for the service (modelled on 100% Full Visiting Customers) results in 37 extra calls per month. This would result in 2-3 extra response calls per day. Initially the increase in activity can be contained with the current staffing structure and the new staff rota will support this. However, with this service change and the plan to promote and market the service more widely this would require review after twelve months.

Revise Linkline service charges and uplifts in line with costs and inflation.

- 7.8. The weekly charges for Linkline are £5.64 for the Full Visiting Service and £3.55 for the Telephone On service. In the last twelve years the charge for the Full Visiting Service has increased by £1.75 and £1.87 for the Telephone On service. This is approximately 14 pence and 15 pence on average per year respectively over the last 12 years.
- 7.9. A benchmarking exercise has been carried out to see how Lewisham charges compare to those of other boroughs, direct comparisons can be problematic because services vary and the number of connections have an impact on charges. However, taking this into account the information shows that Lewisham Linkline charges are lower than many other boroughs, the gap being greater for the Telephone On service

7.10. A key aim of the proposals was to achieve greater parity in charges in different housing tenures. Housing providers are currently charged different rates, this is partly because there are different service offers, in many cases this is because charges do not reflect current costs which are based on legacy arrangements. Finally, people with a diagnosis of dementia currently receive a free service.

7.11. For customers in private rented housing and home owners, consultation was sought on increasing the weekly charge for the Full Visiting Response Service, Telephone On and in where it is provided as a combined service.

Linkline charges in schemes provided by social housing landlords – to consult and review charges with landlords

7.13. Linkline provides assistive technology to fourteen social housing landlords with schemes in Lewisham and in other boroughs, including charitable organisations and Registered Social Landlords. The service has been provided by Linkline for many years and contractual arrangements vary depending upon the type of scheme, location and service offer - visiting or response. In total there are 2,662 connections, there are more connections than people because a scheme will have several connections in communal areas that will require monitoring e.g. front door, laundry etc.

Linkline provide a service to the following housing providers:

Table 1. Housing Provider	Customers
Abbeyfield	6
Hexagon Housing Association	28
Christopher Boones Almshouses	41
Scotscaire/ Royal Scottish Corp	45
Lewisham Parochial Charities	49
Affinity Sutton	61
Phoenix Community Housing	78
Hyde Housing	83
Corporation of London	90
Chislehurst & Sidcup	96
St Clement Danes Charity	110
London & Quadrant	132
Optivo (Amicus Horizon Housing Group Limited)	229
Lewisham Homes	1190
Total	2,238 *

The number of connections varies from the number of people because there may be several connections in a single dwelling

7.14. Linkline charges have increased in this sector since 2005. However, there remain differential charging arrangements with housing providers which can result in different charges to tenants, this is also a reflection of the organisational remit of that Landlord, for example, charitable status, Almshouse or Registered Housing Provider. Some Landlords add a maintenance charge on top of the Linkline charge.

7.15. The contract with housing providers gives a reliable and consistent income stream, this is because the Linkline charge is collected by the landlord along with the rent, with the exception of one scheme where 19 tenants pay Linkline directly. The proposal is that in future annual uplifts will be in line with inflation where Linkline is installed in social housing schemes.

Review the Service Offer for people with Dementia

7.16. Lewisham CCG provide a financial contribution of £95,000 per annum to provide assistive technology for people with a diagnosis of Dementia. The funding is used for the installation of standard and specialist equipment and provides a free monitoring service for people with dementia. The number of customers with dementia has steadily increased since this arrangement began six years ago. On the 1st October 2017 there were 456 people who received the service, this is a 135% increase since 2012.

7.17. The increase in numbers of customers with dementia who receive a free service has a significant financial impact on the service. At the end of 2016-17 the total cost of the monitoring charges were £125,792. Other significant costs for the dementia service are the purchase and installation of standard and specialist equipment. In 2016-17 an additional £54,164 was spent on the purchase, installation and maintenance of installed equipment. In 2016-17 this resulted in an overspend on the grant of £84,956 which has been covered by the Linkline budget.

7.18. With the current rate of increase it is predicted that by the end of 2017-18 there will be over 540 Linkline customers living with dementia. It was therefore necessary to consider how the service is delivered for people with dementia and to ensure that there is equity between people with different long term conditions

7.19. As part of the wider Linkline Review, Lewisham CCG agreed to analyse how this funding can be optimised giving consideration to new advances in technology that can help people with dementia to remain living in their own home in the community.

Proposal for annual charges to be increased in line with inflation across all tenures.

7.20. Since 2005 there have been periodic increases in Linkline charges, although not on an annual basis. Most recently, in 2017 the budget report set out an increase in the charge of 2.5%. The proposal is that in future uplifts will be annual and in line with inflation. The intention to increase Linkline charges will be set out as part of the annual budget setting process.

8. The Consultation process

8.1. The consultation took place over a six week period from the 6th November 2017 until the 1st January 2018. Prior to this Healthier Communities were invited to comment on the proposals for consultation.

- 8.2. The consultation was in three parts:
- Directly with Linkline customers who may live in private rented housing, social housing tenants, home owners and people who live with their family.
 - With Social Housing Landlords who have a contract with Linkline to provide a service in their accommodation.
 - Review of how the CCG funding to support people with Dementia is utilised.
- 8.3. The consultation survey (appendix 1) was sent directly to 1,998 Linkline customers with a covering letter, freepost envelopes were provided to enable the return of completed surveys. A further reminder letter was sent out on the 27th November. The consultation questionnaire (appendix 1) was also available on the council website so that it could be completed online.
- 8.4. Five open access sessions for customers, relatives, carers and other stakeholders were offered at the Linkline Office in Ladywell. In addition there were 73 telephone enquiries.
- 8.5. Local voluntary and community organisations who were identified as having a specific interest in this consultation, including Age UK, Carers Lewisham, Positive Ageing Council, Mindcare and Voluntary Action Lewisham were invited to complete the online questionnaire.
- 8.6. During the consultation period Linkline managers met with eleven of the Social Housing landlords to review the current service offer. For the remaining three communication was by letter, email and telephone.

9. Consultation outcomes

- 9.1. Of the 1,998 surveys sent directly to service users, 756 (38%) were returned. 52 were completed online and 704 were returned by post. This is considered to be a good response for a survey of this type. Only one customer attended the five open sessions that were held at the Linkline Office, although there were 73 telephone conversations with customers about the proposals. Three submissions were received from community and voluntary sector organisations.
- 9.2. Overall the outcome of the consultation indicated that Linkline customers tended to agree rather than disagree with the proposal to change the service model and more people agreed rather than disagreed to revising the charges to bring them in line with inflation and other service costs. Although respondents remarked on the level of the revised charge, this will be addressed later in the report.

10. Results of the survey – Background

- 10.1. The majority of surveys (82%) were completed by Linkline customers, whilst 14% were completed by a family member or friend. Less than 2% were completed by an advocate.

10.2. 87% of people who completed the questionnaire receive a Full Visiting service, the remainder have a Telephone On service. 66% of respondents pay for the Linkline service. 60% of people who responded do not receive a package of care organised by the council.

10.3. The majority of respondents 54% are home owners, whilst 27% are tenants in social housing who purchase the Linkline service privately, 10% of respondents live in private rented accommodation and 4 % ticked the 'other' category, this included living in a housing co-op or living with family members.

10.4. 69% of people who answered said they felt confident that they had "local support available from family, friends or neighbours to respond to any call for help". 18% answered no and 12% that they didn't know.

10.5. In response to the question about how frequently customers use the service 46% said that they had not used the service in the last 12 months, 40% use it less than once a month, 5% weekly and only 10 people said that they used it on a daily basis.

10.6. In response to the question 'have Linkline staff visited you in response to an alarm, 192 people said that Linkline staff had visited them in the last 12 months, whilst 533 people said that they had not had a visit.

11. Responses to the proposed changes

11.1. Service Change

We asked "To what extent do you agree or disagree with the proposal to offer only one type of Linkline service (i.e. Full Visiting Service) to new customers "		
26% of people agreed with the proposal (15% strongly)	41% neither agreed nor disagreed	11% of people disagreed (5% strongly)

Changes to the charges

11.2. The survey stated that for 2018/19 the proposed increase to the weekly charge for Linkline will be between the following ranges:

Full Visiting Support	An increase of between 75p and £2
Telephone On	An increase of between 50p and £1.50

11.3. Respondents were invited to comment using the free text boxes and this is captured in the table 2 below. 72 were positive remarks, compliments and people saying that they were happy to pay more for the service. 112 were comments about affordability and 13 people made comments about the appropriateness of the price increase.

We asked "To what extent do you agree or disagree with the proposal to revise Linkline charges on a yearly basis to bring them in line with inflation and other service costs"		
38% agreed to revising the charges (6% strongly)	36% neither agreeing nor disagreed	11% disagreed (6% strongly)

11.4. We asked if the proposed changes described in this consultation would stop the customer from using the Linkline service in the future. 73% of people who completed this survey answered the question with the majority 395 people responding no, nine people replied yes.

11.5. The Survey asked “If you will be affected by these proposed changes, is there anything that the Council could do to reduce any concerns that you might have “? There were a range of comments, including finding cuts elsewhere, keeping the costs down and providing the service free of charge.

12. Comments captured in the free text boxes

Table 2.	Number
<i>Comments on the proposed changes to charges</i>	
Positive remarks, compliments and happy to pay more	72
Affordability	112
Ensure increases are appropriate	13
Keep Telephone-On Service	4
Change to a charge per call-out	2
Should be free / government funded / NHS funded	6
Should be means tested	1
Table 2 (continued)	Number
<i>Comments on the changes – would it stop you using Linkline in the future</i>	
No	395
Yes	9
Positive remarks, compliments & happy to pay more	42
Affordability	80
No, I need the service, I rely on the service	67
<i>Comments on the way the Council could reduce concerns</i>	
Pay for it for me, it should be free	15
Reduce the charges	2
Find cuts elsewhere	2
Keep the cost and increases down	16
Get the government to find funding to help people	5
Make sure there is a thorough assessment of costs and charges	7
Affordability - Increases are not welcome	25
Stop targeting the people who need the service most	1
Keep us informed about the service - any changes, information about staff, etc...	2
Do not take away the service, we want reassurance this will not happen	13
Telephone-On service users would like to know how to transfer onto the Full Visiting Service	2

General comments

General comments were captured using the free text boxes, here are some examples.

“I think that Linkline is a brilliant service and I have always felt safe with my service that you have provided me, and thank you so very much. If I have to pay that bit extra for my brilliant service I am all for it”.

"I feel Linkline services need to help me continue to be safe in my home. I know if I need help at any time all I need to do is press a button and can't thank you enough for that".

"This service allows my mother to live independently, knowing that she can alert Linkline if any problems. A care package from the council would cost the social services considerably more".

"Great service for the people that need it. Worth every penny for peace of mind".

"The Linkline service is essential - it's worth the increased cost".

"This is a vital service for my elderly mother - without this round her neck she has falls. 1. If it had not been for Linkline she would have laid on cold floor with no help all night till the carer came in morning. 2. Plus recently got stuck on stair lift halfway upstairs needed rescue. Both me, her daughter, and son live outside of London".

"This service is a life saver and must not be taken away. I feel that I am not alone and someone is at the end of the line if I was to have a fall".

"The council saves a great deal of money by providing the service e.g. the emergency services, without Linkline they will be called out more often. Hospital admission is reduced".

"If the increases in cost mean that more old and vulnerable people come off the service, then the increased cost of care packages may mean that no savings are made".

13. Consultation with Social Housing Providers

13.1. During the consultation period the Service Manager met with eleven social housing landlords to discuss the service provided by Linkline, the current pricing model and plans for the future, for a further three this was discussed over the phone, by letter and by email.

13.2. Overall the feedback from Landlords was positive, all were happy with the local service and the value of the local, personal and responsive service that can prevent admissions to hospital and help tenants remain independent. The majority confirmed that they wanted to continue with the current service but with some changes to the number of connections.

13.3. Some Landlords in response to the developing market and advancements in the sector generally were planning changes. One provider is reviewing how they use assistive technology across their organisation, another was planning on changing the service provision so was unlikely to recommission in the same way from 2018/19. One landlord had requested a quote to take over additional services for out of hours telephone monitoring. Finally, one of the Social Housing Landlords was interested in purchasing holiday visiting cover.

13.4. Following a review of the unit costs it is proposed that the new charges for 2018-19 are as follows:

Table 3.	
Service Offer	Charge
Telephone On Service (TOS)	£3.88 per week per connection
Out of Hours Full Visiting Service (OOHFVS)	£4.64 per week per connection
Full Visiting Support (FVS)	£5.81 per week per connection

13.5. The Social Housing Providers currently pay different rates for the Linkline service. This is based on historical funding, subsidy and contractual arrangements. The new charges will therefore have a differential impact on each of those providers and some, but not all of those providers may pass that cost onto the tenant. The current weekly charge ranges from 64 pence to £5.64. In percentage terms the range is a 3% to over 600% increase.

14. Review of the service offer for people with dementia

14.1. For reasons outlined in para. 7.4 above the way that the CCG's financial contribution is utilised to support people living with dementia required revaluation.

14.2. Lewisham CCG have considered the legacy funding arrangements and have identified that a process of further detailed assessment, evaluation and consideration of the new advances in technology is required to ensure that funding is optimised to support people with dementia. It is proposed that this work will be taken forward jointly by the CCG and Council in consultation with Linkline customers and other stakeholders.

15. Response to the Consultation

15.1. This section considers areas of specific concern by each proposal and sets out officers' responses and assurances about what actions will be put in place so as to meet or minimise those concerns.

Proposal to have one service offer – Full Visiting Service for new customers

15.2. Overall more people agreed rather than disagreed with the proposal to only offer the Full Visiting Service to customers. 26% of people agreed with the proposal, 15% strongly agreed with the proposal and 41% neither agreed nor disagreed. However, people did comment that they were very happy with their Telephone On service, particularly as it was a cheaper option.

15.3. In response to this question, 11% of people disagreed and 5% strongly disagreed with one significant concern being raised more than once. This was that the Telephone On service would no longer be available to people who did speak English.

15.4. "Please keep the Telephone On service as it is very useful for families who have an elderly relative who does not speak English"

- 15.5. Existing customers can be reassured that the Telephone On service will continue to be provided in the same way, although this is a valid point for future customers who do not speak English or may have other communication difficulties. This is of particular relevance as the service is aiming to increase the diversity in ethnic background of their customers.
- 15.6. It is possible to minimise the impact of this happening by ensuring that a relative or friend of the customer is identified and able to support communication between the customer and the Linkline staff, this does already happen in certain circumstances.
- 15.7. During the consultation some customers have chosen to move from the Telephone On service to Full Visiting Support as this will provide more help.
- 15.8. Some comments were made on the impact of the service change for future service users and this was linked to the higher cost of the Full Visiting Service. This will be addressed below.
- 15.9. Increase Linkline service charges and implement annual uplifts in line with costs and inflation for people who live in their own home, private rented accommodation or social housing tenants who pay for their service independently.
- 15.10. A key aim of the proposal was to achieve greater parity in charges for people living in different housing tenures. In the last twelve years the charge for the Full Visiting Service has increased by £1.75 and £1.87 for the telephone on service. This is approximately 14 pence and 15 pence on average per year respectively over the last 12 years.
- 15.11. For customers in private rented housing, home owners and people who purchase Linkline independently feedback was sought on increasing the weekly charges and a range of between 75 pence and £2 for Full Visiting Support and 50 pence and £1.50 for Telephone Only.
- 15.12. The majority of respondents, 38% agreed to revising the charges with 36% neither agreeing nor disagreeing. 11% of respondents disagreed with the proposal and 6% strongly disagreed.
- 15.13. Although more people agreed rather than disagreed to increasing the charge it is clear from the comments that people were very concerned about affordability and the level of the increase. Comments included.
- 15.14. *“People who live in Social Housing don’t necessarily have less money than other tenures”* Several people pointed out that home owners and people living in private rented accommodation had a very limited income.
- 15.15. Respondents suggested ways to save money, Stop making ‘happy birthday calls’. These are calls that are made annually to test the line, usually made on the customer’s birthday.

- 15.16. *"If people don't press the alarm then can this been taken into account in the charging"*
- 15.17. A local Voluntary Organisation made the point that for *"40% of people the current cost is not affordable"*, the higher level that is proposed is *"unaffordable"* and wanted to highlight concerns about poverty for older people in Lewisham.
- 15.18. More generally some people remarked that if the increase was too high, they would not be able to pay, they would have to cut back on an already limited budget or that their family might have to help out. However, for some respondents their family were already paying the bill. For people who already pay for their own care, any additional price increases will have a significant impact.
- 15.19. Once person observed that *"People are paying for social care as part of council tax, and they have to pay for this on top of this"*.
- 15.20. Comments about how the impact can be minimised included *"it should be free"*, *"find cuts elsewhere"*, ensuring that there is a thorough assessment of costs and charges and seeking reassurance that the service will not be taken away.
- 15.21. However, despite these comments, 395 people said that the changes would not stop them from using the service and 9 people responded that it would.
- 15.22. The results of consultation provide a picture of customers who are more likely to be women, over 80, do not have care organised by the council, receive Full Visiting Support, own their own home and pay for their service. This group are also less likely to make calls to Linkline. If the increase in charge was implemented at the higher end of the range it would disproportionately affect this group.
- 15.23. As a result of the review and after considering the feedback from the consultation it is proposed that there will be a price increase but that this will be limited to 17 pence for Full Visiting Support and 33 pence for Telephone On, please see table 4 below.
- 15.24. Although the proposed increase is minimal it may still cause some worry for Linkline customers. To minimise this happening support can be provided with further advice and signposting. For example, to Lewisham SAIL Connections who can refer people for advice around money, debt, home maintenance and the 'warm' homes advice including support accessing grants for home owners.
- 15.25. In addition, some people may receive a free service if they have been assessed under the Charging and Financial Assessment Framework to pay a nil charge. For people who are being discharged from hospital Linkline is already provided free for a period of up to six weeks to help people retain their independence.
- 15.26. The results of the consultation highlighted that customers wanted to be reassured that any future increases would be proportionate and based

on a regular review of the costs and to be updated on how the money is spent, with the aim to keep costs down wherever possible.

Table 4 Proposed Increase in charges for 2018/19			
Service Type	Charge 17/18	Proposed 18/19	Increase in pence
Full Visiting Support	£5.64	£5.81	17 pence
Telephone On	£3.55	£3.88	33 pence
Full Visiting Support (Out of Hours)	n/a	£4.64	

To increase Linkline charges in schemes provided by social housing landlords

15.27. Based on the review of the services, analysis of calls and out of hours arrangements it is proposed that the new charges for 2018/19 are as follows:

- £3.88 for Telephone On Service.
- £4.64 for the Out of Hours Full Visiting Support.
- £5.81 for the Full Visiting Support.

15.28. Each Landlord has been notified individually about the proposed charges for 2018/19. Some have confirmed that they would like to vary their service agreement with Linkline and one provider is currently conducting a wider review of this type of provision across their organisation. Therefore, individual arrangements will vary and potentially change in the future, particularly if Landlords choose to purchase technology enabled care from the private market.

15.29. It is recognised that the potential impact of the price increase is likely to be significant for many of the Landlords. Some, but not all will pass this increase onto their tenants.

15.30. One Registered Provider made representation that the charges will be incurred by tenants because Housing Benefit does not cover support. They are concerned that the increase will have a significant impact on their tenants and their financial wellbeing. As a result they have requested a staggered increase over a period of years.

15.31. Continuing with the present level of charging is not sustainable in the long term, this approach is also inequitable as people are paying different rates depending upon where they live. To mitigate the impact of the price increase it is proposed that there should be a phased period of implementations that will take into account the varying organisational and contractual factors. The phased increase in charges will be implemented by Linkline officers.

Review the Service Offer for people with Dementia

15.32. With the current rate of increase it is predicted that by the end of 2017-18 there will be over 540 Linkline customers living with dementia. There was, therefore a pressing need to review the way the service

offer for people with dementia is delivered and to ensure that there is equity between people with different long term conditions.

15.33. Lewisham CCG have considered the legacy funding arrangements and have identified that a process of further detailed assessment, evaluation and consideration of the new advances in technology is required to ensure that funding is optimised to support people with dementia.

15.34. It is proposed that this work will be taken forward jointly by the CCG and Council in consultation with Linkline customers and other stakeholders to be completed by December 2018.

16. Financial Implications

16.1. This report describes the outcome of a consultation exercise with users of the Linkline service and recommends a series of changes to the service and to the charge to users.

16.2. Likely financial outcomes would be as shown below. The figures assume that the number of service users who are assessed to pay nothing or a percentage of the charge would remain constant.

16.3. The proposed increase in the weekly charge to individuals from £5.64 to £5.81 would yield an extra £8,700 p.a.

16.4. The proposed increase in the weekly charge for Telephone On service would yield an extra £2,900 p.a.

16.5. Phasing out the Telephone On service would, over time, yield an extra £5k p.a. assuming all Telephone On users were replaced by Full Visiting Service users

16.6. Increasing charges to all the housing providers listed in the report to the rates quoted in para would generate an extra £400k p.a. though it is likely that this would be phased in over a number of years.

16.7. These increases would achieve savings agreed by the Council as part of the 2017/18 budget process.

17. Legal Implications

17.1. Previously, the provision of Linkline services to members of the community requiring or requesting the service, was made available through diverse statutory routes, not all of which required Social Care assessment. As the service has developed, and with the introduction of the Care Act 2014, and the preventative support requirements it brings to the provision of services, the framework for the provision of the service out with a housing support service and also as part of the service of supported housing, has made it necessary to streamline and clarify the charging structure.

- 17.2. Local Authorities have duties and powers to charge for both Social Care and Housing services and should apply charging policies in a transparent and equitable manner. Any changes to such policies should be subject to adequate consultation, with information being provided so as to facilitate informed and timely response.
- 17.3. The Mayor will note the consultation process, outcomes and results of the survey as set out at paragraphs 8, 9 and 10 of this report. The Mayor is specifically referred to the responses to the consultation reported at paragraph 15 and will also note officers' responses and assurances about suggested actions to meet or minimise concerns raised during the consultation exercise.
- 17.4. In considering this report the Mayor must have regard to the consultation exercise undertaken by officers. The Mayor must consider the outcomes of that consultation with an open mind before arriving at any decisions as recommended in this report.

18. Equalities Legislation

- 18.1. The Equality Act 2010 (the Act) introduced a public sector equality duty (the equality duty or the duty). It covers the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 18.2. In summary, the Council must, in the exercise of its functions, have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - advance equality of opportunity between people who share a protected characteristic and those who do not.
 - foster good relations between people who share a protected characteristic and those who do not.
- 18.3. It is not an absolute requirement to eliminate unlawful discrimination, harassment, victimisation or other prohibited conduct, or to promote equality of opportunity or foster good relations between persons who share a protected characteristic and those who do not. It is a duty to have due regard to the need to achieve the goals listed in the paragraph above.
- 18.4. The weight to be attached to the duty will be dependent on the nature of the decision and the circumstances in which it is made. This is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. The Mayor must understand the impact or likely impact of the decision on those with protected characteristics who are potentially affected by the decision. The extent of the duty will necessarily vary from case to case and due regard is such regard as is appropriate in all the circumstances.
- 18.5. The Equality and Human Rights Commission has issued Technical Guidance on the Public Sector Equality Duty and statutory guidance entitled "Equality Act 2010 Services, Public Functions & Associations Statutory Code of Practice". The Council must have regard to the statutory code in so far as it relates to the duty and attention is drawn to

Chapter 11 which deals particularly with the equality duty. The Technical Guidance also covers what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guidance does not have statutory force but nonetheless regard should be had to it, as failure to do so without compelling reason would be of evidential value. The statutory code and the technical guidance can be found at:

<https://www.equalityhumanrights.com/en/advice-and-guidance/equality-act-codes-practice>

<https://www.equalityhumanrights.com/en/advice-and-guidance/equality-act-technical-guidance>

18.6. The Equality and Human Rights Commission (EHRC) has previously issued five guides for public authorities in England giving advice on the equality duty:

- [The essential guide to the public sector equality duty](#)
- [Meeting the equality duty in policy and decision-making](#)
- [Engagement and the equality duty: A guide for public authorities](#)
- [Objectives and the equality duty. A guide for public authorities](#)
- [Equality Information and the Equality Duty: A Guide for Public Authorities](#)

18.7. The essential guide provides an overview of the equality duty requirements including the general equality duty, the specific duties and who they apply to. It covers what public authorities should do to meet the duty including steps that are legally required, as well as recommended actions. The other four documents provide more detailed guidance on key areas and advice on good practice. Further information and resources are available at:

<https://www.equalityhumanrights.com/en/advice-and-guidance/public-sector-equality-duty-guidance#h1>

19. Environmental Implications

19.1. There are no specific environmental implications arising from this report

20. Equalities Implication

20.1. An Equalities Analysis Assessment (EAA) has been completed (Appendix2). This identifies that the groups directly affected by these proposals are predominately older women with a disability or health condition. This reflects the purpose for this service, which is to support people who may be frail or have a health condition and of the gender mix of this population. The Linkline service will be required to monitor the impact of these changes on their customers on a regular basis (if these proposals are implemented) and to develop a plan of action to mitigate any negative impact.

20.2. The Linkline service supports people who may be vulnerable due to age or disability to live independently in the community, we would therefore expect the profile of customers to be older than in the general population.

The majority of customers are over the age of 60, 35% of Linkline customers are between the ages of 60 and 80, 38% are aged 80 – 100 and 17 people are aged over 100. 55% of Linkline customers are women.

- 20.3. Fewer than 30% of customers report as having black and ethnic minority heritage compared with 46 % of Lewisham residents in the 2015 census. This might be expected given the demographics of the borough and the pattern of the ageing population. However, this profile is likely to change in future years and the service will need to develop with this in mind.
- 20.4. A key aspect of the consultation is to improve equity between customers who live in the private sector and customers living in housing provided by Social Housing Landlords.

21. Equalities - results of the Survey

- 21.1. The survey in the consultation has helped us capture further equalities information, to help assess if the proposed changes will have a disproportionate impact on specific groups.
- 21.2. The majority 47% of those people who responded to the survey are 85 plus, 19% are between 80 and 84. 108 people who answered the survey were under 70 years of age. 68% of respondents were women.
- 21.3. The majority of respondents who answered the survey identified as being English/Welsh/Scottish/Northern Irish/British whilst the second largest group being Caribbean 12%, the third largest group being any other Black/African/Caribbean background 3%, Irish 3%, followed by any other white” 2% and African 1%.
- 21.4. 73% of people who completed the survey considered themselves to have a disability, 36% having a physical impairment such as “difficulty using your arms or mobility issues which means using a wheelchair or crutches”.
- 21.5. 24% of people have a long standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy, 20% have a sensory impairment, such as being blind, having a serious visual impairment or being deaf having a serious hearing impairment. 8% have a mental health condition and 1% had a learning disability.
- 21.6. The information that has been gathered as part of this consultation exercise will be used in the development of the service, with particular focus on how people can be better supported with their disability or health condition. To increase the diversity within the service it is proposed that the service will put in place a plan of action to market and promote the service more widely. Linkline will be required to monitor this data on an ongoing basis.

22. Crime Reduction Implications

- 22.1. There are no specific crime and disorder implications arising from this report

23. Conclusions

23.1. This report informs Mayor and Cabinet of the outcome of the consultation on the proposed changes to the Lewisham Linkline Service and seeks agreement to the recommendations outlined in this report.

Appendix Y6a.

Survey Questionnaire

Appendix Y6b.

Consultation Survey

Appendix Y6c

Savings Proforma A18

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Background Papers

Report: Consultation on the proposed changes to the Linkline Community Alarm Service HCSC 1st November 2017