

CHESHIRE EAST COUNCIL

Joint Extra Care Housing Management Board

Date of Meeting: 28 September 2011
Report of: Sophie Middleton, Contract Manager – Extra Care Housing
Subject/Title: Q1, 2011/12 Operations Report

1.0 Report Summary

- 1.1 This report describes the situation at the end of Quarter 1 – it includes information on
- tenure, care bands and community balance,
 - occupancy, voids and waiting lists,
 - unitary charge and deductions made, and
 - KPIs.

2.0 Recommendation

- 2.1 That Members note the contents of the Operations Report.

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 St Barnabas, 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 including – Carbon Reduction
- Health**

6.1 None.

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 The Round 3 PFI Extra Care Housing Schemes opened in 2009.

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

10.3 Part of the management of the contract involves keeping both Authorities informed on developments within the PFI Schemes. This quarterly 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:

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Report

Date: 22 July 2011

Report of: Sophie Middleton/Contract Manager

Subject: PFI Extra Care Housing Quarter 1 Operations Report

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

1. Tenure, Care Bands & Community Balance

1.1 Tenure

In April 2010, 57 apartments were transferred from Shared Ownership and Outright Sale to Rental Apartments. These apartments are subject to a similar repairs and maintenance agreement as the PFI apartments but are not monitored by the Authority. The current status of the arrangement is detailed below.

30/06/11	Scheme	Transferred to Rental	Returned to Sales	Outstanding
Cheshire East	Beechmere	20	2	18
	Oakmere	5	1	4
	Willowmere	7	0	7
	TOTAL	32	3	29
Cheshire West	Hazelmere	17	1	16
	Hollymere	8	2	6
	TOTAL	25	3	22
TOTAL		57	6	51

1.2 Community Balance

It is intended that all schemes will achieve a balance of one-third low, one third medium and one-third high care band residents. The balance at the end of June 2011 was as follows:

Council	Scheme	Wellbeing (East only) & Low	Medium	High
Cheshire East	Beechmere	66%	19%	15%
	Oakmere	60%	26%	14%
	Willowmere	65%	18%	17%
Cheshire East Overall		64%	21%	15%
Cheshire West	Hazelmere	60%	21%	19%
	Hollymere	50%	26%	24%
Cheshire West Overall		56%	23%	21%
TOTAL CHESHIRE		60%	23%	17%

2. Occupancy/Voids

2.1 Occupancy

The table below shows the number of occupied/allocated apartments by Council as at 01 July 2011.

<i>RENTAL (incl transferred apartments)</i>	Total Apartments	Occupied /Allocated Apartments	Occupied /Allocated %	Available Apartments
Cheshire East	171	171	100%	None
Cheshire West	120	120	100%	None
TOTAL	291	291	100%	
SHARED & OUTRIGHT SALES				
<i>SHARED & OUTRIGHT SALES</i>	Total Apartments	Occupied /Allocated Apartments	Occupied %	Available Apartments
Cheshire East	85	74	87%	Willowmere – 6 Beechmere – 5
Cheshire West	57	49	86%	Hazelmere – 5 Hollymere – 3
TOTAL	142	123	87%	

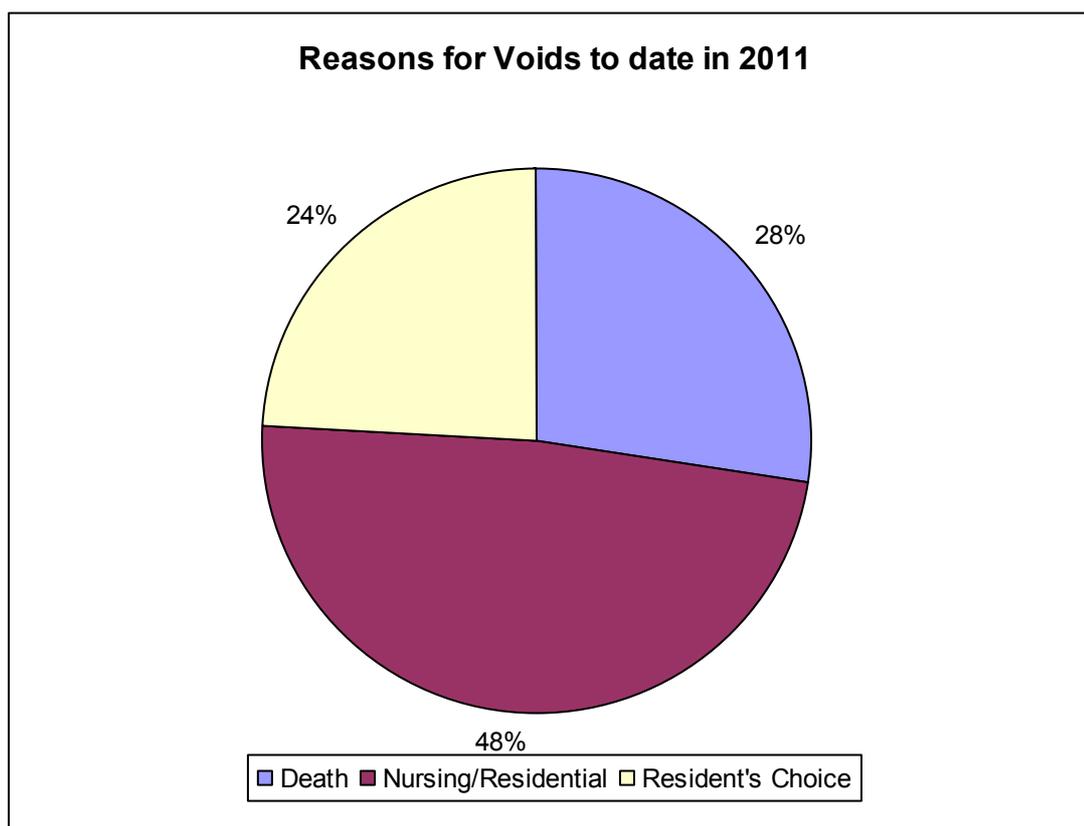
2.2 Voids in 2011

There have been a total of 29 voids during 2011 (i.e. apartments that have been occupied and then become vacant). The reasons for the voids and where they have occurred is shown in the graph and tables below.

Voids as a percentage of total apartments	6.70%
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04/07/2011	Care Band	Low	Medium	High	Total
Cheshire East	Beechmere	4	3	6	13
	Oakmere	1	0	0	1
	Willowmere	2	1	4	7
	TOTAL	7	4	10	21
Cheshire West	Hazelmere	2	1	2	5
	Hollymere	0	0	3	3
	TOTAL	2	1	5	8
TOTAL		9	5	15	29

The chart below shows the reasons for all voids to date in 2011. Appendix 2 shows this information by scheme.



Resident's Choice may mean:

- Moving closer to family members/friends
- Moving out of Extra Care because it does not suit the individual/they don't like the area in which the scheme is located.
- Moving because of changes to Cheshire East Care Charges (1 apt)

2.3 Waiting Lists

The number of people on the waiting lists for apartments at the end of June 2011 was as follows:

		Low	Medium	High	Total
Cheshire East	Beechmere				
	Rented	3	2	1	6
	Shared Ownership	0	0	0	0
	Outright Sale	0	0	0	0
	Oakmere				
	Rented	1	1	0	2
	Shared Ownership	4	0	0	4
	Outright Sale	7	0	0	7
	Willowmere				
	Rented	1	0	0	1
	Shared Ownership	0	0	0	0
	Outright Sale	0	0	0	0
TOTAL	16	3	1	20	
Cheshire West	Hazelmere				
	Rented	2	0	0	2
	Shared Ownership	0	0	0	0
	Outright Sale	0	0	0	0
	Hollymere				
	Rented	1	1	0	2
	Shared Ownership	0	0	0	0
	Outright Sale	0	0	0	0
TOTAL	3	1	0	4	
TOTAL	19	4	1	24	

3. Unitary Charge, Performance Penalties & Unavailability Deductions

The monthly Unitary Charge and deductions for Quarter 1 are shown below.

Month	Unitary Charge	Deductions		
		Cheshire East	Cheshire West	TOTAL
Apr	£367,222.15	£761.91	£341.01	£1,102.92
May	£379,462.88	£508.57	£245.23	£753.80
Jun	£367,222.15	£8.89	£128.50	£137.39
TOTAL	£1,113,907.18	£1,279.37	£714.74	£1,994.11

More details on the causes of the deductions can be found in Appendix 3.

4. Key Performance Indicators

The Key Performance Indicators (KPIs) for the first two months of the first Quarter are shown below. The report for June is not available at the time of writing this report.

4.1 Cheshire East

KPI Ref	Description	Beechmere			Oakmere			Willowmere		
		Apr	May	Jun	Apr	May	Jun	Apr	May	Jun
A01 Events Attendance	(a) Average number of residents at events	14.66	12.80	13.18	5.11	4.08	4.00	6.81	3.87	4.11
	(b) Average number of non-residents at events	1.40	0.64	0.95	3.02	3.14	2.95	3.53	1.47	3.41
A02 Events Costs	(a) Percentage of events free to residents	69%	66%	67%	65%	61%	63%	49%	46%	42%
	(b) Percentage of events costing residents £4 or more	0%	1%	0%	0%	0%	0%	8%	6%	6%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	71%	67%	75%	54%	56%	55%	88%	90%	91%
A04 Events Survey	Not yet measured									
A05 Use of Gym	(a) Sessions per month by residents	31	38	48	0	0	0	22	30	41
	(b) Sessions per month by non-residents	39	28	40	22	8	7	5	11	16
A06 Use of Treatment Rooms	Percentage Use	53%	55%	63%	0%	2%	3%	63%	45%	47%
A07 Repairs Service	Not yet measured									
A08 Partnership Working	No of meetings per month (weeks)	0 (4)	1 (4)	3 (5)	2 (4)	3 (4)	3 (5)	3 (4)	3 (4)	4 (5)

4.2 Cheshire West

KPI Ref	Description	Hazelmere			Hollymere		
		Apr	May	Jun	Apr	May	Jun
A01 Events Attendance	(a) Average number of residents at events	5.78	4.97	4.21	8.33	7.89	5.67
	(b) Average number of non-residents at events	4.69	6.09	5.43	2.91	1.69	2.06
A02 Events Costs	(a) Percentage of events free to residents	74%	65%	62%	76%	80%	78%
	(b) Percentage of events costing residents £4 or more	9%	9%	6%	4%	4%	4%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	86%	90%	88%	41%	40%	48%
A04 Events Survey	Not yet measured						
A05 Use of Gym	(a) Sessions per month by residents	11	7	19	0	0	0
	(b) Sessions per month by non-residents	17	19	10	49	5	3
A06 Use of Treatment Rooms	Percentage Use	20%	19%	28%	43%	42%	43%
A07 Repairs Service	Not yet measured						
A08 Partnership Working	No of meetings per month (weeks)	0 (4)	0 (4)	1 (5)	0 (4)	0 (4)	0 (5)

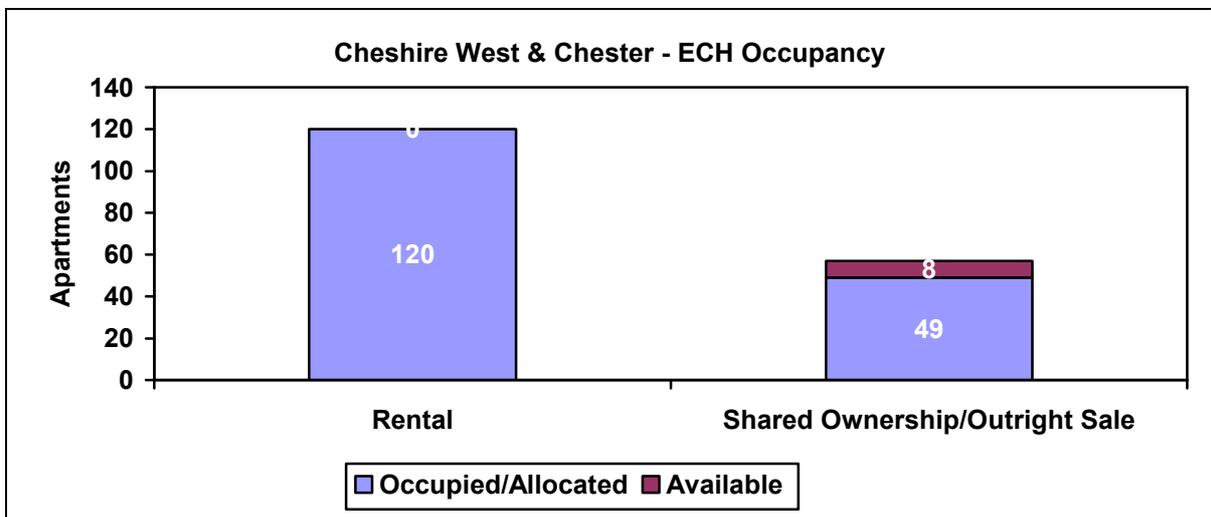
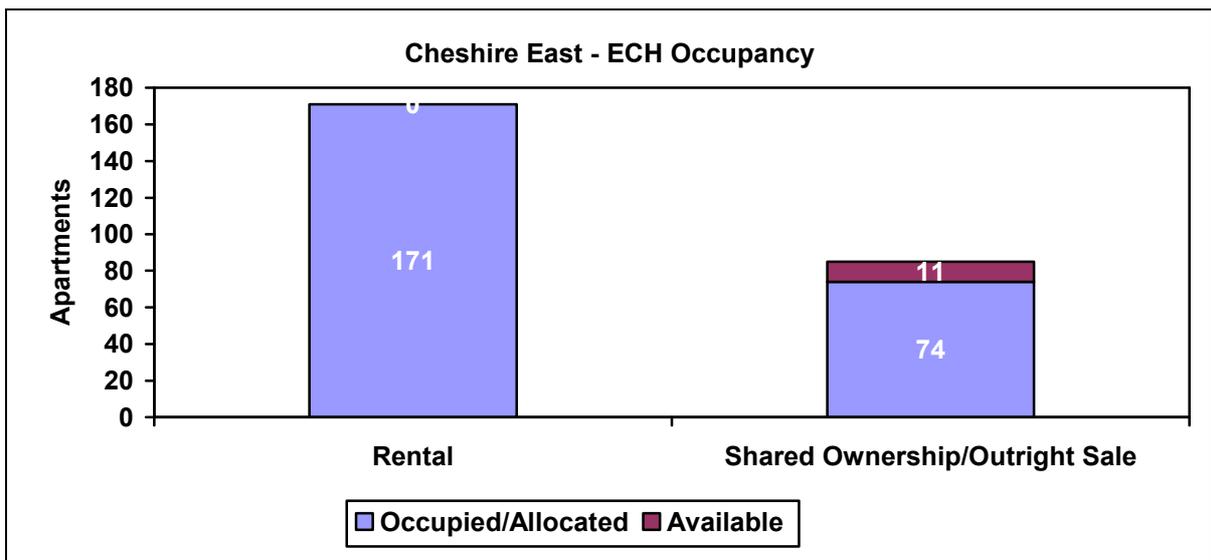
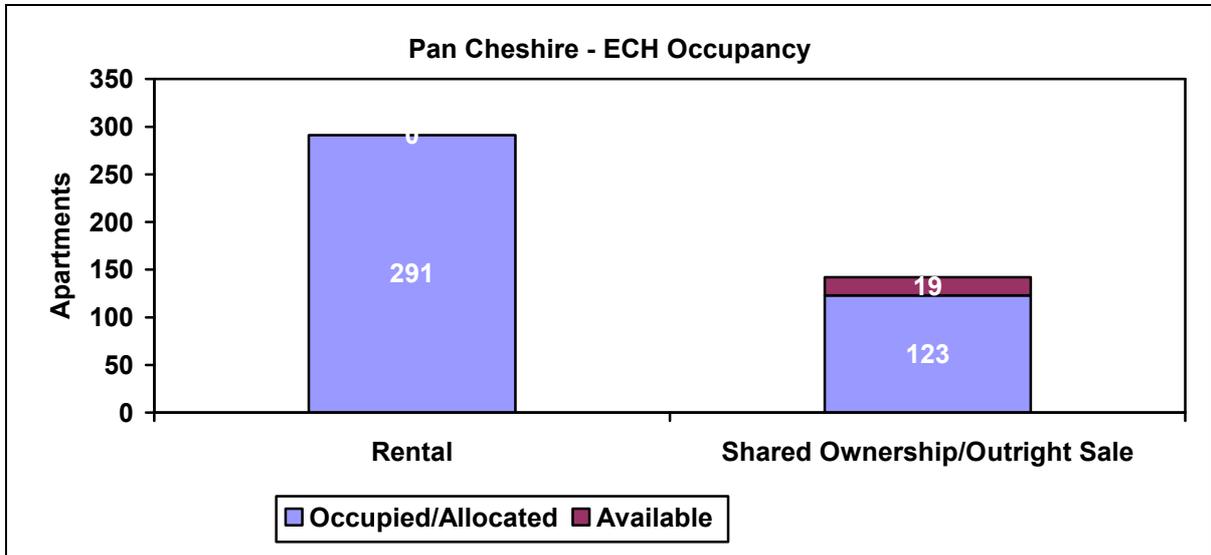
4.3 Weekly Liaison Meetings (A08)

On calculating these KPIs, it became clear that the partner liaison meetings, which should be held weekly at each scheme, were not necessarily taking place. Contract Managers have been reminded that the Authorities consider these meetings to be very important and that if a manager is away, they should arrange for a deputy to attend, rather than cancel the meeting. They have also been reminded that if the managers are busy on the usual day for the meeting, it is not acceptable to cancel the meeting and that it should be rearranged for another day that week.

Sophie Middleton
Extra Care Housing Contract Manager

13/07/2011
Amended 06/09/2011 – KPI data for June added

Appendix 1: Occupancy



Appendix 2: Voids in 2011

Cheshire East

Care Band	Low	Medium	High	Total
Rented	6	3	7	16
Shared Ownership	1	0	3	4
Outright Sale	0	1	0	1
Total	7	4	10	21

Rented	Reasons	Beechmere	Oakmere	Willowmere
Low	Death		1	
	Nursing/Residential	1		1
	Resident's Choice	2		1
Medium	Death	1		
	Nursing/Residential	2		
	Resident's Choice			
High	Death	2		
	Nursing/Residential	2		2
	Resident's Choice	1		
Shared O'ship	Reasons	Beechmere	Oakmere	Willowmere
Low	Death			
	Nursing/Residential	1		
	Resident's Choice			
Medium	Death			
	Nursing/Residential			
	Resident's Choice			
High	Death			
	Nursing/Residential	1		2
	Resident's Choice			
Outright Sales	Reasons	Beechmere	Oakmere	Willowmere
Low	Death			
	Nursing/Residential			
	Resident's Choice			
Medium	Death			1
	Nursing/Residential			
	Resident's Choice			
High	Death			
	Nursing/Residential			
	Resident's Choice			

Cheshire West & Chester

Care Band	Low	Medium	High	Total
Rented	1	1	3	5
Shared O'ship	1	0	2	3
Outright Sale	0	0	0	0
Total	2	1	5	8

Rented	Reasons	Hazelmere	Hollymere
Low	Death		
	Nursing/Residential		
	Resident's Choice	2	
Medium	Death		
	Nursing/Residential		
	Resident's Choice		
High	Death	1	1
	Nursing/Residential		1
	Resident's Choice		
Shared O'ship	Reasons	Hazelmere	Hollymere
Low	Death		
	Nursing/Residential		
	Resident's Choice	1	
Medium	Death		
	Nursing/Residential		
	Resident's Choice		
High	Death		1
	Nursing/Residential	1	
	Resident's Choice		

Appendix 3: Deductions

April 2011 Invoice	Amount	Date
Performance Deductions	None	
Unavailability Deductions	£1,102.92	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 & Cheshire Total			£341.01
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£1,102.92

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 & Cheshire Total			£245.23
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£753.80

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 & Cheshire Total			£128.50
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£137.39