

# CHESHIRE EAST COUNCIL

## REPORT TO: JOINT EXTRA CARE HOUSING MANAGEMENT BOARD

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**Date of Meeting:** 12 May 2010  
**Report of:** Sophie Middleton, Contract Manager– PFI Extra Care Housing  
**Subject/Title:** Round 3 Update

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### **1.0 Report Summary**

1.1 The attached report summarises the current position in the Round 3 Extra Care Housing Schemes in the Cheshire East and Cheshire West & Chester Council areas.

### **2.0 Recommendations**

2.1 Members are asked to note the contents of the report.

### **3.0 Reasons for Recommendations**

3.1 This report will act as a basis for all Round 3 Update reports to JECHMB.

### **4.0 Wards Affected**

4.1 Cheshire East Council: Crewe West, Wilmslow North, Middlewich

4.2 Cheshire West & Chester Council: Central & Westminster, Winsford South & West

### **5.0 Local Ward Members**

#### **5.1 Cheshire East Council**

Crewe West - Councillors Roy Cartlidge, Robert Parker and Jaqueline Weatherill

Wilmslow North – Councillors Jim Crockatt, Don Stockton and Paul Whiteley

Middlewich – Councillors Paul Edwards, Simon McGrory and Michael Parsons

#### **5.2 Cheshire West & Chester Council**

Central & Westminster – Councillors Justin Madders, Derek Batemen, Lynn Clare

Winsford South & West – Councillors Bob Barton, Malcolm Gaskill, Charlie Parkinson

### **6.0 Policy Implications including - Climate change - Health**

6.1 None.

**7.0 Financial Implications for Transition Costs (Authorised by the Borough Treasurer)**

7.1 None.

**8.0 Financial Implications 2009/10 and beyond (Authorised by the Borough Treasurer)**

8.1 None.

**9.0 Legal Implications (Authorised by the Borough Solicitor)**

9.1 None.

**10.0 Risk Management**

10.1 None.

**11.0 Background and Options**

11.1 The Round 3 Extra Care Housing Schemes all opened in 2009. JECHMB will be receiving regular operational updates on the schemes.

**12.0 Overview of Year One and Term One Issues**

12.1 Not applicable

**13.0 Access to Information**

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

Name: Sophie Middleton  
Designation: Contract Manager – PFI Extra Care Housing  
Tel No: 01625 504344  
Email: [sophie.middleton@cheshireeast.gov.uk](mailto:sophie.middleton@cheshireeast.gov.uk)

# PFI Extra Care Housing

**Date:** 12 May 2010

**Report of:** Sophie Middleton / Contract Manager – PFI Extra Care Housing

**Subject:** Round 3 Extra Care Housing Update

## 1 General

The main PFI Contract was signed by Cheshire County Council and Avantage in October 2007. This covered the design and build phase of the project and the operational phase – housing, events and facilities management. Five PFI Extra Care Schemes opened during 2009 – Handforth in January, Ellesmere Port and Middlewich in April, Winsford in June and Crewe in August containing a total of 433 apartments.

Council	Town	Scheme	No of Apartments	Of which Social Rented
Cheshire East	Handforth	Oakmere	53	32
	Middlewich	Willowmere	71	35
	Crewe	Beechmere	132	75
Cheshire West & Chester	Ellesmere Port	Hollymere	71	41
	Winsford	Hazelmere	106	57
<b>TOTAL</b>			<b>433</b>	<b>240</b>

Applications from prospective residents are received by Avantage and a Social Care Assessment and a Financial Assessment are carried out before their application is referred to the Allocations Panel. The Allocations Panel decides whether or not the applicant meets the criteria laid out in the Allocations Policy and, if they do, the applicant's name is put on a waiting list. If a suitable apartment is available, Avantage offer the applicant that apartment.

Ideally, the Authorities and their partners are seeking to create a balanced community within each ECH scheme based on the "thirds model" – i.e. one-third Low Care, one-third Medium Care and one-third High Care needs. When each potential resident is assessed by their Care Manager or Social Worker, they are assigned a care band. The apartments have also been assigned a care band.

There is also a mix of tenure types – approximately 50% of the apartments in each scheme are designated Social Rented, 25% shared ownership and 25% for leasehold sale. Shared Ownership Apartments are part of a shared equity

scheme where the resident part owns the apartment and pays rent on the part still owned by Avantage. The proportion of the apartment owned by the resident may be increased in agreed steps, e.g. from 50% to 75% with the result that the rent will decrease. It is possible for a resident to purchase the lease for the apartment outright through this method over a number of years. Residents purchasing a leasehold apartment purchase a 99-year lease.

The latest allocations summary, which shows the number of apartments in each scheme in each care band, and the tenure assigned to them, is shown in Appendix 1.

In April 2010, it was agreed that Avantage would temporarily convert some of the Outright Sales Apartments to Social Rented Apartments. Avantage proposed this as the recession has meant that sales have been slower than anticipated. The advantage to the Authorities is that filling the apartments will increase the number of people in the schemes and therefore improve the viability of the restaurants and increase potential savings on the care contracts, etc. Although no care bands have been assigned to the transferred apartments, both CEC and CWAC are taking the opportunity to work towards the thirds model. The apartments were released as follows:

Cheshire East		Cheshire West & Chester	
Oakmere	5	Hollymere	8
Willowmere	7	Hazelmere	17
Beechmere	20		
<b>TOTAL</b>	<b>32</b>	<b>TOTAL</b>	<b>25</b>

## 2 Contract Management and Monitoring

Three contracts are in place to deal with the housing/facilities management, the provision of care and the restaurant service.

### 2.1 PFI Contract

- (a) Parties  
The Authorities/Avantage
- (b) Description  
This is a 30-year contract (from Jan 2009) which deals with Building, Building Management, Housing and Facilities Management. It is a self-monitored, performance-based contract.
- (c) General Contract Management  
The Authorities' Contract Manager works with Avantage to ensure that the facilities are available and performance is maintained throughout the length of the contract by:
- Receiving and reviewing daily and monthly reports from Avantage
  - Visiting the schemes both on a regular basis and unannounced
  - Attending Residents' Meetings to gain an understanding of what is important to residents
  - Auditing specific parts of the contract, e.g. making sure that "back office" systems and reporting work are contract compliant.

The Authorities pay a monthly 'Unitary Charge' to Avantage to maintain the facilities and services that they provide. If there are unresolved problems with availability or performance, deductions are made from this Unitary Charge.

Avantage reports on a monthly basis on 94 Performance Measures reported as 40 KPIs. They also report on the availability of 698 zones, measured against 51 specific criteria. For example, a zone might be declared 'unavailable' if a window will not open or close, or if there is no safe access to a zone, if the heating does not work or if any of the fixtures and fittings are broken. There are specific timescales for the rectification of unavailability, e.g. for a window that will not open – 3 days, but a window that will not close -12 hours.

(d) Contract Monitoring

(i) Reporting by Avantage

There have been issues with the reports received from Avantage including the accuracy of the information in them and the lack of detail reported. There has been recognition by Avantage that their progress in improving the reports has been slow and recently more resources and effort have been put into reporting. The reports are now close to the standard that the Authority has requested and it is anticipated that they will achieve that standard within the next couple of months. Due to the issues with the reporting, deductions have been made from the Unitary Charge.

(ii) Defects Period

There has been a 12-month Defects Period for each scheme during which any repairs and problems with the building have been referred back to the original contractor (i.e. the builders, flooring and carpet fitters, glaziers, etc.). Oakmere, Willowmere and Hollymere are now at the end of that period and all repairs are the responsibility of Avantage. Oakmere reached the end of the defects period in January 2010 and the repairs process has been running smoothly since the handover.

Generally, across all schemes, defects include:

- Corridor handrails warping
- Carpets lifting
- Flooring bubbling in kitchens and bathrooms
- Cracking in Walls – especially around lift shafts. These are normal in timber framed buildings and most have been dealt with as they occurred. The remaining minor cracks will be dealt with at the end of the defects period.

(iii) Doors – Communal and Apartment

After the opening of the first two schemes, it was recognised that the doors from the communal areas to the private residents' areas were too heavy for some of the residents to open. All of these doors on all schemes were replaced by Avantage with automated doors and this has successfully resolved the problem.

There is also a problem with the weight of the apartment front doors meaning that frailer residents are unable to open them unassisted. These doors are heavy because

they are fire proof for 60 minutes. Avantage and the Authorities are actively pursuing an affordable solution to this problem. In the meantime, Housing 21 carers are assisting residents in and out of their apartments.

(iv) Events

Avantage's contract states that they will develop a comprehensive programme of Events and Activities to appeal to all residents and visitors. Some aspects of this programme have been extremely successful, whilst others have been less so. The main criticisms have been the variety of events arranged and the frequency.

Avantage have been working with Housing 21 and third sector partners to improve their events and activities programmes and this has partly addressed the criticisms made. The events programme for April at Hazelmere is attached as Appendix 2.

A one-day workshop will take place on Wednesday 05 May at which strategic discussions will be held on improving the nature and variety of activities and events at the PFI Schemes. This workshop will be attended by a number of senior managers from CEC, CWAC, Avantage, Housing 21 and Cheshire East and Cheshire West Catering.

## 2.2 Care Contract

(a) Parties

The Authorities/Housing 21

(b) Description

This is a five year contract (from 01 August 2008) which covers assessed care needs and 24-hour emergency support.

(c) Contract Management

The Authorities' Contract Manager works with Housing 21 to make the most of the resource that they provide.

Housing 21 do not have formal reporting routes but are supplying 4-weekly reports on actual care provided and emergency responses and resolution.

(d) Contract Monitoring

(i) Review of Care Contract

The Care Contract should be reviewed annually on 01 August. The process was started in January and will be concluded at the end of July. The 2010 review will include looking at the way the invoices are calculated and how the care band system works.

## 2.3 Catering Service Level Agreement

(a) Parties

Originally a Service Level Agreement (SLA) between CCC Adult Services and CBS Catering, this has now devolved to the Catering Services and Adult Services Departments of each Authority.

(b) Description

Open-ended SLA covering the running of the scheme restaurants.

(c) Contract Management

Regular meetings are held to discuss any catering issues.

(d) Contract Monitoring

(i) Review of Catering Service

The catering service operates the restaurants at each of the schemes. The ECH Core Team are working with both catering teams to improve the service provided and reduce the subsidy necessary to keep this important part of ECH afloat.

Avantage has just conducted a full Customer Survey on all aspects of living in the Extra Care Schemes. A summary of this survey is reported elsewhere. A meeting will take place within the next few weeks with all partners to discuss actions and responses to residents on areas where they expressed dissatisfaction.

### **3 Future Reporting**

The Authorities' Contract Manager reports on a monthly basis to the Project Development Group and Joint Officer Group. It is proposed that Members should receive an update from the Contract Manager at alternate meetings (i.e. every two months).



## Appendix 2: April's Events at Hazelmere

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
VH Village Hall CR Craft Room RS Residents Lounge L Library/IT Suite CL Communal Lounge	R Restaurant			1 2pm Egg Hunt & Bonnett Parade VH 4pm Computer Club IT 7pm Linedancing VH	2 <b>Good Friday</b> <b>Hot Cross Buns available - Restaurant</b> 3pm Easter Chocolate Bingo VH £2 - 5 games	3
4 <b>Easter Sunday</b> 10am Orchard Christian Fellowship Sunday Service 3pm Board Games RL	5 <b>Easter Monday</b> <b>Hot Cross Buns available - Restaurant</b> 3pm Bingo - VH <b>Restaurant - 8am-6pm</b>	6 11am Coffee Morning RL 2pm Needles & Pins CR 4pm Indoor Bowling VH	7 10-2 crystal budz 2pm Craft Club - £1 2pm Grand National Horse Draw - VH 4pm Thai Chi £2 Residents £3 Non Residents VH	8 11am Indoor Bowling VH 4pm Computer Club IT <b>Restaurant - 8am-6pm</b> 7pm Linedancing VH	9 11am Book Club L 2pm Chairobics £2R £3 NonR VH 3pm T & Biscuits CL	10 Grand National - RL 6pm Indoor Bowling VH
11 10am Orchard Christian Fellowship Sunday Service	12 11am Indoor Bowling VH 3pm Quiz CL <b>Restaurant - 8am-6pm</b>	13 10am T & Toast RL 2pm Salvation Army Market Stall VH 2pm Needles & Pins CR 6pm Indoor Bowling VH	14 11am Board Games - CL 2pm Craft Club - £1 4pm Thai Chi £2 Residents £3 Non Residents VH	15 10am Exercise to Music 2pm Young@Hearts VH <b>Restaurant - 8am-6pm</b> 7pm Linedancing VH	16 10am T & Crum pet RL 11am Indoor Bowling VH 2pm Chairobics £2R £3 NonR VH 3pm Bingo - VH	17 6pm Indoor Bowling VH
18 10am Orchard Christian Fellowship Sunday Service 3pm Board Games RL	19 10am Bridge - VH 3pm Bingo - VH <b>Restaurant - 8am-6pm</b>	20 11am Coffee Morning RL 2pm Needles & Pins CR 6pm Indoor Bowling VH	21 2pm Craft Club - £1 4pm Thai Chi £2 Residents £3 Non Residents VH 7pm Singalong Hour Free to R. 50p NonR.VH	22 10am Exercise to Music 2pm Young@Hearts VH 4pm Computer Club IT <b>Restaurant - 8am-6pm</b> 7pm Linedancing VH	23 <b>St Georges Day</b> 11am Book Club L 2pm Chairobics £2R £3 NonR VH 3pm Res Mtg/Coffee RL	24 7.30pm Bingo Evening - Resident Lead Event. VH
25 10am Orchard Christian Fellowship Sunday Service	26 11am Indoor Bowling VH 3pm Quiz CL <b>Restaurant - 8am-6pm</b>	27 10am T & Toast RL 2pm Needles & Pins CR 6pm Indoor Bowling VH	28 11am Board Games - CL 2pm Craft Club - £1 4pm Thai Chi £2 Residents £3 Non Residents VH	29 10am Exercise to Music 2pm Young@Hearts VH 4pm Computer Club IT <b>Restaurant - 8am-6pm</b> 7pm Linedancing VH	30 <b>11am Cake Break!</b> 2pm Chairobics £2R £3 NonR VH 3pm Bingo - VH 8pm Evening Of Jazz with Jazzworks	
<b>RESIDENTS ONLY</b> <b>EVENT IS IN THE PLANNING STAGES - PLEASE SEE NOTICE BOARD FOR UPDATES</b> <b>EVENT OPEN TO RESIDENTS AND NON RESIDENTS</b> <b>MONTHLY SOCIAL EVENT</b>					<h1>April</h1>	