

Joint Extra Care Housing Management Board

Agenda

Date: Tuesday 25th September 2012
Time: 4.00 pm
Venue: Committee Room 1 - Wyvern House, The Drumber, Winsford, CW7 1AH

The agenda is divided into 2 parts. Part 1 is taken in the presence of the public and press. Part 2 items will be considered in the absence of the public and press for the reasons indicated on the agenda and at the foot of each report.

PART 1 – MATTERS TO BE CONSIDERED WITH THE PUBLIC AND PRESS PRESENT

1. **Appointment of Chairman and Vice Chairman**
2. **Apologies for Absence**
3. **Declarations of Interest**

To provide an opportunity for Members and Officers to declare any disclosable pecuniary and non-pecuniary interests in any item on the agenda.

4. **Public Speaking**

Members of the public wishing to address the Joint Extra Care Housing Management Board on reports contained within the agenda for the meeting shall be given the opportunity to do so subject to:-

- 1 the opportunity being extended to one person to speak in support of each agenda item and one person to speak against each agenda item when called to do so by the Chairman;

For any apologies or requests for further information

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- 2 an indication of the desire to speak on the agenda item being made by the person just prior to the meeting and the name supplied to the Democratic Services Officer in attendance. The first person registering to have precedence in the event of more than one person wishing to speak either for or against the agenda item;
- 3 each person addressing the Joint Extra Care Housing Management Board being limited to three minute speech;
- 4 an opportunity being provided for an expression of a contrary view, even though no prior notice has been given, when a member of the public has spoken for or against the item;
- 5 in the event of the person having registered to speak on an agenda item not wishing to take up their right to speak on the agenda item because it was deferred, the person will automatically be given the right to speak on the agenda item at the next meeting of the Joint Extra Care Housing Management Board;
- 6 the Chairman of the meeting having discretion to rule that a person wishing to address the meeting shall not be heard if, in his/her opinion, that issue or the organisation or the person wishing to make representation on that issue has received an adequate hearing.

5. **Minutes of Previous meeting** (Pages 1 - 6)

To approve the minutes of the meeting held on 28 September 2011 as a correct record.

6. **PFI Extra Care Housing Annual Report 2011/12** (Pages 7 - 44)

To consider the PFI Extra Care Housing Annual Report for 2011-12

7. **Avantage Annual Customer Survey 2012** (Pages 45 - 54)

To consider a report on the results of Avantage's third Annual Customer Survey, which was carried out in the first two months of 2012

8. **Annual Financial Report for 2011/12** (Pages 55 - 60)

To consider a report on the financial position in relation to the PFI contract

9. **Management and Governance of Extra Care Housing** (Pages 61 - 64)

To consider a report seeking approval for the execution of an agreement documenting the roles and responsibilities of each Council in relation to the management and governance of the PFI Contract.

10. **Change Of Contract Orders 2011/2012** (Pages 65 - 68)

To consider a report on a Change Of Contract Order agreed with Avantage during 2011/2012

11. **Exclusion of the Press and Public**

The report relating to the remaining item on the agenda has been withheld from public circulation and deposit pursuant to Section 100(B)(2) of the Local Government Act 1972 on the grounds that the matters may be determined with the press and public excluded.

The Committee may decide that the press and public be excluded from the meeting during consideration of the following items pursuant to Section 100(A)4 of the Local Government Act 1972 on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 and public interest would not be served in publishing the information.

PART 2 - MATTERS TO BE CONSIDERED WITHOUT THE PUBLIC AND PRESS PRESENT

12. **Avantage Insurance Sharing** (Pages 69 - 74)

To consider a report on an anomaly in the contract documents and the proposed compromise

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CHESHIRE EAST COUNCIL

Minutes of a meeting of the **Joint Extra Care Housing Management Board** held on Wednesday, 28th September, 2011 at Room 5 - Wyvern House, The Drummer, Winsford, CW7 1AH

PRESENT

Councillor Roland Domleo (Chairman)
Councillor Brenda Dowding (Vice-Chairman)

Councillors Les Ford, Peter Mason and Michael Jones

Officers

Lynn Glendening, Commissioning Manager, Cheshire East Council
Sophie Middleton, Contract Manager – Extra Care Housing, Cheshire East Council
Jayne McLaughlin, Legal Services Cheshire East Council
Patrick Rhoden, Principal Accountant, Finance, Cheshire East Council
Charlotte Walton, Strategic Commissioning Manager, Cheshire West & Chester Council

1 APOLOGIES FOR ABSENCE

No apologies were received.

2 DECLARATIONS OF INTEREST

No declarations of interest were made.

3 PUBLIC SPEAKING TIME/OPEN SESSION

There were no members of the public present.

4 MINUTES OF PREVIOUS MEETING**RESOLVED:**

That the minutes of the meeting held on 7 December 2010 be approved as a correct record.

5 Q1, 2011/12 OPERATIONS REPORT

Consideration was given to a report which summarised the current position in the Round 3 Extra Care Housing Schemes in the Cheshire East and Cheshire West & Chester Council areas.

The report gave details on tenure, occupancy rates, unitary charge and key performance indicators. At present there were 16 apartments

available to buy and none available for rental. There was a waiting list of 24 people for apartments - 13 for rented, 7 for outright sale and 4 for shared ownership. There had been 29 voids in 2011 due to death, moving into residential or nursing care or by resident's choice.

It was intended that all schemes would achieve a balance of one third low; one third medium and one third high care band residents but at present the balance was 60% low care, 23% medium care and 17% high care.

RESOLVED:

That the contents of the Operations Report be noted

6 AVANTAGE ANNUAL CUSTOMER SURVEY 2011

Consideration was given to a report on the results of the second Annual Customer Survey.

Avantage were contracted to carry out an Annual Customer Satisfaction Survey covering all aspects of living in Extra Care housing. The survey had been carried out during January and February 2011.

A total of 373 questionnaires were sent out, with 212 being returned. A high satisfaction rate was achieved in most areas and the percentage of residents very or fairly satisfied with the overall service had increased from 92.7% in 2010 to 93.7% in 2011.

RESOLVED:

That the results of the second Annual Customer Survey be noted.

7 BANK HOLIDAY OPERATIONS IN EXTRA CARE HOUSING

Consideration was given to a report on Avantage and the Authorities' different interpretations of the PFI contract on Bank Holiday working.

It had come to light that the Helpdesk and associated staff in the PFI Extra Care Housing Schemes had not been working on Bank Holidays. Avantage believed that there was no requirement in the contract for the Helpdesks to be staffed, whilst the Authorities believed that the contract was clear that staff should be in place.

A temporary arrangement had been put in place since Christmas 2009 whilst discussions about the contract were held so that no scheme was without a helpdesk for more than 2 consecutive days.

The discussions had now resulted in stalemate between Avantage and the Authorities. There were two options on the table: - to accept and move forward with the interim arrangements or invoke formal dispute procedures.

The preferred option was to accept the temporary arrangements and amend the contract to ensure that the level of service was maintained as the formal dispute resolution process was both lengthy and expensive.

RESOLVED:

That the interim arrangements for Bank Holidays be approved and Officers be authorised to make a contract amendment to ensure that the arrangements continued.

8 TRANSFER OF 10% SUBORDINATE DEBT BY GLEESON AND NATIONWIDE TO MBIA

Consideration was given to a report on the proposed transfer of PFI subordinate debt from Gleeson and Nationwide to MBIA.

Notification had been received that Gleeson and Nationwide intended to sell their share in the Special Projects Vehicle to MBIA UK (Insurance) Ltd. This amounted to two-thirds of the subordinate debt with a value of approximately £3m. The senior debt of approximately £80m remained with Nationwide.

The Project Agreement provided in Clause 69.2 that the Contractor may transfer shares to a Suitable Third Party and was obliged to provide the Authority with written notice of its intention to do so.

A 'Suitable' Third Party was defined as a party which was not Unsuitable. An Unsuitable Third Party was defined as

“(a) any person who has a material interest in the production, distribution or sale of tobacco products and/or alcoholic drinks

(b) any person whose activities are, in the reasonable opinion of the Authority, incompatible with the provision of having Services by the Authority or

(c) any persons whose activities, in the reasonable opinion of the Authority, pose or could pose a threat to national security.”

Based on a limited due diligence exercise, which included obtaining background information on the structure of the MBIA Group, officers were able to discount (c) and decided that neither (a) or (b) applied to the MBIA Group. Standard financial checks had also been carried out on MBIA and its holding company.

This opinion was supported by a letter from Nationwide giving their consent to the transfer.

Avantage had concluded their own due diligence and was comfortable with MBIA's suitability as a shareholder in the Special Projects Vehicle. The partners in the Special Projects Vehicle had had an ongoing relationship with MBIA for a number of years.

RESOLVED:

That the due diligence exercise be confirmed.

9 ANNUAL FINANCIAL REPORT FOR 2010/11

Consideration was given to a report on the financial position and Reserve in relation to the PFI contract.

The purpose of the PFI Reserve was to smooth out timing differences over the 30 year period of the agreement. These relate to timing differences between the receipt of funds by the Council and the amounts released by the Council towards the monthly Unitary Payments. The Reserve had been largely left untouched during 2010/11 as the timing of transactions coupled with very low interest rates meant that there was not any in year surplus to be invested. Any surplus balances in the reserve are invested and carried forward to cover the projected deficits in future years, with the Reserve ultimately balancing at zero when the agreement ends. The current Reserve balance was £1,550,000.

The current position masked underlying potential problems that would occur going forward. Main areas of concern were the affordability issues being experienced by both Councils and therefore the ability to make anticipated contributions to the Reserve in the short term. These contributions were anticipated from two revenue sources – the Adult Social Care budget which was under considerable pressure, and Supporting People monies for which the funding stream had changed.

The current economic climate with the consequential effect on interest rates would also affect the reserve going forward. Interest was planned at 4.5% per annum on invested funds, whereas the current rates generated little in excess of 0%. If the current position continued in the longer term it would have a material adverse effect on the Reserve. Also of relevance was the impact of inflation on the elements of the contract. It was anticipated that over the first five years of the contract the investment returns would be lower than planned but that inflationary levels would be lower, in part compensating for the loss of investment income.

In line with the formal review of the care contract, a formal review of the Reserve would be undertaken every five years. Informally the Reserve would be reviewed annually and report to the Board.

RESOLVED:

That the contents of the Financial Report be noted.

10 GOVERNANCE OF PFI EXTRA CARE HOUSING

Consideration was given to a report on the proposed new governance arrangements for Extra Care Housing schemes.

The current governance arrangements for Extra Care Housing were set up in 2009. At that time it was anticipated that there would be further PFI funding available and that the main activity for the next five years would be the procurement and buildings of four more PFI Extra Care Housing schemes together with an overview of the operations of the current five PFI schemes.

In the light of this, a governance regime had been established that was overseen by the Joint Extra Care Housing Management Board (JECHMB). Beneath this was a Joint Officer Group consisting of the Heads of Service from both Authorities and reporting to this Group was the Project Development Group which was split into workgroups to deal with each part of the Competitive Dialogue.

As a result of the Round 5 funding being cancelled and the two Authorities having decided to manage the care provision and restaurant facilities in different ways, it was proposed that the governance regime be altered.

It was suggested that the JECHMB meet once a year to approve the Extra Care Housing PFI Accounts. The JECHMB, as a joint board, would discuss only matters to do with the PFI contract including financial, legal and operational matters. However, the meeting would be held in two parts so that the members could split East and West to discuss any relevant intra-Authority care or restaurant matters.

It was also proposed that the Joint Officer Group should consist of Senior Managers from each Council rather than Heads of Service and also hold two part meetings – the joint part to discuss any PFI Contract matters and then each Authority to discuss matters to do with its own care and catering provision.

Any further Extra Care Housing governance arrangements would be the decision of the individual authority.

Cheshire East Council would continue to manage the PFI contract on behalf of both Authorities and would manage the care provision and catering in Beechmere (Crewe), Oakmere (Handforth) and Willowmere (Middlewich). Cheshire West and Chester Council would manage the care provision and catering in Hazelmere (Winsford) and Hollymere (Ellesmere Port).

Members suggested that the JECHMB should meet twice a year to monitor financial, legal and operational matters in relation to the contract. The suggested second part of the meeting - to allow members to split East

and West do discuss any relevant intra-Authority care or restaurant matters, was to be held at a separate meeting if required rather than after the meeting of the JECHMB.

RESOLVED:

That the Joint Extra Care Housing Management Board meet twice a year and separate meetings held to discuss any relevant intra-Authority care or restaurant matters.

The meeting commenced at 4.05 pm and concluded at 4.55 pm

Councillor R M Domleo (Chairman)

CHESHIRE EAST COUNCIL

Joint Extra Care Housing Management Board

Date of Meeting:	25 September 2012
Report of:	Lynn Glendenning
Subject/Title:	PFI Extra Care Housing Annual Report 2011/12

1.0 Report Summary

- 1.1 This report summarises what happened in 2011/12 within the five PFI Extra Care Housing Schemes across Cheshire.

2.0 Decision Requested

- 2.1 The Joint Extra Care Housing Management Board is requested to note the contents of this report.

3.0 Reasons for Recommendations

- 3.1 This report details information from 2011/12 and provides an update on what happened during that financial year.

4.0 Wards Affected

- 4.1 Cheshire East
Crewe West, Handforth, Middlewich

- 4.2 Cheshire West & Chester Council
Rossmore, Winsford Over & Verdin

5.0 Local Ward Members

- 5.1 Cheshire East
Crewe St Barnabas – Councillor Roy Cartlidge
Handforth – Councillors Barry Burkhill and Dennis Mahon
Middlewich – Councillors Paul Edwards, Simon McGrory and Michael Parsons

- 5.2 Cheshire West & Chester Council
Rossmore – Councillor Pat Merrick
Winsford Over & Verdin – Councillors Don Beckett, Tom Blackmore and Lynda Jones

6.0 Policy Implications

6.1 None

7.0 Financial Implications (Authorised by the Director of Finance and Business Services)

7.1 None

8.0 Legal Implications (Authorised by the Borough Solicitor)

8.1 None

9.0 Risk Management

9.1 N/a

10.0 Background and Options

10.1 Cheshire County Council commissioned five Extra Care Schemes across the County. These schemes opened in 2009 and at the time of the attached report were therefore in their second year of operation.

10.2 The schemes are mainly funded by central government using PFI Credits.

10.3 When Cheshire split into Cheshire East and Cheshire West & Chester Councils in 2009, Cheshire East Council was designated the lead authority in the PFI Contract with Avantage.

11.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Lynn Glendenning
Designation: Commissioning Manager
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Email: lynn.glendenning@cheshireeast.gov.uk



Date: 25 September 2012

Report of: Sophie Middleton/Contract Manager

Subject: PFI Extra Care Housing Annual Report 2011/12

1 Introduction

There are five PFI Extra Care Housing Schemes in Cheshire, all of which opened in 2009. Three of these schemes are in Cheshire East; Beechmere (Crewe), Oakmere (Handforth) and Willowmere (Middlewich). The other two are in Cheshire West; Hazelmere (Winsford) and Hollymere (Ellesmere Port).

Avantage runs the five Cheshire schemes and is the landlord. Care and Catering - originally commissioned by Cheshire County Council - is now managed separately by the two Councils.

This report deals directly with the PFI Contract with Avantage

A separate report from Finance deals with the PFI credits and contributions/costs to both Authorities.

During 2011/12, Avantage devoted significant resources to improving reporting. This report uses data sourced mainly from Avantage's monthly reports and covers the period from April 2011 to March 2012.



2 Unitary Charge and Deductions

The Unitary Charge for 2011/12 is shown in the table below together with the equivalent figures for 2010/11 for comparison.

	2011/2012		2010/2011	
	£	£	£	£
Gross Annual Unitary Charge		4,480,110.17		4,400,912.28
Deductions - East	(16,342.12)		(989.63)	
Deductions - West	(12,651.37)		(16,829.91)	
Total Deductions		(28,993.49)		(17,819.54)
Net Annual Unitary Charge		4,451,116.68		4,383,092.73

From the table, it can be seen that deductions in 2010/11 were significantly less than in 2011/12. This is mainly due to a time lag in the Authority and Avantage agreeing deductions which resulted in additional deductions from 2010/11 being deducted in 2011/12. The higher amount in 2011/12 also reflects better reporting procedures.

Deductions and penalties are incurred when a repair takes longer than the contractually agreed period or a contractual performance indicator is not met. With repairs, there are three "periods" in a day (day, evening and night) - a proportion of the unitary charge is deducted for each period over the agreed rectification time, depending on the contractual importance of the zone affected. A ratchet factor is in place so that if a repair is just out of the rectification period a minimal deduction is made, but if the repair is significantly outside of the rectification period, the relatively small period deductions are ratcheted up. This is the reason that relatively minor repairs can result in large deductions e.g. in April 2011, a broken towel rail resulted in a penalty of £277.90 whilst in October 2011, the Telecare intercom not working in two apartments was only a penalty of £36.74.

Performance penalties occur when Avantage does not meet the very specific list of 39 Key Performance Indicators. These Key Performance Indicators cover Contract Management, Building Maintenance, Cleaning & Waste Management, Emergency Planning, Energy Management, Front of House Services, Grounds Maintenance & Horticulture and Tenancy Management.

A month-by-month breakdown of 2011/2012's penalties and deductions is shown in Appendix 9.1.



3 Tenure

Originally, from the total of 433 apartments across all five schemes, 240 were designated for Rental, 81 were reserved for Shared Ownership and 112 for outright ownership. In April 2010, due to the state of the housing market, 57 additional apartments were temporarily transferred from Shared Ownership and Outright Sale to "Rental Apartments". These 57 apartments are subject to a similar repairs and maintenance agreement as the PFI apartments but are outside of the PFI contract and not monitored by the Authority. Since April 2010, some apartments have been transferred back to Shared Ownership or Sales, where there was a demand for them. The status of the arrangement at year end 2011/12 is detailed below.

	Scheme	Originally Transferred from Sales to Rental	Returned to Sales	Yet to be Returned to Sales
Cheshire East	Beechmere	20	2	18
	Oakmere	5	2	3
	Willowmere	7	0	7
	TOTAL	32	4	28
Cheshire West	Hazelmere	17	1	16
	Hollymere	8	2	6
	TOTAL	25	3	22
TOTAL		57	7	50

Under the agreement made with Avantage, they do not have to wait for the original apartments transferred across to become free before reclaiming them, they can "reclaim" any equivalent available apartment in lieu of a named transferred apartment.

The original and current tenure mix in each scheme is shown in the table below.

	Scheme	Rented Apartments		Shared Ownership/ Outright Sales		Total
		Original	Current	Original	Current	
Cheshire East	Beechmere	75	93	57	39	132
	Oakmere	32	35	21	18	53
	Willowmere	35	42	36	29	71
	TOTAL	142	170	114	86	256
Cheshire West	Hazelmere	57	73	49	33	106
	Hollymere	41	47	30	24	71
	TOTAL	98	120	79	57	177
TOTAL		240	290	193	143	433



The additional rented apartments are a combination of social rented and "Rent-to-Buy" apartments. They remain outside of the PFI Contract.



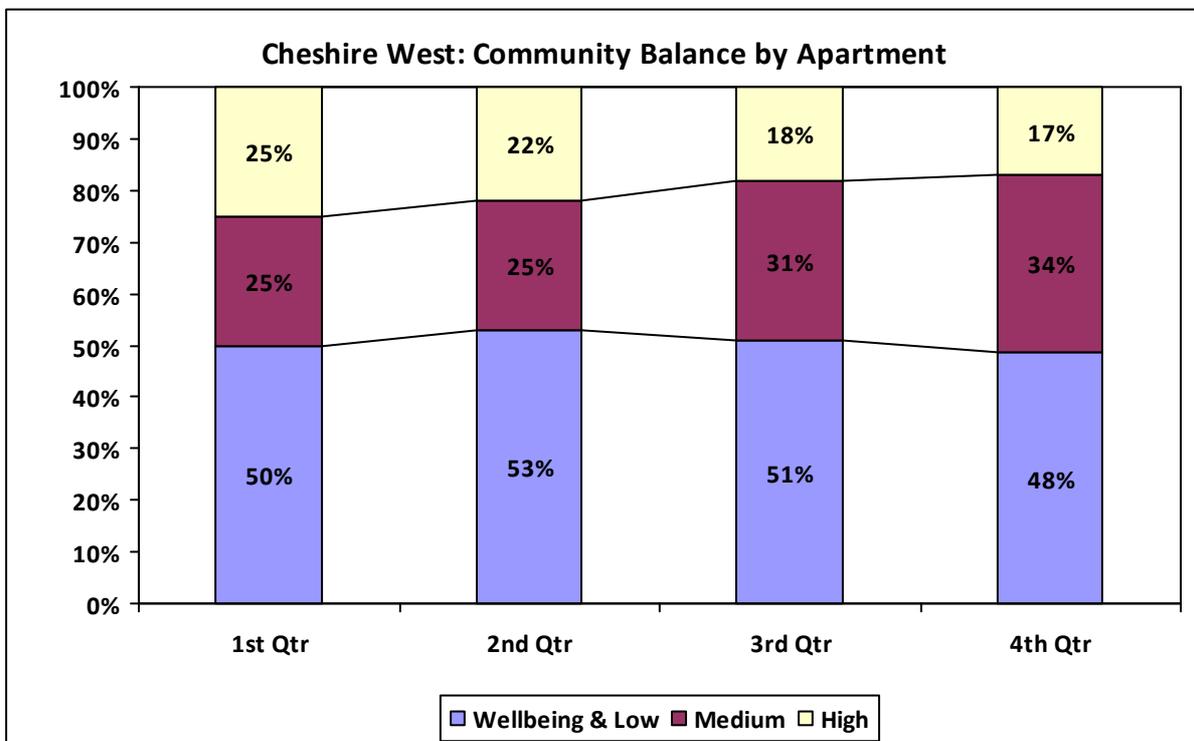
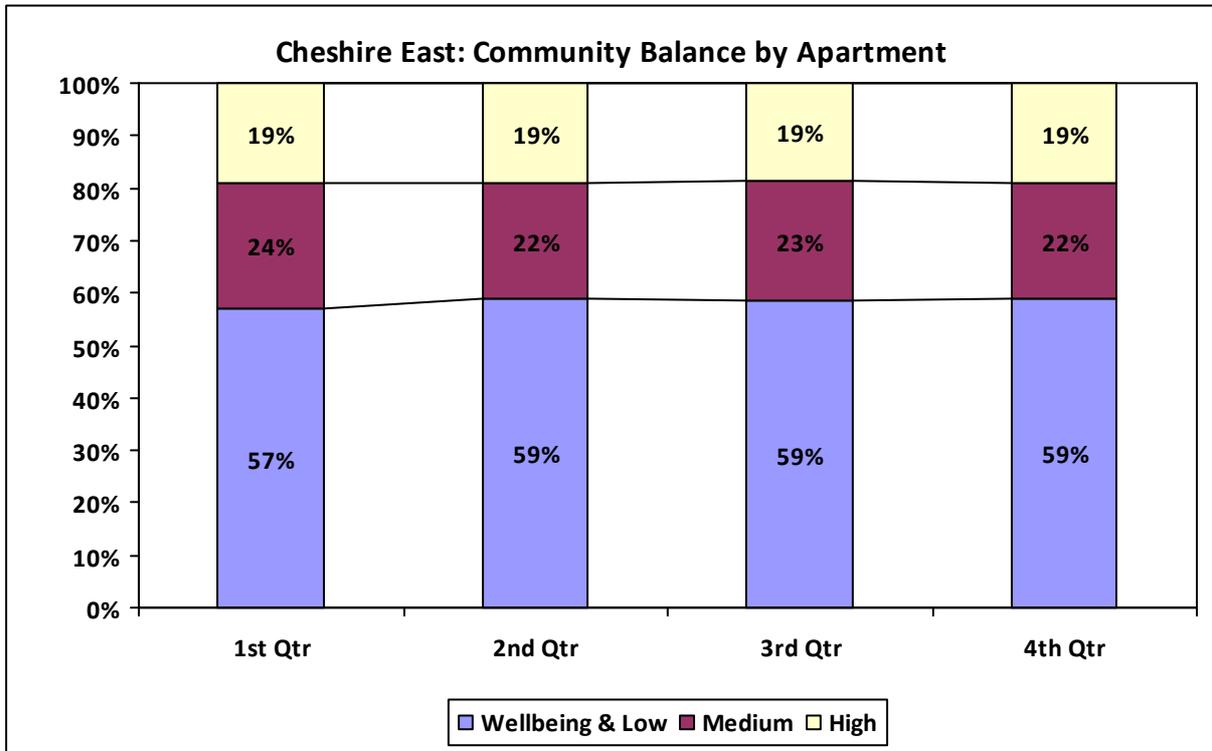
4 Community Balance

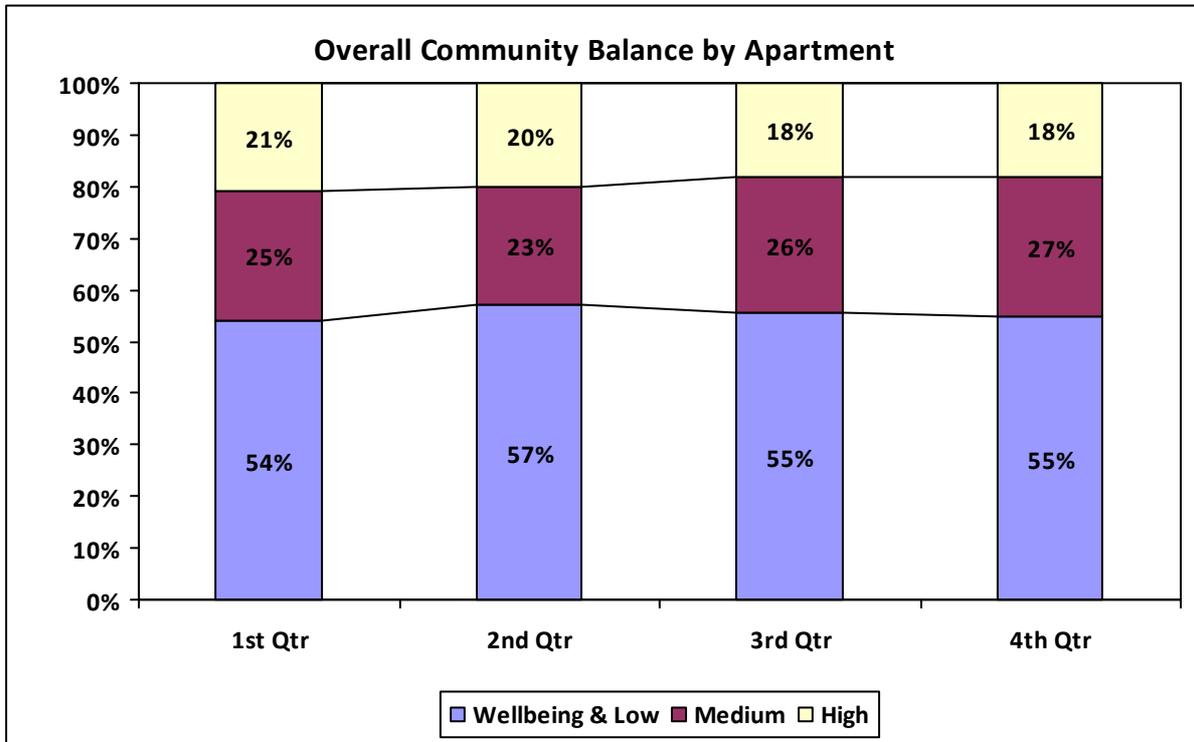
The schemes aim to achieve a "model of thirds"; one third of apartments occupied by Low Care Band residents, one third by Medium Band residents and one third by High Care Band residents.

The balance of the community by care band achieved is shown in the table and graphs below. Neither Cheshire East nor Cheshire West has achieved a balance, although Cheshire West is closer than Cheshire East. It is important to achieve the balance because the schemes were physically designed for a balanced community and care and housing management and staffing structures were also based on achieving the balance.

Percentage of Occupied Apartments		30/06/2011		30/09/2011		31/12/2011		31/03/2012	
Cheshire East	Wellbeing & Low	134	57%	138	59%	140	59%	139	59%
	Medium	56	24%	51	22%	54	23%	52	22%
	High	44	19%	45	19%	45	19%	45	19%
	TOTAL	234		234		239		236	
Cheshire West	Low	82	50%	86	53%	82	51%	79	49%
	Medium	42	25%	41	25%	51	31%	56	34%
	High	41	25%	35	22%	29	18%	28	17%
		165		162		162		163	
CHESHIRE TOTAL	Wellbeing & Low	216	54%	224	57%	222	55%	218	55%
	Medium	98	25%	92	23%	105	26%	108	27%
	High	85	21%	80	20%	74	18%	73	18%
		399		396		401		399	

These percentages are illustrated in the graphs below.





The community balance by resident is shown in Appendix 9.2. This tends to be biased towards lower bands reflecting that some High/Medium residents live with lower banded partners.

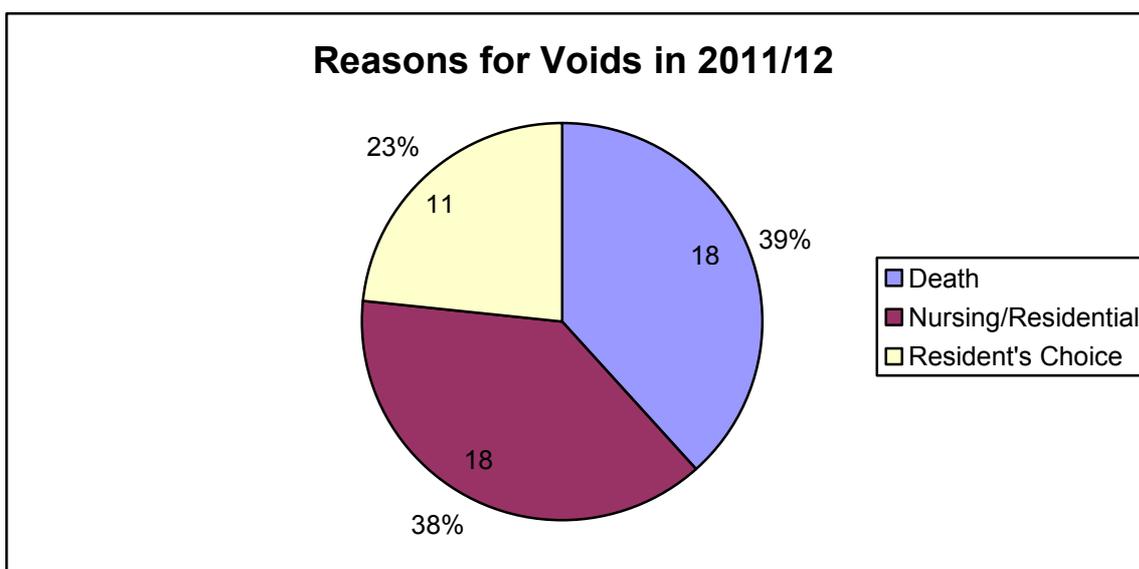
Both Councils' Social Care Departments have an important role in helping the schemes to achieve the Community Balance. Most people who self-refer to Avantage have low or no care needs. However, when a void occurs, the relevant Social Care Department is alerted and has 5 working days to identify a suitable potential resident with care needs. If the department is unable to put forward anyone suitable within that time, Avantage will offer the apartment to someone on their waiting list who may have no care needs at all.

5 Occupancy & Voids

The occupancy of the schemes at year end, by Council and for Cheshire, is shown in the table below.

RENTAL (incl transferred apartments)	Total Apartments	Occupied /Allocated Apartments	Occupied /Allocated %	Available Apartments
Cheshire East	170	170	100%	
Cheshire West	120	118	98%	Hollymere - 2
TOTAL	290	288	99%	
SHARED & OUTRIGHT SALES				
SHARED & OUTRIGHT SALES	Total Apartments	Occupied /Allocated Apartments	Occupied /Allocated %	Available Apartments
Cheshire East	86	80	93%	Beechmere – 3 Willowmere – 3
Cheshire West	57	51	89%	Hazelmere – 3 Hollymere - 3
TOTAL	143	131	92%	

During 2011/12, 47 apartments become void. The reasons for this fell into three categories; Death of the Resident, Resident has moved on to residential/nursing care and "Resident's Choice". Resident's Choice includes former residents who wished to move closer to or in with their families, residents who found living in Extra Care Housing too expensive and those who never settled in Extra Care.



A summary of where and why voids occurred can be found in Appendix 9.3.



6 Waiting Lists

The number of people accepted by an Allocations Panel and on the waiting list for Avantage Extra Care Housing is detailed below.

Waiting lists are not high, but individuals may be on the list for months, if not years. This is because voids depend upon people leaving the scheme and apartments are not allocated on a first-come-first-served basis but on the basis of achieving the Community Balance in the scheme. Therefore, if a void becomes available in any of the schemes, currently it is most likely that the person with the highest care needs will be offered the apartment, as Avantage tries to increase the number of Medium and High residents. Once the balance has been achieved, apartments will be offered to the individual that has the closest needs to those required to maintain the balance.

Rental Apartments		30/06/2011	30/09/2011	31/12/2011	31/03/2012
Cheshire East	Wellbeing & Low	5	10	8	6
	Medium	3	2	2	3
	High	1	2	4	2
	TOTAL	9	14	14	11
Cheshire West	Low	3	9	7	15
	Medium	1	0	0	0
	High	0	0	0	0
	TOTAL	4	9	7	15
CHESHIRE TOTAL	Wellbeing & Low	8	19	15	21
	Medium	4	2	2	3
	High	1	2	4	2
	TOTAL	13	23	21	26

Sales & Shared Ownership		30/06/2011	30/09/2011	31/12/2011	31/03/2012
Cheshire East	Wellbeing & Low	11	11	11	11
	Medium	0	0	0	0
	High	0	0	0	0
	TOTAL	11	11	11	11
Cheshire West	Low	0	0	0	0
	Medium	0	0	0	0
	High	0	0	0	0
	TOTAL	0	0	0	0
CHESHIRE TOTAL	Wellbeing & Low	11	11	11	11
	Medium	0	0	0	0
	High	0	0	0	0
	TOTAL	11	11	11	11

A breakdown of waiting lists by scheme may be found in Appendix 9.4.

7 Key Performance Indicators

Tables showing the Key Performance Indicators for each scheme can be found in Appendix 9.5.

7.1 Events Attendance - Residents

The number of residents attending each event is expressed as an average (total number of residents attending events/total number of events) and as a percentage of the total number of residents in the scheme.

Average Residents attending events per month	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
	1077	401	459	746	755

Average Residents per event	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
	14.2	4.7	5.2	5.8	7.7

Beechmere	Beechmere had the highest number of residents attending each event, averaging at just over 14 residents at every event. This is partly because Beechmere has the biggest target audience as it is the biggest scheme, but Beechmere also attracts between 9% and 12% of its residents to every event (on average). There was a noticeable increase in attendance at events in December.
Oakmere	Oakmere attracted around 8% of its residents to every event on average - this equates to 4.7 residents at each event. Again, November and December's events were very popular.
Willowmere	On average, approximately 7% of Willowmere's residents attended each event on the calendar - about 5 residents. Attendance was up in December but the highest average attendance for the year (7.07 residents per event) was in February when there was a very successful Valentine Supper and a high turnout for Shrove Tuesday celebrations.

Hazelmere	An average of 5% of Hazelmere's population attended each event at the scheme, equating to nearly 6 residents per event. This figure masks the fact that Hazelmere routinely arranges significantly more events than any other scheme and the timings of events often clash, meaning residents must choose which to attend. (March 2012 - Hazelmere 143 events, Hollymere 113, Beechmere 83, Oakmere 88 and Willowmere 90)
Hollymere	An average of between 9% and 10% of Hollymere's residents attended each event - 7.7 residents per event. This was more than in the similarly sized Willowmere. Again, attendance peaked in December.

7.2 Events Attendance - Non-Residents

The number of non-residents attending events is recorded and expressed as an average attending each event.

Average Non-Residents attending events per month	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
	106	307	230	395	324

Average Non-Residents per event	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
	1.4	3.6	2.6	3.1	3.3

Beechmere	From March 2011 to April 2012, an average of 1.4 non-residents attended each event at Beechmere.
Oakmere	An average of 3.6 non-residents attended each event at Oakmere - probably because Oakmere has close links with the local U3A, who hold bridge, craft and art classes at the scheme. These are open to residents as well as U3A Members.
Willowmere	On average, 2.6 non-residents attended each event at Willowmere. Willowmere's exercise classes - including Tai Chi, Pilates, Body Conditioning and Zumba - were all well-supported by non-residents.
Hazelmere	Three non-residents attended each of Hazelmere's events, on average. This reflects general support for activities at Hazelmere including U3A activities, but also a resident-run tea club, drawing and painting classes and exercise classes. Former "Dane Walk" day care users visit Hazelmere regularly and join in the activities available. It is possible that this has also boosted the number of non-residents recorded.

Hollymere	Again, an average of 3 non-residents attended each of Hollymere's events in 2011/12. Non-residents tend to visit Hollymere for exercise classes and special occasion functions. In addition, Age UK holds a day care session one day a week and in association with Hollymere hold an OPEL (Older People Enjoying Life) day as well. The former has a regular attendance of about six older people, whilst usually around 20 attend OPEL. Both of these "days" are open to residents, who often "pop in and out" as something of interest to them takes place (e.g. bingo, singsongs, etc.)
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7.3 Cost of Events

The cost of events to residents is measured - the percentage of events that can be attended free of charge (either because any costs are absorbed elsewhere or organisers ask for donations - but don't insist) and the percentage of events costing over £4.00. In general, events costing more than £4.00 have some added value, e.g. include food or something that has been made and can be taken away (e.g. jewellery or flower arrangements).

Per Month	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
Average No of Events - Free	50	53	41	85	81
Average No of Events - £4+	1	0	6	8	1

Beechmere	At Beechmere, on average, two-thirds of the events and activities held were free and just over 1% cost more than £4. The percentage costing more than £4 went up to 6% in December because of four party nights (24 th , 26 th , 28 th and 31 st December) all of which included entertainment and a buffet.
Oakmere	Approximately 62% of Oakmere's events were free to residents, whilst 0.5% of Oakmere's events cost more than £4. Again, a higher than normal proportion of events cost more than £4 in December - due mainly to a trip to the Christmas Markets in Manchester which cost £5.

Willowmere	Nearly 47% of events were free at Willowmere, which also had a higher percentage (7%) of events costing more than £4. This higher percentage was generally due to a weekly event where residents are taken to one of several supermarkets and receive assistance whilst there to do their shopping. The costs are transport costs rather than for the assistance, which the supermarkets provide free of charge. Whilst some residents have assistance with shopping included in their care package, others do not need this but still value the assistance. Additionally, a patchwork class was being held twice monthly, targeted at non-residents, which cost both residents and non-residents £5 per session. Willowmere residents also paid for exercise classes that other schemes managed to attract sponsorship for and therefore did not charge.
Hazelmere	Again, two-thirds of events at Hazelmere were free to residents in 2011/12, whilst an average of 6.4% cost more than £4. Higher percentages of events costing more than £4 in the first quarter reflect Slimming World Classes which have now ceased. Hazelmere has a regular "big money" bingo session which costs over £4 per session and is popular with residents. Other schemes charge by the card (usually 30p-50p per card).
Hollymere	Approximately 82% of Hollymere's activities were free to residents, whilst 1.3% cost over £4. The main difference to other schemes is that Hollymere has been fortunate to find funding for most of its exercise classes and U3A also held some events that were free to residents.

7.4 Events Facilitator

The schemes are run by "Facilities & Events Managers" who have responsibility for the buildings as well as the activities and events held in them. This KPI measures who is facilitating events - is it Avantage, the residents or another organisation, such as Age UK? It is better to have more day-to-day events arranged by someone other than Avantage if possible, to allow Avantage's managers to concentrate on special events and running the schemes. It is also a sign of a healthy community if residents are running events.

Monthly Average No of Events run by:	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
Avantage	21	30	9	14	48
Residents	37	11	30	61	11
Volunteers	4	11	1	8	0
Other Organisations	12	30	47	42	40

Beechmere	Avantage facilitated only 3 in 10 events in 2011/12. On average, residents ran just over half of the events which took place, including Gardening Club, Bingo, Film Nights, Bowling, Darts, Dominoes and Pool.
Oakmere	Approximately 36% of the events and activities at Oakmere were run by Avantage. Residents ran Bingo, Knit & Natter and Coffee Mornings accounting for around 14% of events. The rest of the events and activities were facilitated by organisations such as U3A, Spath Lane Residents Association and various exercise classes by Age UK.
Willowmere	On average, Avantage organise about 10% of events and activities at Willowmere. Again, residents organised events such as bingo, gardening, parties and a regular get-together and exercise classes were organised by external organisations. Avantage arranged for volunteers to run film afternoons and some craft classes whilst running quizzes, crossword club and co-ordinating everyone else.
Hazelmere	Only 1 in 10 events at Hazelmere were run by Avantage. Residents ran around half the activities including bowling, table tennis, gardening, craft clubs, bingo and a model aircraft club (members fly their model 'plans in the Village Hall). Other organisations facilitate exercise classes, some hobby classes (e.g. flower arranging and jewellery making) and the U3A are also heavily involved with Bridge, Singing, Art Appreciation and Mah-jongg classes.
Hollymere	Avantage organised about half the events that took place at Hollymere in 2011/12. Residents ran a card-making club and organised a take-away night once a week. Other organisations ran exercise classes, the local church was very involved and ran regular film nights "Films that Challenge" as well as holding communion regularly at the scheme. Avantage organised coffee mornings, gardening, Needles & Pins, IT classes, regular tea dances and special events.

7.5 Use of Gym

The Fitness Suite was designed to enhance residents' health and wellbeing. Non-residents over 40 can join the gym, which, for health and safety reasons, is only open during helpdesk hours.

Average Gym Sessions per Month	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
Residents	35	10	51	11	0
Non- residents	16	15	13	11	19



The schemes with the highest resident usage have arranged for an instructor to visit and offer "circuit training" to residents. This has been particularly successful at Willowmere, where the circuit training class took part in a sponsored event for Sport Relief in March. Efforts continue at all schemes to encourage both residents and non-residents to use the gyms.

7.6 Use of Treatment Rooms

The Treatment Rooms were built and equipped to NHS standards and it was envisaged that they would be used by local GPs for consultations and specific clinics, e.g. for flu jabs. In reality, they are used by beauticians and natural therapists, as well as dentists, opticians and chiropodists/podiatrists.

Average Use of Treatment Room per month	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
	46%	2%	31%	20%	56%

Beechmere and Hollymere both have a well-established beauty therapist who uses the treatment room 3-5 days per week. Usage falls when this therapist is on holiday. Willowmere and Hazelmere have a number of visiting alternative therapists offering reiki, Bowen Technique, aromatherapy etc. In addition, all schemes have visiting chiropodists/podiatrists.



8 Annual Survey

Residents were asked their opinions on the Events and Activities, the Gym and the Treatment Rooms in the Annual Survey for 2012. A summary of the full survey results is available in a separate report .

8.1 Events

Residents were asked about a number of aspects to do with events and responded as detailed in the table below.

Aspects of Events	Percentage of Residents Very Satisfied or Fairly Satisfied
Variety	86.8%
Times of Activities/Events	86.6%
Costs of Activities	90.6%
Suitability	88.4%
Support to Attend	79.9%
Frequency	87.2%

8.2 Gym

The percentage of residents who were either very satisfied or fairly satisfied with the Gym in 2012 was 76.8%.

8.3 Treatment Room

The percentage of residents who were either very satisfied or fairly satisfied with the Treatment Room in 2012 was 85.2%.



9 Appendices

9.1 Monthly Breakdown of Deductions/Penalties

9.1.1 April 2011 Invoice

	Amount	Date
Performance Deductions	None	
Unavailability Deductions	£1,102.93	February 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Atrium roof windows won't close	£45.73
		Staff Room Toaster faulty	£54.14
	Oakmere	Bathroom Radiator would not turn off	£57.21
		Towel rail snapped off	£277.90
		TV Reception	£106.25
		Main light in bathroom – 3 apartments	£220.68
	Willowmere		
Cheshire East Total			£761.91
Cheshire West & Chester	Hazelmere	Faulty light fitting in Atrium coving	£52.26
		Faulty light fitting in Communal Lounge	£245.20
	Hollymere	Communal toilet missing two supports for seat	£43.55
Cheshire West & Chester Total			£341.01
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£1,102.92



9.1.2 May 2011 Invoice

	Amount	Date
Performance Deductions	None	
Unavailability Deductions	£753.80	March 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Assisted Bath	£14.53
	Oakmere	Apartment fire not fitted properly	£144.79
		Restaurant staff toilet leaking	£115.72
		Toilet lock in changing area	£21.70
		Lock in changing area	£21.80
	Willowmere	Heating not working in apartment	£190.03
Cheshire East Total			£508.57
Cheshire West & Chester	Hazelmere	Assisted Bath	£245.23
	Hollymere		
Cheshire West & Chester Total			£245.23
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£753.80

9.1.3 June 2011 Invoice

	Amount	Date
Performance Deductions	None	
Unavailability Deductions	£137.39	April 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere	Radiators in Apt not working	£8.89
	Willowmere		
Cheshire East Total			£8.89
Cheshire West & Chester	Hazelmere	Photocopier in resource room	£128.50
	Hollymere		
Cheshire West & Chester Total			£128.50
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£137.39



9.1.4 July 2011 Invoice

	Amount	Date
Performance Deductions	£1,568.24	May 2011
Unavailability Deductions	£582.39	May 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Corridor light out – performance penalty	£1,344.21
	Oakmere	Faulty pull cord in bathroom	£36.75
	Willowmere		
Cheshire East Total			£1,380.96
Cheshire West & Chester	Hazelmere	Fire Door not closing	£224.03
		Resident not able to open Patio Door	£349.10
		Coving light out in Village Hall	£58.74
	Hollymere	Apt windows too stiff to open	£137.80
Cheshire West & Chester Total			£769.67
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£2,150.63

9.1.5 August 2011 Invoice

	Amount	Date
Performance Deductions	£594.67	June 2011
Unavailability Deductions	£2,949.38	June 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Assisted Bath	£74.96
		Greenhouse Tap	£10.71
	Oakmere	Apt Balcony Door won't open	£71.12
	Willowmere	Photocopier	£91.02
Cheshire East Total			£247.81
Cheshire West & Chester	Hazelmere	Photocopier	£302.28
		External Bollard Lights faulty	£1,734.46
		Repair to Village Hall tables	£35.69
	Hollymere	Faulty Pendant	£216.81
		CCTV Camera not recording	£998.11
		Bed sensor	£8.89
Cheshire West & Chester Total			£3,296.24
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£3,544.05





9.1.6 September 2011 Invoice

	Amount	Date
Performance Deductions	672.10	July 2011
Unavailability Deductions	£1,247.73	July 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Apt light not working	£45.93
	Oakmere	Leak into Fitness Suite	£5.53
		Lamp replacement – communal areas	£448.07
	Willowmere	Carpet raised – H&S issue	£224.03
Cheshire East Total			£723.56
Cheshire West & Chester	Hazelmere	Oven in apt not working properly	£266.42
		Catering fridge not working properly	£303.16
	Hollymere	Window Handle broken off	£349.10
		Snoezelen projector bulb	£38.73
		Heating in apartment	£238.86
Cheshire West & Chester Total			£1,196.27
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£1,919.83

9.1.7 October 2011 Invoice

	Amount	Date
Performance Deductions	£672.10	August 2011
Unavailability Deductions	£189.44	August 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Telecare Intercom not working in 2 apt	£36.74
	Oakmere	Restaurant coffee machine	£80.77
		Telecare not working	£71.92
	Willowmere		
Cheshire East Total			£189.43
Cheshire West & Chester	Hazelmere		
	Hollymere		
Cheshire West & Chester Total			
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£861.53

NB – Performance deduction was an error – adjustment made in November.



9.1.8 November 2011 Invoice

	Amount	Date
Performance Deductions	£3,252.12	September 2011
Unavailability Deductions	£85.50	September 2011
Adjustments	(672.10)	From October's Invoice

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere		
	Willowmere		
Cheshire East Total			
Cheshire West & Chester	Hazelmere	Village Hall Light	£35.53
	Hollymere	Faulty light fitting in corridor	£3,252.12
		Hairdresser – water temperature	£49.97
Cheshire West & Chester Total			£3,337.62
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£3,337.62

9.1.9 December 2011 Invoice

	Amount	Date
Performance Deductions	£1,120.17	Oct/Nov
Unavailability Deductions	None	
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere		
	Willowmere		
Cheshire East Total			
Cheshire West & Chester	Hazelmere		
	Hollymere	Replacement of corridor lamp	£1,120.17
Cheshire West & Chester Total			
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£1,120.17



9.1.10 January 2012 Invoice

	Amount	Date
Performance Deductions	None	
Unavailability Deductions	None	
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere		
	Willowmere		
Cheshire East Total			
Cheshire West & Chester	Hazelmere		
	Hollymere		
Cheshire West & Chester Total			
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			

9.1.11 February 2012 Invoice

	Amount	Date
Performance Deductions	£900.58	December 2011
Unavailability Deductions	None	
Adjustments	£5,110.71	Various

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere	Apt hob not usable	£91.87
		Apt heating not working correctly	£9.19
Willowmere	Resources Area – Photocopier	£82.99	
Cheshire East Total			£184.05
Cheshire West & Chester	Hazelmere	Assisted Bath	£486.87
		Apt fire not working	£229.67
Hollymere			
Cheshire West & Chester Total			£716.54
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£900.59

Adjustments made in February 2012

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Apt Bathroom Light	47.42
		Apt Patio Door	97.99
		Apt Telecare	18.08
		Apt Telecare	18.08
		Catering Kitchen - Drains	179.81
		Res Laundry – ironing board	27.25
		Greenhouse - tap	-10.71
		Staff Laundry – iron	3.57
		Apt – washing line	516.76
		Apt – Washing line	88.90
		Staff Room – Kettle	117.79
		Assisted Bath	149.91
		Oakmere	Winter Garden Main Light
	Winter Garden Standard Lamp		27.66
	Library – computer system		1,324.06
	Apt – towel rail		49.04
	Apts – bathroom lights		125.23
	Res Lounge – Lamp		85.27
	Kitchen Office – desk drawer		53.54
	Kitchen – coffee machine		151.14
	Garden – bollard light		58.90
	Library – internet		60.86
	Reception Light		35.53
	Willowmere	Apt – electrical fault	35.56
		Library – no internet	26.77
		Apt – toilet	71.12
		Apt – window not opening/closing	9.19
		Resources Room – photocopier	91.02
		Pamper Bathroom	837.57
		Kitchen - light	81.44
		Staff Laundry – Iron	72.19
	Reception Lights	36.71	
	Cheshire East Total		
Cheshire West & Chester	Hazelmere	Snoezelen - Bubble Tube	16.60
		Village Hall – lights	21.32
		Staff Laundry – drier	9.84
		Apt - door	542.95
		Fitness Suite - bike	16.06
		Apt - Heating	84.46
		Fitness Suite - bike	16.06
Cheshire West & Chester	Hollymere	Pamper Bathroom	11.07
		Res Laundry – Washing Machine	59.79
		Lift	-214.56
		Apt - telecare	27.15



		Pamper Bathroom – tap	10.71
		Staff Laundry – iron	10.71
Cheshire West & Chester Total			£ 612.16
TOTAL ADJUSTMENT			£5,110.71

9.1.12 March 2012 Invoice

	Amount	Date
Performance Deductions	£ 362.04	January 2012
Unavailability Deductions		
Adjustments	£ 8,364.30	Various

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere		
	Willowmere		
Cheshire East Total			
Cheshire West & Chester	Hazelmere		
	Hollymere	Apt – TV link	£339.91
Assisted Bath		£22.13	
Cheshire West & Chester Total			£362.04
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£362.04

Adjustments made in March 2012

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Assisted Bath	£14.28
		Apt – Window Sticking	£384.37
		Apt – toilet not flushing	£35.56
		Assisted Bath	£128.50
		Assisted Bath	£21.80
		Assisted Bath	(£3.63)
		Library – Printer	£201.64
		Library – internet access	£49.05
		Communal Lounge	£65.33
		Apt – fire	£171.93
		Library - computers	£176.67
		Staff Laundry – iron	£67.82
		Telecare	£64.43
		Oakmere	Winter Garden – downpipe
	Apt – window sticking		£133.36
	Kitchen – coffee machine		£101.05
	Apt – Telecare		£551.21



		Apt – faulty pull-cord	£137.80
		Apt – balcony door won't open	£817.33
		Apt – heating	£133.36
		Apts – bathroom lights	£364.01
		Apt – fire not installed properly	£9.05
		Communal WC – lock	£7.23
		Kitchen – dishwasher	£24.13
		Apt – heating	£162.88
		Staff Room – kettle	£84.73
Cheshire East	Oakmere	Apt – fire	£36.20
		Apt – extractor fan	£939.95
		Apt – flood detector	£938.49
	Willowmere	Village Hall – light out	£78.16
		WC - light sensor out	£341.08
		Apt – under-cupboard lights	£284.79
		Pamper bathroom	£188.11
		Apt – window won't close	£257.23
		Apt – light switch	£358.58
		Kitchen – light	£147.12
		Library – internet access	£66.45
		Apt – spot lights	£63.34
		Apt - extractor fan	£160.03
		Cheshire East Total	
Cheshire West & Chester	Hazelmere	Assisted Bath	£21.42
		Assisted Bath	£449.74
		Apt – washing line	£91.87
		Apt – leak form toilet	£64.31
		Fire Curtain	£88.11
		Snoezelen – Lava lamp	£38.73
		Apt – Telecare	£72.71
		Communal Lounge – light fitting	£23.35
		Apt – faulty sockets	£63.34
		Fitness Suite - bike	(£16.06)
		Village Hall – Light	(£42.64)
	Staff Laundry – leak	£47.24	
	Hollymere	Apt – telecare	£18.37
Village Hall – table		£293.94	
Cheshire West & Chester	Hollymere	CCTV not recording	(£962.78)
		Library – Internet Access	£71.92
		Apt – under-cupboard lights	£62.23
		Apt – leak	£140.12
Cheshire West & Chester Total		£525.92	
TOTAL ADJUSTMENTS		£8,364.30	



9.2 Community Balance - Residents

Percentage of Residents		30/06/2011		30/09/2011		31/12/2011		31/03/2012	
Cheshire East	Wellbeing & Low	178	64%	183	65%	181	64%	179	65%
	Medium	57	21%	52	19%	55	20%	55	19%
	High	44	15%	45	16%	45	16%	45	16%
	TOTAL	279		280		281		279	
Cheshire West	Low	111	56%	111	58%	104	56%	102	55%
	Medium	46	23%	45	24%	53	28%	57	30%
	High	42	21%	35	18%	29	16%	28	15%
	TOTAL	199		191		186		187	
CHESHIRE TOTAL	Wellbeing & Low	289	60%	294	62%	285	61%	281	60%
	Medium	103	23%	97	21%	108	23%	110	24%
	High	86	17%	80	17%	74	16%	73	16%
	TOTAL	478		471		467		464	



9.3 Voids

A summary of Voids by Care Band is below, followed by more detailed information on Cheshire East and then Cheshire West Schemes.

	Care Band	Low	Medium	High	Total
Cheshire East	Beechmere	5	8	6	19
	Oakmere	1		1	2
	Willowmere	4	2	7	13
	TOTAL	10	10	14	34
Cheshire West	Hazelmere	2	2	3	7
	Hollymere	2		4	6
	TOTAL	4	2	7	13
TOTAL		14	12	21	47

9.3.1 Cheshire East

Care Band	Low	Medium	High	Total
Rented	10	9	9	28
Shared Ownership			3	3
Outright Sale		1	2	3
Total	10	10	14	34

		Beechmere		Oakmere		Willowmere	
		Rented	Leased	Rented	Leased	Rented	Leased
Low	Death	2		1		1	
	Nursing/Residential	1				1	
	Resident's Choice	2				2	
Medium							
Medium	Death	3					1
	Nursing/Residential	3				1	
	Resident's Choice	2					
High							
High	Death	3				1	1
	Nursing/Residential	2	1	1		2	3
	Resident's Choice						

Leased=Shared Ownership & Sales Apartments



9.3.2 Cheshire West & Chester

Care Band	Low	Medium	High	Total
Rented	2	2	5	9
Shared Ownership	2		2	4
Outright Sale				0
Total	4	2	7	13

		Hazelmere		Hollymere	
		Rented	Leased	Rented	Leased
Low	Death				
	Nursing/Residential				
	Resident's Choice	1	1	1	1
Medium	Death	1			
	Nursing/Residential				
	Resident's Choice	1			
High	Death	2		2	
	Nursing/Residential		1	2	
	Resident's Choice				

Leased=Shared Ownership & Sales Apartments

NB - Void information does not necessarily reflect the number of people leaving Extra Care Housing - if someone remains in the apartment it is not void and the leaver is therefore not counted above.



9.4 Waiting Lists by Scheme

9.4.1 Cheshire East

Beechmere	30/06/2011		30/09/2011		31/12/2011		31/03/2012	
	Rent	Lease	Rent	Lease	Rent	Lease	Rent	Lease
Low	3	0	5	0	5	0	1	0
Medium	2	0	1	0	1	0	0	0
High	1	0	1	0	1	0	0	0
TOTAL	6	0	7	0	7	0	1	0

Oakmere	30/06/2011		30/09/2011		31/12/2011		31/03/2012	
	Rent	Lease	Rent	Lease	Rent	Lease	Rent	Lease
Low	1	11	5	11	3	11	2	11
Medium	1	0	1	0	1	0	3	0
High	0	0	0	0	2	0	5	0
TOTAL	2	11	6	11	6	11	10	11

Willowmere	30/06/2011		30/09/2011		31/12/2011		31/03/2012	
	Rent	Lease	Rent	Lease	Rent	Lease	Rent	Lease
Low	1	0	0	0	0	0	0	0
Medium	0	0	0	0	0	0	0	0
High	0	0	1	0	1	0	0	0
TOTAL	1	0	1	0	1	0	0	0

9.4.2 Cheshire West

Hazelmere	30/06/2011		30/09/2011		31/12/2011		31/03/2012	
	Rent	Lease	Rent	Lease	Rent	Lease	Rent	Lease
Low	2	0	6	0	7	0	15	0
Medium	0	0	0	0	0	0	0	0
High	0	0	0	0	0	0	0	0
TOTAL	2	0	6	0	7	0	15	0

Hollymere	30/06/2011		30/09/2011		31/12/2011		31/03/2012	
	Rent	Lease	Rent	Lease	Rent	Lease	Rent	Lease
Low	1	0	3	0	0	0	0	0
Medium	1	0	0	0	0	0	0	0
High	0	0	0	0	0	0	0	0
TOTAL	2	0	3	0	0	0	0	0

NB - Waiting Lists are only classified as Low, Medium and High. There is no Wellbeing category.

9.5 Key Performance Indicators

9.5.1 Beechmere

KPI Ref	Description	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
A01 Events Attendance	(a) Average number (%age) of residents at each event	14.66 (10%)	12.80 (9%)	13.02 (9%)	13.16 (9%)	13.87 (10%)	13.92 (10%)	16.09 (11%)	13.71 (9%)	17.84 (12%)	15.64 (11%)	14.12 (10%)	12.84 (9%)
	(b) Average number of non-residents at each event	1.40	0.64	0.94	1.12	1.99	1.85	1.98	0.87	2.31	1.66	0.87	1.35
A02 Events Costs	(a) Percentage of events free to residents	69%	66%	66%	66%	70%	71%	68%	61%	60%	66%	68%	62%
	(b) Percentage of events costing residents £4 or more	0%	1%	0%	1%	1%	1%	3%	0%	6%	0%	0%	1%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	71%	67%	75%	68%	71%	75%	79%	75%	72%	69%	71%	73%
A04 Events Survey		Not yet measured											
A05 Use of Gym	(a) Sessions per month by residents	31	38	48	41	36	42	36	32	21	29	32	34
	(b) Sessions per month by non-residents	39	28	40	18	22	14	4	3	1	6	4	11
A06 Use of Treatment Rooms	Percentage Use	53%	55%	63%	29%	29%	57%	55%	55%	42%	55%	57%	55%
A07 Repairs Service		Not yet measured											

9.5.2 Oakmere

KPI Ref	Description	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
A01 Events Attendance	(a) Average number (%age) of residents at each event	5.11 (9%)	4.08 (7%)	3.87 (6%)	3.28 (5%)	5.43 (9%)	4.29 (7%)	4.41 (7%)	6.18 (10%)	5.90 (10%)	4.95 (9%)	4.48 (8%)	4.69 (8%)
	(b) Average number of non-residents at each event	3.02	3.14	2.85	3.70	4.41	4.71	3.82	3.97	2.62	3.14	3.20	4.37
A02 Events Costs	(a) Percentage of events free to residents	65%	61%	61%	64%	60%	54%	59%	57%	55%	65%	70%	71%
	(b) Percentage of events costing residents £4 or more	0%	0%	0%	1%	0%	0%	0%	1%	3%	0%	0%	1%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	54%	56%	56%	63%	66%	74%	74%	70%	66%	66%	62%	65%
A04 Events Survey	Not yet measured												
A05 Use of Gym	(a) Sessions per month by residents	0	0	0	1	0	12	13	4	7	30	37	19
	(b) Sessions per month by non-residents	22	8	7	17	12	12	18	19	6	24	12	18
A06 Use of Treatment Rooms	Percentage Use	0%	2%	3%	3%	3%	2%	1%	2%	0%	5%	2%	2%
A07 Repairs Service	Not yet measured												

9.5.3 Willowmere

KPI Ref	Description	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
A01 Events Attendance	(a) Average number (%age) of residents at each event	6.81 (10%)	3.87 (5%)	4.11 (6%)	3.72 (5%)	5.54 (8%)	4.50 (6%)	3.68 (5%)	4.60 (6%)	7.07 (9%)	5.44 (7%)	7.99 (10%)	6.20 (8%)
	(b) Average number of non-residents at each event	3.53	1.47	3.41	2.53	2.35	2.46	2.55	3.81	1.09	2.78	2.93	2.25
A02 Events Costs	(a) Percentage of events free to residents	49%	46%	42%	48%	51%	46%	37%	43%	52%	43%	50%	55%
	(b) Percentage of events costing residents £4 or more	8%	6%	6%	6%	4%	7%	4%	9%	9%	11%	8%	6%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	88%	90%	91%	89%	93%	90%	97%	90%	79%	92%	92%	90%
A04 Events Survey	Not yet measured												
A05 Use of Gym	(a) Sessions per month by residents	22	30	41	23	129	102	57	63	63	21	57	0
	(b) Sessions per month by non-residents	5	11	16	4	19	20	7	8	8	16	19	19
A06 Use of Treatment Rooms	Percentage Use	63%	45%	47%	29%	34%	17%	23%	22%	21%	27%	22%	21%
A07 Repairs Service	Not yet measured												

9.5.4 Hazelmere

KPI Ref	Description	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
A01 Events Attendance	(a) Average number (%age) of residents at each event	5.78 (5%)	4.97 (5%)	4.21 (4%)	5.84 (5%)	5.23 (5%)	5.96 (5%)	5.32 (5%)	5.77 (5%)	9.49 (9%)	5.80 (5%)	6.50 (6%)	5.68 (5%)
	(b) Average number of non-residents at each event	4.69	6.09	5.43	3.10	2.28	1.73	1.75	2.49	3.85	2.17	1.49	2.37
A02 Events Costs	(a) Percentage of events free to residents	74%	65%	62%	68%	67%	65%	71%	67%	70%	64%	62%	61%
	(b) Percentage of events costing residents £4 or more	9%	9%	9%	7%	5%	5%	4%	4%	5%	7%	7%	6%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	86%	90%	88%	90%	89%	88%	90%	91%	84%	90%	89%	92%
A04 Events Survey	Not yet measured												
A05 Use of Gym	(a) Sessions per month by residents	11	7	19	6	14	13	23	4	8	13	14	3
	(b) Sessions per month by non-residents	17	19	10	8	10	15	12	1	2	11	19	10
A06 Use of Treatment Rooms	Percentage Use	20%	19%	28%	19%	23%	23%	21%	22%	21%	15%	16%	15%
A07 Repairs Service	Not yet measured												

9.5.5 Hollymere

KPI Ref	Description	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
A01 Events Attendance	(a) Average number (%age) of residents at each event	8.33 (10%)	7.89 (9%)	5.67 (7%)	9.33 (11%)	6.81 (9%)	7.77 (10%)	7.96 (10%)	7.87 (10%)	8.80 (12%)	7.70 (10%)	8.18 (10%)	6.10 (8%)
	(b) Average number of non-residents at each event	2.91	1.69	2.06	2.33	1.82	2.13	3.51	4.40	4.26	4.24	5.25	3.73
A02 Events Costs	(a) Percentage of events free to residents	76%	80%	78%	78%	82%	86%	88%	86%	84%	84%	86%	81%
	(b) Percentage of events costing residents £4 or more	4%	4%	4%	0%	0%	1%	0%	1%	2%	0%	0%	0%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	41%	40%	48%	40%	45%	53%	58%	61%	56%	51%	59%	58%
A04 Events Survey	Not yet measured												
A05 Use of Gym	(a) Sessions per month by residents	0	0	0	0	0	0	0	1	0	0	3	0
	(b) Sessions per month by non-residents	49	5	3	12	12	26	21	30	20	20	24	20
A06 Use of Treatment Rooms	Percentage Use	43%	42%	43%	48%	48%	50%	65%	67%	65%	65%	69%	65%
A07 Repairs Service	Not yet measured												

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CHESHIRE EAST COUNCIL

Joint Extra Care Housing Management Board

Date of Meeting: 25 September 2012
Report of: Sophie Middleton, Contract Manager – Extra Care Housing
Subject/Title: Avantage Annual Customer Survey 2012

1.0 Report Summary

- 1.1 This report summarises the results of Avantage's third Annual Customer Survey, which was carried out in the first two months of 2012.

2.0 Recommendation

- 2.1 That the Joint Extra Care Housing Management Board note the results of the survey.

3.0 Reasons for Recommendations

- 3.1 Avantage's Annual Survey is a comprehensive gathering of the residents' views on PFI Extra Care Housing. A high satisfaction rate was achieved in most areas and the percentage of residents very or fairly satisfied with the overall service has fallen slightly from 93.7% in 2011 to 93.2% in 2012.

4.0 Wards Affected

- 4.1 Cheshire East
Crewe West, Handforth, Middlewich
- 4.2 Cheshire West & Chester Council
Rossmore, Winsford Over & Verdin

5.0 Local Ward Members

- 5.1 Cheshire East
Crewe St Barnabas – Councillor Roy Cartlidge
Handforth – Councillors Barry Burkhill and Dennis Mahon
Middlewich – Councillors Paul Edwards, Simon McGrory and Michael Parsons
- 5.2 Cheshire West & Chester Council
Rossmore – Councillor Pat Merrick
Winsford Over & Verdin – Councillors Don Beckett, Tom Blackmore and Lynda Jones

6.0 Policy Implications

6.1 Results of the survey will feed into the production of a Supported Accommodation Strategy.

7.0 Financial Implications

7.1 None.

8.0 Legal Implications (Authorised by the Borough Solicitor)

8.1 None.

9.0 Risk Management

9.1 None.

10.0 Background and Options

10.1 Avantage are contracted to carry out an Annual Customer Satisfaction Survey covering all aspects of living in Extra Care, i.e. housing, care and restaurants. The third survey was carried out in January/February 2012 and the results were reported back to the Council in July.

11.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Sophie Middleton
Designation: Contract Manager – Extra Care Housing
Tel No: 01625 383755
Email: sophie.middleton@cheshireeast.gov.uk



Summary of Avantage Customer Satisfaction Survey 2012

The third annual survey was conducted during January and February 2012.

	2012	2011	2010
No of Questionnaires sent out	408	373	239
No returned	193	161	158
Return Rate	47%	43%	66%

Satisfaction Rates across all Five Schemes

	2012	2011	2010
Residents Very or Fairly Satisfied with the Overall Service	93.2%	93.7%	92.7%
Quality of apartment	96.4%	99.4%	98.0%
Quality of communal areas	92.1%	96.7%	98.6%
Security & safety	94.7%	96.2%	96.6%
Value for money	85.2%	92.1%	92.7%
Satisfaction with support	90.4%	91.2%	94.1%
Satisfaction with alarm call system	91.6%	90.2%	92.8%
Satisfaction with site officer /handyman service	93.6%	95.5%	94.9%
Satisfaction with out of hours repair service	70.0%	67.7%	n/a
Satisfaction with helpdesk	92.0%	93.6%	97.9%
Satisfaction with consultation/involvement	82.4%	84.7%	82.1%

Detailed questions were asked about organised events/activities.

Participation in Events/Activities	2012		2011	
	Yes	127	67.6%	115
No	59	31.4%	42	26.1%
Don't Know	2	1.1%	4	2.5%
	188	100%	161	100%



Aspects of Events	2012	2011
Variety	86.8%	90.0%
Times of Activities/Events	86.6%	92.4%
Costs of Activities	90.6%	95.1%
Suitability	88.4%	89.8%
Support to Attend	79.9%	73.6%
Frequency	87.2%	86.6%

Although not part of the PFI arrangements, residents were also asked questions about the Care and Catering facilities in their schemes.

Aspects of Restaurants/ Catering Services	2012	2011	2010
Opening times	87.7%	89.9%	95.0%
Quality of food	84.8%	88.9%	94.4%
Value for money	86.1%	89.5%	95.1%
Helpfulness of staff	95.9%	97.9%	97.2%
Menu Options	83.5%	87.5%	n/a

Care Provider	2012	2011	2010
Overall satisfaction with Care Provider	92.7%	96.2%	n/a

Residents were asked to rate issues in their schemes and their neighbourhoods:

Cheshire East Beechmere	Neighbourhood						Scheme					
	Very big problem			Fairly big problem			Very big problem			Fairly big problem		
	2012	2011	2010	2012	2011	2010	2012	2011	2010	2012	2011	2010
Rubbish & litter	2 4.0%	1 2.3%	1 3.6%	5 10.0%	6 13.6%	2 7.1%	1 2.1%		n/a	2 4.3%		n/a
Noisy neighbours	1 2.0%	1 2.3%		2 4.0%			1 2.2%	1 2.4%	n/a			n/a
Pets & animals				1 2.1%		1 3.8%			n/a			n/a
Disruptive children/teenagers	1 2.1%	1 2.3%	1 3.6%	2 4.2%	2 4.5%			1 2.4%	n/a		1 2.4%	n/a
Racial/harassment									n/a	1 2.2%		n/a
Drunk/rowdy behaviour	2 4.3%						1 2.2%		n/a	1 2.2%		n/a
Vandalism & graffiti				1 2.1%	1 2.3%	1 3.6%			n/a			n/a
People damaging property									n/a			n/a
Drug use/dealing				1 2.2%			n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles				1 2.1%	1 2.3%		n/a	n/a	n/a	n/a	n/a	n/a
Other crime				1 2.2%					n/a			n/a
Noise from traffic	1 2.1%			1 2.1%			n/a	n/a	n/a	n/a	n/a	n/a
Car parking	1 2.1%			1 2.1%	4 9.1%				n/a	2 4.3%	3 7.1%	n/a

Cheshire East Oakmere	Neighbourhood						Scheme					
	Very big problem			Fairly big problem			Very big problem			Fairly big problem		
	2012	2011	2010	2012	2011	2010	2012	2011	2010	2012	2011	2010
Rubbish & litter	2 10.0%	1 4.5%	1 5.3%	5 25.0%		1 5.3%			n/a			n/a
Noisy neighbours	1 4.8%		1 5.3%						n/a			n/a
Pets & animals									n/a			n/a
Disruptive children/teenagers	1 5.0%			1 5.0%					n/a	1 5.3%		n/a
Racial/harassment									n/a	1 5.3%		n/a
Drunk/rowdy behaviour				1 5.0%					n/a			n/a
Vandalism & graffiti									n/a			n/a
People damaging property	1 5.3%								n/a		1 5.9%	n/a
Drug use/dealing				1 5.0%			n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles							n/a	n/a	n/a	n/a	n/a	n/a
Other crime				1 5.0%					n/a	1 5.3%		n/a
Noise from traffic							n/a	n/a	n/a	n/a	n/a	n/a
Car parking	5 23.8%		1 5.6%	1 4.8%		2 11.1%	4 21.1%		n/a	3 15.8%	2 9.5%	n/a

Cheshire East Willowmere	Neighbourhood						Scheme					
	Very big problem			Fairly big problem			Very big problem			Fairly big problem		
	2012	2011	2010	2012	2011	2010	2012	2011	2010	2012	2011	2010
Rubbish & litter				4 12.1%	1 5.6%				n/a	1 3.0%	1 5.9%	n/a
Noisy neighbours				2 6.1%	2 11.1%				n/a	1 3.0%		n/a
Pets & animals	1 1.7%				1 5.6%		1 3.0%	1 5.6%	n/a		1 5.6%	n/a
Disruptive children/teenagers					1 5.6%				n/a		1 5.9%	n/a
Racial/harassment									n/a			n/a
Drunk/rowdy behaviour									n/a			n/a
Vandalism & graffiti					1 5.6%				n/a			n/a
People damaging property					1 5.6%				n/a			n/a
Drug use/dealing							n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles							n/a	n/a	n/a	n/a	n/a	n/a
Other crime									n/a			n/a
Noise from traffic							n/a	n/a	n/a	n/a	n/a	n/a
Car parking		1 6.2%		1 3.0%	2 12.5%			1 5.6%	n/a	2 6.1%	4 22.2%	n/a

Cheshire West Hazelmere	Neighbourhood						Scheme					
	Very big problem			Fairly big problem			Very big problem			Fairly big problem		
	2012	2011	2010	2012	2011	2010	2012	2011	2010	2012	2011	2010
Rubbish & litter	2 4.3%	1 2.6%	1 3.0%	2 4.3%	1 2.6%				n/a	1 2.4%	2 5.1%	n/a
Noisy neighbours	1 2.2%	2 5.0%			1 2.5%	1 3.1%		2 5.1%	n/a		2 5.1%	n/a
Pets & animals	1 2.2%	1 2.6%	1 3.2%	1 2.2%				1 2.6%	n/a	1 2.4%	1 2.6%	n/a
Disruptive children/teenagers	1 2.2%	1 2.5%	2 6.5%	1 2.2%	2 5.0%			1 2.6%	n/a	1 2.4%	2 5.1%	n/a
Racial/harassment									n/a		1 2.6%	n/a
Drunk/rowdy behaviour	1 2.2%	1 2.6%			1 2.6%			1 2.6%	n/a		1 2.6%	n/a
Vandalism & graffiti					1 2.5%	1 3.3%			n/a		1 2.6%	n/a
People damaging property						1 3.2%			n/a		1 2.6%	n/a
Drug use/dealing				1 2.2%			n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles							n/a	n/a	n/a	n/a	n/a	n/a
Other crime				1 2.2%					n/a	2 4.8%	1 2.6%	n/a
Noise from traffic				1 2.3%			n/a	n/a	n/a	n/a	n/a	n/a
Car parking	1 2.3%	1 2.5%				1 3.2%	2 4.7%	1 2.6%	n/a		1 2.6%	n/a

Cheshire West Hollymere	Neighbourhood						Scheme					
	Very big problem			Fairly big problem			Very big problem			Fairly big problem		
	2012	2011	2010	2012	2011	2010	2012	2011	2010	2012	2011	2010
Rubbish & litter			1 3.7%	4 16.0%	4 20.0%	1 3.7%			n/a	1 4.0%	1 5.0%	n/a
Noisy neighbours		1 5.0%	1 4.0%			1 4.0%			n/a			n/a
Pets & animals	1 3.8%			2 7.7%			1 3.8%		n/a	1 3.8%	1 5.3%	n/a
Disruptive children/teenagers						2 8.3%			n/a			n/a
Racial/harassment						1 4.2%			n/a			n/a
Drunk/rowdy behaviour						1 4.2%			n/a			n/a
Vandalism & graffiti									n/a			n/a
People damaging property						1 4.0%			n/a			n/a
Drug use/dealing				1 4.0%			n/a	n/a	n/a	n/a	n/a	n/a
Abandoned/burnt out vehicles							n/a	n/a	n/a	n/a	n/a	n/a
Other crime				1 4.2%					n/a			n/a
Noise from traffic	1 4.0%					1 4.3%	n/a	n/a	n/a	n/a	n/a	n/a
Car parking		1 5.3%							n/a		1 5.3%	n/a

Residents were also asked to make comments on individual services and these will be used to improve services within the schemes.

Sophie Middleton
Contract Manager – Extra Care Housing

17 July 2012

CHESHIRE EAST COUNCIL

Joint Extra Care Housing Management Board

Date of Meeting: 25 September 2012
Report of: Dominic Oakeshott, Finance Lead People, Cheshire East Council
Subject/Title: Annual Financial Report for 2011/12

1.0 Report Summary

- 1.1 This report gives an overview of the financial position in relation to the PFI contract; it excludes the impact on the individual authorities of the costs they bear in isolation from each other. These costs which are treated on an individual basis are incurred in relation to care costs and catering facilities where each party has made their own arrangements and which are therefore reported separately.

2.0 Recommendation

- 2.1 That Joint Extra Care Housing Management Board note the contents of the Finance Report and in doing so, the potential actions that may be needed in future years.

3.0 Reasons for Recommendations

- 3.1 No formal decisions are required at this point so it is recommended that Members note the contents of the Report.

4.0 Wards Affected

- 4.1 Cheshire East
Crewe West, Handforth, Middlewich

- 4.2 Cheshire West & Chester Council
Rossmore, Winsford Over & Verdin

5.0 Local Ward Members

- 5.1 Cheshire East
Crewe St Barnabas – Councillor Roy Cartlidge
Handforth – Councillors Barry Burkhill and Dennis Mahon
Middlewich – Councillors Paul Edwards, Simon McGrory and Michael Parsons

- 5.2 Cheshire West & Chester Council

Rossmore – Councillor Pat Merrick
Winsford Over & Verdin – Councillors Don Beckett, Tom Blackmore and Lynda Jones

6.0 Policy Implications

6.1 None.

7.0 Financial Implications (Authorised by the Director of Finance and Business Services)

7.1 As outlined in the attached appendix

8.0 Legal Implications (Authorised by the Borough Solicitor)

8.1 None.

9.0 Risk Management

9.1 None.

10.0 Background and Options

10.1 Cheshire East Council manages the PFI Contract on behalf of Cheshire East and Cheshire West & Chester Borough Councils.

10.2 Part of the management of the contract involves keeping both Authorities informed on developments within the PFI Schemes. This annual financial report is the latest report issued.

11.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Patrick Rhoden

Designation: Principal Accountant, Finance Office, Cheshire East Council

Tel No: 01270 686233

Email: Patrick.Rhoden@cheshireeast.gov.uk



Report

Date: 25th September 2012

Report of: Patrick Rhoden, Principal Accountant

Subject: PFI Extra Care Housing Annual Financial Report

NB – Care and catering contracts are now managed in-house by each Authority and do not form part of this report.

Introduction

The purpose of this report is to highlight the overall financial position in relation to the contract, namely by looking at the position of the PFI Reserve and highlighting any other major financial considerations at the end of 2011/12 in respect of the contract.

The PFI Reserve

The purpose of the Reserve is to smooth out timing differences over the 30 year period of each PFI agreement. These relate to timing differences between the receipt of funds by the Council (in the form of PFI Special Grant, which is a fixed annual amount received from Central Government for the capital element of the scheme) and the amounts released by the Council towards the monthly Unitary Payments.

The Reserve has been left untouched during 2011/12 as the timing of transactions (grants received and unitary payments made) coupled with very low interest rates means there isn't any in year surplus to be invested. Any surplus balances in the reserve are invested and carried forward to cover the projected deficits in future years, with the Reserve ultimately balancing to zero when the agreement ends.



	Cheshire East £000	Cheshire West and Chester £000	Total £000
Balance Brought Forward from 2010/11	892	660	
Movement	0	-1	
Interest Earned	0	0	
Balance Carried Forward to 2012/13	892	659	1,551

Future Financial Issues

The above table summarises the current position with regard to the overall reserve established for this PFI contract. It is pleasing to report that the original financial modelling envisaged the reserve should be in credit to the total of £1,495k by the end of 2011/12. On the surface therefore, the reserve is currently in a healthy position when compared with the original model, primarily as a result of the timing of the credits in relation to the phased opening of the sites during 2009.

However, the current position masks underlying potential problems that will occur going forward. Main areas of concern are the affordability issues being experienced by both councils in respect of Adults Services overall and therefore the ability to make anticipated contributions to the reserve in the short term.

These contributions are anticipated to be made from revenue sources. Adult Social Care budgets should be able to contribute reflecting the economies in care costs being delivered by the operation of these Extra Care facilities. The current mix of needs and it's divergence from the planned thirds mix (please see current occupancy levels in the operations report) within the facilities means these economies are not as great as anticipated, which when added to the wider demographic pressure on Adult Social Care budgets, mean making the planned contribution is very difficult. It is therefore recommended that Cheshire East Council follows the lead of Cheshire West and Chester Council and sets up a special ringfenced budget in order to make these contributions from 2013/14 onwards.

The rental units reached full capacity during 2011/12 and it is therefore timely to focus on turnover during the year. It is important to maintain the correct mix of care needs in order to free up revenue budget to top up the reserve. The operations reports shows this for the whole of 2011/12.

The current economic climate with the consequential effect on interest rates will also affect the reserve going forward. Interest was planned at 4.5% per annum on invested funds, whereas current rates generate little in excess of 0%. If the current



position continues in the longer term this will have a material adverse effect on the reserve.

Conclusion

Maintaining a healthy financial position in the PFI reserve is essential, in order to do this an annual report on the reserve including recommendations for any necessary remedial action and a strategy for future investment in the reserve should be brought forward to the Joint Officer and Elected Members as appropriate.

At this point (and in the short term going forward) the reserve is healthy when compared to previous estimates and therefore no immediate action is recommended.

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CHESHIRE EAST COUNCIL

Joint Extra Care Housing Management Board

Date of Meeting: 25 September 2012
Report of: Jayne McLaughlin – Solicitor
Subject/Title: Management and Governance of Extra Care Housing

1.0 Report Summary

- 1.1 This report seeks approval to the execution of an agreement documenting the roles and responsibilities of each Council in relation to the management and governance of the PFI Contract. At the last meeting of the Management Board Members considered a report recommending a lighter governance approach specific to the management of the operation of the Round 3 Schemes and this has been documented and circulated for agreement by the Joint Officer Group members.

2.0 Recommendation

- 2.1 That the Joint Extra Care Housing Management Board approve each Councils signing of an Inter Authority Agreement detailing the parties duties and responsibilities in relation to the management and governance of the existing PFI Extra Care Housing.

3.0 Reasons for Recommendations

- 3.1 Originally the governance arrangements were designed mainly to deal with the procurement of Round 5 PFI Schemes. When the funding for schemes was withdrawn the Board accepted the recommendation for a documentation of a governance regime in an inter authority agreement. A draft Inter Authority Agreement has been circulated and agreed by the Joint Officer Group and authority is now sought for the execution of the Agreement by the respective Councils.

4.0 Wards Affected

- 4.1 Cheshire East
Crewe West, Handforth, Middlewich
- 4.2 Cheshire West & Chester Council
Rossmore, Winsford Over & Verdin

5.0 Local Ward Members

5.1 Cheshire East

Crewe St Barnabas – Councillor Roy Cartlidge

Handforth – Councillors Barry Burkhill and Dennis Mahon

Middlewich – Councillors Paul Edwards, Simon McGroary and Michael Parsons

5.2 Cheshire West & Chester Council

Rossmore – Councillor Pat Merrick

Winsford Over & Verdin – Councillors Don Beckett, Tom Blackmore and Lynda Jones

6.0 Policy Implications

6.1 None.

7.0 Financial Implications

7.1 None.

8.0 Legal Implications (Authorised by the Borough Solicitor)

8.1 Legal has drafted and circulated to the Joint Officer Group an Inter Authority Agreement that will bring certainty to the roles and responsibilities of each Council in relation to the schemes.

9.0 Risk Management

9.1 None.

10.0 Background and Options

10.1 The current governance arrangements for Extra Care Housing were set up in 2009. At that time, it was anticipated that there would be further PFI funding available and that the main activity for the next five years would be the procurement and building of 4 more PFI Extra Care Housing schemes together with an overview of the operation of the current 5 PFI Schemes.

10.2 In the light of this, a governance regime was approved that was overseen by the Joint Extra Care Housing Management Board who were to meet on a monthly basis in order to facilitate the fast decision making required by the proposed Competitive Dialogue procurement. Beneath this was a Joint Officer Group (JOG) consisting of the Heads of Service from both Authorities and reporting to JOG was the Project Development Group which was split into workgroups to deal with each part of the Competitive Dialogue (e.g. Legal, Finance, Planning, etc.)

- 10.3 The governance regime and the Inter-Authority Agreement that was set up to support it was mainly geared to the procurement of the Round 5 schemes – Overview of the operational schemes was to be “light-touch” and set up once the Round 5 governance arrangements were in place.
- 10.4 With the termination of round 5 the Board agreed that a lighter approach to governance was to be adopted and this has now been documented.

11.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

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CHESHIRE EAST COUNCIL

Joint Extra Care Housing Management Board

Date of Meeting: 25 September 2012
Report of: Lynn Glendenning, Commissioning Manager
Subject/Title: Change Of Contract Orders 2011/2012

1.0 Report Summary

- 1.1 One Change of Contract Order affecting Cheshire East schemes only was agreed with Avantage during 2011/12. This covered the installation of automatic door openers to social rented apartments in Beechmere, Oakmere and Willowmere.

2.0 Decision Requested

- 2.1 The Joint Extra Care Housing Management Board is requested to note the contents of this report.

3.0 Reasons for Recommendations

- 3.1 Changes to the PFI Contract are inevitable considering that it runs for a term of 30 years.
- 3.2 Any change made by Change of Contract Order is valid for the remaining term of the contract and can only be revoked by a reverse Change of Contract Order.

4.0 Wards Affected

- 4.1 Cheshire East
Crewe West, Handforth, Middlewich

5.0 Local Ward Members

- 5.1 Cheshire East
Crewe St Barnabas – Councillor Roy Cartlidge
Handforth – Councillors Barry Burkhill and Dennis Mahon
Middlewich – Councillors Paul Edwards, Simon McGrory and Michael Parsons

6.0 Policy Implications

- 6.1 None.

7.0 Financial Implications (Authorised by the Director of Finance and Business Services)

7.1 Cheshire East Strategic Housing provided funding to install automatic door openers to apartments to help ensure that potential residents with complex needs can be accommodated by the schemes, thus helping to redress the care band imbalances. It was also considered a preventative measure to reduce care packages and finally it would avoid a large number of future DFG applications and the administration and additional costs involved in processing and funding these. The ongoing maintenance charge will be paid by Cheshire East on a monthly basis.

8.0 Legal Implications (Authorised by the Borough Solicitor)

8.1 This Change of Contract Order forms part of the PFI Contract and will be in place for the term of the contract.

9.0 Risk Management

9.1 N/a

10.0 Background and Options

10.1 The original design of the PFI Extra Care Housing schemes included 60 minute fire doors with automatic openers. During the design stage, the openers were removed to save money with the consent of the Council's representatives.

10.2 When the schemes opened, it became apparent that the 60 minute fire doors were too heavy for the frailest residents to open unassisted and were materially affecting some residents' lives by effectively "trapping" them in their apartments.

10.3 For the reasons detailed in 7.1 above, Cheshire East decided that automatic door openers should be installed for the apartments included in the PFI Agreement, i.e. its social rented apartments.

10.4 The Change of Contract Order covers the purchase, installation and maintenance of automatic door openers for 142 Cheshire East apartments (Beechmere=75, Oakmere=32 and Willowmere=35).

11.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

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